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Priority titles in full
1a. Carers, including young carers are included in care planning (for example at hospital discharge).
1b. Improve Information sharing systems across services to avoid carers having to repeat their story to different professionals. This will include training staff who work with carers.
1c. All professionals are able to identify carers, to enable easier access to carer support, which includes feeling safe and supporting wellbeing.
1d. Use carers experience and knowledge to plan future services and when commissioning services including integrated working.
2a. Review assessment process for all carers and ensure understanding of replacement care needs
2b. Improve Information sharing systems across services to avoid carers having to repeat their story to different professionals. This will include training staff who work with carers.
2c. Identify and promote carer networks for all types of carer, and develop support where gaps exist
2d. Develop a carer centred approach within services. (for example appointment flexibility and visiting times
2e. Promote the use of assistive technologies such as GPS trackers and Telecare systems are appropriate and can be used
3a. Providers and partners communicate to ensure information is easily accessible and in different formats. This should include health information and interventions for carers to help avoid ill health and injury
3b. Work with education providers to promote information for young carers, young adult carers and parent carers
4a. Embed planning for the future as a part of All-Age Carer Health and other assessment discussions.
4b. Provide appropriate workshops for all carers about planning for the future.
4c. Inform future planning of services through data collected about carers
5a. Actively encourage all local organisations to adopt the Employer and Employee Pledge to recognise and support Carers in their employment.
5b. Increase Carers knowledge of their employment rights and responsibilities, including after bereavement
5c. Work with Education and training providers to help enable access to vocational and non-vocational training and education courses for Carers which includes volunteering opportunities












Priority No.	Completed actions (N.B several will be ongoing e.g. Carers Week, Working Groups, Carers Voice etc.)	Completion Month/Year
1a, 1c	Carers identified on Hospital admission/discharge paperwork (FFA form) Shropshire CCG have been worked with to have question on pre-admission social summary hospital paperwork added 'Is the patient looked after by an unpaid carer? E.g., partner/family member/young carer. First Point Of Contact (FPOC) Team will be the referral contact number.	December 2017
1a	Staffing Carers Hospital Lead now in place at RSH and 'Let's Talk Local' co-ordinator supporting community hubs now in place.	In post January 2018
1a, 3a	Let's Talk Local' /Adult Social Care (ASC) sessions in hospitals These operate in Whitchurch hospital – well attended, and the Carers Café is in Oswestry (Robert Jones & Agnes Hunt) monthly. Volunteer carer every 3 rd week. Royal Shrewsbury Hospital has carer lead in place, Redwoods Centre – 'Let's Talk Mental Health' every week for inpatients only and their carers. Bridgnorth Hospital is outstanding. Link with age UK in Ludlow hospital 21 x Let's Talk Local venues and Let's Talk mental health sessions running also.	In place – just Bridgnorth outstanding.
1a	Pilot - Hospital Discharge Carers Support Service Pilot. CT4A. Up to 6 hours support direct to carer, including those who self-fund, in the first two weeks following discharge from hospital. Now completed.	Pilot ran for 3 months from July 2017. Completed.








Summary of progress - All-Age Carers Strategy and Action Plan – June 2019

1a,1b,1c	 Staff Training Council has 20-minute on-line carer awareness package for staff, to link in with Carers Rights Day 24.11.17	In place
1c, 3a	 Publicity materials – Shropshire and T & W - Bookmarks – ‘Are you looking after someone’ joint with T & W. distributed in pharmacies (via prescription bags), libraries, hospital pharmacy (RSH) Healthwatch and Community Enablement Teams. Aim is to get carers to self-identify as caring for someone and seek support. To be adopted by MPFT for use in their services. - Carers Hospital Lead has information stand in RSH ward corridor on Fridays, leaflets publicise the help and support on offer - PACC Leaflets for Childrens development centre at Monkmoor, 0-5, leaflets being developed with community paediatric team.	Printed and distributed 2017/2018 December 2018?
1c	 Carers Week 2017 Carers Week June 17 used as an opportunity to provide information for carers and raise community awareness. Comms. Toolkit distributed through HWBB Communication and Engagement Team. Planning now for Carers Week 2018.  Carers Week 2018 - Toolkit circulated to FCBC – Agreed. Also sent to HWBB Comms. and Engagement Group. Tweets scheduled across whole week through Shropshire Together account 231.7K reach . - Family Information Service promoted young carers and links made to joint communications. - Press release via Shropshire Council https://shropshire.gov.uk/news/2018/06/carers-week/ - Re-tweets – Shropshire Together, Shropshire Council, DAAT, Age UK, Taking Part, Shropshire Libraries, HealthWatch. - 5 x events Carers Trust 4All including library partnership in Oswestry. 100+ at Saturday event (CT4A) and distributed new publicity materials.	Completed June 2017 Completed June 2018
1c, 3a,3b 5	 Bid for funding Building on CT4A posters, successful joint funding bid with T & W for young carers work – Z leaflet targeting schools and colleges, based on ‘Are you looking after someone.’ To be produced with young carers from Shropshire and T & W. Materials printed and distributed.	Bid successful. Workshop took place April 18. Materials printed and distributed.
1c	 Joint Shropshire/T & W mental health carers working group Meeting to action mental health carers needs, including forensic carers. Links to Carer Voice Work.	Began meeting January 2018 and continue to meet.
1d	 Social Prescribing Pilot areas operating, with roll-out to be countywide. Social Prescribing is a means where GPs, Nurses and others working in healthcare services, Adult Social Care (ASC) services and the voluntary sector can refer people into non-clinical services, which can support their emotional health and wellbeing, as well as specific health conditions. Carers Hospital Lead referring carers in at their wish.	Available in Oswestry, Ellesmere, Albrighton, parts of Shrewsbury, Bishops Castle and Bridgnorth. To be rolled out countywide.
1d	 Event: 24th September Time 4 You Event for carers who look after someone with drug/alcohol issues 4-7 Shropshire Wildlife Trust. Arranged by Shropshire DAAT, (Drug & Alcohol Action Team) Public Health. Stalls included; Al Anon, Adult Social Care incl. Mental Health Social Work Team, Young Addaction, Healthwatch, Help2Change, CAP, Shropshire Recovery Partnership. Yoga, massage, music and mindfulness sessions were available.	Took place Sept. 2018
2a	 Carer Voice Links made between Carer Voice recommendations, and Strategy and Action Plan. Gaps identified and next steps for Carer Voice across Shropshire and T & W in place. Work now happening: mental health and forensic carers - work being progressed through working group, young carers – publicity created by young people themselves, Communications Toolkit agreed and ready to distribute, Twitter messages scheduled, and updates going in respective Carers newsletters. Email communication update sent to all conference attendees in August 2018.	See box to left.
2a, 2c, 2a	 Community Links Completed - Part of work under (5-year project) ASC ‘replacement care project’ called Local Support Swap. Largely based upon volunteering, gifting, reciprocal care arrangements. 5 x sessions for carers took place across the county April to May 2017.	Completed
2b, 5a	 Two carers in a car’ pilot Initially for 4 weeks. Between 10pm and 7am two carers will be working overnight where support is required. E.g. Support for the toilet, where someone may have fallen and needs some reassurance or may have been to A and E not requiring a bed so can go home but requires support on arrival to get settled and into bed.	Now continuing and availability geographically widened out.

Summary of progress - All-Age Carers Strategy and Action Plan – June 2019

2c	 Access to information around carer rights Carers Rights Day 24.11.17 led by CT4A, and supported by Shropshire Council and PACC. Main event in Shrewsbury with smaller events in Wem and Bishops Castle. An activity at the event asked carers about future planning, and linked to priority 4 of the Carers Strategy to identify gaps in future planning. Social media publicity for 2018, rather than event.	24.11.17 and 24.11.18 and continues annually
2e	 Reporting to other Boards – Mental Health Carers Report on help and support available for mental health carers in Shropshire. The Mental Health Partnership Board tasked a report on help and support available for mental health carers in Shropshire. This was presented in November 2017. Conclusions were; there are examples of good practice in the support for Mental Health Carers across Shropshire; however, there is room for improvement. The Family Carers Partnership Board through its Carers Strategy and Action Plan, is working with services and the Voluntary & Community Sectors to address the support needs of all carers as far as possible. Joint Shropshire/T & W mental health carers working group now meets. (see earlier action) CT4A are ran workshops in October 2018 re: caring for someone with mental health needs and caring for someone with autism or Asperger's.	2017 and continues
3a	 Safe and Well visits Carers identified and referred to support, with consent, via Fire Service 'Safe and Well' visits	Safe & Well – happening now
1a, 3a	 Communication Communications Group used to promote Carers Week – Toolkit on-line and tweets/press releases for strategy/Action Plan and events for carers.	Complete -June 17/2018 and 2019. Comms. ongoing
3a	 Mobile Library Vans – Informal training provided by ASC, to help 4 x library van drivers recognise and signpost potential carers to appropriate support and advice	June 2018
3a	 Publicity materials CT4A – 5000 newsletters printed, also available on-line as e-newsletter. Local Shropshire leaflet also now produced	Complete
3a, 5a	 First Aid and moving and handling training 20 x young carers have had first aid and moving and handling training provided by Carers Trust 4All.	November 2017
3a 3b	 Carer Health <i>Flu vaccination campaign</i> A targeted campaign linking with the 'Stay Well This Winter' national campaign. A press release was issued 31.10.17, and tweets and a Communications Toolkit was produced and circulated to the Health and Wellbeing Communications and Engagement Group, who were asked to re-tweet and publicise the messages. (CCG, Healthwatch & 8 others have retweeted messages)	Complete November 2017
3b	 'Let's Talk about the F Word' Promotion of 'Let's Talk about the F Word' Shropshire Public Health/Age UK (falls awareness)	2017 and ongoing
3b	 Fire Service Safe and Well visits for Young Carers Meeting with Fire Service and CT4A. New CT4A referral form to include consent to refer to Fire Service for Safe and Well visit. Quarterly young carers newsheet will also include Safe and Well information	In Place August 2018
5a	 Carers Rights Day Shropshire Council celebrated Carers Rights Day, and had information for staff, and an online Carer Awareness short 20 minute course available to access.	November 2017

Priority No.	Ongoing actions	Completion Month/Year
1a, 3a	 Going Home Chat leaflet RSH/SaTH Carers will be referenced in the 'Going home chat.' Confirmation of print date awaited.	Date TBC.
1a	 Improved technology (internal systems) Liquid Logic - the new Adult Social Care electronic recording system, will: - As part of assessment process, identify young carers in a household. - Bring improvements to enable a combined assessment where suitable - Improve assessment recording, processing and monitoring	System starts 2018
1a	 Carers involved in care planning, including hospital discharge Draw up an agreement (or use power of attorney?) that will be recognised by all agencies stating the 'rights' of the carer with regard to the cared for person. - Hospital Carer Support Worker providing information sessions with ICS teams to raise awareness of carers support, and working to further increase awareness e.g. self-funders, carer breaks etc. - Looking at types of carers passports being used across services.	In progress
1b	 Improve information sharing systems across services to avoid carers having to repeat their story to different professionals. This will include training staff who work with carers March 2019 - All carers referred to CT4A from 'Let's Talk Local' now have a copy of their assessment sent with the referral.	Work taking place
1c,1d,2d, 3a	 GP Practice awareness Links made with CCC co-ordinator. GP Practice managers meeting June 19 to discuss further.	In progress
1d	 Carers planning future services Design an agreed set of statements to be used in all formal contracts and tenders so that the rights and needs of all carers are recognised and acted upon. E.g. GP's instructed to ask who supports in the care that a person is given and employees asked about their caring responsibilities – at recruitment stage and at supervision.	To be started
2a, 2c, 2a	 Shropshire Choices Promotion of Shropshire Choices as a one stop shop source of information for professionals and carers and their families. Carer section on Shropshire Choices has been added to, updated, and interactive guides produced, FCPB were invited to comment on content.	Updates are ongoing.
2a	 Review assessment processes 1) Involve young carers in cared for assessments where appropriate and possible. Consideration to timing of assessment – e.g. not when young person is in school 2) Young carer/young adult carer assessments to be carried out. A review of assessment process for young carers is taking place. Work happening with Children's Services/CT4A to make this a simpler process. YSS/CT4A starting to use 'star' assessment. 3) Look at development of Brokerage system to make the process easier. Piloting evening appointments for carers in hospitals (RSH), even if the person has left hospital. This also helps to meet working carers needs.	In progress
2c	 Carer centred approach 1) Look at possibility of developing online self – service tools such as completing a simple carers assessment. 2) Investigate education and employers re carers and flexibility. (links to Priority 5) 3) Development of telephone carer assessments. FPOC and Let's Talk Local - telephone assessments where the carer cannot leave the person they care for. Still happening and working well. Has helped address transport issues, and are being well-received.	To be started To be started In place
2d	 Technologies Carers and general public are aware of Assistive Technologies available	To be progressed
3a	 Hospital website information for carers RJA, SCHAT & MPFT will be asked to update info for carers on hospital websites. Info agreed at multi-agency meeting, and others unable to attend were asked to comment by email. Information now gathered. - SaTH information updated Dec 17, https://www.sath.nhs.uk/patients-visitors/advice-support/carers/ - MPFT https://www.mpft.nhs.uk/service-users-carers/information-carers - RJA have a specific carers leaflet, https://www.rja.nhs.uk/RJAHNHS/files/e2/e2bf1eee-72f1-487d-a614-0cca086f97ee.pdf - SCHAT have a carers page. https://www.shropscommunityhealth.nhs.uk/support-for-carers	SaTH information updated Dec 17 MPFT now updated RJA have a specific carers leaflet SCHAT have a carers page.

3a, 5a, 5b	 Deliver a range of workshops that ensures that carers know where to go to get the support they need when they need it. Joint Shropshire/T & W NHS England funding gained to deliver 10 workshops for carers. Focus on reducing stress and looking after own health. Carer facilitated, and planning progressing well. Will be fully evaluated to measure impact. 7 x workshops completed and well-received. 2 more to be delivered 1 x in Shifnal area, and 1 x for young adult carers	Almost complete
4a, 5b	 Planning for the future 1) Information gathering taken place with ASC/CT4A, School Nursing and Children's Services to establish; - what assessments currently exist across services. 2) Linking adults and childrens' electronic information (restricted) together to aid the 'whole family' assessment. Feasibility of linking new Adult Social Care information system with Children's Services to reduce duplication of assessments (whole family assessments) is being investigated. 3) Learning from case studies. - Case studies received from School nursing, CarersTrust4All and Adults. Need to understand what is working well within children's and adults and link in to commissioned services.	Likely late 2019
4a	 Future Planning workshops Future Planning workshops for carers started in March 2019	In progress
4c	 Inform future planning Decide what data needs to be collected, and how this will be used to inform future planning of services for carers.	To be started
5c	 Educational, training or employment 1) Young Carers CT4A are linking with Strengthening Families school based workers and Locality Development Officers to raise awareness of young carers in the school setting. New leaflet designed by young carers has been produced and will be distributed to schools and colleges. 2) Working age carers Alternative to employers pledge being looked at.	In progress
5a	 Future planning of services Decide what data needs to be collected, and how this will be used to inform Carer 'rights' embedded into staff handbooks, starting with the Local Authority	To be started
5b	 Knowledge of rights etc. Awareness campaign for carers in employment Carers information for Council employees updated on staff intranet May 2019.	Being started