



**Darlington Carers'
Action Plan
2018-20**

Background

A new national Carers Action Plan 2018-20 was published by central government in June 2018. This Action Plan outlines the cross-government programme of work to support carers in England over the next two years and builds on the National Carers Strategy. It retains the strategic vision for recognising, valuing and supporting carers from 2008, which has been the vision of successive governments. It sets out the Government's commitment to supporting carers through 64 actions across five priorities emerging from the carers' Call for Evidence. The actions focus on delivery and tangible progress that can be made in the near future, and give visibility to the wide range of work that is planned or already underway across government to support carers, their families and those they care for.

The Action Plan is structured under the following headings (based on the feedback of the Call for Evidence):

- Services and systems that work for carers
- Employment and financial wellbeing
- Supporting young carers –
- Recognising and supporting carers in the wider community and society
- Building research and evidence to improve outcomes for carers

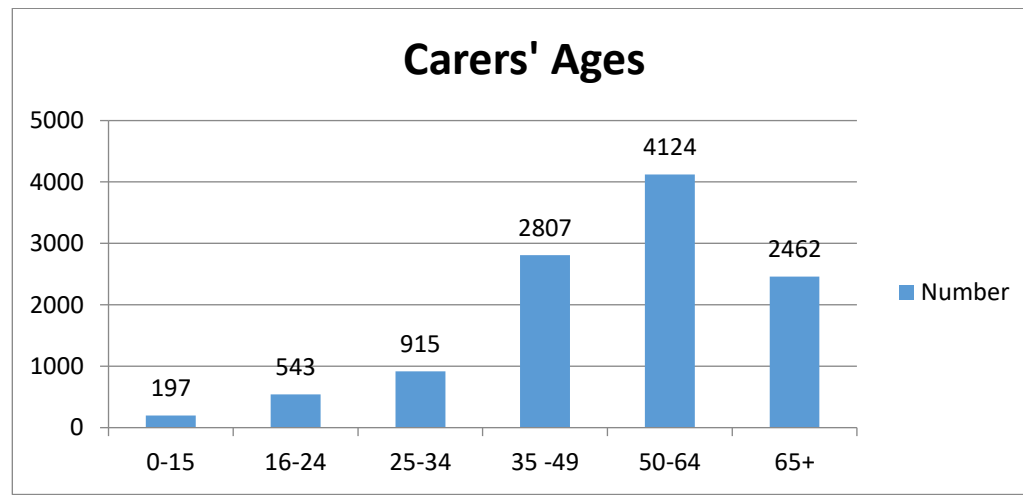
Darlington's Carers Action Plan has been developed by the Carers' Strategy Steering Group and is the localised response to the national Carers Action Plan.

Demographics

Number of carers in Darlington.

The 2011 census identified a total of 11,004 carers in Darlington.

The age breakdown is shown in the graph below.



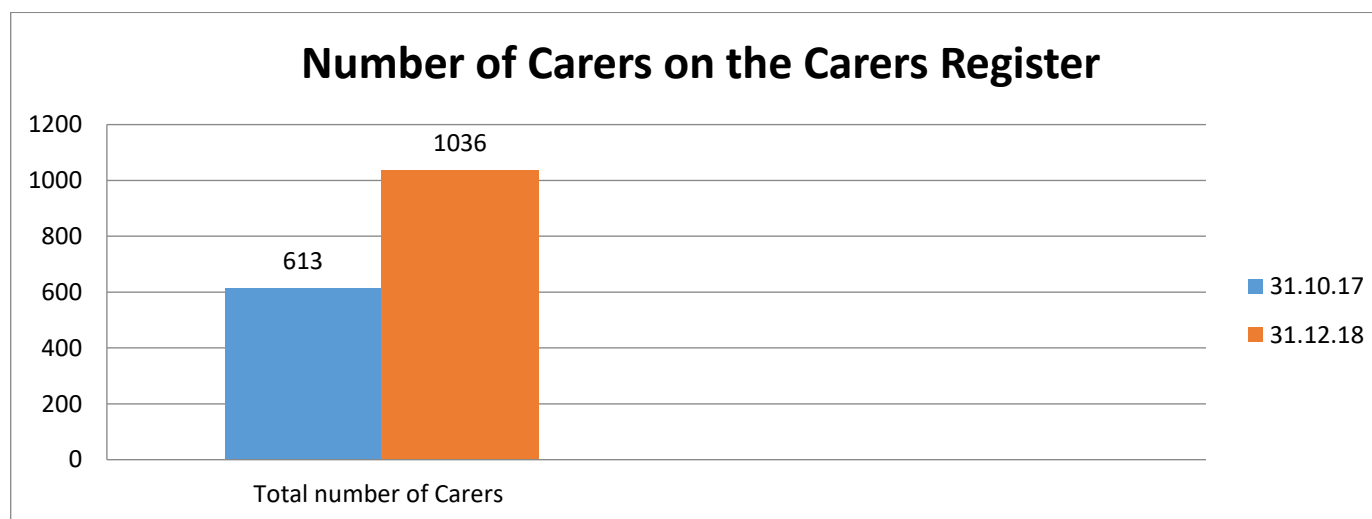
Carers Support Services in Darlington

There are 2 commissioned Carers Support Services in Darlington, one for young carers up to the age of 25 and one for adult carers, including parents of disabled children.

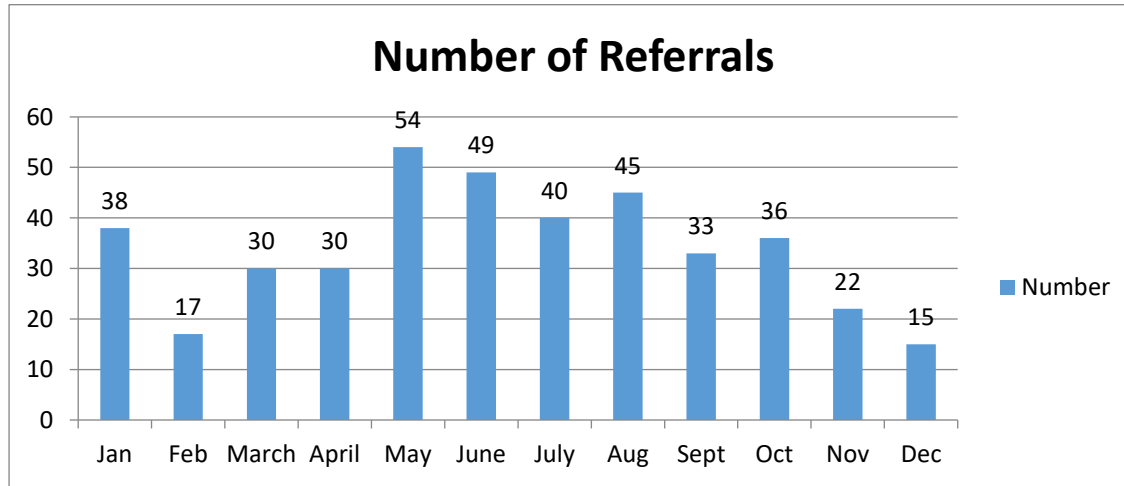
There is open access to both services.

Darlington Carers Support (DCS)

As at 31st December 2018, there were 1036 carers on the Carers Register held by Darlington Carers Support, an increase of 423 from the number on the register as at 31st October 2017.

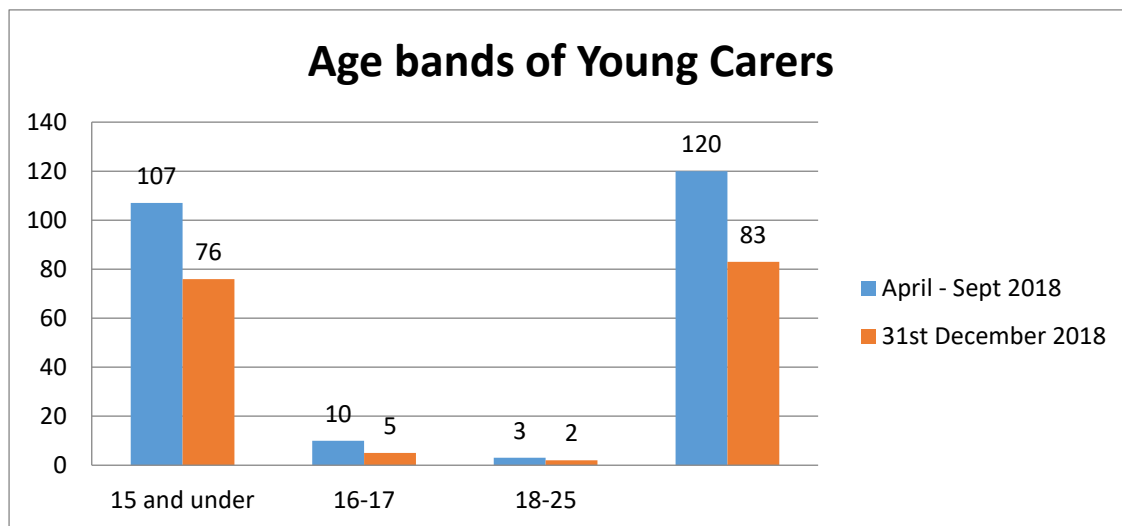


The Service received a total of 409 referrals from 1st January – 31st December 2018.

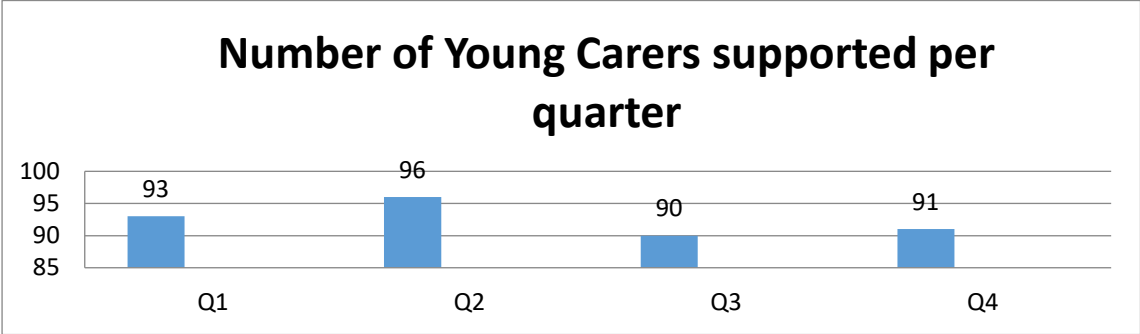


Darlington Young Carers (DYC)

A total of 120 young carers have been supported from 1st April – 31st December 2018 and 83 were in receipt of support as at 31st December 2018.



Between 90 and 96 young carers were supported each quarter.



Members of the Carers Strategy Steering Group (as at 14th February 2019).

Co – Chairs – Jenni Wood (DCS) and Emma Crawford - Moore (DYC)

Elaine Abbott	Carer
Catherine Bowman	Carer
Rosemary Berks	DAD
George Cree	Carer
Andi Cull	ARQ
Alison Donoghue	Darlington Carers Support
Lisa Holdsworth	DBC Commissioning
Kim Ingleby	Alzheimer's Society
Diane Lax	Healthwatch
Julie Nisbett	Age UK North Yorkshire and Darlington
Linda O'Neill	Darlington Young Carers
Deaglan Porteous	Darlington Mind
Councillor Sue Richmond	DBC
Deborah Robinson	St Teresa's Hospice
Josh Slack	DBC Commissioning
Christine Thompson	Darlington Mind
Sue Thorpe	DfE

Action Plan

Primary Theme	National Strategy Actions	Progress so far in Darlington	Action Points- to be explored and tasked to members of the group	By whom	Relevant Dates
1. Services and systems that work for carers	1.1 Carer Friendly GP Surgeries	1.1 Darlington Carer Support (DCS) and Young Carers (DYC) have identified link workers in all GP Surgeries, deliver regular presentations and build on the GP Carers Registers that are held by all surgeries. There are also notice boards/a carers corner in all surgeries.	1.1a. Attend 6 weekly West End Locality Partnership (WELP) Practice Manager meetings.	DCS and DYC	6 weekly
			1.1b. Attend the Annual Time Out session and include the Employers for Carers (EfC) information.	DCS, DYC	Annually
			1.1c. Darlington Association on Disability (DAD), DYC, DCS to keep noticeboards up to date in surgeries.	DAD, DYC, DCS	Quarterly
			1.1d. All services to update Living Well	All Strategy Group members	Annually

	<p>1.2 End of life care and bereavement support</p>	<p>1.2a. St Teresa’s Hospice offers support to family/carers of anyone with a life limiting illness, through end of life care and following bereavement. This includes the provision of 1:1 support, support groups, complementary therapies and specialist support for children and young people.</p> <p>1.2b. Alzheimer’s Society staff accessed qualification in end of life.</p> <p>1.2c. DYC offer targeted support and referrals to counselling services.</p> <p>1.2d. DCS offer 6 months support and counselling services.</p>	<p>Directory at least annually.</p> <p>1.2a St Teresa’s Hospice to:</p> <ul style="list-style-type: none"> • seek funding for a social work and a social work assistant post. • pilot a “Time Out” workshop for carers, exploring such topics as self-care, communication styles & relaxation techniques • offer a social event for carers at Christmas. <p>1.2b To identify other organisations’ plans going forward.</p> <p>1.2c. Highlight gap in bereavement services and counselling across our networks.</p>	<p>ALL</p> <p>All Strategy Group members</p>	<p>March 2019</p> <p>December 2018 and ongoing</p>
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	1.3 Armed Forces specialist support	1.3a. Veterans Society and Age UK North Yorkshire and Darlington (Age UK NYD) provide a Veterans Support Service for all veterans born before 1950.	1.3a. Ongoing support and signposting for veterans through Age UK veterans project and Café.	Age UK Veterans Project	Ongoing		
			1.3b. DCS link with Triangle of Care and specialist provision at West Park.	DCS	Ongoing		
			1.3c. Complete a scoping exercise of wider local and national agencies to access improved support.	Strategy Group to agree way forward	June 2019		
	1.4. 2020 Dementia Challenge	1.4a. Dementia Friendly Darlington is working to ensure that Darlington is becoming increasingly dementia friendly. Some work has already taken place in the town centre and in Cockerton.	1.4a. Additional focused work in the town centre has been identified. This will include the delivery of Dementia Friends information sessions to businesses.	1.4a. Additional focused work in the town centre has been identified. This will include the delivery of Dementia Friends information sessions to businesses.	Members of Dementia Friendly Darlington	Ongoing	
				1.4b. County Durham and Darlington NHS Foundation Trust (CDDFT) are working towards improving the environment for people with dementia	1.4b. CDDFT part of Dementia Friendly Darlington with ongoing initiatives.	CDDFT to update	September 2019

	1.5. Carers training and learning opportunities	and carers, staff training, audit and research to improve services.			
		1.5a. A range of training and learning opportunities is already in place, including training provided by DAD; DCS training i.e. first aid, dementia, "Stress less and relax"; DYC healthy eating training; Darlington ARQ; Alzheimer's' CRISP training; Mind self- help course	1.5a. Review current training offer to assess if there is overlap. Focus on core facilitation where possible. Link into Living Well Directory. Map out all training and look at joint sessions and bids	Strategy Group	Quarterly
			1.5b. DAD to continue to circulate info on Skills 4 Care funding and Community Foundation funded courses to Carers.	DAD	Ongoing
		1.5c. Invite Martin Webster to a future meeting to link in and update on Local Offer.	Lisa Holdsworth	Feb 2019	

	1.6. Improve Social Work practice	1.6a. Sarah Gibbon from DBC operational staff attended an ADASS Regional Carers Network carers assessment workshop in August 2018 to explore good practice.	1.6a. A document was produced following this meeting which will be taken to the ADASS Branch meeting for sign off.	DBC	Ongoing
		1.6b. DBC carers assessment practice guidance has been drafted and issue is anticipated in January 2019.	1.6b. Issue is now likely to be in February 2019	DBC	Following review to update this
		1.6c. DYC and DCS deliver regular Carer Awareness sessions to DBC staff	Continue to deliver joint training/ awareness raising to Social Care and other relevant teams	DCS	As and when required
	1.7- Continue to enable carers to access Carer Breaks	<p>1.7a. Carers are able to access carer breaks via a number of routes, including:</p> <ul style="list-style-type: none"> • BCF carer breaks funding (via DAD, Darlington Mind, Age UK North Yorkshire and Darlington & St Teresa's Hospice); • Personalised breaks via DCS, DYC as part of their carer support contracts • carer breaks via DBC Adult Social Care if eligible needs are identified 	1.7a. BCF carer breaks funding has been allocated annually. However, the BCF is currently under review. If the BCF continues to be available, the intention would be to maximise the availability of this or successor funding to	DBC	Ongoing

	<p>1.8. Mental Health Act 1983- Improve dignity and respect</p>	<p>following a care and support needs assessment of the person who needs care and support and a carer's assessment of their carer.</p> <p>1.7b. DCS access funding for breaks from grant making bodies i.e. Carers Trust, Community Foundation etc.</p> <p>1.8a. Darlington Mind works closely with carers, service users and key agencies to promote dignity and respect within all of its service provision. We work with a range of stakeholders to ensure those who are subject to the provision of the Mental Health Act are provided with a range of support systems, advocates, support workers and services which meet their particularly needs.</p> <p>1.8b. DCS attend Triangle of care meetings with TEWV to influence and develop Carer recognition with this</p>	<p>support the provision of carer breaks.</p> <p>1.7b. DCS will continue to access funding from wider grant making bodies i.e. Carers Trust</p> <p>1.8a. Ongoing</p> <p>1.8b. DCS will continue to engage with the Triangle of Care agenda and liaise with TEWV to ensure a stronger pathway to access support.</p>	<p>DCS</p> <p>Mind</p> <p>DCS</p>	<p>September 2019</p> <p>Ongoing</p> <p>Ongoing</p>
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	1.9. Consultations with Carers to find out if the services and systems work for them	<p>1.9a. Healthwatch's role is to gather information to influence decision making eg Care Home research.</p> <p>1.9b. Mind consult with Carers accessing their dementia service.</p> <p>1.9c. DCS use feedback and consult to find solutions to problems with services.</p> <p>1.9d. DYC consult on service provision twice a year.</p>	1.9. Pull together the local research and identify any common areas or concerns that the Strategy Group could take forward to influence improvements in services for Carers	Strategy Group research	
2. Employment and financial wellbeing	2.1a. Employers for Carers (EfC) membership	<p>2.1a.- EfC umbrella membership is available to DBC and Durham County Council staff, health organisations and SME employers across County Durham and Darlington</p> <p>2.1b. DCS and DYC utilise the EfC resources as part of their current contract</p> <p>2.1c. A carers page is available on the DBC intranet</p>	<p>2.1a. DBC to review EfC membership and scope out possibility of further funding. Lisa Holdsworth to access the statistics of usage to aid this.</p> <p>2.1b. DCS and DYC continue the promotion of the EfC resources until March 2019.</p> <p>2.2c To be reviewed and updated annually</p>	<p>DBC</p> <p>DCS and DYC</p> <p>Lisa Holdsworth</p>	<p>March 2019</p> <p>Ongoing March 2019</p> <p>March 2019</p>

	2.2 Job Centre partnership work	2.1d. DCS has access to regional employer support information.	2.1d. DCS to access the Gateshead Carers resources to support employers and employees across Darlington, also link to Carers Trust pilot in north east	DCS	March 2019
		2.1e. DYC and DCS to explore funding to develop work with employers across DBC area.	2.1e. DYC and DCS action.	DYC and DCS	Ongoing
		DCS, DYC, DAD all work with the local Job Centres including attending local events for Carers and delivering ongoing training and advice to Job Centre Staff.	2.2a. Work closely with CAB, Job centre plus and other relevant agencies to sign post carers and provide up to date information and benefit checks.	DYC, DCS, DAD	September 2019
	2.3 Carer Passport, policies and best practice	2.3a. DfE locally pioneered an in house Carer Support Network which is now national and seen as best practice. The Network had 102 members as at 20.11.18 and is also open to DBC staff.	2.3a. Use the DfE best practice resources to support Strategy Group Members to consider adopting Carer Passports in house and look at policies.	2.3a. All members of Strategy Group to consider this	June 2019
		DFE also have Civil Service Carer Passport and Carer Charter which is			

	2.4 Carers Rights Day and Carers Week.	<p>available to all staff. The wider Civil Service now adopted these.</p> <p>2.3b. DCS now has in house Carer Passport for all staff. Other members of the Strategy Group have flexible work practices.</p> <p>DCS coordinated Carers Week event 2018, all members of group held own events or worked in partnership in 2018. DCS held open office event for Carers Rights Day in partnership with NECA and CAB.</p>	Strategy Group to work together on joint activities for both using a community access approach linking with employers, community groups and local events for 2019.	Strategy Group members	June and November 2019 and 2020
	2.5 Benefit and grant support	<p>2.5a. DCS and DYC working with Job Centre to support those Carers claiming Carer benefits. Attending Carer events to promote the services and register new Carers. Delivering training to Job Centre staff regularly and attending monthly drop in with work coaches. DAD support Job Centre with Access to Work issues.</p> <p>2.5b. CAB working with DCS on “Darlo Millions” project</p>	<p>2.5a. Continue this work.</p> <p>2.5b. Strategy group members to signpost to CAB</p>	DCS and DYC	Ongoing
					Strategy Group members

	2.6 Raising awareness with local employers	2.5c. Age UK offer benefit support and advice.	2.5c. Age UK project	Age UK	Ongoing
		2.6a- Annual Carers Rights Day activities to highlight working Carers rights in press, newsletters and local events, see 2.4 above for actions	2.6a To consider a partnership approach to employers when delivering Dementia Friends training, to include carer awareness. DCS to include EfC toolkit when delivering training to GP surgeries.	Strategy Group to plan future employer engagement activities	September 2019
		2.6b. Previous engagement with EE by DBC and DFE.	2.6b. Scope out future engagement with local employers	Strategy Group	June 2019
3. Supporting young carers	3.1 Schools work-identification	3.1. Deliver training through School Charter to schools to help with early identification of young carers.	DYC to continue to deliver training and promote the School Charter. 4 additional schools to achieve School Charter status.	DYC	Ongoing December 2019
	3.2 Awareness raising	3.2. Deliver training to other relevant agencies to help identify young carers and young adult carers.	Deliver 8 training sessions annually plus general awareness raising within other presentations.	DYC	Ongoing

			Provide update training as required	DYC	Ongoing
	3.3 Local authority- Education department	3.3. Ask Local authority education department what they are doing to achieve this goal	Contact Eleanor Marshall re Schools Link pilot.	DYC	April 2019
	3.4 Target seldom heard and isolated young carers	3.4. New young adult carers leaflet and awareness raising campaign to take place to raise referral rates into the service. Darlington ARQ working to identify and support LGBT Young Carers.	Engage the Mental Health Leads Network. Deliver training to Darlington ARQ.	DYC DYC	December 2018 November 2018
	3.5 NHS Young Carer Health Champion Programme	3.5. DYC exploring this but has no resources to do this so would need funding	Engage any of the free NHS Health Champion Events, plus look at a bid for funding a worker to target these areas.	DYC DYC	Ongoing July 2019
	3.6 CAMHs referral pathway	3.6. Darlington Mind receives referrals from a range of services, including from CAMHs but are not directly part of the CAMHs referral pathway. DYC has links with CAMHS	Ongoing Engage with CAMHs Triangle of Care as this develops. Link with Victoria Wright.	Darlington Mind DYC	Ongoing December 2019

	3.7 Transitions from Young to Young Adult to Adult Carer	3.7a. Links with local colleges in place but need more resources to improve. Work ongoing between DYC, DCS and Horizons Young Adult Carers Service to support transitions.	3.7a. Disseminate reviewed DYC marketing and deliver a regular drop in at Darlington College and one off events in other providers as necessary. Also continue with internal referral pathways. 3.7b. Review of DBC Young Carers Assessment and Young Carers Transition Assessment processes	DYC DBC	January 2019 July 2019
4. Recognising and supporting carers in the wider community and society	4.1 Carer friendly communities	4.1a. Discount card in place which is well placed to build into a local Carer Community Passport, but more resources will be needed to develop this. However, carers are still not always recognised or referred for support.	4.1a. As part of the discount card review we can consider re launching the card and building on it as a community passport. Possible link with economic regeneration and Town Centre Manager Marion Ogle to take this forward.	Strategy Group to discuss and plan way forward	September 2019

			4.1b All agencies to work in partnership to promote recognition and referrals	ALL	Ongoing
	4.2 Healthy Ageing led by Age UK	4.2. Partners including AUKNYD are delivering services in line with core aims of the Healthy Ageing & Caring initiatives, including local access to support groups, respite opportunities including exercise and healthy eating, advocacy and information & advice which all contribute towards maintaining positive mental and physical wellbeing as we age.	All agencies to work in partnership to strengthen referral and signposting links to facilitate awareness of services which support the Healthy Ageing Campaign, particularly around services beneficial to Carers.	Strategy Group members	March 2019
	4.3 Changing Places Toilets initiative	4.3. There are Changing Places toilets in the ground floor lobby at the Dolphin Centre and the Out Patients Department at Darlington Memorial Hospital.	Ensure that carers are aware of these.	Strategy Group members	February 2019
	4.4 Loneliness Agenda	4.4a. All members of Strategy Group run projects, training, support groups and other events that work to prevent loneliness at present and intend to continue this work.	Consider how to respond to the cross-government loneliness strategy which was published in October 2018	Strategy Group members	March 2019

		4.4b. DBC Living Well Directory aims to bring all the information together locally on what is available.	Identify actions and review progress in 6 months All groups to encourage use of the Living Well Directory to promote the Local Offer and utilise all available groups and resources to the maximum effect.	Strategy Group members	September 2019 Ongoing
	4.5. Recognising and supporting hard to reach carers	4.5a. Work is ongoing to raise awareness of the needs of carers of people with dementia in the BAME and LGBT communities. This will also assist with raising the profile of all groups of carers in these communities. 4.5b. DCS working with GP Practices to launch a support group for Bangladeshi community	Contracts in place until 22.4.19; + 1 extension clauses available until 22.4.20 1 st meeting has been arranged	Alzheimer's Society and Aapna Services DCS	Ongoing Ongoing
5. Building research and	5.1a. Find out what local research has been gathered i.e. DOH,	5.1a. Need to gather examples of local, regional and national research and evidence any recent research by local	5.1a. Strategy Group to work together to discuss this and plan a way forward. Local	Strategy Group	June 2019

evidence to improve outcomes for carers	Local Authority, DWP, Universities, Regional research	voluntary sector organisations i.e. Healthwatch, CAB ARQ have students working with them who would be keen to take on some research.	research? Is there a local student that would like to do this as their dissertation?		
	5.1b. National Carers Survey	5.1b. Data available on National Carers Survey which compares results regionally	5.1b. Group to look at this and decide if any action is needed	Strategy Group	October 2019
	5.1c. DCS Carers Survey	5.1c- Information on outcomes for Carers accessing DCS service could be used to inform strategy group plans		DCS	June 2019