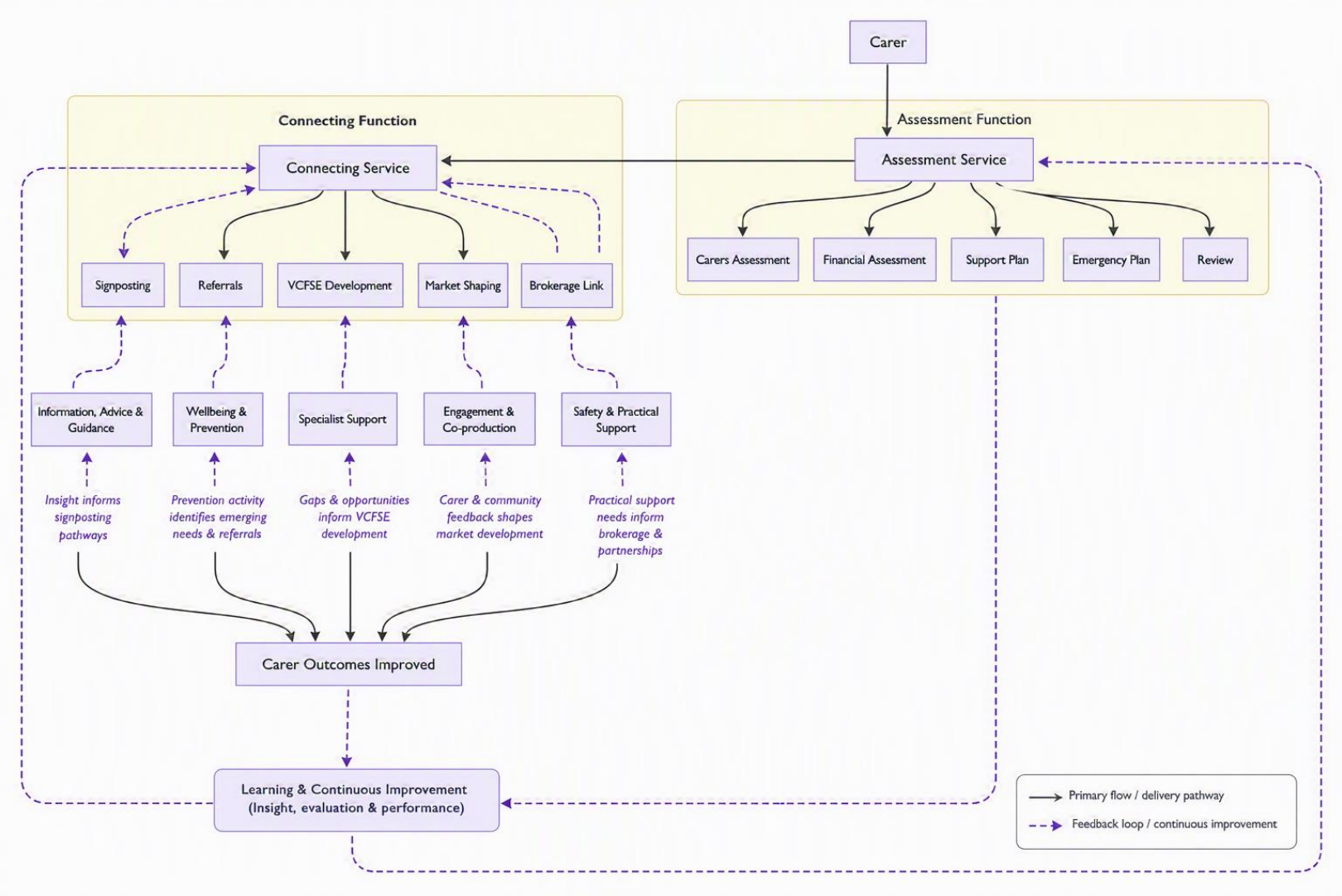


Appendix A- Service Model Diagram



Lot 1- Assessment Service

The Assessment Service will be the statutory gateway into the Lancashire Carers Service and will be responsible for identifying carers, assessing need, determining eligibility, supporting decision-making and ensuring that carers receive an appropriate and proportionate response.

The Assessment Service must operate in accordance with the Care Act 2014 and associated statutory guidance whilst supporting Lancashire County Council's ambition to deliver strengths-based and preventative interventions wherever possible.

The Assessment Service must act as the single assessment function for all carers entering the service and provide a consistent approach across Lancashire.

The Provider must ensure that assessment activity supports the wider objectives of prevention, independence, resilience, community connection and positive wellbeing.

Key Responsibilities

The Provider must:

1. Receive and screen referrals from all referral routes.
2. Identify carers and verify eligibility for service access.
3. Conduct strengths-based conversations with carers.
4. Complete proportionate assessments.
5. Complete Care Act compliant Carer's Assessments where required.
6. Identify risks associated with the caring role.
7. Determine whether preventative, community-based or statutory interventions are required.
8. Develop support plans where eligible needs are identified.
9. Support access to Direct Payments and carers budgets where applicable.
10. Complete emergency contingency planning.
11. Undertake reviews and reassessments.
12. Refer carers into the Connecting Service.
13. Record all activity on Council-approved case management systems.
14. Maintain accurate records and audit trails.
15. Ensure carers understand the outcome of assessment and available options.

Lot 2- Connecting Service

Purpose

The Connecting Service will act as the central coordination and delivery function of the Lancashire Carers Service.

The purpose of the Connecting Service is to ensure that carers can access the right support, at the right time, through the most appropriate pathway, whilst contributing to the development of a sustainable and responsive carers support system across Lancashire.

The Connecting Service will operate through three interconnected components:

Component 1 – Carer Support

This component describes the support available to carers.

Support must be available through five service strands:

1. Information, Advice and Guidance.
2. Wellbeing, Prevention and Peer Support.
3. Specialist Support.
4. Voice and Co-production.
5. Emergency Planning and Practical Support.

These strands represent the core support offer available to carers.

Component 2 – Navigation and Brokerage

This component ensures carers can access support and navigate services effectively.

The Provider must:

- Coordinate access to support.
- Undertake warm referrals.
- Provide managed referrals.
- Support access to respite opportunities.
- Coordinate support across organisations.
- Prevent fragmentation of support.
- Identify and respond to crisis.
- Support carers to achieve outcomes identified through assessment.
- This component acts as the bridge between assessment and support.

Component 3 – Community Capacity and System Development

This component focuses on strengthening the wider carers support system across Lancashire.

The Provider must:

- Maintain an understanding of local provision.
- Identify service gaps.
- Build relationships with VCFSE organisations.
- Promote innovation.
- Support development of new opportunities for carers.
- Improve support available to underserved communities.
- Provide market intelligence to Lancashire County Council.
- Support the development of sustainable community support.

This component ensures carers have access to a diverse and responsive network of support.

Integrated Delivery

The Provider must ensure that all three elements of the Connecting Service operate as a single integrated model.

The Five Service Strands describe what support is available, Brokerage and Support Coordination describe how carers access support, and VCFSE Development and Market Shaping describe how the wider support system is sustained and developed.

The Provider must demonstrate how these elements work together to ensure carers:

1. Receive timely and coordinated support.
2. Experience a seamless journey through the service.
3. Can access the right support at the right time.
4. Have improved access to community-based opportunities.
5. Experience improved wellbeing and resilience.
6. Are supported to maintain sustainable caring relationships.
7. Receive support before reaching crisis point.
8. Have access to a diverse range of support that reflects their individual circumstances and needs.