Appendix A: Key Priorities and Improvement Areas

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Priority Area 1
Identification and Recognition

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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

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Priority Area 2
Realising and releasing the potential

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We will improve:

a. access to education, training and information that helps carers to 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

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Priority Area 3
A life alongside caring

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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

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Priority Area 4
Supporting carers to stay healthy

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We will improve:

a. access to 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