

### **Ensuring you are visible, valued and supported**

**Scope: Young and adult carers providing unpaid care to an adult 18 years and above (Care Act, 2014)**

#### **Interdependencies:**

- Home Care re-procurement – Maximising Wellbeing at Home
- Growing and nurturing the Personal Assistant market
- Dementia strategy

#### **Wellbeing**

What is wellbeing? The Care Act looks at wellbeing through the following lenses:

- Personal dignity. Being treated with respect and maintaining your own self-worth.
- Having good mental health, physical health, and emotional wellbeing.
- Being safe from abuse and neglect.
- Having control over your day-to-day life.
- Being involved in work, education, training, or leisure activities.
- Not being isolated.
- Having good domestic, family, and personal relationships.
- Having a safe and secure home.
- Being part of society

All the above wellbeing areas are equally important and this implementation plan aims to address each of these areas through the lens of 'every action will have a tangible impact on your life'

#### **Governance Commitments**

- We will set up a Carer Implementation Plan Governance Group in October 2022 to oversee delivery of the Plan
- We will develop regular communications to all unpaid carers in Lewisham, to update you on delivery of the Carer Implementation Plan
- We will develop a Carer Key Performance Indicator Framework for all commissioned services across Lewisham Council

## CARER IMPLEMENTATION PLAN – KEY ACTIONS – Aug. 2022

Key priorities	Milestone	Comments
<p><b>Visible: We want everyone who is an unpaid carer to be fully aware of this</b></p>	<ol style="list-style-type: none"> <li>1. Procure Lewisham Carer Hub and spoke model which will coordinate early help support for adult and young carers by providing:               <ul style="list-style-type: none"> <li>• A single point of access at any stage of a carers' journey.</li> <li>• Financial advice and support navigating the benefits system</li> <li>• Online carer assessments</li> <li>• Digital training courses</li> <li>• Peer Support, networking</li> <li>• Access to early help services</li> <li>• Enable referral for crisis support</li> <li>• Enable referral to community based support</li> </ul> </li> <li>2. Commission Carer Primary Care Coordinator who will work across the 6 Primary Care Networks (PCN) in Lewisham to enable effective identification of Carers across all Lewisham based GP surgeries, whilst also promoting Carer Wellbeing and other relevant services available to Carers.</li> <li>3. Commission Young Carer Schools Coordinator who will work across all schools within Lewisham and provide direct, individual and whole family support intervention to Young Carers and their families within school settings and through home based visits. With a focus on supporting young carers to increase educational outcomes and engagement and decrease caring role and negative impact caring role.</li> <li>4. Identify, train and empower Carer Champion volunteers from within the community who will encourage people to recognise their role and rights as carers through:               <ul style="list-style-type: none"> <li>• Publicity campaigns involving local community services, for example posters and leaflets in GP surgeries, libraries and pharmacies</li> <li>• Digital communications, social media and online forums that engage with carers</li> <li>• Partnerships with community pharmacies, local carer support organisations and carer groups, for example in hospital settings</li> </ul> </li> </ol>	

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	<ul style="list-style-type: none"> <li>• Partnerships with local community organisations who can help disseminate information more widely, such as further education colleges, sports centres and supermarkets.</li> </ul> <ol style="list-style-type: none"> <li>5. Joint commissioner for carers will develop a clear pathway to enable all local organisations to refer identified unpaid carers to our Carer Information and Advice Officers</li> <li>6. Joint commissioner for carers will work with GP practices to develop systems to ensure all identified unpaid carers are included in GP records</li> <li>7. Front line practitioners will ensure that carers who don't want or need a statutory carer's assessment are still offered information about how to access support.</li> <li>8. We will promote family-friendly policies to support those with caring responsibilities amongst Lewisham based employers</li> <li>9. Lewisham Council Social Value Officer and procurement team will ensure that meeting the needs of carers is a key focus within procurement</li> <li>10. We will launch and promote our Proud to Care Lewisham annual awards including categories such as:               <ul style="list-style-type: none"> <li>• Carer of the year</li> <li>• Wellbeing Worker of the year</li> <li>• Business that has gone the extra mile in supporting Carers</li> </ul> </li> <li>11. We will showcase the creative skills and talents of our local unpaid carers annually during Lewisham People's Day</li> <li>12. Healthwatch Lewisham will publish quarterly, the number of carers identified by the following services:               <ul style="list-style-type: none"> <li>• Our frontline social care staff</li> <li>• Our home care lead neighbourhood providers</li> <li>• Our carers support officers</li> </ul> </li> </ol>	

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	<ul style="list-style-type: none"> <li>• Our GP practices</li> <li>• Lewisham and Greenwich NHS Trust</li> <li>• South London and Maudsley NHS Foundation Trust</li> <li>• Local businesses</li> <li>• Local schools</li> <li>• Local Colleges of Further Education</li> </ul>	
<p><b>Valued: We value you as the key partner in supporting your loved one and your Contribution to our local economy</b></p>	<ol style="list-style-type: none"> <li>1. Integrated Commissioning Team will embed coproduction within all commissioned services throughout the commissioning cycle</li> <li>2. Health and social care organisations will promote ways of working with carers that acknowledge you as expert partners in care and value your skills and knowledge about the person you care for. These approaches will be incorporated into formal policies and processes.</li> <li>3. Health and social care practitioners will:               <ul style="list-style-type: none"> <li>• Work in partnership with you and treat you as a valued member of the care team around the person being cared for, with the person's consent.</li> <li>• Involve you in decision making and care planning and keeping you up to date.</li> <li>• Take into account the mental capacity of the person being cared for and your wishes around confidentiality</li> <li>• Share with you the information you need to provide care effectively and safely while respecting confidentiality</li> <li>• Be open and honest with you about the health condition, disability or needs of the person you care for (with the person's consent), including when information is difficult or upsetting. Explain how it is likely to progress so that you understand how your caring role might change in the future.</li> </ul> </li> <li>4. We will support our frontline health, social care and provider colleagues to include in every conversation with you, a check in regarding your health and wellbeing and also ensure you have access to the information and support you require at that point in time</li> </ol>	

## CARER IMPLEMENTATION PLAN – KEY ACTIONS – Aug. 2022

Key priorities	Milestone	Comments
	<ol style="list-style-type: none"> <li>5. Our Proud to Care Lewisham apprentices will encourage you to participate in the recruitment and supervision of our Proud to Care Lewisham paid workforce</li> <li>6. Our Maximising Wellbeing at Home organisations will give you the opportunity to support your loved one to recruit your Wellbeing team through virtual interviews</li> <li>7. Our Maximising Wellbeing Teams will embed you as a core member by inviting you to team meetings, including you in developing and updating the care and support plan with you, encouraging you to benefit from the coaching to the team and encouraging you to actively engage in the rota planning of the team</li> <li>8. Our Solution Focused Wellbeing coaching services Specialist Wellbeing coaches</li> <li>9. Carers of individuals in receipt of a package of care from the Maximising Wellbeing at Home service will have direct accessing to specialist wellbeing coaching in the following areas:               <ul style="list-style-type: none"> <li>• End of Life Care</li> <li>• Effective management of individuals with advanced dementia including those presenting with behaviours that challenge</li> <li>• Learning Disability and autism</li> <li>• Mental Health</li> <li>• Enabling and supporting clients into meaningful life roles</li> </ul> </li> </ol>	
<p><b>Supported: We see you as a person in your own right and will support you to have a fulfilling and meaningful life. This includes transitioning out of being an unpaid carer if</b></p>	<ol style="list-style-type: none"> <li>1. We will commission a Carer Activities Coordinator who will be responsible for planning, delivering and promoting a programme of educational, fun, leisure and residential activities for young and adult carers. The core aim of the activity programme is to provide carers with a much needed break from their caring responsibilities, in a safe and social environment where they can meet other carers and focus on their wellbeing.</li> <li>2. We will commission Wellbeing Carer Coordinators who will work across the 4 Neighbourhoods in Lewisham, working within the Adult Social Care neighbourhood model, and will ensure the wellbeing outcomes are met for all carers.</li> <li>3. We will ensure that our Wellbeing Carer Coordinators have the knowledge, time and communication skills to effectively undertake an assessment of your needs</li> <li>4. We will simplify the Carer Assessment and remove repetitive questions</li> </ol>	

## CARER IMPLEMENTATION PLAN – KEY ACTIONS – Aug. 2022

Key priorities and when that occurs	Milestone	Comments
	<p>5. We will ensure that we are compliant with the NICE guidance when preparing for and carrying out a carer's assessment  <a href="https://www.nice.org.uk/guidance/ng21/resources/home-care-delivering-personal-care-and-practical-support-to-older-people-living-in-their-own-homes-pdf-1837326858181">https://www.nice.org.uk/guidance/ng21/resources/home-care-delivering-personal-care-and-practical-support-to-older-people-living-in-their-own-homes-pdf-1837326858181</a></p> <p>6. We will ensure Carer Assessments are accessible via a virtual copy or a paper version</p> <p>7. In preparing for and carrying out an assessment of your needs, our Wellbeing Carer Coordinators will:</p> <ul style="list-style-type: none"> <li>• Arrange the timing according to your preferences and the urgency of your need for support. For example, take into account:</li> <li>• Whether the person they care for is near the end of life</li> <li>• The level of stress you are experiencing</li> <li>• Changes to your caring role</li> <li>• Provide flexibility in how, when and where the assessment is carried out, taking into account individual preferences and accommodating your caring responsibilities, working patterns and other circumstances.</li> <li>• Ensure that the assessment process is accessible, easy to navigate and complete, and tailored to individual needs, with information provided in a format that you can understand.</li> <li>• Share information in advance so that you can prepare</li> <li>• Discuss caring in the context of your family and support networks, for example whether you share caring responsibilities with other people and whether you care for more than 1 person.</li> <li>• Discuss the option to combine or link your assessment with the assessment of the person you care for, if this option is preferred by both</li> <li>• Not make assumptions about the willingness and the ability of you to carry out caring tasks when completing assessments for the carer or the person you care for.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Ensure an effective process is in place to link a hospital-based carer's assessment with the community-based statutory assessment, to avoid duplication and so that meaningful support is provided during transfer from hospital (including during a crisis).</li> <li>• Ensure that replacement care is discussed as part of the carers' assessments, including planning for any emergency replacement care that might be needed, for example if you become suddenly unwell.</li> <li>• Discuss education, training and employment and explore the options and the support you need to remain in, start or return to work, training or education. This could include providing replacement care at home.</li> <li>• Give you tailored information about community services and support that could help you remain in, start or return to work.</li> </ul> <p>8. After your assessment our Wellbeing Carer Coordinators will ensure:</p> <ul style="list-style-type: none"> <li>• There are clearly identified outcomes for you</li> <li>• You understand the actions that have been agreed and what the next steps will be and</li> <li>• Information is shared (as appropriate) with other practitioners and organisations involved with you and the person you care for.</li> <li>• Your support plan is monitored and reviewed regularly.</li> </ul> <p>9. Our Wellbeing Carer Coordinators will support you in accessing social and community support</p> <p>10. Our Wellbeing Carer Coordinators will promote access to psychosocial and psychoeducational support. Psychosocial and psychoeducational support will include:</p> <ul style="list-style-type: none"> <li>• Developing personalised strategies and building carer skills</li> <li>• Advice on how to look after your own physical and mental health, emotional and spiritual wellbeing</li> <li>• Recognition that psychosocial and psychoeducational support may be needed at different stages of the caring experience</li> <li>• Group-based options</li> </ul>	

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Key priorities	Milestone	Comments
	<ol style="list-style-type: none"><li>11. Our Proud to Care Lewisham apprentices will offer you access to training to provide care and support</li><li>12. We will enhance the accessibility and interactivity of our Council website</li><li>13. We will ensure you are offered reasonable adjustments when booking NHS appointments for yourself</li><li>14. Our settling back home from hospital service will support you to settle back into your caring role for the first three days post discharge</li><li>15. Our settling back home from hospital will ensure you have information on how to access services, including making referrals to other services where needed to help you with resuming your caring role after you have been home more than three days</li><li>16. We will expand the suite of discounts available via our Proud to Care discount scheme</li><li>17. We will support you in transitioning out of being an unpaid carer if and when that occurs</li></ol>	

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