

ADULT SOCIAL CARE SCRUTINY COMMISSION REPORT

Leicester, Leicestershire, and Rutland Carer Strategy Refresh Update

Cllr Sarah Russell – Deputy City Mayor – Lead for Adult
Social Care

Martin Samuels – Strategic Director – Social Care &
Education

Date 16 June 2022

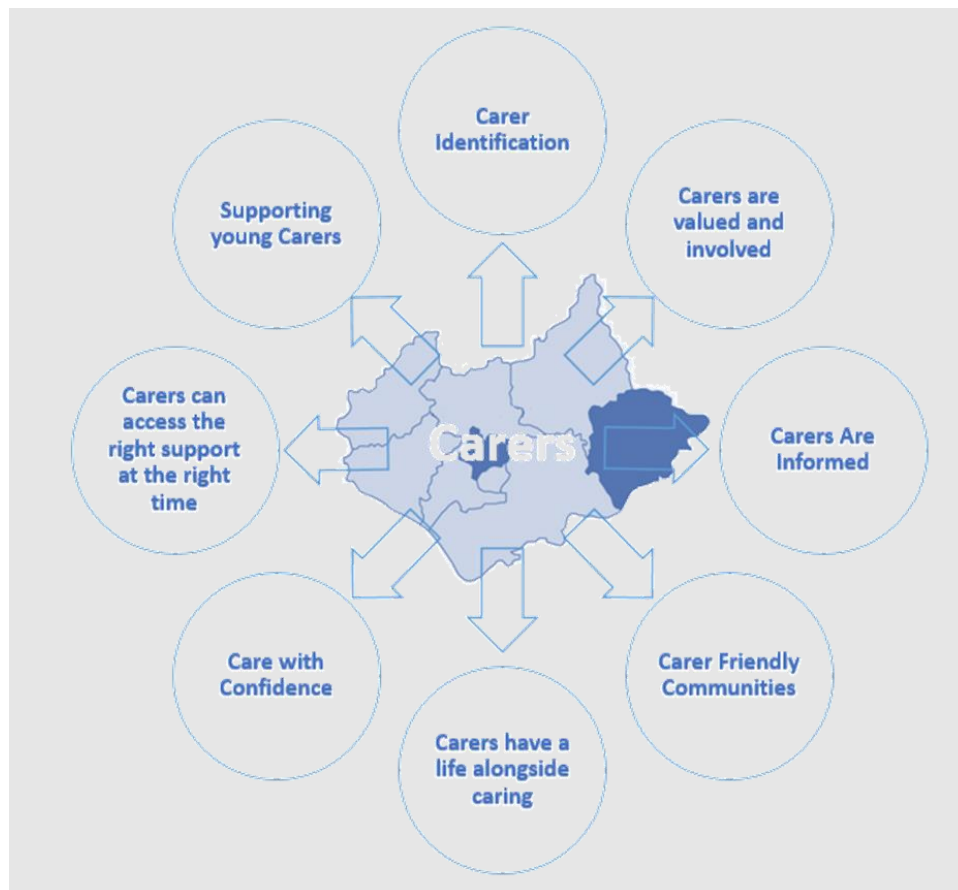
Wards Affected: All
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1. Purpose

- 1.1 To inform ASC Scrutiny Commission on the outcome of the engagement exercise carried out in relation to the Leicester, Leicestershire & Rutland Carers Strategy, and to advise of the consultation on the draft joint Leicester, Leicestershire and Rutland (LLR) Carers Strategy 2022-2025
- 1.2 The LLR Carers Strategy 2022-2025 is a joint strategy which includes all local authorities and the Clinical Commissioning Group (CCG) across LLR and is a refresh on the LLR Joint Carers Strategy 2018-2021 Recognising, Valuing and Supporting Carers
- 1.3 It is proposed that there be a joint foreword from the lead members from the three local authorities, which is included in the draft of the Strategy attached as Appendix 2.

2. Summary

2.2 The LLR Joint Carers Strategy 2018 – 2021 ‘Recognising, Valuing and Supporting Carers’, sets out eight key strategic priorities relating to unpaid carers of all ages. The priorities were built upon the feedback of carers across the LLR area and are set out in the diagram below:



2.2 Each partner organisation was responsible for their individual supporting delivery/action plans. These plans were used to drive improvements across the various organisations.

2.3 There have been a number of collective achievements from the 2018-2021 Strategy including:

- Launch of the Carers Passport across the LLR area
- Quality markers introduced in GP Surgeries
- Staff training around carer awareness, across a range of organisations
- Information for carers reviewed and updated including web pages and information booklets
- Increase in the numbers of people registering as carers with their GP
- An LLR carers group working with Sortified Community Interest Company (a social enterprise and consultancy) promoting carers engagement to produce a report of recommendations for local authorities to consider when working with carers as a result of the learning from the COVID pandemic

2.4 At the end of 2020, Leicester West MP, Liz Kendall arranged a series of meetings with University Hospitals of Leicester, East Midlands Ambulance Service, Leicestershire Partnership NHS Trust, Leicester City Clinical Commissioning Group, the Carer's Centre, Leicester Carer Support Service and the City Council to better understand how the system identifies and supports family carers in Leicester. During Carers Week 2021, she released a 5-point action plan as follows:

- Services to train teams to identify unpaid carers earlier, to ensure they are aware that support exists and that they can access it as quickly as possible
- Information and advice to be widely accessible in simple straightforward terms, to make it easier for people to understand and access the support that exists
- Better co-ordination between health and social care services to make it simpler and less confusing for carers to navigate support and prevent them from having to repeat themselves time and again
- More support from the Government so that unpaid carers can access the support they need such as regular respite breaks
- Ministers to publish their long-awaited plans for social care reform which should put family's needs and concerns at the heart of a transformed system

2.5 It was originally intended to begin the refresh of the Strategy in the summer of 2020, but this was delayed due to the pandemic. Work on the refresh began in the summer of 2021 by starting to engage with carers and voluntary sector partners in a bid to understand how carers felt about the existing strategy and their caring situations. Progress against the existing strategy was shared along with ongoing developments.

2.6 The online engagement exercise undertaken towards the end of 2021 demonstrated that carers in Leicester continue to identify with the priorities contained within the 2018-2021 Carer Strategy. The top 2 priorities in the Strategy for carers in the City were:

- Priority 5 – Carers have a life alongside caring – Health, employment and financial wellbeing
- Priority 7 – Carers can access the right support at the right time – services and systems that work for carers
- This aligned with the top priorities of carers from the County who rated those two priorities as the most important.
- Carers do not identify particularly well with priority 6 as it is framed now. All organisations are keen to ensure that there remains a focus on the role that technology can play in supporting family carers to care confidently and therefore suggested the priority be re-worded to, 'Care with Confidence – technology and skills supporting you to care effectively'.
- Leicester City young carers were keen to have a priority specifically focused on young carers to ensure that the positive work in this area continues to be a focus. Leicestershire young carers requested removal of that priority as they would like to be recognised and included within the other 7 priorities, therefore it is proposed to keep priority 8 as it is currently drafted as well as including young carers within the others. It is hoped that by ensuring young carers get the visible representation across the whole strategy, they are able to see the recognition they are receiving as part of an inclusive group.
- We received feedback that the existing strategy document is overly and unnecessarily long and it has been part of the refresh to attempt to produce a document that is simpler and easier to read whilst still clearly relating to the original strategy document.

2.7 Further information regarding engagement findings can be found at Appendix 1.

2.8 Local authority officers meet with key carer networks every 6 weeks through the Leicester, Leicestershire & Rutland Carers Delivery Group which now feeds into the HomeFirst Collaborative. Carers has been a topic for discussion in the Collaborative on three occasions during 2022 so far, to ensure that carers work is embedded within the HomeFirst programme and engagement also took place at the Learning Disability Partnership Board and Mental Health Partnership Boards.

3. Recommendations

It is recommended that:

3.1 The outcome of the engagement report findings, attached as Appendix 1, be noted.

3.2 The content of the report be noted and to provide comment/feedback

4. Report

- 4.1 There remain ongoing challenges which will be addressed by the Strategy refresh notably, continuing to raise awareness of carer issues and promoting early identification of carers across the Integrated Care System, ensuring that information is provided and kept up to date and involving carers at a strategic level in service planning and design
- 4.2 The Government white paper, 'People at the Heart of Care: adult social care reform', published in December 2021, builds on the National Carers Action Plan 2018-2020 and is centred around three core strands:
- 1) Working with the sector to kick-start a change in the services provided to support unpaid carers
 - 2) Identifying, recognising and involving unpaid carers
 - 3) Supporting the economic and social participation of unpaid carers
- 4.3 Each partner organisation to the Strategy is engaging with the refresh through their respective organisations governance structure. The plans for Leicester include:

Date	Activity
25 May 2022	Draft Strategy document and associated paper to be presented for decision
June 2022	Launch formal consultation for six weeks, which will include a face-to-face consultation event on 28 th June
July 2022	Consultation closes.
September / October 2022	Findings of consultation and any amendments with proposed final strategy for sign off
25 th November 2022	Launch strategy on Carers Rights Day. Work to develop the City action plan will start shortly after.

- 4.4 A formal consultation exercise will assure the partnership that the draft Strategy fairly reflects priorities from a carer perspective and will support the development of more detailed action plans for Leicester City Council
- 4.5 It is intended that the consultation will be undertaken for six weeks
- 4.6 The consultation will seek the views of the general public, carers, people drawing on support of Adult Social Care, organisations that work with carers and Council staff through an online questionnaire, together with information on what has worked in the current strategy; and via targeted group consultation with carers, particularly those who are currently accessing support from the Council and also that are being discovered by Mobilise, an organisation funded by Public Health which uses geo-targeted advertising to identify hidden carers.
- 4.7 The consultation will inform the final version of the refreshed Carers Strategy for the coming three years, and the intention to develop an action plan in collaboration with carers for delivery and accountability of the Strategy.
- 4.8 The consultation findings will also further inform the Council's approach to future support for adult and young carers, and guide future commissioning

5. Scrutiny Overview

2.9 The Adult Social Care Scrutiny Commission receive bi-annual updates on the carer portfolio. A report has already been taken to Adult Social Care Scrutiny Commission providing an update on support for carers, and the carer strategy in January 2022

6. Financial

Not yet received

7. Legal

There are no direct legal comments to make based upon the contents of the report, however the length of the public consultation has been checked against the length of the Council's previous consultation period for the existing strategy due to it being for 6 weeks. Public consultation is usually undertaken over a 12-week period; however, this can be foreshortened based upon the matters being consulted upon and past practice. The existing strategy was consulted on for a period of 7 weeks in 2018 so the proposal for a 6-week consultation is reasonable. There has been significant engagement with carers and other stakeholders already which has informed the draft refreshed strategy, and therefore this could also serve as mitigation should be a challenge to the shorter period of consultation. There is of course, the option to extend the consultation period after 6 weeks should this be considered necessary.

Pretty Patel, Head of Law, ext. 371457

8. Equalities

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act, to advance equality of opportunity and to foster good relations between people who share a protected characteristic and those who don't. Due regard to the Public Sector Equality Duty should be paid before and at the time a decision is taken, in such a way that it can influence the final decision.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The report provides an update on the engagement findings and requests approval for a formal six-week joint consultation of the draft joint LLR Carers Strategy 2022-25. Partners involved in the development of the joint strategy are also subject to the Public Sector Equality Duty.

It is recommended that an equality impact assessment be undertaken on any element of the delivery plan which will affect carers and those that they care for. An understanding of the potential impacts, the maximisation of positive impacts and the identification of appropriate mitigations where there is a disproportionate negative impact can be achieved through ongoing engagement/ consultation with carers and stakeholders and analysis of monitoring data. The consultation process needs to be fair, accessible and proportionate for those participating in it.

In addition, as changes are implemented, it will be important to monitor for any unexpected disproportionate negative impacts or where we are unsure of the impact, in order that they can be addressed swiftly and effectively. This will be beneficial in ensuring that there are no barriers to accessing support arising from any particular protected characteristic/s.

Sukhi Biring, Equalities Officer, 454 4175

9. Climate Change and Carbon Reduction Implications

There are limited significant climate emergency implications directly associated with this report. Where delivery of the consultation process might contribute to emissions this could be mitigated through, for example, encouraging staff to use sustainable transport options where possible and appropriate.

Aidan Davis, Sustainability Officer, Ext 37 2284

10. Background Papers

The current carers strategy can be accessed on our website through the link below.

<https://www.leicester.gov.uk/media/185857/joint-carers-strategy-2018-2021-recognising-valuing-and-supporting-carers-in-leicester-leicestershire-and-rutland.pdf>

11. Appendices

Appendix 1: Engagement report

Appendix 2: Draft carers strategy

Appendix 1:

Summary report of Engagement – Have your say on the Leicester, Leicestershire & Rutland Joint Carers Strategy 2018-2021

1. Acknowledgements

We would like to take this opportunity to express our gratitude and sincere thanks to everyone who has taken the time to speak to us and provide their views and feedback as part of the engagement process on the Leicester, Leicestershire & Rutland (LLR) Carers Strategy 2018-2021.

2. Purpose of the report

This document provides a summary of the findings from engagement with family carers that live or care for someone in the City of Leicester between 21st September 2021 and 19th December 2021, on the LLR Carers Strategy 2018-2021. The Strategy sets out a shared vision and priorities for recognising, valuing and supporting carers by Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCG's) for Leicester, Leicestershire & Rutland. The current strategy is in the process of being refreshed with a view to launching the refreshed version on Carers Rights Day in November 2022, following this period of engagement and further planned public consultation during Carers Week in June 2022. These timelines have been agreed to enable local organisations to maximise the opportunities for engagement that national awareness raising campaigns provide.

3. Approach

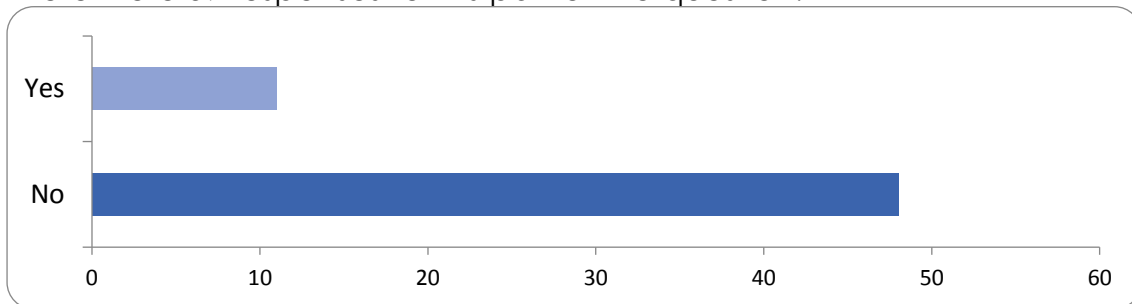
The purpose of this engagement period was to make sure the carer voice continues to be at the heart of any decisions we make concerning the planning and delivery of carers' services, therefore it is critical that the refreshed strategy is co-produced. As public bodies, Local Authorities and CCG's have a duty and commitment to listen and engage to ensure that we understand the views of people drawing upon the support of health and social care services.

As a result of the ongoing impact of the COVID-19 pandemic, the number of carer groups that actually meet in person has reduced in the City but nonetheless council officers were able to attend two face to face engagement sessions with carers, as well as two virtual groups, one of which was specifically for young carers. There was also an online survey which had 28 questions and 59 people responded to this.

This report outlines the findings from the above methods, combining findings from the survey and the groups using both quantitative and qualitative data. Participants of the online survey and those visited by officers were asked the following questions:

Were you aware that there was a strategy for carers across Leicester, Leicestershire and Rutland?

There were 59 responses to this part of the question.

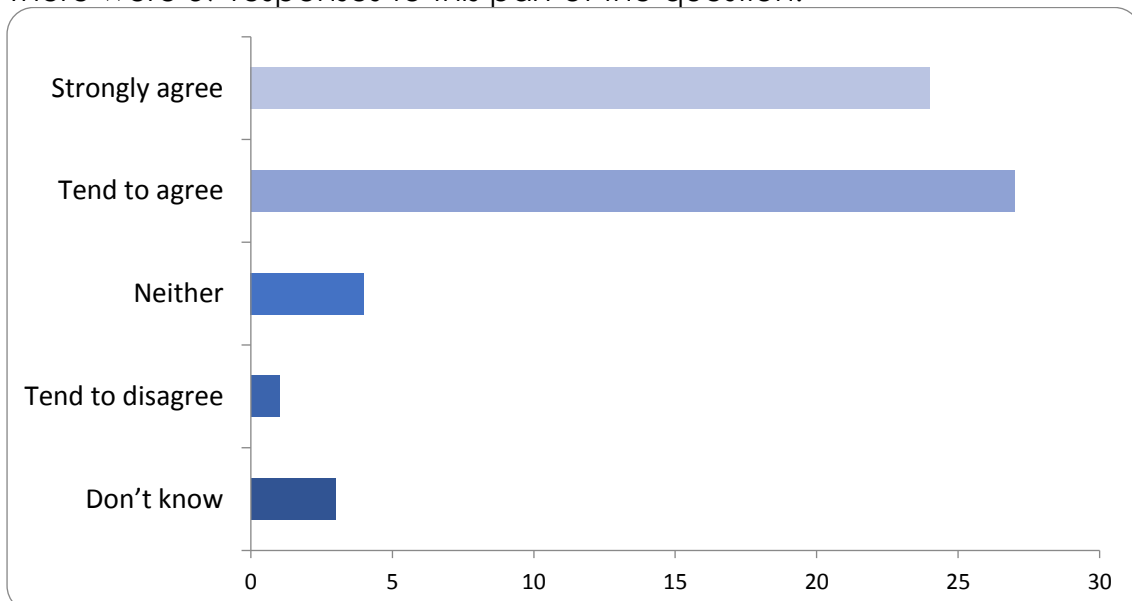


Option	Total	Percent
Yes	11	18.64%
No	48	81.36%
Not Answered	0	0.00%

The majority of carers that took the time to respond to the online survey did not know that there is a strategy across Leicester, Leicestershire and Rutland that sets out a plan for improving the experiences of unpaid carers. This could be linked to the major challenge that exists nationally in relation to the identification of unpaid carers and highlights the need for more awareness raising to be undertaken. The timeline for the refresh and relaunch of the strategy is planned around key national carer awareness raising campaigns which may go some way to addressing this matter along with a face-to-face consultation event towards the end of June 2022.

To what extent do you agree or disagree with the following statement? The word 'carer' is the best term to use to identify those who support another person who cannot manage without their help.

There were 59 responses to this part of the question.

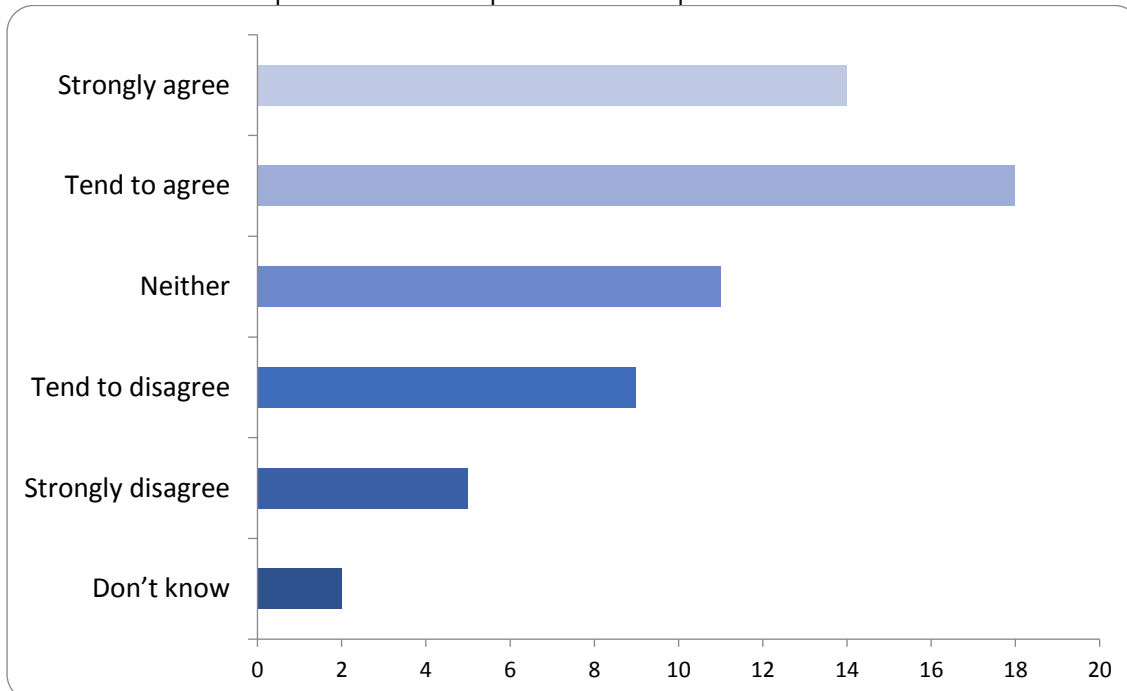


Option	Total	Percent
Strongly agree	24	40.68%
Tend to agree	27	45.76%
Neither	4	6.78%
Tend to disagree	1	1.69%
Strongly disagree	0	0.00%
Don't know	3	5.08%
Not Answered	0	0.00%

86.4% of survey respondents agreed that 'carer' was the best term to use to identify those who support another person who cannot manage without their help. Respondents were invited to provide more detail to enhance their response and to comment on whether there might be a more appropriate term to use. Feedback from these suggests confusion around the role of a paid worker and a family carer, as well as specific factors of the caring role not being associated with the word, carer. As such, further engagement with carer support services was undertaken to ensure the definition used within the Strategy acknowledges these points.

To what extent do you agree or disagree that people have become more aware of carers?

There were 59 responses to this part of the question.



Option	Total	Percent
Strongly agree	14	23.73%
Tend to agree	18	30.51%
Neither	11	18.64%
Tend to disagree	9	15.25%

Strongly disagree	5	8.47%
Don't know	2	3.39%
Not Answered	0	0.00%

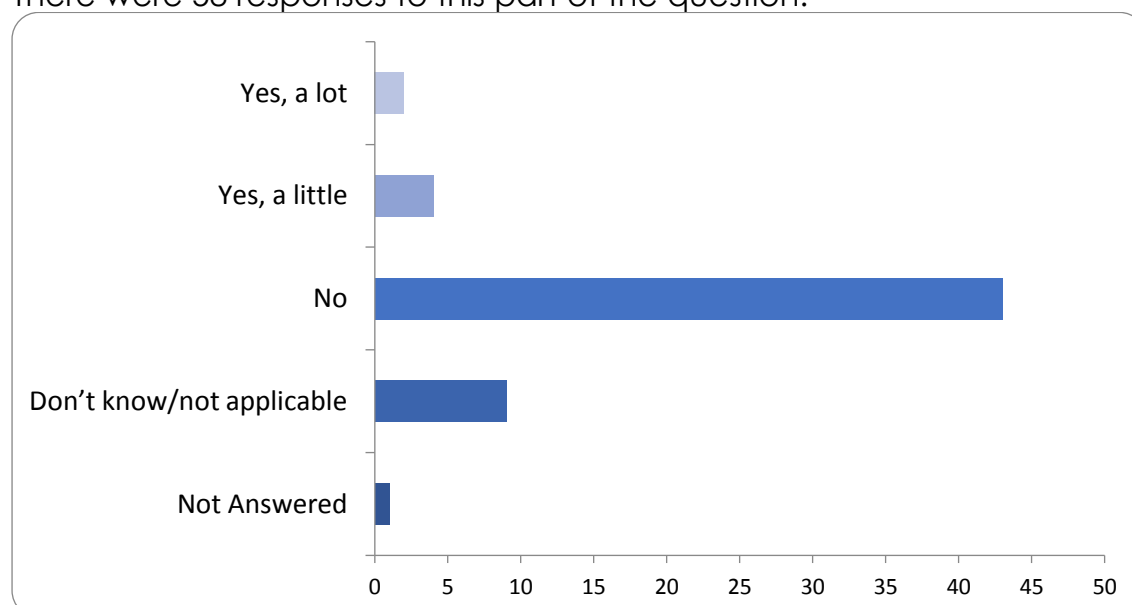
54% of people agreed that people are more generally aware of carers and when asked to provide further information to expand on that, there appeared to be a lot of reference to the Thursday evening claps that were a regular occurrence during the COVID pandemic. Some comments explicitly stated this has raised awareness of caring more widely, whilst others highlighted that society appears to be more aware of the nature of paid caring whilst unpaid carers still remain largely hidden. A small percentage of carers highlighted that health and social care services are beginning to place emphasis on carers rights and needs but still feel like there is a long way to go.

What do you think could help with getting carers recognised and identified earlier?

There were 37 responses to this part of the question. Those people felt that further awareness raising should be done particularly across health services and education services so that carers including young carers are identified earlier and signposted to sources of support by staff working in those places. There was also mention that working age carers often fall through the net and can't access appropriate support.

In the 12 months before the pandemic, had you noticed more information regarding carers in your GP surgery?

There were 58 responses to this part of the question.



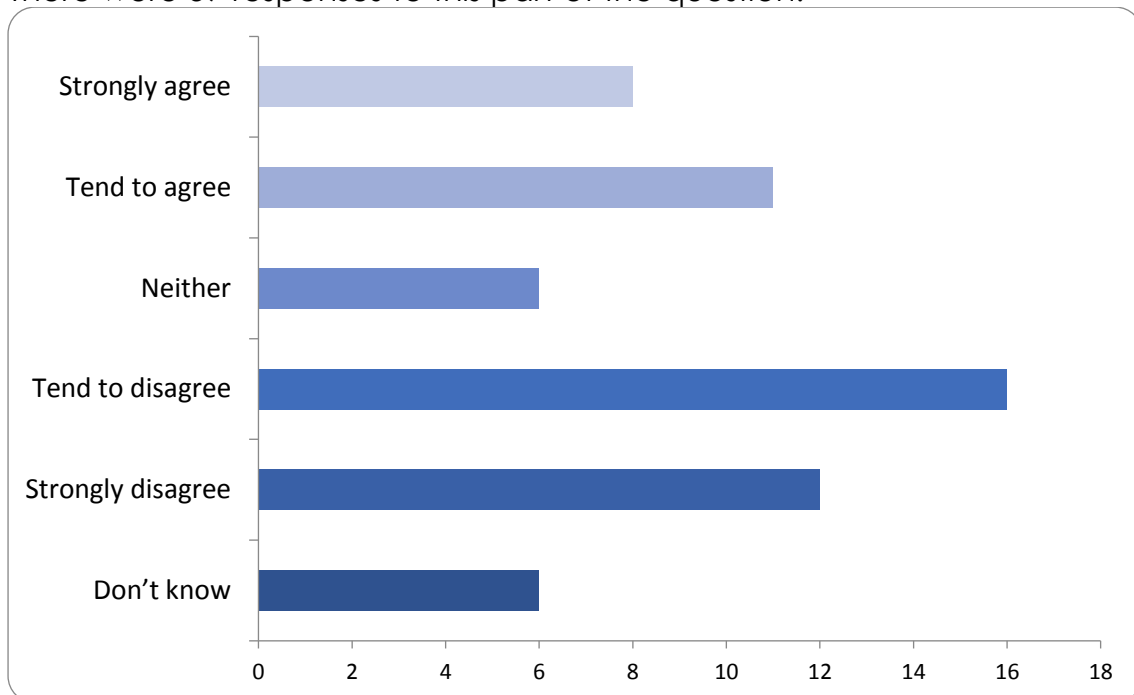
Option	Total	Percent
Yes, a lot	2	3.39%
Yes, a little	4	6.78%
No	43	72.88%
Don't know/not applicable	9	15.25%

Not Answered	1	1.69%
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78% of the respondents did not feel that there was more information for carers or about carers in their GP surgery prior to the pandemic. Whilst this is disappointing, it highlights the need for their to be continued focus on this area in the future strategy document.

When you have needed support from health and social care organisations to what extent do you agree or disagree that carers are kept informed about the person they are caring for?

There were 59 responses to this part of the question.



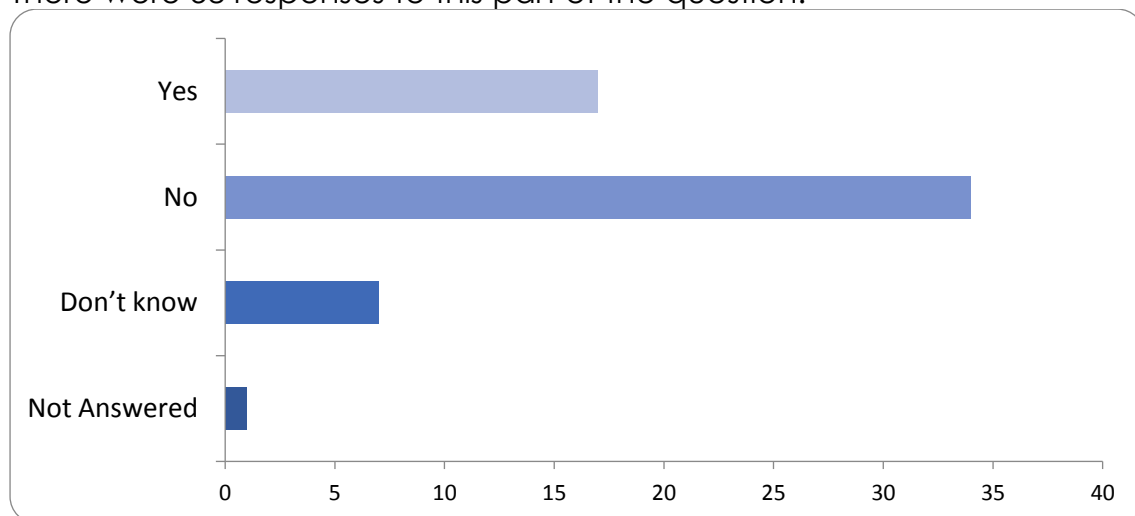
Option	Total	Percent
Strongly agree	8	13.56%
Tend to agree	11	18.64%
Neither	6	10.17%
Tend to disagree	16	27.12%
Strongly disagree	12	20.34%
Don't know	6	10.17%
Not Answered	0	0.00%

Almost half of respondents disagreed that health and social care organisations kept them up to date with information about the person they care for when they have needed support from them. When asked to tell us more about this, carers described feelings of struggling to find out information, although attendance at appointments often made it easier. Carers described feelings of being frustrated with organisations and some even suggested that organisations put barriers in the way which makes things

take longer to get sorted such as lengthy waits on telephones trying to get through to the right person. Those carers who agreed that health and social care organisations do keep you informed also spoke of the value of carer support services.

Did you know that there is information specifically for carers on the Leicester City Council website?

There were 58 responses to this part of the question.

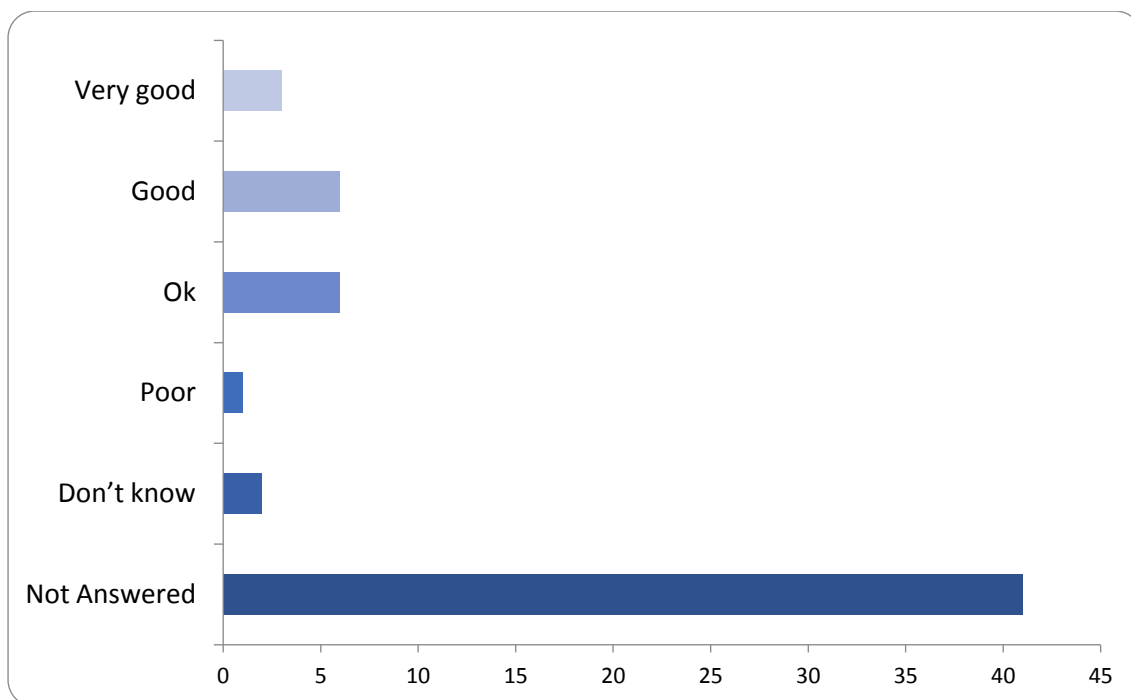


Option	Total	Percent
Yes	17	28.81%
No	34	57.63%
Don't know	7	11.86%
Not Answered	1	1.69%

The responses to this question highlight the need to do more promotional work in specifically in relation to the carer support pages that host a lot of information on the City Council's webpages.

How would you describe the information specifically for carers on the Leicester City Council website?

There were 18 responses to this part of the question.



Option	Total	Percent
Very good	3	5.08%
Good	6	10.17%
Ok	6	10.17%
Poor	1	1.69%
Very poor	0	0.00%
Don't know	2	3.39%
Not Answered	41	69.49%

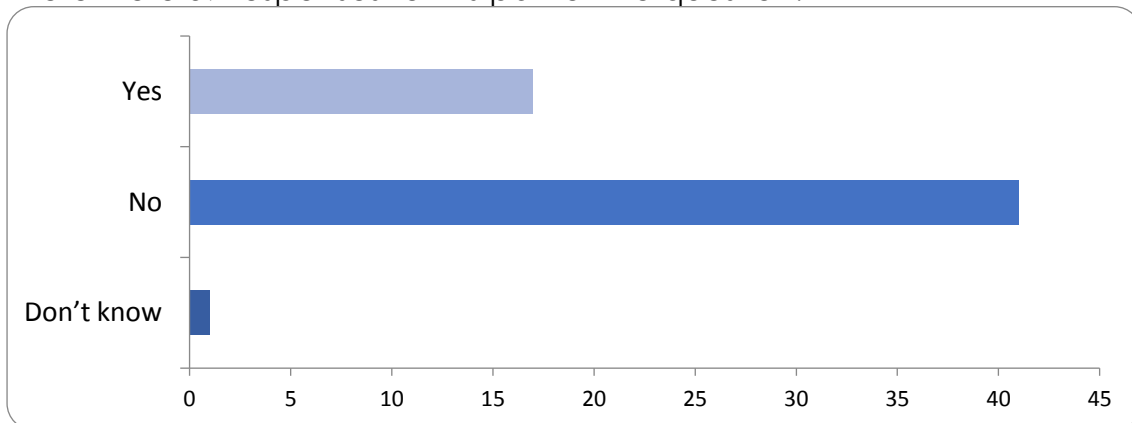
Of the 18 people that answered this question, 15 of them felt that the information on the City Council's website for carers is ok, good or very good. When asked to provide further information, carers seemed satisfied with how comprehensive the information is but some discussed that they needed practical support rather than information alone.

What do you think could help to ensure that carers get the information they need?

49 people provided comments in this section. Many referred to there being no centralized 'register' of carers. The benefits of having this were described as being able to communicate more effectively to ensure they receive the most relevant information for and about the person they care for or for themselves. A single point of access possibly in the form of a website was recognized as something that would also be useful for carers and this should be facilitated by GP surgeries, the local council and health services to ensure there is a joined-up approach. However, many of the responses highlighted that information should also be provided in a printed format so that carers who do not have access to the internet are not excluded. Comments also referred to the issue that some carers do not look for help as they think they ought to be able to manage.

Have you contacted Leicester City Council in the last 12 months regarding a carer matter?

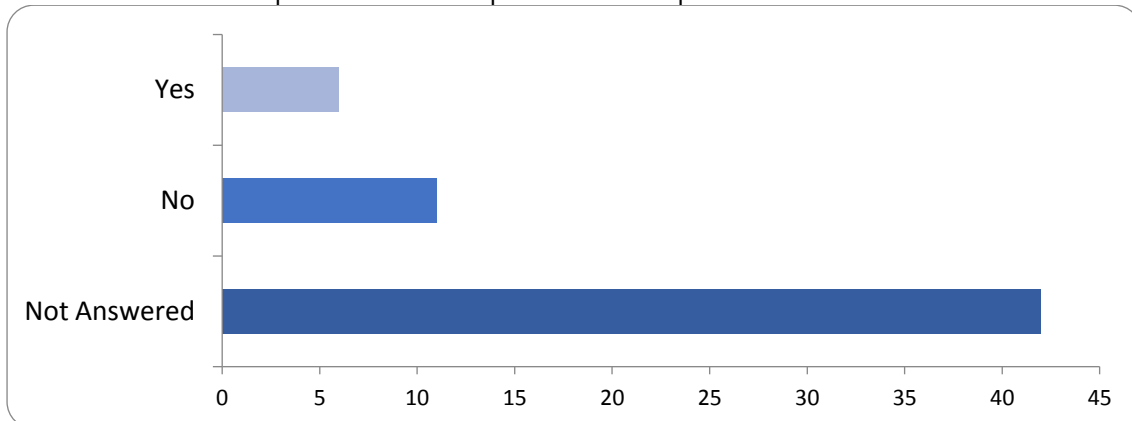
There were 59 responses to this part of the question.



Option	Total	Percent
Yes	17	28.81%
No	41	69.49%
Don't know	1	1.69%
Not Answered	0	0.00%

Were you provided with appropriate information, or advice and signposted to a carer support service?

There were 17 responses to this part of the question.



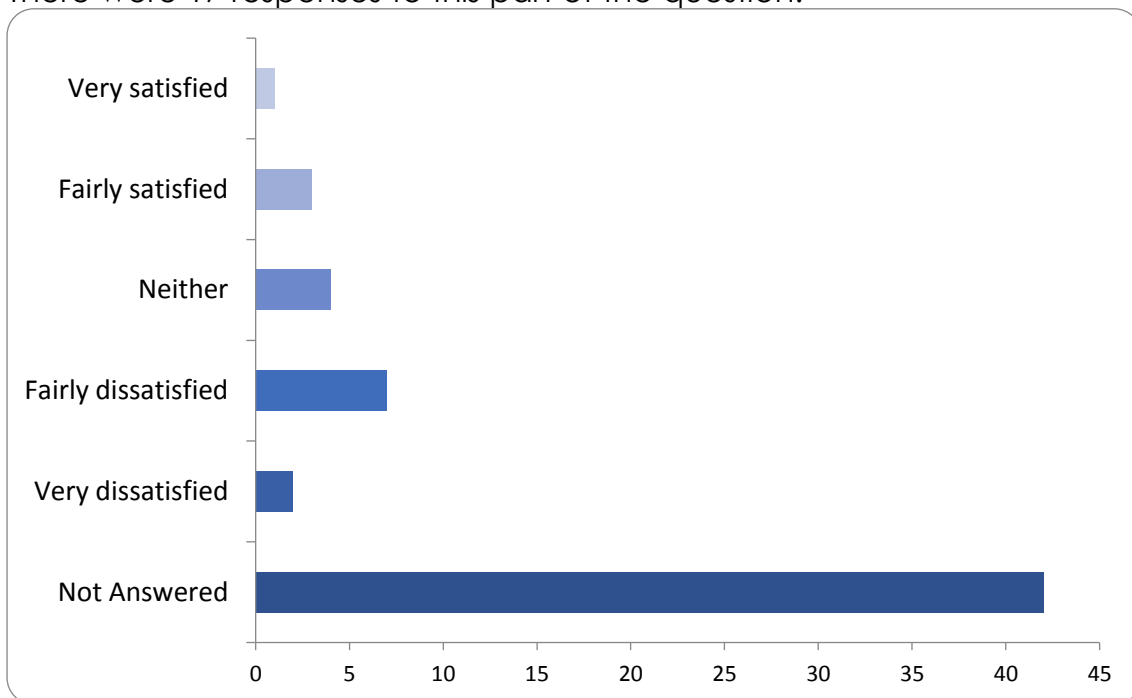
Option	Total	Percent
Yes	6	10.17%
No	11	18.64%
Don't know	0	0.00%
Not Answered	42	71.19%

Out of the 17 people that had cause to contact the Council in relation to a carer matter, a larger proportion shared that they did not receive appropriate information, advice or signposted to a carer support service. This is a concern, and highlights the need for more work to be done with staff

across the Council to identify carers and to signpost them to appropriate support.

Thinking about the most recent time that you had a need to contact Leicester City Council in relation to a carer matter, how satisfied or dissatisfied were you with the information, advice or signposting provided?

There were 17 responses to this part of the question.

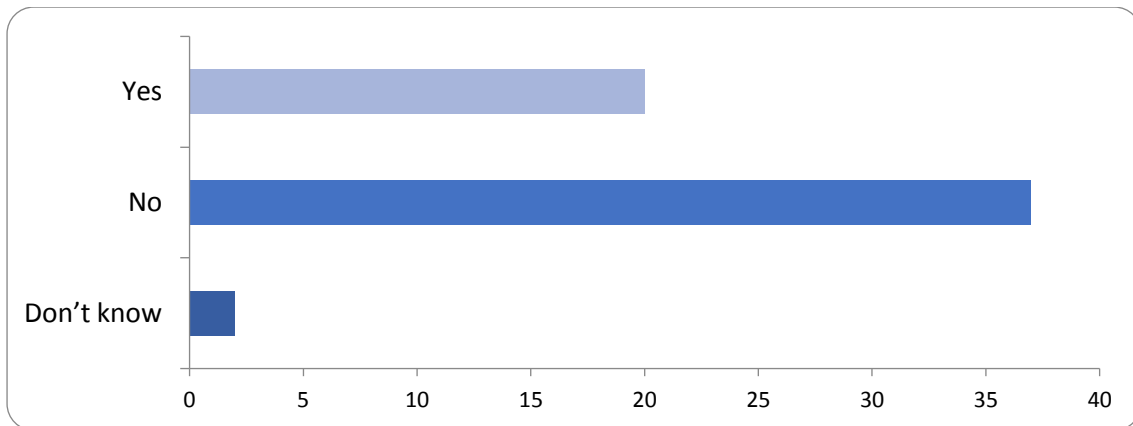


Option	Total	Percent
Very satisfied	1	1.69%
Fairly satisfied	3	5.08%
Neither	4	6.78%
Fairly dissatisfied	7	11.86%
Very dissatisfied	2	3.39%
Don't know	0	0.00%
Not Answered	42	71.19%

Carers were then asked to tell us a little bit more about their experiences and 12 carers provided us with comments. These largely referred to having to wait for long periods of time on the phone and not being able to access the right information at the right time.

Have you registered for the carer passport scheme across Leicester, Leicestershire, and Rutland?

There were 59 responses to this part of the question.

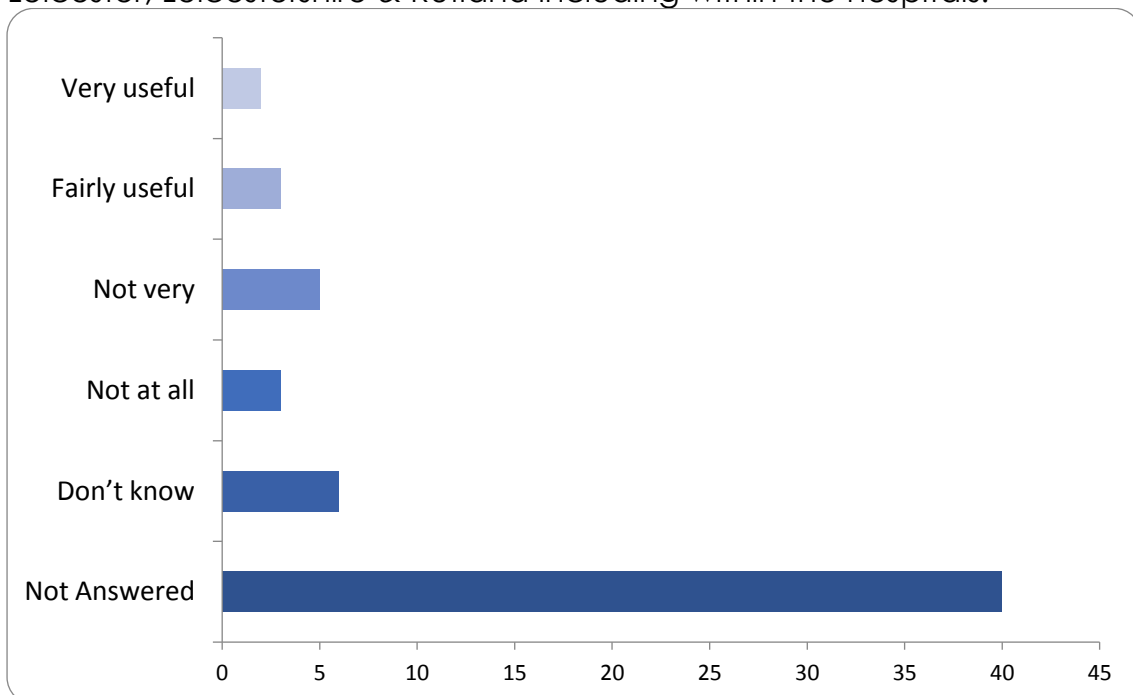


Option	Total	Percent
Yes	20	33.90%
No	37	62.71%
Don't know	2	3.39%
Not Answered	0	0.00%

The answer to this question demonstrates there is a need to promote the Carer Passport scheme more widely across Leicester, Leicestershire & Rutland.

Overall, how useful, if at all, have you found the scheme?

Of those carers that had the passport, a slightly larger proportion stated that it had not been very useful or not at all useful. There is still much work to do to ensure that the passport is recognized within the various communities across Leicester, Leicestershire & Rutland including within the hospitals.



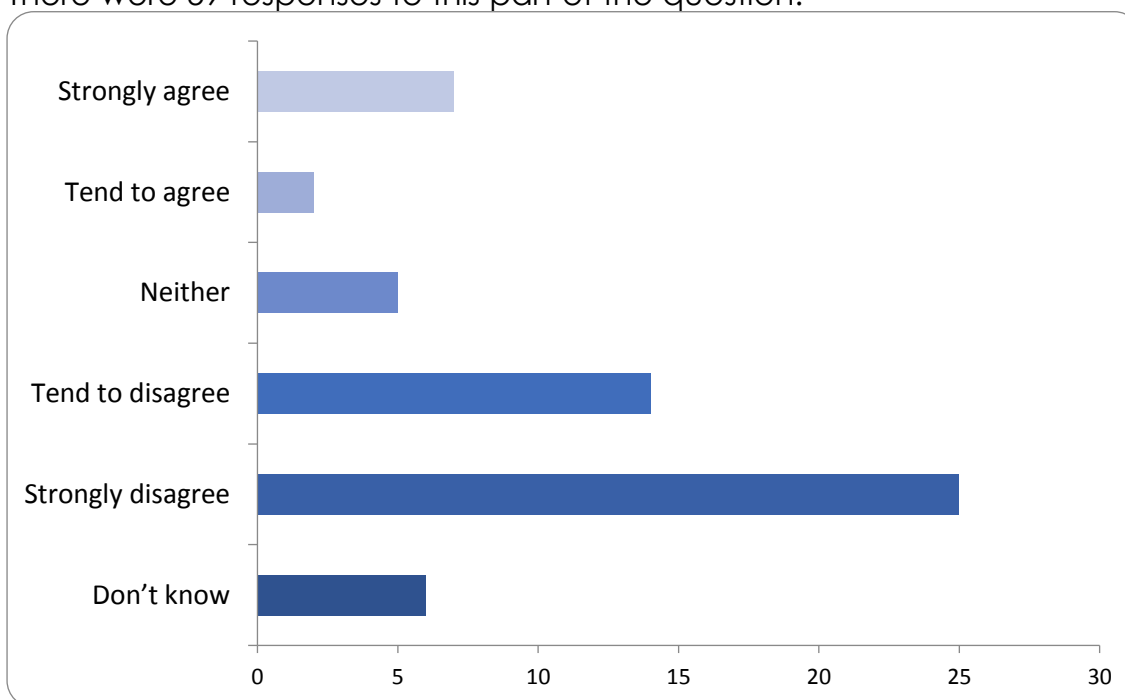
Option	Total	Percent
Very useful	2	3.39%
Fairly useful	3	5.08%

Not very	5	8.47%
Not at all	3	5.08%
Don't know	6	10.17%
Not Answered	40	67.80%

14 carers provided us with further information about their response. Many of the comments were positive and explained how the passport had offered up avenues of support for them as a carer that they weren't aware of before. Someone commented that they hadn't known about the passport before completing the survey and had signed up as a result. Others suggested that it hadn't done what they had hoped it would in terms of opening doors for practical support for their disabled child. One carer also mentioned that it would be positive if the passport could entitle the carer to a degree of benefits such as subsidised travel when travelling with the cared for person on public transport or discounted ticket rates when attending venues with the person they care for.

To what extent do you agree or disagree that carers are able to have enough time for themselves?

There were 59 responses to this part of the question.

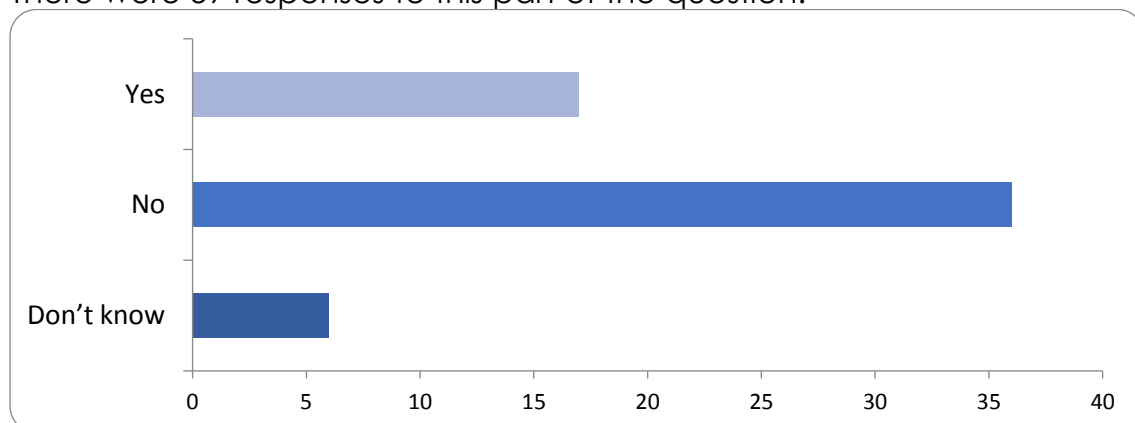


Option	Total	Percent
Strongly agree	7	11.86%
Tend to agree	2	3.39%
Neither	5	8.47%
Tend to disagree	14	23.73%
Strongly disagree	25	42.37%
Don't know	6	10.17%
Not Answered	0	0.00%

66.1% of the people that responded to this question, told us that carers are not able to have enough time for themselves. When asked to tell us more about this, 33 carers took the time to do this. They acknowledged that the caring role can be wide and varied. Some carers do get time for themselves, if their role is limited but for others, there is no time at all. Comments described how people that work to support carers need to understand that the support needs of carers will be different and therefore a blanket policy of one size fits all will not work for carer support. Carers describe having to give up work to care and the worries that places on their family in relation to their financial position. They also describe how difficult it is to organise activities for them to do themselves as the time spent caring can be unpredictable. One carer described how she gets 7 hours a week to do things for herself and the value she places on this but also acknowledged that she knows that isn't the same for everyone. Carers described a lack of respite provision being available in the local area. Carers described the impact of caring as bring emotionally, financially and physically draining at times as a result of not having time to relax and having to balance alongside other commitments such as work and raising children.

Are you aware of the support that is available for young carers under the age of 18?

There were 59 responses to this part of the question.



Option	Total	Percent
Yes	17	28.81%
No	36	61.02%
Don't know	6	10.17%
Not Answered	0	0.00%

As the Leicester, Leicestershire & Rutland Carers Strategy is an all-age strategy, it was important to ensure that young carers were reflected in the engagement survey. An additional face to face session was also held with young carers themselves to gauge their views. The high proportion of responses that indicated they were not aware of the support available for young carers might be because no one under the age of 26 completed the survey, however the young carers we spoke to did say that more needed to

be done to raise awareness of young carers particularly in schools, colleges and universities in our area.

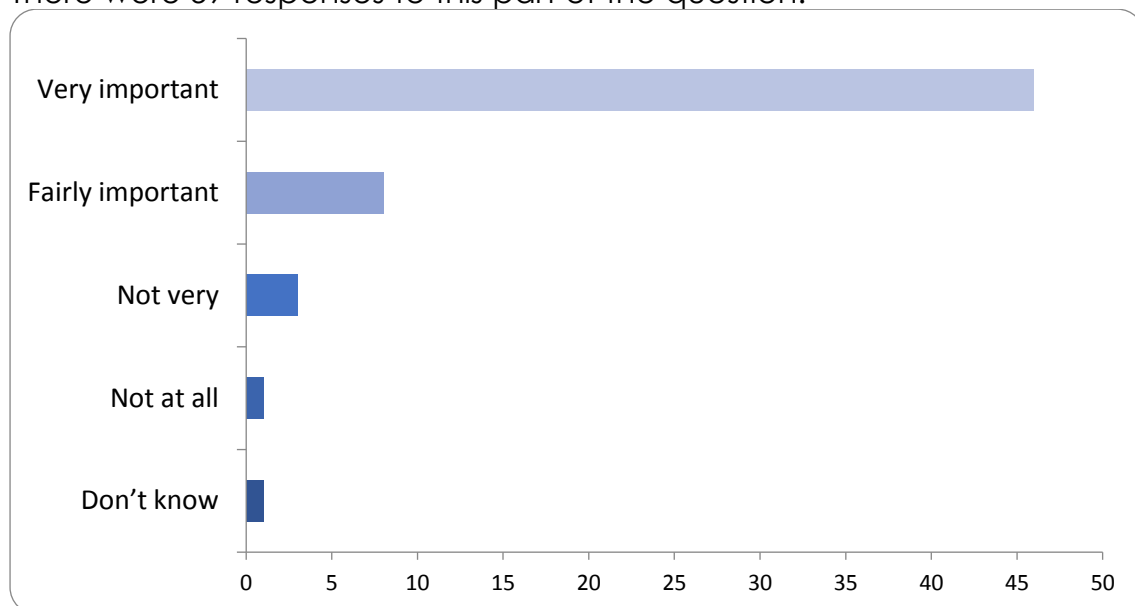
Where did you find out about the support that is available for young carers in the City of Leicester?

There were 12 responses to this part of the question, most people that provided additional comment described having found information from the City Council’s webpages as well as through contact with their social work teams. Young carers told us that there needed to be more publicity to promote the support available to young carers and very much felt that young carers need to be pulled out a separate group within the strategy document as there is still much work to be done.

Below is a list of the priorities that are within the current carers strategy. How important do you think these are? Please select one option for each row.

Priority 1: Carers are identified early and recognised

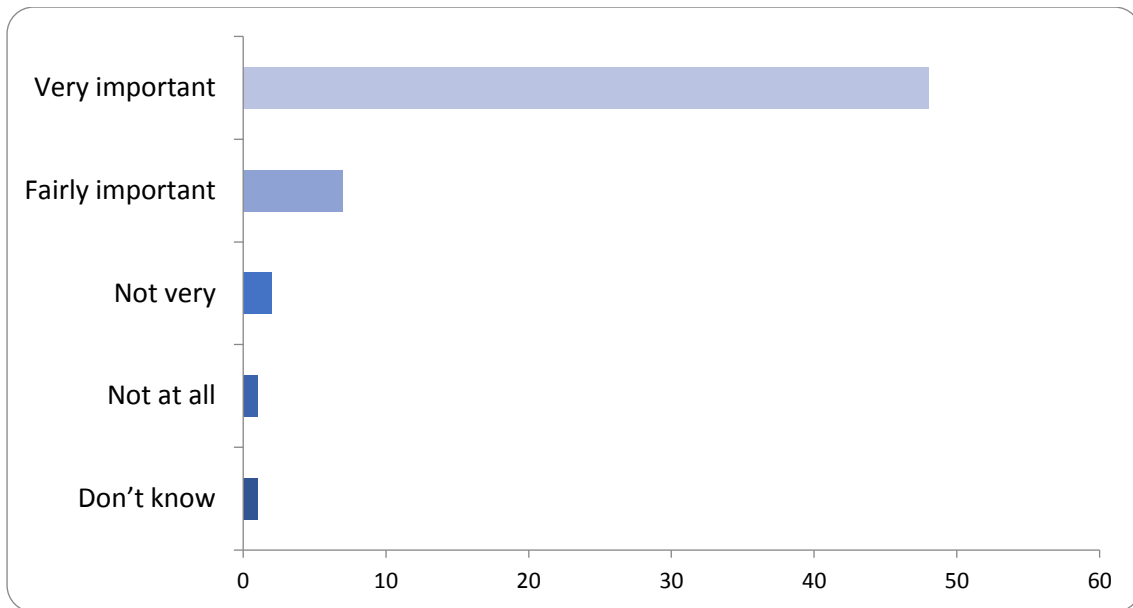
There were 59 responses to this part of the question.



Option	Total	Percent
Very important	46	77.97%
Fairly important	8	13.56%
Not very	3	5.08%
Not at all	1	1.69%
Don't know	1	1.69%
Not Answered	0	0.00%

Priority 2: Carers are valued and involved

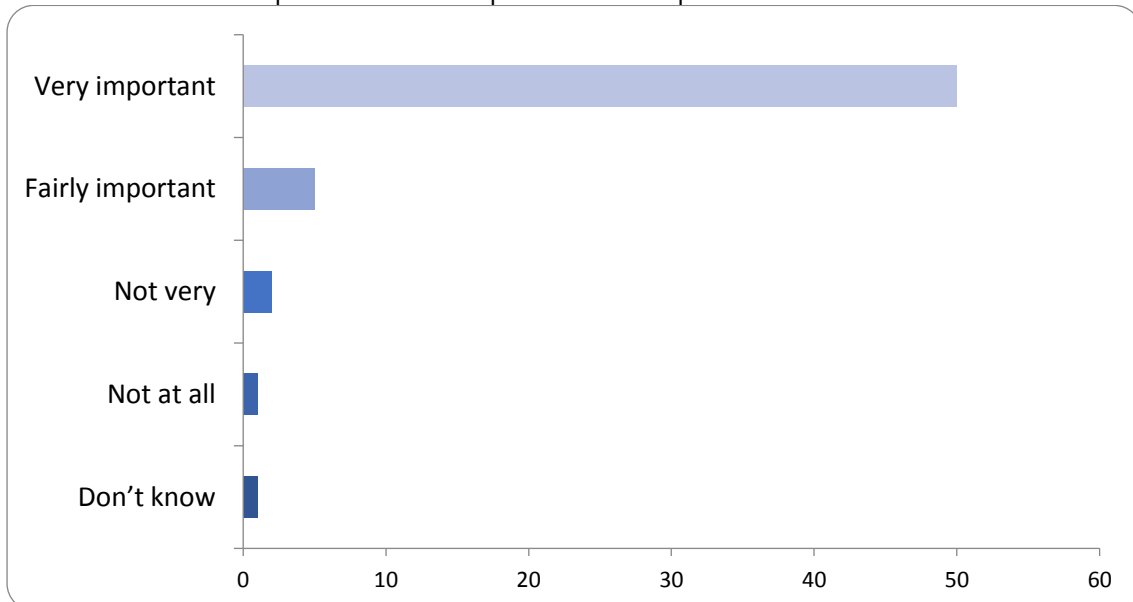
There were 59 responses to this part of the question.



Option	Total	Percent
Very important	48	81.36%
Fairly important	7	11.86%
Not very	2	3.39%
Not at all	1	1.69%
Don't know	1	1.69%
Not Answered	0	0.00%

Priority 3: Carers are informed

There were 59 responses to this part of the question.

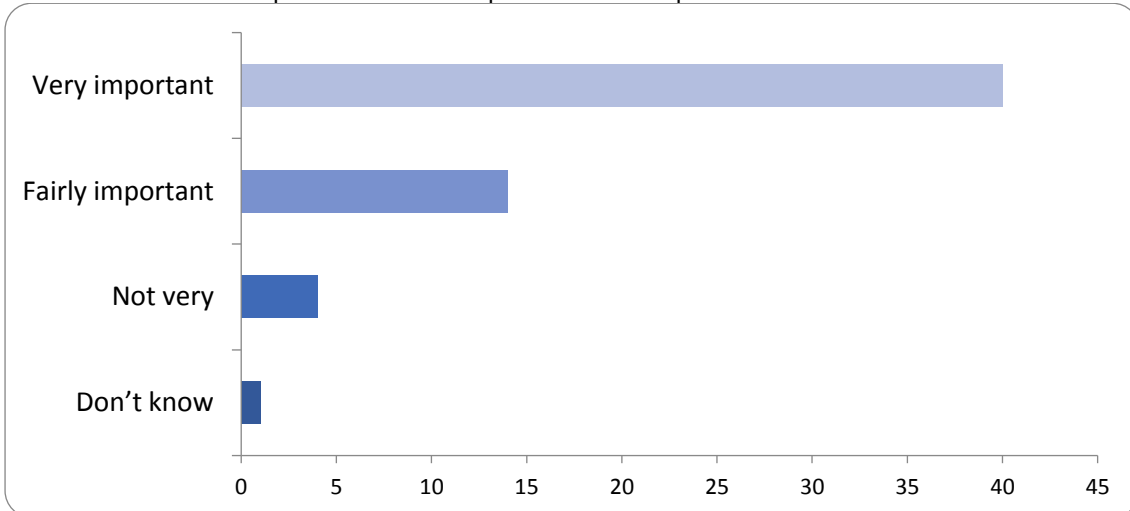


Option	Total	Percent
Very important	50	84.75%
Fairly important	5	8.47%
Not very	2	3.39%
Not at all	1	1.69%
Don't know	1	1.69%
Not Answered	0	0.00%

Not at all	1	1.69%
Don't know	1	1.69%
Not Answered	0	0.00%

Priority 4: Carer friendly communities

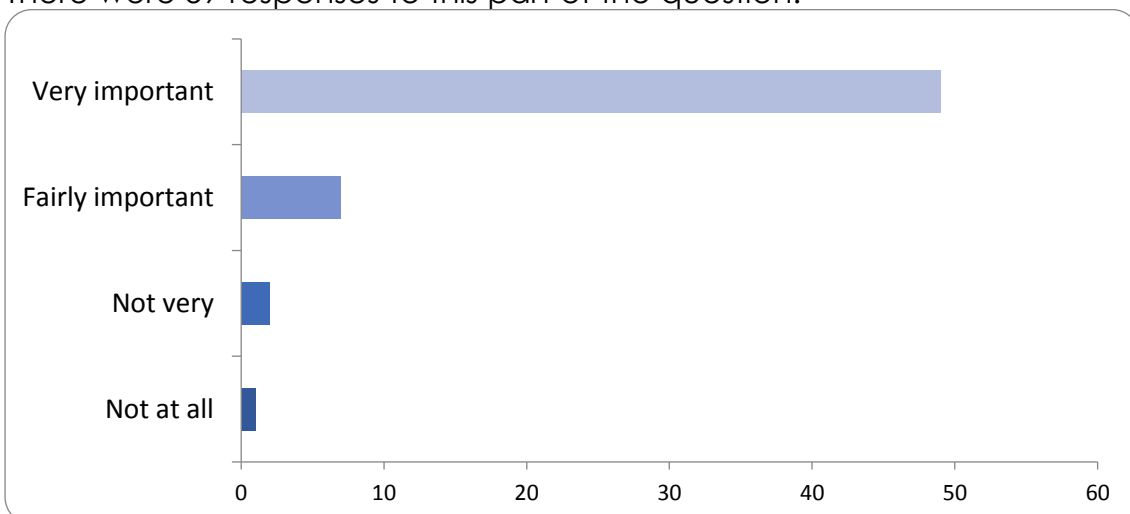
There were 59 responses to this part of the question.



Option	Total	Percent
Very important	40	67.80%
Fairly important	14	23.73%
Not very	4	6.78%
Not at all	0	0.00%
Don't know	1	1.69%
Not Answered	0	0.00%

Priority 5: Carers have a life alongside caring

There were 59 responses to this part of the question.

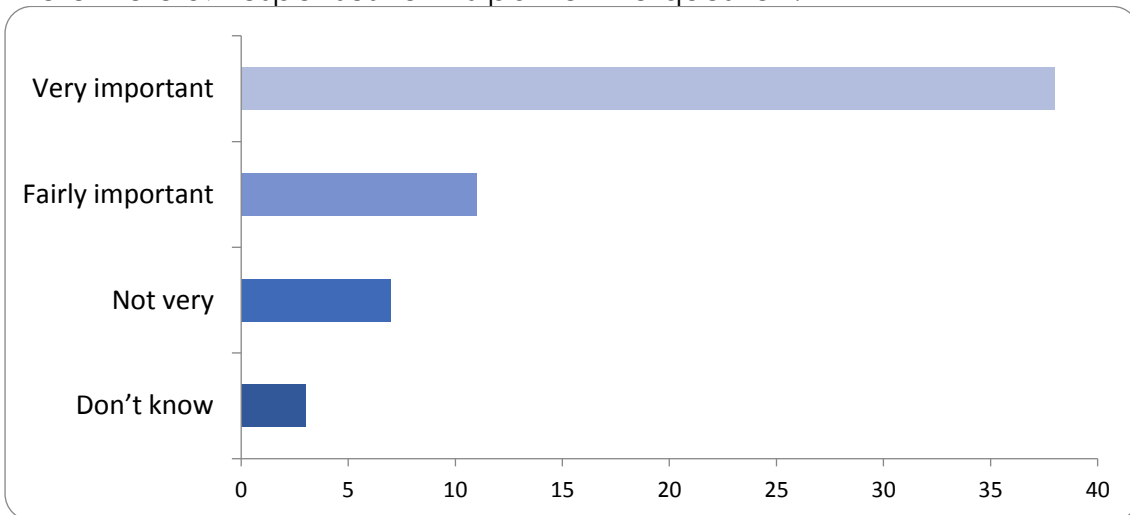


Option	Total	Percent
Very important	49	83.05%
Fairly important	7	11.86%

Not very	2	3.39%
Not at all	1	1.69%
Don't know	0	0.00%
Not Answered	0	0.00%

Priority 6: Carers and the impact of technology products and the living space

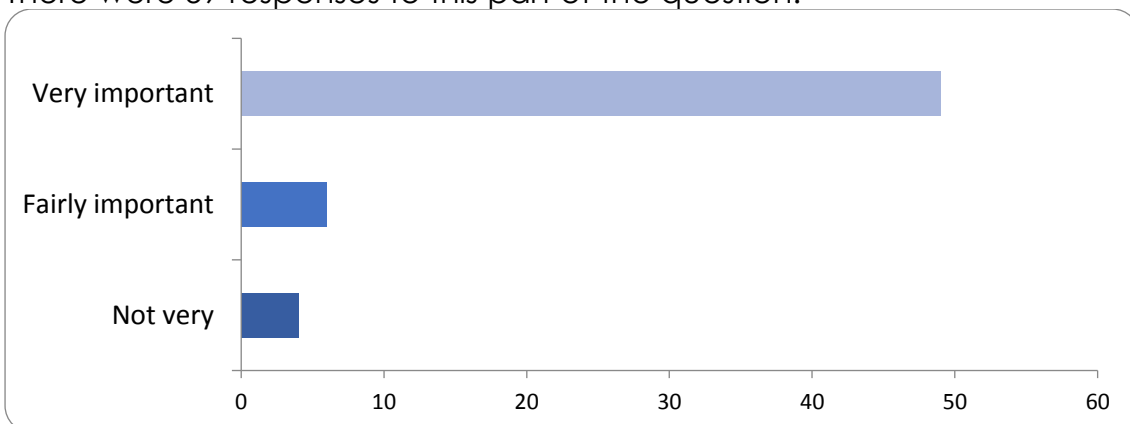
There were 59 responses to this part of the question.



Option	Total	Percent
Very important	38	64.41%
Fairly important	11	18.64%
Not very	7	11.86%
Not at all	0	0.00%
Don't know	3	5.08%
Not Answered	0	0.00%

Priority 7: Carers can access the right support at the right time

There were 59 responses to this part of the question.

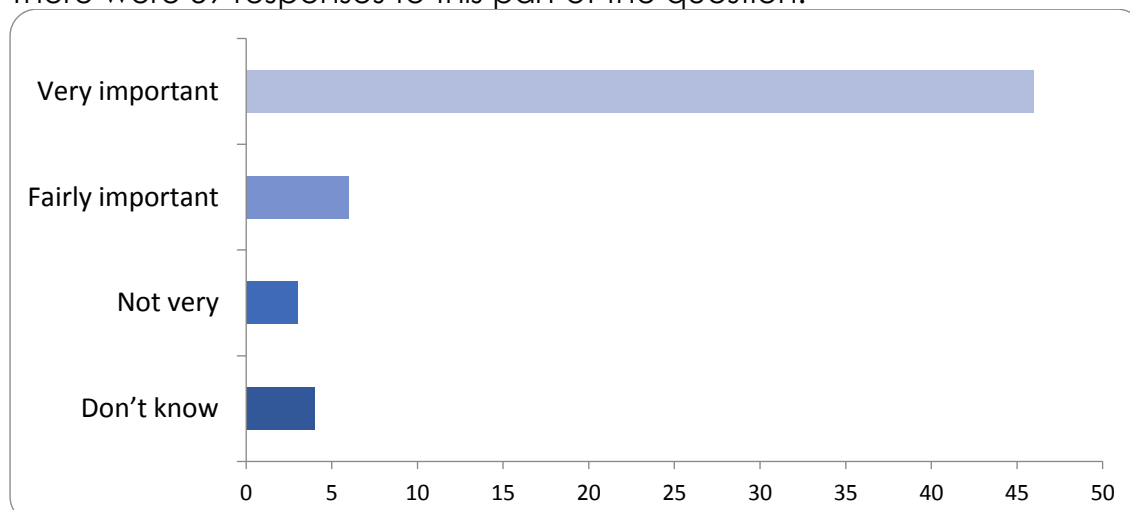


Option	Total	Percent
Very important	49	83.05%
Fairly important	6	10.17%

Not very	4	6.78%
Not at all	0	0.00%
Don't know	0	0.00%
Not Answered	0	0.00%

Priority 8: Supporting young carers

There were 59 responses to this part of the question.



Option	Total	Percent
Very important	46	77.97%
Fairly important	6	10.17%
Not very	3	5.08%
Not at all	0	0.00%
Don't know	4	6.78%
Not Answered	0	0.00%

The top priorities for carers in the City were found to be, Priority 5, Carers have a life alongside caring – health employment and financial wellbeing and Priority 7, Carers can access the right support at the right time – services and systems that work for carers. We also found that carers did not particularly relate to Priority 6, Carers and the impact of Technology Products and the living space. From the group discussions that took place as part of this engagement, carers and organisations that support them all felt that the impact of changes in technology needed to be represented in the strategy but that it could be called something slightly different to reflect what it actually means. The suggestion was Care with Confidence – technology and skills supporting you to care effectively.

Are there any other priorities which you think we should consider?

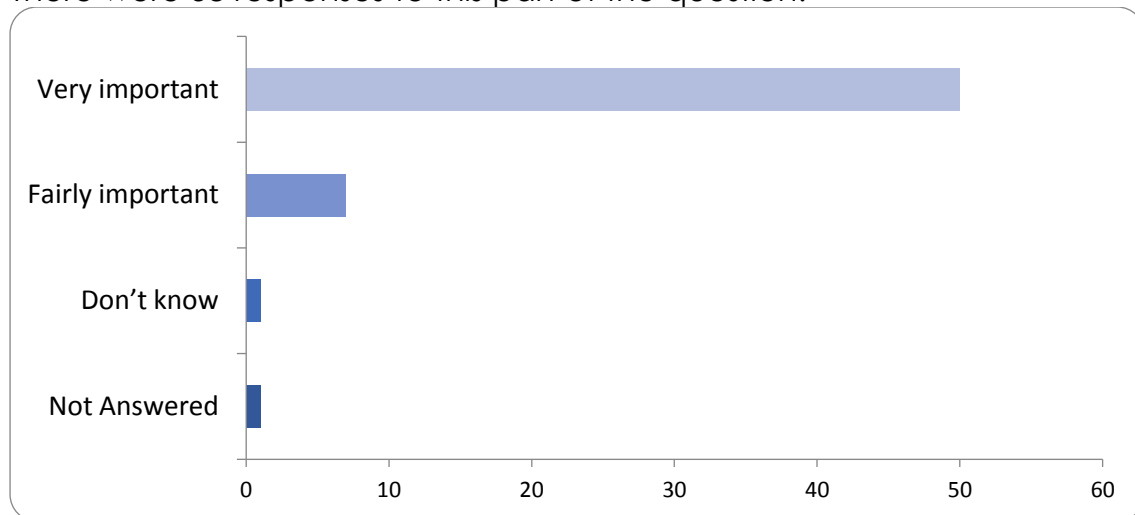
There were 31 responses to this part of the question and the key themes related to the financial element of the support that family carers provide being inadequate. Carers also suggested that there be a minimum standard of care that ought to be agreed across health and social care services.

Carers also mentioned that the diverse nature of the city need to be a key consideration when thinking about how to best support carers.

How important is it for us to specifically identify the following types of carers and the challenges they may face as a result within the refreshed strategy document? Please select one option for each row.

How important is it for us to specifically identify the following types of carers? - Older carers

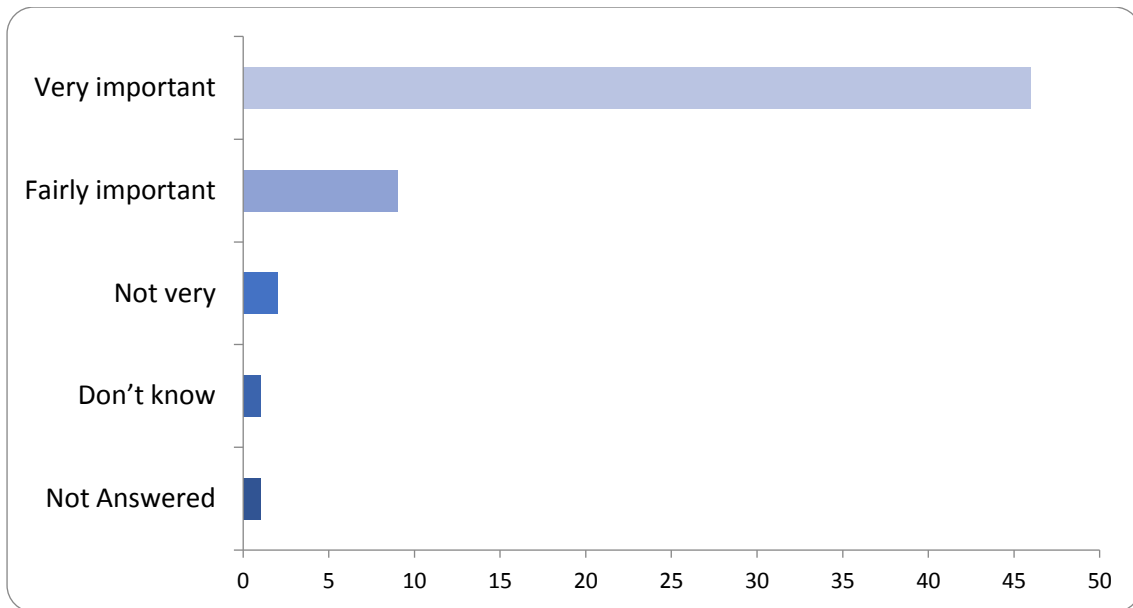
There were 58 responses to this part of the question.



Option	Total	Percent
Very important	50	84.75%
Fairly important	7	11.86%
Not very	0	0.00%
Not at all	0	0.00%
Don't know	1	1.69%
Not Answered	1	1.69%

How important is it for us to specifically identify the following types of carers? - Young adult carers aged 18-25 years

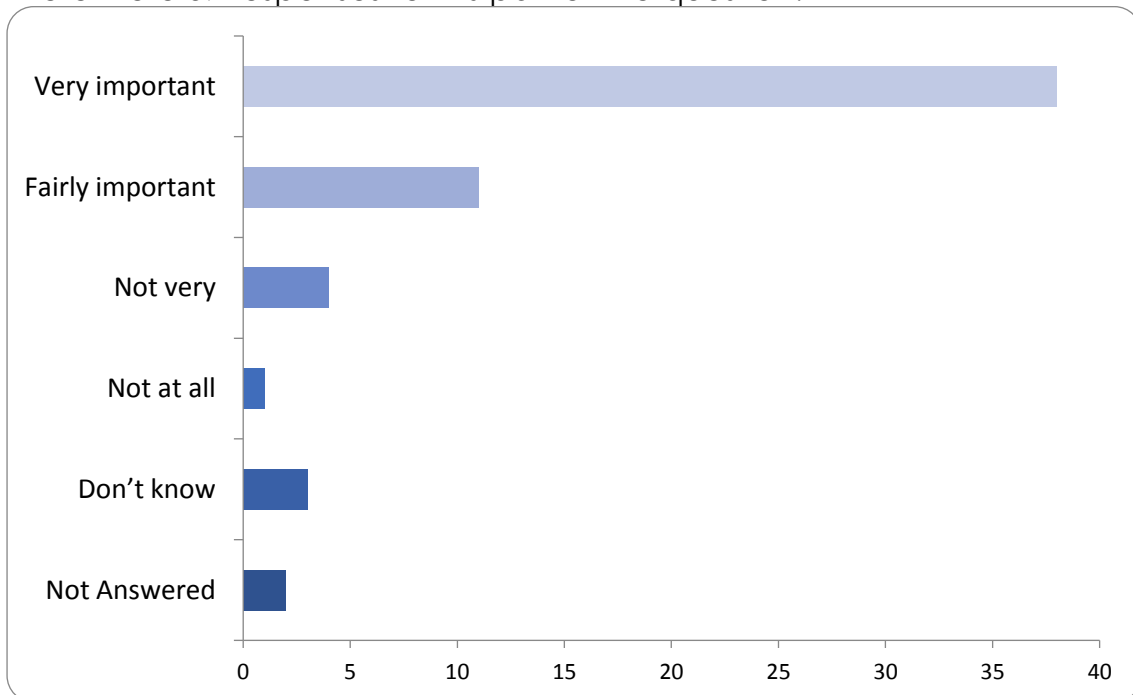
There were 58 responses to this part of the question.



Option	Total	Percent
Very important	46	77.97%
Fairly important	9	15.25%
Not very	2	3.39%
Not at all	0	0.00%
Don't know	1	1.69%
Not Answered	1	1.69%

How important is it for us to specifically identify the following types of carers? - Black and minority ethnic carers

There were 57 responses to this part of the question.

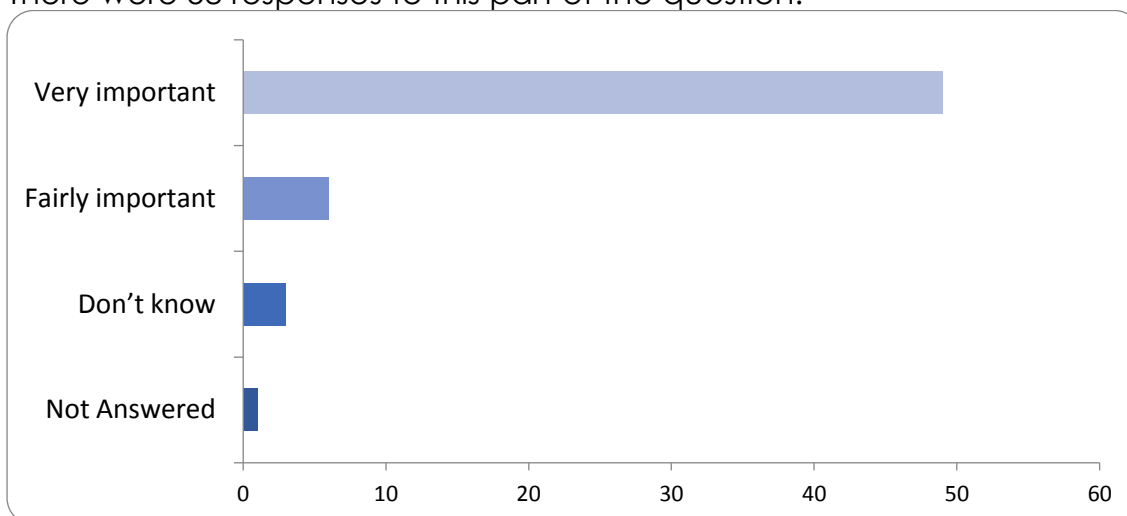


Option	Total	Percent
Very important	38	66.67%
Fairly important	11	19.29%
Not very	4	7.02%
Not at all	1	1.75%
Don't know	3	5.26%
Not Answered	2	3.51%

Very important	38	64.41%
Fairly important	11	18.64%
Not very	4	6.78%
Not at all	1	1.69%
Don't know	3	5.08%
Not Answered	2	3.39%

How important is it for us to specifically identify the following types of carers? - Parent carers of a child or adult with special educational needs or a disability

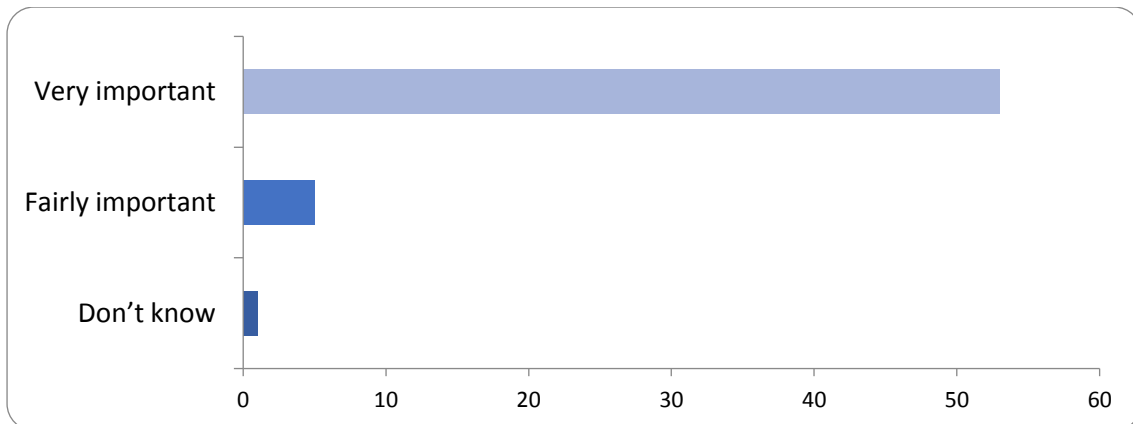
There were 58 responses to this part of the question.



Option	Total	Percent
Very important	49	83.05%
Fairly important	6	10.17%
Not very	0	0.00%
Not at all	0	0.00%
Don't know	3	5.08%
Not Answered	1	1.69%

How important is it for us to specifically identify the following types of carers? - Carers of people living with dementia

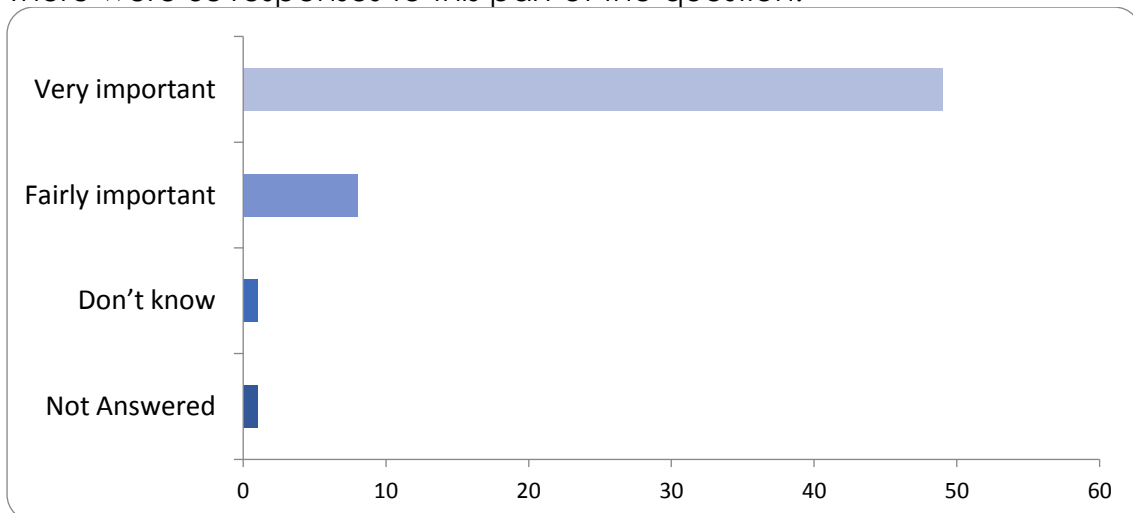
There were 59 responses to this part of the question.



Option	Total	Percent
Very important	53	89.83%
Fairly important	5	8.47%
Not very	0	0.00%
Not at all	0	0.00%
Don't know	1	1.69%
Not Answered	0	0.00%

How important is it for us to specifically identify the following types of carers? - Carers of people with learning disabilities

There were 58 responses to this part of the question.



Option	Total	Percent
Very important	49	83.05%
Fairly important	8	13.56%
Not very	0	0.00%
Not at all	0	0.00%
Don't know	1	1.69%
Not Answered	1	1.69%

As expected, the responses to these questions suggested that it is imperative

that we ensure the strategy is reflective of all carers across Leicester, Leicestershire & Rutland.

Are there other types of carers that have specific challenges that should be specifically mentioned within the refreshed strategy document?

There were 23 responses to this part of the question. Carers commented that the following should also be included within the strategy:

- Carers of people with mental health difficulties
- Carers of people with physical disabilities
- Carers of people who live alone
- Carers that are physically disabled themselves
- Carers of elderly people
- Carers who have hidden disabilities and that care for people with hidden disabilities
- Carers of people who do not have English as their first language
- Carers of people with Parkinson's disease

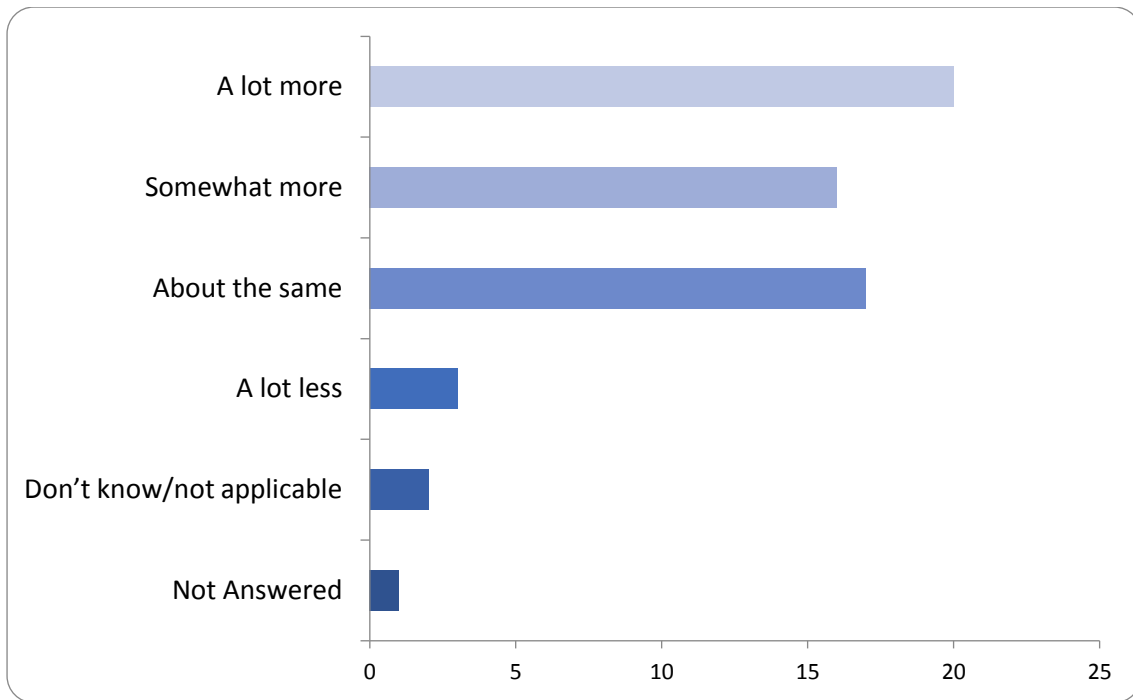
Please tell us about some of the biggest challenges you have faced as a carer during the COVID-19 pandemic.

There were 46 responses to this part of the question. Carers described the following as the biggest challenges:

- Shopping – some people couldn't access online slots, some got challenged in the supermarkets when they had to take the person they were caring for with them, difficulties in sourcing the food of the person they looked after leading to challenging behaviours by the person they looked after.
- Deterioration in the health and wellbeing of the person they cared for leading to increased episodes of confusion or behaviours that carers found difficult to manage. Negative impact on the mental wellbeing of the person being cared for and the carer
- Reduction in the support available as day services closed or reduced times they were available, domiciliary support agencies faced staff shortages, GP appointments hard to come by along with delays in hospital treatments put more pressure on family carers
- PPE was difficult to source in the very beginning of the pandemic for family carers
- Being unable to access community support
- Being unsure when and where they were able to visit the person/persons being cared for

Have you used technology more since the COVID-19 pandemic?

There were 58 responses to this part of the question.



Option	Total	Percent
A lot more	20	33.90%
Somewhat more	16	27.12%
About the same	17	28.81%
Somewhat less	0	0.00%
A lot less	3	5.08%
Don't know/not applicable	2	3.39%
Not Answered	1	1.69%

What technology have you used more and why? (such as using phones to keep in touch by video call)

There were 33 responses to this part of the question. Carers described a number of different ways that technology was used during the pandemic from simple Whatsapp messaging groups to facetime calls or zoom/teams meetings. Carers described attending virtual GP appointments and other support groups that were available online. They also described an increase in the use of traditional phone calls in cases where the carer did not live with the person they care for.

Thinking about the way that Leicester City Council supports carers, what do you think we do well?

There were 32 responses to this part of the question. Carers mentioned things like the support they receive from Leicester City Council as a working carer through the employee support groups and information available. The carer support service that is commissioned was commended a number of times along with the carer passport. There were a number of comments that talked about how well the City Council consult, engage and listen to carers as well

as carers discussing individual circumstances where they have relied on the City Council for support for the person they care for when they needed to be discharged from hospital.

Thinking about the way that Leicester City Council supports carers, what do you think we could do better?

There were 35 responses to this part of the question. Carers highlighted that Adult Social Care could improve on the way they undertake carers assessments including ensuring they are offered to the carer away from the person they care for. A lot of comments related to the need for more carer respite, and easier ways for carers to contact the council when they need to by sharing telephone numbers far easier on the website. Carers also said that the length of time it takes for calls to be answered is too long and that it would be helpful for staff to follow up with carers after their contact to ensure that things have gone as expected.

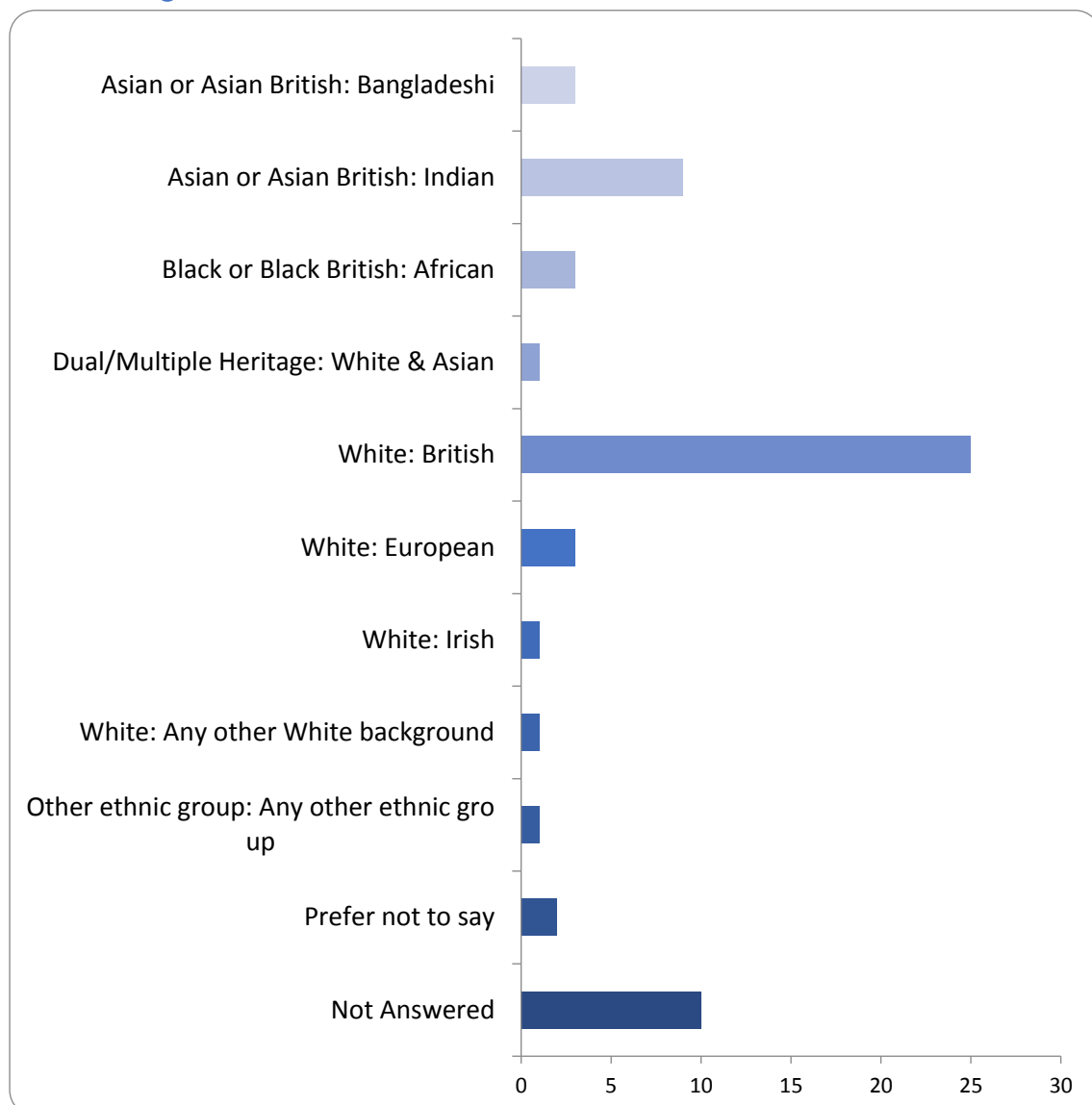
Do you have any other comments or suggestions that you would like to make?

The comments in this section largely related to the difficulties carers had travelling around the city using public transport and made suggestions that carers should receive discounted rates but there were also comments that reinforced the messages that carers should be informed, and valued in the role that they play in the health and social care system.

Equalities data summary.

The majority of respondents were white British with a further 20% of people from an Asian or Asian British background. There was a good range of ages but it is noticeable that no young carers under the age of 18 completed the online survey. Most people were within the 46-66+ age range. Carers reporting they have an illness or disability were not as well represented as those that didn't and the majority of respondents were female. When undertaking future public consultation, it is recommended ensuring that male carers and carers with illnesses or disabilities are appropriately represented. A full equality impact assessment will be undertaken on the proposed strategy to ensure plans for made for this.

Ethnic background:

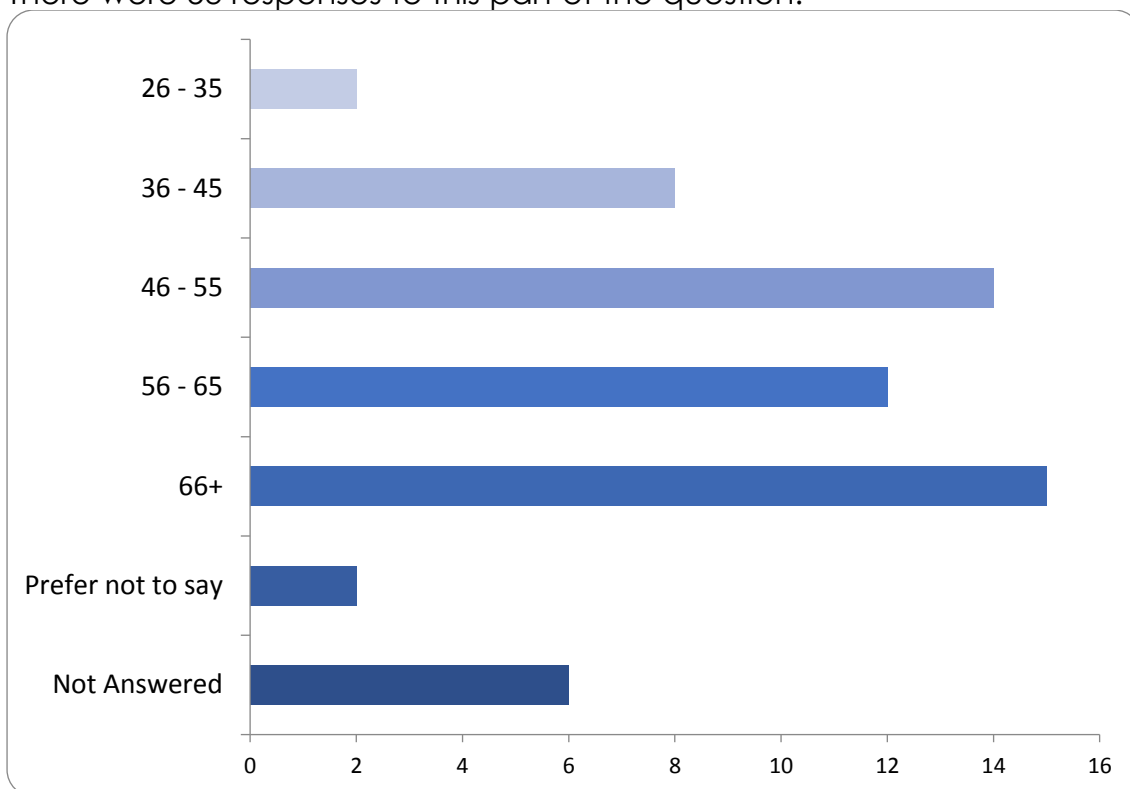


Option	Total	Percent
Asian or Asian British: Bangladeshi	3	5.08%
Asian or Asian British: Indian	9	15.25%
Asian or Asian British: Pakistani	0	0.00%
Asian or Asian British: Any other Asian background	0	0.00%
Black or Black British: African	3	5.08%
Black or Black British: Caribbean	0	0.00%
Black or Black British: Somali	0	0.00%
Black or Black British: Any other Black background	0	0.00%
Chinese	0	0.00%
Chinese: Any other Chinese background	0	0.00%
Dual/Multiple Heritage: White & Asian	1	1.69%
Dual/Multiple Heritage: White & Black African	0	0.00%

Dual/Multiple Heritage: White & Black Caribbean	0	0.00%
Dual/Multiple Heritage: Any other heritage background	0	0.00%
White: British	25	42.37%
White: European	3	5.08%
White: Irish	1	1.69%
White: Any other White background	1	1.69%
Other ethnic group: Gypsy/Romany/Irish Traveller	0	0.00%
Other ethnic group: Any other ethnic group	1	1.69%
Prefer not to say	2	3.39%
Not Answered	10	16.95%

Age:

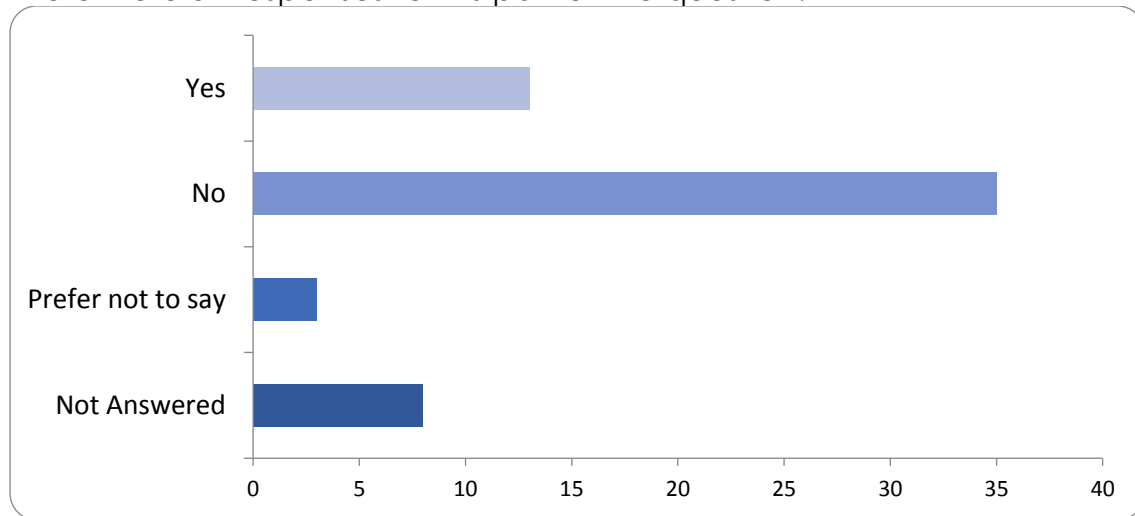
There were 53 responses to this part of the question.



Option	Total	Percent
under 18	0	0.00%
18 - 25	0	0.00%
26 - 35	2	3.39%
36 - 45	8	13.56%
46 - 55	14	23.73%
56 - 65	12	20.34%
66+	15	25.42%
Prefer not to say	2	3.39%
Not Answered	6	10.17%

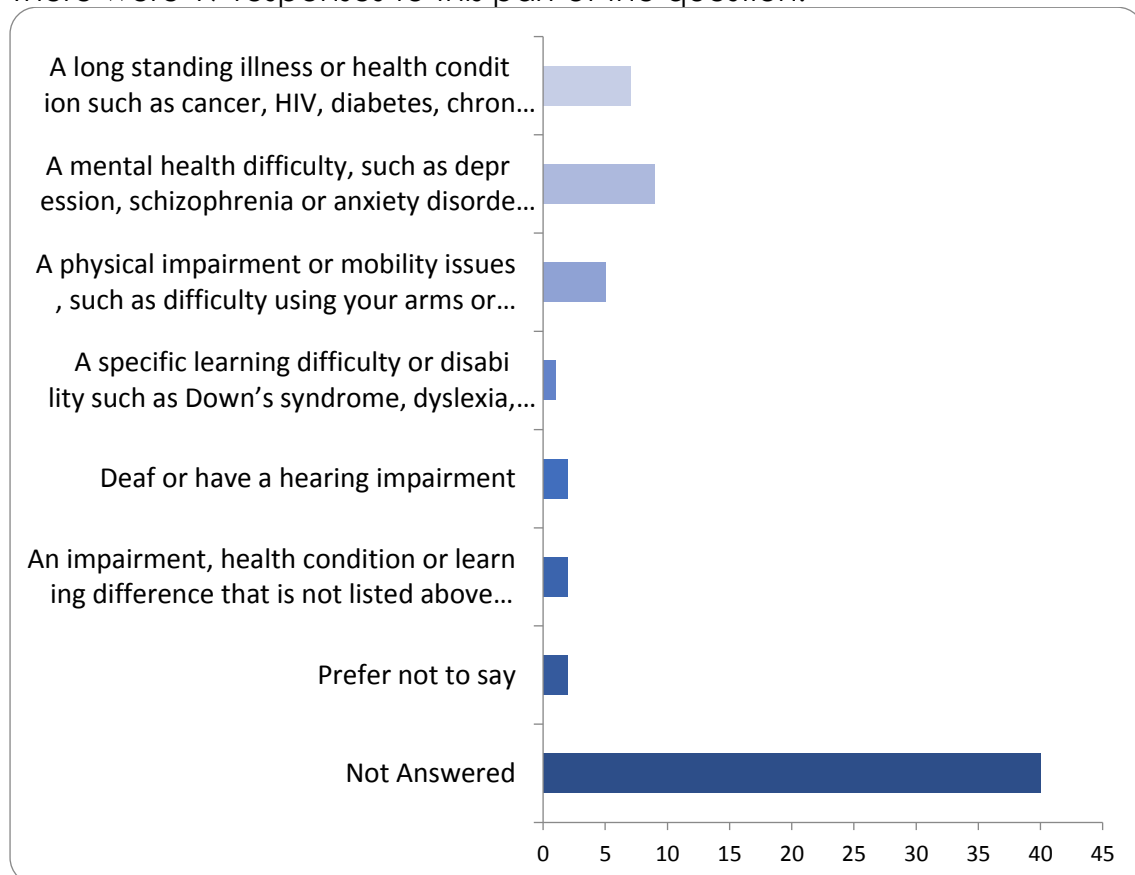
Disability

There were 51 responses to this part of the question.



Option	Total	Percent
Yes	13	22.03%
No	35	59.32%
Prefer not to say	3	5.08%
Not Answered	8	13.56%

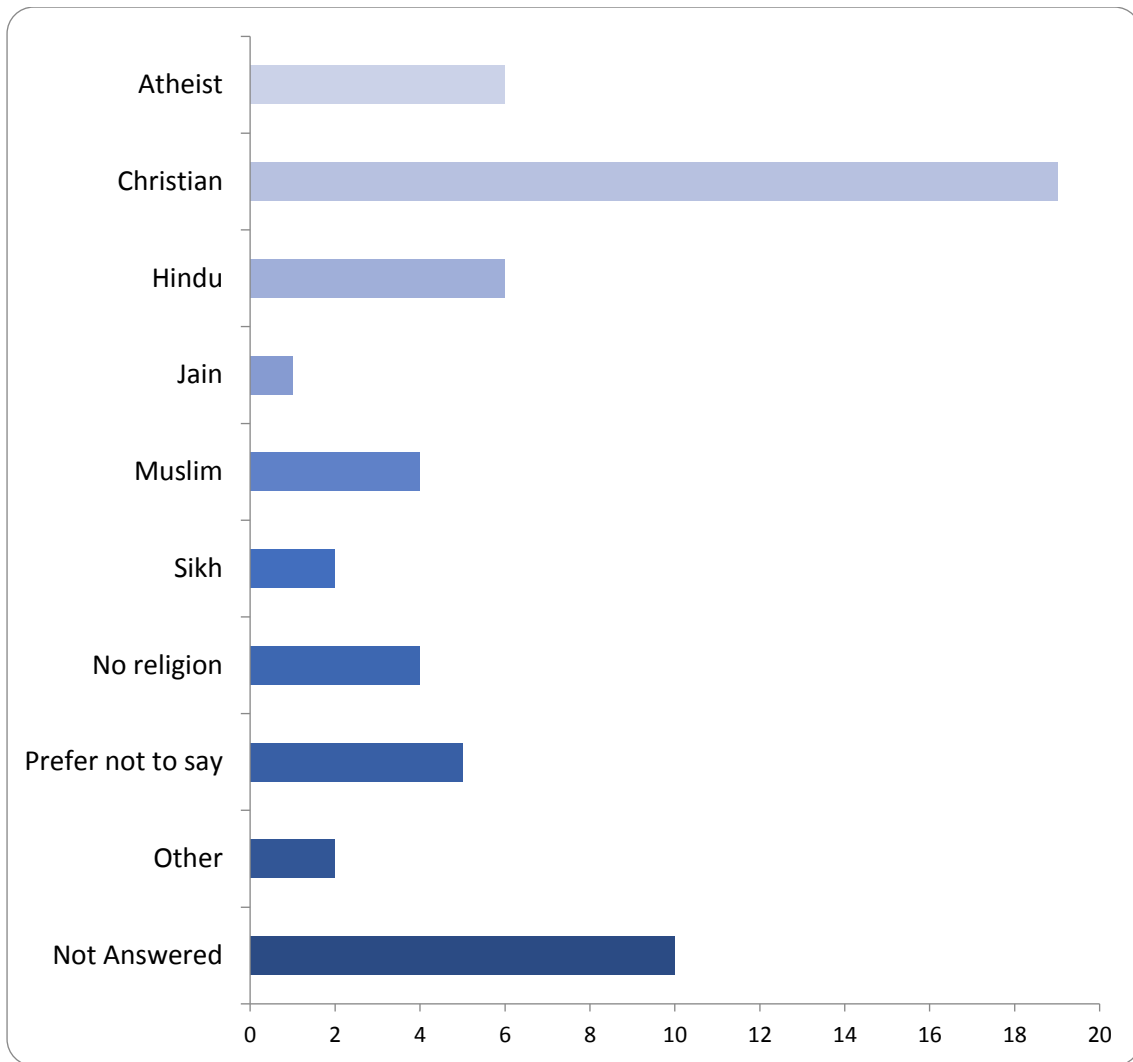
There were 19 responses to this part of the question.



Option	Total	Percent
A long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	7	11.86%
A mental health difficulty, such as depression, schizophrenia or anxiety disorder	9	15.25%
A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches	5	8.47%
A social / communication impairment such as a speech and language impairment or Asperger's syndrome / other autistic spectrum disorder	0	0.00%
A specific learning difficulty or disability such as Down's syndrome, dyslexia, dyspraxia or AD(H)D	1	1.69%
Blind or have a visual impairment uncorrected by glasses	0	0.00%
Deaf or have a hearing impairment	2	3.39%
An impairment, health condition or learning difference that is not listed above (specify if you wish)	2	3.39%
Prefer not to say	2	3.39%
Other	0	0.00%
Not Answered	40	67.80%

How would you define your religion or belief?

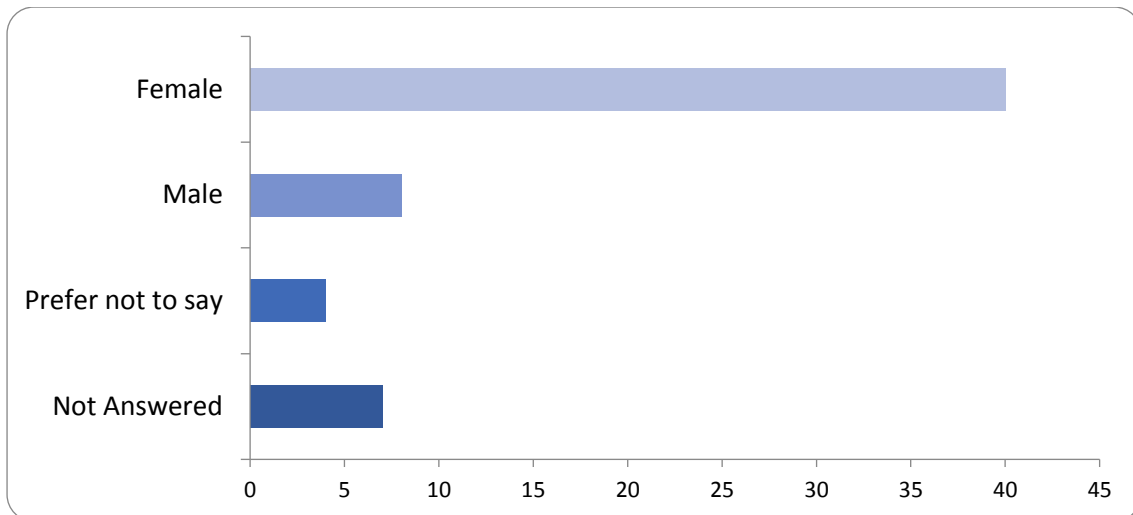
There were 49 responses to this part of the question.



Option	Total	Percent
Atheist	6	10.17%
Bahai	0	0.00%
Buddhist	0	0.00%
Christian	19	32.20%
Hindu	6	10.17%
Jain	1	1.69%
Jewish	0	0.00%
Muslim	4	6.78%
Sikh	2	3.39%
No religion	4	6.78%
Prefer not to say	5	8.47%
Other	2	3.39%
Not Answered	10	16.95%

What is your sex?

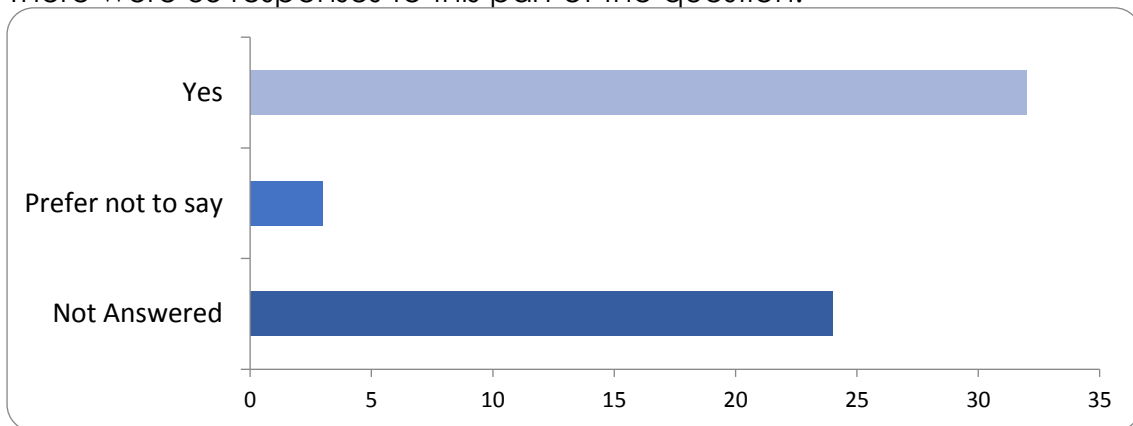
There were 52 responses to this part of the question.



Option	Total	Percent
Female	40	67.80%
Male	8	13.56%
Prefer not to say	4	6.78%
Not Answered	7	11.86%

Is your gender, the same as the gender at birth?

There were 35 responses to this part of the question.

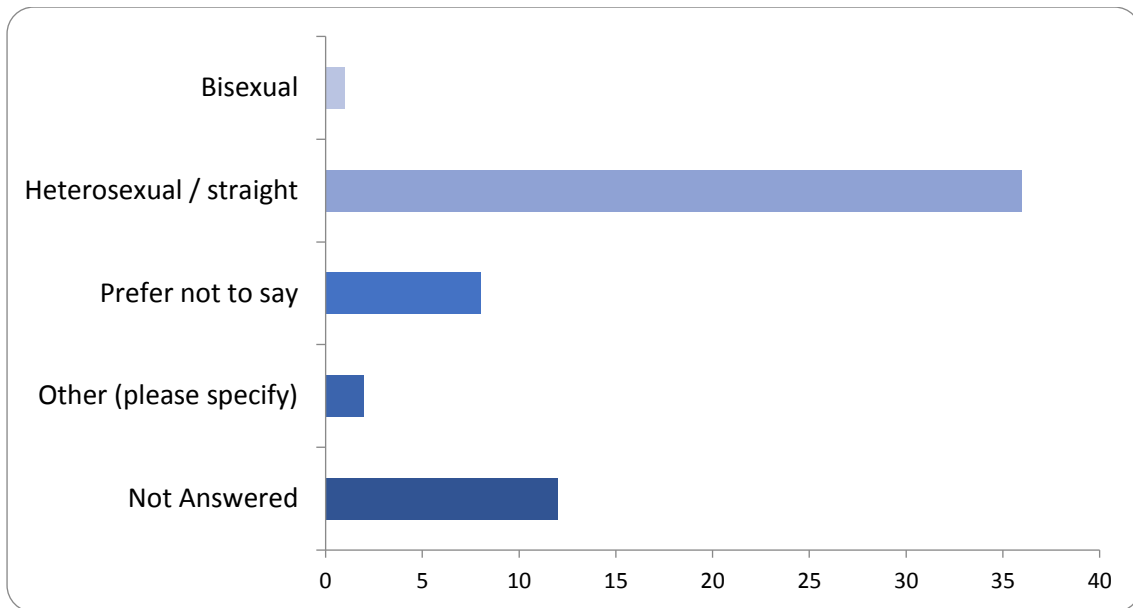


Option	Total	Percent
Yes	32	54.24%
No	0	0.00%
Prefer not to say	3	5.08%
Not Answered	24	40.68%

Sexual orientation. Do you consider yourself to be ...

sexuality

There were 47 responses to this part of the question.



Option	Total	Percent
Bisexual	1	1.69%
Gay / lesbian	0	0.00%
Heterosexual / straight	36	61.02%
Prefer not to say	8	13.56%
Other (please specify)	2	3.39%
Not Answered	12	20.34%

Appendix 2:

JOINT CARERS STRATEGY REFRESH 2022-2025

Recognising, Valuing and Supporting Carers in Leicester, Leicestershire and Rutland



Contents

<u>1.</u>	<u>Foreword</u>	42
<u>2.</u>	<u>Carers Foreword</u>	43
<u>3.</u>	<u>Who is the Strategy for?</u>	44
<u>5.</u>	<u>National Policy and Legislation</u>	46
<u>6.</u>	<u>Our local vision for Carers</u>	47
<u>7.</u>	<u>The impact of the COVID-19 pandemic</u>	48
<u>8.</u>	<u>What Leicester, Leicestershire and Rutland Carers say –</u>	50
<u>9.</u>	<u>Guiding Principles</u>	51
<u>10.</u>	<u>Key priorities and associated actions</u>	52
<u>11.</u>	<u>Monitoring progress</u>	61

1. Foreword

The COVID-19 pandemic has been a challenging time for everyone. While many people have played an important role enabling others to cope with those challenges, it is especially important to recognise all those people who look after someone who couldn't manage without their support. Carers play an essential role in our communities, often without recognition of the commitments they make and the substantial impact that their selfless commitment to others can have on their own wellbeing. We would like to express our thanks to carers across Leicester, Leicestershire & Rutland and publicly recognise the outstanding contribution they make to our communities.

We have heard carers tell us how they can feel isolated, that they may experience higher levels of strain on their own physical health and wellbeing, and that they often feel worried about what the future holds since the pandemic. We have been mindful of this when setting the priorities detailed in the refreshed strategy. Central to this is that carers have told us that they want to have opportunities to live their own life alongside their caring role. We have listened to what they have said to us. We want to make sure that carers across Leicester, Leicestershire & Rutland have access to services that support their physical and mental health, and promote their wellbeing. One important element of this is identifying carers early and ensuring that the right support is accessible in the right places and at the right time for all carers.

We recognise that in order to achieve this vision and the best possible outcomes for carers, NHS and local authority partners need to work collaboratively. We therefore publish our strategy jointly as a sign of how we intend to work together. With our minds now set firmly on 'recovery' and living with COVID, this refreshed strategy reflects our ongoing commitment to carers. We look forward to seeing the implementation of the plans within the strategy over the next five years and being part of a system that ensures carers are not only recognised but are valued and supported to live healthy and fulfilled lives.

2. Carers Foreword

Young Carers

'For us the strategy means that someone recognises what we do, how we feel and how we struggle.

It's a start in being supported as a young carer and being given time out to think about my emotional wellbeing as I suffer, as I'm isolated more than my friends.

It's important that everyone who is involved with young carers sees the strategy, especially schools. We spend so much time in school it would be great if this strategy brings change. We'd like to see every school having a named person who is the link person for the young carers, someone who understand us more, who understands the reasons we miss deadlines or are late to school. The strategy will hopefully affect the things that matter to us and allow us to talk about our worries and our good parts of life.'

Adult Carers

I'm delighted to have been asked to write this foreword. Cards on the table. I don't think carers were particularly well served in the past and I'm not sure they are now. I could go on about that but I won't. Why? Because I think it's changing, in fact I know it is, and I know the desire to improve is coming from providers as well as carers. A glimpse of this is a carer's voice being heard here right at the beginning.

What is a carer and why do they need a strategy? With one in four adults becoming a carer during the pandemic (and already we're ignoring the vast number of young carers) the idea that there will be a simple definition is wishful thinking. What connects me (a working carer) with a young carer, with a parent carer, with a young adult carer? Well, there is someone who couldn't cope with their everyday life without my help, without our help. Doesn't much matter who or how, there is someone who we have a commitment to support. We are part of the team (us, medical, domiciliary care, social work) that works together to help someone live their life.

And that's where this strategy could, and should, and will if we follow it, take us. A team. Working together. Agencies communicating with each other, carers in that loop. Carers being treated the same way as professionals, informed, included, supported. Good employment practice extended to include **all** the care team members, to include carers.

As well as treating carers as part of the team there's another job for you professionals. You need to tell us that what we're doing has a name. Carers rarely define themselves as 'a carer' we're sons, daughters, parents, friends, and that's how we see ourselves. 'Carer' is a label not an identity. The thing is, if I don't think to call what I do 'caring' then I'm unlikely to know there's an Act that grants me rights; that there's a dedicated support service for me; that there are people who will help me. 'Carers' don't know this. We really don't. If you tip us the nod you can make our lives so much better and that's got to be worth your effort.

Sounds like a plan? We all want the same thing. The best possible life for the person we're supporting without burning ourselves out. Here's how we do it...

3. Who is the Strategy for?

'We would describe a carer as anyone who supports and cares, unpaid, for a family member or friend living with a disability, long-term illness, substance misuse or a mental health need, who would not manage without their help.'

One of the biggest challenges in developing a strategy for carers, is that there are many definitions that apply, including within various national policy and legislation documents. Comments provided to us by carers across Leicester, Leicestershire & Rutland have suggested that the following factors are important to acknowledge explicitly:

- That a carer does not always live with the person they care for
- That a caring role should not be defined by the number of hours they provide care
- That the carer could be caring for their son, daughter, husband, wife, mother, or father, but that this list is not exhaustive, and the relationship between the carer and the person may also extend beyond traditional family roles
- Sometimes a carer can be caring for more than one person, across differing generations
- Carers may also receive support from a carer themselves
- Receipt of a carers allowance does not mean that they are in a paid carer role
- The carer can be any age; Adult carer over the age of 18, parent carer who provides care to a child or an adult, young carers under the age of 18 and young adult carers who are aged between 18 and 25 years

It is recognised that some people do not relate to the term 'carer' however, for the purpose of this strategy this will be the term used to encapsulate the diverse nature of the caring role.

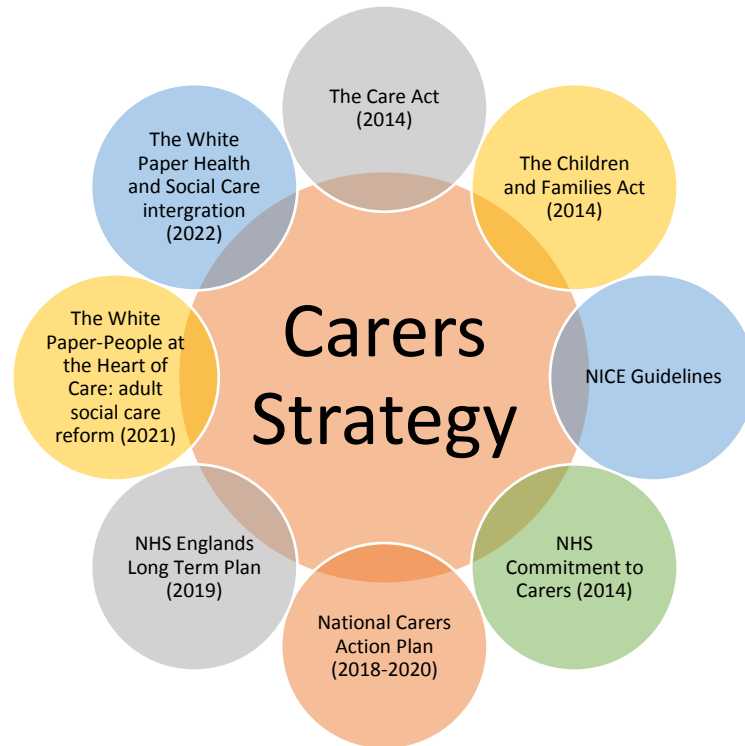
4. Profile of carers in Leicester, Leicestershire and Rutland

NEED CENSUS DATA – not due until Summer 2022

Census Data to be included

- Carers Gender
- Ethnicity
- Age
- Number of Hours spent Caring

5. National Policy and Legislation



This carers strategy works to support the aims of the Government as highlighted within these national policy and legislative documents.

6. Our local vision for Carers

‘Carers, of all ages across Leicester, Leicestershire and Rutland will be identified early, feel valued and respected. They will be offered appropriate support wherever possible to enable them to continue their caring role and maintain their own health and wellbeing’.

This strategy has been refreshed to reflect the accomplishments of the previous strategy such as:

- Launching a Leicester, Leicestershire and Rutland carers passport
- The incorporation of quality markers in GP surgeries
- Staff training around carer awareness within a number of health and social care organisations,
- A review of the information and advice available to carers with necessary updates
- Larger numbers of carers registering with their GP’s
- A new regional carer co-production group.

It builds on existing actions and represents the voice of local carers across Leicester, Leicestershire and Rutland, particularly following the COVID-19 pandemic. It also sits alongside other local plans, such as the Health and Wellbeing Strategies for Leicester, Leicestershire & Rutland 2022-2032 and Social Care Strategies for Adults and Children’s Services across Leicester City & Leicestershire and Rutland County Council’s. Ongoing challenges such as continuing to raise awareness of carer issues, promoting the early identification of carers, and continuing to keep information up to date remain embedded within the priorities of the refreshed strategy.

The organisations signed up to this strategy have committed to work together to deliver our local vision for carers. These include Leicester City Council, Leicestershire, and Rutland County Councils, (responsible for social care), Leicester, Leicestershire & Rutland Clinical Commissioning Groups who work alongside GP surgeries, Leicestershire Partnership NHS Trust, University Hospitals of Leicester, voluntary and community sector organisations (notably organisations delivering carer support services and speaking on behalf of carers), and Healthwatch Leicestershire. This means the strategy is a guiding document for both health and social care support.

7. The impact of the COVID-19 pandemic

No one could have anticipated that during the life of the 2018-2021 strategy, there would be a pandemic that would have such a monumental impact on carers' lives. As a nation we are moving to recovery and living safely with Covid but for carers there are lasting effects on many areas of their lives: their mental and physical health, employment and finances, their emotional wellbeing, with many taking on a new role as a carer.

Increase in carer numbers

Carers UK estimate that an additional 4.5 million people became carers overnight, in March 2020 which equates to 1 in 4 UK adults providing care to an older, disabled or ill relative or friend at the height of the pandemic. If we apply this across Leicester, Leicestershire and Rutland this suggests there would be around 220,000 adult carers.

We acknowledge this increase and prioritise carer identification

Loneliness

Carers had already told us they experience feelings of loneliness; and Carers UK research shows that the number of carers feeling isolated doubled from 2020-2021 from 9% to 18%. This was also echoed by carers locally. Those feelings increased because of physical distancing and shielding, the closure of community services, unemployment, and the loss of loved ones which subsequently affected the mental well-being and resilience of the caring community.

Prior to the pandemic, young carers were already an under-identified and under-recognised group. The closure of schools, universities and other educational settings during the pandemic meant that many young carers lost regular forms of contact, increasing the invisibility of young carers.

We acknowledge and prioritise the need for carers to have a life alongside caring

Providing more care

According to Carers Trust, 58% of young carers are caring for longer since Coronavirus and are spending on average ten hours a week more on their caring responsibilities. Among young adult carers the proportion is even higher at 63.6%.

A Carers UK report released in October 2020 states 81% of carers reported that they were providing more care since the start of the outbreak for one or more of the following reasons:

- The needs of the person they care for have increased.
 - That local services reduced their offer or closed altogether
 - Someone they rely on for breaks was no longer available
 - They were worried about paid health and social care staff having contact with the person they care for
- As a result of this, 72% of carers have not had any breaks throughout the pandemic.

We acknowledge the need for carers to have a break from caring and prioritise actions to support this

Financial Impact

Carer's UK State of Caring report 2021, stated that 36% of carers said their financial situation had got worse since the start of the pandemic, largely due to people being at home more, using more energy, being unable to work either due to being furloughed or as a result of the increase in care they were providing. Locally, carers have also highlighted these challenges, and this remains an area of concern as they also tackle the cost of living and fuel crises. Caring households are significantly more likely to have had difficulty paying for at least one type of living expense since the beginning of the pandemic compared to non-caring households.

We acknowledge and prioritise the need for carers to have appropriate advice around their financial circumstances

Sortified The East Midlands' Unpaid Key Workers: Supporting Unpaid Carers by adapting services and responding to need during the COVID-19 crisis

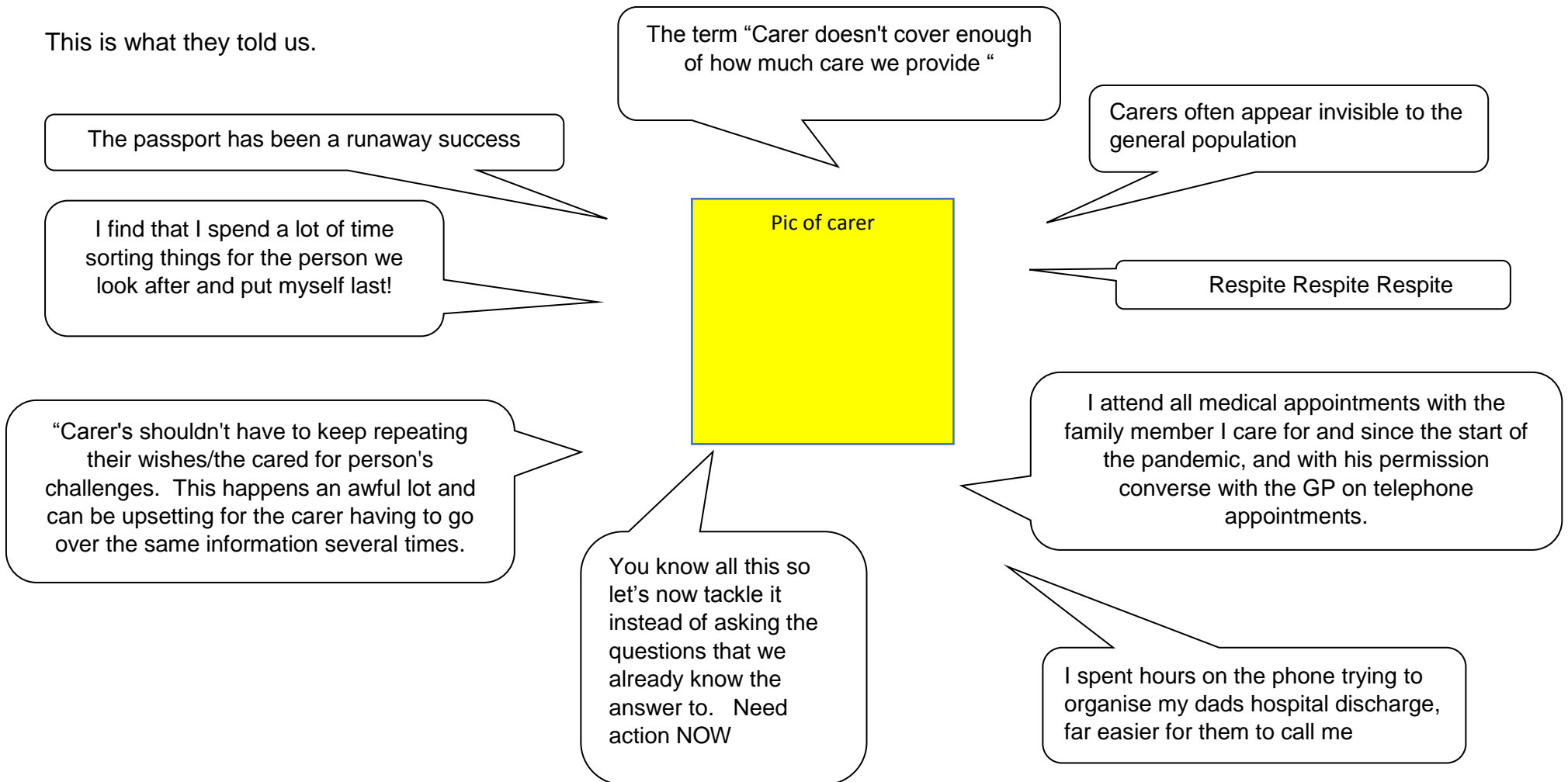
The East Midlands Association of Directors of Social Services (EM ADASS) recognised the impact of the pandemic on carers and commissioned a community interest company called Sortified to work with local carers to establish a simple list of recommendations for councils, based on their experiences of the pandemic. The subsequent report outlined areas where carers required support both on an immediate and long-term basis. As we are now learning to live with COVID-19 some of the immediate concerns presented in the report are now resolved, however those that remain, have been built into our priorities within this strategy. The full report can be found at: [East Midlands Carers — Sortified](#)

8. What Leicester, Leicestershire and Rutland Carers say –

During the summer of 2021 we tried to speak to as many local carers as we could about the 2018-2021 Carers Strategy and their caring situations.

The carers were from a range of backgrounds: including parent carers, carers of different ethnic origins, young carers, older carers and working carers.

This is what they told us.



9. Guiding Principles



The strategy continues to be underpinned by the guiding principles that reflect both the national and local requirements of carers.

The above principles have been translated into key priority and actions (as detailed in section 9) and each partner organisation will be expected to build upon them in the development of their individual delivery plans.

Although funding in relation to carers is not directly addressed within this strategy, the financial position faced by both health and social care organisations cannot be ignored. Therefore, the available resources for each organisation will be reflected in the individual plans that will be developed by the partners, which will underpin this strategy and the guiding principles

10. Key priorities and associated actions

1. Carers are identified early and recognised - Building awareness of caring and its diversity		
<p>What the engagement told us</p> <p>Identification is still an issue for carers linked to lack of understanding of what caring is.</p> <p>Engagement recognised the need for GP surgeries to improve identification of carers.</p> <p>Lack of recognition was cited as a barrier to being kept informed; this was mentioned as a particular issue in hospital settings.</p> <p>Carers not receiving Carers Allowance feel they aren't recognised like those who receive it.</p>	<p>What will we carry forward?</p> <p>Ongoing staff training development to aid awareness and identification</p> <p>Ongoing review of information and use of pages to aid carers to identify themselves</p> <p>Continued promotion of Digital Resource for Carers & Employers for Carers resources</p>	<p>What are our new actions?</p> <p>Continued promotion and growth of the carers passport scheme.</p> <p>Improving access to primary care and health checks for carers as a means of supporting carers to maintain their own physical and mental health and wellbeing.</p> <p>A social seeding programme to provide ongoing relationships and alliances through the ICS and ensure it is reaching out to carers across cultures.</p> <p>Ensure better Carer identification and consideration of their needs on admission to and discharge from hospital.</p> <p>Use of social media, to raise carer awareness, particularly around Young Carers.</p>
<p>How will we know this has worked?</p>		

- Increase in identified carers – GP registers, council systems, carers recorded to be accessing commissioned services
- An increase in the number of carers registered for a carers passport

2. Carers are valued and involved - Caring today and in the future

What the engagement told us	What will we carry forward?	What are our new actions?
<p>Carers told us they would like simple acknowledgement of the role they play in supporting the person they care for.</p> <p>Carers still do not feel valued, they report feeling forgotten about during the pandemic and isolated.</p> <p>Those carers that are identified, report not being recognised as experts by experience in the health and wellbeing of the cared for.</p> <p>Carers reported lack of feeling valued, and comment this is often linked to not being recognised as a carer.</p>	<p>Further staff training – to ensure carers are recognised as experts by experience.</p> <p>Move towards a more co-productive approach to the planning and delivery of services.</p> <p>Ongoing work with hospital teams regarding discharge</p>	<p>Create an agreed approach for communicating with carers across Leicester Leicestershire and Rutland.</p> <p>The Carers Delivery Group will seek to influence the information provided to carers around the differing care pathways across the system.</p> <p>Development of ‘You Said We Did’ approach – showing that carer voice influences and shapes the design and delivery of our services.</p> <p>Utilise an ‘integration index’ to be co-produced to measure the extent to which the local health service and its partners are genuinely providing joined up, personalised and anticipatory care.</p> <p>Ensure that adult services are aware of and include young carers that may be involved in supporting the person receiving care.</p>

How will we know this has worked?

- Increased satisfaction level from carers within the next national carers survey
- Positive outcomes feedback from commissioned services

3. Carers Are Informed - Carers receive easily accessible, appropriate information, advice and signposting

What the engagement told us

Knowing where to look for required information was noted as a barrier for carers.

Carers told us that when they were identified as the main contact for the person they care for they were kept informed in some instances.

Carers like to use their GP for information and support

Lack of recognition was cited as a barrier to being kept informed, carers feel they aren't offered the information as the person dealing with them doesn't view them as a carer.

What will we carry forward?

Further sessions planned for key staff to ensure all teams have access to knowledgeable staff member for support around working with carers.

Consider best communication pathways particularly in light of the COVID-19 pandemic.

What are our new actions ?

Ensuring carers can access the information they need, in the formats they require.

Refresh of the internet pages to ensure information is clear, pages are easy to navigate and language used isn't "too corporate". Including information for Young Carers.

Including information on advocacy and getting carers voices heard

Development of relationships with schools and colleges to improve young carers awareness.

How will we know this has worked?

- Increase in the proportion of carers who say they find it easy to find information about services
- Increase in carers identified
- Increase in numbers of carers accessing carer support

4. Carer Friendly Communities

What the engagement told us	What will we carry forward?	What are our new actions?
<p>Carers told us they would like to see the use of volunteers to support carers.</p> <p>Carers told us that by raising awareness of caring in communities, community venues, and local businesses may become more accommodating.</p>	<p>Continue to take the views of carers into account in future commissioning exercises, including consideration of updated geographic and demographic data from the updated census 2021.</p> <p>Continue to work with communities to support carers through awareness raising within existing community groups.</p>	<p>We will ensure that the priorities within the carers strategy are aligned with The Integrated Care Board People and Communities Strategy 2022/2023</p> <p>Continued promotion and growth of the carers passport scheme. Specifically targeting community schemes and groups within neighbourhoods.</p> <p>Development of relationships with schools and colleges to improve young carers awareness.</p>
How will we know this has worked?		
<ul style="list-style-type: none">• Carers report greater satisfaction in the accessibility of services• Increase in the proportion of carers who say they find it easy to find information		

5. Carers have a life alongside caring – Health, employment and financial wellbeing

What the engagement told us?	What will we carry forward?	What are our new actions?
<p>Loneliness, isolation and not having time for themselves were key themes fed back by carers, all having the potential to affect their mental wellbeing negatively.</p> <p>The financial impact of caring for someone was of real concern to carers.</p> <p>Carers are neglecting their own physical health and wellbeing, putting off routine appointments and in some cases elective surgeries because they are unable to find appropriate support for the person they care for.</p> <p>Carers do not get enough time for themselves.</p> <p>Although we received limited feedback from working carers, we know that flexibility is a key factor in the ability to continue working.</p>	<p>Ongoing review of information and use of web pages - to ensure carers know where they can go for financial advice or support</p> <p>CareFree promotion ensuring all workers are aware and are utilising the offer.</p> <p>Carers breaks provision still under review</p> <p>CCG's will continue to encourage carers to take up screening invitations, NHS Health checks and vaccinations, where relevant.</p>	<p>Ensuring carers have the information they need to keep themselves well.</p> <p>Forging robust links with the Mental Health programme of work across the integrated care system to ensure carers needs are recognised.</p> <p>Work to improve transition planning with young carers, to consider their future aspirations in terms of college, university, leaving home.</p> <p>Continue work with Leicestershire Partnership Trust to develop a Lived Experience Framework. This alongside trust-wide systems and processes will allow for the creation of paid opportunities for those with lived experience whilst developing skills and experience.</p>
<p>How will we know this has worked?</p>		
<ul style="list-style-type: none"> • Increase in number of carers accessing carefree breaks • Increased satisfaction level from carers within the next national carers survey • Increase in the numbers of carers receiving information and advice regarding finance and benefits • Increase in number of young carers receiving transition assessments 		

6. “Care with Confidence – Technology and skills supporting you to care effectively”

What the engagement told us

Local carers didn't identify with the previous title of priority 6 - *Carers and the impact of Technology Products and the living space*. However, what did come through was that carers have been reliant on technology or gadgets during the pandemic.

There was acknowledgement that housing needs still exist, where properties aren't always suitable particularly for carers supporting someone who has severe needs.

What will we carry forward?

We will continue to work with professionals from housing, equipment and adaptations to improve the carers' pathway and embed carer awareness.

What are our new actions?

Ensure carers are informed of technology solutions that can support them.

Work to enable carers to be confident using technology/gadgets.

Introduce mechanisms to better support patients, carers and volunteers to enhance 'supported self-management' particularly of long-term health conditions

How will we know this has worked?

- Increase in the proportion of carers who say they find it easy to find information

7. Carers can access the right support at the right time - Services and Systems that work for carers

What the engagement told us?

Carers tell us they want to receive support that recognises their individual circumstances, and they sometimes needed support to navigate through the health and social care system.

Carers want to be able to help themselves too and are looking for access to carer courses, to support them in their caring role.

Carers want support with health and wellbeing particularly mental health support for carers, both for their own health and with support managing caring for somebody with a mental health condition.

Carers require support with hospital discharge, starting right at the point of admission ensuring they are kept informed and involved.

What will we carry forward?

Ongoing use of Carers Delivery Group (CDG) to ensure that all organisations work together to improve support for carers. People will be signposted to sources of support post-caring.

What are our new actions?

Forging robust links with the Mental Health programme of work across the integrated care system to ensure carers needs are recognised.

The Carers Delivery Group will seek to influence the information provided to carers around the differing care pathways across the system.

Targeted work to raise the profile of the carers passports within Hospital and GP services.

To ensure that carers are supported to plan for emergencies.

Work alongside LOROS and the Carers Matters Stakeholder group to understand what matters to carers supporting a loved one at the end of life.

Roll out of Young Carers passport across Leicester, Leicestershire, and Rutland.

How will we know this has worked?

- Improvements in carer reported quality of life and satisfaction with social services.

8. Supporting Young Carers

What the engagement told us	What will we carry forward?	What are our new actions?
<p>A number of Leicestershire young carers wanted to remove priority 8 and have actions for supporting young carers embedded within the actions for the other priorities.</p> <p>Young carers identified the need to be 'young people' and want time for themselves.</p> <p>Young carers want to be able to find the information they need.</p> <p>Young carers need support to identify as young carers, which is mindful of the needs of the whole family, particularly within schools, and colleges.</p> <p>Young carers say they often miss education due to their caring responsibilities which can impact their life choices.</p>	<p>Embed the whole family approach</p> <p>Working with educational establishments</p>	<p>Develop young carer support that acknowledges young carers miss out on childhood & other key activities as well as providing appropriate mental health support where required</p> <p>Work with young carers to improve the way that the health system including GP's supports young carers</p> <p>Local authorities will work with young carers to ensure that their aspirations of going to college, university, leaving home, are considered as part of their work with young carer services</p> <p>Under 11 years support for young carers</p>
<p>How will we know this has worked?</p>		
<ul style="list-style-type: none"> • Increased number of young carers known to services will be reported • Young carers report feeling listened to and respected • Organisations can evidence a more robust approach to working with young carers and their families • The impact of caring on young carers is taken into account in assessments and transition planning across social care. • Young carers report improved outcomes at home, school or in employment. 		

11. Monitoring progress

The Carers Delivery Group have led on the development of this strategy and recognise the impact that positive carer support can have across all workstreams. The group will oversee delivery of the strategies priorities, and report progress to the respective partner organisations governance arrangements and Health and wellbeing Boards.