

## Priority Five Services and Systems

Outcomes	What needs to happen/Actions	Key deliverables
All Age Carers are recognised within health and social care services and key partners	Pathways and Support specific to all age carer council, integrated care board and commissioned service routes	Strategy consultation / Carers Bi-annual Adult Social Care survey
	Ensure current support available is consistent in all health and social care settings.	Number of referrals from Adult Social Care (ASC) and NHS settings to be on parity
	Redevelop the G.P link worker role to also include hospital settings in partnership with the patient liaison service.	G.P link worker to access Countess of Chester and Leighton hospital.
Development of services are co-produced with All Age Carers	Commissioned contracts to demonstrate co-production with Carers on what services matter to them, identifying any changes within services that are needed.	Consultation on future recommission to include Carer feedback as standing item in quarterly performance reviews
	Young carers will meet with a representative from commissioning on a quarterly basis.	Young Carers forum to run quarterly and feed into Partnership board with representation from forum through young carer supported by Young Carers service
	Young carer representation will be encouraged and supported at all carer groups	Young Carer representative on Carers Partnership Board
	Service changes or suggestions will be a standing item on all future carer group meetings	Service changes added to carer meeting agendas
Ensure systems are responsive and flexible to the needs of All Age Carers	Consistently research other local authority systems to ensure that the current provision in place offers the most flexible and responsive options.	Report on models of Carer support service to feed into recommission

	Complete a joint review of services to create efficiencies	Joint Service report completed. Increase referrals between Adult Social Care and commissioned carer service.
	Review and develop current referral pathways between Community access team and carers support service provider based on a one conversation model.	Increase number of referrals between Access Team to commissioned carer service.
	Identify on which areas are the most problematic for All Age Carers and report on what is being done to engage	Number of completed surveys
Clear guidance to accessing carers direct payments and it's availability across services	Create an operational working group to develop clear guidance around Carers direct payments	Operational group meeting established
Carer Groups are defining and representative of All Age Carers	Consult and engage with All Age Carers through workshops and re-evaluate the structure and process of the current Carer groups.	Comprehensive Carer representation at Carers partnership board
	Broaden membership of all Carer groups to ensure that there is fair and equitable representation of the diversity of All Age Carers.	Carer representation from all areas on the Carer Partnership board
	Actively engage with all carer groups regarding services and systems available to them ensuring actions are noted and actioned where possible	Commissioning Support Officer to attend Carer groups