

TELFORD & WREKIN COUNCIL

HEALTH & WELLBEING BOARD – 17 JULY 2013

IMPROVING CARER'S HEALTH and WELLBEING and CARERS STRATEGY

REPORT OF: Christine Harrison, Service Delivery Manager - Commissioning

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1. This report provides a progress overview in relation to the Health and Well-being priority-Improving carers health and wellbeing (all age).It will provide an up-date in relation to the Adult Carers Strategy, provide an up-date to illustrate progress against the implementation action plan and provide an up-date in relation to young carers.
- 1.2. The Carers Strategy 2013-2016 and associated action plan as detailed in Appendix 1, has now been approved by both the Council at its Cabinet meeting on the 30 May 2013 and at the Clinical Commissioning Group (CCG) Board meeting on the 11 June 2013.
- 1.3. Carers have been fully involved in the development of the strategy and part of identifying the key areas to be addressed. Although the strategy has only recently been approved progress is being made and to illustrate this a number of carers will each be undertaking a short presentation to demonstrate their involvement, and provide their perspectives on how the carers services provided are supporting carers in their careering roles.
- 1.4. Currently there is a separate Young Carers Strategy and action plan 2012-2015 and the future aspiration is to develop a combined all age strategy. Progress to date against the action plan is detailed in Appendix 2.

2. RECOMMENDATIONS

That the Health and Wellbeing Board:

- Note the Carers Strategy 2013-16 has been approved by both the Council at its Cabinet meeting on the 30 May 2013 and by the Clinical Commissioning Group at its Board meeting on the 11 June 2013.
- Support the strategic priorities and associated action plan.
- Note that although the adult Carers Strategy has only recently been approved progress is being made.
- Support and recognise the value carers bring to the local health and social care economy.
- Note the continued progress against the action plan for young carers.

3. IMPACT OF ACTION - (How it is intended that action will make a difference)

- To ensure the carers agenda is owned and delivered we will work with a range of stakeholders and carers to refine the way we collate evidence to inform and shape the implementation plan while reflecting on co-operative council principles, Clinical Commissioning Group objectives, and Health and Wellbeing priorities.
- By involving carers who are best placed to inform and shape services to meet their needs and drive service improvement.
- Raising awareness to ensure carers are aware of what support is available to help and support them in their caring role, which will prevent crisis and reduce the need for more intensive carer and support services.

4. SUMMARY IMPACT ASSESSMENT

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| COMMUNITY IMPACT | Do these proposals contribute to a specific HWB Priority | |
| | Yes | <i>Improve carer's health and well being(all ages)</i> |
| | Do these proposals contribute to specific Co-Operative Council priority objective(s)? | |
| | Yes | <i>Openness and Honesty Ownership Fairness and Respect Involvement</i> |
| | Will the proposals impact on specific groups of people? | |
| Yes: Carers | Openness and Honesty: Carers Partnership Board meetings are open | |

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| | | <p>to the public. We actively engage with carers when undertaking commissioning reviews and transformation developments.</p> <p>Ownership: Carers are supported and facilitated to lead on Boards and working groups.</p> <p>Fairness and Respect: Carers have developed a working agreement to ensure carers and stakeholders contribute in a respectful and non judgemental way.</p> <p>Involvement: We seek to gain views and contributions from carers of all ages, cultures, gender and faiths those who are marginalised or isolated.</p> |
| TARGET COMPLETION/DELIVERY DATE | Referenced within the Carers Strategy 2013-2016 Implementation Plan. | |
| FINANCIAL/VALUE FOR MONEY IMPACT | Yes | <p>Carers make a significant contribution to the health and social care economy. Without unpaid carers the financial burden to both health and social care would be significantly increased.</p> <p>The Council and CCG currently have approved a pooled budget arrangement for Carers. This is also known as a section 75 agreement. This is a medium to pool Council and CCG investment into achieving better outcomes for Carers. The total investment in the pooled budget is £537K for 2013/14: of this the CCG contribution is £195K. In addition further investment of £110K by the CCG contributes to carer specific health services.</p> |
| LEGAL ISSUES | Yes | By way of background, the Carers and Disabled Children Act 2000 and the Carers (Recognition and Services) Act 1995 [as amended by the Carers (Equal Opportunities) Act |

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| | <p>2004] and regulations made there under currently provide carers with rights to assessment, to be informed about those rights, to services and to direct payments.</p> <p>On 10 June 2008 , the Government published it's policy document "Carers at the heart of 21st-century families and communities" setting out its strategy for carers. This followed "Caring about Carers" published in 1999.</p> <p>"Recognised, Valued and Supported: next steps for the carers strategy" was published on 25th November 2010 setting out 4 years of actions to support the Carers Strategy https://www.gov.uk/government/publications/recognised-valued-and-supported-next-steps-for-the-carers-strategy</p> <p>The law relating to carers will be amended by the Care Bill, once it receives Royal Assent.</p> <p>The Care Bill was introduced in the House of Lords on 9 May 2013.</p> <p>Most of the clauses in Part 1 (Care and Support) of the Bill were published in draft form in July 2012 (as the Draft Care and Support Bill) for consultation until October 2012 and pre-legislative scrutiny.</p> <p>The Bill currently contains 113 clauses, in four Parts, and eight Schedules. Factsheets and a glossary were published on 10 May 2013 to accompany the Bill</p> <p>The Bill is currently at the Committee Stage in the House of Lords and is timetabled to be considered at this stage on 3.7.13, 9.7.13, 16.7.13 and 22.7.13.</p> |
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| | | <p>Clause 10 creates a single duty to assess carers. It requires a local authority to carry out an assessment, known as a "carer's assessment", where it appears that a carer may have needs for support at that time, or in the future. The aim of the assessment is to determine whether a carer has support needs either currently or, possibly, in the future and what those needs may be.</p> <p>The duty to assess a carer will replace the existing duties in relation to the assessment of adult carers in section 1(1) of the Carers (Recognition and Services) Act 1995 and section 1 of the Carers and Disabled Children Act 2000.</p> <p>The Bill and subsequent Statute, once it receives Royal Assent, will be accompanied by relevant Statutory Instruments and Guidance, which will require the Strategy to be reviewed and updated as appropriate.</p> |
| EQUALITY AND DIVERSITY | Yes | As part of the development and delivery of the strategy and associated action no significant issues have been highlighted. Carers and stakeholders from a range of backgrounds continue to be engaged with reflecting a collaborative and partnership approach across health and social care economy taking into account national policy and local needs. |
| IMPACT ON SPECIFIC WARDS | No | |
| PATIENTS & PUBLIC ENGAGEMENT | Yes | In producing the Carers Profile (JSNA) and carers strategy, detailed and ongoing engagement has taken place with a range of health and social care providers, carers and other key stakeholders. The evidence is also supported by the Department of Health Survey for Carers, liaison with the Carers Forum and feedback |

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| | | <p>from the Carers Centre and other carer related providers.</p> <p>Carers contribute in a variety of ways from a strategic level via the Carers Partnership Board and Health Round Table to receiving local contributions from carers who attend the Carers Forum, Patient Representation Groups or from carers who attend support groups. Currently the Councils Community Engagement Team is working to identify further cohorts of carers who wish to contribute to developing the carers agenda.</p> |
| OTHER IMPACTS, RISKS & OPPORTUNITIES | No | <p>Carers' views are gained through a national survey run bi annually. The last survey being undertaken in 2012. Results of this survey can be found on http://www.hscis.gov.uk/article/2214/USER-survey-guidance-Carers-2012-13</p> <p>A Carers Profile (JSNA) provides a summary of data relating to local carers.</p> |

PART B) – ADDITIONAL INFORMATION

1. INFORMATION

1.1. Adult Carers Strategy up-date

1.1.1. Within Telford and Wrekin the local policy has been to support carers and develop service improvements, to increase the level of support offered thereby maintaining carers health and well being. The local strategy "Making Connections for Carers in Telford and Wrekin: 2013 – 2016" is reflective of the national expectations and key priorities while at the same time recognising the local health and wellbeing priorities.

1.1.2. The strategy was approved by the Council at its meeting on 30 May 2013 and at the Clinical Commission Group (CCG) Board meeting on 11 June 2013.

1.1.3. The Carers strategy highlights eight key outcomes which were identified by carers. These outcomes are as follows:

- Information, Advice and Support*
- Planning for the Future*
- Promotion of Well Being

- Time for yourself
- Having your say
- Addressing diverse needs
- A life outside Caring *
- Feeling financially safe and secure

1.1.4. Those items marked with an asterisk were considered by stakeholders as the top three outcomes to be addressed following consultation.

1.1.5. It is also our intention during the life of this strategy and the Young Carers Strategy and Action Plan 2012-2015 to explore the feasibility of developing a single, all age Carers Strategy.

1.1.6. The strategy covers a period of 2013- 2016 and is supported by a implementation plan. The plan will be monitored by the Carers Partnership Board. Milestones detailed with the plan are RAG rated and progress reporting will be fed into the Clinical Commissioning Board, Cabinet and Health and Well Being Board.

1.1.7. A copy of the Strategy and implementation action plan is provided in Appendix 1.

1.1.8. Progress against this plan will be monitored by the Health and Wellbeing Board and supported by the Carers Partnership Board. The Carers Partnership Board is also connected to a vibrant carer's forum and supported by the Carers Contact Centre and is forging links with Patient Reference Groups linked to General Practices.

1.2. Implementation plan progress

1.2.1. The Health and Wellbeing strategy priority position statement: May 2013 reported on early intervention and prevention making reference to two sub groups headed up by a Carers who reported to the Carers Partnership Board. This engagement promotes the principles of Co-operative Council values and illustrates how carer's involvement and engagement can make a difference. Through three short presentations carers will demonstrated the essence of the carers strategy eight outcomes and the impact carer engagement has had on them locally.

1.2.2. The presentation from carers will be in three parts:

- i. Carers Study: A short interview with Tracey Wilson illustrating how she became a carer, initial thoughts and challenges in taking on the role. Balancing work, studying, family life and being carer leading to what has made a difference in Telford and Wrekin. This will link to all eight outcomes in particular how we identify carers, provide information, support and advice, focusing on carer well being and having a life beyond the caring role.
- ii. A life outside Caring: Will illustrate the key areas of discussion and demonstrate where partnership working is occurring with Job Centre Plus/Wrekin Housing/TCAT as an example.

- iii. Carers Cookery Workshops: Will illustrate how carers of all ages are accessing three workshops which are held in local schools or on the cookery bus. Working in partnership with Council catering team and public health sessions are being delivered to Men, new to cooking, Young Adult Carers and Women who are cooking for one, learning budgeting skills, nutrition or require inspiration to cook.

1.3. Young Carers

- 1.3.1. The Young Carers Strategy and action Plan 2012-15 details the approach to support Young Carers living within Telford and Wrekin.
- 1.3.2. A progress report detailing progress against the implementation action plan is provided in Appendix 2. The report highlights the positive connection to Family Connect to ensure early identification of young carers.
- 1.3.3. The Carers Centre continues to provide support for young carers and stronger connections to both adult and young carers support has been developed by combining the service level agreement the council has with the Centre.

2. **IMPACT ASSESSMENT- Additional Information**

No additional information to be supplied.

3. **PREVIOUS MINUTES**

- Health and Well Being Strategy Priority Position Statement for Carers: May 2013.

4. **BACKGROUND PAPERS**

For the Board to note the following:

- Carers Strategy 2013- 2016: Making Connections for Carers in Telford and Wrekin and associated implementation plan.
- Pooled budget paper agreed on 6th December 2012 at Cabinet (CP71)
- Cabinet Paper-Carers Strategy, 30th May 2013
- Clinical Commissioning Group Board Meeting- Carers strategy, 11th June 2013.

Report prepared by

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Details of carers contributing to Health and Well being presentation:

Louise Langham: Chair of CPB, representative on Health Round Table. Former carer who looked after her mother with dementia. Louise is chair of a Promotion of Well being sub group which is focussed on Healthy Eating. The

well being of carers is an important factor in their ability to continue in their caring role.

Tracey Wilson: Current carer to husband who had a stroke, distant carer to her father and parent. Tracey is vice chair of CPB, works part time and is actively promoting carer champions within Patient Representative Groups.

Denise Jackson: Former carer for both of her parents. Denise is chair of 'A life outside caring' sub group linked to CPB. A life outside caring is a one of the eight outcomes within the Carers Strategy. A life outside caring focuses on Employment/Education/Housing and Financial matters.

Appendix 1- Carers Strategy 2013-2016 and implementation action plan



*Telford and Wrekin
Clinical Commissioning Group*

**THE
TELFORD & WREKIN
MULTI-AGENCY
STRATEGY FOR
CARERS**

2013 – 2016

**MAKING CONNECTIONS FOR
CARERS IN TELFORD & WREKIN**



Telford & Wrekin
C O U N C I L

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1 FOREWORD

Welcome to Telford and Wrekin's carers Multi-Agency Strategy and action plan which sets out our local vision for Carers services.

Locally, we acknowledge and value what carers provide day to day and the impact this has on their own lives. Within the context of this strategy, supporting carers in Telford and Wrekin is everyone's responsibility and through this we will illustrate our commitment to carers.

We know many people do not recognise themselves as being a carer. Some carers are on their own and others are part of a family where there is 'shared caring'. We also know that situation for each carer is different. This strategy is about taking a personalised approach to supporting carers.

Caring can take its toll on your finances, your health, social life and impact on family, education and employment opportunities. However when carers are given good quality information, advice and support they are prepared and very resourceful. We know that carers go to great lengths to provide care for individuals for as long as possible in their own home.

We also recognise we are on a journey of developing support and services for carers living within Telford and Wrekin. In particular we recognise further work is required in identifying carers who have diverse needs such as those people from Black, Minority and Ethnic communities, hidden carers, those who are socially isolated or in dual or multi- caring roles.

Over the past five years carers have worked with us as expert partners to identify those priorities which matter to them. We have taken into account the new national priorities identified by Government to ensure a consistent approach is established to provide a lasting legacy for the future. The model "Making Connections for Carers in Telford & Wrekin" illustrates the priorities and outcomes you have asked us to address. In addition the Health and Well-being Board has made 'Carers' one of their nine overarching, strategic priorities.

The priorities set within this strategy will be supported by an action plan to ensure outcomes are delivered. A pooled budget arrangement has been agreed between Telford & Wrekin Council and the Clinical Commissioning Group to ensure the necessary financial resources are available. The monitoring of the action plan will be undertaken by the Health and Wellbeing Board and the Carers Partnership Board, where carers actively contribute to discussions and debates. From a grass roots level, continued engagement with the Carers Forum will ensure carers have the opportunity to influence and shape future services which affect both carers and the person for whom they care for.

We are delighted to present this strategy as a testimony of our local commitment to carers. Over the years it has been our intention to improve our offer to carers and we recognise further work is required. We are proud of

the services and relationship we have already developed with carers and welcome a continuation of honest and respectful engagement in the future.

As part of this engagement we would like to consider, when this Strategy and the Young Carers Strategy are next due for renewal, the feasibility of developing an all age Carers Strategy for Telford and Wrekin.

Signed.....Paul Clifford
Director Care, Health and Wellbeing

.....Mike Innes
Clinical Chair of the Clinical Commissioning Group

Signed.....Laura Johnston
Director Children and Family Services

2 WHO IS A CARER?

A carer is someone of any age who provides unpaid support to a family member or to a friend who could not manage without their help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son, or best friend and just 'getting on with it'.

*“Carers don’t choose to become carers: it just happens and they have to get on with it; if they did not do it, who would and what would happen to the person they care for?”*¹

3 BACKGROUND

This strategy sets out the vision for the delivery of carer’s services. It is the first refresh of the Telford and Wrekin Multi-Agency Carers Strategy which was first published in 2008.

The refreshed strategy reflects the original intentions of *the ‘National Carers Strategy – Carers at the heart of 21st century families and communities’*. (2008)² and builds on the national refresh undertaken by the Coalition Government in 2010 entitled *‘Recognised, valued and support: Next steps for the Carers Strategy’*.³

In addition the refreshed strategy and action plan acknowledges work that has been undertaken with a range of partners and stakeholders over the last five years. It demonstrates the positive relationships that have been developed between the carers, the Local Authority as a Co-operative Council,⁴ NHS Telford and Wrekin, the voluntary sector, social care enterprises and the local community. It is through this relationship that outcomes will be achieved, thereby supporting and empowering people to take control of their life choices and well being.

4 NATIONAL CARERS CONTEXT

Telford and Wrekin’s strategy takes account of the principles embraced in the National Carers Strategy. These principles are outlined below, in full for information.

Vision

- Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individual needs, enabling carers to maintain a balance between

their caring responsibilities and a life outside caring whilst enabling the person they support to be a full and equal citizen.

Outcomes

1. Carers will be respected as an expert partner and will have access to the integrated and personalised services they need to support them in their caring role
2. Carers will be able to have a life of their own alongside their caring role.
3. Carers will be supported so that they are not forced into financial hardship by their caring role.
4. Carers will be supported to stay mentally and physically well and treated with dignity
5. Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods.

The vision and outcomes emerged through a period of consultation during 2012 and commentaries received from the Standing Commission on Carers which is the Government's expert advisory group.⁵

The key messages from the national consultation were around a range of themes reflected in the bullet points, below:

- Timely access to information at various stages of the carer's life.
- Carers can feel excluded by clinicians.
- Accessing information can be overly bureaucratic and slow.
- Carers often feel forced to give up work.
- Neglect of carers health and well being.
- Taking a break to sustain their role as a carer
- Carers felt the value of Carers Allowance is inadequate and rules around overlapping benefits unfair.
- Working together to support young carers should be embedded

From the above key messages illustrated in the National Carers Strategy, the following four key national priority areas were identified for adults.

Priority 1 Identification and recognition:

- Supporting people with caring responsibility to identify themselves as carers at an early stage.
- Recognising the value of their contribution and involving them from the onset in designing local care provision and in planning individual care packages.
- Engaging carers in developing strong local communities to ensure they do not feel isolated.

Priority 2 Realising and releasing potential

- Enabling and encouraging carers with caring responsibilities to fulfil their educational and employment potential.

Priority 3 A life outside caring

- Personalised support both for carers and those they care for. Promoting a flexible approach in the way care and support is provided enabling all to have a family and community life through whole family approaches.
- Assessments are timely and accessible.
- Placing carers at the centre to deliver better services and outcomes which save money which can be reinvested in new services.
- Promote the benefits of Assistive Technology including telecare which can reduce dependency on carers and family members.
- Opportunities for growth in local models of care and support including the promotion of volunteering.

Priority 4 Supporting carers to stay healthy

- Supporting carers to remain mentally and physically well through prevention and public health agenda.
- Prevention and early interventions for carers throughout key stages of carer's life and care pathway.
- Supporting Carers by learning from research in providing support for carers, effectiveness of health and well being checks.
- Supporting parent carers of disabled
- Supporting carers in military families.
- Promoting health and well-being in local communities through public health function.

5 SCOPE OF THE LOCAL STRATEGY

Telford & Wrekin Council and NHS Telford and Wrekin have recognised the importance of implementing the strategy in a transparent, consistent and equitable manner which also delivers practical and emotional support to the carer and the person they care for.

We acknowledge that people come to the role of caring at any age. Carers are potentially a vulnerable or marginalised group and require a planned and co-ordinated approach.

Over the last five years we have developed and improved our engagement with carers, ensuring we continually seek and listen to their views. We have engaged with carers through surveys, focus groups, workshops, consultations, the Carers Forum and the Carers Partnership Board. Carers have told us what is important to them and what would make a difference while they are caring and after their caring role ceases.

Locally, we respect and acknowledge the value which consultation and engagement with carers brings and how this influences and shapes the delivery of locally delivered services. We have listened to what carers have said and acted on it. For example, we have reviewed our commissioning intentions to ensure clearer transition arrangements are in place for when young carers move from childhood to adulthood, ensuring information, advice and support is available at appropriate times during a carer's life.

Although this strategy will primarily focus on supporting adult carers (18 years plus), it should be read in conjunction with the Young Carers Strategy and Action Plan 2012-2015. An overview of the strategy relating to young carers, including key priorities, is available in Appendix 2.

6 NATIONAL POLICY CONTEXT

Nationally carers are estimated to save the health and social care economy £400 billion.⁹

The National Carers Strategy 2010³ and NHS Operating Framework 2012-13²³ give recognition to the vital role carers play in our health and social care economy. These documents influence how services are delivered through local planning arrangements and budgets setting. In addition other national policies which reflect carers needs include:

- Putting People First, Provisional budgets for older people – making it happen (DoH 2010).⁶
- Equity and Excellence – Liberating the NHS (DoH - 2010).⁷
- Recognised values and supported – next steps for the Carers Strategy 2010.³
- Dementia Strategy: DoH 2009.¹⁴
- National Carers Strategy - Carers at the heart of 21st century families and communities (2008).²
- Real change no short change (Carers UK) 2008.⁸
- Valuing carers – calculating the value of unpaid care (Carers UK 2007).¹¹
- The Carers (Equal Opportunities) Act 2004.¹⁰
- Disability Discrimination Act (2005).¹⁷
- Flexible Working and Families Act (2006).¹⁸
- Carers (Recognition and Services) Act 1995).¹⁹

7 LOCAL POLICY CONTEXT

We have shaped our local response to carers' health and social care needs through national policy (above) and reflected them in local documents below, including:

- Local Accounts Plan 2012-13.¹¹

- Telford and Wrekin Health and Wellbeing Strategy and agreed priorities 2013.¹²
- Dementia Strategy 2012.
- Children, Young People and Families Plan
- Young Carers Strategy and Action Plan 2012-15

These local documents reflect the ongoing commitment of Telford & Wrekin Council and Telford and Wrekin Clinical Commissioning Group to commission and deliver the services and support for carers to make a positive difference to their lives and the role they undertake.

8 LOCAL PROFILE

In Telford and Wrekin:

- It is estimated that there are 17,944 people over the age of 5 years providing unpaid care.¹⁶
- Carers, including young carers, are likely to be female with the largest proportion are aged 45-64 years.²¹
- It is estimated that half of carers look after someone over 75 years.²¹
- The more intense caring roles are more likely to be in situations where the carer is caring for someone less than 75 years of age.¹⁶
- The number of assessments and services delivered is above the national average.¹⁶
- The number of carers receiving a service as a result of a carer's assessment dropped in 2010/11.²¹
- Approximately 2,000 carers (adults/children) are known to the Local Authority.²¹

Information provided by carers in response to a National Carer's Survey (2009/2011) (JSNA 2012)¹⁶ suggests that carers in Telford & Wrekin are:

- Most likely to care for one person.
- Most likely to care for a spouse or partner.
- 75% care for someone over 55 years of age.
- Live with the person they care for.
- Likely to care for someone with either a physical disability or long term illness
- Young carers are most likely to be caring for their mother, with the most likely reason being they have mental health and or physical disability needs.

9 FINANCIAL INVESTMENT IN CARERS

Local Authority

Historically, prior to 2008 all local authorities were allocated a Carers Grant as part of their base budget. Although this grant no longer exists, the council has maintained its commitment to supporting carers. Funding allocation for carers is provided in Appendix 3.

Clinical Commissioning Group (CCG)

The CCG has increased its financial contribution to Carer services and development. This commitment has been endorsed through the adoption of a pooled budget arrangement which has been recently formalised. This commitment is demonstrated in key areas, for example respite, emergency support, Admiral nursing and Manual Handling support for carers.

10 WHAT ARE TELFORD AND WREKIN KEY PRIORITIES FOR CARERS?

Through detailed consultation Telford and Wrekin carers have identified eight key priorities which reflect concerns that local carers face: These themes support priorities/outcomes which are illustrated within the Appendix 1 jigsaw model '*Making connections for Carers in Telford and Wrekin*'

The priorities are as follows:

- 10.1 Information, Advice and Support
- 10.2 Planning for the future
- 10.3 Promotion of well being
- 10.4 Time for yourself
- 10.5 Having your say
- 10.6 Addressing diverse needs
- 10.7 A life outside caring
- 10.8 Feeling safe and secure

Within the remainder of this strategy, the eight priorities will be examined, taking a local response on what carers are saying and how this dialogue shapes the direction we need to take to address these needs.

10.1 INFORMATION, ADVICE AND SUPPORT

Our local priority:

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| 10.1.1 Supporting individuals with caring responsibilities to identify themselves as carers at an early stage. |
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We acknowledge the difficulty in reaching those individuals who do not recognise themselves as carers and are reluctant to seek help and advice. First, we have to help them to recognise they are a carer and that it is 'okay' to be a carer, and they can be supported. Second, and part of the way we do this is through provision of a range of information. We will make sure that increasingly information is widely accessible.

What carers say “Give information out on first contact and at various stages of the carer’s life”

10.1.2 Accessing information and resources which promote choice and inform good decision making.

We know good quality information and advice is essential in how carers reach a decision. Information can shape what steps carers take, ensuring they have the confidence and are informed to access appropriate support. This leads to greater choice and control in the services they purchase and receive.

What carers say ‘Not all carers have access to the Web? Information needs to be in different styles and formats’.

10.1.3 Promotion of Carer Assessments.

Government legislation has placed emphasis on the value of undertaking carer’s assessments.

Effective assessments are a critical key to delivering personalised, need led services. Without the assessment, needs fail to be identified and remain ‘unmet needs’. The assessment looks at the impact of their relationship with the cared for and roles that caring brings. It also highlights the interdependencies that most of us have with those closest and important to us.

Another benefit of an assessment is the opportunity for the carer to reflect on their own role and recognise the impact on their own health and well-being. In turn this prevents and reduces the incidences of a breakdown which lead to a greater dependence on other services.

Through the recent national welfare reforms carers’ entitlement to an assessment increases. It is therefore important that services ensure that every contact counts when coming into contact with potential and known carers.

What carers say “Carers Assessment should be offered We should not need to ask”

| What we wanted to achieve | What we did |
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| Improve information for carers | <ul style="list-style-type: none">• Produced ‘Do you look after someone’ leaflet and distribute widely• Developed web-site information and Social Network site links• Placed a Carers Notice Board in every GP practice, with lots of local information and contacts |

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| | <ul style="list-style-type: none"> • Published a revised Adult Care and Support Directory • Signposted carers to the Carers Centre for information, advice and support • Piloted a Carer Link Worker at the Princess Royal Hospital to seek out carers and signpost them to the right support • Provided regular information about forthcoming via local radio and press releases • Arranged a 'market stall event' to raise awareness of key areas, e.g. Respite, particularly with parent carers |
| Provide opportunities to increase knowledge | <ul style="list-style-type: none"> • Created an Electronic Carer Aware Awareness programme for Carers to use |
| Greater awareness through promotion | <ul style="list-style-type: none"> • Continually promoting Carers events, including for example: Carers Rights Day, Carers Forum; Carers Week • Promoted the Carers Forum as a real opportunity to exchange views and gain insights and awareness as well as inform future commissioning |
| Champion Carers | <ul style="list-style-type: none"> • Appointed a Carers champion in each Adult Care and Support Team |
| Carer Intelligence | <ul style="list-style-type: none"> • Improved collection of carer intelligence so as to shape and improve future commissioning decisions. • Used client surveys to gain more feedback from carers on services to improve future development |
| Traning | <ul style="list-style-type: none"> • Developed and delivered awareness training to professionals entitled ' Spotlight Carers' to health and social care staff |

Our actions for the future

- **Continue to review** the type of information we produce and disseminate, making sure it is accessible, engaging and widely circulated
- **Develop web based 'My Life'** portal to maximise availability of information and **available in a range of** other options such as web based leaflets and directories.
- **Encourage signposting** between partnerships organisations.
- **Promote early identification** of carers
- **Improve the level of information and support** available in **public venues used by carers**
- **Development of a Carers Card to ensure carers** receive their own assessment .
- **Continue to develop** robust methodology for collection of carer intelligence to inform future planning

10.2 PLANNING FOR THE FUTURE

Our local priorities

10.2.1 Taking the pressure out of caring which enable carers to take greater control over their caring role.

There are approximately 4,100 adults locally who are providing care for someone for 50 or more hours a week including a small but significant number of young carers who report this intensity of caring. We aim to develop different, more personalised approaches which can provide carers and families with greater choice and control over their lives.³ For example, increasing the use of Personal budgets which give flexibility in purchasing support as well as promoting greater independence.

More recently, the development of Assistive Technology has assisted to promote independence and autonomy and reduce vulnerability for the carer and cared for. Following an assessment, Assistive Technology may reduce the need for home support and increase their level of independence by using electronic tools to remind people to take medication, keep appointments or carry out everyday tasks.

What carers say

Assistive technology evaluation comment.

'The person I care for's level of anxiety and challenging behaviour has reduced'

'There has been an improvement in carers mental well being and quality of life'

10.2.2 Promotion of pre planning arrangements including advanced wills, enduring powers of Attorney

Both national and local evidence indicates carers worry there would be no one to look after the person they care for. The principle of planning for these eventualities such as advanced wills, living wills and enduring power of attorney and emergency planning arrangements can provide peace of mind.

Often carers acknowledge the need, but do little to put plans in place until a crisis occurs. Through campaigns and at points when carers come into contact with services, carers should be made aware of the range of options available and the benefits that early ‘take up’ can bring.

What carers say Emergency Response Carer Service: ‘Knowing someone will help in a crisis is a relief’

| What we wanted to achieve | What we did |
|---|--|
| Increase use of Assistive Technology | Developed Assistive Technology to promote individual safety and carer peace of mind so as to increase independence of carers whilst still providing ‘peace of mind’. |
| Emergency response | Launched the Emergency Response Carer service (launched February 2012) to provide 24x7 response during times of crisis for up to 48 – 72 hours, including Weekends and Bank Holidays. |
| Individual budgets | Promoted and increased take up of individual budgets to increase choice and flexibility in care planning arrangements |
| Communication | Established the ‘Who I am’ Passports which hold personal information and are used by individuals who have difficulty in expressing their needs and wishes when going into organised care (hospital, respite, residential or nursing). This includes people with dementia or learning disability. |
| Young Adult Carers | The Carers Centre piloted a Young Adult Carers workshop to provide one to one support to younger adult carers. |

Our actions for the future

- Continue to promote emergency planning arrangements and review the impact the service is having on carers and cared for lives.
- Work with Health and Social Care organisations, care providers and employers to identify and empower carers at an early stage and throughout their caring life.
- Continue to promote carer awareness through raising awareness workshops, collaborative practices and partnership working.
- Continue to promote personal budgets to increase carers' ability to take greater control over their personal and caring lifestyle.
- Raise awareness and promote the use of assistive technologies to reduce dependencies and support carers in their caring role.
- Raise awareness of the importance of pre-planning arrangements such as living wills, advanced will planning.
- Development of sustainable Advocacy Services which provides expert advocacy for carers.
- Focussed work with young adult's carers aged 18-25, parent carers with families and those with complex needs.

10.3 PROMOTION OF WELL BEING

Our local priority:

10.3.1 Early identification of carers and signposting to resources which supports carers to maintain their emotional, physical and mental well being.

National data informs us that every day another six thousand people take on a caring responsibility providing high levels of support.

Carer UK report that there is a clear relationship between poor health and caring.⁸ Due to the impact of long term caring (duration and intensity) this creates additional strain on the health and well being of the carer. Locally, we know this impacts on our family carers, including young carers who are most likely to be caring for their mother who has mental health issues and or physical disability .²¹

The Dementia Deep Dive (JSNA for Dementia)²² identified carer 'burn out' as one of the key reasons for admission to hospital. However, carer support and counselling at the point of diagnosis of the condition, can reduce care home admissions by 28%. This would translate to a local saving of over £1million in social care provision.

Carers can play an important role in noticing changes in the physical, emotional and mental well being of the person they care for. This knowledge and observation can contribute to the treatment and care planning of the person they care for.

Over time, the pressure of constantly caring brings its stresses and strains. If these pressures are neglected it can have dire consequences for the carer, and contribute to a breakdown of support for the person they care for. We also know that carers are twice as likely to neglect their own health.² It is this deterioration we need to monitor and address.

In summary, the promotion of regular monitoring of carer's health and well being checks supplemented with workshops and educational support enables carers to continue in their caring role, whilst maximising greater control over their life style and the choices they make.

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| What carers say Moving and Handling Adviser for Carers: Comment from Carer. 'This service should be offered to all new carers to prevent the development of repetitive strain'. |
|--|

10.3.2 Engaging with carers as expert partners

Carers can be directed or supported to take greater control over their lives by accessing information, advice and support at an early stage of their caring role. Taking regular breaks, having a health check, learning safe moving and transfer techniques, seeking specialist support, attending workshops and vocational programmes all assist and enable carers to become expert partners in the care they deliver.

We recognise the value of working alongside current and former carers accessing their knowledge and skills to inform our practice and commissioning arrangements. Some carers are utilising their skills gained through caring to participate in peer support initiatives, whereby they provide training to health and social care staff in workshop settings.

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| What carers say Learning Together workshops for Carers: |
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"The sessions have been invaluable"
"Meeting others has been a great help"
"Knowing you are not alone"
"Enjoyable and informative"

Creative Workshop:

"During the workshop I was asked how I felt before and after the session. I found this really helped me to realise what benefits I was getting from the workshops, and for a few hours to be able to loose myself."

| What we wanted to achieve | What we have done |
|---|---|
| Practical workshops | Delivered sessions to carers on: <ul style="list-style-type: none"> • personal care, • moving and handling • managing medicines • First Aid • Well being These sessions have improved confidence and supported carers to concentrate on their role. |
| Training for Carers | Local delivery of Expert Patient Programme ‘looking after yourself’ and Learning Together Workshop. |
| Carers as Educators | In partnership with Dementia UK and Uniting Carers, we promoted the “Carers as Educators” initiative, so that carers are involved in training local home and domiciliary care providers. |
| Substance misuse and alcohol | Through the ‘Concerned Others’ initiative, in partnership with NACRO and IMPACT, work has taken place to support those who are affected by someone else’s drug or alcohol dependency. Carers have gained peer mentoring skills to help work with others in similar circumstances. |
| Commissioning additional support | Promoted carers wellbeing through the following services: <p>Admiral nursing</p> <ul style="list-style-type: none"> • In partnership with Dementia UK established an Admiral Nursing service to provide post – diagnosis support to family and carers. <p>Relationship Counselling</p> <ul style="list-style-type: none"> • Working with Relate, commissioned a ‘relationship Counselling for Carers’ service <p>Moving and Handling</p> <ul style="list-style-type: none"> • Established a Moving and Handling family Carer Advisor service to educate carers in safe handling techniques. |
| Professional awareness training | Using Department of Health funding, and working in partnership with the Carers Centre, delivered awareness raising training directly to Health and Social Care professionals. |

Our actions for the future

- Work alongside General Practices to identify carers at an early stage and offer health and well being checks.
- Develop Healthy Eating workshops to improve basic cookery skills, nutritional awareness and budgetary skills.
- Work with carers and former carers to look at promoting a life beyond their caring role.
- Continue development of the Dementia pathway, ensuring carers are supported at a various stages of their caring role.
- Continue to promote individual payments and personal budgets which enable carers to access a range of flexible care and support opportunities.
- Continue the promotion of well being sessions for carers.
- Work with carers to develop a broader range of local provision which provides time away from their caring role.
- Promote specialist carer services which enhance well being, such as Admiral Nursing Service, Safe Moving and Handling, those affected by someone else's addiction and relationship support.

10.4 TIME FOR YOURSELF

Our local priority:

10.4.1 Enabling carers who provide required support to take time away from their day to day caring role.

It is acknowledged that caring can be a factor in starting or deepening social exclusion and isolation. National research shows that carers are keen to have opportunities for their own personal and social development. ⁴ From evidence collated within the carer's survey we know that:

- Less than one third of carers reported being able to spend time doing things that they want, having space/time to be themselves or have control over their daily lives
- 16% reported they neglect themselves.
- 15% have little social contact and feel isolated
- A quarter of carers report having been a carer for over 20 years.

What carers say Carers Singing Group:

“I want an opportunity to be me again”

Art and Painting Workshops:

“Two hours to think about nothing else”

10.4.2 Maximising opportunities to access a range of respite opportunities.

We recognise the importance of the day to day role that carers undertake in providing support for the person they care for. The constant impact of caring can take its toll on the physical, emotional and mental well being of the carer. We acknowledge the opportunity for time away to re-charge their batteries can bring benefits to both the carer and the person being cared for.

Providing a range of planned flexible respite options such as a week's break, a day or half day opportunities, can be beneficial to all parties including the health and social care economy. The opportunity for carers to access recreational support introduces a new dimension to how carers can take 'time away' for themselves. It is through a Carers Assessment that such needs can be recognised thereby helping the carer to identify key areas of need and recognise the importance of taking regular breaks to avoid a crisis or breakdown.

What carers say "I have been a carer for many years caring for my son 24 hours a day, seven days a week? I avoided registering as a carer as I did not want people to think that I felt caring was a problem"

| What we wanted to achieve | What we have done |
|--|--|
| Short Term breaks/ respite for ALD carers | <p>Market Place</p> <ul style="list-style-type: none"> • We held a market place in July 2012 to provide information of local and national respite opportunities for parent carers of people with learning disabilities. • Worked closely with Parent Carers of people with learning disabilities to understand and respond to current and future need for short term breaks/respite. • Provided recreational respite for carers including: free pamper sessions, Tai Chi, creative workshops, sailing, birds of prey workshops and free access to Ironbridge Museum • Following success of 'Me Time', (creative arts project); established a Creative Arts room at Oakengates Theatre |
| Commissioning additional support | <p>Low Level prevention</p> <ul style="list-style-type: none"> • Provide low level preventative |

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| | <p>services to support carers and those they care for to remain in control of their lives and reduce dependency on costly services.</p> <p>Admiral Nursing</p> <ul style="list-style-type: none"> • Piloted a service which provides carers of people with dementia with practical support in the home. <p>Increased provision</p> <ul style="list-style-type: none"> • Sharpened focus of commissioning so as to increase local diversification, including supporting new micro market providers. <p>British Red Cross</p> <ul style="list-style-type: none"> • Increased basic support to people after discharge from hospital through 'stay at Home' and 'Help at Home' services. <p>Community Alarms</p> <ul style="list-style-type: none"> • Re-commissioned the Community Alarms service providing low level support which leads to greater 'peace of mind' for carers. <p>Extra Care</p> <ul style="list-style-type: none"> • Investment in Extra Care Commissioned Housing leading to reduce social exclusion and isolation. <p>Carer Link Worker</p> <ul style="list-style-type: none"> • Piloted a Carer Link Worker at the PRH to support those new to caring, or worrying how they will cope when the cared for returns home. <p>Grants</p> <ul style="list-style-type: none"> • Increased funding to Carers Direct Services Grant (Carers Award payment) and Short Term Break Grant which offer financial support to enhance carers lifestyle and well being. |
| Befriending service | <ul style="list-style-type: none"> • Worked in partnership with Age UK to establish a befriending Service and Carers Cafe |

Our actions for the future

- Promote personalised support for carers which encourage greater choice and control in how they respond to their caring responsibilities while addressing their own personal and well being needs.
- Promote carer breaks (both recreational and traditional) while developing a greater diversity in respite opportunities recognising carers are as individual as the person they care for.
- Evaluate the provision of recreational support for carers and consider a range of options which offer:
 - a) time away from their caring role and/or
 - b) with the person they care for

10.5 HAVING YOUR SAY

Our local priority:

10.5.1 Promote carer contribution in the shaping and delivery of local services which reflect co-operative council and Health and Wellbeing principles.

Carer's representation has been profiled through the development of the Carers Partnership Board. The growth of the Board has enabled carers to have a stronger voice in how services are shaped whilst acknowledging their participation and engagement as a fundamental part of local democracy, governance and collaborative working.

Carers have influenced the local direction of carer services and actively contributed to and shaped service planning, commissioning and contract monitoring. The development of the Carers Partnership Board has allowed carers, voluntary sector, care providers, elected members and health and social care managers to collectively combine their skills, experience and knowledge to shape and influence delivery of improved services for both carers and the people they care for.

Carer representation continues to be profiled in other ways. These include:

- Patient User Group representation within General Practices.
- Community Panel: Carers are amongst local residents who are registered members of Telford and Wrekin Community Panel. The Panel comprises of a group of local people who volunteer to give their views and ideas on a range of local issues and services. The Council listen to and takes into account the views of the Community Panel when planning and delivering local services.

- Carer representation on the Health Round Table: Where carers and other people who access health services are providing governance relating to the development of Clinical Commissioning Group.
- Contributing to the development and commissioning of Health Watch.
- Two carers are members of the Admiral Nursing Advisory Group which shapes the delivery of this service
- Carers form part of the membership of the Adults with Learning Disability (ALD) Partnership Board.
- Carers contributed to the commissioning of the Emergency Respite Carers' Service and subsequently contributed to the Steering Group membership.
- Carers' Forum and agenda is influenced by carers. The Forum provides a comparative check on how services are being accessed and received.

From a health perspective carer representation has been part of the Health Round Table which is part of governance arrangements linked to the Clinical Commissioning Group. In addition the local Health and Well Being Board made carers a key priority in 2013.

10.5.2. Development of carer ambassadors and champions

One way in which we can identify carers in our local community is to understand who carers are.

This work can start with local health and social care providers, employers and other stakeholders. The establishment of carer champions/ambassadors assists to raise awareness and signpost to information, advice and support. This awareness can assist to develop dialogue with carers from different backgrounds and communities.

| What carers say | |
|---------------------------|--|
| Carers Partnership Board: | “We welcome the opportunity to be involved and have the opportunities to proactively respond to the carers’ agenda.” |
| Admiral Nurse: | “It is a great help knowing some one is listening to me.” |
| Me Time: | “For me, it’s that someone has recognised that there is a need.” |

| What we wanted to achieve | What we have done |
|---|---|
| Establish a Reimbursement policy | <ul style="list-style-type: none"> • Carers are reimbursed for time given and expenses when undertaking roles/ functions on behalf of the Council. |

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| <p>Carers Partnership Board to support carers</p> | <ul style="list-style-type: none"> • Established an effective Carers Partnership Board, • Supported the shaping and transformation of adult social care including the development of Carers Champions in each Adult Social Care Team • Established a Carers forum to collect the views of carers to inform other stakeholders including the carers Partnership Board and Commissioning • Developed a membership Support Pack to inform members and support governance • Hosted a ‘fact finding visit’ from the National Standing Commission for Carers. • Championed the creation of the Carers Commissioning Officer post to promote joint working across Telford & Wrekin Council and Telford & Wrekin CCG • Carers supported the commissioning of the Emergency care Response Service and Healthwatch |
| <p>Participation and contribution</p> | <ul style="list-style-type: none"> • Active representation on the Health Round Table, influencing the formation of the Clinical Commissioning Group. • Developed a carers question around employment to be included in the National Carers Survey 2012. • Increased representation on various Boards including: <ul style="list-style-type: none"> • Emergency Response Carers Service steering group • Admiral Nursing Advisory Group • A range of task groups focussing on; A Life outside Caring, Healthy Eating. • Representation on CCG Health Round Table |
| <p>Supporting young carers</p> | <ul style="list-style-type: none"> • Supported young adults through the transition from young carer to adulthood carer by combining |

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| | young carer and adult carer services |
| Peer Mentors | <ul style="list-style-type: none"> Established Carer Mentors who help others through being carer or peer educators, for example: the delivery of the dementia or addiction services. |

Our actions for the future

- Continue our positive track record to seek out and engage with carers in shaping services within our local community: contributions that embrace ‘Cooperative Council’ principles which include: Involvement, Openness and Honesty, Fairness and Respect, and Ownership.
- Ensure meetings are held at times and in ways that recognise the pressure of caring and are accessible to a wide range of carers. Consider involvement through email, letter, virtual meetings, and social media.
- Seek out views from carers who do not attend groups or meetings.
- Extend our ability to listen and seek views which represents the diversity of carers needs from the youngest to the oldest carer, current and former carer experiences, recognising all views are important.
- Appoint high profile Carer Champions/Ambassadors within health and social carer services including local employers and services to raise awareness and identify carers
- Actively seek out and increase carer representation in a range of environments such as
 - General Practice Patient User Groups
 - “Your Voice” Telford & Wrekin Council community engagement campaign.
 - Health Watch.
 - CCG Health Round Table

10.6 ADDRESSING DIVERSE NEEDS

Our local priority:

10.6.1 Promote opportunities and encourage access for socially disadvantaged, hidden and former carers to have a life of their own through personalisation approaches.

To address diverse needs, Telford and Wrekin recognises there are two equally important areas of work to progress. Firstly, carers are a diverse

range of individuals with different needs. At the heart of this strategy is our commitment to work in a flexible and responsive way, providing appropriate and timely support to all. Secondly, it is essential that we improve engagement with carers from different backgrounds and cultures, taking account of age, gender, sexuality disability, religion/belief, and different cultures.

When we speak about the diversity of carers we include:

- young family members,
- young adults seeking employment and taking the next steps in their education
- single people: those who have married/divorced/ or have never married.
- adults with extended families living together
- families who support second and third generation
- middle aged adults with dependent children and older parents

Carers can feel isolated and adrift within their community. The task of caring can be intense and can separate and promote a disconnection from community life and lead to isolation. This disconnection can impact on the health and well being of carers who often become invisible and then ignored.

National guidance describes carers as hidden. All organisations within the public sector including health should be skilled in recognising the indicators of being a 'hidden carer' and responding appropriately. We know from carers who provide regular care they do not acknowledge or recognise the extent of the role they undertake. When carers are asked why they do not see themselves as a carer, they are reported to say:

'He is my husband, brother, partner, friend, neighbour'.

For some carers, the fact that they are in 'relationship' with another person negates them identifying themselves as 'a carer'. This can be true when members who are bringing up their own family also supporting older family members. This type of carer is referred to 'Sandwich Carers'.

What carers say 'Caring is my personal choice and I do not want anyone looking into my affairs'.

10.6.2 Develop opportunities which assist to reduce isolation, exclusion and break down barriers of engagement with carers from different cultural backgrounds, including former carers

For some individuals who belong to different ethnic or religious communities they decline to identify themselves as a carer even though national research indicates that carers from black and ethnic communities (BME) provide more care proportionately than white British carers placing them at greater risk of ill health, loss of paid employment and social exclusion.

For example, when a local carers survey was distributed in 2009/10 to 125 BME carers (8.8% of our known carers), only one response was received. Telford and Wrekin wishes to gain more understanding of how it can effectively create better alignment so as to responds to needs, whilst respecting different cultures and beliefs.

Another group of individuals who can become marginalised are those caring role has changed or ceased. This might be for a range of reasons including, for example:

- the cared for dies.
- the cared for enters residential/nursing care.
- the cared for moves into supported living.
- the cared for's quality of life improves.
- the carer decides not to continue to provide support.

Carers who have experienced these situations tell us that after many years of investing their time in caring the impact of loosing this role can produce a loss in identity, self worth, confidence and self esteem.

Sometimes they become isolated and disengaged from the community where they live. In some circumstance this can also have a long term impact on their income and pension prospects. It is at this point in time prior to taking up a caring role and/or when the caring role changes or ceases, support should be available to help the person take up the next steps in their life. This support could be the provision of information, advice and support in a range of areas.

What carers say 'Apart from the impact caring had on all practical areas of my life, I realised that I had lost my identify and perceived role in life'

| What we wanted to achieve | What we have done |
|---|---|
| <p>Concerned Others Initiative</p> | <ul style="list-style-type: none"> • Commissioned service to support people who have been affected through someone else drinking and drug taking by working with National Crime Reduction Charity (NACRO and Impact Alcohol and Addiction Services (IMPACT)). Through one to one and group sessions carers develop a sense of their own individual self worth while gaining knowledge and skills to work with others in similar circumstances. |

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| Asian Women's Group | <ul style="list-style-type: none"> • A local provider, Age UK, developed women's groups for socialisation and well being which is held in local temple. |
| Advocacy Service | <ul style="list-style-type: none"> • Reviewed commissioning of Advocacy Services to ensure carers and other people receive specialist support in times of need. |
| Transition support worker for Young Adult Carers | <ul style="list-style-type: none"> • Piloted an initiative to understand the needs and support carers aged 18- 24 years require as they move from young carer to adult services. |
| Carer Link Worker | <ul style="list-style-type: none"> • Raised the profile of carers' support in Princes Royal Hospital to identify carers providing support for the first time or who are concerned how they will cope when they return home through a temporary appointment of Carers Link Worker. |
| Relationship Support | <ul style="list-style-type: none"> • Working with RELATE (National Charity) to identify families who require support to develop healthy relationships |
| Carer Champions | <ul style="list-style-type: none"> • Telford & Wrekin Council have identified champions in each of the Adult Social Care Service Delivery Teams. |
| Promoting carers through social media | <ul style="list-style-type: none"> • Promoted carer awareness through social media networks such as facebook/twitter/blogs. |
| Carer Awareness Training | <ul style="list-style-type: none"> • Through Department of Health funding Carers Centre developed Spotlighting Carers, a professional awareness training to over 600 staff. |
| Carer Aware | <ul style="list-style-type: none"> • Invested in E learning programme which is accessible on Telford & Wrekin website. The programme informs and raises knowledge of carers. Following a short test at the end of the programme, applicants may be awarded certificate. |

Our actions for the future

- Enable former carers to access information, support and advice to enhance their well being during the first year post caring.
- Engage with a wider, diverse range of carers who voices are seldom heard through using a range of social media, campaigns and working with local communities and groups.
- Promote peer support initiatives which encourage carers to help other carers through sharing skills and knowledge.
- Provide a seamless service for young and adult carers to access information advice and support through a Carers Centre.
- Through service level agreements ensure carer providers acknowledge the value of supporting carers and have the knowledge to signpost carer to information, advice and support.
- Continue to identify and work with carers who are isolated/hidden or marginalised because of their religion, culture, sexuality and gender.
- Recognising the value of carers in all commissioning and service delivery work streams.
- Continue to identify and support Carer Champions/Ambassadors to roll out best practice across Telford and Wrekin community.
- Develop /Consider other e-learning programmes to promote carer awareness.

10.7 A LIFE OUTSIDE CARING

Our local priority:

10.7.1 Enable carers to access employment (paid or vocational) and, educational opportunities to enhance their life choices

Carers have told us they experience a range of barriers which reduce their ability to access education and employment while being a carer and after caring responsibilities cease. This can be due to a range of reasons, such as availability of replacement support, inflexibility of working practices and of course timetables or travel.

National research undertaken by Carers UK informs us that, carers are more likely to be unqualified, work part time and less likely to hold university degrees.⁹ This factor is important in how we support carers, in particular young adult carers when they make the transition from home, college and university and/or into work and those carers who wish to enter education or employment market.

Many carers of working age stress the importance of wanting to continue in employment for the enhancement of their own well being and their family's

economic future. However the ability to balance each role can become almost impossible without the right intervention and support from employers or education establishments.

Although policies on flexible working have shaped working practices over the last decade, balancing caring with a life outside caring can be complex and difficult to manage.

We know through partnership working with the voluntary sector there is immense value for the individual in being a volunteer. The principle of Telford and Wrekin being a Co-operative Council promotes the value of volunteering within the local community. Volunteering can bring enhanced personal satisfaction, improve self esteem and self worth, as well as contributing to individuals' knowledge and skills. In turn, the impact of being a volunteer can increase confidence levels, enhance their knowledge and social skills and opportunities for self improvement. These opportunities can contribute to the individual's portfolio when seeking employment or engaging within local communities.

What carers say 'Volunteering has increased my knowledge and skills and improved my self confidence? I feel valued again'

'Talking about my caring role to social care workers and managers has not only given me greater confidence, but has also made me feel that I am doing something of value by helping improve their understanding of dementia' (Comment by contributor to Carers as Educators initiative)

10.7.2 To enable carers to have a life which allows each to re-discover and rebuild their identity.

For those carers whose role has ceased, the difficulties to form a new life, find work or even return to education can be a daunting task. In particular, many former carers experience a form of discrimination when their role has come to an end. In particular carers tell us that their income is affected, disengaged with society, lacking in confidence and self belief. All these factors can place former carers at a disadvantage in society.

What carers say We need to rediscover and rebuild our identity?

| What we wanted to achieve | What we have done |
|---|---|
| Establish opportunities to think about 'life beyond caring' | <ul style="list-style-type: none"> • Established task groups to reflect on how key issues affect carers who want a life outside their caring |

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| | <p>role, including, for example, the Healthy Eating project which focusses on eating well, managing a budget and cooking skills.</p> <ul style="list-style-type: none"> • Established: <ul style="list-style-type: none"> ○ ‘Learning Together’ workshops ○ creative art sessions ○ singing groups. |
| Access to employment opportunities | <ul style="list-style-type: none"> • Supported an initiative led by Dementia UK which enabled carers/former carers to deliver ‘Carers as Educators’ training to local domiciliary care and care home workforce. |
| Engaging with other stakeholders | <ul style="list-style-type: none"> • Worked with Job Centre Plus and other public services to raise carer awareness. |

Our actions for the future:

- Continue to increase opportunities for Carers to access personalised /individual budgets to promote choice and flexibility in how care provision is provided.
- Signpost and facilitate carers/former carers to access online support to gain skills to seek employment by working with Job Centre Plus and local employers.
- Signpost and facilitate carers/former carers to access educational, formal and vocational opportunities to enhances their knowledge and skills.
- Improve carer awareness in schools and colleges.
- Build links with local employers to promote carer friendly practices.
- Acknowledge carers who work or are in education and employment when undertaking Carers Assessments.

10.8. FEELING SAFE AND SECURE

Our local priority:

10.8.1 Maximising income to increase life choices.

We are aware from national surveys and census figures that for many people caring has an immense impact on income and life choices.

At times of significant change or crisis any carers who decide to give up work when their caring responsibility becomes too much, do not immediately consider the long term effects this will have on there income or even their pension rights.

Locally, we are aware that people in most deprived communities, similar to parts of Telford and Wrekin are likely to have fewer financial resources and have high levels of personal needs such as poor health and financial worries¹⁶. For families living in areas of deprivation, the costs of caring can be immense bringing significant financial hardship leaving families to struggle on their own trying to manage the best way they can.

With changes in Welfare Reform being brought in from April 2013, consideration needs to be given to what can be done locally to support carers and their families to continue caring while at the same time accessing work and education. Although we may be unable to improve the financial offer, it is by working alongside carers that we gain an understanding of the needs of local communities. Through access to local support which can contribute to an improvement in their own well being and life style.

What carers say 'We often feel under-valued. The carers allowance limitations can restrict the opportunities carers can embrace to lead a fulfilled life'

10.8.2 Promotion of individual/personal budgets

From April 2013 the opportunity for carers to be eligible for personal budgets becomes mandatory. Personal budgets have the ability to improve the offer of increased choice, control and flexibility in the way care is provided for both the carer and the person they care for.

What carers say 'Receiving a personal budget for my mother gave me the freedom and flexibility to maintain a good work/life balance'

10.8.3 Carers feel safe and supported where you live.

Over the past four years the Joint Commissioning Team has worked with housing providers to increase the investment into extra housing/supported living accommodation. The provision of specialist housing for adults over the age of 55 years includes extra care housing, assisted living and continuing care environments for those people who have dementia.

Extra care housing allows the carer and cared for to live together in a supported way by offering peace of mind, practical and personal support while maintaining and promoting community links.

The availability of low level support encourages carers to continue in their role without feeling overwhelmed with care provision. This support may be the first step to accessing health and social care support as their role changes.

What carers say

Comment by resident in Extra Care Housing:

'I consider this is a very tight knit community, a very secure community. Being here gives you that sense of value

| What we wanted to achieve | What we have done |
|----------------------------------|---|
| Raising awareness | <ul style="list-style-type: none"> • We held events which support carers to gain relevant information to support income generation, including Carers Rights Day during Carers week • Developed stronger links with the Department of Work and Pensions to increase awareness and understanding of welfare benefits generally, including those relating to maximising income. • Welfare Benefit presentations made to Carers Partnership Board/Forums to raise profile and understanding. |
| Access to information | <ul style="list-style-type: none"> • Contributed to a refreshed adult Social Care Directory • Delivered road shows in local areas to increase knowledge of local services and resources. |
| Housing | <ul style="list-style-type: none"> • Commissioned two Extra Care housing Schemes in partnership with Bournville Village Trust and Parkwood Extra Care Housing. |

Our actions for the future

- Continue to raise awareness and maximise carer's income through a range of information events including Carers Week and Carers Rights Day.
- Continue to develop links with Job Centre Plus and local employers to raise the profile of carers within the workplace.
- Housing: ensure Carers are maintained and not disadvantaged where carers are not the primary tenant and their caring role ceases.
- Extra care schemes: strive to achieve to deliver 800 units by 2020
- Continue to promote personal budgets, improving the financial offer to carers.
- Promotion of local voluntary opportunities to develop stronger cohesive communities which are supportive and carer friendly.
- Stimulate a local market to promote quality replacement support which allows carers the opportunity to work, access education, thereby having a life outside caring.

10.1. Information/Advice and Support

Early identification of carers

Accessing a range of information and resources which promotes choice and good decision making

10.2. Planning for the future

Taking the pressure out of caring through pre-planning arrangements and assistive technology which assist to promote independence as a safeguard the carer and cared for.

10.3. Promoting Wellbeing

Accessing a range of resources and support to provide healthy emotional, physical and mental wellbeing

10.5. Having Your Say

Acknowledging the value of carers contribution and respecting as expert partners.
Partnership in the planning, delivery and evaluation of quality services

10.4. Time for yourself

Carers have time away from their caring role and able to make life choices independent to the person they care for.

MAKING CONNECTIONS FOR CARERS IN TELFORD & WREKIN

10.6. Meeting diverse needs

Meeting the diverse needs of carers

Promote opportunities for hidden, socially disadvantaged and former carers.

10.7. A life outside caring

Accessing employment, education and vocational training opportunities to reduce isolation and in turn build stronger communities.

10.8. Feeling Financially Safe and Secure:

Feeling Safe where you live.

Income Maximisation

APPENDIX 2

YOUNG CARERS STATEMENT

The aim of the Young Carers Strategy is to:

- Reduce the numbers of young people who feel obliged to take on or continue with an inappropriate caring role.
- Deliver the five Every Child Matters outcomes to children & young people who cannot immediately be protected from taking on an inappropriate caring role so the young person has the same life chances as other children and young people.
- Protect children and young people from inappropriate caring and provide the support they need to learn, develop and thrive and to enjoy a positive childhood.

What is important to us locally?

To do this, it is important to us locally that we:

- can identify carers at an early stage
- involve them from the outset in designing local care provision
- enable them to fulfil their educational and employment potential
- support them to remain mentally and physically well
- recognise the value of their contribution
- support transition to adult services

What young carers say. 'That they greatly value the Young Carers sessions both for having a break from their caring responsibility and also from having someone to relate to'.

'That the main emotion they experience on a regular basis is loneliness'

'That they want others e.g. teachers and their peers to understand what it is like to be a young carer and the barriers they face'.

What we have achieved

The two year Pathfinder programme for Young Carers aimed to:

- Target families whose care need is linked to mental health and/or substance misuse issues.

- Model and test how better integrated support can be offered to families with care needs, ensuring children are protected from or lifted out of excessive and inappropriate caring roles.
- Improve outcomes for young carers and their families by further developing the 'think family' approach to support.
- Further raise awareness of young carers and their issues to enable early identification, increase referrals and identify hidden young carers.

During the life of the pathfinder we were able to offer a greatly enhanced provision to young carers beyond that offered using only the core funding. However we have learned some valuable lessons that we hope to mainstream through partnership working between CVS and the Early Intervention practitioners.

We have mainstreamed the Family Intervention Project element within Cohesion Services and have also appointed Early Intervention Practitioners to work in a family context supporting vulnerable children aged 0 – 19 including young carers and identified an Early Intervention thematic lead for Young Carers.

Our actions for the future

- Commission higher tier support for new and the most vulnerable (approx 46) young carers – identify an organisation that have skilled specialist key workers offering personalised support, and individual packages.
- Mainstream the lower tier support for more confident and safe young carers (approx 200) within the early intervention services e.g. – access to respite activities, networking, befriending, access to school.
- Establish a pathway of support for young carers to link into the work of Family Connect to ensure the right support at the right time.
- Embed the newly established joint manager's post with Adults.
- Pilot a support programme to relieve young carers from their domestic caring responsibilities during exams periods.

APPENDIX 3

CARERS FINANCIAL STATEMENT

Background

Telford and Wrekin Council and NHS Telford and Wrekin have made carers a priority in their delivery plans. The Joint Strategic Needs Assessment (JSNA) assists to provide a comprehensive analysis of local, current and future needs for carers and is the key driver for shaping future commissioning intentions. It is these intentions that will lead to better health and wellbeing outcomes and address health and social inequalities.

A joint approach would:

- ensure maximum use of the limited resources available and remove any potential duplication.
- ensure the overall governance will be maintained through the Health and Well-being Board, and the Carers Partnership Board and
- important networking will be maintained ensuring that family carers have confidence about who to contact and clarity of the vision and direction for family carer services in the future.

In addition:

- Plans have been agreed and signed off by both Council and Clinical Commissioning Groups. Health and Well being board have set carers as one of their ten priorities.
- Pooled budgets have been agreed to facilitate local purchasing arrangements to compliment the developing portfolio of respite. This was approved on the 6th December 2012 (CP 71: Developing of a pooled budget (Section 75 arrangement) for Carer Services. The CCG approved designation of resources in February 2013
- Both strategy and action plans to be available on both Council and Clinical Commissioning Group web site indicating how much of the total is being spent on carer's breaks.

Budget overview

The total identified budget for all carers in Telford and Wrekin for 2012/13 is £1.215 million.

This is broken down into the following amounts:

| | |
|---------------------------------------|-------|
| Local Authority (Council) | £835K |
| Health (Clinical Commissioning Group) | £380K |

Health funding has been awarded in line with national NHS Operating Framework which gives recognition to the vital role carers play in our local health and social care economy.

The framework instruct Clinical Commissioning Groups to work with Local Authorities to jointly assess the needs of carers and to agree to local policies, plans and budgets which are in line with National Carers Strategy (3).

Current funding supports the following initiatives:

- Carers Direct Services Award: This payment can be up to £500 awarded to the carer to put towards a break whether it is for a couple of hours a week, a holiday, gym membership etc which best suits their personal needs. The award is accessed through a Carers Assessment.
- Provision of additional respite support for the cared for which supplements the existing care package arrangements while allowing the carer to take a break in their own right.
- Short Term Break Grant: One off payment which can put towards a break, therapeutic session, hobby. The award for 2013/14 is £60 per carer.

References:

1. Princess Royal Trust for Carers
2. National Carers Strategy – Carers at the heart of 21st century families and communities 2008
3. Recognised, valued and supported: Next steps for the carers strategy (2010) (DoH)
4. Co-operative Council www.telford.gov.uk
5. Standing Commission www.gov.uk/government/policy-advisory
6. Putting People First – provisional budgets for older people – making it happen. (Department of Health 2010)
7. Equity and Excellence – liberating the NHS (Department of Health 2010)
8. Real change – no short change (Carers UK 2008)
9. Valuing Carers – calculating the value of unpaid caring (Carers UK 2007)
10. The Carers (equal Opportunity) Act 2004
11. Local Accounts Plan 2012 -13 (Telford & Wrekin Council)
12. Health and Wellbeing Strategy and Practice (Telford & Wrekin Council)
13. Local Dementia Strategy (Telford & Wrekin Council 2012)
14. National Dementia Strategy (Department of Health 2009)
15. Young Carers Strategy and Action Plan 2012-15 (Telford & Wrekin Council)
16. Joint Strategic Needs Assessment (2012)
17. Disability Discrimination Act 2005 (Department of Health)
18. Flexible Working and Families Act 2006
19. Carers (Recognition and Services) Act 1995
20. A Vision for Adult Social Care – Capable Communities and Active Citizens (Department of Health 2010)
21. Carers Survey (Department of Health 2009-10)
22. Dementia Deep Dive (JSNA) (Telford & Wrekin Council 2009)
www.telford.gov.uk
23. NHS Operating Framework 2012/13 (DoH)

Glossary of Terms

| | |
|-----------------------------------|---|
| Assistive Technology | Equipment that can assist individuals to carry out everyday tasks thereby assisting their levels of independence. Specific equipment can manage to reduce potential risks around the home, facilitate memory recall and promote safe living arrangements. |
| Clinical Commissioning Group(CCG) | CCG are clinically led groups that include General Practitioner (GP) groups in their geographical area. The aim is to give GP's and other clinicians the power to commission health care for their patients. |
| Expert Partners | Individuals who have gained skills and knowledge through the caring role they have undertaken. |
| Hidden Carers: | Individuals who do not acknowledge or recognise themselves in a caring role. |
| Sandwich Carers: | Carers who have children and are also providing caring support to older family members. |

Appendix 2- Young Carers Progress report

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| <p style="text-align: center;">Telford & Wrekin Young Carers Service Update for H & W B Board – July 13</p> |
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As well as the individual support sessions with a key worker at tier one (highest level of caring responsibility), there are a number of other ways in which the service provides support including:

1. Support at **Team Around the Child and case conferences.**
2. **Respite activities.** Clubs, whole family activities, 16+ activities and holiday provision.
3. **Volunteer Befriending programme.** This is an important part of the Young Carers service. It provides young carers with the opportunity to take part in an activity on an individual basis with someone to listen to them. The service has a solid bank of trained mentors. The development of this project means that individual young carers are supported earlier on and also reduces the demand on the service. The project has mutual benefits to the volunteer befrienders too. Some comment on how the young carers keep them healthy as they persuade them to do lots of different sports.

Library Arts Project in connection with the new Southwater Development. Young carers will be attending sessions every week over the summer to be consulted on their views and work on ideas.

Young Carers Service has been nominated to benefit from the **Tree of Light** this year by Ironbridge Rotary.

Young Carers Allotment: The plan is to encourage young carers to take an interest in gardening “from plot to plate” - for both groups and individuals in befriending friendships. The overgrown patch at Randlay has been given to work in conjunction with Capgemini’s volunteer coordinator to arrange for their outdoor team to spend a day digging over the plot.

Identification is a key priority for the service which continues to work closely with all secondary schools with monthly informal lunch time drop ins. Primary schools are also being approached identify and implement appropriate support. The developments within Family Connect service mean that young carers should be identified at the earliest opportunity to support the family to avoid the need for more intensive support thereafter. The close links with the Early Intervention teams means that there has been an increase in referrals from these teams to the service.

Report prepared by Katrina McCormick