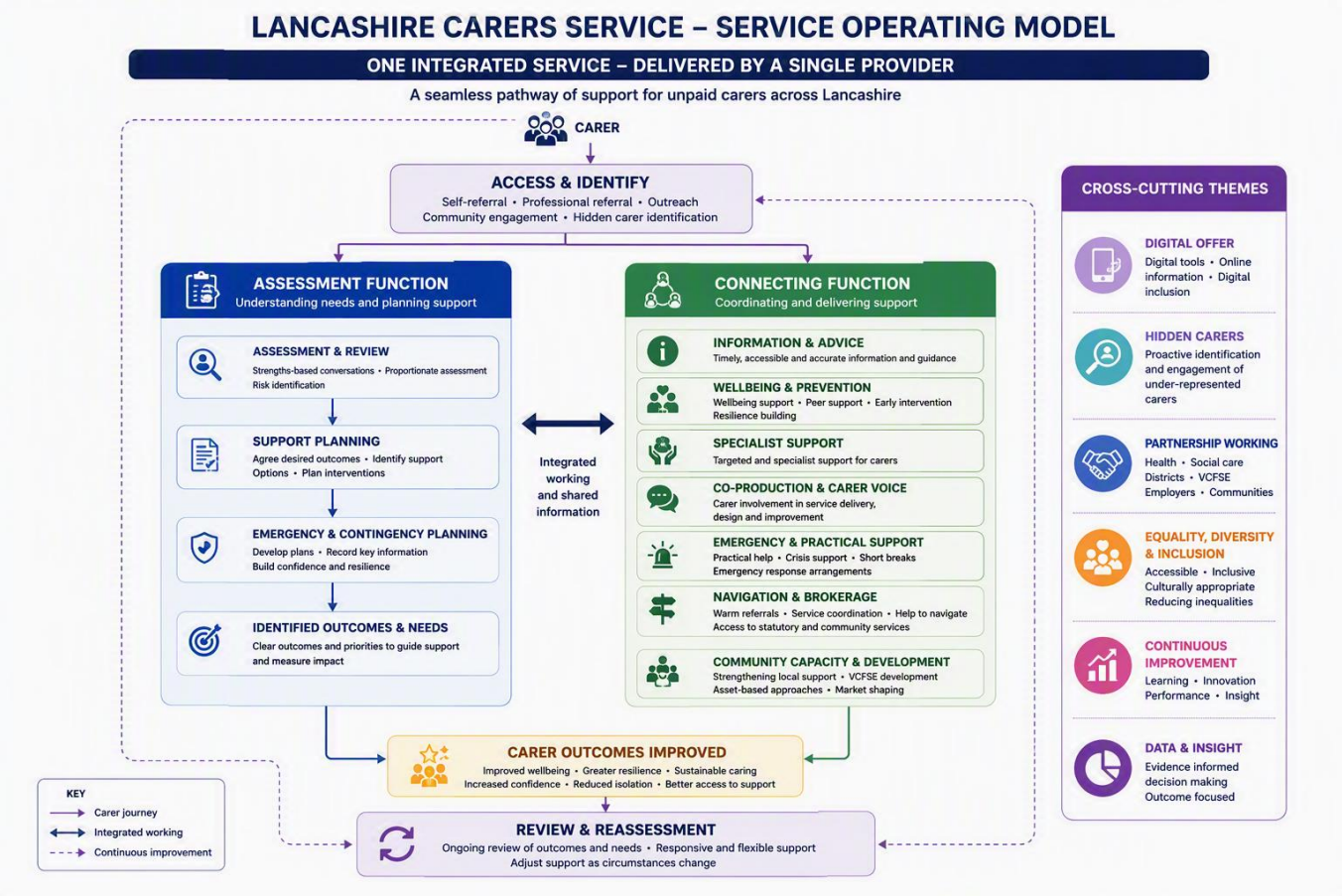
Appendix A- Service Operating Model and Carer Journey

Overview

The Lancashire Carers Service will be delivered through a single integrated service model, providing carers with a coordinated pathway from identification and initial contact through to assessment, support, review and ongoing engagement.

The Provider will be responsible for delivering all elements of the Service and ensuring carers experience a seamless journey that is person-centred, strengths-based, outcome-focused and preventative in approach. The Service Operating Model is illustrated below.



Service Delivery Model

The Lancashire Carers Service compromises two interconnected service functions delivered through a single integrated model:

Assessment and Support Planning

This function provides the initial assessment, review and support planning activities required to understand a carer's circumstances, identify outcomes and determine the most appropriate support pathway.

Activities may include:

- Identification of carers.
- Strengths-based conversations.
- Proportionate assessments.
- Care Act compliant Carer's Assessments where required.
- Risk identification and mitigation.
- Support planning.
- Emergency and contingency planning.
- Reviews and reassessments.

Connecting Service

This function coordinates, facilitates and delivers support available through the Lancashire Carers Service, ensuring carers can access the right support at the right time.

The Connecting Service consists of three interconnected components:

Component 1: Carer Support

Delivery of support through the five service strands described within Appendix C.

Component 2: Navigation and Brokerage

Coordinating access to services, facilitating warm referrals, supporting carers to navigate local provision and ensuring support is joined up across organisations and sectors.

Component 3: Community Capacity and System Development

Working with communities, voluntary organisations and system partners to strengthen local support, improve sustainability and increase opportunities available to carers.

Cross-Cutting Service Themes

The following themes apply throughout the carer journey and underpin all aspects of service delivery:

- Early intervention and prevention.
- Strengths-based practice.
- Co-production and carer voice.
- Identification and engagement of hidden carers.
- Partnership working.
- Equality, diversity and inclusion.
- Digital support and innovation.
- Community capacity building.
- Continuous improvement.

Expected Outcomes

The Provider shall ensure the service model supports carers to:

- Access information, advice and support at the earliest opportunity.
- Navigate services easily and receive coordinated support.
- Improve health, wellbeing and resilience.
- Maintain sustainable caring relationships.
- Develop plans for emergencies and unexpected changes in circumstances.
- Increase confidence, knowledge and access to support.

- Remain connected to communities and peer networks.
- Influence services through co-production and engagement opportunities.
- Achieve outcomes that are important to them.