

## Worcestershire Carers Strategy 2015-2020

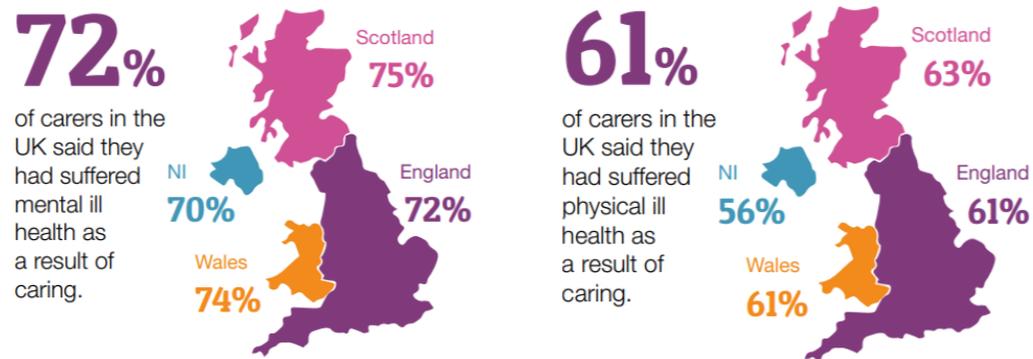
### 'Carers at the Heart of Worcestershire's Families and Communities'

Report May 2018 to April 2019

#### 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. 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. The most recent 'State of Caring' Report from Carers Uk (2018) found that:



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

Worcestershire's Corporate plan – 'Shaping Worcestershire's Future Our Plan for Worcestershire 2017 to 2022' states:

*'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.'*

'Promoting Independence: Our Vision for transforming Adult Social Care in Worcestershire' (the County's Adult Services Business Plan 2018-2022) includes the following paragraph':

*'The mental and physical health of carers is a major concern: better support is needed for people who care for others, frequently unpaid and to the detriment of their own health and well-being. The 2011 Census demonstrated that the health of carers decreases incrementally with increasing hours of care provided. People caring for 50 or more hours per week are twice as likely to report their general health as "not good".'*

This report covers the activity of partners involved in delivering the Carers Strategy in Worcestershire for the period from July 2018 to April 2019. This includes the support available to all carers through commissioned services with the addition of some further support from a number of other organisations currently not contracted by WCC. 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).

The Worcestershire Integrated Carers Hub is delivered by the Carers Action Worcestershire consortium, with Worcestershire Association of Carers acting as the lead body. The consortium includes Redditch Carers Careline, Worcestershire Parent Carers Community and Crossroads Care Worcestershire. YSS delivers the Worcestershire Young Carers service, and they are also part of the consortium.

## **Funding**

Support for carers is mainly funded through the Better Care Fund. The amount allocated for carers' support was £1.26m in 2018-19. In addition, Public Health contributes £617,000, making a total of £1.877m for carers in Worcestershire. These figures remain the same for 2019/20.

In addition, CAW consortium members have brought in external funding exceeding £170,000 over the last year, plus donations in kind. This ‘added value’ allows organisations to provide services over and above commissioned services.

## Annual Update

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

Outcomes		How we will achieve this	2018/19 Update
<b>1. Recognised and valued</b>	<p>I am recognised and respected in my role as a carer</p> <p>I feel confident that there is support available</p> <p>I feel able to care safely</p> <p>The caring I do is appropriate to my age and capabilities</p> <p>I understand how to access support</p> <p>I am involved and can influence the assessment of my needs and aspirations</p> <p>I am able to have a say in how services are designed and delivered</p>	<p>Face to face assessment that focus on the individual</p> <p>Engagement and consultation with carers included at all stages</p> <p>Relevant consultative carer groups are in place and regular feedback to WCC, CCGs and Health &amp; Well Being Board is ensured</p> <p>Health &amp; Social Care professionals are Carer Aware</p>	<p>No. of Care Act Carers Assessments carried out:</p> <ul style="list-style-type: none"> <li>• 2015/16: 5,132</li> <li>• 2016/17: 3,559</li> <li>• 2017/18: 2,180</li> <li>• 2018/19: 1,533</li> </ul> <p>117 Young Carers assessments carried out by YSS in the family home.</p> <p>Range of consultation &amp; engagement carried out with carers</p> <p>Carers Partnership in place, commissioners attend meetings; Carers supported to be involved in LD Partnership Board and sub groups</p> <p>Carers Advisory Group established and sits under the Sustainability and Transformation Partnership (STP) Board as a mechanism to consult with Carers on the various workstreams.</p> <p>Work is underway to develop a Carer Passport to work across health and social care. Increased support now in place from Primary Care, Worcestershire Acute Hospital Trust and Health and Care Trust with a new reinvigorated working group recently formed to take the work forward.</p>

		<p>Support services for young carers are in place; schools and colleges have the awareness to support young carers</p> <p>Commissioned services are in place to provide information, advice and support for carers</p>	<p>Carer Aware and Carer Aware on line training available for carers and professionals</p> <p>WAC and Acute Trust have continued to develop closer working including representation on the Frailty Operational Improvement Group which is contributing to a better experience for patients and carers when they access services in the Trust.</p> <p>As a member of the ICOPE Steering Group, WAC is contributing to the strategic development of integrated Care for Older People and has signed the Memorandum of Understanding ensuring the views and needs of carers are considered.</p> <p>YSS Education Link Project - Dedicated worker strengthening links with schools and colleges across the county as well as raising awareness of young carers and barriers they face. County-wide Integrated Carers Hub has been in place since 2016 – this contract has been extended to March 2020.</p> <p>Contracted services:</p> <p>Worcestershire Young Carers: Current contract extended to 31<sup>st</sup> March 2020</p> <p>Worcestershire Integrated Carers Hub – contract extended to 31<sup>st</sup> March 2020.</p>
<b>2. A life of my own</b>	I feel able to achieve a balance between my caring role and my personal life	Support will be available to all carers	Number of adult carers on carers register – 13,066 (as at March 2019) – all these carers as a minimum receive the 'Caring News' magazine

	<p>I feel connected to others in the community</p> <p>I know how to maximise my income to meet basic needs and am not forced into financial hardship as a result of my caring role</p> <p>I feel able to fully participate</p>	<p>Funded social care will be made available through a carers personal budget</p> <p>Support can be provided to the person with care needs to help ensure relevant training is made available to include information about financial matters</p> <p>Professionals and organisations coming into contact with carers will be trained on carers issues. This will be through direct training of Carer Aware campaign</p> <p>Young Carers at risk of becoming</p>	<p>Number of carers contacted following a referral – 3,331 (Apr 17 – Mar 18)</p> <p>WPCC supported 350 parent carers- brining parent carers out of isolation, particularly through subsidised whole family short breaks; helping to develop skills for employment through training, information events and volunteering opportunities.</p> <p>Continued delivery of BBC Children in Need funded Young Carers “Participation” group. Currently funded until end of December 2019.</p> <p>12 local adult carer support groups in place across the county, plus informal social groups; YSS and WAC are working together to support Young Adult Carers</p> <p>Carers Unlimited – this WAC project is funded by donations and community fundraising and giving 235 carers an opportunity to have a break from their caring role e.g. through trips, visits, carer breakfasts etc.</p> <p>No. of carers in receipt of direct payments - 267</p> <p>Training/information sessions include Legal and Financial sessions (e.g. Powers of Attorney, paying for care, wills &amp; trusts, benefits</p> <p>Carer Aware and Carer Aware licence renewed for a further 3 years and promoted across health &amp; social care</p> <p>32 young carers received bespoke one to one support</p>
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	<p>in education or training and enter or re-enter the employment market if I wish</p> <p>I can remain in suitable employment if I wish to</p>	<p>NEET receive appropriate information, advice &amp; guidance</p>	<p>sessions with outcomes based on maintaining education, employment and training as well as promoting self-care and supporting to access activities and services.</p> <p>Working for Carers launched by Worcestershire Association of Carers in March 2018 – 13 employers signed up during the year, including the Herefordshire &amp; Worcestershire Chamber of Commerce, University of Worcester and Worcestershire Health and Care Trust – the total number of employees working for these organisations is in excess of 3,000</p>
<p><b>3. Supported to be mentally and physically well.</b></p>	<p>I am able to maintain my physical and emotional wellbeing</p> <p>I am able to manage stress well</p> <p>I feel confident in my role as a carer</p> <p>I am able to maintain a dignified relationship with the person I care for</p> <p>I am able to maintain relationships that are important to me</p>	<p>Personalised support will be provided to all carers.</p> <p>Some areas of provision will be provided through a carers personal budget where this is required.</p> <p>Carers support and replacement care are available to carers where they need and qualify for it</p> <p>Relevant training (e.g. how to manage stress, caring with</p>	<p>Integrated Carers Hub – 3,331 carers supported Apr 18 - Mar 19, of these only 0.5% of referrals referred to WCC for Carers Assessment as WAC was able to meet carer needs</p> <p>540 young carers currently accessing a service. Respite clubs and activities programme saw 922 attendances throughout the year from individual young carers. On average, one to one work last for 6 sessions – totalling 270 hours of individual, tailored support offered throughout the year.</p> <p>Pilot underway with WAC undertaking carer assessment reviews – As at 31<sup>st</sup> March 2019 only 36 reviews outstanding from the backlog transferred from WCC. During the period April 2018 to March 2019 267 reviews were completed with a further 81 carer reviews identified as no longer required.</p> <p>Individual grants for carer wellbeing – amount of external funding brought in for adult carers £2,769 (Apr 18 – Mar 19)</p> <p>Training sessions delivered on a wide range of topics – 1,137 carers training places accessed (Apr 18- Mar19)</p>

		<p>confidence) and local carer support groups to be in place</p> <p>GPs and other Health professionals will make adjustments to carers in their day to day practice</p> <p>Effective support in place for independent advocacy where a carer needs this</p>	<p>Training topics include Caring with Confidence, Legal and Financial, Mental Health First Aid, Mindfulness, 5 Ways to Wellbeing</p> <p>Red Flag Initiative -Working with a small group of GP Practices to increase the number of Carers registered as a Carer on EMIS (formerly known as Egton Medical Information Systems) and tracked as a % of the patient population in order to:</p> <ul style="list-style-type: none"> <li>• increase the recognition of Carers as experts in the care of their loved one</li> <li>• build the GP offer/commitment to Carers not only in supporting them with their caring role but to also increased the focus on Carer wellbeing and selfcare to include increased take up flu vaccinations and health checks for Carers.</li> </ul> <p>Some practices have agreed to set up a Carer Referral form on EMIS delivering referrals directly to the Carers Hub via secure NHS email. The aim is to roll out the good practice developed with this group more widely across the county to ensure a consistent offer to all of the counties Carers.</p> <p>Carers are one of the named groups in Worcestershire's generic advocacy contract</p>
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## Parent Carers

Particular challenges for parent carers of children and young people with special educational needs and disabilities include isolation and financial hardship; parent carers recognising their own needs as carers as distinct from the support that their children require; the difficulty of returning to work due to the lack of affordable and appropriate childcare, and employers not being carer aware and not recognising the skills which are developed when caring.

Worcestershire Parent and Carers' Community (WPCC) - <https://www.parentcarers.org.uk> – continues to focus on the three national outcomes for carers. These outcomes are particularly important for parent carers who are likely to face a lifetime of caring and whose caring situation will often encompass multiple caring roles and complex transition points.

WPCC's work covers:

**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.; partnership working with the statutory sector (health, social care and education), the private sector and the voluntary sector.

**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, information events and volunteering opportunities.

**Outcome 3 – Supporting parent carers to stay mentally and physically well and treated with dignity:** Achieved by mindfulness, yoga 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.

In addition, a variation has been agreed to the Worcestershire Integrated Hub contract to enable parent carers to take advantage of the training and support available for adult carers of adults.

## Carers of people with a learning disability

Carers of people with learning disabilities are recognised as having particular challenges, not least because their caring role can last a lifetime. In addition, they are not only carers, but act as advocates for the people for whom they care, particularly when their loved ones cannot speak for

themselves. Carer representatives are members of the Learning Disability Partnership Board and its sub groups. During the year, carers were advised that the work of the Board would be scaled back, and that some of the sub-groups were ending, which raised concerns about the commitment to co-production. Work has been underway to relocate several of the sub-groups, for example the 'Right Support for Carers' group is now run by the Worcestershire Association of Carers and feeds into both the Health and Wellbeing Board via the Carers Partnership and the Learning Disability Partnership Board(LDPB). The group has taken the opportunity to revisit their terms of reference and broaden the scope beyond that of the Learning Disability Partnership Board. It is envisaged that a member of this group will also sit on the STP Carers Advisory Group providing further reassurance that the voice of this particular group is heard.

## **Cross Cutting Themes**

### **Safeguarding**

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.

#### **Adults**

The Worcestershire Safeguarding Adults Board (WSAB) has a place for 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. Providers of carers services are expected to have all necessary safeguarding policy and procedures in place, and ensure that staff are trained.

#### **Children and Young People**

Young Carers have no specific representation on the Worcestershire Safeguarding Children Board (WSCB) nor are they specifically mentioned in the WSCB Business Plan for 2018/19.

## **Partnership working**

**Worcestershire Health and Care Trust** - the significant work done around carers has seen all community hospital wards signed up to John's Campaign (<http://johnscampaign.org.uk/#/>). This campaign is based on the premise that when someone with dementia is hospitalised, the medical staff should do all within their power to make access easy for family carers and utilise their expert knowledge and their love. The principles of John's Campaign are applicable everywhere when a person with dementia cannot live in their own home.

## **Worcestershire Acute Hospitals NHS Trust**

Building on the Frailty Pilot the Integrated Carers Hub is now an active member of the Trust's Frailty Operational Improvement Group and contributing to the development of the Frailty Service. Carer Pathway Advisors are linked to the Frailty wards at the Alexandra Hospital and work closely with staff to identify and support Carers during the inpatient stay, discharge. The project also looks to identify gaps in services, information or training that could have helped prevent the admission e.g. falls.

Carer Champion training and awareness sessions were delivered throughout the year. Integrated Carers Hub staff continue to liaise with staff on some wards before and after training to enrich and sustain the learning experience. WICH Carer Pathway Advisors spend time in all Acute settings to identify and support carers.

## **Building Healthy Partnerships - 'Think Carer' Programme**

The Herefordshire and Worcestershire Sustainability and Transformation Partnership (STP) identified carers as a key group to engage in planning for the future. Carers said:

- We recognise there is a need to do more around prevention and self-care
- We offer you expertise – recognise, value, and listen to us
- In our caring role we need access to condition information; professional knowledge for advice and crisis support; good quality
- We recognise there is a need to do more around prevention and self-care
- We offer you expertise – recognise, value, and listen to us
- In our caring role we need access to condition information; professional knowledge for advice and crisis support; good quality training courses
- We need the expert care partner role to be enabled and empowered – through relationship, support and processes

- We need access to that which helps us look after our own health and well-being

Work on these themes was taken forward through the national Building Healthy Partnerships Programme, supported by the Institute for Voluntary Action Research (IVAR), and although the IVAR supported programme ended in July 2018, work continues on a number of themes identified by carers and professional staff working together:

- The Herefordshire and Worcestershire STP Partnership agreed to sign up to the Commitment to Carers principles as a result of the programme (see below), and reports on progress are provided to the STP Carers Advisory Group which is co-chaired by carers from Herefordshire (adult carers) and Worcestershire (young carer).
- Self-care – working with carers to find out what they need to be able to look after themselves and the person they care for
- Work on a Carer's Passport is continuing,
- Resource for carers wishing to return to work have been developed, and this work is supported by DWP and Job Centres
- The development of a Carer Passport adopted by all Health & Social Care providers designed to increase the identification of carers, their needs and their role as a valued partner in the care of their loved one is a key ambition for Worcestershire. The systemwide adoption of a Carer Passport is not only a great support to the carer but can also aid the transfer of care of their loved one as they move through the Health and Social Care system. A newly invigorated working group, with increased representation from health partners across primary and secondary care has recently been formed to take this work forward and make it a reality for Worcestershire.

### ***'Think Carer' - Key principles***

*The integrated approach to identifying, assessing and supporting Carers' health and wellbeing needs rests on a number of supporting principles. Each of these principles covers a number of practical points and each of these practical points features examples of positive practice, in order to encourage other practitioners and commissioners to replicate or build on success.*

*Partners to the Memorandum of Understanding agree that:*

*4.1 Principle 1 – We will support the identification, recognition and registration of Carers in primary care.*

*4.2 Principle 2 - Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.*

*4.3 Principle 3 - Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.*

*4.4 Principle 4 – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.*

*4.5 Principle 5 - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.*

*4.6 Principle 6 - Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.*

*4.7 Principle 7 - The support needs of Carers who are more vulnerable or at key transition points will be identified early.*

### **Working with Worcestershire County Council Social Work Teams on the Three Conversation Model**

The Carers Hub continues to work closely with social work teams with the 3 conversation model generating a steady increase in the number of referrals being received from Social Workers. Significant training and support has been provided to the Carer Pathway team to ensure they feel confident with this new approach. Carer Pathway Advisers now have access to Frameworki (the Council's case management database) providing for

a more integrated and consistent service enabling timely access to appropriate and proportionate assessment for carers and reducing the need for carers to repeat their story.

### **Voluntary and Community Sector – information and advice providers**

The commissioned information and advice providers including Worcestershire Association of Carers, Worcestershire Advice Network(WAN), Stroke Association, Onside Advocacy and YSS Young Carers continue to work together to provide complementary services and where possible look for efficiencies in terms of shared events and staff training.

### **Care Home Excellence Partnership**

Moving a loved one to a care home is often a difficult transition for carers that can create a lot of stress, anxiety and guilt and the caring role doesn't end there with carers continuing to support their loved one and juggle finances for the duration of the stay. Worcestershire Association of Carers along with Age UK H&W are involved with the Care Home Excellence Partnership looking to raise standards and share good practice across Worcestershire's care homes The Integrated Carers Hub is also developing training to support Carers with both the practical and emotional challenges of the transition to a care home.

### **Activity for 2019-20**

#### **Commissioning**

- Recommissioning the Integrated Carers Hub and the Worcestershire Young Carers service
- Review of the Worcestershire Carers Strategy

**NHS Ten Year Plan** – the publication of the plan clearly recognises the contribution Carers make to society and the need for health services to identify and support them in their caring role. Carers of all ages will be encouraged and supported to participate in consultations around both their caring role and the needs of their loved one. The Integrated Carers Hub will lead on work with health partners on projects that increase Carer identification, recognition and support. Projects currently in the early stages of development which will support the aims of the 10 year plan to improve Carer's experience of accessing health services for both themselves and the person they care for will be a priority.

- Carer registration on EMIS supported by the development of a clear offer for Carers within General Practice is in development in two pilot areas. The number of Carer registrations as a percentage of the patient population will be one of the key indicators used to track progress.

- Carer Passports - the work already underway in Worcestershire has been given greater impetus by their inclusion within the Ten Year Plan (see under Building Healthy Partnerships above); partners will continue to work together to introduce these in Worcestershire

**Carers Assessments** – the Integrated Carers Hub will be undertaking Carers Assessments from April 2019 and will increasingly work closely with social care locality teams to support carers.

### **Carer Voice**

- supporting Carer responses to the NHS 10 Year Plan
- supporting Carer responses to the Social Care Green Paper
- increasing the opportunities for carers to have a voice through digital means
- as result of recent changes around the Learning Disability Partnership Board (LDPB), broadening the scope of the Right Support for Carers Group beyond that of the LDPB to include areas of work such as the NHS 10 Year Plan and what this means for Carers in Worcestershire

### **System Wide Support for Carers**

- securing a named Carer Lead in Clinical Commissioning Groups to support strategic development of Carer initiatives and delivery on the carer elements of the NHS 10 year plan including a Carer Passport for Worcestershire
  - embedding ‘Think Carer’ approach across Worcestershire:
    - Refreshing the system support for the Commitment to Carer principles as the new Integrated Care System and Integrated Care Organisations are developed
    - Continuing work on exploring options for the introduction of Carer Passports across Worcestershire and Herefordshire
    - Development of Neighbourhood teams to include carer support (lead by Worcestershire Health and Care Trust)
    - Organisational develop for staff working in health and social care to reflect ‘Think Carer’ and bring about culture change
  - Embedding recognition and valuing Carers in the development of Integrated Care for Older People (ICOPE)
  - Developing support for carers at transition points – e.g. when their caring role ends, support for carers to find safe and affordable care (including self-funders, moving from children’s to adult services)
  - Highlighting the ongoing concerns about the impact of the Continuing Health Care on carers and the people they care for and contributing to a carer/patient focused approach

- Continue the development of End of Life Carer support to provide a smoother transition from hospital to home or residential care and to facilitate conversations about preferred place of death
- Increasing the recognition of Parent Carers across health and education services.
- Identifying emerging gaps in services e.g. autism information and advice
- Increase take up of digital solutions to support the caring role
- Continue development of a more proactive approach to improving the physical wellbeing of Carers
- Increase capacity of the Integrated Carers Hub through further development of the volunteer workforce.