

LLR Carers Strategy 2018 – 21 Consultation

Presentation to ASC Scrutiny
Commission 20th March 2018

Key Points of the draft Joint Carers Strategy 2018-2021

- Shared vision and guiding principles for recognising, valuing and supporting carers
- Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCGs) for Leicester, Leicestershire and Rutland.
- Partner organisations that have been involved in the development of the strategy include Healthwatch (Leicestershire and Rutland), Alzheimer's Society, The Carers Centre, Voluntary Action South Leicestershire (VASL) Barnardo's and Age UK Leicestershire.
- <https://surveys.leics.gov.uk/snapwebhost/s.asp?k=152034512740>
- Consultation live now until 22nd April

Key Points of the draft Joint Carers Strategy 2018-2021

- Developed using analysis of survey and performance data, and updates from the National Carers Policy Network
- Clear focus on local carer views and experiences collected through significant engagement undertaken in 2017 and earlier research and engagement work.
- Previous carers strategy expired in 2016

Monitoring Progress

- The Carers Delivery Group is part of the Sustainability and Transformation Plan (STP) governance structure have led on the development of this strategy
- Positive carer support will impact across all workstreams.
- During the consultation phase more detailed action plans will be developed to further capture both partnership and ensure all key activities, timescales and measures of impact are in place.
- These action plans will be overseen by the Carers Delivery Group which will report progress to the Home First Programme Board.
- In order to ensure the involvement of carers in overseeing delivery of the strategy, a carer's reference group will be created which will track progress against key milestones.

Who is a carer?

- A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, substance misuse or a mental health need cannot cope without their support
- There are many different types of carers, including
 - Working Carers – a carer who juggles paid work with unpaid caring responsibilities
 - Older Carers – an unpaid carer aged 60 or over
 - Parent/Family Carers- A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility
 - Young Carers- a child or young person, aged 18 years or under, who provides regular and on-going care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances
 - Multiple Carers/Sandwich Carers – those with caring responsibilities for different generations, such as children and parents

Leicester, Leicestershire and Rutland

Guiding Principles

1	2	3	4	5	6	7	8
Carer Identification	Carers are valued and involved	Carers Are Informed	Carer Friendly Communities	Carers have a life alongside caring	Carers and the impact of Technology Products and the living space	Carers can access the right support at the right time	Supporting young Carers

Underpinning Partnership response

Raising staff awareness across partner organisations Proactive communications to the wider public	Recognition of carers at appropriate points of the pathway Involvement of carers in service changes and new initiatives	Awareness raising and targeted training for frontline staff. Improving access to Information and Advice	Embedding carer awareness Support the development of local initiatives	Promoting carers within our organisations and other employers Support carers through flexible policies Benefits advice Flexible and responsive carer respite	Involving carers in housing related assessments, understanding carers perspectives Simplifying processes and ensuring information is consistent	More effective partnership working Support offer that is flexible and appropriate to needs	Focus on whole family Awareness raising and early identification Transitioning to adult services
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Priority 1. Carers are identified early and recognised - Building awareness of caring and its diversity	
<p>What we found</p> <p>Carer identification was a key theme.</p> <p>Services that work with carers reported a difficulty in getting carers to recognise themselves as carers.</p> <p>Carers described not accessing support until they reached crisis point as they had not recognised themselves as carers before that point.</p>	<p>What we will do</p> <ul style="list-style-type: none"> All partners will seek to support carers to identify themselves as appropriate LLR Clinical Commissioning Groups will include information on carers and increase carer awareness in practice staff inductions. They will aim to increase the number of carers identified on GP practice registers. Individual partners will work to make their carer registers robust.
<p>How will we know if it's worked?</p> <ul style="list-style-type: none"> Increase in identified carers – GP registers, council systems, carers recorded to be accessing other commissioned services Increase in carers referred to carer support services Increase in the number of carers assessments offered 	
Priority 2. Carers are valued and involved - Caring today and in the future	
<p>What we found</p> <p>Carers do not feel supported, valued or empowered in their caring role, often not being kept informed, or not seen as a key partner in care.</p>	<p>What we will do</p> <ul style="list-style-type: none"> Health and social care professionals will seek the input of informal carers at appropriate key points on the health and social care pathway in order to secure the best possible outcomes for the cared for. This joined up approach is particularly focussed on avoiding inappropriate hospital discharge and enabling timely discharge. Commissioners will ensure that carers' views are sought and reflected in commissioning exercises. Good practice in carer training will continue to be shared across partners.
<p>How will we know if it has worked</p> <ul style="list-style-type: none"> Increased satisfaction level from carers within the next national carers survey 	

Priority 3. Carers Are Informed - Carers receive easily accessible, appropriate information, advice and signposting	
<p>What we found</p> <p>There was recognition through engagement that information about carer issues was difficult to find and carers needed to actively seek out support and information rather than it being offered.</p>	<p>What we will do</p> <ul style="list-style-type: none"> Partners will review their information offer for carers to improve its accessibility. All Partners will seek opportunities to raise awareness of local carers services
<p>How will we know if it has worked</p> <ul style="list-style-type: none"> Increase in the proportion of carers who say they find it easy to find information about services Increase in carers identified Increase in numbers accessing carer support 	
Priority 4. Carer Friendly Communities	
<p>What we found</p> <p>Feedback included carers wanting services and support available "in smaller pockets within localities as access to services is often difficult due to the obscure shape of the localities".</p> <p>Other feedback from carers included "help should be offered rather than having to ask for it"</p> <p>Those in minority or geographically isolated groups need support too.</p>	<p>What we will do</p> <ul style="list-style-type: none"> Commissioners will take the views of carers into account in future commissioning exercises. This will include consideration of geographic and demographic profiles. Encourage communities to support carers through awareness raising within existing community groups
<p>How will we know if this has worked</p> <ul style="list-style-type: none"> Carers report greater satisfaction in the accessibility of services 	

Priority 5. Carers have a life alongside caring – Health, employment and financial wellbeing	
What we found	What we will do
<p>Carers feel their caring role is not valued at work and flexibility was a key factor in the ability to continue to work</p> <p>Carers cite financial worries as one of their biggest concerns.</p> <p>Carers highlighted that they often neglect their own health and wellbeing</p> <p>Carers also felt respite was essential to enable them to continue within their caring role.</p>	<ul style="list-style-type: none"> As employers themselves, partners will review their carer friendly policies and aim to set a good example to others. The assessment process will consider the use of flexible and responsive respite provision to enable carers to have a break, including short breaks to families with a child with Special Educational Needs and Disability. CCG's will continue to encourage carers to take up screening invitations, NHS Health checks and flu vaccinations, where relevant.
How will we know if it has worked?	
<ul style="list-style-type: none"> Working carers will feel better supported 	
Priority 6. Carers and the impact of Technology Products and the living space	
What we found	What we will do
<p>The home environment plays a key part in enabling a carer to undertake their caring role. A carer's perspective should be considered throughout relevant assessment processes. Although most workers would consult carers and some positive feedback was received the approach was not consistent.</p> <p>It was also found across LLR local authorities do not hold enough information on carers and their tenure status.</p> <p>Some Leicestershire carers found equipment often took a long time to be acquired due to the longevity and inconsistency in processes followed, having a real impact on their ability to care.</p>	<ul style="list-style-type: none"> The partnership will seek to involve professionals from housing, equipment and adaptations in work to improve the carers' pathway. This should include raising awareness of the issues facing carers with those organisations.
How will we know if it has worked	
<ul style="list-style-type: none"> Assessment processes will be more carer aware. 	

Priority 7. Carers can access the right support at the right time - Services and Systems that work for carers	
What we found	What we will do
<p>Carers wanted to receive support that recognised their individual circumstances, and sometimes needed support to navigate through the system.</p> <p>Throughout all engagement work carers felt access to services was challenging due to lack of integration (with the exception of many carers based in Rutland) and felt the services they received were often disjointed due to interdepartmental transfers or change in funding streams.</p> <p>Some carers felt confused about which organisation is responsible for what, and felt health and social care should work better together.</p>	<ul style="list-style-type: none"> Assessments will take a strength based approach Each partner will look at its carer's pathway to reduce the potential for a disjointed approach. Opportunities for closer working between agencies will be considered at appropriate points in service reviews. People will be signposted to sources of support post-caring
How will we know if it has worked	
<ul style="list-style-type: none"> Improvements in carer reported quality of life and satisfaction with social services. 	
Priority 8. Supporting Young Carers	
What we found	What we will do
<p>Young carers identified the need for services to be more integrated. This is particularly significant at the point of transition from children's to adult services.</p> <p>Young Carers often miss education due to their caring responsibilities this can impact on them when it comes to employment.</p> <p>Young carers identified the need to be 'young people' rather than in the carer role all the time, leading to the need for 'time off' or respite time.</p>	<ul style="list-style-type: none"> All partners will take the needs of young carers into account in planning and assessment processes. The assessment process will take a whole family approach
How will we know it has worked	
<ul style="list-style-type: none"> The impact of caring on young carers is taken into account in assessments and transition planning. Young carers report improved outcomes at home, school or in employment. 	