

Comment	Action	Responsibility	Date
Recommendation 1: That the Carers Plan be developed in partnership with local carer service providers, carers' forum and in consultation with local carers.			
An update carer plan was produced to consolidate our approach to carers, however there needs to be a review of carers offer in context of their new status in Care Act law and how we are investing across partners to support carers better.	Pilot a 1-year Carer Strategy role to give Carers agenda additional focus.	Karen Sugars, Acting Service Head Commissioning & Health	Jan 2016
	Co-produce, by working with the Care Centre, carers groups and carers in developing a new Carer strategy.	Karen Sugars, Acting Service Head Commissioning & Health	Summer 2016
	Map existing offer and needs via an updated JSNA.		
	Create 5 'user statements' to underpin the way we work to support Carers.		
	Develop strategy action plans and commissioning plans		Autumn 2016
Recommendation 2: That carers assessments are completed in a timely manner to ensure carers are supported to continue in their caring role.			
Since the Care Act came into force on 1 st Apr 2015 there has been a new practice framework in place to ensure equal rights and quality of assessment for carers	Embed carer needs into Service User assessment to ensure continuity of care and carer supported.	Cath Scholefield, Service Head Adult Social Care	1 April 2015
	Regular training between council and carer organisations staff on self-assessments.		
	To explore and develop feedback standards and timescales as part of recommendation 1 above.		

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	Monitor timeliness of assessments.	Cath Scholefield, Service Head Adult Social Care	1 April 2015
	The needs of Carers to be highlighted in practice learning, in order to improve approach in supporting carers.		
<p>Recommendation 3: That the council’s social care staff are trained to support carers effectively by being aware of various services available in the borough to support carers including information, advice and guidance. This should also include managing expectations of carers.</p>			
Information and advice consolidated and improved since 1 st April 2015 including use of the idea store website platform and council E-market Place(Community Catalogue)	To recruit a permanent Information Strategy Officer who will oversee the quality and effectiveness of information and advice	Barbara Disney Service Manager Strategic Commissioning	Jan 2016
	Set up an alert ICS System for staff to receive notifications on new services going onto e-marketplace	Barbara Disney Service Manager Strategic Commissioning	1 April 2016
	Practice framework reinforces resilience and family networking maximises informal resources to better support main carers	Cath Scholefield Service Head Adult Social Care	1 April 2015
	Information and advice and e-market place regularly promoted at induction and relevant training.	Sue Hanna, Children and Adults Professional Development Manager	1 April 2015

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	Quarterly visits by the operational Service Head for social care to the Carer Centre	Cath Scholefield Service Head Adult Social Care	Dec 2015
Recommendation 4: That carers are provided clear and substantive feedback when they are not eligible for services and appropriately signposted to universal and preventative services they can access.			
This is a key aspect of the new Care Act and is reinforced through the practice framework	Audit process to evidence that this feedback is happening and is legally compliant for both eligible and non-eligible Carers	Cath Scholefield Service Head Adult Social Care	November 2015
Recommendation 5: The range of carers services available are publicised on the internet. We will review our investment in those services in response to feedback from carers through the assessment process and ensure that any new provision is appropriately publicised and that carers and relevant organisations are made aware of such changes. This will link to recommendation 1.			
We continue to add services to our Community Catalogue. Some services are commissioned and others who may wish to advertise through the Community Catalogue will go through the ELS Ensuring Quality process.	Updating services to the Community Catalogue continues, and will be ongoing as more providers recognise the value.	Barbara Disney, Service Manager Strategic Commissioning	Ongoing
	Ensuring Quality process will assure a vibrant range of options are available to meet the needs of our residents	Barbara Disney Service Manager Strategic Commissioning	Ongoing

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	The Community Catalogue and Ensuring Quality process are to be promoted at a range of for a, including the Pan Provider Forum, internal team meetings with social workers, with brokers and through Partnership Boards and Carers Groups.	Barbara Disney Service Manager Strategic Commissioning	Ongoing
Recommendation 6: That the council in partnership with Tower Hamlets CCG develop a manual handling training course for local carers to prevent long term harm and injuries to carers.			
The proposed Carers Strategy Officer will take forward the current Carers Plan at the same time as leading development of the new strategy with Carers. One such action is delivery of a Carers College	Deliver the carers college to include manual handling and other training relevant to supporting Carers in their caring role.	Karen Sugars, Acting Service Head Commissioning & Health	
	TH CCG will share manual handling policies from our main providers	Sandra Moore, Senior Manager, Quality, Performance and Planning, TH CCG	Dec 2015
	TH CCG will support the council in finding/identifying an accredited providers of manual handling training	Sue Hanna	
	TH CCG will circulate information to our commissioned providers on manual handling training for carers	Sandra Moore	
Recommendation 7: That consultation and engagement be undertaken with carers to better understand need for respite services and ensure these are designed to meet local needs.			

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This will be looked at as part of recommendation 1.	Specific analysis and research into respite from caring by working with carers as part of recommendation 1 and pilot alternative approaches to respite including specific groups such as Transitions.	Karen Sugars, Acting Service Head Commissioning & Health	1 April 2016
	Flexibility of home care to meet Carers needs for respite designed into the new Tender process to take place early 2016	Karen Sugars, Acting Service Head Commissioning & Health	Early 2016
Recommendation 8: That work is undertaken by primary health care service and the council to help carers that do not recognise their role as carer to better support them to enable them to continue with their caring role.			
	Identification of carers through assessment of person with support needs	Cath Scholefield Service Head Adult Social Care	1 April 2015
	Working with CCG to develop joint approaches to upskill staff in working with carers in GP practices		1 April 2016
	TH CCG will work with public health colleagues to look at how we encourage the identification of carers through new patient checks as part of our NIS contracts.	Chima Olugh, TH CCG	On-going
Recommendation 9: That welfare benefit support to carers is strengthened to ensure carers are accessing all available benefits that they are entitled to and do not have additional financial stress.			
Information and advice services and financial assessment process in place to support people.	Ensure Carers Hubs are aware of carers rights to welfare benefits and are supporting them to make claims.	Barbara Disney Service Manager Strategic Commissioning	1 April 2015

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	Ensure Carers needs for welfare benefits are picked up as part of financial assessments for care contributions.	Cath Scholefield Service Head Adult Social Care	1 April 2015
	Ensure that welfare reform changes are specifically understood in relation to impact on Carers and vulnerable adults, and that they are prominent in any analysis.	Cllr Amy Whitelock Gibbs Cllr Asma K Begum	Ongoing