| MEETING DATE: | 12 July 2012 | NHS |
|---------------------|--|--|
| AGENDA ITEM NUMBER: | Item 6.4 | |
| AUTHOR: | Ellie Gordon | North Lincolnshire Clinical Commissioning Group |
| JOB TITLE: | Head of Commissioning NHS Continuing Healthcare/FNC | |
| DEPARTMENT: | Directorate of Strategy & Joint Commissioning | REPORT TO THE CLINICAL COMMISSIONING GROUP COMMITTEE |

CARERS ACTION PLAN

| PURPOSE/ACTION | Decisions for Approval |
|----------------------|--|
| REQUIRED: | |
| CONSULTATION AND/OR | This action plan has been produced in partnership with the Local Authority and |
| INVOLVEMENT PROCESS: | supported by the Executive Strategic Commissioning Board and also the CCG Engine |
| | Room on 2 February 2012 as part of the developmental process. |
| FREEDOM OF | This action plan has been developed to be a public document to ensure |
| INFORMATION: | transparency of actions, and developments to support carers' needs. |
| | |
| | Public |

1. PURPOSE OF THE REPORT:

The NHS Operating framework for 2012/2013 puts carers and meeting their needs at the forefront of work for the NHS for 2012/2013. It states clearly that the experience of carers should be at the forefront of driving what the NHS does, by listening to carers and ensuring their knowledge and experience form a core of PCT/CCG work. This listening is to be demonstrated through the production of a joint action plan with local authority colleagues to be published by 30 September 2012.

In North Lincolnshire we have achieved this by working closely with North Lincolnshire Council colleagues in offering joint listening sessions with carers, where we have listened to carers' needs and ideas for meeting these needs. The NHS Operating Framework for 2010/11 indicated an expectation of investment in services to support carers and particularly carers' breaks. In addition carers lobbied the PCT to ensure that funds would be available to ensure such needs could be met with additional resource. The carers were successful in achieving this and resources were allocated in the forward financial plan. The attached plan clearly outlines the indicative resource set aside in the financial plan and also how they have been aligned with existing funds from NLC for carers.

This action plan has been developed and supported through the Executive Strategic Commissioning Board with NLC and is proposed as a joint action plan by both NHS NL and NLC, and agreed to be representative of the ways in which carers health and social care needs will be met. It will be considered through the NLC Cabinet Member. The action plan also addresses the four key areas that the Operating framework stated must be evidenced in support of work with carers over the next year:

- Identify the financial contribution made to support carers by both local authorities and PCT clusters and that any transfer of funds from the NHS to local authorities is through a section 256 agreement;
- Identify how much of the total is being spent on carers' breaks;

- Identify an indicative number of breaks that should be available within that funding; and
- Be published on the PCT or PCT cluster's website by 30 September 2012 at the latest.

The 2011/12 element of the action plan was agreed previously and has been implemented.

| 2. | STRATEGIC OBJECTIVES SUPPORTED BY THIS REPORT: (will be populated following agreement with Council |
|----|--|
| | of Members) |
| | |

| 3. IMPACT ON RISK ASSURANCE FRAMEWORK: | | | | |
|---|--|--|---|--------------------------------------|
| | Yes | | No | x |
| There is no risk from this document to the risk assurance framework. | | | | |
| | | | | |
| 4. IMPACT ON THE ENVIRONMENT – SUSTAINABILITY: | | | | |
| | Yes | | No | X |
| This does not have an impact on the environment. | | | | |
| 5. LEGAL IMPLICATIONS: | | | | |
| | Yes | x | No | |
| This has been developed as a document for public consumption so that th | e public c | an be ful | y aware | of actions |
| and developments to support carers. | | | | |
| There are contractual and procurement elements in this action plan w | | n implen | nented ad | dvice and |
| support will be sought to ensure the process meets with procurement legisl | ation. | | | |
| | | | | |
| The plan has been written to reflect the fact that over the years covered in alter to ensure that the Clinical Commissioning Crown (CCC) is not every | - | | | urce may |
| The plan has been written to reflect the fact that over the years covered in alter to ensure that the Clinical Commissioning Group (CCG) is not overcom | - | | | ource may |
| | - | | | ource may |
| alter to ensure that the Clinical Commissioning Group (CCG) is not overcom | - | | | ource may |
| alter to ensure that the Clinical Commissioning Group (CCG) is not overcom | mitting to | any deve | opment. | ource may |
| alter to ensure that the Clinical Commissioning Group (CCG) is not overcom 6. RESOURCE IMPLICATIONS: | The second secon | any deve | No | |
| alter to ensure that the Clinical Commissioning Group (CCG) is not overcom 6. RESOURCE IMPLICATIONS: Financial and staffing resource to support this project has already been ider Resources identified beyond 2012/13 are based on NHS North Lincolnshire' this stage as are dependent upon any impact of CCG allocations in future year | The state of the s | any deve x he financi plan, the | No No al plan. se are inc | dicative at |
| alter to ensure that the Clinical Commissioning Group (CCG) is not overcom 6. RESOURCE IMPLICATIONS: Financial and staffing resource to support this project has already been ider Resources identified beyond 2012/13 are based on NHS North Lincolnshire' this stage as are dependent upon any impact of CCG allocations in future ye The action plan proposes that a section 256 agreement is entered into | Yes Yes tified in the s financial ears. with the | any deve x he financi plan, the Local Au | No al plan. se are inc | dicative at |
| alter to ensure that the Clinical Commissioning Group (CCG) is not overcom 6. RESOURCE IMPLICATIONS: Financial and staffing resource to support this project has already been ider Resources identified beyond 2012/13 are based on NHS North Lincolnshire' this stage as are dependent upon any impact of CCG allocations in future year | The second secon | any deve x he financi plan, the Local Au nitments f | No No al plan. se are inc thority to from 12/1 | licative at transfer 3 but any |

CCG will need to ensure that commissioning of carers services is fully supported within the commissioning support service to ensure delivery against this action plan.

| 7. EQUALITY IMPACT ASSESSMENT: | | | | |
|---|--|------------|------------|----------|
| | Yes | | No | х |
| | - | | | |
| An equality impact assessment has not been undertaken. This will be u | ndertaker | n in time | to go to | the CCG |
| committee on 12 July 2012. | | | | |
| | | | | |
| 8. PROPOSED PUBLIC & PATIENT INVOLVEMENT AND COMMUNICATIONS | <u>; </u> | | | |
| | Yes | x | No | |
| | | | | |
| This action plan has been developed with the full involvement of the carers | advisor | y group, v | vhich is a | group of |
| carers who meet regularly with NHSNL and NLC, to discuss the needs of care | rs across | North Lind | colnshire. | |
| | | | | |
| This paper, if agreed, will be published on the website. | | | | |
| | | | | |
| 9. RECOMMENDATIONS: | | | | |
| | | | | |
| | | | | |
| The CCG Committee is asked to: - | | | | |
| Note the revised action plan. | | | | |
| Agree that this is an action plan which reflects best use of public model | oney in me | eeting the | needs of | carers. |
| Agree to the transfer of resources as indicated to the Local Authorit | y under S | ection 25 | 5. | |
| | | | | |

Action Plan for Carers 2012-2014

The following action plan has been created to ensure the continued implementation of the joint commissioning strategy 'your life, your choice 2009-2014

Key code:

Green – outcome achievement is on target or has been achieved.

Amber - outcome achievement is behind target, or has elements which are yet to be finalised in order to progress.

Red- outcome achievement has fallen behind time line, or lack of progress has mean this outcome has to be slipped time wise.

Activity commenced/proposed in 2011-2012

The activities for 2011-2012 have been previously agreed by Executive Strategic commissioning board to ensure that actions are jointly agreed between NHS NL and NLC.

NHS Budget allocated for 2011-2012 £135,513

NLC budget allocated for 2011 -2012 £593,800

Total budget allocation for 2011- 2012 £729, 313

| Outcomes | Activity | Costs | Evaluation process | Progress | Payment |
|--------------------------------|----------------------------------|------------------------|----------------------|------------------------|----------|
| | | | | | process |
| There will be a robust process | Continue with enhanced funding | £50,000 per annum | Through family and | Carers breaks continue | Recharge |
| in place to ensure fair and | of carers breaks | from NHS NL. | carers team activity | to be well used and | from NLC |
| equitable allocation of carer | | £150,340 from NLC. | Activity against NI | well received by | |
| break monies | | | 135 | carers. | |
| To ensure G.P's are aware of | Continue with GP liaison service | £14,000 | Through activity and | This service has well | Recharge |
| the range of services | – this service will sign post to | (Part year costs) from | outcomes | met needs and so will | from NLC |
| available to carers. To ensure | stat and non stat and voluntary | NHS NL. Contribution | monitoring as part | be carried forward as | |
| there is a robust referral | carer provision. | from NLC forms part | of carers support | a piece of work, and | |
| pathway to carers services | | of core costs of CSC | centre contract | expanded. | |
| | | contract value. | review. | | |

| To enhance support offered | Enhancement of health support | £29,770 | Through monitoring | This was not achieved | Not realised |
|--------------------------------|----------------------------------|---------------------|---------------------|-------------------------|--------------|
| to carers to include specific | to carers as part of a holistic | (Part year costs) | arranged with the | in 2011/2012 and has | and so no |
| support to meet their own | system of support to meet | (, , | family and carers | been carried forward | payments |
| health care needs. | caring needs. | | team. | to 2012/2013 as a | required in |
| | This development was not | | | piece of work. | 11/12. |
| | realised in 2011/2012 due to | | | | |
| | issues with arranging the HR | | | | |
| | processes to facilitate | | | | |
| | recruitment. This action will be | | | | |
| | carried forward to 2012-2013 as | | | | |
| | an activity. | | | | |
| The outcomes will be that | NHS NL and NLC will continue to | £340,690 of which | Contract monitoring | New contracts have | Recharge |
| the carers support centre will | contribute to the provision of | NHS NL contributes | | been agreed with the | from NLC |
| continue to meet outcomes | the carers support centre in | £57,800 | | CSC to ensure that this | ongoing |
| as agreed in the service | Brigg. To ensure that this | | | activity can continue | payment. |
| specification for the carers | valuable contribution to carers | | | in a clearly monitored | |
| support centre for | support to continue. | | | manner. | |
| 2012/2013. | | | | | |
| | This also includes carers | | | | |
| | advisory group, carers | | | | |
| | companion carers information. | | | | |
| | The carers support centre will | | | | |
| | also work closely with non stat | | | | |
| | and voluntary groups to develop | | | | |
| | a carer network. | | | | |
| This will ensure that family | The family and carer team will | NLC funded £160,570 | Contract | Family and carer team | Solely NLC |
| and carers are able to access | continue to be funded to | | monitoring. | are a long standing | funded. |
| services to meet needs. | monitor and assess carers | | | team who continue to | |
| | eligibility for core services | | | provide a valuable | |
| | | | | service for carers. | |

Current NHS slippage for 2011/2012 -£36,000.

Activity proposed for 2012-2013 – (this will include continuation of schemes above where appropriate)

NHS Budget allocated for 2012-2013 + slippage from 2011/2012 of £36,000 = £291,000

NLC Budget allocated for 2012-2013 £593,800

Total Budget allocated 2012-2013 £884,800

| Outcomes | Activity | Costs | Evaluation | Progress | Payment |
|--|---|----------|--------------------|----------------|--------------------|
| There has been a positive response and 'take up' of | Continuation with the funding | £50,000 | process Through | This continues | process Section |
| | And evaluation of carers breaks to | - | U U | | 256 |
| carers breaks and as a consequence there will | | per | family and | to be | 250 |
| continue to be a commitment from the PCT to | ensure breaks are being offered | Annum | carers team, | monitored | |
| jointly fund this initiative | equitably to all carers. | from NHS | as well as | and taken | |
| | | NL. | feedback | forward by the | |
| | | £150,340 | from carers. | family and | |
| | | from NLC | | carers team, | |
| | | | | and continues | |
| | | | | to progress | |
| | | | | within agreed | |
| | | | | time lines. | |
| The originally titled GP liaison service was created | Continue with, and expand the Health | £55,000 | Through | We are | Section |
| to raise awareness amongst GP's of the needs of | professional liaison service for carers. | from NHS | activity and | currently | 256 |
| carers, and provide information to show how they | This will also include ensuring that this | NL. | outcomes | awaiting a | |
| can work with and support this group of citizens. | service sign posts not only to core stat | | monitoring as | business case | |
| This scheme has been received very positively by | carers support but also non stat and | | part of carers | to outline how | |
| GP's across North Lincolnshire, and now forms part | voluntary organisations which support | | support | this service | |
| of the core contract with the carers support centre. | carers. | | centre | can be taken | |
| | | | contract | forward, and | |
| The proposal herein would be to expand this work | | | review. | need to agree | |

| beyond the primary care setting, to include secondary care. This expansion would mean that carers and their cared for person could access support and information whilst in the secondary care setting. This scheme is an example of innovative practice by working with carers as 'champions' to advocate on behalf of fellow carers, and to 'normalise' the caring role to health care professionals. | | | Also through monitoring increase in referrals to the family and carer team for carers who are eligible for main | performance monitoring. | |
|---|--|--|--|---|--------------------------------|
| | | | stream services. | | |
| The family and carer team will continue to be funded to monitor and assess carers eligibility for core services. | To ensure that carers who have eligibility as agreed in the regional strategy, are able to swiftly access care and support to meet their needs. | £160,570 | Contract monitoring. | Family and carer team are a long standing team who continue to provide a valuable service for carers. | Solely NLC funded. |
| To enhance support offered to carers to include specific support to meet their own health care needs. This would be offered in the form of a carer support worker who would be based with and managed as part of the Family Carer team (plus additional admin support) | Enhancement of health support to carers as part of a holistic system of support to meet caring needs. This development was not realised in 2011/2012 due to issues with arranging the HR processes to facilitate recruitment. This action has been carried forward to 2012-2013 as an activity. | £50,000 from NHS NL to form part of the family and carers team above. | Through monitoring arrangements with the family carer team | These roles are now in the process of being recruited to, using NLC internal processes. | Section 256 |
| Currently there is one support centre for carers in North Lincolnshire which is based in Brigg, due to its location it is felt that some carers may be | Ensure that there is equitable access to resource from a carers support centre for a wide range of carers across North | £125,000 (Of which £50,00 will | | Ellie Gordon has agreed to commission | Cost of research project |

| restricted from using its facilities | Lincolnshire. | be non | | Leeds | £24,517. |
|--|--|-------------|-----------------|----------------|------------|
| | | recurrent | | University to | This |
| This element of the action plan will ensure that this | This will be measured using contract | start up | | understand | element |
| provision will be expanded with the introduction of | performance monitoring. | costs). | | the local | will be |
| 1 satellite site across the locality. This site will offer | | | | needs for such | paid |
| the same range of interventions as the carers | To ensure this development is based on | | | provision, | direct to |
| support centre, however will ensure that this is | robust evidence base a formal research | | | which will | Leeds |
| across a wider geographical area for increased | proposal has been commissioned. | | | then inform | University |
| numbers of carers. This expansion will mean that | | | | the | the |
| new initiative will mirror the development of | | | | commissioning | remainder |
| locality based service provision | | | | process. | to be |
| | | | | | section |
| | | | | | 256 |
| NHS NL with continue to jointly commission | The outcomes will be that the provider | £340,690 | Contract | Contract | Section |
| services for carers via the Carers support centre | will continue to meet outcomes as | of which | monitoring | monitoring | 256 |
| | agreed in the service specification for | NHS NL | | will now take | |
| | the carers support centre for 2012/2013. | contributes | | place within | |
| | | £57,800 | | the remit of | |
| | The carers support centre will also be | | | the recently | |
| | expected to work closely with stat and | | | agreed service | |
| | non stat/voluntary services to ensure | | | specs. | |
| | carers needs are met. | | | | |
| The Carers' partnership is a forum which supports | Advertisements will be drafted for a | £5,000 to | Through | A chair has | Section |
| carers to raise areas of concern, and also praise | chair of the partnership, and also for | enhance | activity of the | now been | 256 |
| with the various partners across health and social | administrative support for the chair. This | provision | Carers' | appointed. So | |
| care. | will ensure that the chair is able to | above and | Partnership, | far the | |
| | receive feed in from carers to inform the | ensure | feedback | administrative | |
| The Partnership also ensures that these partners | agenda of the carers' partnership. | continuity | from carers. | support has | |
| can take items for development and input to the | | of this | | not altered | |
| carers for consultation. | This support, in conjunction with the | forum. | | and no | |
| | chair, will also ensure that feedback | | | decision | |
| To ensure the continuation of the partnership, and | from the partnership is disseminated as | | | reached about | |

| also to ensure that issues raised here reach the widest number of carers there is a need for strong carer leadership presence an dissemination of information. | widely as possible to carers. The forum will actively develop links with stat and non stat/voluntary services to ensure carers needs are met. | | | this support. | |
|---|--|--------|--|---|----------------|
| To ensure that there is cover for carers at times of crisis and emergencies, that can be used by the family and carer team. | Money will be held to meet the needs of carers at times of crisis. This will initially be piloted in this year to measure effectiveness. This budget will be managed by the family and carer team | £6,000 | Through monitoring arrangements with the family carer team. | The parameters for use of this budget have yet to be formally agreed. | Section 256 |

Anticipated NHS Expenditure £291,000

Anticipated NLC expenditure £593,800

Total anticipated expenditure £884,800

The following pages show indicative amounts that may be available to spend over these next years, and the schemes that could be funded. Which schemes remain and which require a change will be informed and influenced by the monitoring and outcome measures referred to in earlier years.

Activity proposed for 2013-2014 – (this will include continuation of schemes above where appropriate)

NHS Indicative Budget allocated for 2013-2014 £ 800,000

NLC indicative budget for 2013-2014 £593,800

Indicative overall budget £1393,800

| Outcomes | Activity | Costs | Evaluation process | Payment process |
|--|---|-------------|----------------------------|-----------------|
| To continue to ensure that carers are able | Continuation with the funding | £70,000 per | Through family and | Continuation of |
| to access breaks, to provide respite from | And evaluation of carers breaks to ensure | Annum | carers team, as well as | Section 256 |
| the continued pressure of their caring role. | breaks are being offered equitably to all | £150,340 | feedback from carers. | |
| | carers. | from NLC | | |
| Ensure that the carers breaks offered are | | | Implement a formal | |
| able to meet the needs of carers, and do | Continue to evaluate carers breaks to | | process of qualitative | |
| provide effective respite from the caring | ensure that they meet carers needs. | | data gathering to further | |
| role. | | | inform the provision of | |
| | | | carers breaks that clearly | |
| | | | meet need. | |
| The Health professional liaison service will | Continue with, and expand the Health | £55,000 | Through activity and | Continuation of |
| continue to be developed to ensure that | professional liaison service for carers. | | outcomes monitoring as | section 256 |
| there is continued support and liaison with | | | part of carers support | |
| health care professionals, to show how to | | | centre contract review. | |

| provide support for carers. This scheme should continue to be expanded to continue to provide employment opportunities for carers and also ex carers. | | | Also through monitoring increase in referrals to the family and carer team for carers who are eligible for main stream services. | | |
|---|--|------------------------|---|--|-----------------------|
| Extra funding provided will support the above outcome, and will also ensure that formal research can be undertaken to further inform the development of this element of service provision. | | | | | |
| The family and carer team will continue to be funded to monitor and assess carers eligibility for core services. | To ensure that carers who have eligibility as agreed in the regional strategy, are able to swiftly access care and support to meet their needs. | NLC funded £160,570 | Contract monitoring. | Family and carer team are a long standing team who continue to provide a valuable service for carers. | Solely NLC funded. |
| It is essential that carers are supported to meet their own health care needs, to reduce the risk of the development of long term conditions, also to ensure that the carer is able to continue with their caring role for as long as they wish to do so. This element of the scheme was developed to ensure that carers will be supported in meeting their care needs, by supporting carers to recognise and meet their own health care needs. | Enhancement of health support to carers as part of a holistic system of support to meet caring needs. This development has been realised in 2012 -2013 | £50,000 | Through monitoring arrangements with the family and carers team, who will have line management responsibility for the role. | Section 256 | |
| One extra member of the family and carer | | | | | |

| team with a health focus, will only be able to meet the needs of a small number of carers. To ensure that a wider range of carers needs can be met in this way, this scheme will be expanded to ensure two health trainers can be employed to meet needs. | | | | |
|---|--|---|---|--|
| To ensure that there is an increase in the range of employment opportunities for carers and ex carers, one of these posts | | | | |
| will be encouraged to be a carer/ex carer. The expansion of the support centres will be expanded to ensure there are 2 satellite units, to continue with a wide provision of support for carers across North Lincolnshire. | Ensure that there is equitable access to resource from a carers support centre for a wide range of carers across North Lincolnshire. | £250,000 | This will be measured using contract performance monitoring | Section 256 for the costs agreed of £100,000 in 2012 2013. |
| The provision of services will continue to be monitored, and commissioners will work with the provider to ensure a service that meets local needs is provided. | | | | Additional costs to be reviewed in light of outcomes achieved in previous year. |
| NHS NL will continue to contribute to the provision of the carers support centre in Brigg. To ensure that this valuable contribution to carers support to continue. | The outcomes will be that the carers support centre will continue to meet outcomes as agreed in the service specification for the carers support centre for 2012/2013. | £340,690 of which NHS NL contributes £57,800 | Contract monitoring | Section 256 |
| | This will also include liaison with stat and non stat/voluntary services to ensure needs are met. | 6222 222 | | - |
| Carers who are hard to reach often miss | Such a 'shop front would act not only as | £200,000 | This will be measured | To be agreed |

| out on core services as they have difficulty | a drop in for carers, it would also be a | | through contract | |
|--|--|----------|-------------------------|----------------|
| freeing time from their caring role to meet | place where the carer could ensure their | | monitoring. | |
| their own needs. | cared for person is cared for whilst the | | | |
| their own needs. | carer either obtains some form of respite, | | | |
| The initiatives already outlined here | or simply completes day to day activities. | | | |
| invariably try to identify innovative ways | of simply completes day to day activities. | | | |
| to meet the needs of such hard to reach | This would also be a place where carers | | | |
| carers. | could access support and information. As | | | |
| calers. | a shop front enterprise this will ensure | | | |
| To expand this form of 'outreach' to hard | that there is a high level of publicity to | | | |
| to reach carers a shop front is proposed. | promote the needs of carers, and how | | | |
| This would be based in an area with high | these can be met. This will include | | | |
| footfall to ensure that it is clearly and | linkage with stat and non stat/voluntary | | | |
| easily accessible, this would mean that a | services. | | | |
| | services. | | | |
| place in the high street would be required. | | | | |
| | | | | |
| The carers partnership forum | These roles will continue to support the | £5,000 | Through activity of the | Section 256 |
| appointments will be reviewed to ensure | partnership, and will work closely with | | carers partnership, and | |
| that they are achieving objectives set in | the carers and commissioners to ensure | | feedback from carers. | |
| 2012/2013. | the roles continue to meet need. | | | |
| - , | | | | |
| In collaboration with the carers it will be | | | | |
| established if these roles are meeting set | | | | |
| outcomes. As long as they continue to | | | | |
| meet outcomes | | | | |
| | | | | |
| To ensure that there is cover for carers at | Money will be held to meet the needs of | £170,000 | Through contract | To be agreed . |
| times of crisis and emergencies. | carers at times of crisis. | | monitoring with family | |
| - | | | carer team. | |
| By this time it is anticipated that evidence | | | | |

| and knowledge will inform commissioning | | |
|---|--|--|
| to address such crisis. There is therefore | | |
| the option for this budget allocation to be | | |
| used to formally commission services to | | |
| meet crisis needs in the longer term. | | |
| | | |
| | | |
| | | |

NHS Anticipated expenditure - £800,000

NLC anticipated expenditure £583,800

Total anticipated expenditure £1.383,800

Activity proposed for 2014-2015 – (this will include continuation of schemes above where appropriate)

NHS Indicative Budget allocated for 2014-2015 £ 1.150,000

NLC indicative budget £583,800

Total indicative budget £1.733,800

| Outcomes | Activity | Costs | Evaluation process | Payment process |
|---|---------------------------------------|-------------|-----------------------------|-----------------|
| To continue to ensure that carers are able to | Continuation with the funding | £70,000 per | Through family and carers | To be agreed |
| access breaks, to provide respite from the | And evaluation of carers breaks to | Annum | team, as well as feedback | |
| continued pressure of their caring role. | ensure breaks are being offered | £150,340 | from carers. | |
| | equitably to all carers. | from NLC | | |
| Ensure that the carers breaks offered are | | | Implement a formal | |
| able to meet the needs of carers, and do | Continue to evaluate carers breaks to | | process of qualitative data | |
| provide effective respite from the caring | ensure that they meet carers needs. | | gathering to further | |

| role. | | | inform the provision of carers breaks that clearly meet need. | | |
|---|---|------------------------|---|--|-----------------------|
| The Health professional liaison service will continue to be developed to ensure that there is continued support and liaison with health care professionals, to show how to provide support for carers. This scheme should continue to be expanded to continue to provide employment opportunities for carers and also ex carers. Extra funding provided will support the above outcome, and will also ensure that formal research can be undertaken to further inform the development of this element of service provision. | Continue with, and expand the Health professional liaison service for carers. | £55,000 | Through activity and outcomes monitoring as part of carers support centre contract review. Also through monitoring increase in referrals to the family and carer team for carers who are eligible for main stream services. | To be agreed . | |
| The family and carer team will continue to be funded to monitor and assess carers eligibility for core services. | To ensure that carers who have eligibility as agreed in the regional strategy, are able to swiftly access care and support to meet their needs. | NLC funded £160,570 | Contract monitoring. | Family and carer team are a long standing team who continue to provide a valuable service for carers. | Solely NLC funded. |
| It is essential that carers are supported to meet their own health care needs, to reduce the risk of the development of long term conditions, also to ensure that the carer is able to continue with their caring role for as long as they wish to do so. This element of the scheme was developed | Enhancement of health support to carers as part of a holistic system of support to meet caring needs. This development was not realised in 2011/2012 due to issues with arranging the HR processes to facilitate recruitment. This action will be carried forward to 2012-2013 as an activity. | £50,000 | Through monitoring arrangements with the family and carers team, who will have line management responsibility for the role? | To be agreed | |

| to ensure that carers will be supported in meeting their care needs, by supporting carers to recognise and meet their own health care needs. | | | | |
|---|---|----------|--|----------------|
| One member of the family and carer team with a health focus will only be able to meet the needs of a small number of carers. To ensure that a wider range of carers needs can be met in this way, this scheme will be expanded to ensure two health trainers can be employed to meet needs. | | | | |
| To ensure that there is an increase in the range of employment opportunities for carers and ex carers, one of these posts will be encouraged to be a carer/ex carer. | | | | |
| The expansion of the support centres will be maintained to continue with a wide provision of support for carers across North Lincolnshire. | Ensure that there is equitable access to resource from a carers support centre for a wide range of carers across North Lincolnshire. | £200,000 | | To be agreed . |
| The provision of services will continue to be monitored, and commissioners will work with the provider to ensure a service that meets local needs is provided. | This will be measured using contract performance monitoring. | | | |
| This role will continue to ensure that there are close working relationships between the carers support centres, and the family and carers team at NLC. | Through performance monitoring of the role, and through contract monitoring as above. | £30,000 | | To be agreed |
| Carers who are hard to reach often miss out on core services as they have difficulty | Such a 'shop front would act not only as a drop in for carers, it would also be a | £200,000 | This will be measured through contract | To be agreed |

| freeing time from their caring role to meet | place where the carer could ensure | | monitoring. | |
|---|--|----------|-------------------------|--------------|
| their own needs. | their cared for person is cared for whilst | | _ | |
| | the carer either obtains some form of | | | |
| The initiatives already outlined here | respite, or simply completes day to day | | | |
| invariably try to identify innovative ways to | activities. | | | |
| meet the needs of such hard to reach carers. | | | | |
| | This would also be a place where carers | | | |
| To expand this form of 'outreach' to hard to | could access support and information. | | | |
| reach carers a shop front is proposed. This | As a shop front enterprise this will | | | |
| would be based in an area with high footfall | ensure that there is a high level of | | | |
| to ensure that it is clearly and easily | publicity to promote the needs of | | | |
| accessible, this would mean that a place in | carers, and who these can be met. | | | |
| the high street would be required. | | | | |
| | This will include provision of care from | | | |
| | both stat and non stat/voluntary service | | | |
| | to meet needs. | | | |
| To further enhance the provision for hard to | Each carers support centre will be | £300,000 | | |
| reach carers, there will be an investment in | provided with additional funding to | | | |
| IT structures. | purchase IT support which can be given | | | |
| | to carers on a temporary basis to | | | |
| Such investment will mean that carers who | facilitate support. | | | |
| are geographically challenged and so unable | | | | |
| to leave their home to access support can do | | | | |
| so using IT. | | | | |
| The carers partnership forum appointments | These roles will continue to support the | £5,000 | Through activity of the | To be agreed |
| will be reviewed to ensure that they are | partnership, and will work closely with | | carers partnership, and | |
| achieving objectives set in 2012/2013. | the carers and commissioners to ensure | | feedback from carers. | |
| | the roles continue to meet need. | | | |
| In collaboration with the carers it will be | | | | |
| established if these roles are meeting set | | | | |
| outcomes. As long as they continue to meet | | | | |
| outcomes | | | | |

| To ensure that there is cover for carers at times of crisis and emergencies. Providing that developments in the previous | Any budget slippage will be allocated to a pooled budget, wherein money will be held to meet the needs of carers at times of crisis. | £180,000 | Through monitoring arrangements with the family carer team. | To be agreed |
|--|--|---|---|--------------|
| year have led to commissioned services to | | | | |
| meet crisis needs, part of this allocation will | This budget will be managed by the | | | |
| be used for the continuation of such services. | family carer team | | | |
| NHS NL will continue to contribute to the provision of the carers support centre in Brigg. To ensure that this valuable contribution to carers support to continue. | The outcomes will be that the carers support centre will continue to meet outcomes as agreed in the service specification for the carers support centre for 2012/2013. | £340,690 of which NHS NL contributes £57,800 | Contract monitoring | To be agreed |

NHS Anticipated expenditure £940,000

NLC anticipated expenditure £583,800

Total anticipated expenditure £1.523,800