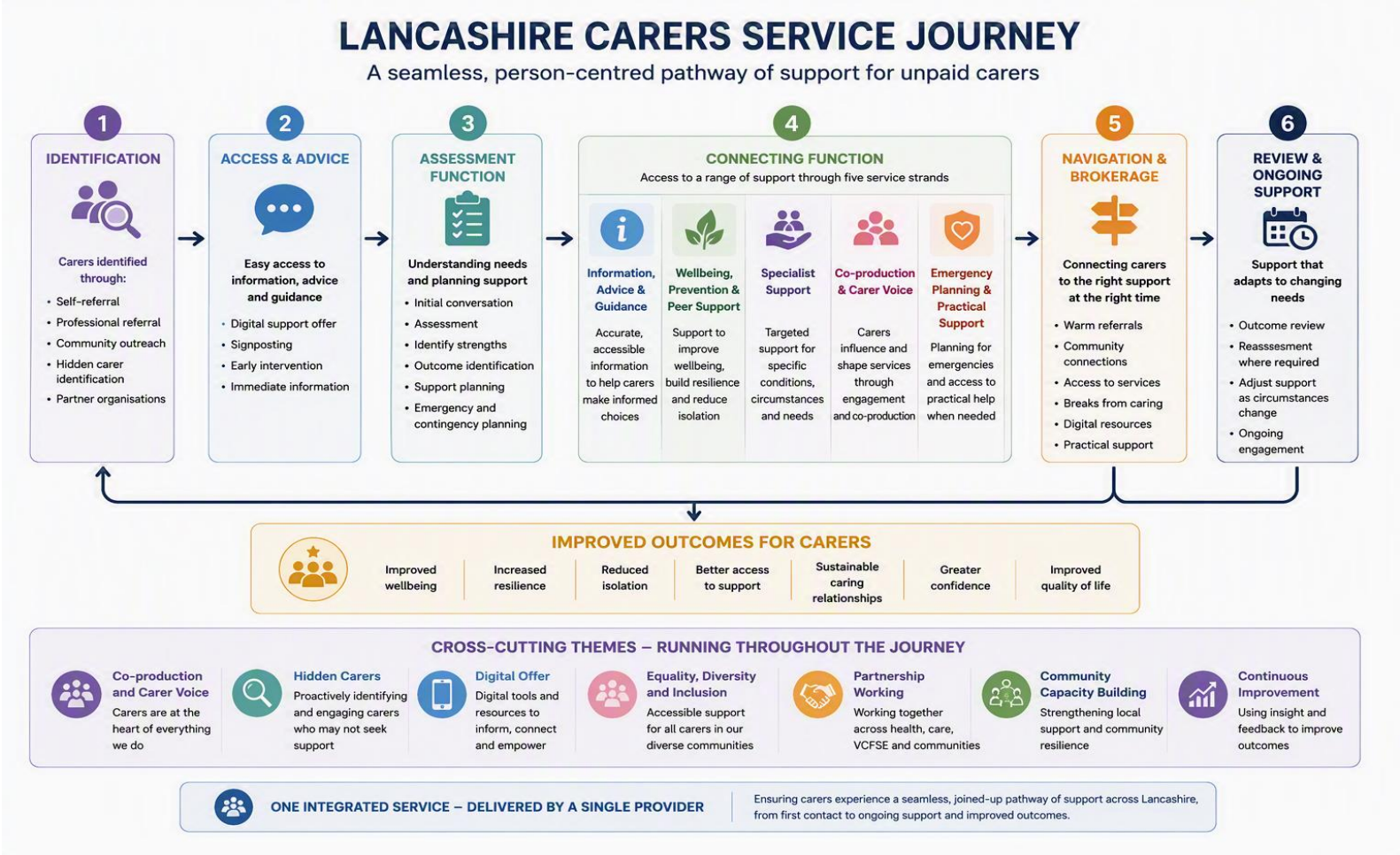
Appendix F- Carer Journey

Purpose

This appendix illustrates the expected journey through the Lancashire Carers Service. The pathway is intended to demonstrate how carers may access support and move between different elements of the service. The journey is not intended to be linear and carers may enter, leave or re-engage with different elements of the service depending on their circumstances, needs and desired outcomes.



This diagram illustrates Lancashire County Council's intended operating model for the Lancashire Carers Service and demonstrates how carers may access and move through the service. The journey is designed to provide a coordinated, person-centred and strengths-based pathway that enables carers to receive timely information, advice, assessment, support and ongoing review according to their individual circumstances and outcomes.

The diagram shows how the two interconnected service functions, the Assessment Function and the Connecting Function, operate as part of a single integrated service delivered by one Provider. It demonstrates the expected progression from identification and access through to assessment, support planning, navigation, brokerage and ongoing support, with carers able to move between different elements of the service as needs and circumstances change.

The journey is underpinned by a number of cross-cutting principles and delivery themes, including co-production and carer voice, hidden carer identification, digital support, partnership working, community capacity building, equality, diversity and inclusion, and continuous improvement. Together, these elements are intended to contribute to improved wellbeing, increased resilience, reduced isolation, improved access to support and the long-term sustainability of caring relationships for unpaid carers across Lancashire.