

YOUNG CARERS – SERVICE SPECIFICATION

1. AIMS AND OBJECTIVES

1.1 The aim of the project is to implement and deliver a system for administering small amounts of funding to a range of organisations that provide a specific service to young carers. This will be achieved by working with young carers and their families to identify the activities that are most likely to be successful in maintaining and achieving positive health outcomes.

2. SPECIFICATION

2.1 The project will help to identify the activities that the young carers are particularly interested in and coordinate the activities with providers.

2.2 The nature of young carers requires a more flexible approach to the provision of Personal Budget projects for Adult Carers, this is due almost exclusively to the need for transport and supervision while engaged in those activities. This is generally not required for other carer groups, unless they belong to vulnerable groups such as Learning Disability etc.

Area covered

2.3 Royal Borough of Kensington and Chelsea.

Eligibility criteria

2.4 The project will support young carers up to the age of 18.

Referrals process

2.5 The service will develop a referral form available for use by professionals and self-referral by users.

Service availability

2.6 The service will be available 5 days a week, between the hours of 09:00 and 17:00.

Staff / Volunteers

2.7 This project will be coordinated by an activity worker. This role will have responsibility for:

- Promoting psychological, emotional and physical wellbeing as well as learning through engagement in activities
- Liaise with families (where appropriate)

- Research, planning and use of the activities budget with young carers as individuals and in small groups (generally siblings)
- Signposting young carers to other services and activities as appropriate to their needs
- Recording session notes
- Administration, recording and analysis of before and after activity questionnaires

3. OUTCOMES

Adult Social Care priorities

3.1 The service is focused on the support of the following outcomes:

- Maximising self-reliance, personal responsibility and enabling more people to find their own solutions
- People are provided with the right help at the right time to facilitate recovery and regain independence
- People with long term conditions receive care closer to home, stay independent and live the lives they choose
- Risk is effectively balanced between empowering and safeguarding individuals
- People with disabilities are active citizens and enjoy independent lives Carers are identified and have their needs met both within their caring role and to support them to have a life outside of caring
- Achieving greater productivity and value for money

3.2 There are also some key local priorities, which include:

- A focus on prevention, particularly preventing the need for more expensive care support and supporting the Better for Less agenda
- Organisations demonstrating what additional funding or added value they bring and where the organisation can maximise the use of the local community to support the Adult Social Care preventative agenda
- Developing services for local Black and Minority Ethnic communities with social care needs
- Promoting dignity and compassion
- Being innovative

Jointly agreed outputs

3.3 The Service will:

- Initiate contact with the young carer or referrer post a referral within 5 working days
- Arrange a face to face appointment with the young carer with an aim within 10 working days from time of referral
- Undertake formal assessment for all young carers using the service to identify the services that will best meet their needs and desired health outcomes
- Use an individualised planning/goal setting approach that is personalised to the young carers needs and wishes/choice and enables measurement of impact and improvements for personal wellbeing and health
- Support young carers to maximise their personal budget and increase value for money
- Network with other services, facilitates and organisations and work to maximise their knowledge of activities and opportunities available to young people to be able to provide accurate information and advice
- Develop opportunities and provide access to opportunities in the community as needed, including opportunities for social and leisure opportunities, learning opportunities, and access to psychological support where appropriate
- Provide support and encouragement to young carers who may lack confidence, motivation and self-image
- Implement exit strategies when the young person is ready to move on from the service, including signposting to other services and activities
- Keep accurate and up to date records of session and pre and post activity questionnaires
- Produce an end of year project report on the outcomes achieved for young carers

Jointly agreed outcomes

3.4 Demonstrate positive influence of mental and emotional health

Outcome	Positive influence on mental and emotional health
Outputs	Set individualized health improvement targets against baseline and measure improvements in health and wellbeing
Evidence	Assessment documentation (anonymous) Pre- and post-activity questionnaire
Achieving outcome	Reporting will provide data on changes to baseline data through questionnaires
Reporting	Report every 6 months

3.5 Demonstrate improvements in the perception of physical health

Outcome	Positive influence on mental and emotional health
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Outputs	Set individualized health improvement targets against baseline and measure improvements in health and wellbeing
Evidence	Assessment documentation (anonymous) Pre- and post-activity questionnaire
Achieving outcome	Reporting will provide data on changes to baseline data through questionnaires
Reporting	Report every 6 months

3.6 Reduction of risk of social exclusion

Outcome	Positive influence on mental and emotional health
Outputs	Set individualized health improvement targets against baseline and measure improvements in health and wellbeing
Evidence	Assessment documentation (anonymous) Pre- and post-activity questionnaire
Achieving outcome	Reporting will provide data on changes to baseline data through questionnaires
Reporting	Report every 6 months

Monitoring Requirements

5.2 Monitoring

The monitoring report will provide information but not limited to:

- Total numbers of referrals
- Outcome of referrals: accepted or signposted to other organisations
- Organisations referrals were signposted to
- Type of support referrals needed
- Service demographic report analyses the data of age, gender, ethnicity and postcode
- Case study

5.3 Evaluation

The service will produce an annual evaluation information.

3.7 Both the Provider and NHS North West London will nominate contact officers who will be the initial point of contact for each respective party for all matters relating to this Agreement.

3.8 The Provider shall keep appropriate written records to show how the funding has been used and that the Provider is complying with this Agreement.

3.9 The Provider shall provide the following:

- A fully completed Service Information/Monitoring return every 6 months within 20 days of the last day of each period. This may include supplementary information at the discretion of the Provider

- Any further information and/or data relating to the service and participants required by the Commissioner. This may include a request for the Provider to collect additional relevant data but a reasonable and practicable approach will be adopted by the requester.

3.10 The Commissioner may request a meeting with the Provider after receipt of each report.

3.11 The Provider will capture data for monitoring and evaluation purposes in line with the Data Protection Act. All data collected will be the property of the Commissioner.

3.12 The Provider will notify the commissioner at the earliest possible point of any issues with the capturing of information outlined in the list of KPIs, with a view to addressing these with the support of the commissioner.

INFORMATION SHARING

4.1 In order to increase efficiency, meet local and central government requirements and improve overall services offered to residents of Kensington & Chelsea, NHS North West London will seek specific, non-identifiable personal information about all Users of the Service. Information requested may include (without limitation) the Service User's:

- Gender
- Postcode
- Ethnicity (to a level of specificity that NHS North West London deems necessary to meet local and national requirements)
- Dates of joining and leaving the Service
- Attendance records
- Whether the service user is known by Adult Social Care

4.2 NHS North West London may also request supplemental information and data relating to the service and participants. This may include a request for the Provider to collect additional relevant data.