

Appendix A: Key Priorities and Improvement Areas

Priority Area 1

Identification and Recognition

We will improve

- a. how carers are identified and supported to recognise themselves as carers
- b. access to information, advice and support, ensuring this is given at the right time no matter who they talk to
- c. carer involvement, on an individual level and in contributing to design of local provision, making sure they are treated as equal expert partners

Priority Area 2

Realising and releasing the potential

We will improve:

- a. access to education, training and information that helps them stay in employment or gain employment
- b. the way the needs and wishes of the carer to work or study are considered and respected
- c. how we work with education and employment providers to ensure they are carer-friendly and are able to support carers effectively

Priority Area 3

A life alongside caring

We will improve:

- a. information, advice and access to preventative support such as Telecare, other equipment and training
- b. support with planning for difficulties and emergencies, building resilience and making sure carers can get the right support in a crisis
- c. how carers' needs are assessed, making sure it happens at the right time and gives access to flexible, personalised support, including opportunities to take a break

Priority Area 4

Supporting carers to stay healthy

We will improve:

- a. access training and other preventative support, information and breaks from caring to help carers stay healthy and care safely
- b. support to enable carers to get to their own health appointments and access regular health checks
- c. support to carers in the community to help reduce emergency hospital admissions and the need for urgent care