

**TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD (HWBB)****DATE: 21 March 2019****REPORT TITLE: Carers Health and Well Being****REPORT OF: Jonathan Eatough: Assistant Director****LEAD CABINET MEMBERS – Cllr Arnold England/ Cllr Paul Watling****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

This report is an update on the progress being made with the HWBB commitment to improving the lives of all age carers relating to health and wellbeing.

**2. RECOMMENDATIONS:**

Members of the Board:

2.1. Note the update and acknowledge development and achievements since receipt of the last Board Report December 2017

2.2. Support the strategic priorities and associated action plans while considering the changing landscape (financial/ economic and commissioning) currently 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 across the Borough

2.4. Note the authorities continued progress in working towards raising carer awareness across the borough and local communities and neighbourhoods.

2.5. Support the range of initiatives including Carer Friendly Communities/ Carer Friendly Employers and Carers Voices:

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

The local carer agenda is driven by the Care Act 2014 and Children’s and Families Act 2014 which sets out legal agenda for Young Carers/Parent Carers to have their needs assessed. These are subsequently endorsed within the Nation Carers Action Plan 2018 – 2020: Supporting Carers today. The Carers Partnership Board drive forward the outcomes set within the national plan and compliment the relationship with our local wellbeing and prevention agenda which is evidenced through the following offers.

- 3.1. Engagement and working in co-production/ co-design with carers continues. Carers are best placed to inform and shape service provision and drive service improvement through effective and efficient utilisation of resources, process and systems.
- 3.2. Raising awareness to prevent, reduce and delay the need for carers receiving acute, complex or intensive support as their first conversation in accessing carer support. Carer Assessment completed at an earlier stage assist to identify unmet needs while supporting them to access community preventive options for both the carer and cared for.
- 3.3. Constant reflection on how we extend our reach to engage with, hard to engage carers across the Borough. Our Carer Friendly Communities initiative along with Carer Friendly Employers pledges will contribute to raising community awareness of who are carers. We are keen extend our reach to reach young people who are active carers and in particular those in transition 16-18 year olds, sandwich carers and working carers. In particular we are focussed on reaching those individuals and families who do not acknowledge they are providing a caring role and only seek support as their caring role intensifies or even breakdown.
- 3.4. 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.
- 3.5. To understand the impact and financial value in the provision and accessibility of regular replacement support to carers allowing individuals to take an essential break from their caring role.

### **4. SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	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 could be caring for a relative, partner or friend who is ill, frail, disabled, has mental health or substance misuse problems.
<b>TARGET COMPLETION/DELIVERY DATE</b>		Referenced within the draft All Ages Carers Strategy the Market Position Statement: 2018.
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes	<p>The Adult carer's budget is contained within the Better Care Fund Section 75 Pooled budget arrangement, an agreement with Telford &amp; Wrekin CCG. Funding for Young Carers sits outside of the Pool.</p> <p>The budget contained within the 2018/19 Pool is £540k, (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 2018/19 is for expenditure to be within the 2018/19 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>A number of the existing Carers services will be delivered through a new Information Advice and Guidance contract from 1<sup>st</sup> October 2019. The expectation is that efficiencies will be found from bringing together services under one contract and this will allow savings within the Carers budget to be made, the majority of which will be available to be redistributed within the BCF to meet current pressures being experienced in reablement.</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>

		RP: 14.2.19
<b>LEGAL ISSUES</b>	<b><u>Yes</u></b>	<p><b><u>Legal Comment</u></b></p> <p>The Carers Action Plan 2018-2020 [05.06.2018] was last updated on 13.09.2018. This is a cross Government plan to improve support for all carers.</p> <p>From 1 April 2015 adult carers have had the right to assessment under Section 10 of the Care Act 2014. 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</p>

		<p>from discrimination at work under the Equality Act 2010.</p> <p>An independent review of the Mental Health Act 1983 is also considering how support for carers of people who are subjects of provisions of the Mental Health Act 1983 could be improved.</p>
<b>EQUALITY &amp; DIVERSITY</b>	Yes	<p>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 acknowledge themselves in this role, and the impact this has on their health and wellbeing.</p> <p>A collaborative approach across health and social care economy ensuring that we utilise the principle of 'Making Every contact counts (MACC)'. The Carers Partnership Board acknowledges the importance of equality of consultation and representation from cultures and local communities. This include gender representation, broader age representation, employment and specific conditions such as Dementia, Forensic Carers. During 2018 stronger links made between Carer Partnership Board and Making it Real Board have been achieved.</p>
<b>IMPACT ON SPECIFIC WARDS</b>	No	Borough wide impact.
<b>PATIENTS &amp; PUBLIC ENGAGEMENT</b>	Yes	<p>Carers and former carers contribute in a variety of ways:</p> <ul style="list-style-type: none"> <li>• Carers Partnership Board (CPB): 9 carers provide active and critical contribution including undertaking role of Chair and Vice Chair.</li> <li>• Carer Led sub groups (CPB) including:: A Life outside caring group which focuses on Employment, Education and Housing: recently championed Carer Friendly Employers initiative <ul style="list-style-type: none"> <li>• (Mental Health): MPFT working group</li> <li>• Enterprising Communities initiative: developing community business for the benefit of local people.</li> </ul> </li> <li>• SATH: Those with lived experiences are contributing to Trust work.</li> <li>• Carer Membership: Local Health Economy: Dementia/ Admiral Nursing Advisory Group</li> </ul>

		<ul style="list-style-type: none"> <li>• Community Engagement Panel: Carer representatives.</li> <li>• Regular Consultative Sessions with all age carers including young carers to inform commissioning intentions.</li> <li>• Inclusion of those with lived experiences within commissioning evaluation and moderation processes including Contract and Monitoring and evaluation of tender submissions.</li> <li>• Participation with NHS England Carers Voices initiative</li> <li>• Health Watch</li> <li>• Participation with in Staff Interviews</li> <li>• Carers as facilitators and designers of NHS England Safeguarding training which was led by people with lived experiences</li> </ul>
<p><b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b></p>	<p>Yes</p>	<p><u>Risks:</u>  <u>ASCOF 2018/2019</u>  We are awaiting the results of the National Carers Survey undertaken October 2018</p> <p><u>Carers Pooled Budget arrangement.</u> The budget finances a range of statutory offers for carers including Individual financial payments Carers need to have one identified need to access financial resources. The amount of funding awards has been confined to those carers who have been Care Act assessment and address an unmet need to enhance wellbeing and personal resilience.</p> <p><u>Funding for Young Carers:</u> 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. A large percentage of Young Carer activities are funded through public donations.</p> <p><u>Opportunities:</u> Since 2017 the Council have worked with Enterprising Communities CIC to identify locally rooted business, which trade for the benefit of the local community having accountability and broad community impact.</p> <p>Further work around Carer Voice narratives to influence and shape commissioning</p>

		arrangements, processes and pathways to improve carer experiences.
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## **PART B) – ADDITIONAL INFORMATION**

### **5. BACKGROUND**

- 5.1. This report provides a progress overview in relation to the Health and Wellbeing objectives to enhance the
- Encouraging healthy lifestyles
  - Improving mental health well being
  - Strengthening communities
- 5.2. 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.
  - Children will be thriving: protected from inappropriate caring roles.
- 5.3. The National Carers Action Plan 2018 – 2020 sets out five themes.
- Services and systems that work for carers
  - Employment and financial well being
  - Supporting young carers
  - Recognising and supporting carers in the wider community
  - Building research and evidence to improve outcomes for carers
- (Refer to National Plan in Section 7 below)
- 5.4. National Context: National Carers Strategy published in 2008 and revised in 2010. Each documents sets out a vision that carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support is based on individual needs enabling carers to maintain a balance between their caring responsibilities and time for themselves. The forthcoming Green Paper (England) on social care for adults may have some influence on the carer agenda. The paper has been delayed several times and is expected for publication early 2019.
- 5.5. All Ages Carers Strategy and Carers Action Plan: will reflect our statutory responsibility and local offer to carers. Draft paper will be available March 2019. Locally, the Carers offer is monitored through the Carers Partnership Board (CPB).

### **6. LOCAL CONTEXT**

- 6.1. The 2011 census informs us that 1500 young people (up to 18yrs) and 19,000 adults (18+ are undertaking caring responsibilities across the Borough

- 6.2. We are currently aware of 510 young carers up to 18 years 2755 adults (18yrs+). We know that the communities where we have the high number of registered carers live in the following areas:  
TF1: (690) Wellington/Leegomery, Ketley Arleston and Horton wood. With TF8 with the lowest number of registrations.
- 6.3. It is the identification and raising of awareness of carers of all ages continues to be our priority across the Borough with a great emphasis on reaching carers of all ages with information, advice and support throughout their caring journey.
- 6.4. The Carers Partnership Board and the Council believe that through the development of Carer Friendly Communities and seeking Carer Friendly Employer pledges we will reach a broad range of individuals and families where caring touches people's lives. 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 agenda this includes Carer Champions within Social Care Teams, Community Carer Champions in General Practices and Carer Friendly Employers being all pivotal in the identification of carers.
- 6.5. As a Council we are committed to carrying out our statutory responsibilities supporting carers to develop skills and knowledge which in turn increases their personal resilience and wellbeing.
- 6.6. During 2018 there were 22 financial awards ranging from £50 to £2K. The top three requests for funding refer to Driving Lessons, alternative respite through Personal Budget and accessing leisure facilities such as Gym membership. These payments are aligned to unidentified carers outcomes set within the Carers Assessment and encourage carers to purchase self-managed support which best fits their life style through accessing provisions such as personal carer support ( respite provision).
- 6.7. In addition 93 carers who have accessed Personalised Carer Support which provides up to 25hrs respite which the Carer can access as and when required. On average the financial value of this support is in the region of £390 per carer.

## **7. PROGRESS AGAINST CARER ACTION PLAN 2018 – 2020**

### **7.1. Services and systems that work for carers**

- 7.1.1. **Carer Assessments:** are being undertaken with Adult Social Care staff accessing Peer Challenges which provide a solution focussed discussion in addressing identified unmet needs. Between April and December 2018 344 adults have made self-referrals to the Carers Centre for Information, Advice and Support with 90 Care Act Assessment being undertaken. All adults who refer will be taken through a Well Being check to gain an understanding of what their needs are and target advice and support with greater effectiveness. For those

carers who have not links with the Council or wish to have an independent assessment the Carers Centre provide assessments as well as wellbeing screening assessments. The Council has developed Carer Peer Challenges which contribute to raising staff awareness of carer's needs and the range of the local offer.

- 7.1.2. **Influencing systems and pathways:** Carers and people with lived experiences have participated with in NDTi ( National Development Team for Inclusion ) along with Adult Social Care staff and commissioners have participated in service and system review of the customer journey process.
- 7.1.3. **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. This services has recently been re- commissioned.
- 7.1.4. **Admiral Nursing:** is a service for carers and family members who support someone with Dementia. Two Admiral Nurses are funded through the CCG (Dementia budget) and a third Nurse through the Carers Budget 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.
- 7.1.5. **Moving and Handling Family Carer Adviser:** is available for carers to self-refer and provides one to one advice and support in safe moving and handling techniques. The provision is bespoke to each carer delivered in the individual's home. Appendix 1
- 7.1.6. **Relationship Support:** Delivered through a local provider 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 are available through a micro provider providing carers with the tool to manage loss and change impacts.
- 7.1.7. **Friends and Family Service:** This provision is part of the broader Substance Misuse contract commissioned by Public Health. It is often the friends and family that bear the brunt of someone who is alcohol and drug taking. This service provides one to one and peer support and coping strategies. Aquarius are working with another provider delivered 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 as well as enhancing their own wellbeing.
- 7.1.8. **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 is 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. The provision of 25 hrs support a year, equivalent to 2 hours per fortnight, would be in the region of £375 per carer. Additional hours can be awarded following a review of their needs.

- 7.1.9. **Peer Support:** We are seeing the creation of peer support groups linked to local communities. A carer in Shawburch has established a carer group with support from local general practice, parish council and carers centre ( a public house is the setting for the groups meetings)

## 7.2. **Employment and financial well being**

- 7.2.1. **Carers and Employment:** Telford & Wrekin Council pledged to be a Carer Friendly Employer in June 2018 and since a co-design group of carers of Council officers has created a registration process to seek out local business to take up the challenge. The Local Authority has created an intranet page where employers who are carers can be informed of their options.

## 7.3. **Supporting young carers**

### 7.3.1. Young Carers, Young Adults Cares and their families;

Local Authorities must take reasonable steps to identify young pimple and adults who have support needs. This provision is delivered by the local All Age Carers Service with an assessment beginning carried out if

1. They think the child has a need
2. The child asks them to or
3. If the child's parents ask them to

- 7.3.2. Since April 2018 until December 2018 81 young people were identified as being a young carer. The provision is offered through a three tier system with 69 young people receiving one to one support ( Tier 3)

- 7.3.3. Following a Scrutiny Report on Young Carers last November 2018, two local radio stations followed up stories and undertook live reports. The Carers Commissioning Officer/Young carer their family provided an insight to what it is like to be a young carer.

- 7.3.4. Young Carer Activities: A range activities including fortnightly youth club, healthy eating workshops are being accessed on average 35 children weekly at youth club. Additional activities during school holidays are available which on average 60 children access over a two week period and through school holidays. These activities are partially funded through statutory funding a public donations.

- 7.3.5. In-betweeners: 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.

- 7.3.6. Raising Young Carers Awareness: During 2018 young carers across Telford & Wrekin/Shropshire have come together to create an information tool for Schools/GP/Professional Staff and communities in the identification of young people who are living in a family where they are a carer.

#### 7.4. **Recognising and supporting carers in the wider community**

- 7.4.1. All age carer service. This provision is provided by Telford Community Voluntary Service (CVS) and provides an accessible and generic service for all carers: removing any transition barriers (16 – 18 years) in accessing information, advice and support. This provision is currently in the process being recommissioned to go live 1<sup>st</sup> October 2019. As part of the contract wellbeing sessions are delivered. The session held bi- weekly attract up to 20 carers each session. New carers are encouraged to attend with sessions being delivered in three neighbourhoods ensuring provision to local to the carer. The centre facilitates national events such as Young Carers Awareness Day (January) and Carers Week (June) and Carers Rights Day (November).As part of the contract the Carers Centre also deliver the following:
- 7.4.2. GP Link Worker: During 2017 this initiative 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. This initiative alone has significantly raised carer referral rates. A Carer Champion fact sheet is available is available on My Life portal.
- 7.4.3. Hospital Discharge Worker: This is a valued investment focuses 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.
- 7.4.4. Mental Health: In conjunction with Midland Partnership Foundation Trust (MPFT): a Mental Health Carers Advisory Group has been working collectively to enhance staff awareness to Carer Assessments. Specific work is being undertaken in the identification of Forensic Carers at Redwoods.
- 7.4.5. Emergency Carers Response Service (E CRS): This recently commissioned provision has renamed Carer Emergency Service (CES) providing support to carers who are in crisis. The provision which is accessible for up to 48 hour Monday to Thursday and 72 hours Friday to Sunday provides support to address immediate need 24 hrs/7 days a week.
- 7.4.6. Working with Parent Carers: to ensure the transition to adults' services is supportive process. The SEND Commissioning specialist is working with parent carers as they develop a local special needs activity centre along with a local parish council
- 7.4.7. Taking the Pressure out of Caring: Funded by NHS England these safeguarding workshop co-designed with Council and those with lived experienced. The eight workshops held across the Borough and Shropshire were delivered and facilitated by carers. Appendix 2
- 7.4.8. Development of Carer Friendly Communities: The Carers Partnership Board in association with Adult Social Community Engagement Team and Public Health consider this initiative will raise understanding and awareness of carers within communities/neighbourhood, businesses and organisations. The initiative has

the capabilities of identifying carers, raising awareness and providing easily understandable and accessible offers of support.

## 7.5. **Building research and evidence to improve outcomes for carer**

7.5.1. Since 2017 Telford & Wrekin and Shropshire Council have worked collaboratively to deliver the recommendation derived from a Staffordshire University Report entitled: Commitment to Carer: The Carers' Voice Network. This work covers a range of matters raised by carers which are linked to improving services and systems that work for carer and young carers.) Carers Voices. Action Plan: Appendix 3

## 8. **NEXT STEPS:**

- 8.1. Completion of Carers Strategy 2019 -2024 and associated Action Plan. Going forward 2019-2020 the Carers budget will significantly re-focus commissioning of statutory only requirements by the Council and NHS.
- 8.2. Efficiencies have been made to the commissioning of the Information, Advice and Guidance tender (IAG) which includes delivery of an All Ages Carer Service.
- 8.3. The new (IAG) is embedded in an asset based approach and therefore requires a greater need for Councils Community Engagement Team, Parish Councils and local communities to work with people with lived experiences to develop accessible well-being offers to carers of all ages enabling them to feel connected, safe and supported.
- 8.4. Working to expand our community preventative and well-being carer offer ensuring those people with caring responsibilities are made aware, access, receive information and advice at the right time and have accessible community support when appropriate. In particular working with:
- Armed Forces
  - Forensic Carers
  - Dementia
  - Sandwich carers
  - Carers who work
  - Communities reaching out to families and individuals whose lives are touched through caring for someone.
- 8.5. The continued promotion and development encouraging Carers to access Individual Payments and understanding how such payments can bring flexibilities of support.

- 8.6. During 2018 we undertook wide ranging consultation speaking those with lived experiences and carers to share what is needed to enable people to remain in their local community.
- 8.7. To continue working in collaboration with communities and business to embrace Carer Friendly Initiatives (Carer Friendly Communities/ Carer Friendly Employer). Through these initiatives it is hoped the stigma of caring to be reduced and people become aware of what is available enabling communities to have greater resilience and self-efficiency.

## **Appendices**

1. Moving and Handling Family Carer Adviser Provision ( Data)
2. Taking the Pressure out of Caring evaluation 2018
3. NHS England: Carers Voices Recommendations and Action Plan including visual

APPENDIX 1

2017	Qtr. 1			Qtr. 2			Qtr. 3			Qtr. 4			Total
	January	February	March	April	May	June	July	August	Sept	Oct	Nov	Dec	
Number Of Referrals	7	7	8	8	9	5	8	15	9	8	9	9	102
Number of assessments	6	5	4	7	11	5	4	5	10	7	8	5	77
No of visits per patient:4+12	3	3	3	3	3	3	3	3	3	3	3	3	
No of pts declined a carers assessment	0	0	0	0	0	0	0	0	0	0	0	0	0
No of pts referred to carers centre	1	0	1	3	4	3	3	2	4	2	4	6	33
No of pts received a carers assessment	4	4	3	6	4	7	3	2	4	4	3	4	48
No of pts signposted to Social services	2	1	0	2	0	0	0	4	1	1	2	1	14
No of pts signposted to Health prof	1	3	1	5	5	2	3	0	1	1	4	0	26
No of pts signposted to other	0	0	0	0	0	0	0	0	0	1	0	0	0
No of pt. reviews: 6mnth/interim	12	13	14	7	13	15	13	7	9	13	18	10	144

2018	Qtr. 1			Qtr. 2			Qtr. 3			Qtr. 4			Total
	January	February	March	April	May	June	July	August	Sept	Oct	Nov	Dec	
Number Of Referrals	14	14	10	9	20	10	15	11	7	14			
Number of assessments	16	8	12	8	15	12	13	11	9	9			
No of visits per patient:4+12	3	3	3	3	1	3	3	3	3	3	3	3	
No of pts declined a carers assessment	0	0	0	0	0	0	0	0	0	1			
No of pts referred to carers centre	8	6	9	5	6	4	5	1	1	0			
No of pts received a carers assessment	7	1	1	5	5	5	6	6	9	5			
No of pts signposted to Social services	4	0	2	0	0	0	3	2	1	3			
No of pts signposted to Health prof	4	1	3	1	2	4	0	0	1	1			
No of pts signposted to other	2	0	0	2	0	0	0	0	0	0			
No of pt. reviews: 6mth/interim	8	15	12	9	11	21	11	9	12	13			

APPENDIX 2



## **Qualitative data and feedback from carers and former carers about the impact of Telford & Wrekin & Shropshire's Safeguarding Workshops**



**‘Taking the pressure out of caring’**

## Contents

### Qualitative data and feedback for the following 10 workshops – ‘Taking the pressure out of caring’

#### Dates & Venues, Attendance Numbers and age range

Date	Town	Council area	Numbers	26-34	38-45	46-55	56-65	66	Age unknown
Sept 19 <sup>th</sup>	Bridgnorth	Shropshire	2				50%	50%	
Oct 2 <sup>nd</sup>	Shrewsbury	Shropshire	6				83%	17%	
Oct 9 <sup>th</sup>	Newport	Telford & Wrekin	10					60%	40%
Oct 10 <sup>th</sup>	Ludlow	Shropshire	10			20%	10%	70%	
Oct 17 <sup>th</sup>	Wellington	Telford & Wrekin	19			5%	47%	21%	27%
Oct 22 <sup>nd</sup>	South Telford	Telford & Wrekin	6				17%	50%	33%
Oct 25 <sup>th</sup>	Market Drayton	Shropshire	6				17%	83%	
Oct 27 <sup>th</sup>	Telford	Telford & Wrekin	8	12.5%	12.5%	25%	25%	12.5%	12.5%
		Shropshire							

## **Background**

### **Carers Agenda – Bid from Shropshire and Telford & Wrekin Councils**

We would be grateful if the following bid for funding could be considered:

#### **Bid Detail**

**A two hour session for carers held across the whole county, which provide an opportunity for informal carers to recognise signs of abuse, neglect and harm which can occur though the pressures of caring for someone such as a relative, partner, friend or neighbour.**

We acknowledge the sessions will require careful promotion to lessen stigma and attract people to attend and contribute. We do not under estimate the challenge that this presents. Therefore, the identification of carers will be through a variety of options such as:

- one to one conversations when seeking Information and Advice
- Addressing needs following the completion of Carer Assessments
- Conversations with health and social care professionals such as District Nurses, GPs, Mental Health Workers and Social Care Staff

It is acknowledged the sessions will create a setting which is relaxing and safe to explore options in a sensitive way. At the same time providing the opportunity for carers to share worries and concerns and ask questions in a safe environment.

The facilitated sessions will be delivered by two carers (experts by experience) and associated professionals and cover a range of areas such as: mental and emotional stress, physical violence, financial and domestic abuse, medication abuse, psychological abuse, intimidation, and deprivation of liberty. Scams and fraud awareness to protect carers will also be addressed.

The facilitators will work with a range of associated organisations such as Carers Centres, Age UK, and Alzheimer’s Society. This will also include professionals such as; Admiral nurses, Public protection – Public Health, Police, Safeguarding Teams, Solicitors, Pharmacists and General Practices. In the planning of the workshops contributions will be sort from Safeguarding Boards in setting the right tone.

The interactive sessions will provide the opportunity to promote discussion, whilst reflecting and problem solving in a safe and non-judgmental setting. Creating the right ambience for sessions can be achieved through simple ground rules, the identification of the right venue and setting and of course additional carer facilitation who can offer one to one support and are as ‘stress free’ as possible.

In addition, learnings from local Social Prescribing activities and feedback from Safeguarding Boards will bring added value to these sessions. Taking the formality out of what is a serious subject will be a challenge; an advisory group will assist to shape the carer facilitator in achieving the right tone and approach.

The target is to reach a minimum of 150 carers plus over a minimum of 10 delivered sessions. Setting the sessions around a feature such as afternoon tea or lunch and or other events will be considered. Advice will be sought on this.

Assistance with transport and replacement carer support will be provided free of charge (where required) to enable the carer to attend the event with the confidence that the person they are care for is being supported.

In summary this initiative will compliment recommendations identified within

- NHS England Carers Voice report 2016
- Carers Strategy for both Shropshire and Telford & Wrekin
- Strategies linked to Prevention, Health and Well Being and Safeguarding

### **Outcomes**

Carers will have an enhanced awareness of the range of internal and external influences that may present in their caring role through:

- Having recognition and practical solutions to prevent situations escalating in a timely manner
- Increased confidence to seek help and support
- Ability to seek and access information and advice
- Help to overcome stigma and not feeling alone
- Being enabled to talk in a safe setting

### **Delivery**

- Carer – (Experts by experience) and professional led. Payment to facilitators will include administration and delivery of sessions. They will be expected to link with associated professionals in the devising of programme and delivery with contributions from associated professionals and contributions from associated organisations.
- Co facilitation by two carers: one to deliver the other to respond to carers' individual needs during the session is essential.
- Sessions will reach a minimum of six localities within Shropshire and four within Telford & Wrekin. This will be determined following award approval. Settings of sessions will be carefully considered to ensure participants feel comfortable and safe.
- Intention reach to 150 carers: 15 plus per session

### **Risks**

- Identification and engaging with carers
- Gaining sufficient sign up
- Getting people there! Shropshire County is has its challenges

# **Desired Outcomes**

## **Outcome 1: Confidence and skills**

Current carers will gain confidence and new skills which will increase their ability to address and cope with the pressures/stresses of caring and recognise when they need to seek help and where to access it (Safeguarding)

## **Outcome 2: Reduce isolation**

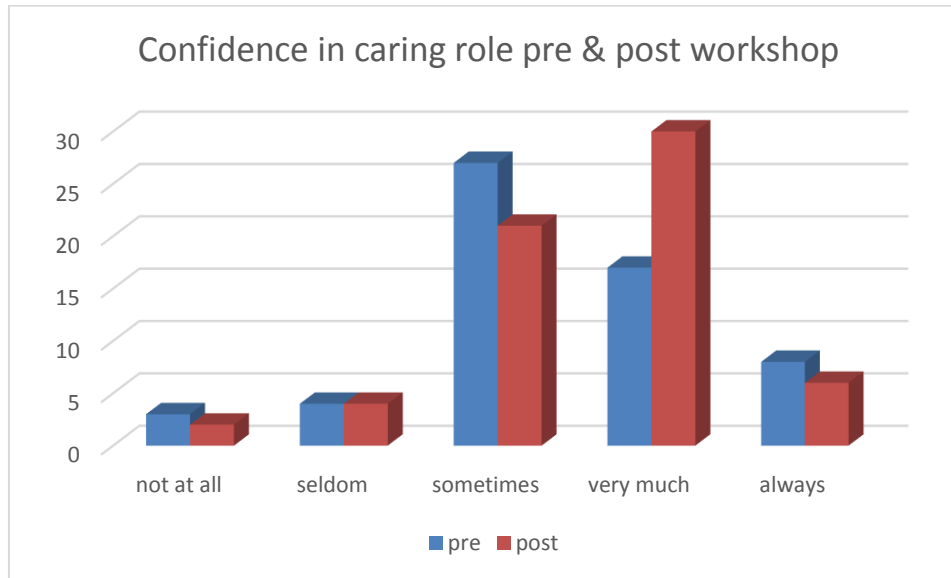
Carers will feel less isolated due to peer connections, realising that they are not alone in their caring role and being able to know where to go for information, advice and support

## **Outcome 3: Health and Well Being**

Carers will notice improvements in their wellbeing through taking notice of coping mechanisms and relaxation techniques and feeling valued in their caring role.

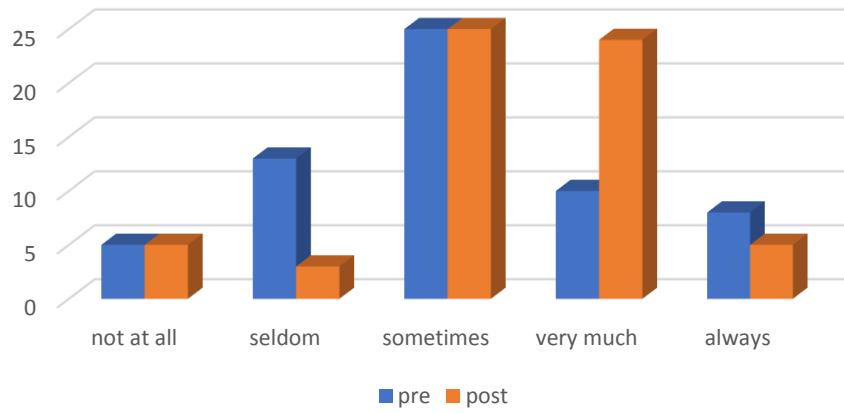
## Qualitative data from workshops

*'Great people, fantastic caring, wonderful stories, great facilitator knowledge, fantastic buffet'*



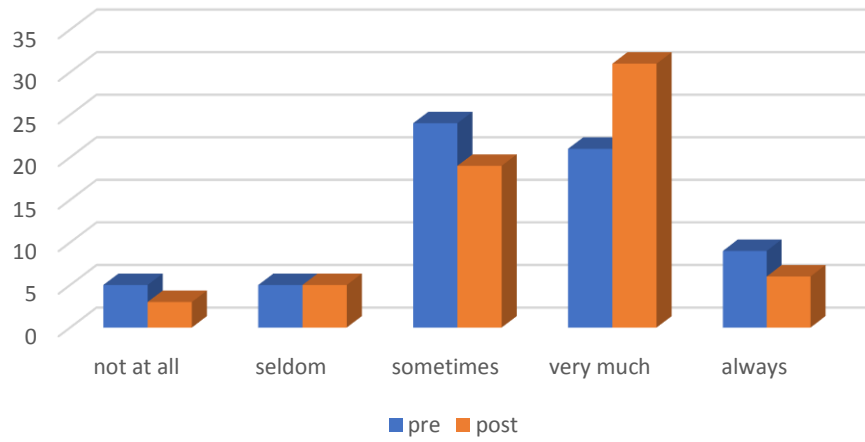
	pre	post
not at all	3	2
seldom	4	4
sometimes	27	19
very much	19	30
always	8	6

### How valued do you feel in your caring role pre & post workshop



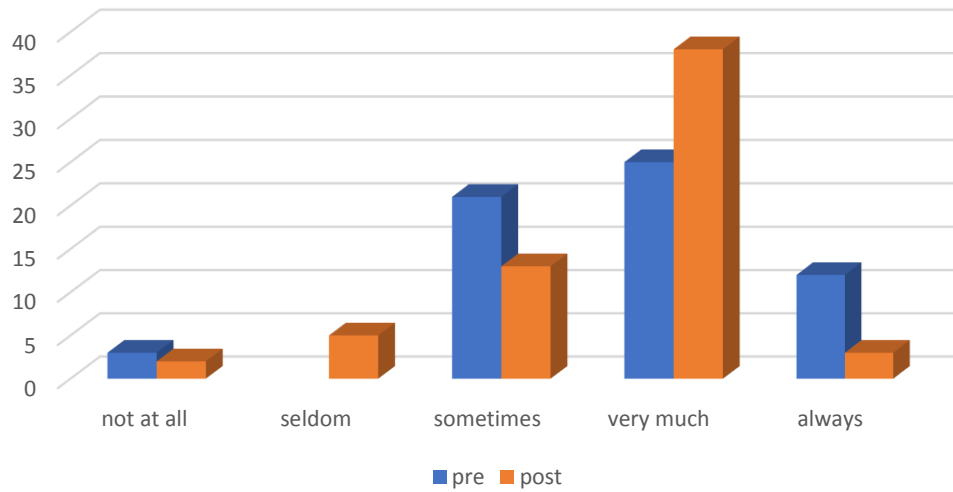
	pre	post
<b>not at all</b>	<b>5</b>	<b>5</b>
<b>seldom</b>	<b>13</b>	<b>3</b>
<b>sometimes</b>	<b>25</b>	<b>25</b>
<b>very much</b>	<b>10</b>	<b>24</b>
<b>always</b>	<b>8</b>	<b>5</b>

Isolation and support to feel less isolated after the session



	<b>pre</b>	<b>post</b>
<b>not at all</b>	<b>5</b>	<b>3</b>
<b>seldom</b>	<b>5</b>	<b>5</b>
<b>sometimes</b>	<b>24</b>	<b>19</b>
<b>very much</b>	<b>21</b>	<b>31</b>
<b>always</b>	<b>9</b>	<b>6</b>

stress & learning strategies to cope



	<b>pre</b>	<b>post</b>
<b>not at all</b>	<b>3</b>	<b>2</b>
<b>seldom</b>		<b>5</b>
<b>sometimes</b>	<b>21</b>	<b>13</b>
<b>very much</b>	<b>25</b>	<b>38</b>
<b>always</b>	<b>12</b>	<b>3</b>

## Knowledge of safeguarding, worries, anxieties or questions prior to sessions

- Quite a lot due to job role
- I know nothing about safeguarding are use common sense to do this
- I've done safeguarding courses previously in my voluntary youth work nothing really caring if any differences
- Not familiar with the term safeguarding
- Do best I can. A lot is common sense to me have been in caring role for over 30 years
- Not very much
- I worry if mum falls and I am not able to get up otherwise I feel confident
- Not very much keeping the curb for reasonably safe also respecting them and their wishes
- Nothing!
- I think I'm coping well with looking after my 91-year-old
- Worry constantly about my son's future. Also worry annually about social services reviews and outcomes for our summer
- At some time I will not be able to cope
- Carrying the responsibility of caring for a relative who has recently moved in with us balancing the needs daily life
- Non-prior to session
- Enough I think dignity and respect
- I have some knowledge of safeguarding. I don't have any worries anxieties or questions prior to the session
- None
- I don't know much about safeguarding but I am looking forward to this session
- Not at this point
- Not a lot

- I feel quite confident that I know about safeguarding that in theory! I stop being a carer in November 2017 however I have taken on another role transporting people to Phil's dementia café
- I feel I would like more frequent assessments of my loved one feel overwhelmed at times about changing behaviours
- A lot through my job as a nurse
- I do not know safeguarding detail but have learnt few some principles full explanation would be helpful
- You can never know too much so always willing to learn more
- Not much as I believe in individual responsibility
- Not correctly managed!
- I'm always worried about my husband's care if I should ever have to go in hospital. I am registered with the straps a carer support service
- Didn't know about it, will read leaflet on it
- Not a lot
- Nothing
- Very new to caring for someone with mental health issues so any help would be welcome
- I don't know much at all
- Felt anxious about coming here I am worried about coping in the future what happens if I get older and my husband deteriorate
- I have an understanding of safeguarding as an overview however not sure how it fits him into my role with my dad I'm awful concerned am I doing the right thing for my dad my family and myself
- Nothing
- I feel I understand about safeguarding issues to enable me to take action
- It is my profession with regard to children so confident
- A reasonable amount

## Qualitative data

<p><b>Outcome 1: Confidence and skills</b> - Current carers will gain confidence and new skills which will increase their ability to address and cope with the pressures/stresses of caring and recognise when they need to seek help and where to access it (Safeguarding)</p> <p><b>‘I now understand what safeguarding is and know how to deal with it’</b></p>	<p><b>Outcome 2: Reduce isolation</b> - Carers will feel less isolated due to peer connections, realizing that they are not alone in their caring role and being able to know where to go for information, advice and support</p> <p><b>‘Very helpful, nice to meet other people – don’t feel so isolated’</b></p>	<p><b>Outcome 3: Health and Well Being</b> - Carers will notice improvements in their wellbeing through taking notice of coping mechanisms and relaxation techniques and feeling valued in their caring role.</p> <p><b>‘Came in feeling very stressed leaving much calmer’</b></p>
<ul style="list-style-type: none"> <li>• Very interesting/useful</li> <li>• Very helpful. Lots of contact numbers for help and advice</li> <li>• A lot of good information. Very helpful</li> <li>• More information to the general public should be advertised and available as many have no knowledge re safeguarding</li> <li>• I found this session extremely informative and great help. Thank you everyone looking forward to the next one!</li> <li>• It has been very informative</li> <li>• I understand more about my specific situation</li> <li>• I feel I will be able to take action if needed. Workshop very interesting</li> <li>• A lot more</li> <li>• Still have understanding, however feel that issues with my dad could be raised as a concern</li> <li>• I still feel anxious but I think the help is there</li> <li>• I think I understand a little better I think of it as dignity and respect</li> <li>• Now informed</li> <li>• A little more. No worries</li> <li>• Nice to know this exists</li> <li>• Not enough yet but will read up on it</li> <li>• Good information. I have not heard about safeguarding before</li> <li>• Need to know need to understand my role has her husband and carer</li> <li>• It is good to reinforce what I have learnt your training</li> </ul>	<ul style="list-style-type: none"> <li>• Very helpful, nice to meet other people – don’t feel so isolated</li> <li>• A valuable workshop – beneficial in social interacting with other carers. Much factual info given thank you</li> <li>• Great people, fantastic caring wonderful stories, great facilitator knowledge, fantastic buffet</li> <li>• It was very informative and helpful</li> <li>• I felt that the techniques for coping was useful</li> <li>• Good session. I was so impressed at how carers are coping with unimaginable stress and heart-breaking own lives</li> <li>• It was good I would like to have signposts for respite for ourselves without using a nursing home or carers is there any way a</li> </ul>	<ul style="list-style-type: none"> <li>• Tools to cope are useful perhaps more information on what’s available would be useful</li> <li>• Very relaxing friendly</li> <li>• Appreciated the input of Caroline rolling and the techniques she cascaded</li> <li>• Very useful and quite enjoyable</li> <li>• Think about myself</li> <li>• More sessions are coping with stress</li> <li>• Everyone was lovely friendly and so kind</li> <li>• The distressing Cesc session was very informative</li> <li>• It would’ve been helpful to have a longer period talking about how to destress are coping</li> <li>• Enjoy the session</li> </ul>

- I have a little I have a better understanding of safeguarding
- Felt learnt more seeing it through a 'carers' eye
- I now feel I have a better understanding
- I feel I understand more
- A lot more now this is helpful and an eye opener
- Well confidently about referral and exercising common sense
- I know what it's for. I am not confident the system is effective
- I now understand what safeguarding is and know how to deal with it
- I now have a better idea of where to go
- All very good
- Concerns about safeguarding in relation to thousand authority
- Feel worried about possibility of songs post to move from residential to supported living and the potential of staff shortage
- More knowledge than before I walked through the door of this session
- Always have worries and anxieties on past issues (on edge constantly)
- Much more aware of certain issues regarding safeguarding
- Would like further information
- The session has made me a lot more aware of my situation. I feel less isolated. There are people out there for me to contact for help or advice
- Legal responsibilities of the carer and the point at which choice is required to be replaced by the need for prescribed care
- Still have original concerns about my sons future
- When I go on holiday I would like to have discussed peoples experience of temporary respite care
- A little bit more
- This session has clarified things a little
- I gained a much better understanding of the issues and concerns regarding safeguarding
- A lot
- Just worried about any thoughts on how to help my mum
- Can now recognise more safeguarding issues and know how to approach people for help
- The same as prior to the session. Not sure safeguarding was helpful for this level
- Very good DVD clear concise and not dated




- database of carers can be done for those who need a day or etc.
- Need more of the sessions, great to listen to all the people and their situation
  - More care with meetings for all Shropshire residents  
I find it really helpful, a group where carers can have a discussion among themselves
  - Useful to meet up with other carers and share experience
  - Nice to meet other people who are caring for all of the ones are facing similar challenges
  - Half day is Half day is not enough
  - It would've been good to have more info about what is in the workshop I find most sessions quite distressing. I also photo chat not very percent at Caroline's technique was great but the biology was rather weak!
  - Thank you all to those who helped organise it
  - Very useful
  - Very informative group and good to meet carers
  - The carers were happy to interact with each other
  - Very enjoyable and social and interesting information
  - Lovely session – meeting you care is of similar age to myself Shimla caring roles




- Set well to meet different needs could've done with more done
- I value it hugely and thank you
- Longer spent discussing and practising coping techniques
- Thank you!!
- Came in feeling very stressed leaving much calmer
- Looking after myself
- Very relieved that there is help out there!
- I will cope better
- Was aware about safeguarding before - have practiced meditation techniques which was similar to the just breathing session in which font was useful. Picked up a couple of bits of info about groups which was useful




## APPENDIX 3









**COMMITMENT TO CARERS: CARER VOICE RECOMMENDATIONS ACROSS SHROPSHIRE AND TELFORD & WREKIN**





Theme	Recommendation	Action
<p>1.0 Awareness of carers</p> 	<p>From practitioners; understanding of wider than presenting need, e.g. person presenting at GP with stress may be a carer</p>	<ul style="list-style-type: none"> <li>• Delivery of Taking the Pressure out of Caring workshop during autumn 2018 - cross border.</li> <li>• Carer Champion role development: T&amp;W Carers Centre</li> <li>• Follow up calls from Alzheimer's Society from the development of Dementia Companion roles.</li> <li>• Patient Participation Groups across both authorities</li> <li>• Active Carers register for all carers at GP practices with regular reviews (T &amp; W) Mixed across Shropshire</li> <li>• Regular working with professionals to include PRH, Redwoods</li> <li>• Supporting carers through Aquarius</li> <li>• Drugs and Alcohol carers / concerned others – Wellbeing event held in Shrewsbury on 24<sup>th</sup> September 2018</li> <li>• Shropshire DAAT - attend Family Carers Partnership Board, carer support specified in contract</li> <li>• Carer community element in contracts</li> </ul>
<p>2.0 Communication and ways of working with carers and those they care for.</p> 	<p>Sufficient opportunities should be generated for carers to raise concerns that should be noted and addressed</p>	<ul style="list-style-type: none"> <li>• T&amp;W Carers Centre: Cross-Border attendance between Newport and Codsall with Staffordshire Carers Centre (CASS)</li> <li>• Cross border working has commenced between both Carers Centres.</li> <li>• A carer's support group is being developed in Ironbridge which would encourage carers from Broseley (Shropshire) to attend.</li> <li>• Carers Partnership Boards provide governance arrangement</li> <li>• DWP attend T &amp; W Partnership Board.</li> <li>• Life outside Caring group – T &amp; W</li> </ul>
	<p>Improved listening and observation to better support carers and those they care-for.</p>	<ul style="list-style-type: none"> <li>• Locality Carer groups with Shropshire</li> <li>• Carers Hospital Link Worker at PRH and RSH.</li> <li>• SATH staff training in Dementia Care</li> <li>• Dementia Café at PRH &amp; RSH</li> <li>• Wellbeing groups and peer support: T&amp;W</li> <li>• Locality Carer groups with Shropshire</li> <li>• Community Wellbeing groups within localities and specific peer support: T&amp;W Carers Centre.</li> </ul>
<p>2.1</p>	<p>Professionals should not forget the importance of ensuring</p>	<ul style="list-style-type: none"> <li>• Carers Mental Health Awareness Group – additional carer involvement to assist professional awareness and training</li> </ul>


	<p>that communication is embedded in principles of compassionate and dignified care</p>	<ul style="list-style-type: none"> <li>• NTDI staff training in T&amp;W, Shropshire NDTI Action learning sets.</li> <li>• Working in localities is raising staff awareness of local support and community options</li> <li>• Work progressing re; Joint Training Team (Shropshire) delivering sessions to in collaboration with carer. Mental Health (Met Jan 19)</li> <li>• T &amp; W social workers having carers with lived experiences in as part of training – next year.</li> <li>• Shropshire Staff Carer Champions in Adult Social Care who to feed out to wider team</li> <li>• Shropshire Hospital carers lead based at RSH</li> </ul>
<p>3.0 Integration of services</p> 	<p>Provide a central point of contact for carers, to act as advocates, sign-posting to appropriate support services within a timely manner prior to any immediate need that materialises as the healthcare needs of the person cared-for progresses through their health and social care journey</p>	<ul style="list-style-type: none"> <li>• Carers Centre with Shropshire and T&amp;W.</li> <li>• Established and sustaining Carers GP Champion Scheme (T&amp;W CC)</li> <li>• Shropshire Council ASC undertake Care Assessment</li> <li>• T&amp;W Carers Centre undertake Care Assessment</li> <li>• Development of Dementia Companions</li> <li>• Development of Care Navigators</li> <li>• Shropshire ASC 'Let's Talk Local'</li> <li>• Shropshire Council First Point of Contact (FPOC)</li> <li>• Carers identified referral group for social prescribing in Shropshire. Currently operating in 11 GP Practices with county roll-out</li> <li>• Shropshire Choices online directory/portal</li> <li>• Refer to section 1</li> </ul>
<p>3.1</p> 	<p>Services need to be far more proactive in reaching out to and supporting carers.</p>	<ul style="list-style-type: none"> <li>• Range of materials more easily available in several languages, translator app included within websites.</li> <li>• T&amp;W CC Joint events with other organisations to be inclusive of diverse groups e.g. African Afro-Caribbean, Polish, Asian Women (STUWA)</li> <li>• Focussed publicity through Reaching out to Carers promotion.</li> <li>• Joint Carers Rights Day: Wellbeing event 30<sup>th</sup> November and Carer Week promotion June 2018.</li> <li>• Regular updates in Carer Newsletter: both areas</li> <li>• BBC Radio Shropshire showcased 'Taking the Pressure out of Caring' workshops with interview with Lead facilitator.</li> <li>• Carer information sections on SC and T &amp; W websites</li> </ul>
<p>4.0 Professional practice and development</p>	<p>It is important for professionals to recognise the benefits of listening to and sharing carers' stories and best practice.</p>	<p>Also refer to Section 2</p> <ul style="list-style-type: none"> <li>• Mental Health Carers Awareness Training: Joint Training Team leading on MH Sessions for staff and carers across Shropshire/T&amp;W.</li> </ul>

		
4.1 	Sharing evidence across organisations and geographical areas	<ul style="list-style-type: none"> <li>• Established closer working arrangements with Carer/Family Partnership Boards</li> <li>• Mental Health Awareness Group</li> <li>• Local Carer Centres are linking together</li> <li>• Working collectively on Carer Bids</li> <li>• Development of life outside caring and employment sub-groups T &amp; W</li> <li>• Opportunity to link Shropshire and T &amp; W groups being investigated. - Same types of priorities</li> <li>• Peer challenges – Shropshire Social Workers - Links to NDTI</li> </ul>
5.0 Publicity 	<p>To raise awareness of what being a carer is and where carers can access help and support</p> <p>How carers access services for themselves and the person they care for.</p> <p>How information is provided?</p>	<ul style="list-style-type: none"> <li>• Carers 'bookmarks' and posters through pharmacies, Churches, Places of worship, community venues and GP Practices targeting hidden and marginalised carers.</li> <li>• MPFT are ready to print</li> <li>• Revision of Hospital web pages</li> <li>• Young carers Z leaflet</li> </ul> <p>Methods include;</p> <ul style="list-style-type: none"> <li>• Implemented Joint Communication Tool Kit: To agree a collective methodology of sharing information and updates relating to Carers Voice</li> <li>• Twitter</li> <li>• Newsletter</li> <li>• Partnership Boards</li> <li>• Carers centres</li> <li>• Web Pages</li> <li>• Health and Well Being Board Communications and Engagement Groups</li> <li>• Press releases</li> <li>• National campaigns – Carers Week, Carers Rights Day, Young Carer Awareness Day</li> <li>• Working with local hospitals to raise carer awareness and provide information advice and support through Hospital Link Workers</li> <li>• Promotion of Dementia Friendly Communities across Shropshire and T&amp;W.</li> <li>• T&amp;W working towards Carer Friendly Communities</li> <li>• Shropshire Council - Flu vaccination for carers/carers week media campaign through HWBB Comms. and Engagement Group</li> <li>• Free radio interview young carers</li> <li>• Scrutiny committee young carers</li> </ul> <p><u>Action for progression/consideration:</u> Utilising Twitter, Facebook and other social media by ensuring that all carer agencies, support networks</p>

		<p>who are on these platforms follow / like each other's sites / pages (collate all agencies web address/ twitter and Facebook pages) so that posts can be shared across numerous sites / pages to maximise awareness.</p>
<p>6.0 Carers treated as equals in the person they care for</p> 	<p>Professionals need to treat carers as equal partners, and experts by experience, in the care and support of those they care for.</p>	<ul style="list-style-type: none"> <li>• NTDI staff training in T&amp;W, action learning sets – Shropshire and T &amp; W.</li> <li>• Working in localities is raising staff awareness of local support and community options</li> <li>• Working with carers as co-producers and co-facilitators of training materials related to Safeguarding</li> </ul>
<p>6.1</p> 	<p>All professionals to ensure that carers are empowered and become an integral part of the care and support being discussed, whilst ensuring that they are offered and receive care and support themselves</p>	<ul style="list-style-type: none"> <li>• T&amp;W commencing Peer Support challenges following completion of Carer Assessments</li> <li>• Adoption of Carer Friendly Employer pledge: T&amp;W</li> <li>• Peer support life outside caring</li> <li>• Shropshire investigating this– followed up after FCPB and now at corporate level – ADASS pledge</li> <li>• T &amp; W registration pack for employers. Check list, leaflet and pledge</li> </ul>
<p>7.0 Staff training</p> 	<p>Training for practitioners around carer recognition and ability to refer appropriately</p> <p>To develop their knowledge of the emotional impact on carers for unpaid caring. Out of this, training should focus on the sort of practical advice and support carers might need to maintain their health and well-being.</p> <p>Professionals should actively and purposefully listen to carers, using sensitive questioning and engagement to make the carer feel valued and supported.</p> <p>Professionals need to be aware that the technical information they have is powerful, and if it is not used sensitively when working with carers, a power imbalance might be generated.</p> <p>Professionals should provide carers with clear information,</p>	<ul style="list-style-type: none"> <li>• Access to e learning Carer Awareness for Young Carers and Adults</li> <li>• Joint Training Shropshire promoting Staff session around Mental Health and support family carers.</li> <li>• Peer Challenges offer insight to raising staff awareness, knowledge and skills</li> <li>• Carers and those with lived experience member of Health Economy Steering Group (Dementia) supporting and influencing Dementia Friendly development</li> <li>• Mental Health Carers Awareness Training: Joint Training Team leading on MH Sessions for staff and carers across Shropshire/T&amp;W.</li> </ul>

	<p>particularly regarding the technical elements of the carer and support of those they care-for. For example, young carers should be informed regarding medicines management and should be afforded opportunities to raise concerns.</p> <p>Professionals need to be aware of both the national and local contexts of carer support</p>	
<p>8.0 GPs/ Hospital</p> 	<ul style="list-style-type: none"> <li>• Awareness of carers assessment</li> <li>• Recognition that someone is a carer</li> <li>• Ability to refer</li> </ul>	<ul style="list-style-type: none"> <li>• Development of Carer Champion roles with GP practices T&amp;W</li> <li>• SATH development of John's campaign and Carer Passport/Dementia Awareness for staff.</li> <li>• Shropshire Hospital carers lead based at RSH</li> <li>• Through Shropshire Social Prescribing, Carers are an identified group to be offered referral</li> </ul>
<p>9.0 Young carers</p> 	<p>It is important for staff working with young people, for example, school teachers, school nurses, etc., to be aware of how young carers may feel when interacting with professionals.</p> <p>Education professionals need to have awareness of when a young person would require reasonable adjustments to be made to their learning needs and education timetable, to enable them to meet their caring responsibilities.</p>	<ul style="list-style-type: none"> <li>• Young carers film completed May 2017 to raise profile of YC wellbeing</li> <li>• Encourage Schools to set up young carers register and have regular support meetings with these young carers</li> </ul>
<p>9.1</p>	<p>Publicity raising awareness of young carers</p>	<p>NHS England Bid awarded Nov 2017</p> <ul style="list-style-type: none"> <li>• Recruited Artist to deliver arts workshop with Young Carers 5<sup>th</sup> April 2018 to produce art work for publicity and promotion within schools and across communities. Young carer's arts workshop to create publicity to raise awareness of young carers in schools and college for staff and young people. Leaflet printed and ready to distribute.</li> </ul>
<p>10.0 Forensic Carers</p> 	<p>Adequate resource needs to be identified for meeting with forensic carers to gain further information and insights from their unique situations.</p>	<ul style="list-style-type: none"> <li>• Working with Mental Health (MFHT) and other associated partners to update carers section of website including where to access further support and information</li> <li>• Mental health carers working group established and provider of forensic care is a partner.</li> <li>• Attended NHS England Commitment to Carers event to extend network links.</li> </ul>

		<ul style="list-style-type: none"> <li>• Forensic carer representation on Carers Partnership Boards/groups</li> <li>• Links made with North West England area who have good example of practice. Development of Carer Champion on secure unites and publicise support through newsletter</li> </ul>
<p>10.1 Mental Health support and resilience for Carers.</p> 	<p>Mental Health support and resilience for Carers.</p>	<ul style="list-style-type: none"> <li>• Established Mental Health Awareness Group for professionals and those with lived experiences to monitor and challenges carer awareness with the MPFT. Link to Carer/Family Partnership Boards</li> <li>• Taking the Pressure out of caring workshops: Co produced with carers</li> <li>• Meeting held with OT Clinical lead and Carer Lead social worker at the Forensic unit in Redwoods. Updated information on Shropshire FPOC; Choices website and CT4A and also Telford Carers Centre details and My Life portal for their website as requested.</li> <li>• To consider the identification of Carer Champion on wards; develop publicity and awareness through Newsletter</li> <li>• Carer Training: Shropshire leading on carer and staff sessions across Shropshire and Telford &amp; Wrekin</li> </ul> <p><u>Action for progression/consideration</u> Linking in with leisure centres, libraries, education etc. to offer carers / concerned others flexible and affordable access to these. Possibly have special groups / sessions at these locations.</p>
<p>11.0 Better integration between children's and adult services</p> 	<p>To ensure consistency in the care and support offered to parent carers (for example), and those they care-for.</p>	<ul style="list-style-type: none"> <li>• Parent Carers and Children's Services members of Carer/Family Partnership Board</li> <li>• Carer Action Planning meets in T&amp;W assist to inform future commissioning and reshaping of service design</li> <li>• T&amp;W CC: Service Redesign - Nov 18 – Recruiting Family Carer Resilience Worker (Independence) – focusing on all family carers with particular focus on 16-24 years – transition to include education, life skills, gaining independent living and empathy for carers in this age group.</li> </ul>
<p>12.0 Commissioning of services</p> <p> T &amp; W</p> <p> Shropshire</p>	<p>Involvement of carers in the commissioning of services where indicated, thus supporting the carers' voice and ensuring that future planning is implemented appropriately. This recommendation reaffirms the need to ensure co-production between professionals, service users and carers is a founding</p>	<ul style="list-style-type: none"> <li>• Governance through Carer/Family Partnership Board</li> <li>• T&amp;W carers contribute to service specification design and participate in procurement and commission arrangements</li> </ul>

	principle of integrating services.	
13.0 Reflect on our Statutory Duties and how they are implemented 	To ensure local practices are shaped and informed by National intentions	<ul style="list-style-type: none"> <li>• T&amp;W mapped intentions against National Carers Action Plan 2018 – 2020</li> <li>• Shropshire revised All-Age Carers Strategy 2017-2021</li> <li>• T&amp;W currently drafting Cares Strategy to inform commissioning intention</li> </ul>

**9. IMPACT ASSESSMENT – Refer to page 2**

**10. PREVIOUS MINUTES**

Health and Well Being Report: December 2017

**11. BACKGROUND PAPERS**

Young Carers Scrutiny Report 2018

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