

Annex 2

Carers Survey 2021-22 – Action Plan – Completed Actions

Workstream	Deliverables	Action Completed	Completed By
Communications			
Financial	Review financial circumstances forms and letters	- Design of combined and simplified forms and initial contact letters trialled successfully.	Adult Social Care (ASC) Teams
	Improve signposting and support opportunities	- New Carers Oxfordshire website with links to specialist services. - Direct Payment support service fully operational, including help line.	Carers Oxfordshire OCC Direct Payment Advice Team
	Maximise uptake of eligible benefits	- Care Matters newsletter August 2022 edition included section on understanding benefits - Carers Champions in each ASC team provided with information on eligible benefits - A practice note on benefits available to Carers produced for ASC teams including signposting to specialist advice services	Carers Oxfordshire Oxfordshire Specialist Advice Service
	Inform about eligibility for free equipment	- GP Surgeries provided with Live Well Oxfordshire brochures and re-order information - ASC Operational staff deliver information at home visits	Carers Oxfordshire ASC Ops Team
Non-Financial	Information for ASC teams to ensure carers and cared for understand the home care offer	- Some improvements made to the website to make it more user-friendly.	Quality Improvement Team
	Assistance in completing carers assessment forms	Carers Oxfordshire provides assistance in completing carers assessment/review forms by phone or in person	Carers Oxfordshire
	Improvements in information available to Carers and for those whose first language is not English	- Services Handbook for carers and business cards additionally made available in the 5 most translated languages in the county - Contact made with groups with more diverse backgrounds	Carers Oxfordshire Customer Services Team/Carers Oxfordshire

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		- Links made with food banks to widen reach to lesser heard voices	
	Training on signposting for OCC Customer Services Team	- Induction and training schedule for CS staff now includes information and signposting for carers, provided by Carers Oxfordshire	OCC Customer Services Team
Digital Exclusion	Availability of paper-based comms	- Live Well brochure distributed to GP practices, hospitals, libraries etc. GPs have requested extra copies - Care Matters newsletter and Services Handbook available in hard copy as well as online	OCC Commission Team Carers Oxfordshire
	Partnership working	- Partnership event organised - Feedback from Voice of the Customer meeting circulated	RUC Carers Oxfordshire
Timeliness	New telephony system for ASC to address calls not answered/returned	- Installation will be completed by end March 2023	ASC Teams
	ASC Staff/Business Support voicemail messages to be updated	- Standardised voicemail message now in use	ASC/Business Support Teams
	Quality Assurance Team completing case audits focusing on Carers	- Audits looked at whether the Care Act is being met - Audits completed and review scheduled to establish main themes	OCC Quality Assurance Team
	Review progress of LAS checks	- Data cleansing completed	Carers Oxfordshire
Quality of Life	Addressing isolation/loneliness	- Creative consultation work in progress by Carers Oxfordshire - Mapping and model of all Carer support groups across the County completed to scope and reduce duplication of support	Carers Oxfordshire
	Ineligibility for blue badges	- Blue badge criteria are from DoT and ineligibility reasons are notified to applicants	OCC CSC Team
	Parking issues	- OUH Carers passports give free parking at hospitals to Carers. Carers notified during assessments and at Listening Events	OUH Carers Oxfordshire

Workstream	Deliverables	Action Completed	Completed By
Quality of Care	Self- funders and DP recipients require more support and information	- New DP support service now in place, Carers updated on DP support improvements at Listening Events	DP Advice Team and Carers Oxfordshire
	Addressing reports of poor care and support from Home Care providers	- Quarterly contract meetings are held with providers, issues are dealt with under Standards of Care/Serious Concerns meetings and information is shared with CQC and Adult Safeguarding Team	Quality Improvement Team