

Commissioning Intentions

The following represent the key actions which the council expects to undertake to implement the new carers strategy for Herefordshire in conjunction with Herefordshire CCG and other partners during the period 2017/21.

- A. As part of its redevelopment, WISH will establish a significant focus on carers, with extended content and a platform for new interactive opportunities for carers. The council will work with NHS partners to seek to establish widespread use of WISH by health professionals and others.
- B. In re-commissioning services for carers and WISH for 2018, attention will be given to ensuring seamless alignment of information and advice with the identification of carers, including registration.
- C. A joint approach will be developed with commissioning and provider partners to promote the early identification of carers across universal services and health and social care, observing a “no wrong door” policy.
- D. In re-commissioning services for carers, an effective carers register will be established to promote seamless access to services and inform public bodies’ understanding of the needs of carers.
- E. Effective use is made of assessments for carers under the Care Act 2014 to ensure that they have the support they need, utilising a strengths based approach. This will be achieved by training and awareness raising among both social care professionals and carers themselves.
- F. The provision of assessment and support planning for young carers, including transition assessments will be reviewed to ensure alignment to the needs of young people, continuity and best practice as services are re-commissioned.
- G. Commissioning agencies will agree an approach to increasing the participation of carers in the design, review, procurement and performance management of contracted services. This will take account of the restrictions on carers’ time and explore the resourcing of their involvement.
- H. The council and its partners will ensure continuation of some training opportunities for carers.
- I. WISH will have additional interactive functions to enable carers to connect with and support each other.
- J. Resources will be directed towards enabling carers to access support from their community, encouraging and facilitating groups and networks so that they can become self sustaining and self directed by carers and providing specialist support to carers with additional needs.
- K. Resources will be sought for development projects to promote meaningful involvement of carers in effective hospital discharge planning and to reduce avoidable admissions and breakdown of care.