

Priority Three: Right Help at the Right Time

Outcomes	What needs to happen/Actions	Key deliverables
All Age Carer assessments are annually reviewed	Carer's assessments to be included as part of the regular case audits.	review and audits to increase
Carer assessments are person centred	Develop a best practice toolbox to include consideration for financial advice, carer respite, carer breaks, crisis management, and the local offer to all age carers.	Asset Map of community resources and intervention points
All age carers have access to information and advice	Create a monthly calendar of services and events for carers.	Accessible online events calendar for All Age Carers
	Review all carer information platforms to ensure all carers have up to date information and can easily access	Websites are updated and reviewed regularly
All Age Carers can access training to support them in their caring role.	Review training offer to all age carers and ensure future specification for re-tender of carers contract a clearer training offer is available to carers to ensure carers have the information, skills etc required to provide good quality care	Recommission Specification to include training offer
All age carers can access short breaks/temporary care Establish clear definition between respite and short breaks/temporary care Establish clear pathway in accessing Respite and Carer Breaks. Training to staff both council and health Annual reviews of both services	Establish clear definitions for all age carer respite and carer breaks	Clear definitions to be recorded on websites and future documentation
	Conduct survey on current services	Survey completed
	Review suitability of current respite provision	Report on current respite provision
	Review current provision through a working group to look at all carer breaks services available	Report on current main contract and subcontracts

	Identify Gaps in the market and suitability of the current provision	Provision report to include gap analysis
All Age Carers can access a digital offer for support	Review Current Carer assistive technology provision and consider innovative ways of working with carers	Meet with commissioned assistive technology provider and discuss carers
	Support the development of virtual carers groups using social media	Virtual groups in place
	Research and review emerging technology within the market	Report on emerging technology
All Age Carers are considered within local strategy and policy development	Develop communication links with All Age Carers to oversee the development of key strategic policy	Introduce Carers Partnership board
	Ensure carers have representation at local strategy and policy development level.	Carer representatives on Carer partnership board
	Develop a partnership board that is fully representable of our carer community and to oversee the development of key strategic policy	Introduce Carers Partnership board
All Age carers receive adequate information using platforms that can be accessed	Review current platforms that routinely provide information and advice for carers.	Review and update Live Well and Cheshire West Carer Support service websites, utilise social media for promotion of key carer events
	Explore social media and assess the suitability of each platform for providing information and advice.	Report on social media platforms and suitability

	Research and implement how to share information in the community considering areas of engagement, format of information and accessibility issues.	Asset Map of community resources and intervention points
	Support carers who lack access to online resources to receive up to date information.	Establish links with local community hubs and third sector partners to distribute information
	Access to paper-based information	mapping of where paper based is not accessible
	Digital inclusion group - include carers issues and address issues preventing online access rural/ financial / cultural	Review and raise issues regarding digital inclusion
All age carers can access activity and funding	Ensure clear pathways for All Age Carers to access activity and funding including 1-1 and wellbeing support	Review of Carers service pathways and streamline

Key Deliverable **in red *** suggest removal from action plan and update Carers Charter to incorporate schools too, along with commissioned young carers service to keep up with school education

Key Deliverable **in red **** are all part of internal processes around CQC and children and adult social care – Strategy group to be kept informed and commissioning officer to be involved. Not a strategy deliverable?