

HEALTH AND WELLBEING BOARD 23 MAY 2023

CARER FRIENDLY WORCESTERSHIRE – ALL AGE CARERS STRATEGY 2021 – 2026

Board Sponsor

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Priorities

This report is relevant to the following Joint Local Health and Wellbeing Strategy priorities:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Prevention & inequalities | <input checked="" type="checkbox"/> Homes, Communities & Places |
| <input checked="" type="checkbox"/> Mental Health & Wellbeing | <input type="checkbox"/> Jobs & Opportunities |
| <input checked="" type="checkbox"/> Healthy Living at All Ages | |

Safeguarding

This report has a direct impact on safeguarding children or adults as keeping carers safe is an outcome from the all-age carer's strategy including safeguarding where necessary.

Item for Decision, or Information & Assurance

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Decision | <input checked="" type="checkbox"/> Information/assurance |
|-----------------------------------|---|

Recommendation

- 1. The Health and Wellbeing Board is asked to note the progress in delivering the All-Age Carer Strategy 2021 – 2026.**

Executive Summary

2. The All-Age Carers Strategy was approved by the Health and Wellbeing Board in February 2022. The purpose of the annual report is to provide an overview of progress made on delivery of the carer's strategy and its action plan by all key partners. These actions are making a difference to carers lives in Worcestershire. For reference, the strategy is appended to this report in 'Background Papers' section at the bottom of the report.
3. The vision for carers is: "*All carers include adult, young adult and young carers and parent carers will be recognised and valued by the wider community and statutory agencies in Worcestershire for the support and care they provide to vulnerable adult, children and young people.*" And our mission is to ensure that "*everything key partners do is informed by Carers and people with lived experience of care and support.*"

4. This summary covers the timeframe of year one (2022/23) of the Strategic Plan Actions Completed' displayed in pg. 4-7 of this report.

Main content

5. The four key outcomes for Carers in Worcestershire are:
 - to feel recognised and valued
 - enabled to have a life of their own
 - supported with their physical and mental health, and wellbeing.
 - Staying safe
6. The pandemic has made these key outcomes even more important.
7. There are 5 key pieces of legislation that have a focus on carers and their wellbeing, setting out the legal responsibility to assess and support carers of all ages. These include: 1. Care Act (2014) 2. NHS long term plan (2019) 3. Health and Social Care Act (2012) 4. Local Government and Public Involvement in Health Act (2007) 5. Children Act (2004) 6. Children and Families Act (2014). To implement the carers strategy, we need to consider all legislation, guidance (such as the NICE guidance), and interdependencies with other system strategies. Implementation of the strategy requires a change in how carers are viewed and treated across all partners and stakeholders.

Understanding carer priorities in Worcestershire

8. The needs and aspirations of carers was sought through co-production and engagement work completed in 2021. This included carers of people with mental health needs, autism, young adults, stroke survivors, dementia and young carers and young adult carers.
9. The priorities and tasks include:
 - Carer Awareness for the whole community (including harder to reach groups). The aim is to increase carer identification
 - Recognition and value of carers is everyone's responsibility.
 - A diverse range of personalised support for carers is needed
 - Registering as a carer. What does this mean and what difference will it make to carers?
 - Having a life of their own. This can be achieved by utilising and growing the carers support network
 - Support with physical and mental health and wellbeing. A key element of this is to build or rebuild emotional resilience.
 - Maximising life chances: ability to work, be in education or volunteer.
 - Contingency and future planning
 - Making the vision and aspirational outcomes a reality
 - To ensure meaningful engagement and co-production
 - Carer awareness
 - To be signed up to 'Working for Carers' (or similar scheme
 - To signpost carers to organisations and/or information to help carers understand the cared for person's condition.

10. The NHS digital survey conducted in October 2021, provides information to support how well WCC, the contracted carer support providers and other key partners such as the Integrated Care System and Board (ICS and ICB), Worcestershire Health and Care Trust and Worcestershire Acute Hospital NHS Trust etc are doing. For the results please refer to: [2021-22 survey of adult carers in england report.pdf \(worcestershire.gov.uk\)](https://www.worcestershire.gov.uk/2021-22-survey-of-adult-carers-in-england-report.pdf)
11. The Council and other key partners have established working groups including the contracted carer support providers (Youth Support Services and Worcestershire Association of Carers) to implement the All-Age Carers Strategy and the Commitment to Carers which feeds back quarterly to the Carers Partnership. Each organisation evaluates how well the commitments are being met. Each organisation has devised an action plan (with carers), which states what other things will need to happen to fulfil the Commitment to Carers.
12. These priorities are being implemented through the life of the strategy. The action plan is therefore a key document, as this provides a mechanism through which actions are identified and progress is monitored. The action plan considers actions for the wider carer cohort within Worcestershire and actions to support staff who may also be carers.

‘You said, we did’ - the action plan.

13. The highlights of the action plan are identified below. Further detail of ‘what carers said’ in the focus groups and survey can be found in Appendix 4 of the All-Age Carers Strategy: [Carer Friendly Worcestershire - All Age Carers’ strategy](#) pg. 31 – 34 and pg. 36 – 39

Strategic Plan Actions Completed 2022/23

Outcome	Partners Actions.....
Recognised and valued	<ul style="list-style-type: none"> • The Council awarded the Carers Hub contract to Worcestershire Association of Carers (WAC) and began the implementation of the new carer’s hub contract in December 2022. WCC delegate the statutory duty of carer assessments to WAC. In terms of carer assessments, WAC completed 1589 conversation 1’s and 249 conversation 3 reviews completed in the last 12 months. Conversation 3 carers have a carers direct payment to meet their eligible need (when needs can’t be met by the carers network of support, local community, or resources). • Communications were sent to partner agencies and externally to the public to raise awareness of the caring role. This involved all media types including social media to contribute to making Worcestershire more carer friendly (the strap line of this strategy) • Carer events took place which WCC employees attended as part of the ‘Wellbeing Weeks’ (which are held twice a year). This helped identify carers who are employees and to let them know they are not on their own and there is support available. This included various marketing campaigns to raise awareness of what a carer is and how to access support and how to make referrals • WAC and Youth Support Services (YSS) organised various events over Carers Week and Carers Rights Day to raise awareness of the caring role and support available to carers all partners provided communications • WCC ask whether an employee is a carer in the mid-year and end of year staff reviews. A definition of what a carer is, was added to this question to aid identification by the employee (who is a carer) and/or their manager. We know we have 680 self-identified carers working for Council (25% of the workforce). This list of carers has been used to provide key information 4 times a year such as wellbeing week carer specific sessions, signposting to the carers page on WCC internal webpages, awareness of financial support (such as the household support fund), workplace adjustments passport, specific information for managers on how to supervise carers, e-learning modules (adult and young carers) • Promotion of the carer awareness e-learning modules for adults and young carers. The aspiration is to make carer awareness e-learning mandatory for the whole council • Updated the workplace adjustment passport with specific mention of unpaid carers • Updated the Council carers webpages • Devised working carers survey for Council employees that are carers and analysed the results of how working carers would like to be supported. Received 140 response to the survey. • NICE Guidance (NG150) review completed by Herefordshire and Worcestershire Health and Care Trust (HWHCT). • Triangle of Care self-assessment under consideration HWHCT • Worcestershire Acute Hospitals Trust launched their SUPPORT initiative which underpins their commitment to deliver high quality, supportive, co-ordinated, individualised care for patients and those important to them, at the end of their life. This includes dedicated web pages to ensure visible access for carers, an updated bereavement survey to capture carer and family feedback to support learning from

experiences and understand where to focus on improvements. As part of this work, the Acute has opened the Peony room with support from Worcestershire Acute Hospitals Charity. The Peony room, provides a quiet and calm space for relatives and loved-ones to take a break away from the busy ward environment, rest and reflect. The Trust's SUPPORT card illustrates clearly to carers and relatives what they can expect from the hospital to support them.

- Worcestershire Acute Hospitals Trust worked with the WAC on a joined up campaign for Carer's Right's Day in November 2022 with social media messaging and engagement with the Worcestershire Acute Hospitals Trust Poet in Residence. The partnership also worked together to raise awareness in Carer's Week 2022.
- The Worcestershire Association of Carers have been invited by Worcestershire Acute Hospitals Trust to form the core membership as active participants at the quarterly Patient, Carer and Public Engagement steering group. This group brings together staff, members of the Trust's Patient and Public Forum, WAC and Healthwatch for example to discuss common areas of interest and quality improvement and ensures that the Carer agenda, value maintain a spotlight and inclusion.
- Worcestershire Acute Hospitals Trust Carer's Policy is under review and will include the All Age Carer's Strategy and the Trust's Commitment to Carers.
- Worcestershire Acute Hospitals Trust has a Staff Wellbeing Officer whose role is to act as an advocate and advisor on caring needs and issues faced by working parents. All staff have access to links to forums, support groups and information. The Trust offer Carer Advisor Clinics for all staff.
- Worcestershire Acute Hospitals Trust has updated their website to ensure that information for carers is clear and includes signposting- this was developed with the Worcestershire Association of Carers; the Trust has included a link to the Worcestershire Carer's Strategy. Their revised website outlines their Commitment to Carers.
- Worcestershire Acute Hospitals Trust has included articles in "Caring News" to reach out to the local community in new ways and to amplify messaging
- Worcestershire Acute Hospitals Trust continues to work in partnership with AccessAble to provide detailed accessible guides for Carers and those they care for to plan coming into hospital. The Trust included links to the guides on all Outpatient letters (November 2022)
- Worcestershire Acute Hospitals Trust has taken part in the 5th round of the Royal College of Psychiatrists National Audit of Dementia. This is a prospective audit of dementia care in hospital and includes a carer questionnaire. The audit is in two parts which concludes in spring 2023. Past results have been used to identify key performance indicators to improve dementia care.
- Carer's Policy under review HWHCT
- Carer checklist developed to support discharge HWHCT
- Capturing Carer status on electronic records (including nursing admission documentation and the medical clerking) HWHCT and Worcester Acute Hospital Trust and Primary Care
- Ongoing co-production with Carers and communities HWHCT, Worcester Acute Hospital Trust (e.g. The Big Quality Conversation 2023 – the results will inform their Quality Priorities and will be published in the Trust's Quality Account and audit of dementia care in hospitals), WAC on behalf of WCC (e.g., part of partnership boards etc) and ICB (e.g., empowering carers at discharge project,

	<p>facilitation of the Carers Reference Group (MH, CHC, hospital discharge, long covid service, integrated care partnership and cost of living projects)</p> <ul style="list-style-type: none"> • Staff Carer's passport - HWHCT • Carer lead and oversight group in place - HWHCT • QR codes in inpatient units for rapid feedback from carers - HWHCT • New resources to support Carer's to self-identify and to prepare for their Cared For's hospital stay and discharge Acute Trust Hospitals Trust • Carer Champions identified by all partners • Re-commissioning of Carers Hub and emphasis in new specification • WAC CFEN – increasing Carer awareness in the workplace • Carer Voice – we could pull a couple of examples from Hub reports • Carers Hub working closely with Healthwatch to ensure Carers views are considered when gathering views on health and social care services • WAHT is signed up to Johns Campaign, which supports carers of people with dementia to have the same visiting rights as parents of children. The purpose is for carers to continue their caring role while the person they care for is in hospital, if they wish to
A Life of my Own	<ul style="list-style-type: none"> • Worcestershire Association of Carers (WAC) continue to provide online and in person support and services such as carer training sessions, peer support, assessments, and reviews and social media campaign. The 'reach' of WAC is 13,825 carers on Worcestershire's cares register. There were 7,535 calls to the carers helpline and 10,320 calls made by WAC. There were 2,409 referrals to WAC. WAC delivered 202 training sessions which had 762 attendees in the last 12 months, this was 316 individual carers attending various sessions. WAC hosted 115 peer support groups and events for carers over the last 12 months. An average of 143 carers attended each session or event. In terms of 'reach' via social media, WAC had 4,534 'reactions, comments, and shares' on Facebook in the last 12 months, have 1,082 followers on twitter at any one time, 1759 carers and people accessing information and fact sheets (in the last 12 months) via WAC's website. • Continue to provide sessions which can be for the carer and cared for such as dementia meeting places The promotion of relationships (e.g., husband, wife, daughter etc., outside of the carer role in that relationship) is important and is taken account of not only in day opportunities/activities and hobbies but also the carer breaks (replacement care) policy. Relationships outside the caring role are discussed as part of a carer assessment as well as carer breaks • Carer breaks (replacement care) policy review. The policy was reviewed and updated in line with the views of carers and key stakeholders. Carers told us breaks are key to the caring role and there needs to be diversity in the types of breaks available, so they are person centered to the carer and the person being cared for. • WAC continue to access grants and organisations that offer accommodation to carers to have a break. WCC provide breaks where eligible which are means tested

	<ul style="list-style-type: none"> • Development of a diverse market of small local social care related businesses (community microenterprises) such as PA's, meal preparation and delivery, activities, and hobbies etc. Community Catalyst (a social enterprise) are working with WCC in adult social care to set up new small business and sustain and expand existing small business in Worcestershire. 16 new community micro enterprises (CMS's) have been set up. 20 existing CME's have been supported to ensure sustainability and 8 CME's have been supported to expand to increase capacity. • Created Carers Direct Payment Guidance Terms and Conditions. This guidance is now posted out to carers with the Personal Budget agreed letter that is sent to all carers who have been approved for a carer personal budget. Carers with budgets over £400 per year will sign to say they have read and understood the terms and conditions. • Agreed a standard rate for PA's – employed PA's and self-employed PA's who do not employ staff. • WCC and Health and Care Trust are active members of the Carer Friendly Employers Network (CFEN). Implementing the guidance to become a more carer friendly employer via the 5 P's: <ol style="list-style-type: none"> 1. Preparation 2. Policy and Guidance 3. Practical Support 4. Peer Support 5. Promoting Support • Promoting Support – WCC advise of the WAC newsletter for carers, we use the OurSpace (staff intranet) and the public carer webpages to share information and promote local support available. As well as coms to staff and the public within carers week and carers rights day • Additional information added to the WCC website regarding financial advice and support available to carers, please refer to: Looking after someone (Carer support) Worcestershire County Council • WAC provide information and training sessions regarding carers having a life of their own including legal, benefits which included 13 sessions and 102 carer attendees • Carer Friendly Employers Network active membership – WCC, Worcester Acute Hospitals trust and HWHCT
Support with my physical and mental health and wellbeing	<ul style="list-style-type: none"> • Carers assessment and reviews consider carers support needs in relation to their physical and mental health and wellbeing and discuss how these needs may be met • Communications promoting what a carer is, what support is available and how to signpost carers. Raising awareness of the need to signpost for the purpose of recording carers on the register so they can be aware of and choose to receive or not 'Caring News,' the quarterly newsletter produced by WAC and the website information of WAC and WCC • The WCC employees survey asked what support working carers would benefit from and how they would like to be informed of key information • Links on WCC public webpages to aid access to mental health support available including British Association of Counsellors: Mental health and support for adults Worcestershire County Council and webpage: Caring for someone with a mental health condition Worcestershire County Council (mental health and emotional wellbeing support, support for carers and dementia support) • See 'A life of my own' section on carer breaks

	<ul style="list-style-type: none"> • WAC provide information and carer training on maintaining physical and mental health and wellbeing. 61 sessions were provided and 408 Carer attendees. This program of activities focusing on carers physical and mental wellbeing, equipping carers with the tools for ongoing self-care. Offer includes Food and Mood, Emotional Resilience, Sleep Hygiene and Mindfulness. • Carer support videos for Dementia and support groups in some specialties HWHCT • Support initiative, resources for Carer's supporting someone at the end of life and including carers in the trust's bereavement survey Worcester Acute Hospital Trust • Peony Room – a space for Carers and Family members at Worcester, similar space being explored in Redditch – Worcester Acute Hospital Trust • WAC, as a delivery partner for the Health & Care Trust under the Community Mental Health Transformation, provides a dedicated service for carers caring for someone with a mental health condition. • The Carers Hub is building relationships with District Collaboratives to further increase carer awareness and joint working.
Staying safe	<ul style="list-style-type: none"> • WAC provide information and carer training on caring safely included in various courses the 'moving with confidence,' emotional resilience, boosting mental health and wellbeing, Heart Math, carers first aid, caring for someone with a mental health condition. There were 24 sessions held for these courses and 138 carers attended. • WAC and WCC ensure 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, information on our website: Safeguarding and concerns about an adult Worcestershire County Council • 'Making safeguarding personal.' WAC worked with the safeguarding board and Carers Safeguarding Reference Group have devised a leaflet. • Carers Emergency Card 3,639 issued. The aim of the card is to alert emergency staff that the person is a Carer. The emergency card holds the contact details to keep the cared for safe, if anything happens to the carer • Carer assessments include a focus on caring safely and managing risk.

Impact on health disparities

14. The carers contract addresses health inequalities for carers due to their caring role. We monitor equity of access to the carers hub via protected characteristics. This informs groups that are or are not accessing carer support. A key aim of the carers hub contract is to improve the physical and mental health and wellbeing of the carers. The carers hub enables carers to have a contingency and plan, which is important for carers to look after their own physical and mental health and wellbeing. Health inequalities are therefore challenged through supporting carers, so they are able to attend appointments (such as GP appointments), having treatment and/or operations, recovery time and encouraging carers to register as a carer with their GP.

15. A full Equality Impact Assessment has been carried out in relation to the recommissioning of the carer's hub tender and new contract and service specification. There are inequalities identified such as age, disability, race, religion, and sex they are being positively influenced within carer awareness and training. For some of the protected characteristics there are high numbers and for some lower-than-expected numbers of carers seeking carer support. Please refer to the Full Equality Impact Assessment including Data Protection Impact Assessment, Equality and Public Health Impact Assessment and the Environmental Availability Impact Assessment.].

Legal, financial and HR implications

The contract is monitored quarterly. The funding for the Carers Hub will be reviewed annually in line with the Adult Social Care Fee setting process.

Contact point and partnership working

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Background Papers

In the opinion of the proper officer, Mark Fitton, Strategic Director for People, the following are the background papers relating to the subject matter of this report:

All Age Carers Strategy | Worcestershire County Council – full strategy and summary
(Commitment to Carers can be found in Appendix 9 pg. 46 - [Carer Friendly Worcestershire - All Age Carers' strategy](#))