

# SERVICE SPECIFICATION

FOR THE PURCHASE OF

## Carer Assessment and Support Services

This document defines the enter service details purchased by Kent County Council on  
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# INTRODUCTION

The purpose of the service is to support Carers' in their caring role in order to:

- Have access to information, advice and guidance
- Have access to integrated and personalised services
- Have a life of their own
- Have support to stay mentally and physically well
- Promote their financial well being.
- Carers are supported to have a voice about services for their cared-for person and for themselves

This is a jointly funded agreement between Kent County Council and the NHS represented by NHS Eastern and Coastal Kent and NHS West Kent. NHS Eastern and Coastal Kent and NHS West Kent will transfer their functions to the Clinical Commissioning Groups in April 2013.

Kent County Council Families and Social Care Directorate's and Health's role is to ensure that Carers' are supported and have access to timely information, support to care, practical assistance, emotional support and help to maintain their own health. This agreement plays an important contribution to the wider range of Carers' services that are commissioned to support Carers to have a life of their own alongside their caring role.

The Kent Carers Strategy defines a Carer as "someone who in an unpaid capacity provides care or support to another person."

Providers will be expected to meet the needs of a wide range of Carers and to acknowledge the differences in the needs of Carers of people with different conditions and issues. This will mean ensuring that within the overall service there is defined Carers support resource with specialist disability or health related conditions knowledge in order that Carers receive the kind of service that is appropriate for them. This may be sub-contracted, by agreement with the Council, to ensure that these services are provided appropriately.

Families and Social Care is transforming adult social care. It is imperative that individuals achieve improved outcomes through receiving the right service at the right time in the right way. Carers play a pivotal role in supporting those they care for to achieve their outcomes and enabling them to remain living in their own home. National data indicates that the presence of a Carer can greatly reduce admissions to hospital and long term residential or nursing care. Supporting Carers to live their life the way they want and maintain their caring role is central to achieving transformation.

This Specification has taken into account national guidelines, reports and legislation. Also taken into consideration were the views of Carers and Providers. The aims of Kent's medium term plan '[Bold Steps for Kent](#)' are implicit throughout.

## **OUTCOMES**

Outcomes can be defined as “the intended impact or consequence of a service on the lives of individuals and communities”. They are ‘the positive changes, benefits, learning or other effects that result from the work that we do’.

This specification details the service outcomes in terms of minimum levels of delivery and requirements. It is expected that You will seek alternative and additional ways of working to ensure all outcomes are fully delivered within the defined geographical area.

Carers and Cared For provide an important perspective in assessing whether services are meeting their needs and preferences. Carers and the Cared For must be involved in monitoring the implementation and effectiveness of the Service.

## **INDIVIDUAL OUTCOMES FOR CARERS**

This service will strive to ensure that individual Carers are:

- Helped to optimise their physical and emotional well being
- Supported to relieve the stress of the caring role
- Able to maintain social contacts and personal relationships
- Assisted to enjoy separate social and community activities
- Enabled to participate in work, leisure activities or education

# SERVICE OUTCOMES

## OUTCOME 1: Carers are actively sought and identified

To actively seek to identify Carers, with special regard to identifying:

1. Those new to a caring role at an early stage, and
2. Those who have been undertaking a caring role over a period of time unknown to statutory services.

### You will:

- Develop an in-depth understanding of your local Carers population
- Make particular efforts to identify Carers from seldom heard groups and develop your service to respond to their specific needs
- Identify Carers at the early stages to enable access services in order to support them maintain their caring role and prevent crisis situations
- Ensure the Service is well marketed including a wide range of marketing materials and media and attendance at health promotion events and public events in local communities.
- Encourage all Carers to self identify and register with their GP as a Carer.
- Target information to Carers who have been identified in the Carers Joint Needs Assessment as requiring additional support e.g. working Carers, Carers living in rural/deprived locations, older Carers.
- Share information and work in partnership with a range of providers including those commissioned to provide short term breaks in the home services and providers commissioned to provide Young Carers services.

### Performance Indicators:

The Carers Joint Needs Assessment (2010) identified that 7% of Carers were providing moderate levels of care for twenty hours or more per week and 19% were providing intensive care.

- Through the lifetime of this contract you will assist in identifying and supporting at least 26% of Carers within the locality with emphasis on those providing moderate and intensive levels of care.
- An average of 5% of the numbers of Carers specified above will be new Carers. New Carers are defined as those who are unknown to social care, not recorded on the GPs Carers register and not receiving Carer support services. This should be demographically proportionate to the locality you work in.
- In addition a minimum of 5% of the total amount (26%) should be from seldom heard communities.

## **OUTCOME 2: Carers are provided with appropriate up-to-date information, advice and guidance.**

Provide Carers with appropriate up to date information, advice, guidance and signposting in a timely way, in order to support them in their caring role

### **You will:**

- Provide Carers with the information they need, in ways that meet their needs and preferences, using a variety of appropriate methods and accessible formats
- Work with the single point of access for Carers provided by Kent County Council to ensure that Carers receive timely and accurate information, advice and guidance and access to support services.
- Work with other providers and partners to offer and supply co-ordinated information, advice and guidance services which have demonstrable benefits for Carers. This should be developed on a County level and recognise local needs.
- Support Carers to navigate social care systems and access community resources in the right way at the right time.
- Develop information, advice and guidance in response to local needs
- Undertake training and keep abreast of solutions about assistive technologies to advise Carers.
- Become and act as a trusted assessor for small adaptations and equipment in the home.
- Support individuals to understand their housing options and plan for the future.
- Support Carers to understand their options, role and responsibilities in regards to management of third party direct payments on behalf of a service user who lacks capacity.

### **Performance Indicators**

You are required to evidence your response times to Carers from the single access point:

- 100% contact made with the Carer(s) within 5 calendar days of receipt of referral
- Design and delivery of a Countywide Carers Information Pack in partnership with other providers of this contract.
- Evidence that Carer have understood and acted on Information Advice and Guidance.

### **OUTCOME 3: Carers receive Carers Assessments**

To undertake Carers' Assessments, for those Carers' providing a 'regular and substantial' amount of care as defined with and in accordance within the relevant KCC policies.

#### **You will:**

- Nominate and maintain a minimum of 2 people from your organisation per locality to attend the free mandatory training provided by the Kent County Council:
  - KCC client systems – It is noted that only two people from the organisation per locality can have access to systems at any one time within the boundaries of this specification.
  - Fair Access to Care Services
  - Positive risk management
  - Mental Health Awareness, (incl Mental capacity and CPA requirements)
  - Principles of Assessment
  - Managing violence and aggression
  - Sensory Awareness
  - Young Carers and Safeguarding
  - Drug and alcohol awareness
  - Trusted assessor
- Undertake proportionate holistic Carers Assessments (including where appropriate self Assessments), working with the person and specialist professionals as necessary, in order to identify levels of need and outcomes required.
- On acceptance of a referral, make an initial contact within 5 working days and then complete the formal Assessment using the FACE Assessment forms to identify the Carer's need(s) within 28 days, and comply with the Kent County Council Families and Social Care Carers' Assessment Policy document.
- Following a Carers Assessment, work with the Carer to develop their own support plan to meet assessed needs.
- Conduct annual reviews in line with KCC Outcome Focussed Review Policy and procedures with those Carers who have a support plan.
- Input into the nominated computer system the completed Carers Assessment and Reviews within 5 days of conducting it.
- Follow the agreed KCC business process.
- Identify circumstances that may lead to a Personal Budget being offered to a Carer in their own right, in exceptional circumstances, where the person with care needs has refused care offered. These cases must be referred back to the key worker team.
- Work with the Carers key workers team to facilitate the set up of Direct Payments/Kent Cards, including collation of information and completion of paperwork and utilising the appropriate KCC processes and procedures.

- Following a Carers Assessment and where the Carer is assessed as having moderate, substantial or critical needs and has been assessed as needing a break signpost to appropriate Short Breaks Services.

**Performance Indicators**

Carer Assessments

The majority of Carer Assessments will be delivered by KCC Case Manager as part of the joint Assessment with the Cared For Person. The number of Assessments anticipated to be completed through this specification is 1250 per annum.

You are required to complete a minimum of Carer Assessments as set out in the table in the Performance Monitoring Section.

You are required to capture the number of Carer Assessments offered and declined.

Outcome Focused Reviews:

- Year 1 (2013/14) – The table below sets out the minimum number of required outcome focused reviews on a locality basis

<b>Number of Outcome Focused Reviews per locality (2013/14)</b>	
<b>Geographical Area</b>	<b>Number</b>
Kent	498
Canterbury & Swale	95
Thanet & Dover	94
Ashford & Shepway	76
Maidstone & Malling	72
South West Kent	78
Dartford, Gravesham & Swanley	83

Year 2 onwards (2014/15 onwards) - You are required to complete a minimum of each of the defined services as set out in the table in the Performance Monitoring Section.



## **OUTCOME 4: Carers receive 'something for Me' payments**

Approve and administer the Carers one off payments called Something for Me payments.

### **You Will:**

- In line with the agreed eligibility criteria manage the sum of money specified for the locality and shall approve, administer and make payments to Carers who are considered eligible for a one-off payment usually up to a maximum value of £200. In exceptional circumstances this can be up to £500 (this needs to be a joint decision with the Carers Keyworker Team).
- Ensure that Carers, where eligible, are supported to plan how they will best use their Something for Me payment to meet their assessed needs and identified outcomes
- Ensure that payments are fully accounted for in line with KCC approved financial procedures and appropriate receipts and full records retained for inspection
- Return any unspent 'Something for Me' funding to KCC at the end of each financial year
- Enter the payments made to Carers on the nominated KCC system within 5 days of making the payment.
- Follow the agreed KCC business process.

### **Performance Indicators**

- 100% of the Something for Me payments are entered onto the nominated Kent County Council computer system within 5 working days of making the payment.
- 100% of Carers who receive a something for me payment have also received a Carers Assessment

## **OUTCOME 5: Carers are engaged and supported to plan for the future**

Engage with Carers to plan for the future to enable them to live the life they want, maintain their caring role and be prepared for possible emergency or crisis situations

### **You will:**

- Enable Carers to access a range of information which presents options for them to make an informed choice about how they would like to be supported
- Support Carers to plan how they would like to live their life and where applicable meet their assessed needs and outcomes through utilising proportionate support planning tools.
- Support Carers to plan for emergencies through the use of various tools including the Kent Carers Emergency Card and the development of caring strategies, coping mechanisms and problem solving skills
- Ensure Carers are able to access Carer Health and Wellbeing Checks to support in identifying various health issues, advising Carers on lifestyle issues, and preventing risk of injury within their caring role. Delivery of Carers Health and Wellbeing Checks should be in partnership with their GP and other Health practitioners. The check should provide time for a carer to consider, with a support worker, various aspects of health and wellbeing including:
  - Safety and warmth at home
  - Living and caring safely at home
  - Their own health and health care needs
  - Check-ups, vaccinations and screening
  - Work, education and leisure
  - Caring roles and tasks
- Support Carers to plan for end of life and any other life transition in order to achieve the best outcomes for them and their cared for.
- Support Carers to achieve their outcomes

### **Performance Indicators**

You are required to complete a minimum number of each of the defined services as set out in the table in the Performance Monitoring Section.

- Carers health checks undertaken per annum
- Kent Carers Emergency card
- Proportionate 'support plan'

## **OUTCOME 6: Carers feel empowered**

Carers feel empowered by having their views and feelings taken into account by others in relation to their care, support and treatment or that of the person they are caring for.

### **You will:**

- Support people to develop confidence and skills to enable them to empower themselves and self advocate
- To provide professional advocacy on a 1:1 basis through trained advocates to Carers.
- Ensure that Carers are treated as 'Expert Partners in Care'
- Utilise support groups to reinforce key messages around Carers' rights
- Ensure that Learning Disability District Partnership Groups have Carers subgroups and to be an active member of these.
- Support Carers to access appropriate employment support in order to maintain employment or enter employment

### **Performance Indicators**

- You are required to evidence through surveys that 90% of Carers felt that they were treated as 'Experts in Care'
- You are required to attend 100% of the Learning Disability Partnership group – Carers sub groups

## **OUTCOME 7: Carers' wellbeing is improved through the provision of emotional support**

Provide emotional support on a one to one and or a group basis as appropriate.

### **You will:**

- Provide Carers with the emotional support they need in ways that meet their needs and preferences, using a variety of appropriate approaches and methods. This should include telephone support, face to face, home visits, and support/activity groups.
- Work with the KCC commissioned emotional support helpline service to ensure that Carers receive timely emotional support
- Facilitate local Carers peer support groups which meet on a regular basis across the locality to link individual Carers to provide support and mentoring for others.
- Ensure that groups are accessible to Carers by working to ensure that Carers can access short break support and transport to attend through management of ring fenced funding for this purpose amount to be confirmed.
- Work in partnership with other relevant KCC and Health commissioned services e.g. Kent Drugs and Alcohol Team.

### **Performance Indicators**

You are required to evidence that you have facilitated a minimum of 4 Carers peer support/activity groups per month that meet the needs of each of the following groups:

- Carers who support individuals who have a mental health condition
- Carers who support individuals who have a learning disability
- Carers who support individuals who have dementia;
- Carers who support individuals who have a substance misuse condition
- Carers who are younger Adults
- Carers who support individuals who have an autistic spectrum condition
- Carers (a generic group for any Carer who supports any adult)

You may undertake this through collaborative working to maximise efficiencies and minimise duplication.

## **OUTCOME 8: Increased engagement with other sectors**

Actively engage with GP surgeries, acute trusts, health and social care teams, the private and voluntary sector providers and the local community to raise awareness of Carers and Carers issues and use this information to drive forward strategic thinking and inform continuous service improvement.

### **You will:**

- Raise awareness about the role of Carers and support available to them so professionals can signpost appropriately
- Have a physical or virtual presence at key access points e.g. GPs, acute hospitals and Gateways
- Encourage GPs and other health professionals to identify Carers to register as a Carer.
- Support Carers to attend, and contribute to, local decision making meetings about services, for example the mental health joint commissioning boards where there are reserved places for Carers acting as representatives; and at various locality planning and monitoring groups.
- Work with providers who have been commissioned to deliver a short term break in order to ensure a seamless service to the Carer through effective signposting.
- Regularly attend strategic Health and Social Care forums and locality provider forums to raise awareness of the role and needs of Carers
- Actively work with other providers and partners (including Commissioners) to inform the development & implementation of strategic direction and policy decisions
- Learn from both best practice and lessons learned and use this information to improve services

### **Performance Indicators**

- You are required to deliver outreach through at least one clinic based service in either hospitals, GP surgeries, Gateways or other community hubs on a weekly basis.
- Promote the needs of carers and attend a minimum of 12 networking events annually. This may include health and wellbeing groups, strategic partnerships, voluntary and community sector forums etc.

## **OUTCOME 9: Improved support for Young Carers' transition to adulthood**

Young Carers have a 'Transitions Pathway' to support them moving into Adulthood.

The Transitions Pathway should support a smooth transition for Young Carers entering adulthood. Changes in life/home circumstances must trigger specific support and advice e.g. when a young carer moves from school to further education, to employment or training, or leaves home. Young carers and their families may need help to plan and access appropriate financial support, social care, employment and/or education services. The Transitions Pathway should set a clear process to ensure Young Carers and their families are supported effectively from the age of sixteen years to manage the changes to their caring role when they reach the age of eighteen years.

### **You will:**

- Work in partnership with Commissioners, education providers, other providers, the Local Children's Trust Boards and Young Carers to develop a functional transition policy and procedure for Young Carers
- Work in partnership to enable Young Carers to experience a smooth transfer between Children's and Adult Services
- Support Young Carers to maintain existing support networks and develop new support networks where the need has been identified
- Support Young Carers to plan how they would like to live their life and where applicable meet their assessed needs and outcomes

### **Performance Monitoring**

- Support a minimum of Young Carers to develop a proportionate transitional support plan as set out in the table in Performance Monitoring.
- Delivery of a transitions pathway by end of year 2

## **OUTCOME 10: Increased knowledge, skills and behaviours for Carers and professionals through training and development opportunities**

Develop and deliver a range of training and development opportunities in partnership for Carers and professionals to enable Carers to maintain their caring role.

### **You will:**

- Make arrangements with other providers and partners to offer and supply Caring with Confidence training utilising resources available on <http://www.nhs.uk/Carersdirect/Pages/CarersDirectHome.aspx> which have demonstrable benefits for Carers.
- Promote the use of other KCC and NHS commissioned training including the KCC commissioned e-learning tool.
- Coordinate the delivery of specialised and one to one training in response to local needs
- Promote the sharing of Carers' skills and knowledge through Carers peer support groups and to develop mutual support networks
- Provide training for professionals to raise awareness of Carers and their needs

### **Performance Indicators**

- Delivery of the seven modules of Caring in Confidence twice per locality per annum
- Delivery of four Professional training sessions per locality per annum.

## **OUTCOME 11: Carers Receive Health Prescribed support when appropriate**

The Service aims to build capacity to improve the support available to carers when their health may be at risk from their caring role. It allows health professionals to refer carers directly for help and support to enable carers to stay healthy, both physically and mentally. It will also provide a safety net for those carers who have not been identified previously.

### **You will:**

- Work in partnership with Commissioners, Clinical Commissioning Groups and other providers to develop and embed a Carers Health Prescribed support service
- Provide additional funded resources in order to target work with GP surgeries so that workers can develop and embed Carers Health Prescribed support service.
- In line with the agreed eligibility criteria manage the sum of money specified for the clinical commissioning groups and shall, administer and make payments to Carers who are considered eligible for a one-off payment usually up to a maximum value of £400.

### **Performance Indicators**

- 100% of Carers who receive a Carers Health Prescribed support service offered an individual carers assessment.
- Delivery of a Carers Health Prescribed support service within at least 50% of the GP surgeries within each Clinical Commissioning Group by the end of March 2014



## REFERRALS

Referrals made to the Carer Support Service will be acknowledged by the service Provider within one working day.

The Service Provider will make contact with the Carer within five working days.

Where the referral has come from a third party, You will be contact them to confirm that contact with the Carer has been made, and where appropriate, the outcome of the referral.

Referrals to the Carer Support Service will be from:

- Social Care professionals.
- Health professionals
- Other organisations
- Self referrals

## SERVICE STANDARDS

The following service standards will underpin all activities undertaken by the Service Provider:

- The Service will have a have a clear statement of the aims and objectives and these must be reflected in services provided.
- Carers and/or person with care needs should retain the greatest possible control over their lives and are enabled to exercise choice.
- All the Services provided for Carers are required to respond to individual needs and aspirations without assuming all Carers want exactly the same support.
- Carers and their Cared For should be personally involved in any decision-making and planning processes that impact on their lives.
- The Service is sensitive to individual needs, treats people with courtesy and respect and makes no assumption that Carers wish to provide care
- The Service promotes self determination and not creates dependency
- The Service will have an in depth understanding of the needs of people with dementia, mental health illness, physical disabilities, learning disability, autistic spectrum disorders, substance misuse problems and sensory impairments.
- Information should be easy to understand, use a range of formats, removing all jargon to ensure ease of comprehension.
- The Service liaises with other voluntary, statutory and private agencies and is part of a joint approach to ensure Carers obtain co-ordinated support services
- Carers are at the heart of all policies and procedures of the organisation
- Carers have an effective voice in the design of the services, its management, delivery, monitoring and continuous improvement
- The Service will respond proactively to Carers' complaints/compliments and recommendations concerning the provision of their services
- All staff are appropriately trained and supported
- The Service provided is underpinned by the ten principles set out in the Advocacy Charter.
- A high quality and safe service will be provided at all times.

- The Carers' Assessment and Support Service must act independently from Statutory Organisations and other Service Providers. The Service will identify and avoid conflicts of interest which compromise their ability to safeguard the interests of Carers.
- The service is underpinned by the principles set out in the 10 point dignity challenge<sup>1</sup>

## PERFORMANCE MONITORING

Performance monitoring is essential to ensure the effectiveness of procured services and contract compliance. Evidence gathered for performance monitoring purposes will also be used in future planning and strategic development.

You Must self-monitor your Service to ensure it is meeting the Specification and that outcomes are being achieved. Peer Monitoring arrangements are actively encouraged.

### Reporting Methods

You will attend County-wide quarterly performance monitoring meetings led by the Lead Commissioner for Carers Assessment and Support.

You will be expected to submit performance monitoring information in the agreed format at least two weeks before the quarterly performance monitoring meetings and discuss it with the Lead Commissioner and other providers of the Carer Assessment and Support service..

You will provide an annual report evidencing how you have met each of the above outcomes utilising both qualitative and quantitative data.

### Performance Data to be provided

Customer feedback on the services provided (including through partnerships), with emphasis on the quality and range of services and how these are tailored to the individual Carers needs. A template form will be provided.

Evidence of total numbers of people offered each of the services below broken down by gender, gender identity, district, age, disability, race, maternity/pregnancy, and marriage/civil partnerships.

- Support to complete the online Carers Self Assessment form
- Carers Assessment
- Outcome focused review
- Trusted Assessment for small adaptations and equipment
- Kent Carers Emergency Card
- Support Plan (adults)
- Transitional Support Plan (young Carers)
- Health Check
- Something for Me payment
- Support Group
- Caring with confidence training
- Other training
- One-to-One Emotional Support
- Advocacy support

<sup>1</sup> [http://www.dignityincare.org.uk/library/Dignity\\_in\\_Care\\_-\\_10\\_point\\_challenge\\_poster\\_A4\\_final.pdf](http://www.dignityincare.org.uk/library/Dignity_in_Care_-_10_point_challenge_poster_A4_final.pdf)

Evidence of number of people directly receiving each of the services below broken down by gender, gender identity, district, age, disability, race, maternity/pregnancy, and marriage/civil partnerships

- Support to complete the online Carers Self Assessment form
- Carers Assessment
- Outcome focused review
- Trusted Assessment for small adaptations and equipment
- Kent Carers Emergency Card
- Support Plan (adults)
- Transitional Support Plan (young Carers)
- Health Check
- Something for Me payment
- Support Group
- Caring with confidence training
- Other training
- One-to-One Emotional Support
- Advocacy support
- Single access telephone line support
- Health prescribed support service. – Include breakdown for individual clinical commissioning group.

Evidence of total numbers of people referred to each of the services below broken down by gender, gender identity, district, age, disability, race, maternity/pregnancy, and marriage/civil partnerships

- Short Term Break
- Community Care Assessment
- Provider managed services
- Trusted Assessment for small adaptations and equipment
- District Council
- Department of Work and Pensions
- Health
- Voluntary and Community Sector services
- Private Sector services
- Other

Evidence of the number of people provided with information, advice, guidance and signposting services broken down by gender, gender identity, district, age, disability, race, maternity/pregnancy, marriage/civil partnerships and service referred to

Evidence of the number of new referrals to the service broken down by broken down by gender, gender identity, district, age, disability, race, maternity/pregnancy, and marriage/civil partnerships.

Financial breakdown for each of each of the outcomes identified within this specification.

### Performance Indicators

It is estimated that there are 127,848 carers in Kent, which equates to 12.58% of the population. Thanet, Shepway and Dover have above average number of carers ranging from 14% to 13.5%. It is estimated that:

90,752 carers provide 1 -19 hours care per week

11,893 carers provide 20 – 49 hours  
 25,203 carers provider 50+ hours per week.

(Reference JSNA, figures based upon 2001 census and General Household survey 2000.)

The JSNA data has been utilised to inform the targets set out in the tables below. These targets have been set to support benchmarking of performance. They may need to be revised through dialogue and agreement with the lead Commissioner.

	Geographical Area	Kent	Canterbury & Swale	Thanet & Dover	Ashford & Shepway	Maidstone & Malling	South West Kent	Dartford, Gravesham & Swanley
Number per locality 2013-2016	Carers supported^ (26%)	33240	6538	6245	5111	4779	5184	5564
	New Carers identified and supported (5% of the 26%)	1662	327	312	256	239	259	278
	Seldom Heard Carers identified and supported (5% of the 26%)	1662	327	312	256	239	259	278
Number per locality per annum (*commencing April 2014)	Carers Assessments	1250	239	235	192	180	195	210
	Outcome Focused Reviews*	1000	191	188	154	144	156	167
	Something for Me payments	1000	191	188	154	145	157	168
	Carers Health Checks	1250	239	235	192	180	195	210
	Kent Carers Emergency Cards	1250	239	235	192	180	195	210
	Adult Carers Support Plans	1250	239	235	192	180	195	210
	Young Carer Transition Support Plans	416	84	81	67	54	62	68

### Service User Outcomes

You must evidence how the Service supports individual Carers to maintain/improve upon each of the below outcomes:

- Carers are helped to optimise their physical and emotional well being
- Carers are supported to relieve the stress of the caring role

- Carers are able to maintain the social contacts and personal relationships
- Carers are assisted to enjoy separate social and community activities
- Carers are enabled to participate in work, leisure activities or education

### Service User Feedback

Feedback about the service will be collected from all Carers where referrals have been accepted.

You must evidence how you have utilised the information provided to inform service delivery.

It is expected that 90% of Carers will agree with the below statements:

- Staff treated them with dignity and respect
- Staff respected them as an expert in providing support for the person they care for
- Services helped them to cope with caring
- The Service responded to their individual circumstances, needs and interests
- The Service enabled them to take part in activities or to have an interest outside of their caring role and responsibilities?
- The Service supported them to improve their mental and physical wellbeing
- They felt staff treated them as 'experts in care'