

## Annex 3

### **Summary of the work on the Unpaid Carers Action Plan reported to the People Overview Scrutiny Committee on 12 January 2023 by the Interim Corporate Director of Adult and Housing**

The comments from responses to the Survey of Adult Carers in England 2021/22 and resulting actions fell under five main themes:

- Communication (including financial communication and digital exclusion)
- Timeliness
- Quality of Life
- Quality of Care
- Finances

Service improvements had begun before the survey had taken place and/or the interim results received but were included in the action plan as carers had commented upon them. These were:

- NHS hospital trusts in England must ensure that unpaid carers are involved as soon as possible when plans for a patient's discharge after treatment are being made.
- A carer assessment looks at how caring responsibilities affect the carer, physically and emotionally. It will identify whether the carer is willing or able to carry on caring, what they wish to achieve in their daily life, what support they need, and what support they are eligible for. It focuses on the carer, not the cared for person.
- Under the new contract with Carers Oxfordshire (a partnership between the charities Action for Carers (Oxfordshire) and Rethink Mental Illness), the service took over carer assessment processes previously carried out by the Customer Services Team and enhanced them by using strengths-based conversations to create carer support plans, carry out reviews, and distribute payments to support carer wellbeing.
- The relaunch of the Carers Oxfordshire website where carers can access online assessments, opportunities for short breaks, and other support and information, including groups and events.
- Creation of Direct Payment Advice Team, providing support and guidance by telephone and email to residents and professionals around direct payments, as well as streamlining and speeding up the process. Carers had fed back how onerous and lengthy the process had previously been, adding strain by delaying them getting the assistance they needed to support those they cared for by weeks/months.
- Review and simplification of financial assessment correspondence, which carers had found convoluted and complex.
- The adoption by Adult Social Care Teams of the Oxfordshire Way to reform delivery of Adult Social Care has reduced waiting times for care needs assessments, reducing the time that unpaid carers are managing alone. Unpaid carers are also referred for assessment and support if there is likely to be a delay in care needs assessment for those they care for, so that they are supported as early as possible.

A key objective of the action plan was to ensure that actions would make a difference to carers' quality of life.

Annex 2 contains details of actions completed on the plan

Appendix 2 contains a selection of the carers' comments, arranged by theme.