

TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD**DATE: 6 DECEMBER 2017****REPORT TITLE: IMPROVING THE HEALTH AND WELLBEING OF CARERS****REPORT OF: ASSISTANT DIRECTOR; GOVERNANCE, PROCUREMENT & COMMISSIONING****LEAD CABINET MEMBERS – CLLRS A R H ENGLAND AND P R WATLING****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

- 1.1. This report is an update on the progress being made with the Health and Wellbeing Board's (HWBB) commitment to improving the lives of all age carers relating to health and wellbeing.

2. RECOMMENDATIONS:

Members of the Board to:

- 2.1. Note the update and acknowledge development and achievements since receipt of the last Board Report September 2016;
- 2.2. Support the strategic priorities and associated action plans while considering the changing landscape (economic and commissioning) facing health and social care;
- 2.3. Support and recognise the significant and financial contribution family carers bring to the social and health local economy;
- 2.4. Note the authorities continued progress in working towards raising carer awareness across the borough and local communities; and
- 2.5. Support the initiatives behind the Carers Voices initiative, whereby carer stories, influence the shape of commissioning and service delivery (Appendix 1).

3. IMPACT OF ACTION

The following principles are critical to the successful delivery of eight key outcomes set out in the Carers Strategy which is currently being revised. The Carers Partnership Board consider the outcomes continue to remain relevant in relation to the wellbeing and prevention agenda. In addition:

- a. Engagement and working in co-production with family carers continues. Carers are best placed to inform and shape service provision and drive service improvement through effective and efficient utilisation of resources both people and financial. Our work through Carers Voices (Appendix 1) will contribute to and shape our focus.
- b. Raising awareness to prevent, reduce and delay the need for acute, complex or more intensive support for carers. Carer Assessment completed with those who are providing regular and significant support assist to address prevention and resilience coping strategies alongside accessing the carers universal offer.
- c. Constant reflection on how we extend our reach, hard to engage carers within our local community promoting greater awareness within a prevention agenda. In particular, we are keen to reach young people identified as contributing to a caring responsibility, those in transition 16-25 year olds, sandwich carers and those in diverse and hard to reach population and communities. In particular those who do not recognise they are providing a caring role and seek support as their caring role intensifies.
- d. Continued ownership of the all age carer agenda by the Council and its partners whilst reflecting the Co-operative Council principles, Clinical Commissioning Group priorities and Health and Well Being priorities.
- e. To understand the financial consequences on Early Help and Support to provide regular and substantial support as part of the cared for support plan, to enable carers to take an essential break from their caring role.

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	Encouraging healthy lifestyles Improving Mental Well Being Strengthen communities
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	Put our children and young people first. Protect and support our vulnerable children and adults. Improve the health and wellbeing of our communities and address health inequalities.
	Will the proposals impact on specific groups of people?	
	Yes	The proposals impact on carers of all ages. 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

		<p>could be caring for a relative, partner or friend who is ill, frail, disabled, has mental health or substance misuse problems.</p>
<p>TARGET COMPLETION/DELIVERY DATE</p>		<p>Referenced with the Adults Carers Strategy 2013 – 2016 and associated plans Young Carers Strategy: 2012 – 2015 (to be combined with adult strategy as an all age’s strategy. It is our intention to have an all age strategy developed by end of 2017 Market Position Statement: 2016.</p>
<p>FINANCIAL/VALUE FOR MONEY IMPACT</p>	<p>Yes</p>	<p>The Adult carer’s budget is contained within the Better Care Fund Section 75 Pooled budget arrangement, an agreement with Telford & Wrekin CCG. Funding for Young Carers sits outside of the Pool.</p> <p>The budget contained within the 2017/18 Pool is £530k, (Adult) and the budget for Young Carers is £91k which supports the delivery of young carer’s services.</p> <p>Carers services are delivered through various contracts, the current forecast in 2017/18 is for expenditure to be within the 2017/18 budget.</p> <p>Any developments in the Carers service should be met from within existing budgeted resources. If this proves not to be possible then funding will have to be considered as part of the organisational governance process of financial planning and budget setting.</p> <p>Carers Individual Payments are awarded against unmet outcomes which are defined with Care Act 2014. We continue to utilise the locally developed outcomes pyramid which provides a mechanism for the distribution of funding to meet needs to Carers ensuring resources are appropriately and equitably distributed to meet those needs.</p> <p style="text-align: right;"><i>RP: 17.11.17.</i></p>

<p>LEGAL ISSUES</p>	<p>Yes</p>	<p>The Care Act 2014 came into force on 1 April 2015. Adult carers have the right to assessment under Section 10 of the Care Act 2014 where they may have need for support. . Originally introduced by the Carers (Recognition and Services) Act 1995, until 1 April 2015 there was no duty upon local authorities to meet a carer’s assessed needs, only to take them into consideration. Any carer who meets national eligibility criteria [The Care and Support (Eligibility Criteria) Regulations 2014] must have services provided to meet their needs for support now or in the future. The onus is on the authority to identify those_in need of an assessment and to carry this out.</p> <p>Young carers have the right to an assessment under Section 96 of the Children and Families Act 2014. Unlike adult carers there are no national eligibility criteria and local authorities need only consider the assessment in deciding whether to provide support.</p> <p>Parent carers have the right to an assessment under Section 97 of the Children and Families Act 2014. As with young carers, the local authority must only consider whether to provide any services the parent carer is assessed to need. The Breaks for Carers of Disabled Children Regulations 2011 require the local authority, as far as is reasonably practical, to provide a range of services to assist parent carers to provide care. Local authorities must also publish a “short breaks services statement” setting out these services and their eligibility criteria for accessing them.</p> <p>Since the introduction of the Work and Families Act 2006 carers for adults have had the right to request flexible working from their employers. This was extended to all employees under the Children and Families Act 2014. Employers can only refuse a request to work flexibly on limited grounds identified by statute.</p> <p>In addition, employees have the right to reasonable time off if a dependent is ill, injured or their care arrangements are disrupted. Carers of disabled and elderly people are also protected from discrimination at work under the Equality</p>
----------------------------	------------	---

		<p>Act 2010. There are changes to the benefits that carers are entitled to, including changes to the eligibility of the person they are caring for, and the spare room subsidy or bedroom tax.</p> <p style="text-align: right;"><i>KF 06.11.2017</i></p>
EQUALITY & DIVERSITY	Yes	<p>Family carers and former carers come from a wide range of backgrounds, cultures, faiths and communities. The Care Act highlights the need to seek out those individuals that do not recognise themselves in this role, and the impact this has on their health and wellbeing.</p> <p>Within the Carers Strategy meeting diverse needs raises the challenges in identifying and raising awareness to this hidden and isolated group. A collaborative approach across health and social care economy ensuring that we utilise the principle of 'Making Every Contact Count (MACC)'.</p> <p>The Carers Partnership Board constantly reviews its approach to equality in relation to carer representation from cultures and local communities include gender representation, broader age representation, employment and specific conditions such as Dementia, Forensic Carers.</p>
IMPACT ON SPECIFIC WARDS	No	Borough wide impact.
PATIENTS & PUBLIC ENGAGEMENT	Yes	<p>Carers and former carers contribute in a variety of ways:</p> <ul style="list-style-type: none"> • Carers Partnership Board: 7 carers provide active and critical contribution including undertaking Chair. • Community Engagement Panel: Carer representatives. • Regular Consultative Sessions with all age carers including young carers. • Commissioning, evaluation and moderation working as active contributors. • Contract and Monitoring evaluations. Contribution to commissioning arrangements and evaluation of tender submissions.

		<ul style="list-style-type: none"> • Participation with NHS England Carers Voices initiative • Contribution to national developments such as Dementia Alliance/Action Alliance • CCG: Membership of Health Round Table • Health Watch • NHS England: Carers Voice initiative (refer to Appendix 1 • Interview staff at CVS: Carer All Age Service • Carer Lead in the development of Carers Strategy outcome: A Life outside caring which focuses on Employment, Education and Housing. • (Mental Health): SSSFT working group. • Enterprising Communities initiative. • Members of SATH: Ward visiting teams. • Carer Membership: Local Health Economy: Dementia/ Admiral Nursing Advisory Group • Contribution to Transforming Care Partnerships (ALD) and review of Oak House, Shrewsbury.
<p>OTHER IMPACTS, RISKS & OPPORTUNITIES</p>	<p>Yes</p>	<p><u>Risks:</u></p> <p><u>ASCOF 2016/2017</u></p> <p>Summary of the measures shows a mixed picture with the Borough performing better on some issues and worse on others.</p> <p>For example:</p> <ul style="list-style-type: none"> • Proportion of carers who find it easy to find information about services the Borough performed well at 66.2% in comparison to England average 64.2% and West Midlands 61%. Compared with 2014/15 we are down by 0 .8%. • With regard to Carers overall satisfaction with social services, the survey reported the Borough as 29.2% opposed to 37.6% for the West Midlands and 42.7% in England. <p>We need to undertake a study to understand the reasoning behind this. Part of this is</p>

evidenced with the Carers Voices report which is highlighted in Appendix 1.

Carers Pooled Budget arrangement. The budget finances a range of offers for carers including Individual payments which managed through the Carers Outcome Forum. Carers need to have one identified need to access financial resources. There is a reassurance that the allocation of financial resources is to those carers who would receive the greatest benefits are clearer and defined in line with the Right Time, Right Help prevention and Well Being agenda.

Funding for Young Carers: The identification of young people who contribute to the family home caring regime for a sibling or parent needs to be reflected in any adjustment of target operating model and access to support. Young Carer activities are funded through public donations.

Carers Voices: NHS England: This is a joint initiative with Shropshire County Council. The initiative aims to help enhance the visibility and needs of carers in communities through conversations and carer contributions.

Funding for replacement support:

To understand the financial impact to provide regular replacement support to carers allowing individuals to take an essential break from their caring role.

Opportunities:

- Working with Enterprising Communities CIC to identify locally rooted business, which trade for the benefit of the local community having accountability and broad community impact.
- Further work around Carer Voice narratives to influence and shape commissioning arrangements, processes and pathways to improve carer experience.

PART B) – ADDITIONAL INFORMATION

5. BACKGROUND

5.1. National Context

5.1.1. This report provides a progress overview in relation to the Health and Wellbeing objectives to:

- Encouraging healthy lifestyles,
- Improving mental health and wellbeing, and
- Strengthening communities.

5.1.2. The National Carers Strategy states that by 2018 every Carer should be:

- Recognised and supported as an expert carer,
- Enjoy a life outside caring,
- Not financially disadvantaged,
- Mentally and physically well; treated with dignity, and
- Children will be thriving: protected from inappropriate caring roles.

In Telford and Wrekin the adult's carer's agenda is driven by the multi-agency Carers Strategy 2013-2016, the delivery of which is overseen by the Carers Partnership Board (CPB).

5.1.3. Other national initiatives compliment the Telford offers, including:

- **Carer and Employers:** During 2016 NHS England has produced a tool kit for all employers to consider their response to supporting family carers who are in the work place. This is supported with two pamphlets for employer and employee to raise awareness of carers' employment rights. The Carers Partnership Board are seeking Council support to embed this document and its philosophy into workforce ethics before it is more widely distributed across the Borough;
- **Completion of Prime Minister 2020 Challenge:** Telford & Wrekin contributed to a request for information update with regard to local dementia developments; and
- **NHS England Carers Voice initiative:** A collaborative initiative between NHS England, Shropshire and Telford and Wrekin to listen to carers concerns and improve practice through these experiences.

5.2. Local Context

5.2.1. From information gained from the Office for National Statistics 2011, around 1,530 young people aged 0-24 years identified themselves in Telford and Wrekin as unpaid carers. They represent 2.8% of all 0-24 year old young people in the Borough. In actual terms 600 young people up to the age of 18 years provide unpaid support. Two thirds (1055) of these young carers are providing up to 19 years of care each week. A further 199 (13%) of these carers are providing 50 hours or more of unpaid care each week.

- 5.2.2. The Carers Centre are currently aware of 453 young carers up to 18 years and 45 young adults up to the age of 24 years. Arleston has the highest proportion of young people providing unpaid carer (4%).
- 5.2.3. There are 12,744 adults aged 25-64 in Telford and Wrekin who identified themselves as unpaid carers. They represent 14.4% of all 25-64 year old adults in the Borough. (7,721) of these adult carers are providing 19 hours of care each week. A further (3,169) are providing 50 hours or more of care each week. Locally 2674 adults access information, advice and support.
- 5.2.4. With regard to adults over the age of 65 years, 3,670 adults identified themselves as unpaid carers which represents 15.2% of all adults aged 65 and over in the Borough. There are 1,537 (42%) of adults providing up to 19 hours of care each week. With a further 1,610 (44%) providing 50 hours or more of care each week.
- 5.2.5. In principle around 18,000 Young people and adults provide regular unpaid support to a family member, friend or neighbour across the Borough.
- 5.2.6. It is the identification and raising of awareness of carers of all ages across the Borough which requires particular focus with a continued emphasis on prevention, promoting self-help and accessing community based solutions. Which focus on the development of carer resilience. Through the Prevention and Well Being principles a collaborative approach requires everyone to be mindful of the impact of caring and to promote the range of community based solutions which enhances resilience and promotes well-being among our carer population enabling individuals and families to achieve outcomes which matter to them in life.
- 5.2.7. Our shared strategic ambitions for carers of all ages continues to be delivered through a pooled budget arrangement which includes the role of the Joint Carers Commissioner, central to driving forward the local carer agenda. From October 2015 the combining of young carer and adult commissioning responsibility has allowed the Carers Services to develop greater strength and focus in its provision of information, advice and support by creating a local offer which reflects a seamless pathway for all carers of any age, while promoting a whole family approach. Transition from young carer status to adult support is seamless.
- 5.2.8. Individual payments are awarded to carers to address unachieved needs which have been identified with the Care Act compliant Carers Assessment. During 2016/17 there were 120 financial awards ranging from £50 to £5K. From 1st April to 31st September 27 payments have been awarded.
- 5.2.9. Contribution to Dementia Action Alliance and Local Health Economy Dementia Steering Group, Community and Resilience and Enterprising Communities developments.
- 5.2.10. This report allows Board members to gain an appreciation of how these arrangements are working on the ground to improve adult and children's carer's health, wellbeing and development of resilience through the delivery of the following eight key outcomes:

6. PROGRESS AGAINST CARER STRATEGY OUTCOMES

6.1. Outcome: Information Advice and Support

- 6.1.1. All age carer service. The provision is provided by Telford Community Voluntary Service (CVS) and provides an accessible and generic service removing any transition barriers to accessing services. As part of the contract the following services are provided:
- Phone a Friend service where volunteers keep in contact with family carers
 - Pamper Sessions held bi-weekly attract up to 20 carers each session. New carers are encouraged to attend with sessions being delivered in three communities.
 - Manage the allocation of Iron Bridge Museum passes which are free for carers to access for family days.
- 6.1.2. GP Link Worker: During 2017 this initiative (Part time)) has established Carer Champions in 20 General Practices leaving 5 further practices to be engaged. Monthly Information sessions are held at Princes Royal Hospital raising carer awareness. Through this initiative alone has significantly raised carer referral rates. A Carer Champion fact sheet is available is available on My Life portal. The GP Link Worker is contributing to a Public Health (Health and Well Being) initiative in Newport focussing on Social Prescribing.
- 6.1.3. Hospital Discharge Worker: This is a new investment and will focus on identifying new and established carers during periods of inpatient admission. Early identification and provision of information and advice will assist to raise the profile of family carers and the role they play in supporting discharge arrangements. In the first instance support will focussing on Princess Royal Hospital working in conjunction with Early Help and Support (EHS) Operational Teams. Future engagement will be given to Royal Shrewsbury Hospital and Redwoods.
- 6.1.4. Carer assessment. Assessments are offered to those individuals providing regular and significant caring support. Take up of assessments has increased during 2017 and continues to increase. The assessment helps the carer to identify what is needed to manage their situation, such as accessing community options, carer universal offer (free to access). Where a financial award is required carers seek an individual one off payment. A further investment in additional support worker time has been made available for the coming year to address the demand and provide critical friend support to EHS staff in the completion of carer assessments.
- 6.1.5. Emergency Carers Response Service (ECRS): The numbers of carers registering for this service have increased by 105 in Quarter 1 with over 500 carers on the ECRS register. In particular there has been an increase in professionals activating the service: such as Emergency Duty Team, Early Help and Support Social Workers more often than Carers themselves.
- 6.1.6. Lead role in two national carer initiatives; Carer Week in June was hectic and a family fun day for carers of all ages enjoying a splendid day while enjoying glorious

weather. It has been agreed not to plan a Carers Rights Day in November but to have a social media approach and ensure that carer's rights are promoted throughout the year.

- 6.1.7. Young Carer Activities: A range activities including fortnightly youth club, healthy eating workshops are being accessed by 35 children weekly at youth club. Additional activities during school holidays are available which on average 60 children access over a two week period. These activities are support through public donations.
- 6.1.8. In-betweener: 18 years to 24 years: A social group which is self-directed and promotes peer support. . Over 20 young people access a range of activities. Some of the activities are jointly delivered by Carers Centre and Aquarius Action Project: Willowdene.
- 6.1.9. Care Act 2014:
- A carer's self-assessment documentation has been developed but due to the provisioning of IT the electronic 'roll out' of this has been significantly delayed.
 - A series of Care Act Training for Social Workers, Support Staff, Organisations and Providers who comes in contact with family carers concluded in January 2017.

6.2. Outcome: Planning for the Future

- 6.2.1. Emergency Response Service: Provides replacement support to carers when a crisis/illness occurs. The support is available every day of the year, 24 hours a day for 48 hours Monday – Thursday and 72 hours Friday – Sunday and over Bank Holidays. During 2016/17, 78 carers accessed this service. The service will be re-commissioned in April 2018.
- 6.2.2. 'Time for Me' Opportunities: A range of creative, wellbeing and educational workshops have been purchased from the Preferred Providers Framework, relating to Dementia workshops, Life Planning and Management of stress, promotion of wellness, (Link to Outcome 3.4).

6.3. Outcome: Promoting well being

- 6.3.1. Pamper Sessions: Are held twice a month and facilitated by the Carers Centre. Fifteen minute sessions are available for up to 20 carers. Carers often stay and find the peer support therapeutic too. Continued work with Public Health will provide information and support on weight, smoking and personal health management. In additions cares can access Tai Chi sessions to aid wellbeing. During 2017 sessions are been delivered across the Borough in Newport, Wellington and Brookside.
- 6.3.2. Cookery Sessions: Carers can access workshops are being delivered by the Council's Lets Cook Team where menu planning, cooking skills and budgeting are included. The current focus is on young adult and male carers with family cookery sessions planned for this year.

- 6.3.3. Admiral Nursing: is a service for carers and family members who support someone with Dementia. This service is funded through the CCG (Dementia budget) and delivered within primary care and allows carers to self-refer. It is a very successful model with significant value placed on the use of carers as experts by experience allowing them to manage extremely challenging situations themselves with support of the Admiral Nursing Team. An additional part time nurse commenced 1st June 2017 funded from the Carers Budget to address the growing demand for carer support and those living with dementia.
- 6.3.4. Moving and Handling Family Adviser: This service is available 40 hours per month to family carers, focussing on techniques and safe moving and handling procedures. Impact is measured by taking comfort scores from the carer and cared for prior and after intervention with carers stating that such intervention has reduced the incidences of back and wrist strain. An additional post 21 hours is currently being recruited. This post will focus on supporting parent carers of children with disability.
- 6.3.5. Relationship Support: Delivered through IMPACT his one to one and family counselling options are available for family carers who are experiencing loss or finding change or relationships difficult to manage. In addition Grief and Loss, Life Planning sessions have been provided by a micro provider Severn Interventions Services supporting carers as change impacts on their lives.
- 6.3.6. Friends and Family Service: Delivered by Aquarius. It is often the friends and family that bear the brunt of someone alcohol and drug taking. This service provides one to one and peer support and coping strategies. Aquarius are working with Willowdene who provide carer and cared for activities in a country farm environment. This new initiative has proved popular with carers as it provides a safe setting where both can enjoy time together.
- 6.3.7. Working with Parent Carers: to ensure the transition to adults services is supportive and planned well. Conversations with PODS (Parents Opening Doors) and SEND Commissioner continue. Commissioners are supporting parent carers as they develop a local special needs activity centre.
- 6.3.8. Personalised Carer Support: For some carers accepting they need help and support can be difficult. The Personalised Carer Support provides 25 free hours of support based on a carer's assessment. The service is delivered through a local provider: We are the Care Company. The care provider has an introductory visit along with the carer assessor who works with the carer to develop a personal plan to achieve the best options to develop resilience and personal wellbeing. This service is welcomed by carers and enables them to consider the impact of day to day caring has on their own well-being without taking a break. More recently consideration is being given to extending hours awarded to complex situations and where target support will reduce admission to hospital or residential care. To provide 50hrs support a year, equivalent to 2 hours per fortnight, would be in the region of £705 per carer.

6.4. Outcome: Time for yourself

6.4.1. Preferred Providers Framework 'Time for me': This is a commissioning framework which invites providers of a range of community options/ local enterprises to present options for family carers within the following themes creative, educational and wellbeing. Carers are asking for workshops to include the person they care for extending the opportunity to access support in the community in a safe and carer friendly setting. We listened to feedback and Willowdene have created carer and cared for activity sessions which are being well received. In addition Arts, Crafts, Drawing, Painting, and Singing provided by the Creative Arts Team and Wyldwoods, Free access to Ironbridge Gorge Museum Animal Therapy at Exotic Zoo. All these sessions provide techniques for enhancing carers' personal resilience and general wellbeing.

6.5. Outcome: Meeting diverse needs

6.5.1. BME Carers: CPB have recently met with a local carer who is keen for BME carers to learn more about the local offer. Further discussions are being held with the Councils Social Inclusion lead and an invitation to attend the CPB has been made to hear further how engagement can be extended.

6.6. Outcome: A life outside caring

6.7. Outcome: Feeling financially safe and secure

6.7.1. A sub-group of the Carers Partnership Board focuses on Carers Employment, Educational and vocational opportunists. Recent work has focussed on Job Centre Plus staff receiving carer awareness sessions. In addition raising awareness with housing colleagues with regard to carer identification and support. This initiative has been very successful from a staff perspective.

6.7.2. Carers and Employment: The production two leaflets by the ADASS Carers Regional Group has enabled the profile of supporting carers in employment. The Local Authority and CCG are being asked to consider their employer options for support employees who are carers in the work place.

6.8. Having your say

6.8.1. Carers Partnership Board: The Board continues to thrive and contribute to the prevention agenda. The Board continues to be carer led by Barry Parnaby. The chair has been visited a range of community groups and formal meetings to listen to local needs and contribute to strategic decision making and is keen to see how the Council can promote greater employer awareness to carers who work for the Council, Sandwich carers (carers who care for several generations). The Board continues to focus on its sustainability and recently has welcomed two new carer representatives to the Board. The Board also considers contributions from young people are lacking. The public seating area continues to be popular with carers and providers alike. This is being undertaken in conjunction with Shropshire Council.

- 6.8.2. The Board delivered a workshop at the regional ADASS conference in November 2016 around Experts by Experience on the inclusion of carers in decision making.
- 6.8.3. Dementia and Carer Provider Forum: Professionals, agencies and local enterprises met in June 2017 to share information and network to improve awareness and work collaboratively. The discussion focussed on: Developing resilience and what family carers want from respite and time away from their caring role. A further workshop is planned for mid-November 2017.

7. NEXT STEPS

Looking forward we have identified the following areas of development over the forthcoming year:

- 7.1. Working to expand our community carer offer in the Preventative and Well Being agenda to ensure those people with caring responsibilities receive the information and advice at the right time and have accessible community support when appropriate.
- 7.2. The continued development of allocating Carers Indicative payments which are aligned to unidentified carers outcomes. The launch of the Self Supported Assessment Tool will assist to evidence this along with the promotion of financial payments to carers as direct payments/individual budgets as a preferred purchasing option for care and support to assist in the self-management of day to day care giving.
- 7.3. Broadening the range of respite/community opportunities for family carers. We will engage with operational staff, providers, carers and those who use services with in consultation event planned for November 2017 to enable the individuals, local people, organisations and business to develop cost effective, solutions enabling people to remain in their local community.
- 7.4. Continued working in co-production with carers to identify employment both vocational and paid opportunities. Carers are included in a 'Building Better Opportunities' bid being locally lead by Landau. The aim of the bid is to reach those furthest away from the employment marketplace. Volunteer placements are actively found and supported to enable carers' opportunity to gain new skills or build on existing skills in a safe environment. Some of the volunteer placements will lead to employment.
- 7.5. Work with local people and communities to seek contributions and action to energise and enable communities to have greater resilience and self-efficiency.
- 7.6. Revision of an all age Carers Strategy and associated plans are on hold until the National Carers Strategy is published.
- 7.7. Enterprising Communities: Work with local people and communities to seek contributions and action to energise and enable communities to have greater

resilience and self-efficiency in carers being supported as well as contributing to the shaping of local business or even become entrepreneur themselves.

8. IMPACT ASSESSMENT

Refer to page 2

9. PREVIOUS MINUTES

- Health and Well Being Report: September 2016

10. BACKGROUND PAPERS

- Carers Strategy 2013 – 2016 Making connections for Carers in Telford and Wrekin and associated implementation Plan (Under revision)
- Young Carers Strategy: 2012 – 2015
- Appendix 1 NHS England: Carers Voices

Report prepared by:

Jill Tiernan: Carers Commissioning Officer: 01952) 388918 Jill.tiernan@telford.gov.uk

Appendix 1: Commitment to Carers: Carers Voices Initiative with NHS England

1. Summary

- 1.1 During 2016/17, a group of carers and health and social care professionals formed a Network across Shropshire and Telford and Wrekin in order to collect and analyse carers' experiences through their own stories.
- 1.2 Four carer categories were reviewed during the project, which were; dementia, young carers, parent carers and forensic carers. In May this year. A report was written and conference followed. The detailed report can be found on the NHS England's regional web site: <https://www.england.nhs.uk/mids-east/our-work/commitment-to-carers-the-carers-voice/>
- 1.3 Outcomes of the report and conference have been mapped against respective strategies and action plans. This has been reviewed and agreed by both Shropshire and Telford and Wrekin Family Carers Partnership Boards. Work has taken to place to align strategy and action plans with the outcomes
- 1.4 Measures are now in place for both Local Authorities to work collaboratively

2. Recommendations

That the Board supports this joint approach between Shropshire and Telford & Wrekin Local Authorities and Clinical Commissioning Group, SATH and SSSFT and commits to taking the Carers Voice project forward.

REPORT

3. The Carer Voice Project

- 3.1 During 2016/17, a group of carers and health and social care professionals formed a Network across Shropshire and Telford and Wrekin in order to collect and analyse carers' experiences through their own stories.
- 3.2 The aim was to identify if, through the stories received, improvements across the health and social care locally and nationally could be identified to support carer's needs.
- 3.3 This project was facilitated by NHS England as a pilot and the outcome of the project was presented at the Commitment to Carers: The Carers' Voice Conference held on 25th May 2017.

3.4 There were four carer categories that were reviewed during the project:

- 3.4.1 **Dementia:** Signs and symptoms; Diagnosis and referral; Carer support; progression of condition; carer stress
- 3.4.2 **Young Carers:** Accessing support; Awareness of young carers; Young carer identity; Young carers support
- 3.4.3 **Parent Carers:** Communication; Transition between services; Assessment and treatment; Advanced planning
- 3.4.4 **Forensic Carers:** Listen to forensic carers; Better training; Easily available help (Criminal Justice System); Addressing concerns

The stories received were analysed by Staffordshire University who produced a report detailing the findings. .

3.5 To identify recommendations, a workshop was held with members of the Network who discussed the report and agreed in co-production, the recommendations they considered were important to take forward on behalf of the Carers.

4. Next Steps

- 4.1 Network members wanted to share the work they had done and the recommendations identified with other Commissioners, Providers and Carers in order to help them understand the needs of their carers.
- 4.2 Members of the Network wanted to ensure that actions were identified and a commitment would be made to carers in order to progress this work.
- 4.3 Outcomes of the report and conference have been mapped against respective strategies and action plans. This has been reviewed and agreed by both Shropshire and Telford and Wrekin Family Carers Partnership Boards. Work has taken to place to align strategy and action plans with the outcomes.
- 4.4 Co-production will be facilitated via Carers Partnership Board (Telford & Wrekin) and Family Carer Partnership Boards (FCPB) Shropshire and other local mechanisms. For example Making it Real (MiR) Partnership Boards
- 4.5 Associated Carers Leads and Chair of T&W and Shropshire FCPB will meet on a quarterly basis.
- 4.6 Respective authorities will ask their Health and Wellbeing Boards to commit to taking the Carers Voice project forward. A proposal has been developed and shared with NHS England which includes:
 - 4.6.1 Producing quarterly updates for T&W and Shropshire carers' newsletters/webpages. Through social media, including Twitter (accessing existing accounts e.g. @Shropshire Together, @Shropshire Choice and our respective Carer Centre etc. with Healthwatch leading and everyone else re-

tweeting, using the identifiable 'hashtag' #CarersVoice, which we agreed at the meeting would be a good communication mechanism.

- 4.6.2 Bringing together a collective voice of carer representatives
- 4.6.3 Co deliver a conference in 2018, with financial support from NHS England, both Local Authorities and other associates such as Carers Centres.
- 4.6.4 As part of the commitment to work collaboratively, we have produced a video sharing young carers experience <https://youtu.be/AZ4nuJUJlv8>
- 4.6.5 Produced a bookmark and poster (Please see Appendix 1) which aim to raise awareness of what being a carer means, particularly to those who may not recognise themselves as one, as they see this as part of being a partner/friend/neighbour etc. This contains signposting information to the respective Carer Centres.
- 4.6.6 The bookmarks were inserted into pharmacy prescription bags to coincide with Carers Week in June this year. These have also been distributed to local libraries, into the local community via The Carers Centre and Community Enablement Teams and through Royal Shrewsbury Hospital and Princess Royal Hospital pharmacies.
- 4.6.7 Other partners such as South Staffordshire and Shropshire NHS foundation Trust have asked to use the template and add their own logo, which has been agreed.

5 Conclusion

- 5.1 'Carer Voice' will enhance ongoing work for Shropshire and Telford & Wrekin Carers and inform local action planning and commissioning arrangements.

Key themes identified from Carers Voice Workshop.

Source: *Commitment to Carers: The Carers' Voice, Conference Summary 2017.*

The detailed report can be found on the NHS England's regional web site:

<https://www.england.nhs.uk/mids-east/our-work/commitment-to-carers-the-carers-voice/>



Image for poster and book marker

ARE YOU
LOOKING
AFTER
SOMEONE?



3 in 5 of us will be carers in our lifetime

DO YOU...

- Help someone get up and dressed in the morning and prepare for night time?
- Shop, collect prescriptions, remind them to take medication, accompany them to appointments?
- Provide emotional support and be their voice when needed?

TO FIND ADVICE AND SUPPORT CONTACT:

TELFORD & WREKIN - CARERS CENTRE

01952 240209

www.telfordcarers.org.uk

www.carersuk.org

SHROPSHIRE - CARERS TRUST 4ALL

Carers Support Helpline (office hours):

01743 341995

Carers Emergency calls: 0333 323 1990

(option 1 followed by option 6)

www.carerstrust4all.org.uk

