

THEME 3: My voice is heard, and my feedback makes a genuine difference.

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
<p>Make sure carers are involved in planning the specific services and support that both they, and the person they care for, receives.</p>	<p>Carers have in depth knowledge of the person they care for and their support needs.</p> <p>Often they have gathered a lot of information about the specific condition of the cared for.</p> <p>They may be able to remember when the person with care needs cannot, or they may understand the way the other person communicates when other people do not.</p> <p>They will often be familiar with a number of services the cared for is receiving and be able to co-ordinate overall support, avoiding duplication and repeating information.</p> <p>Carers are an asset to the care for the cared for, and their caring role should be recognised as an integral part of any care planning.</p>	<p>Opportunities for carers to influence the design and delivery of local services will be created through user engagement protocols by service providers.</p> <p>York Hospital Trust will review patient admission and discharge documentation to ensure it prompts consideration of, and engagement with, carers.</p> <p>Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) will encourage more service users and carers to register with the Involvement and Engagement Team</p> <p>TEWV will make sure that the recommendations in the Triangle of Care programme (and the Triangle of Care Action Plan) are fully implemented locally.</p> <p>TEWV will make sure that carers and families are fully engaged in service planning for the new mental health hospital in York.</p>	<p>Fewer carers say that they are excluded from decisions about the care that the person they are looking after receives.</p> <p>More carers say they are respected, listened to and acknowledged by service providers as expert partners in care.</p> <p>More carers say they are satisfied with the support that they (and the person they care for) have received from health and social care services.</p> <p>Carers will have more confidence in, and access to, a range of quality health and social care services, tailored to their individual needs and preferences.</p> <p>Notes from meetings evidence carer engagement with statutory services, and that professionals are regularly attending Carers Action Group and Carers Mental</p>	<p>All members of the York Carers Strategy Group, particularly City of York Council, TEWV, York Hospital Trust and the Vale of York Clinical Commissioning Group.</p> <p>York Carers Action Group</p> <p>York Carers Mental Health Peer Support Group</p>

Outcome	Why are we doing this?	What will we do?	How will we know we have been successful?	Who will lead?
		TEWV and York Hospital Trust will work with members of the York Carers Strategy Group to develop and promote carer engagement protocols by 1 st April 2020.	Health Peer Support Group meetings. Carers Action Group members and the Carers Mental Health Peer Support Group are engaged in the development of user engagement tools / protocols with the TEWV, York Hospital Trust and City of York Council.	
Ensure that young and young adult carers have the opportunities to be heard.	We know that young carers and young adult carers have limited opportunities to be heard. This is exacerbated by a lack of recognition from professionals regarding their caring role and young carer's lack of understanding about their rights and entitlements.	Develop creative approaches for young and young adult carers to engage with professionals and service providers e.g. through the Young Carers Revolution initiative	Young carers will be supported to have a strong voice that influences improvement, will be respected as partners in care, and be supported to have the same life chances as other people. Notes from meetings evidence young carer engagement with statutory services, and that professionals are regularly interacting with the Young Carers Revolution Initiative. Numbers of young adult carers engaging with statutory partners, and the type of engagement, will be monitored.	All members of the York Carers Strategy Group, particularly City of York Council, TEWV, York Hospital Trust and the Vale of York Clinical Commissioning Group. Young Carers Revolution Initiative

