



## Council of Governors: Summary Sheet

27<sup>th</sup> April 2017  
Item No 8

Title of Paper:

Presented By:

Action Required:

<input checked="" type="checkbox"/> For Information	<input type="checkbox"/> For Ratification	<input type="checkbox"/> For a decision
<input checked="" type="checkbox"/> For Feedback	<input type="checkbox"/> Vote required	<input type="checkbox"/> For Receipt

To which duty does this refer:

Holding non-executive directors individually and collectively to account for the performance of the Board	
Appointment, removal and deciding the terms of office of the Chair and non-executive directors	
Determining the remuneration of the Chair and non-executive directors	
Appointing or removing the trust's auditor	
Approving or not the appointment of the trust's chief executive	
Receiving the annual report and accounts and auditor's report	
Representing the interests of members and the public	X
Approving or not increases to non-NHS income of more than 5% of total income	
Approving or not acquisitions, mergers, separations and dissolutions	
Jointly approving changes to the trust's constitution with the Board	
Expressing a view on the Trust's forward plans	X
Consideration on the use of income from the provision of goods and services from sources other than the NHS in England	
Monitoring the activities of the Trust to ensure that they are being conducted in a manner consistent with its terms of authorisation and the constitution.	
Monitoring the Trust's performance against its targets and strategic aims	

### How does this item support the functioning of the Council of Governors?

The paper provides governors with information about carer issues and supports their function to be informed of and contribute to trust strategy.

Author of Report:

**Designation of Author:**

Carer Strategy Lead

**Date:**

April 2017



# Sheffield Health and Social Care Foundation Trust

## Carers and Young Carers Strategy 2016

<b>Contents</b>	<b>Page Number</b>
<b>Foreword from the Carer Governors</b>	<b>3</b>
<b>Introduction from the Director of HR</b>	<b>4</b>
<b>Introduction</b>	<b>5</b>
<b>Purpose of the Strategy</b>	<b>6</b>
<b>Carers and Young Carers Charter</b>	<b>7</b>
<b>Carer/Family Recognition</b>	<b>8</b>
<b>Carer/Family Involvement</b>	<b>8</b>
<b>Informing Carers/Families</b>	<b>8</b>
<b>Supporting Carers/Families</b>	<b>9</b>
<b>Developing Staff to Work with Carers/Families</b>	<b>10</b>
<b>Supporting Staff who are Carers</b>	<b>10</b>
<b>Delivery Plan</b>	<b>11</b>
<b>Implementation</b>	<b>14</b>
<b>Monitoring Progress</b>	<b>14</b>

## **Foreword from the Carer Governors**

There are over 57,000 carers in Sheffield, with about 4,500 of these being young carers. This means that one in ten people are providing unpaid care at any one time, providing a huge saving to the City's health and social care budget. Yet recent evidence shows that we are not supporting carers very well. Recent surveys showed that Sheffield's performance was the worst in Yorkshire and Humber, and significantly lower than the national norm.

The good news is that the Trust is firmly committed to improving the experience of carers and their families. The Care Act 2014 imposed a specific obligation on care trusts to consider the impact of caring on the well-being of the carers and the outcomes they want to achieve in their own lives and Sheffield Health and Social Care Trust is taking this responsibility very seriously.

This strategy has been drawn up in collaboration with carers and young carers in the city, and so should address the weaknesses they will all have experienced in the past. It takes stock of the current position and sets out an action plan to deliver improvements, based on a set of six guiding principles which have been encapsulated into a headline Carers Charter. An early outcome of this work is the production of a new Carers and Young Carers Information Pack, which we believe is a significant improvement on the paucity and variability of clear information which has previously been available.

If you are a carer and have any queries relating to this strategy, please do get in touch with one of us, Carer Governors, via the Trust's offices.

**Gill Holt**

**Angela Barney**

**Ian Downing**

**Sue Roe**

## **Introduction from the Director of HR**

## **Introduction**

This strategy addresses the need for a coordinated response across the Trust for carers and young carers and addresses the invaluable feedback we have received from carers and young carers. It further recognises the changes brought in by the Care Act 2014 and the Children and Families Act 2014 and reflects Sheffield Young Carer, Parent and Adult Carer Strategy (2016-2020).

The strategy should be read in conjunction with the Carers Strategy Scoping document which gives the background, rationale and local and national landscape that informs the development of this strategy.

A carer is someone of any age who provides unpaid support to family or friends to enable them to cope and carry on with their day-to-day life and who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or suffers with mental ill-health or substance misuse. This may include helping with personal care, medication, cooking, shopping, housework or giving emotional support.

We recognise that some people are not comfortable with the word 'carer', and prefer to see their role as part of what they do as a spouse, parent, child, friend, or supportive member of their religious or cultural community and therefore use the term 'carer' to include all these roles. For the rest of this document the word 'carer' will be used to incorporate both adult and young carers.

Whilst carers can vary considerably, carers often have common needs. These needs are reflected in Sheffield Young Carer, Parent and Adult Carer Strategy (2016-2020) which sets out the ambition for every carer to have:

- A life of their own
- The choice to care and stop caring without recrimination
- Equality of opportunity to life chances including education, training, work and leisure activities.

These ambitions are underpinned by 6 principles:

1. Access at the right time, the right type of information and advice for the carer, their family and the person they care for.  
(This responds to carers/families stating they need access to up-to-date information about support and information on services available to them and the person they care for, including clear information about what to do and who to contact in a crisis and good information on where they can get help, support and advice).
2. Understand their rights and have access to an assessment
3. Have a voice for themselves and the person they care for.  
(Carers/families want to be listened to when they have concerns and they need healthcare professionals to be understanding and responsive. Carers and families are often the first to notice signs of illness or a relapse).
4. Have regular and sufficient breaks.  
(Carer/families need to have the opportunity to maintain their social and family networks to prevent social isolation).
5. Continue to learn and develop, train or work (if they wish to).  
(Carers/families have expressed they need a life of their own).
6. Look after their own health.  
(Carers/families want support to maintain their own physical and mental health).

### **Purpose of the Strategy**

The strategy sets out the Trust's commitment to carers/families and provides an operational framework for staff. Its ambition is to improve the experience of carers/families in contact with our services and establish some core principles that carers/families should expect.

The strategy will promote the Trust vision and values and will spread the message that carers/families are valued by encouraging our staff to recognise the contribution that they make. We will ensure we offer the relevant support to carers to enable them to make the right choices so they have the best chance of staying well. We will also ensure we recognise that our own staff may well be carers and that all carers have a right to have a life of their own too.

### **Carers' and Young Carers' Charter**

## **Our Promise**

Sheffield Health and Social Care Trust is committed to working in partnership with carers, recognising and valuing them as experts in the important care they provide to people who use our services. We are committed to listening to carers and working alongside them to improve the effectiveness of our services.

## **Carer/Family Recognition – Valuing Carers**

We will make sure that in your caring role your needs are recognised and you are valued and respected for the important contribution you make.

## **Carer/Family Involvement**

We will make sure that you have the opportunity to be involved in the planning, care and treatment of the person you care for with their consent. We will further ensure that we provide opportunities for you to get involved and support any service improvements.

## **Informing Carers/Families**

We will make sure that, within the confines of confidentiality, you are given accurate, understandable information and guidance to support you in your caring role.

## **Supporting Carers/Families**

We will make sure you are aware of your statutory right to a Carer's Assessment and we recognise we have a responsibility to consider the impact your caring role has on your own wellbeing and the outcomes you want to achieve in your own life.

## **Developing Staff to work with Carers/Families**

We will ensure that our workforce has the skills and confidence to be responsive to carers.

## **Supporting Staff who are Carers**

We will make sure we develop a culture that is positive about caring with staff undertaking caring roles having access to relevant employee's guides and support.

## **Carer/Family Recognition**

We will seek to identify carers as soon as possible, valuing and respecting the important contribution carers make.

We will recognise carers/families and provide information as to where they may be able to receive support, advice and information in their own right.

This will be achieved by:

- Actively seeking to identify and record the details of adult and young carers at point of first contact with Trust services.
- Signposting/referring carers to appropriate carers' services

## **Carer/Family Involvement**

We will ensure early involvement of carers/families to enable the most accurate assessment possible takes place of our service users.

Carers/families often want to be actively involved in the care and treatment of the cared for person and have their view taken into account.

Carers/families often want to be kept informed about the treatment recommended.

We will ensure that we provide carers with the opportunity to become involved and work collaboratively with the Trust on service improvements which affect them.

To enable this we will ensure:

- Teams have protocols in place about engaging, including and working collaboratively with carers/families in care planning and treatment.
- We have regular carer surveys to capture views.
- We develop collaborative partnerships with Carers and Young Carers to support service improvements in the Trust.
- There is formal carer involvement in projects and governance.
- We develop a checklist with regard to carer involvement.
- Carers involvement is supported by using the Trust appreciation scheme and ensuring enough notice is given to facilitate participation.

## **Informing Carers/Families**

We will make sure we give good up to date information to carers/families about a range of issues to support them in their caring role.

Carers/families want clear, factual information about the condition, care plan and treatments available, and for their concerns to be listened to. Carers want staff to be

sensitive to their concerns, and to be informed about what support is available from the Trust and other local organisations.

We will achieve this by:

- Having good accurate information for staff and carers/families about confidentiality and sharing information.
- Ensuring protocols are in place so carers are informed and included in discussions about care and treatment. This will take place within the realms of confidentiality.
- Giving and/or developing good up to date information on our services and what to expect from us.
- Giving up to date and relevant information on other services that can support carers.
- Updating the section for carers/families on our website.
- Ensuring information is available at service bases.
- Exploring the potential to provide training/support for carers in self-management techniques for specific diagnosis.

### **Supporting Carers/Families**

We will make sure carers are aware of their statutory right to a Carer's Assessment and where commissioned to do so complete carers' assessments and, when required, carer assessment reviews.

We will ensure that planning for a carer's own emergency is considered as part of the carer's assessment.

We recognise we have a responsibility to consider the impact that having a caring role has on carers own wellbeing and the outcomes they want to achieve in their own life.

We will achieve this by:

- Accurate monitoring of carers' assessments and undertaking a carer's assessment review where required.
- Signposting carers to the relevant organisation for a carer's assessment if it is not part of our commissioned service.
- Providing carers support groups in different service areas where relevant
- Ensuring carers' needs are reflected in care and treatment plans of our service users.
- Supporting teams to have a Carer/Family lead role in relevant clinical services.

## **Developing Staff to Work with Carers/Families**

We will ensure that our workforce has the skills and confidence to be responsive to carers.

The responsiveness of staff particularly during the carer/families first contact with services is vitally important.

In order to achieve this we will:

- Provide staff training on carers' assessments.
- Provide staff training on carer awareness.
- Ensure the training is co-delivered and/or produced with carers.

## **Supporting Staff who are Carers**

We are aware from a staff survey conducted in 2012 that many of our staff are combining work and a caring role. This can prove to be very challenging and lead to many of our staff leaving work. The knock-on effect can be an unwanted loss of talent and experience in the workforce.

There may also be the risk of lost potential in the workforce where experienced staff do not apply for promotion for fear that they will not get the flexibility that enables them to care.

We want to ensure that staff feel supported and feel that SHSC is positive about caring for staff as well as service users.

To achieve this we will ensure that we:

- Provide information for new staff at their Trust induction about working carers' rights and the types of support available.
- Incorporate staff as carers within the supervision and appraisal process.
- Make accessible 'Employees as Carers' guides for managers and staff.
- Incorporate working carers rights within the carers awareness training

## Carers/Family Strategy Delivery Plan

Key Objectives	Task	Lead/ Responsibility	Completion Date
<b>Carer/Family Recognition</b>	Identify and record the details of adult and young carers at point of first contact with Trust services.	<b>Directorate Leads Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Signposting/referring carers to appropriate carers' services.	<b>Directorate Leads Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Primary Care – Clover Group – Ensure protocols for identifying carers and young carers are operating effectively	<b>Carers Lead Directorate Lead</b>	<b>April 2017</b>
<b>Involving Carer/Families</b>	Enhance citywide links with external carers and carers' organisations to promote willingness for partnership engagement and co-production.	<b>Carers Lead</b>	<b>Jan 2016 ongoing</b>
	Develop a Carers Charter	<b>Carers Lead</b>	<b>September 2016</b>
	Develop best practice guidance on sharing information with carer/families – Common-sense confidentiality	<b>Carers Lead</b>	<b>September 2016</b>
	Develop a Carers/Family information pack in collaboration with carers/families	<b>Carers Lead</b>	<b>September 2016</b>
	Involvement of Carer/Families in Trust planning structures	<b>Involvement Membership Manager, Service Improvement (SI) Leads</b>	<b>September 2016 Ongoing</b>
	Involvement of Carers/families in Trust events	<b>Organisational Development Programme Manager, SI Leads</b>	<b>September 2016 Ongoing</b>
	Increase the involvement of carers/families in all aspects of care planning	<b>Directorate Leads Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>

<b>Informing Carers/ Families</b>	Further develop carers/young carers and families section on the Trust internet/intranet providing information on issues important to carers and families	<b>Carers Lead</b>	<b>April 2017</b>
	Carers are given relevant information about the service that is on offer and what to expect on first contact as routine	<b>Directorate Leads Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Ensure the right information is available at service bases for carers and families	<b>Carers Lead Directorate Leads/Reps</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Explore possibility of developing training/support for carers in self-management techniques for specific diagnosis	<b>Carers Lead, Directorate Representatives</b>	<b>Nov 2016 – April 2017</b>
<b>Supporting Carers/ Families</b>	Carer/Family support groups	<b>Directorate Lead, Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Carer/Family champions/lead in clinical services/teams	<b>Directorate Leads, Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Where commissioned to do so undertake carers' needs assessments and carer reviews	<b>Community Directorate Lead, Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Monitoring of carers assessments and reviews through monthly performance reports	<b>Community Directorate Lead, Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Offer informal carers assessments in relevant service areas	<b>Directorate Leads</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Develop a toolkit/checklist to ensure carers needs are not overlooked	<b>Carers Lead, Carer Governors, Directorate Reps</b>	<b>Dec 2016</b>
<b>Developing staff to work with Carer/ Families</b>	Carer assessment training for SHSC assessors	<b>Learning and Development Consultant</b>	<b>September 2016 Ongoing</b>

	Carer awareness training. Explore potential of developing Mandatory training across the Trust	<b>Director of HR, Education, Training &amp; Development (ETD)</b>	<b>April 2017</b>
	Explore possibility of Carer Awareness becoming a part of staff induction	<b>ETD Director of HR, Carers Lead</b>	<b>April 2017</b>
	Include carer awareness on team training plans	<b>Directorate Leads, Team Managers</b>	<b>Recorded in Directorate Delivery Plan for 2016/17</b>
	Include carers awareness questions in Microsystems work	<b>Carers Lead</b>	<b>August 2016</b>
	Include carer voice/carers films on all carer training	<b>Learning and Development Consultant, EDT</b>	<b>September 2016 Ongoing</b>
	Promote and highlight carer issues by Including positive carer stories/events in a range of publications and media outlets	<b>Public &amp; Patient Involvement Team, Involve, Carers Lead</b>	<b>September 2016 Ongoing</b>
<b>Supporting Staff who are Carers</b>	Provide information about working carers' rights and types of support available for new staff at Trust induction	<b>HR</b>	<b>Timescale to be provided by HR</b>
	Incorporate staff as carers within the supervision and appraisal process	<b>HR</b>	<b>Timescale to be provided by HR</b>
	Ensure 'Employees as Carers' guides are accessible for managers and staff	<b>HR</b>	<b>Timescale to be provided by HR</b>
	Working carers rights to be included within the carers awareness training and assessor training	<b>Learning and Development Consultant, EDT</b>	<b>September 2016 Ongoing</b>
	Include staff carers as part of carer awareness training	<b>ETD</b>	<b>April 2017</b>
	Develop a staff leaflet on carer friendly policies	<b>Carers Lead, HR Rep</b>	<b>May 2017</b>
	Review the application of policies	<b>HR</b>	<b>Timescale to be provided by HR</b>

## **Implementation**

There is an expectation that each directorate will produce their own implementation plan ensuring that work streams with milestones, deliverables, key performance indicators and leads are assigned with short, medium and long term priorities and actions identified.

Directorate implementation plans will detail the resources required. Where additional resources are required, a business case will be prepared in line with the Trust governance structures.

Implementation of the strategy and progress against the anticipated outcomes will be monitored through the Carers Strategic Steering group and reported into the Executive Directors Group.

## **Monitoring Progress**

Individual Directorate Implementation plans will be monitored via the Carers Strategy Steering Group initially 3 X bi-monthly meetings moving to quarterly. Reports to include feedback on:

- Audit of carers assessments and reviews undertaken from communities' directorate
- Audit of teams to ensure they have a clear process for involving carers in planning and treatment of our service users

Other reports that will be monitored by the Carers Strategy Steering group will include:

- Reports on progress of carers' assessment training and carer awareness training.
- Reports from complaints or patient and public involvement of any issues pertinent to carers.
- Reports of any carers' engagement events or surveys conducted.

Success of the strategy will be reflected in:

- Raised awareness and the recognition of the importance of carers by all staff.
- Improved carer experience.
- Improved staff experience by those staff who are carers.