

# Carers Support in Worcestershire

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# What is a 'Carer'?

- A **Carer** is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.  
*(NHS Definition)*
- This includes (but is not limited to) Adult Carers, Parent Carer/Child Carers, Sibling Carers, Primary Carers, Secondary Carers, Lone Carers, Sandwich Carers and Hidden Carers.
- **63,685** adults & **3,490** young Carers in Worcestershire

# Why do we provide an Integrated Carers Hub?

- **Co-ordinate** support for Carers across the whole county of Worcestershire.
- Providing **one** point of contact for Carers and improve access to local support.
- Full range of information, advice and support that carers may requires through their caring journey and beyond.
- WCC contract with Worcestershire Association of Carers to deliver the Carers Hub, End of Life Service, Carer Assessments and Reviews & Strategic Work.

# **Types of support provided to deal with problems & challenges Carers face:**

- **Poor health and wellbeing**
- **Difficulty maintaining relationships as less time for themselves & their lives**
- **Limited confidence in their caring role**
- **Money issues**
- **Carers not necessarily considering and doing 'future planning'**
- **Unable to Work and be in education**
- **Carers don't recognise themselves as a 'Carer'**
- **Carers don't know what help is out there**

# How do Carer Assessments work?

The principles are:

- People are **experts** in their own lives
- Practitioners must know and understand the neighbourhoods and communities people live in
- It is a **collaborative approach** involving other members of the community support system
- Not just a different conversation but also a different language
- Assessment covers – health & wellbeing, relationships, time, confidence in caring, money, planning, education & work

# Key elements of the delivery of the Integrated Carers Hub, includes:

- Specific carers support e.g. End of Life, frail Carers or those over 80 year old Carers, dementia Carers Support, transition from the Caring role.
- Peer support
- Marketing and Awareness Raising
- Employment, Education, Training and Volunteering
- Carer training/courses
- Befriending and Carers talk Line
- Volunteering opportunities

# What is 'Working for Carers'?.....

WCC signed up to '**Working for Carers**' to become an accredited employer

- '**Carers offer**' for existing & new employees
- Recognise Carers (1 in 7 of employees are working Carers)

Knowing that employees are Carers so we can support them:

- Staff retention
- Reduced absence
- Increased productivity
- Improved morale

# What can Overview & Scrutiny do to help.....

- Promote WAC's role and contact details,
- Encourage Carers to register on EMIS with their GP and on WAC's database,
- Encourage all partners to undertake e-learning on Carer awareness,
- Raise the profile of the vital role of carers – recognition, respect & impact on health and wellbeing in Worcestershire
- Promote understanding of the impact of Carers on our economy and cost in the workplace



# Questions?