

Appendix 5

Barking and Dagenham Self Assessment August 2010

The pathway elements came from the Department of Health

Green: achieved

Amber: partially/in progress/needs further development

Red: not currently offered

Pathway Element	Examples of services	RAG rating	Brief Description of initiative/service provided/being developed
1. UNIVERSAL OFFER			
Identifying Carers	Service User assessment forms in NHS include questions to identify carer (e.g. GP surgery/A&E)	Amber	All carers that we are aware of have had an assessment. A survey on the four new 'Elephant Kiosks' positioned strategically around the borough has the aim of trying to reach hidden carers. A concerted effort took place at Carer's week to identify hidden carers at the main shopping areas in the borough.
Information & advice	Published literature, posters, DVD, radio, telephone & face- to- face advice, signposting to other services, directories, websites	Green	<p>London Borough of Barking and Dagenham (LBBD) has recently redesigned the social care webpages with a dedicated carers section. Information points known as 'Elephant Kiosks' are fixed at four locations in the borough. This website signposts universal services.</p> <p>In 2009 a Carers DVD was produced providing a wide range of accessible carer information and guidance. These are available online, at GP surgeries, hospital receptions and benefits offices.</p> <p>Carers of Barking & Dagenham (CB&D), Mencap, Parents of Autistic Children Together and DABD (UK) all support carers offering information, advice, support, and a range of services. CB&D have a comprehensive information pack.again here we have drug services for carers.</p>

2.CHOICE & CONTROL

Carer's involvement with service user assessment & support planning	Whole family process – impact of support plans on carer is considered	Amber	Carer's assessments are offered in a whole family holistic approach. More work needs to focus on hospital discharge where carers are given significant input in the discharge arrangements and the care package.
Carer's Assessments	Delegated assessments	Green	The carer's assessment can be and is undertaken by CB&D. LBBB checks all assessments are valid, fair and comprehensive.
Resource Allocation System	Carer's R.A.S Service user R.A.S includes Carer's assessment	Green	No specific carer's RAS in the borough but the current RAS includes a carer's section. In the new year, the new RAS tool will be introduced including a larger, more detailed carer's assessment section.
Brokerage	Personal Budgets for carers Flexible breaks - Direct Payments scheme	Red	We need to develop brokerage across all agencies including advocacy run voluntary sector agencies to support carers to consider the benefits that direct payments and individual budgets can achieve. LBBB will restructure the role of brokerage with the proposed development of a mixed brokerage model.
Advocacy	Awareness of carer rights & support to assert these	Green	Experienced carer focused organisations offer advocacy support to carers. There is also a LBBB dedicated website for carers and a range of information available in different formats. There is also borough wide promotion of carers services through GP, Clinic, Pharmacy visits twice yearly. National Carers Week includes a range of events and networking across the borough to find hidden carers.

3. SUPPORT**Prevention/Early Intervention**

Access to health & wellbeing services	Health checks Holistic approaches to reducing stress/exhaustion Promoting wellbeing Healthy living	Amber	Health checks are offered across the borough. Stress management, lifting and handling including a range of other training is available to carers. The borough wide free newspaper received by all residents in the borough offers a range of health and wellbeing advice and information. CB&D offer twice yearly free therapy days through local colleges. LBBB hope to introduce a carer subsidy to leisure facilities. Voluntary sector organisations offer yoga, pilates and therapeutic forms of massage.
---------------------------------------	---	-------	--

Mental wellbeing	<p>Access to counselling</p> <p>Carer retreats</p> <p>Art projects</p> <p>Leisure vouchers/cards</p>	Amber	<p>Direct payments are used to purchase leisure pursuits. There are also carer organised trips and events. Stress management training programmes are available and the 'Take a Break' scheme offers carers immediate respite. There is also rapid response respite for carers in crisis. CB&D refer carers to community interest centre Harmony House for counseling.</p>
Peer support	<p>Lunch clubs</p> <p>Dementia Carers Café's</p> <p>Male carer's group</p>	Green	<p>Carers attend LBBB's six Active Age Centres. The Memory Lane Resource Centre offers a 24 day place for people experiencing memory loss. Carers are offered information, advocacy and support from a Carer Dementia Advisor. Peer support from others carers and a range of social and leisure breaks are organised regularly. The resource centre also has access to a range of professionals that offer invaluable support to carers.</p> <p>There is a male carers group at CB&D with pub lunches and social gatherings. There is also a carers weekly shopping trip for carers who are elderly frail. This service is offered by via a minibus free taxi service to the local supermarket with individual drop offs after.</p>
Employment & training opportunities	<p>Partnerships with JobCentre+</p> <p>Education of employers re: carers</p> <p>Careers advice & support</p>	Green	<p>CB&D offer support on work and benefits and the carer's right to request flexible working legislation. We are able to ensure carers know their rights and exercise this at their work place.</p> <p>There are three job shops in the borough. LBBB and CB&D also work with Lifeline and Job Centre Plus to offer support and training to local residents. Tomorrow's People, a charity that helps people who are claiming Incapacity Benefits or Employment and Support Allowance, provide one to one support and training to local residents.</p>
Breaks	<p>Short breaks</p> <p>Flexible breaks</p> <p>Homeshare</p>	Amber	<p>There are a variety of respite programmes available. Carers of Barking and Dagenham offer a service called 'Take a Break'. The DABD (UK) run a holiday and leisure service that cater for people with disabilities and their carers.</p> <p>LBBB will be writing a short break strategy and an action plan that has emerged from the Carers Strategy draft.</p>
Access to assistive technology	<p>Information for carers</p> <p>Clear pathway for carers</p>	Amber	<p>We use Telecare solutions to help our residents to live independently. We also have adopted a retail prescription model for simple aids to daily living. More information and support is needed to promote this valuable technology and the</p>

	to be informed & encouraged to use A.T		new prescription model, however. Carers and users can find innovative ways to choose self directed support that enable them to maintain their independence.
Housing support	Support to maintain acceptable housing Partnerships with Housing Associations	Amber	LBBDD offers a variety of housing support. We support those who are homeless or threatened by homelessness. LBBDD can help with housing benefits and also offer support to maintain the tenancy. The range of support available is promoted at our front-facing offices, on the internet and through the kiosks. There is no specific housing support for carers but this is something that is being investigated.
Training for carers	Injury prevention Back care First aid Specific condition management	Amber	CB&D are offering a second tranche of training in partnership with Skills for Care. This will cover Carer Awareness Dementia and Death and Dying. Lifting and Handling training is also offered to carers and a range of health professionals are on hand to offer carers information on specific condition management. There are currently strategic groups detailed below set up to look more specifically at care pathways and training for carers to enable them to continue to care as stress free as possible.
Access to designated carer's support worker in hospital	Carer's Nurse Carer's champions	Red	There is a crucial role at hospital discharge to support carers to play a key role in after care support to the cared for. Many re-admissions to hospitals are caused by inappropriate care packages which break down after discharge. Support needs to be in place in hospital and after discharge to ensure the after care is working and that important changes can be implemented in the early stages. Carers support and advocacy are crucial at these times and is something we are looking to develop.
Access to designated carer's support worker in primary care	Community Carer's Support worker	Green	CB&D have carer support workers across mental health, dementia, learning disability, BME groups, parent carers and young carers.
Practical support	Handyman Local discounts in shops etc Small grants	Amber	CB&D offer support to individual carers to apply for small grants. There are handy man contacts that are on vetted lists. The local volunteer bureau also offer gardening and befriending services. LBBDD is committed to setting up Timebanks across the borough which will assist in practical support for carers.

Financial advice	<p>'Every Pound Counts'</p> <p>Easy access to free local financial advice</p> <p>Support with benefits applications/appeals</p> <p>Debt management</p>	Green	<p>Work in the borough has focused on ensuring our partner agencies are in a position to provide appropriate support and advice and signpost other specialist services such as our Community Legal Advice Centres.</p> <p>CB&D, DABD (UK), CLAC, Advice Plus and Dial are just some of the agencies across the borough that offer a range of financial advice to carers and their cared for. These services are in demand and with current government changes to the benefits system and the rise in unemployment, this will continue to be a much needed resource in the borough, especially for vulnerable groups.</p>
Crisis support			
Emergency planning	Crisis Plans as part of service user support plan	Green	<p>End of life care plans, Mental Health CPA and advance directives are part of our emergency planning.</p> <p>Hospital emergency and operations are some of the plans that need to be identified with a carers focus at the fore front. There is work being undertaken through the Partnership groups and pathway plans with attendance from a range of professionals users and carers.</p>
Access to support in an emergency	<p>Emergency access to Direct Payments</p> <p>Links to GP's</p>	Amber	We have emergency respite known as 'Rapid Response'. LBBDD are currently looking at increasing take up of this underused service. CB&D offer respite breaks for young people with high needs. Kallar Lodge, a dementia home, has respite beds available. Parent carers are also able to use a respite facility when needed.
Changes & transitions	<p>Support with the caring journey through different life stages</p> <p>Support when carers wish/need to stop caring</p> <p>Bereavement and the end of life caring roles</p> <p>Support when the service user goes through a transition e.g. becoming an adult</p>	Amber	<p>Carers of B&D offer continued support to carers who will use the carers centre. There are specific times when carers need intense support for example when residential care is needed because the carer can no longer cope.</p> <p>CB&D are offering a second phase of training in partnership with Skills for Care. This is a pilot in partnership with an independent evaluation service and the Department of Health.</p> <p>We hope to pilot a brokerage service for young learning disabled people and their family during transition to adult services. The focus will be on planning for the future with self directed support.</p>

4.SERVICES FOR SPECIFIC GROUPS OF CARERS

Young carers	<p>Young Carers support projects</p> <p>Peer support</p> <p>Breaks</p> <p>Advocacy</p> <p>Whole family approach to find alternatives to inappropriate caring roles</p> <p>Support for young carers to move into adulthood</p>	Green	<p>Services to young carers include face to face support, advocacy, day-trips and respite. Universal services are also promoted to young carers including social and leisure activities. Young carers are offered mentoring support and gain peer support. A DVD to raise awareness in schools and youth settings has been produced.</p> <p>Whole family support is offered to ensure young carers are not carrying out inappropriate caring roles and support is offered to the family. There are also targeted support through Common Assessment Framework and around the family. Young carers have access to support and training opportunities during the transition to adult life.</p>
Mental Health	Family & Carers Service to support the development of working relationships between carers & staff in in-patient services	Amber	Carers of B&D have a dedicated carer's mental health advocacy worker who has further developed links with the Community Mental Health team and in patient clinics and hospital.
Black & Minority Ethnic Communities	<p>Outreach workers</p> <p>Peer support</p> <p>Breaks</p> <p>Advocacy</p>	Green	<p>Carer support services are commissioned from various multi-cultural organisations to support carers from BME communities. Further services are also available for carers via the Barking Muslim Community Centre and Gurdwara Temple. A dedicated BME support officer works with carers from black or minority ethnic backgrounds.</p> <p>There are a range of outreach workers offering peer support groups and advocacy in the borough.</p>
Learning Disabilities	<p>Leadership programmes</p> <p>Peer support</p> <p>Breaks</p> <p>Advocacy</p>	Green	<p>The Learning Disability Partnership Board has a carers champion who works at a local and national level. The carer's champion links with all carer focus agencies with a carer's e newsletter offering information. She has also set up a friendship map – a way of enabling carers to network with each other There are also carer's support groups, advocacy and information agencies.</p> <p>MENCAP provides a holiday service for people with LD and their carers.</p>

5. UNDERPINNING PRINCIPLES			
Carer's participation in care decisions & service planning	Carer Forum Training for carers re: effective participation	Green	<p>There is a range of training for carers with specialised training programmes for Parent carers, face to face training for carers who have received a recent diagnosis of disability of their child and a 12 week parenting programme for parents of a disabled child. Also offered in the borough are courses in stress management, carer awareness, effective communication skills, lifting and handling, carer first aid and mental health awareness as well as dementia advice from Admiral nurses.</p> <p>There are consultation opportunities for carers through CB&D, Links, and Learning Disability Partnership Board. A Carers Strategy is being developed and will be finalised in November 2010. Following this, a Carers Strategic Partnership Board will be launched in December 2010 to oversee the implementation of the recommendations for the strategy.</p>
Professionals & organisations carer aware	Carer awareness training for staff Carers Assessments Good Practice training	Amber	<p>Nine carer awareness workshops were delivered to 129 professionals during January to March 2010 through funding from the Princess Royal Trust and the Department of Health. This was highly successful with excellent evaluation results.</p> <p>As mentioned above, Skills for Care is in the second tranche of training.</p>
Community capacity & delivery infrastructure established	Carer's Strategic Partnership Board Carer's Support Pathway Carer's Hub	Green	<p>The Carers Strategic Partnership Board is in the process of being set up and will extending its membership to include a representative range of carers. The board will link in with the work of the Carers Networking Group and the Carers Strategy Group.</p> <p>CB&D offer a Carers Hub with a range of information and support, they also signpost to other services and information sources and work in close partnership with the LBB.</p>