

Worcestershire Carers Strategy 2015-2020

‘Carers at the Heart of Worcestershire’s Families and Communities’

Report May 2016 to April 2017 (Year 2)

Introduction

Unpaid carers perform a unique role in our society and increasingly, most of us are likely to assume responsibility for helping to care or support someone close to us at some point in our lives. We become carers when our caring responsibilities exceed normal expectations for a relationship due to the illness or chronic condition of someone close to us.

Many people enjoy or derive great satisfaction from their carer role and may acquire new skills and friendships, but carers often unknowingly place their own physical, mental and financial wellbeing at risk of harm without appropriate support. Without unpaid carers, Health and Social Care could not cope with demand for care, so there may be an assumption by professionals of a duty or obligation put on family and friends to provide care. This can lead to carers feeling guilty or confused and further isolated from friends, family and support.

The Census 2011, British Household survey 2009 and GP Patient Surveys have consistently shown high levels of carers reporting poor health outcomes. The Census found carers across English regions are between 2 and 3 times more likely to be in bad health if they are providing 50 hours or more unpaid care per week than if they provide no unpaid care. Poverty is an issue that disproportionately affects carers and their families. Carers are less likely to be in full time employment, more likely to have left work or retired to care and suffered the consequences in terms of reduced income and pension rights.

1 in 10 adults, including young adult carers, will have a caring role and many have poorer mental and physical health, as a result of caring without receiving timely information and help:

- 83% report a negative impact on mental and physical health
- 61% have faced depression
- 49% are struggling financially
- One in five carers gives up work to care

These numbers are all projected to increase, as the population ages and more people live longer with ill health. The reliance and demand on carers and carers’ time in the future is only set to increase with changing government legislation, overburdened health services and the increase in life expectancy. The proportion living with dementia, in particular, is projected to double between 2015-2025.

In recognition of this, new legislation came into effect in April 2015 which gives increased rights to adult, parent and young carers and places duties on councils and partners in relation to recognition and support (Care Act 2014, Children and Families Act 2014).

Worcestershire has its own all age strategy “Carers at the Heart of Worcestershire’s Families and Communities” setting out the local vision.

Vision

‘Adults, parents and young carers will be recognised and valued by the wider community and statutory agencies in Worcestershire for the support and care they provide to vulnerable adults, children and young people. They will receive appropriate support where necessary to help them provide care safely and maintain a balance between their caring responsibilities and a life outside caring. We will assist them in achieving their potential, maintaining mental and physical health and wellbeing, access and remain in education, training and employment and support them to be as independent as possible.’

Worcestershire’s Corporate plan - Shaping Worcestershire's Future Our Plan for Worcestershire 2017 to 2022:

‘We recognise that carers play a vital role in society and we will continue to support them by working closely with the Worcestershire Carers’ Association.’

This report covers the activity of all partners involved in delivering the Carers Strategy in Worcestershire for the period from May 2016 to April 2017. This includes the support available to all carers through Worcestershire County Council (WCC), Worcestershire Integrated Carers Hub (WICH) and Worcestershire Young Carers (WYC) with the addition of some further support from a number of smaller organisations currently not contracted by WCC i.e. Redditch Carers Careline and Worcestershire Parent and Carer’s Community (WPCC). These smaller organisations play a valuable part in providing bespoke support to specific communities and in contributing to the additional funding drawn in to the county via the voluntary and community sector (VCS).

Key statistics

Worcestershire County Council - www.worcestershire.gov.uk

- No. of Care Act Carers Assessments carried out:
 - 2015/16: 5,132
 - 2016/17: 3,559*
(*A further 437 carers received a service/info advice, or a service user having replacement care, i.e. who are known to us but did not have an assessment or review in the year).
- No. of carers in receipt of direct payments:
 - 2015/16: 656
 - 2016/17: 492

More information about these statistics is available on pages 3-6 of this report.

Worcestershire Integrated Carers Hub (WICH) - www.carersworcs.org.uk

- No of carers on the ‘list’ – 11,574
- No of new carers identified during the year – 1,724
- No of ‘Wellbeing Assessments’ carried out (491 Jul 16 – Mar 17 WICH only)

Worcestershire Young Carers – yss.org.uk/young-carers

- 380 young carers supported in 2016/17 (up from 280 in the previous year)

Finance

Support for carers is mainly funded through the Better Care Fund. In 2016-17, the amount allocated for carers' support was £1.2m and in 2017-18 £1.26m. In addition, Public Health contributes £617k, making a total of £1.877m for carers in Worcestershire.

The WICH contract requires the provider to produce costed case studies to show the savings made by investing in preventative services for carers. These will be available in July 2017.

Annual Update

The Carers Strategy sets out the outcomes it aims to achieve for carers, together with statements about how these will be achieved. The following section sets out progress against outcomes and provides additional information about other areas not originally included in the list of actions, but meeting outcomes.

1. Recognised and Valued

• Face to face carers assessments that focus on the individual

- introduction of Combined Needs Assessment – 2,131 carers opted for a separate assessment.

WICH Provision

- In addition, as the Care Act allows for a 'proportionate' assessment to be carried out. Worcestershire Association of Carers (WAC): WAC/WICH received 2,718 referrals – of these, only **3.7% have been referred to WCC for a Care Act Carers Assessment** to address a need the Hub was unable to meet.

• Engagement and consultation with carers included at all stages/Relevant consultative carer groups are in place and regular feedback to WCC, CCGs and Health and Well Being Board is ensured

- Carers Partnership in place, and receives updates from:
 - Learning Disability Partnership Board (LDPB) and sub groups
 - Carers Groups
 - Carers Action Worcestershire
 - Patient Participation Groups (PPGs)
 - Individual Carers
- Carers are encouraged to take part in a range of consultations including Personal Independence Payments, Redesign of Stroke Services, Your Life Your Choice (YLYC), Sustainability and Transformation Programme (STP), National Carers Strategy, Future of Acute Hospital Services in Worcestershire (FOASH), and Continuing Health Care (CHC). In order to consult as widely as possible a range

of methods have been used including carer forum, social media, email and through existing carer groups.

- WAC has carried out a survey of carer need (funded by Awards for All) – carers expressed needs include opportunities to get a break from caring including sitting/respite and accessible activities.

- Health and Social Care professionals are Carer Aware

- Carer Aware training included in the local induction training for Social workers.
- WICH:
 - training for staff in Acute & Community Hospitals – 40 Carer Champions trained
 - Training for GP receptionists in South Worcestershire – ‘Care Navigators’
 - Attended Social Work ‘Carer Leads’ meeting and locality team meetings
 - Working with the Health & Care Trust to support the delivery of Carer Awareness training to staff.

- Support services for young carers are in place; schools and colleges have the awareness (carer aware training online training online) to support young carers. This is further detailed in the section below (pages 8-11) with reference to young and young adult carers.

- Your Life Your Choice website - <https://ylyc.worcestershire.gov.uk>

(and other online resources such as <http://yys.org.uk/young-carers/>) clearly explain the carers pathways and what universal, commissioned and WCC provided is available

- Carer views sought and fed back to team updating YLYC and this is ongoing as development of the site continues.
- WAC website updated and now includes on line booking for training, on line referrals for professionals, Carers e-learning and most recently introduce Webchat support for Carers.

- Commissioned services are in place to provide information, advice and support for carers

WICH service began on 1st July 2016 and was implemented with minimal disruption to existing carer services. The Hub provides a one stop shop for Information Advice and Support for Worcestershire’s 63,500 unpaid Adult Carers caring for Adults.

The hub works closely with both statutory and VCS services across the county to ensure

- carers have access to local, county and national services and support that is person centred and tailored to meet individual needs.
- there is a clear pathway enabling professionals to easily refer in to the service.

The ethos is very much around choice, control and building carers' skills and resilience to equip carers to meet the challenges of their caring role.

The Hub provides:

- a helpline service open from 9am to 7pm Monday to Friday and 9am – 12 noon Saturday

- varying levels of support dependent on the individual needs of the carers ranging from providing simple information to a full Wellbeing Assessment and support plan
- support for carers across the breadth of caring relationships from lower level caring role to End of Life
- training including practical solutions, managing relationships and stress, manual handling through to legal and financial, paying for care, Power of Attorney etc.
- emotional support
- peer support groups and telephone befriending services designed to reduce carer isolation.

In order to make services more locally accessible and reach more carers the Hub has been working closely with both the Acute and Health and Care Trusts building on the work already undertaken in relation to John's campaign and work in Newhaven in Bromsgrove where Carer Pathway Advisors work as part of the ward team to support carers. This will see Carer Pathway Advisors based in hospitals working closely with health professionals taking forward learning and examples of good practice across both the Acute and Health & Care Trusts. The reopening of the Carers room in The Alexandra Hospital Redditch is one of a number of projects to improve Carers services within health.

Digital inclusion - Programme of workshops based on practical issues as a vehicle to introducing new technologies.

Carers Hub development plans for 2017-2018

- Working with the County Council on the implementation of the 3 Conversation Model to ensure there is a clear pathway and the model works for carers.
- Joint project with Acute and H&C Trust looking at discharge planning and the carers involvement in the process.
- Pharmacies – roll out programme “Growing Carer Friendly Communities” to include identification of Carer Champions and delivery Carer Awareness Training.

Continue development of training programme for Carers, based on feedback from Carers and advisors the following are being explored for deliver over the next 2 quarters and building on the existing training programme.

NEW training sessions for carers:

End of Life sessions for carers:

- The Practicalities of caring for someone near end of life (NEOL)
- Advanced Care Planning – Final Wishes
- End of Life support funding from Health Authority (Fast track CHC)
- Moving and Handling NEOL
- Medication and Emergency planning NEOL
- Guide to Respite and sitting services

Wellbeing and Self Care for carers:

- 5 ways to Wellbeing for Carers
- Resilience for Carers
- Moodmasters for Carers
- Mindfulness for Carers

Working & Caring:

- The Care Act and your rights as a working Carer

Parent Carers:

- Living with Autism
- Emergency 1st Aid for parent carers
- Working and Caring

Caring with Confidence (CwC) for 18-25 year old carers

Particular focus on education, working, relationships and use of digital information and support resources.

- Continue to grow the volunteer resource within the Hub.
- Transitions – Focus on
 - Carers of young people moving from Children's service in to Adult services
 - Carers faced with placing the person they care for in residential care.
- Carers Week – Cuppa Campaign
- Caring for someone with Dementia – Vamos Theatre Project.
- Continue to build online presence and in particular self-help resources.

2. A life of my own:

- Support is available to all carers – through WCC, WICH and WYC although there is a gap in provision with no commissioned service for parent carers
- Funded social care is available through a carers' personal budget. In 2016/17, 517 carers were issued with a personal budget, compared to 673 in 2015/16. During 2014/15, before the Care Act and the introduction of the Carer Personal Budget eligibility, 1,077 carers were being issued with a personal budget. A personal budget should only be considered to meet any residual unmet eligible needs once all other support options have been explored, including support to the cared for individual, universal services and carers' own social assets.

WICH provision

- Relevant training is made available to include information about financial matters and benefits for both the carer and cared for where the carer is providing support with this as part of their caring role.
 - Training and information sessions provided by WICH include
 - Paying for Care
 - Personal Independence Payment (PIP) Masterclass
 - Wills, Trusts and Lasting Power of Attorney
 - Benefits Advice
- Professionals and organisations coming into contact with carers are accessing training in carer issues. This is through direct training or Carer Aware campaign. Organisations can sign up to become part of Worcestershire's Carer Friendly Communities by committing to three actions to support Carers i.e. identify a Carer Champion to complete Carer Awareness training and a third action of choice. 40 Carer Champions working in the Acute Trust have undertaken Carer Awareness training.

In addition:

- Working for Carers – engaging employers to help them identify carers in the workplace- supported by external funding secured by WAC
- ‘Are you a Carer’ Survey – funded by Awards for All secured by WAC.
- Carers Conference – July 2016 – Gail Scott-Spicer from Carers Trust – views gathered from carers providing feedback locally and nationally.
- Publicity campaigns to raise awareness
 - Social media
 - Press coverage – i.e. Carers Week 2016, WICH launch, TSB Malvern partnership to support carers, Finding Help for Hidden Carers – Awards for All project.
 - Breakfast information and networking meetings for professionals held countywide.

Redditch Carers Careline

- Drop in information and advice service

Worcestershire Young Carers

- Young carers at risk of becoming NEET (not in education employment or training) receive appropriate information, advice and guidance – please refer to the section below (pages 8-11) with reference to young and young adult carers.

3. Supported to be mentally & physically well

WICH Provision

- Personalised support is provided to all carers
- Where the Hub has been unable to meet all of the Carers needs provision is provided through a carer's personal budget where this is required.
- Relevant training (e.g. how to manage stress, caring with confidence) and local carer support groups are in place:
 - Caring with Confidence, programme includes Communicating, Moving with Confidence, Paying for Care, Legal & Financial, Caring for someone with Dementia, Dementia Awareness, Emergency 1st Aid for Carers, Resources, Caring & Life.
 - Group training also offers peer support with many programmes resulting in a new peer support group forming.
 - In the home e.g. Moving with Confidence
 - On line training offer – on WAC website
 - A network of 12 Carer Groups currently meet across the county with the support of WICH meeting in Bromsgrove, Droitwich, Evesham, Kidderminster, Malvern, Pershore, Stourport, Tenbury, Worcester and Wythall with further informal groups meeting independently having formed as a result of CwC programme.
- Carers support and replacement care is available to carers where they need and qualify for it
 - 393 people had a replacement care service open to them during 2016/17. (NB: This does not include those who use their Direct Payment to purchase replacement care).

- GPs and other Health professionals are being supported to make adjustments to better provide for carers in their day to day practice
 - Staff training including Care Navigators.
 - Engagement with wider health professionals to help identify and support carers.
 - Carer Policies – Worcestershire Health & Care Trust & Acute Trust
- Effective support in place for independent advocacy where a carer needs this
 - Advocacy Contract in place which includes provision for carers.
- In addition
 - A new holistic Wellbeing assessment has been developed and introduced based on the outcomes detailed in the Carers Strategy and the Carers Assessment. This ensures that support is focused on the carer's wellbeing and areas of life/need identified as most important to Carers. Following assessment a bespoke support plan is agreed with the Carer.

Redditch Carers Careline

- Monthly carers group and a variety of other activities which include day trips regular lunches in pubs or restaurants, theatre trips and a men's group.

Worcestershire Young Carers

Young and Young Adult Carers

Section 96 of the Children and Families Act 2014 introduced new rights for young carers (to include young adult carers) to ensure that they and their families are identified and their needs for support are assessed.

Since April 2015 all young carers have been entitled to an assessment of their needs. This new provision works alongside measures in the Care Act 2014 for transition assessment for young carers as they approach adulthood, and for assessing adults to enable a "whole family approach" to providing assessment and support.

A revised referral and service pathway for young carers was developed through close working between Children's and Adult services and this clearly set out the roles and responsibilities of staff in the local authority and its partner organisations in ensuring that there are truly "no wrong doors" for young carers and their families and that no gaps or breaks in continuity occur in the support available to them. This was reinforced by the signing of a Memorandum of Understanding between the Directors of Children's and Adult and Health Services which can be found in the Carer's Strategy.

In practice, through the amendment of assessment and reporting processes used by a range of family intervention services (e.g. Early Help, Connecting Families, Social Workers etc.) to include prompts to staff to actively look for young people that may have caring roles and to assess whether their demands of their caring could be inappropriate or excessive, the potential for more effective recognition and referral of young carers was increased. Once referred, our commissioned provider uses the nationally recognised PANOC (*Positive and Negative Outcomes of Caring Questionnaire*) assessment tool to establish the needs and level of support required by individual young carers referred.

Commissioning of support for Young and Young Adult Carers 2016-19

The commissioning of support for young and young adult carers forms an integral part of Worcestershire County Council's approach to ensuring that it supports these young people effectively and meets its statutory obligations in this regard. A recommissioning process was

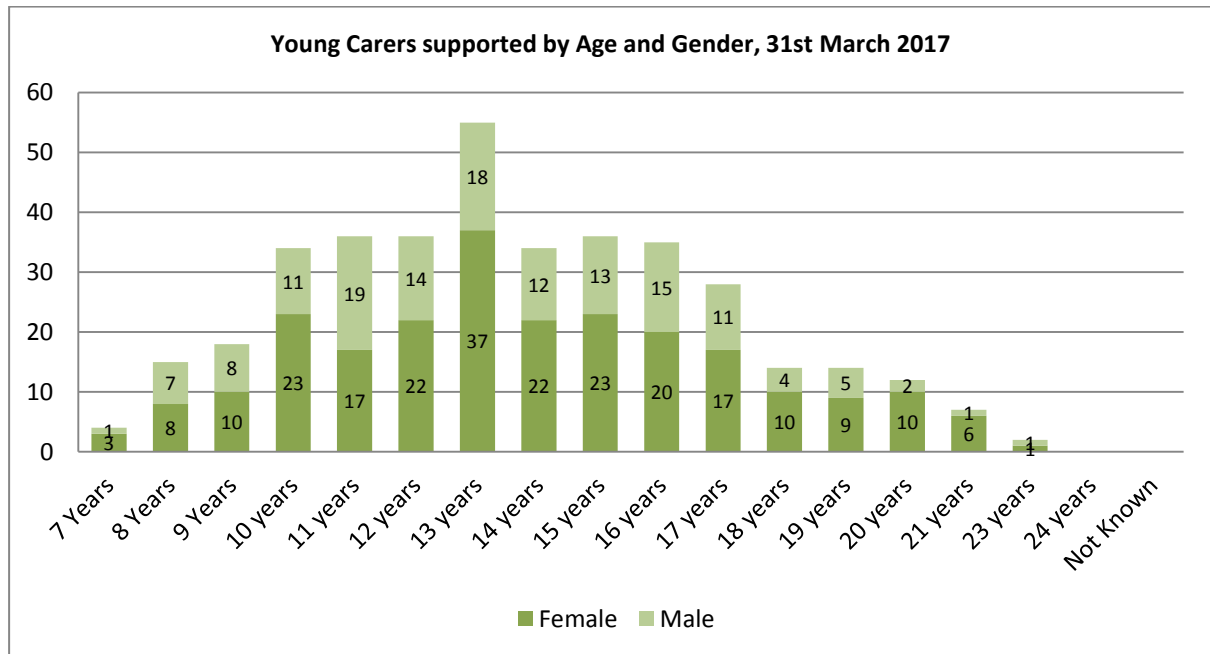
undertaken in the autumn of 2015. This enabled the specification for these services to be reviewed and revised to take into account the evaluation and learning from the successful provision previously made available.

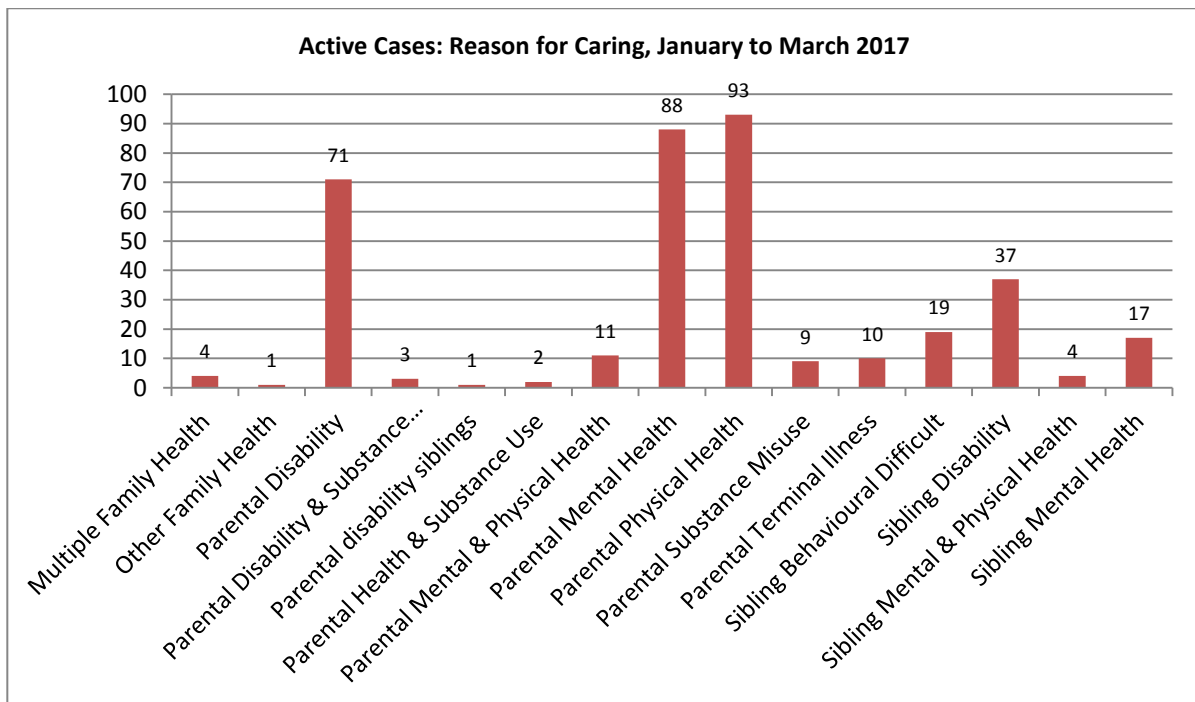
This service is designed to be preventative, to complement other services provided to the family by statutory and voluntary agencies and to offer a point of referral for those identifying young carers in need of support but not needing, or "stepping down" from an intervention by statutory Social Care.

Following an open tendering process, and a very strong bid based on a strong track record, good sector knowledge and experience, well developed relationships with young carers and a progressive development plan, a new contract was awarded to YSS Ltd <http://yss.org.uk/young-carers/> (contact: Neil Phillips: neil.phillips@yss.org.uk). The first year of delivery under this new contract was completed in March 2017.

Current service delivery: Young and Young Adult Carers

The number of young carers supported by the commissioned service has increased year on year. In 2016-17, 380 young and young adult carers were being actively supported by the service compared to 280 in the previous year an increase in reach for the service of 35.7%. 62% of these young people were female and 38% male.





Revisions to the specification included recognition of the potential to develop more locally based provision for young carers given the significant numbers being engaged in each district area:

Young & Young Adult Carers actively supported by District 2016 - 17	
Bromsgrove	38
Malvern Hills	24
Redditch	90
Worcester	93
Wychavon	60
Wyre Forest	75
Total	380

In addition, the opportunity to link young carers with other mainstream positive activities in their communities and support their access to them was identified. Young carers tell us that they often feel isolated and lack the time and confidence to access these opportunities independently.

Consequently, the service provider has successfully introduced local provision in partnership with local organisations in Batchley, Redditch and further developments are in progress in Worcester and the south of the county.

Following on from initial referral (via self-referral, schools, colleges, social workers, Carers Hub, WAC, Parenting & Family Support (formerly Early Help) etc.), each young carer's needs are assessed and the most effective form of support agreed. In its simplest form (level 1a) this can be just be the availability of telephone or online support, but most commonly includes face to face support at home or elsewhere from an assigned key worker and/or

involvement in groups and activity programmes, involvement in which is highly valued by young carers who report that they often miss out on opportunities to socialise and have fun or learn new skills that are taken for granted by other young people of their age. Key workers support young carers and advocate for them in accessing the services that can help them including, Health, Babcock Careers Advice team, Department of Work and Pensions, Housing providers and many more.

Awareness Raising

In addition to the direct support work with young carers the commissioned provider, YSS facilitates and supports young carers to increase awareness of the experiences, needs and barriers that they and their peers are affected by. Young Carers meet regularly with the Children, Families & Communities Directorate Commissioning Manager for Young People and they were directly involved in the review process that informed the revised specification of services for the re-commissioning process. They were also directly involved in the work leading to the revised all age Carers Strategy.

January 26th 2017 was National Young Carers Awareness Day, an annual event coordinated by the Carers Trust. The theme for this year's event looked at the dreams and aspirations of young carers and what barriers they face in achieving them. A special forum was organised in the YSS Carden Street Café facility where local experts from the field of education, employment and training came together with a group of 5 young carers at different points of their own education and employment journey. The young carers raised their own questions and shared their real experiences with regard to the obstacles they have faced in trying to achieve their goals. The resulting discussion was very enlightening and some really positive outcomes and possibilities were identified. The event was streamed the event over the YSS Worcestershire Young Carers Facebook page and as a real success with many viewers and online comments received.

Young Carers were also in attendance at the Healthwatch Worcestershire Public Board meeting on 24th March, where the focus was on children and young people. They represented their peers during some interesting conversations and posed a few questions to the deputy chair of the Safeguarding board around issues currently facing young carers in Worcestershire.

In May 2017 young carers organised and hosted their third Young Carers conference for decision makers and stakeholders at Worcester Rugby Club. The theme for this was "Professionals and Us" and once more this proved to be a powerful and inspiring event. The young carers had previously worked with Professor Saul Becker, the internationally recognised leader in the field of understanding and supporting young carers and he agreed to contribute in person to this event.

Added Value

The commissioned organisation, YSS Ltd rely on the funding from the local authority to maintain and develop their core services in support of young carers, but a very positive additional outcome of this funding that it has provided the foundation for them to successfully bid for additional resources to add other aspects to their service offer that are not included in the service specification. In total, they have attracted funding equivalent to almost 25% (£23k) of the value of their contract with the County Council (£121k per annum) in the past year. This is enabling them to continue to support a Young Carers Participation focus group that is instrumental in enabling the voice of young carers to be heard and to influence service planning. The group meets regularly with the Commissioning Manager, organises its Young

Carers Conference and acts as a consultative body for decision makers. Other added value projects in development includes the addition of a School Link worker to increase the pace of awareness raising and impact of activity in schools to recognise and support young carers and the appointment of half-time Young Carers Mental Health worker to strengthen the response to the increasing numbers of young people that identify issues with their emotional wellbeing and mental health.

In addition to the above commissioned support services, two other initiatives are in place to increase the awareness and understanding of practitioners from a wide range of services and sectors of the presence and needs of young carers. The free online Young Carer Aware e-learning programme *Young Carer Aware*

http://e-services.worcestershire.gov.uk/YoungCarerAware/launch_nolms.html which is due for review and renewal in the coming months the *Young Carers in Schools Award* <http://youngcarersinschools.com/> which was successfully piloted in Worcestershire and now has the potential to be expanded to more schools as a result of additional funding for a School Link worker mentioned above.

Worcestershire Parent and Carers' Community (WPCC) -

<https://www.parentcarers.org.uk>

has taken up the three national outcomes from the Carers Strategy 2014-16. This is particularly important for parent carers whose children are under the age of 14 years, as the scope of Worcestershire Integrated Carers Hub contract and the Young Carers contract does not appear to cover them. WPCC has addressed this shortfall by:

Outcome 1 - Enabling parent carers to be respected and valued:

Achieved by fostering carer awareness; enabling parent carers to have a voice about the services they receive; being recognised as expert partners: signposting to support services where appropriate.

Outcome 2 - Enabling parent carers to have a life of their own alongside their caring role:

Achieved by bringing parent carers out of isolation, particularly through subsidised whole family short breaks; helping to develop skills for employment through training and information events.

Outcome 3 – Supporting parent carers to stay mentally and physically well and treated with dignity:

Achieved by mindfulness and other training; peer support coffee mornings; 1:1 support and an annual Carers Week event.

Reaching in excess of 350 parent carers this support is funded by grants outside the statutory sector, and by the fundraising efforts of WPCC parent carers, providing a valued added contribution of approximately £25,000 per year towards achieving these outcomes.

Cross Cutting themes

Safeguarding is a cross cutting theme across all carer outcomes. The Council and its partners co-operate in safeguarding the welfare of vulnerable adults and children as set out in the Care Act 2014 and the Children Act 1989. This means that we ensure that carers

know how to raise concerns about the person they are caring for or themselves, and that carers are supported appropriately in the event of any allegations made against them.

The Worcestershire Safeguarding Adults Board (WSAB) includes a both a carer representative and the WAC Chief Executive as Board members. Their role is supported by a Carers Safeguarding Reference Group.

- Safeguarding procedures are in place and are accessible to carers:
 - Carer stories at WSAB
 - Carers Reference Group in place – attended by Safeguarding Manager
 - Carer representation on WSAB

Co-production – Carers and partner Carer organisations have contributed to the production of this report. The Carers Hub contract also requires Carers to be involved in the design of services, a requirement the Hub actively engages in, taking this a step further to include a carer representative position on the Hubs quality group.

The Health and Well-Being Board recognises the potential of co-production to realise contribution patients/service users/carers could make in managing health care conditions personally, in reducing the demand on health and social care resources, and in finding innovative solutions to health and care challenges.

Wider Partnership working

Transforming Health and Social Care – implementing Sustainability & Transformation Plans

WAC was included in an application to NHS England to become one of 8 'Building Healthy Partnership' areas in England. The application was successful, and the theme of the work in Worcestershire and Herefordshire will be carers. The purpose of the work is better identification, support and involvement of carers which will help in addressing the poorer health and wellbeing outcomes carers often experience.

Our specific plans are as follows:

'We would be aiming to make a reality of the Commitment to Carers with partners signed up to the MOU - to include carer friendly GP Practices and pharmacies, and the systematic identification of carers in health and social care settings, and greater awareness of carer needs amongst health and care professionals. A co-production approach would ensure that the carer experience is embedded into our New Models of Care, framing the OD approach for our workforce across the STP and beyond with other public and non-public sector bodies including community organisations, the Fire Service, our hospitals and GP practices'

Personal Health Budgets (PHB) – WAC is working closely with the CCGs to develop a PHB Brokerage Service and support the roll out of PHBs across Worcestershire. The support planning service was piloted in response to carer feedback.

Sharing Good Practice

Services for Carers Are linked in to good practice from other areas of the county through WACs membership of Carers Trust and Carers UK and Commissioner's attendance at the Association of Directors of Adult Social Services (ADASS) Regional Carers Leads meetings.

Information and Advice - working with other commissioned information and advice providers to provide an effective and efficient service across Worcestershire. This has included joint staff training, knowledge sharing.

Worcestershire Health and Care Trust

The engagement undertaken on the Sustainability & Transformation draft plan produced some key themes around the needs of carers as expert care partners. The successful application to the Building Health Partnerships Programme will enable these themes to be further explored, and will bring statutory, voluntary and community organisations together to advance the work over the coming twelve months.

Linda Price, Worcestershire Acute Hospitals NHS Trust

“The Acute Trust has been delighted to work more closely with WAC over the past year and are members of the Countywide Carers Partnership Board. Joint initiatives have been developed which includes Carer Awareness training. Importantly this training enables staff to be able to identify and signpost Carers. All staff have been encouraged to attend, so a broad range of staff have now received the training including receptionists, nursing staff of all grades, therapists and volunteers. We also extend the training to our mandatory programs for newly qualified staff and staff on the Care certificate.

The trust has supported making available space on each site once a month for a WAC information stand and staff presence. This is a valuable resource for staff, visitors and patients alike. The presence was increased through Carers week, and information was made available through a variety of Communication channels across trust to heighten awareness. We are currently planning how we can develop and expand this initiative.

Alongside this, the Carers Rooms in the Trust were re-launched in February 2017 with representatives from WAC and the Council's Commissioning Unit joining trust staff to officially open them after they had been redecorated. Awareness of the trust's commitment to Johns Campaign has been highlighted, with plans for a “Carers Card” to be launched to enable easier access to support for Carers in trust.

As a Trust we are always seeking ways in which we can improve the experience for Carers and patients, and encourage completion of a questionnaire we have to enable this. Carer involvement is vital to inform our Carer training and awareness initiatives and we welcome Carers to work more closely with us with various opportunities available”.

Directorate of Work & Pensions (DWP) – Working in partnership with DWP to gather carer cases studies to understand the issues facing carers through consultation and engagement regarding PIP. Working with carers in order to, with carer representatives, produce leaflets for carers regarding the end to DLA and the new claims of PIP to aid and inform in the entire process of the claim. WAC will also be working with the DWP to understand the roll out of Universal Credit when this becomes relevant and to pre-empt and manage any impact to carers.

Activity carried into Year 3:

- NHS England Commitment to Carers to be implemented across the Acute and Health and Care Trusts.
- YLYC development ongoing to build on the online resource for Carers.

- Parent Carers - currently no commissioned provision. Looking to agree a variation to the WICH contract enabling the Hub to offer a service to parent carers to complement the independent provision offered by WPCC.
- New National Carers Strategy – continue to ensure Worcestershire’s Carers have a voice and that the new strategy once in place is implemented in Worcestershire.
- Building on Healthy Partnerships Programme.
- Working for Carers – build on support for employers to identify and support carers in the work place to be implemented from June 2017