



Solihull 
Care Trust

Solihull Carers' Strategy

2010 - 2015



Executive Summary

The Carers' Strategy for Solihull has been developed with the intention of improving services for carers in the borough, to raise awareness of the support that is available, as well as recognising the valuable contribution that carers provide.

It is believed that there are approximately 22,610 carers in Solihull (estimate based on Solihull ONS population figure in 2008). The Solihull Carers' Centre has 7260 carers registered on its database with 3678 of these currently receiving support, which represents only 16% of the estimated number of carers in Solihull.

This strategy builds upon the vision found in the National Carers Strategy issued in June 2008 *'Carers at the heart of the 21st century families and communities - A caring system on your side, a life of your own'*.

Solihull Care Trust and Solihull Council are committed to five key priorities:

- Enabling Carers to be supported so that they can identify themselves as Carers
- Improve the assessment process for carers and staff in Solihull by introducing a one-stop-shop for carers services
- Ensure carers have access to the integrated and personalised services they need to support them in their caring role
- Ensure that carers have a life of their own alongside their caring role and that they will be supported by services to ensure they are not forced into financial hardship by their caring role
- Ensure that Carers are supported to stay mentally and physically well and treated with dignity and respect

The strategy is supported by an initial two year action plan that outlines the work that will be completed during 2010 – 2012 to improve Carers' services. This action plan will be subject to review on an annual basis and a further two year rolling plan agreed.

The strategy has been developed following engagement with carers and in collaboration with a range of partner agencies including: Solihull Care Trust, Solihull Council, Solihull Carers' Centre, Crossroads, The Alzheimer's Society, Age Concern - Solihull, the Family Care Trust and Solihull LINK. Details of the consultation process are shown as Appendix 1.

Together we will aim to:

- Ensure that Carers are integral to the issues raised in this strategy and form part of every partner's agenda
- Maximise the resource available so that through strong partnership working carers are aware of the support and services available
- Ensure that partners and statutory staff understand the needs of carers

In addition to our local strategy the Government following consultation on the national carers strategy, has identified that the following actions are needed to transform its vision into reality over the next 10 years.

These plans include - in the short term:

- Introduce a carers' information helpline and website
- Funding to provide easy to access and local information for carers
- A new training programme for carers 'Caring with Confidence'
- Pilot schemes to look at how the NHS can better support carers
- Improving voluntary sector provision
- Training and awareness raising for key professionals

In the Long Term to consider:

- Access to specialist services in every community
- Possible new flexibilities for personal budgets
- Offering carers a lead professional
- Sharing best practice on the outcomes of the NHS pilots

There are many challenges to be addressed and it is our intention that this strategy will be a dynamic document that is flexible enough to incorporate the work around carer's issues identified above.

The strategy assumes that the allocation of resources will largely be maintained at its current level throughout the next five years. It is accepted however that public spending pressures may well impact on the Councils funding stream for carers services. It is recognised therefore that there will need to be a more focussed approach on the commissioning of carers services ensuring that the design of services are effective and deliver value for money.

Implementation of this strategy will be a challenge to the Care Trust, the Council and its provider partners in the third sector. Progress on the implementation of action plans will be regularly reviewed to ensure that this strategy is put into practice.

Solihull Carers Strategy 2010 - 2015

Contents

Executive Summary	3 - 4
Introduction	6
Context	6
Who is covered by this strategy?	6 - 7
A Multi Agency Approach	7
The vision for Carers in Solihull	7 - 8
Aims	8
Priorities	9 - 16
Delivery	17
<u>Appendices</u>	
Local Consultation	18
Support for Carers	19
Contacts & Useful Numbers	20 - 21
<u>Action Plan</u>	
	22 - 25

Introduction

This strategy sets out the framework for developing services to support carers as a progressive process of change over the next 5 years. Solihull NHS Care Trust and Solihull Council recognise that carers carry out an increasingly important role, and acknowledge that carers need more help and support than has been available in the past.

The strategy is based on the views and concerns raised nationally by professionals and more importantly by carers thus ensuring that we are increasingly aware of the everyday challenges and obstacles that carers face.

A number of improvements have been implemented during the life of the previous Solihull Carers Strategy "*Caring Together*", *A Strategy for Meeting the Needs of Carers in Solihull – 2004-2009*. This refreshed strategy seeks to build on these improvements and outlines how services are to be designed and delivered, with the vision that by 2018 carers will be universally recognised and valued as being fundamental to strong families and stable communities.

Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside of caring, whilst enabling the person they support to be a full and equal citizen.

Context

Based on the latest Office for National Statistics population figures for 2008, Solihull has a population of 205,547. It is estimated from these figures that there are 22,610 Carers in Solihull. This represents approximately 11% of the total population. Of these 2,260 (10%) are providing unpaid care of between 20 and 49 hours per week, and as many as 4010 (18%) are providing over 50 hours of care per week.

The previous Solihull Carers Strategy overall aim was to recognise the immense value that Carers provide in the care of others and to support them in this role without affecting their health and social well being.

Who is covered by this strategy?

The focus of this strategy is all carers, although the special needs of Young Carers have been addressed through Children's Services planning frameworks. Solihull Council have produced a strategy specifically for Young Carers in Solihull that can be found on the following website:

<http://www.solihull.gov.uk/Attachments/StrategyforYoungCarersSolihull.pdf>

Carers are a diverse group and we recognise that there is no single measure, which will meet the needs of all carers.

In developing this strategy for Solihull we have continued to use the definition of a Carer provided by Carers UK:

"A Carer is someone who, without payment, provides help and support to a relative, friend or neighbour, who could not manage to stay at home without their help, due to sickness, age, addiction or disability."

This includes carers of adults with:

- Long term conditions
- Learning disabilities
- Mental health needs, including dementia and substance misuse
- A physical or sensory impairment
- And carers of vulnerable older people

A Multi Agency Approach

A Multi Agency approach has been adopted in preparing this strategy, securing the involvement of as many key partners as possible in developing and implementing this strategy. The Care Trust and the Council recognise the significant role that the voluntary sector and other professionals contribute in delivering carers services. This strategy aims to build on these support mechanisms through agreed priorities to ensure that the action plan is delivered.

The Vision for Carers in Solihull

Our vision is that carers will be recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet the individuals' needs enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen.

The vision for carers in Solihull is fundamental to the way that services are planned for all service groups. Carers in Solihull need to be recognised as major contributors to the community and valued for the important but sometimes overlooked role that they undertake. This strategy recognises that improving the support for the person being cared for is vital to improve the life of the carer.

This strategy accepts the vision identified in the national carers Strategy that by 2018:

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- Carers will be able to have a life of their own alongside their caring role
- Carers will be supported so that they are not forced into financial hardship by their caring role

- Carers will be supported to stay mentally and physically well and treated with dignity
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the *Every Child Matters* outcomes: to be healthy, stay safe, enjoy and achieve, make a positive contribution and achieve economic well-being

During the lifetime of this strategy initiatives will be introduced to deliver these principles.

The Solihull Carers Strategy is supported by Solihull NHS Care Trust, Solihull Council as well as the Partnership Boards reporting to the Healthier Communities Board.

An outline of the current providers of carers services in Solihull are shown as Appendix 2.

Aims

The aim of the Carers strategy is to:

- Ensure that Carers are integral to the issues raised in this strategy and form part of every partner's agenda
- Maximise the resource available so that through strong partnership working carers are aware of the support and services available
- Ensure that partners and statutory staff understand the needs of carers



The Priorities

A carer is someone who provides care and support to somebody who is ill, frail, elderly or disabled. Carers can be unpaid relatives, friends or neighbours who may provide care and support from a few hours a week up to 24 hours a day seven days a week, either in their own home or in the home of the person they care for. This is different to a home care worker or care assistant who is a worker paid to provide care.

Many carers do not consider themselves to be a carer as they believe they are simply looking after a relative, friend or child as an everyday part of their life.

Carers nationally are contributing to their respective communities in the vital role they play to support family and friends who need help to manage their daily lives. They do not receive a payment for this role although undertaking caring duties on a regular basis.

This definition applies to a substantial number of carers in Solihull who provide support through various tasks and activities which can impact on their physical, emotional and social well-being.

An engagement and consultation exercise has been conducted with carers and partners in preparing this strategy. The identification of the priorities for Solihull has been gathered locally through meetings with carers, at consultation activities, through individual contact, at publicity events, through service reviews and feedback from carers and service providers. Arising from this work the following five priorities have been agreed:

1. Enabling Carers to be supported so that they can identify themselves as Carers
2. Improve the assessment process for carers and staff in Solihull by introducing a one-stop-shop for carers services
3. Ensure carers have access to the integrated and personalised services they need to support them in their caring role
4. Ensure that carers have a life of their own alongside their caring role and that they will be supported by services to ensure they are not forced into financial hardship by their caring role
5. Ensure that Carers are supported to stay mentally and physically well and treated with dignity and respect

These priorities and key actions are further outlined as follows:

PRIORITY ONE

Enabling Carers to be supported so that they identify themselves

The national and local consensus is that many carers do not identify themselves as a carer and so do not know about the services and support, which are available to them. These 'unidentified' carers see themselves as parents, spouses, brothers, sisters, sons, daughters, in-laws, friends or neighbours. It is important however, that we encourage carers to identify themselves through raising awareness with the general public and within the statutory services.

The Solihull Carers Centre had 7260 carers registered on its database as at November 2009 with 3678 of these in receipt of support.

Solihull Care Trust commissions a range of carer services from a number of third sector organisations in the borough. These local links help identify carers however much more needs to be done to ensure that carers come forward and receive the support they need to continue to operate effectively in their caring role.

OUR ACTIONS WILL INCLUDE:

- To work proactively with GP practices to improve the identification of carers and to utilise the existing recording systems they have in place
- To continue to raise the awareness of carers with staff groups working in agencies across the borough through focused workshops and staff training
- To raise awareness and improve access to local information and services by developing a Solihull Carers Service Information Booklet
- To review the effectiveness of the existing Carers newsletter and to extend its circulation to all households in Solihull
- To ensure that carers services are designed to meet the cultural needs of individuals and that work is undertaken to access carers in hard to reach groups
- To continue to raise awareness of carers within statutory and non-statutory organisations through the availability of appropriate information

PRIORITY TWO

Improve the assessment process for carers and staff in the Borough by introducing a one stop shop for carers' services

Government legislation has put more emphasis on carers' assessments and every carer has the right to request a carers' assessment. The Care Trust and the Council is committed to making the process more effective for both front line staff and carers themselves. This priority will inform the carers' assessments and provide a more holistic approach to providing carer support whether this is through the signposting to services or through specific carer services.

Over the past 18-months the Carers Centre has been commissioned to undertake a number of the carer's assessments and this has proved to be successful resulting in an increase in the number of carers assessments and the number of carers receiving a service.

The Carers Centre on behalf of the Care Trust holds two Carers Strategy focus group meetings with carers each quarter, where consideration is given to existing services and future direction. This information is shared with the Care Trust and through discussion and agreement form part of the Carers Centre Development plan.

A Carers postal survey is carried out annually and the results shared with the Care Trust. The Carers Centre is also commissioned to organise and facilitate the Carers Rights Day in Solihull each year ensuring it is widely publicised and that key influencers and decision makers are present. There is also a website for carers that provide advice on a number of carer's issues such as benefit entitlements.

Solihull LINK is an agency that gathers local views on health and social care issues including those that impact on Carers. Consequently, this provides Carers and alternative route through which their needs and opinions are made known, and to make recommendations for improvements both in service provision and at a strategic level.

OUR ACTIONS WILL INCLUDE:

- To further develop and enhance the number of carers assessments undertaken by the Carers Centre
- To work with other third sector providers of carers services to ensure that the assessed needs of carers are being met
- To undertake a review of the existing local service provision for carers in Solihull
- To work with service providers to develop a collaborative working model that will provide a virtual on-stop-shop service for carers
- To work with GP's and clinicians around those carers supporting people who are in the end of life stage and to ensure that carers are identified early, their needs assessed and support provided



PRIORITY THREE

Ensure carers have access to the integrated and personalised services they need to support them in their caring role

The availability of high quality and up to date information on where to get help and support is of great assistance to carers in helping them to care. This also extends to the communication and distribution channels for information. Our aim is to provide better information that is widely available through a variety of sources. We also aim to work closely with third sector organisations as a route for carers to access services. Signposting carers to those organisations that can offer appropriate support will be vital to our plans.

It is planned that the recently introduced Solihull Care Directory www.solihullcaredirectory.co.uk will enable service users, carers and support staff to access information and advice about social care services including carers services. The site brings together information from a number of sources from Solihull Care Trust, Solihull Metropolitan Borough Council and the third sector (via Enable Solihull).

It is also recognised that the principles of the Putting People First programme and the development of personalisation in Solihull is the process for increasing choice and control for people who use services. Solihull Care Trust is actively seeking new ways for service users to have more choice and control over the support they need, via Direct Payments and Personal Budgets, in line with the 'Putting Solihull People First' programme.

During 2008/09 a pilot scheme for Direct Payments for carers was introduced by the Care Trust in partnership with the Carers Centre. The Care Trust will further explore self-directed support for carers, in particular developments in Personal Budgets.

Personal Budgets allow service users greater flexibility to work towards their individual outcomes. The process emphasises self assessment and a simplified way of allocating resources. This enables service users and their supporters to understand the available funding and make decisions about how best to spend this money.

OUR ACTIONS WILL INCLUDE:

- Continue to promote Carers Direct Payments for carers and to increase the number of people who receive a direct payment
- To explore the positive impact that the provision of personal budgets may have for carers through the personalisation programme
- To utilise the recently launched Solihull Care Directory as a means of highlighting and publicising the services available for carers
- To review and improve the range and quality of information currently available for Carers
- To Identify effective distribution routes for carers' information within Solihull
- To extend the range of services available in Solihull for carers through collaborative working with service providers



PRIORITY FOUR

Ensure that carers have a life of their own alongside their caring role and that they will be supported by services so they are not forced into financial hardship by their caring role

The Work and Families Act 2006 placed more emphasis on supporting carers to stay in work.

The Care Trust with Solihull Mind has been developing a pilot volunteering agency that is intended to offer volunteering opportunities to people with mental health problems, and their carers. It is hoped that this can then be linked to the wider volunteering opportunities in Solihull.

There is also the need for existing leisure opportunities to be promoted to Carers including free internet access for library members <http://www.solihull.gov.uk/libraries/internetcomputers.htm> and low cost group activities such as Solihull Discovery Walks <http://www.solihulldiscoverywalks.co.uk/programme.htm>

OUR ACTIONS WILL INCLUDE:

- To continue to work with Solihull MIND in developing volunteering opportunities for carers providing experience in the workplace
- To continue to work with Solihull Carers Centre in providing training opportunities for carers to gain work experience and develop skills
- To promote the needs of carer with employers in Solihull in the development of carer friendly employment policies which support carers and enable them to stay in work
- To improve the engagement activity with carers enabling the early identification of areas for concern
- Raise awareness with professionals of the carers role, which would also include making plans with the carer for life once caring ends
- To review existing home support services for carers and respite care services to ensure that these are effective, meet the needs of carers and offer value for money
- In consultation with carers to continue to develop a range of services that best meet the diverse needs of carers including those carers in communities that are hard to reach

PRIORITY FIVE

Ensure that Carers are supported to stay mentally and physically well and treated with dignity and respect

Emotional support for carers is an important area to help carers continue their work.

A key aspect of carers' emotional support assistance is through carers support groups. There are currently few such groups in Solihull and the aim will be to introduce new groups and extend existing arrangements for carers to access.

One-to-one support is also a major contributor to a carers' emotional support. This is currently provided through the commissioned agencies who give counselling provision and general support.

Many carers' own health is affected as a result of their carrying out caring tasks which can increase as they reach older age. The Care Trust and the Council is committed to supporting carers to pursue leisure activities, which in turn will allow them to lead a more active social life and also help maintain their health and fitness.

The strategy will build on some of the existing support mechanisms available but also provide new forms of support by working with Culture and Leisure Services in the Council. Training for carers and raising awareness sessions for professionals have been developed and other initiatives will be investigated to better prepare carers in their caring role.

OUR ACTIONS WILL INCLUDE:

- Ensure Solihull NHS Care Trust website includes a specific carers webpage containing relevant information and advice links locally and nationally
- Promote the use of self help information leaflets and incentives such as books on prescription
- To work closely with other departments within the Council to explore ways in which carers can further access leisure and educational services
- To promote best practice within service delivery to improve the support available to carers
- To continue to offer the carers support scheme that provides individual financial support for individual carers to meet their specific needs and to raise awareness of the benefits that are available to carers
- Ensure that service strategies developed by the Care Trust and the Council for client groups fully take account of the needs of carers

Delivery

The strategy is supported by an initial two year action plan that outlines the work that will be completed during 2010 – 2012 to improve Carers' services. This action plan will be subject to review on an annual basis and a further two year rolling plan agreed. The implementation of the action plan will be monitored through the Care Trust and the Council reporting annually to the Healthier Communities Partnership Board and Cabinet Member.



Appendix 1

Local Consultation

The Care Trust in partnership with SMBC and other partners has carried a number of stakeholder events and consultations with carers during the past three years.¹ A number of key issues have arisen from this data namely identifying carers and the need for timely assessments.

Carers were very clear that they wanted:

- Health and social care joined together
- Assessments to be clinically driven and impartial
- Empathic and well informed professionals
- Self assessment as far as possible
- Good quality respite services daytime, evening and free emergency respite
- Respite care should include stimulating activities, education, volunteering
- Improved transport
- Psychological support services for carers and their loved ones – counselling through GP surgeries to psychiatric care in the community
- Need reliable and up to date information about what support is available, about diagnosis, clinical management and carers rights
- Financial advice

Carers were very clear that they did not want:

- Means testing but we know this is a legislation issue
- Assessments that are about restricting access & saving money not helping people
- Solutions imposed upon them
- Negative professional attitudes

¹ Solihull Carer' Survey Report March 2007, World Class Commissioning – Stakeholder Engagement 2008, Solihull Carers Strategy consultation 2009, responses received from Carers, Professionals, Solihull LINK and the Solihull Carers Centre 2010.

Appendix 2

Support for Carers

Solihull Care Trust receives funding to support services for Carers by way of a grant from central government and other local funding allocated by the Council and the Department of Health. The Care Trust allocates this funding to a number of service providers to provide specialised services for carers. Current service providers include:

- **Age Concern**
Provide a number of services for the Care Trust including Advocacy, Information & Advice, and a Sitting Service.
- **Alzheimer's Society**
Provide an Information & Support service for adults affected by dementia, their carers and their families.
- **The Carers Centre**
Provide carers assessments, Information, advice & support services. The Carers Centre acts as the hub to access services for carers.
- **Colebridge Trust**
Provides sessional respite for carers in the form of a weekly social club for adults with learning disabilities.
- **Crossroads**
'Care attendant' service offers respite/sitting support to carers.
- **Family Care Trust**
Colebrooke Respite Unit provides dementia residential respite care beds.
- **Solihull Life Opportunities (SoLO)**
Provides leisure opportunities for working age adults with learning disabilities and support for carers and families.
- **Multiple Sclerosis Society**
Provides respite for people with MS or care / support to person in own home to allow a carer to go on holiday.
- **Stroke Service**
The Family and Carer Support service provides support and information on stroke illness and its effects.
- **Solihull NHS Care Trust website** - www.solihull.nhs.uk/Help-and-advice/Carers

Contacts/Useful numbers

Age Concern - Solihull

The Priory, Church Hill Road, Solihull. B91 3LF

Tel: 0121 705 9128

Website: www.ageconcernsolihull.org

Alzheimer's Society

210 High Street, Solihull Lodge, Solihull. B90 1JP

Tel: 0121 474 3800

Email: alzsolihull@btopenworld.com

Website: www.alzheimers.org.uk

Carers' Centre - Solihull

TS1 Pinewood Business Park, Coleshill Road, Solihull. B37 7HG

Tel: 0121 788 1143

Email: centre@solihullcarers.org

Website: www.solihullcarers.org

Colebridge Trust

14 Arran Way, Smiths Wood, Solihull. B36 0QG

Tel: 0121 770 8889

Crossroads Solihull

Crossroads Office, Bierton Road, Yardley, Birmingham. B25 8PQ

Tel: 0121 693 1909

Email: sebcrossroads@hotmail.com

Website: www.crossroads.org.uk

Family Care Trust

6 Land Lane, Marston Green, Birmingham. B37 7DE

Tel: 0121 770 1578

Multiple Sclerosis Society

17 Garnet Court, Chelmscote Road, Solihull. B90 8DA

Tel: 0121 706 3907

Solihull Action Through Advocacy

332 Stratford Road, Shirley, Solihull. B90 3DN

Tel: 0121 733 2434

Email: office@solihulladvocacy.org.uk

Solihull Life Opportunities

St Andrews Church, Pike Drive, Chelmsley Wood, Birmingham. B37 7US

Tel: 0121 788 3469

Website: www.solihullsolo.org

Solihull Local Involvement Network

Office 4, Vulcan House, Vulcan Road, Stratford Road, Solihull. B91 2JY

Tel: 0121 705 0550

Email: solihulllink@hapuk.co.uk

Website: www.solihulllink.co.uk

Solihull Mind

14-16 Faulkner Road, Solihull. B92 8SY

Tel: 0121 742 4941

Email: contact@solihullmind.org.uk

Website: www.solihullmind.org.uk

Solihull Metropolitan Borough Council

Council House, PO Box 18, Solihull. B91 9QS

Tel: 0121 704 6000

Email: connectcc@solihull.gov.uk

Website: www.solihull.gov.uk

Action Plan for 2010 - 2012

This action plan sets out the work that has already commenced and the planned work that needs to be delivered over the next two years to help achieve the five priorities identified in the Strategy.

Objective / Aim	Actions	Lead	Timescale/implementation
Recognition of the Carers role and promoting awareness of support and services. Including 'hidden carers' and those from hard to reach groups.	Carer Awareness Training for professionals available through the Meriden Family Programme and Solihull Carers Centre	Carers Commissioning Support Manager Solihull Carers Centre	February 2010 and ongoing to 2012
	Introduce and promote a Carer's Support Programme delivered through the Omega Group.	Carers Commissioning Support Manager Work Force Development team in the Care Trust	February 2010 and ongoing to 2012
	Link to Healthier Communities Strategy	Carers Commissioning Support Manager	Ongoing
	To increase the number of carers receiving services in hard to reach groups through the Bosworth Community Centre	Carers Commissioning Support Manager Ashram Community Support	October 2010 and ongoing to 2012
	To encourage the promotion of Carers Services in all service areas through a review of existing information and communication processes	Carers Commissioning Support Manager All partner agencies Communications leads in Care Trust	October 2010 and ongoing to 2012

Objective / Aim	Actions	Lead	Timescale/implementation
Information for Carers about Carers	To review the success of the existing quarterly carers newsletter and seek to improve circulation to households in Solihull	Solihull Carers Centre Carers Commissioning Support Manager Communication leads	Review October 2010 – new arrangements introduced January 2011
	To enhance the Carers Forum and seek to establish specific groups to meet peoples needs	Solihull Carers Centre Provider agencies Carers Commissioning Support Manager	November 2010 and ongoing to 2012
	Introduce a Carers Information booklet of all Carers services in Solihull and to include National Carers Service).	Carers Commissioning Support Manager Providers	April 2011
	Improve information gathering procedures from service providers on carers activity and need	Carers Commissioning Support Manager Providers	Ongoing
	Implement Solihull NHS Care Trust web pages for Carers	Carers Commissioning Support Manager Communications lead	December 2010
	Recognise and utilise NHS Health Care professional's position in providing information to Carers and their knowledge on providing care.	Commissioning Care Trust Community Services Carers Centre	February 2010 and ongoing to 2012

	Investigate respite issues relating to Carers	Carers Commissioning Support Manager Solihull LINK PALS	April 2011
Objective / Aim	Actions	Lead	Timescale/implementation
Increase the number of Carers Assessments	Assessments to continue to be provided by the Care Trust and Solihull Carers Centre and to further promote assessments in Solihull.	Personalisation lead Community Services Solihull Carers Centre	Ongoing 2010 - 2012
Objective / Aim	Actions	Lead	Timescale/implementation
To provide opportunities for Carers Breaks	To undertake a comprehensive review of the current respite provision and to match this to the need identified by carers Identify and promote leisure and well being activities available to Carers in Solihull	Commissioning Lead Carers Commissioning Support Manager PALS Carers Commissioning Support Manager Carers Centre and other Providers Public Health	Review Completed by March 2012. November 2010 and ongoing to 2012
Objective / Aim	Actions	Lead	Timescale/implementation
To increase employment Opportunities for Carers	Voluntary Employment Agency Developments - working with Mental Health and Learning Disabilities Commissioning Managers, Job Centre Plus and others to promote volunteer work / back to work opportunities.	IAPT Commissioning Project Manager Solihull Mind Carers Commissioning Support Manager	Initial discussions commenced January 2010. Steering group in place includes partner agencies. Initial report May 2011.

	Ensure internal HR policies are appropriate for Carers and to promote this with all employers	Solihull Care Trust SMBC Employer organisation in Solihull	Ongoing 2010 - 2012
Objective / Aim	Actions	Lead	Timescale/implementation
To increase the opportunity for carers to maximise their use of financial assistance	To increase the number of carers using direct payments and to further extend personalisation to carers Undertake a mapping exercise of current Money advice schemes in Solihull Develop partnerships with Department of Works and Pensions - Raise awareness of benefits for Carers	Personalisation Programme lead Carers Commissioning Support Manager Carers Commissioning Support Manager Carers Commissioning Support Manager All agencies	Ongoing 2010 - 2012 October 2010 and complete by February 2011 Commence October 2010 and ongoing to 2012

To request a copy of this document in large print or audio, call Patient Advice and Liaison Service on freephone 0800 783 2894.

Solihull 
Care Trust

Published by Solihull NHS Care Trust
Friars Gate
Stratford Road
Solihull
B90 4BN

t: (0121) 711 7171 f: (0121) 712 7212
www.solihull.nhs.uk