

# PLYMOUTH CARERS STRATEGY 2014-18





## WHO IS A CARER?

A carer is an individual, an adult or a child, who provides unpaid help and support on a regular basis to a partner, family member, friend or relative. They may provide practical help, care, physical or emotional support to a person who is vulnerable for a wide variety of reasons, whether through age, physical or mental illness, disability or other issues such as substance misuse. Carers are a diverse group and have a range of caring situations, some develop slowly over time e.g. with older age, others suddenly and unexpectedly or from the birth of a child with a disability or a dramatic change in family circumstances.

Some people choose to become a carer, but others find themselves in this situation as a result of circumstances and without feeling that they have had this choice to make. This can occur at any age and taking on the responsibilities of caring can have a major effect on an individual's life, often leading to isolation and exhaustion.

For adult carers it can also impact on their ability to work, for parent carers this can be a dramatic effect on a family's lifestyle, and for young carers it can hold back their educational progress, lead to high levels of anxiety and limit their social life.

Young carers are the children and young people who take on the responsibility of caring for a family member, a parent or sibling.

The commitment of young carers to their families means that their needs as children often come second. They may find it hard to socialise with their peers or to find people who understand their worries, concerns and the practical difficulties of their daily life. It is important to recognise the needs of young carers and their right to be children as well as carers.

## WHY DO WE NEED A STRATEGY?

There are over 6 million carers in England and Wales and 27,247 in Plymouth who identify themselves as unpaid carers. This has increased by 13% between 2001 and 2011. This includes 11,623 stating that they provide more than 20 hours of caring per week for someone. They are referred to as 'the forgotten army' of the health and social care system.

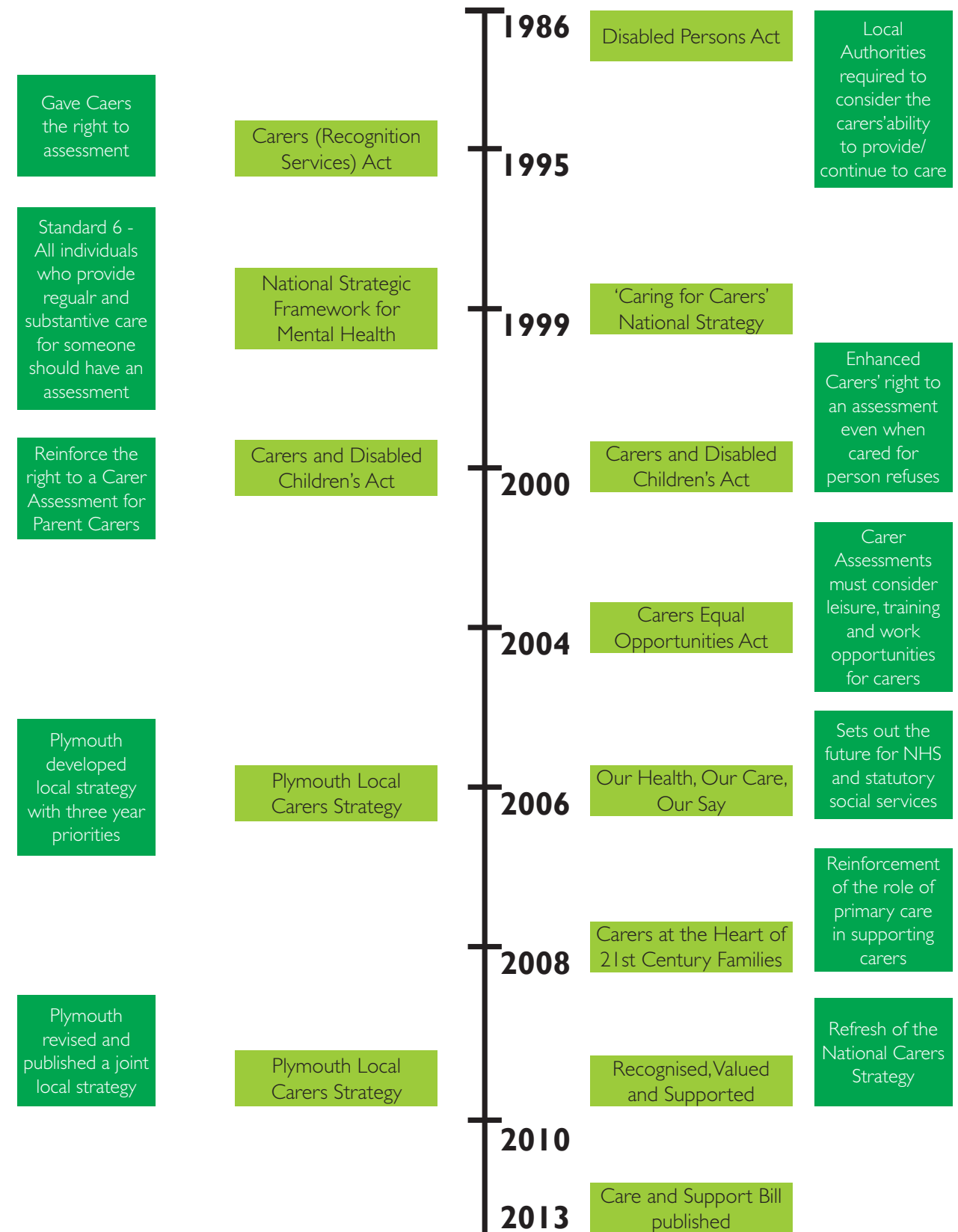
- The value of carer support is estimated £11.9 billion per year which is £22.2 billion per year more than the annual cost of the NHS
- 58 per cent of carers are women and 42 per cent are men (Carers UK 2012)
- According to an NHS Information Centre survey 40 per cent care for their parents or parents-in-law, 26 per cent care for their spouse or partner. People caring for disabled children account for 8 per cent of carers, with an additional 5% of carers looking after adult children, 4 per cent care for their grandparents and 7 per cent care for another relative. Whilst the majority care for relatives, 9 per cent care for a friend or neighbour (Carers UK 2012)
- 58 per cent of carers look after someone with a physical disability; 13 per cent care for someone with a mental health problem; 20 per cent for someone with a sensory impairment and 10% for someone with dementia.

In recent years a considerable amount of work has been done to find ways to develop support for carers. The Carers Strategic Partnership Board is continuing to take the carers agenda forward within the city. However, it will not be able to deliver the various services that carers

require without each service within the statutory and voluntary sector determining its own direction and role with regards to carers and working in partnership with the other services throughout the city to provide a seamless and coherent support system. Without a clear and agreed strategy for carers this will be impossible to achieve.

The timeline below shows the developments in supporting carers nationally and locally over the last 27 years.

## CARERS LEGISLATION AND TIMELINE OF SUPPORT TO CARERS



## Care Act 2014

The Care and Support Bill, which became law in 2014 creates a single piece of legislation for adult care and support, replacing more than a dozen different pieces of legislation. It provides the legal framework for putting into action some of the main principles of the White Paper, 'Caring for our future: reforming care and support', and also includes some health measures. Here are some of the key implications of the Care Act for carers:

- To ensure their duty is upheld local organisations will need to inform local authorities about the number of carers, the level and nature of demand for services and how local organisations can meet needs.
- For carers' support services that provide a range of universal and preventative services, particularly as supporting carers is in itself preventative, the duty is potentially a key lever for investment and development of carers' support services and the law could refer specifically to supporting carers. It will be important that local organisations can demonstrate preventative interventions and outcomes in relation to reducing or preventing levels of need; numbers of carers and unmet need.
- A welcomed step to give carers the same rights to a social care assessment as the people they care for and carers should be fully involved in the assessment process.
- A whole family approach in assessing needs is welcomed and should have particular implications for young carers.
- A development to standardise eligibility and address inequalities in accessing support.

## NATIONAL CARERS STRATEGY

The National Carers Strategy, Carers at the Heart of 21st Century Families and Communities (2008) sets out the vision that carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen. The objectives of the strategy are that by 2018 every carer should be:

- 1 Recognised and supported as an expert care partner
- 2 Enjoying a life outside caring
- 3 Not financially disadvantaged

- 4 Mentally and physically well; treated with dignity
- 5 Children will be thriving, protected from inappropriate caring roles.

In the refresh of the National Carers Strategy (Recognised, Valued and Supported: Next Steps for the Carers' Strategy, 2010) four priority areas were identified for action over the next four years. These priorities relate back to the outcomes that the Government is seeking to achieve:

- **Priority 1** - 'Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages' - relates most closely to the first outcome.
- **Priority 2** - 'Enabling those with caring responsibilities to fulfil their educational and employment potential' - relates most closely to the third and fifth outcomes.
- **Priority 3** - 'Personalised support both for carers and those they support, enabling them to have a family and community life' - relates most closely to the second outcome.
- **Priority 4** - 'Supporting carers to remain mentally and physically well' - relates directly to the fourth outcome.

## CARERS HUB

The Carers Hub for adult carers is a model of comprehensive carers' support, developed by the Carers Trust with assistance from the Association of Directors of Adult Social Care Services (ADASS) and with funding from the Department of Health. The Hub diagram has the five outcomes of the refreshed National Carers Strategy at its centre and includes a complete range of support interventions needed in order to deliver the outcomes.

For the purposes of this Strategy we have used the Carers' Hub model as a basis for auditing services currently in place and how well these are provided and then to identify any gaps in services for carers.

Under each of the five outcome headings, this strategy highlights the progress made since the publication of the Plymouth's Carers' Strategy 2010-13 and proposes priorities for future development.

We have added a sixth outcome to our Strategy which is 'to identify hidden carers' as we think this should be an activity in its own right with specific targets



## CARERS IN PLYMOUTH

Based on the national census 2011 there are 27,247 carers living in Plymouth and this will fluctuate each year with people who are new to caring and those whose caring role ends.

The table below demonstrates the number of carers aged 16 plus who have identified themselves as a carer in the 2011 census in comparison to the census 2001 data.

	Census 2001	Census 2011	% increase
Total number of Carers	24,058	27,247	13%
Providing 1 hr to 19hrs a week	15,088	15,624	4%
Providing 20 to 49hrs a week	3,018	4,057	34%
Providing 50 + hrs a week	5,952	7,566	27%

- There are 27,247 carers in Plymouth from a total population of people aged 16 plus of 211,502
- 13% of the total population aged 16 and over are carers in Plymouth
- 57% provide between 1 and 19 hours of care a week
- 15% provide between 20 and 49 hours of care a week
- 28% provide more than 50 hours of care a week.
- 28% provide more than 50 hours of care a week.

## Young Carers in Plymouth

The approximate total number of children and young people aged 18 years and younger in Plymouth is 56,155.

Using the national estimate that 1.5 per cent of young people are carers, the profile for Plymouth suggests there are at least 840 children and young people with caring responsibilities in the city.

There are approximately 200 young carers under the age of 18 known to Plymouth City Council

Age Range	Numbers	% of Young Carers	Estimate at 1.5% of population
0-10 yrs old	30,098	54%	451
11-16 yrs old	18,862	34%	283
17-18 yrs old	7,195	12%	108
<b>Total</b>	<b>56,155</b>		<b>842</b>

## SERVICES FOR CARERS

**Note:** Commissioned Universal Services include drop-in and support groups, emotional support, money and benefits advice, newsletter, counselling, Carers Training Programme, planning for the future, registration of carers to the Carers Emergency Response Service, Dementia Advice and Information and Buddying Service

**Percentage of spend from Carers' Budget to provide services for carers throughout 2011/12**



**55% Commissioned Universal Services**

**43% Direct Payments**

**1% Carers Card**

**1% Carers Emergency Response Activity**

**Percentage of carers who have been supported through these services throughout 2011/12**



**63% Commissioned Universal Services**

**6% Direct Payments**

**30% Carers Card**

**1% Carers Emergency Response Activity**

## CONSULTATION AND INVOLVEMENT LISTENING TO CARERS

### National Carers' Strategy

The government consulted widely during 2007 to develop the 2008 strategy 'Carers at the Heart of 21st Century Families and Communities'. This was to make sure that carers had a say in how the national priorities were shaped. Carers prioritised the following issues as important to them:

- Practical and emotional help
- Increasing awareness of carers' issues and the role they play
- Greater financial support
- Greater support for younger carers and former carers
- The need to address housing issues for themselves and the people they care for
- Better information and advice
- Increasing respite or short breaks
- To be understood and respected

### Refreshed National Carers' Strategy

During the summer of 2010, the Department of Health sought views on what the priorities over the next four-year period should be for carers. Over 750 responses were received, representing the views of over 4,000 carers. The key themes which were raised were:

- Support from schools and further education
- Emotional support/therapies
- Health checks
- Training for professionals
- Listened to by social care
- Listened to by clinicians
- Flexible working
- Benefits
- Breaks from caring
- Replacement care
- Carer Training
- Information and advice
- Services following assessment
- Carer assessments
- Early identification.

### Local involvement in the development the strategy for Plymouth

In the development of 2010-13 strategy, there were five consultation meetings with local carers, covering a broad spectrum of caring responsibilities from carers of people with dementia, parents of young people with learning and physical disabilities to young carers caring for their parents.



These meetings were held with:

- Three carers' support groups at Carers UK
- A carers' support group at Carers Champions
- A carers' support group at a local learning and physical disability day centre
- Young carers attending their weekly youth club

In addition over 20 meetings were held with staff, from both statutory and non statutory agencies, providing valuable information and feedback on local services which has fed into the strategy.

At the beginning of 2013 a sub working group was devised from the membership of the Carers Strategic Partnership Board to look at the refresh and development of Plymouth Carers' Strategy 2014-18. On completion of the strategy a public online consultation will also take place providing carers and the public with a further opportunity to comment and suggest changes to this strategy.

### **Carer involvement in monitoring the delivery of the local Carers' Strategy and development of Carer Support Services**

One of the recommendations arising from the local 2010 strategy was for the need to review the framework for carers giving and receiving feedback. As a result Plymouth City Council has reviewed the membership of the Carers Strategic Partnership Board (CSPB) and has established engagement with various carer groups who represent carers at quarterly CSPB meetings to monitor the action plan from the Carers' Strategy and influence service design at a strategic level. Carer representation includes:

- Carers Ambassador Group
- Plymouth Carers Forum
- Your Child Your Voice
- Carer who is member of Learning Disability Partnership Board.

During 2011, to inform commissioning decisions and the model of carer support services Plymouth City Council wanted to hear from carers in Plymouth about the kinds of advice, information and support they receive and need in their caring role. Therefore we consulted with Carers in number of ways:

- Carers Day 17 June 2011 - Workshop and Questionnaires
- Carers News and Views Summer Issue 2011 – Questionnaire
- Carers who have recently received an Assessment/ Review – Questionnaire.

The results helped identify gaps in service provision for carers and enabled us to develop the current model of support now available for carers in Plymouth.

Carers were also further invited during 2012 to have their input into the service specification of the Enhanced Carer Support Service which launched in December 2012 and offers carers the following in one service:

- Counselling
- Emotional support
- Carers support fund
- Practical training programme
- Buddying Service
- Planning for the future
- Raising the awareness of carers
- Regular newsletter for carers.

## **OUTCOME I**

### **RECOGNISED AND SUPPORTED AS AN EXPERT CARE PARTNER**

We need to make sure that carers feel valued and respected. Health and social care professionals and employers should be aware of the role of carers in society.

Local authorities have a duty to respond to a request from a carer for an assessment. In other words they must assess the carer if they provide or intend to provide regular and substantial care for someone for whom the local authority may provide community care services.

Plymouth City Council's offer to carers operates on two levels:

#### **Level 1 for all carers**

Universal services: these are a wide range of services funded by the Council that people can access themselves. These services include: advice and information, case work, carer support fund, counselling, support groups, money and benefit advice, assisting hospital discharge, carers' participation groups and befriending.

#### **Level 2 for carers of people eligible for funding from the council**

##### **Level 1 plus:**

A proportion of the personal budget and support plan of the cared for will focus on things that will enable the carer to continue in his/her caring role. The amount will vary from person to person depending on each individual situation.

During this discussion the carer and professional will:

- Explore whether the carer wants to continue in their role.
- Find out what help the carer needs to support them to carry on, this may include for example providing respite care for the cared for person, extra support in the home or equipment.
- Signposting to the Carers Hub Plymouth service for advice and information and to access the Carers Support Fund to enable the carer to take a short break from their caring role.
- Referral to the Carers Emergency Response Service to develop a plan that will cover an emergency situation.
- Barnardos is funded by Plymouth City Council to provide the Young Carers project which:
  - Provides intensive support to help the family to progress so that a child's caring responsibilities can be reduced.
  - Support young carers to use local services such as sports clubs, support groups, and health centres.
  - Provide advice and emotional support through counselling and drop-in sessions
  - Liaise with schools so that teachers can better support their students.



- Provide opportunities for young carers to take a break from their caring responsibilities, spend time with other young carers and share experiences.
- Provide opportunities for young carers to learn more about their parent's illness or disability.
- Act as lead professional or to support a CAF to ensure that the right levels of support are in place.

We are continuing the role of raising public awareness of carers and the role they play by provide funding to support the community and voluntary sector involvement in Carers Week, Carers Rights Day and throughout the year.

The recently commissioned enhanced carer support service, Carers Hub Plymouth Service is available to all carers over the age of 18 including parents who care for disabled children. The service delivers specialised advice and information to carers and is required to continue to provide carer awareness training for professionals as part of their contract.

### Information

It is essential that information and advice is accessible, up to date, consistent and free from jargon. Through consultation carers have identified some of the barriers they face in accessing information to help them navigate through services:

- Advice and information services were confusing, fragmented and difficult to navigate. An integrated service was therefore commissioned so that carers could access advice and information.
- They may not recognise themselves as carers so information about what is available needs to be clear. Information needs to be presented in a way which appeals to all age groups, for example making creative use of social media to provide information to young carers.
- They may have disabilities including learning disabilities or may not speak English as their first language and therefore information needs to be available in various formats.

### Carers shaping policy and services

Carers should be key partners in deciding what support and services are delivered locally. Strategies and plans need to be based on what carers say is important to them.

Plymouth City Council funded a training programme for carers to develop skills needed to attend and engage in meetings and planning services.

The Health and Social Care Act introduces significant change to the planning, commissioning and delivery of health and well-being services. Central to the reforms is the premise that the public must be at the heart of everything our health and care services do. The key to achieving this principle is the introduction of HealthWatch both at a national and local level.

Local HealthWatch will build on the work of LINKs (Local Involvement Networks), with the aim to give the public a stronger voice to influence, inform and challenge how health and social care services are provided within their locality.



HealthWatch Plymouth is the independent consumer champion for health and adult social care for people living in the city of Plymouth and those accessing health services based within Plymouth.

Its work will be driven by local intelligence including evidence from people's views and experiences to influence the policy, planning, commissioning and delivery of publicly funded health and adult social care.

### Housing Support

There are over 20,000 homes rented from registered social landlords in Plymouth, ranging from specialist accommodation such as sheltered housing for older people, specially adapted homes for people with disabilities or family homes.

All available homes are advertised as part of the Devon wide scheme on the Devon Home Choice website. You can look at homes available for letting without registration on the site. If, however, you want to bid for a property you do need to be registered on the site.

Plymouth City Council offer support with weekly bidding and information relating to Devon Home Choice at Civic Centre.

### Caring and Support Training

Being a carer is a skilled task, particularly where the illness or disability is complex and eventually the carer becomes the expert. Support and guidance at the early stages of becoming a carer, or as the role becomes more demanding as things change, could be valuable.

### Advocacy

There may be times when carers need help in representing their wishes and advocacy can support carers to represent their interests and help them to obtain the support they need. An advocate can represent a carer and make sure the correct procedures are followed. Plymouth City Council commission advocacy services and carers are able to access these services as and when a situation arises where they need support.

### Changes and transitions

Changes and transitions is about ensuring that carers have support throughout the caring journey and especially at times of change and transition such as different life stages and when they wish to or need to stop caring. Every experience of caring is unique - with a beginning, a middle and an end - and each carer may want or need support at different points along the way.

This could be through support during the transition into caring, support when the person who receives care goes through a transition, such as becoming an adult, support for young carers transitioning into adulthood, future planning for older carers and support after bereavement and the end of the caring role.



## What do we do now?

- Barnardos is funded by Plymouth City Council to provide the Young Carers project which:
  - Provides intensive support to help the family to progress so that a child's caring responsibilities can be reduced
  - Support young carers to use local services such as sports clubs, support groups, and health centres
  - Provide advice and emotional support through counselling and drop-in sessions
  - Liaise with schools so that teachers can better support their students
  - Provide opportunities for young carers to take a break from their caring responsibilities, spend time with other young carers and share experiences
  - Provide opportunities for young carers to learn more about their parent's illness or disability.
  - Act as lead professional or to support a CAF to ensure that the right levels of support are in place.
- Carers Hub Plymouth will:
  - continue to provide a quarterly information newsletter for carers which is sent to all carers registered to the service
  - Supports carers to access a range of services to enable them to carry out their caring role
  - Provides advice and information to carers
  - Provides training to carers to help them in their caring role
  - Provides training to professionals to help them understand the role of the carer.
- Efford Youth Service provide support to young carers including activities.
- Advice Plymouth is a universal Advice and Information Service which launched in October 2012 and available for all adults aged 18 and over including carers to access information and advice relating to health and social care and money and benefits advice.
- Plymouth Online Directory launched in 2011 is a website which offers a directory of health and social care support services available to adults living in Plymouth. There is a specific 'carers' link on the website which carers can access and provides the most relevant and available services to support carers in Plymouth. More recently in 2013 the website has also launched a Children's and Families page.
- Plymouth Libraries provide information and support on a range of health and social care issues and services, including:
  - Health books in all libraries
  - Staff trained to help you find good quality health information
  - New Healthzone in the Central Library
  - Plymouth Online Directory of local groups and organisations
  - Health calendar of events in libraries
  - Collections of mood busting books
  - Collections providing information and support for carers in Plymouth
  - Book Prescription Scheme
  - Free computer use, including beginners IT sessions
  - Meeting rooms in libraries available for hire
  - Get into reading community reading groups
  - Friendship groups
  - Home Library Service for those unable to visit the library
  - Monthly Memory Corners hosted by the library service and Alzheimer's Society.
- The Plymouth Parent Partnership website provides information and links to services to help parents and/or carers and is linked to the Plymouth Online Directory of organisations.
- The Common Assessment Framework (CAF) process enables practitioners from all agencies and disciplines to work together and part of their role is to assess and meet the need of young carers who require multi agency support. The CAF team work to support practitioners to gain confidence in working with marginalised groups such as young carers.
- Jobcentre Plus offers a whole range of employment support and advice for carers. This includes working through partnerships with other organisations including the community and voluntary sector and the Department of Work and Pensions working with specialist benefits advisors to support carers in claiming the benefits they are eligible for, challenge incorrect decisions and ensure that the cared for persons benefits are in place.
- The Carers Strategic Partnership Board membership has been reviewed and we have developed an effective framework for giving and receiving carer feedback through carer engagement at Carers Strategic Partnership Board Meetings which supports the delivery of the Carers' Strategy and shaping of services and policies.

- The Carers Map of Medicine is an electronic tool which was developed in 2012 for GP's when they identify a carer to be able to directly refer in to support services for carers available in Plymouth including Carers Emergency Response Service, Carers Hub Plymouth and Young Carers Service
- Adult Social Care and Children and Young People Services are continuing to work with parents whose child is about to go through transition from Children's to Adult services by working with parents before the child reaches 18.
- Use mechanisms such as POD to ensure front line customer service staff are able to support people with advice and information they need regardless of which form of communication they use e.g. telephone, in person, email

## What we aim to do in addition to the above

- Continue to recognise all carers as experts and take their views and expertise into account when planning services
- For health and social care professionals to keep carers, including young carers, informed relating to the care of the person they care for

# OUTCOME 2

## MENTALLY AND PHYSICALLY WELL AND TREATED WITH DIGNITY

Carers have told us that it is easy to feel cut off from the community and that the caring role can cause anxiety and stress. Through the community and voluntary sector there are various groups and support networks to alleviate this sense of isolation.

### Peer and community support

The community and voluntary sector provide a significant number of support groups for carers across the city which includes those run by:

- Carers Hub Plymouth
- Stroke Association
- Barnardos
- Plymouth Youth Club
- Alzheimer's Society
- National Autistic Society
- Your Child Your Voice

### Need for counselling

Carers Hub Plymouth provides counselling and emotional support specifically for carers. Further one to one support and support groups can also be accessed by carers.

Counselling is also available in some schools for young carers but this is not a consistent approach across all schools.



## Health and wellbeing

Ensuring that carers are able to access and shape services that support them to stay mentally and physically well is vital through health checks and well-being services, liaising with GP surgeries to ensure that they understand the role of carers and their needs and providing a holistic approach to promoting well-being and reducing stress and exhaustion.

## Emergency planning and support

By supporting carers to have plans in place to help them prevent or cope with a crisis, and that support is available should such an emergency arise gives carers peace of mind and ultimately can support them to stay mentally well.

## What do we do now?

- Carers Hub Plymouth offers free counselling and emotional support and provide a number of drop in support groups for carers aged 18 plus which funded through Health and Plymouth City Council.
- Improve the physical and mental health and wellbeing of children and young people through a commissioned service to support the most vulnerable young carers.
- Carers can be referred to counselling directly by their GP through the GP Map of Medicine.
- Simply Counselling are also funded to provide counselling for stroke survivors and their carers.
- The Youth Service provide a weekly youth club for primary and secondary age young carers to enable them to meet other young carers and receive advice from keyworkers.
- Young carers have the opportunity to receive additional support to improve their health outcomes via a small grants scheme which currently provides funding to a range of provision including support in school, therapeutic support and outdoor activities.
- Relate are commissioned to provide therapeutic support for targeted secondary age pupils, including young carers.
- Carers Emergency Response Service provides carers with the opportunity to set up a contingency plan of care should an emergency arise and they are unable to provide the care they normally do for the person they care for.
- Tailor existing drop in groups provided by Carers Hub Plymouth around the needs of carers for example carers caring for someone with autism.

## What we aim to do in addition to the above

- Increase the awareness of emergency planning initiatives
- Develop knowledge of the impact on adult carers caring for someone with hidden harm issues – mental health and substance misuse – and ensure services are able to provide support.
- Develop knowledge about the impact of carers having mental health and substance misuse issues about hidden harm to understand the impact of mental health and substance misuse on carers and use this to develop services to meet need.
- Expert Patient Programme - to review if the Plymouth programme should include carers.
- Keep carers well by implementing Carers Health and Wellbeing Checks.



# OUTCOME 3

## NOT FINANCIALLY DISADVANTAGED

Ensuring that carers are not financially disadvantaged means putting services in place to help carers access and sustain employment and to keep them well informed about benefits and financial choices.

### Money and Benefit Advice

This intervention is about ensuring that carers have access to advice, information and support on issues such as benefits and other financial matters which could help them avoid being financially disadvantaged as a result of their caring role. This could be through debt counselling, help with managing their finances or support with benefits applications and appeals.

### Work and Training

The 2001 Census reported that there approximately 6 million carers in the UK and 80% or 4.4 million are of working age. 1 in 5 carers have left or turned down a job due to caring responsibilities. Analysis of the 2001 Census shows a strong correlation between caring and being in a workless household.

Specific analysis of data from 2011 Census relating to employment has not yet been released.

Studies have provided evidence that there are a significant proportion of carers who would like to work but the opportunities available to them are restricted or they are unable to finance replacement care whilst they take the necessary steps back into employment.

As a result of the National Carers' Strategy Jobcentre Plus has a key commitment to improve the help and advice available to carers wishing to enter or re-enter the labour market.

Carers are often out of the labour market for long periods of time and many will need support to overcome the challenges they face combining their caring role and returning to work. Lack of confidence, self esteem and skills can add to the barriers experienced by carers looking to return to work. With the right support, advice and multi agency approach carers can engage with employment related activities and progress towards or into work.

Jobcentre Plus works with a large number of employers across the county and is able to offer a range of support to employers who recruit from disadvantaged groups.

Carers who access employment support from Jobcentre Plus can do so on a voluntary basis (unless they are on a mandatory support programme due to other circumstances).

To meet commitments to the UK National Carers' Strategy Jobcentre Plus has introduced:

- Care Partnership Managers in every Jobcentre Plus District throughout the UK.
- Specialist training for Jobcentre Plus Advisers who work with carers.
- The introduction of Work Preparation Support for carers to provide carers with access to appropriate training and employment support.
- Replacement care costs to cover attendance at interviews with the jobcentre, training or a work trial.





### Brokerage and support planning

Support planning can empower carers and the people they care for to make choices by providing them with independent advice and facilitating the use of personal budgets or direct payments in the best way possible to meet their individual needs.

The council commissions A4e to support people to manage their personal budgets.

### What do we do now?

- Offer comprehensive advice and information to all carers, including young carers, to support with housing, maximise income and promote financial inclusion through the Carers Hub and Barnados.
- Job Centre Plus will continue to support carers where this need is identified and continue to work in partnership with Carers Hub Plymouth to raise awareness of carers.
- One of the key functions of the Advice Plymouth Service is to deliver money and benefits advice to adults over the 18 including carers; this may include benefit checks, support with benefit applications and appeals.

- Carers Hub Plymouth offers carers over the age 18 access to the Carer Support Fund. Carers can use monies allocated to them to support them to take a break from caring which may include access to discounted leisure opportunities at the new Plymouth Life Centre
- Job Centre Plus advisers are able to offer and provide 'better off in work' calculations which could be valuable to carers thinking of returning to work.
- Jobcentre Plus support carers who wish to go on a training courses or improve their learning and help to prepare them to return to work through:
  - Skills training, courses, qualifications and funding
  - Work focussed support
  - A work programme
- Careers South West supports young people aged 13 to 19 by providing independent and impartial information, advice, guidance and practical help for those young people who are vulnerable, including young carers and can also help young people up to the age of 25 if they have special educational needs.

### What we aim to do in addition to the above

- Ensure carers area able to access financial inclusion and employment advice services.
- Develop and implement a discount scheme for carers through the Carers Hub Plymouth Service.
- Develop a recognition and discount scheme for young carers to support them to access leisure facilities.
- Provide specific advice for parent carers around accessing appropriate child care and flexible working, in line with the Equality Act 2010.

## OUTCOME 4

### ENJOYING A LIFE OUTSIDE OF CARING

"Carers should have the opportunity and space they need to participate in activities outside of their caring role" (Carers at the heart of 21st century families - 2008).

Personalisation means providing everyone, including carers, with choice and control over services impacting on their lives.

The Carers Equal Opportunities Act (2004) has made it a duty for local authorities to take carers needs into consideration. Carers have told us that they need regular breaks to help them access employment leisure and training opportunities.

### Breaks

Breaks or time off from caring are vital for carers. Whether it's an hour every day, a couple of hours a week or a two-week holiday, we all need some time to ourselves, and carers are no exception. Breaks for carers are meant to give them time off from their caring role as well as enable them to do something they want to do for themselves.

Breaks from caring are important because of the potential health consequences of being a long-term carer. Research suggests that carers who provide high levels of care are more than twice as likely to have poor health than people with no caring responsibilities.

### Activities

Carers can access breaks through range of activities which are provided by a number of community and voluntary organisations which are funded by the local authority and health including:

- Days out and trips to various locations during Carers Week and throughout the year (some activities may include taking the cared for person as well).
- Youth clubs and organisations provide a range of activities for young carers for example sailing clubs.
- Support groups and drop-ins.
- Information days.





# OUTCOME 5

## CHILDREN THRIVING, PROTECTED FROM INAPPROPRIATE CARING ROLES

Young carers are often extremely isolated and vulnerable. Some take great pride in the caring task, but many don't realise the impact a significant caring role can have on their lives in terms of anxiety, educational achievement and relationships with peers.

### Education

Young carers need to have access to education and the consistent support and understanding needed to achieve their goals through supporting them to attend and thrive at school, via mentoring and one-to-one support. Young carers often have additional needs as a result of their caring role which need to be considered and supported.

### Emotional and Physical Health

Young carers need to be able to access emotional support during times of high anxiety and beyond, to enable them to have the best possible mental health and emotional wellbeing. Young carers also require support to stay physically well and to be able to take breaks from caring to maintain good health'

### Whole family support

Interventions need to consider providing early and appropriate support to the families of young carers to ensure that children and young people are protected from inappropriate caring roles. This can include family mediation, Family Group Conferencing, parenting support, family activities, partnerships between children's services and adult services and whole-family assessments and care planning.

### What do we do now?

- Barnardos is funded by Plymouth City Council to provide the Young Carers project which:
  - Provides support to a group of the most vulnerable young carers
  - Provides intensive support to help the family to progress so that a child's caring responsibilities can be reduced.
  - Support young carers to use local services such as sports clubs, support groups, and health centres.
  - Provide advice and emotional support through counselling and drop-in sessions
  - Liaise with schools so that teachers can better support their students.
  - Provide opportunities for young carers to take a break from their caring responsibilities, spend time with other young carers and share experiences.
  - Provide opportunities for young carers to learn more about their parent's illness or disability.
  - Act as lead professional or to support aCAF to ensure that the right levels of support are in place.
- Plymouth Youth Service offers young carers a weekly group at Efford Community Centre. Transport is provided and activities range from craft to physical activity and support.

### What do we do now?

- When the person the carer is caring for receives an assessment of their needs, the local authority will determine if they are eligible for support from adult social care. All Councils use the eligibility criteria based on Government's guidance called 'Fair Access to Care Services' (FACS). In Plymouth we provide help to anyone whose needs are determined as 'critical' or 'substantial' using FACS criteria. Therefore if the cared for person is eligible for funding from the council a proportion of the personal budget and support plan of the cared for person will focus on things that will enable the carer to continue in his/her caring role and this could include respite care for the cared for person in order to give the carer time away from caring to access a short break, work, training or leisure opportunities
- Carers Hub Plymouth Service offer carers aged 18 and over:
  - Access to the Carer Support Fund to access leisure, educational, training and other various opportunities which will ultimately support carers to take a break from caring
  - Support groups and regular drop ins
- Parent carers are able to access short breaks, before their child reaches 18, following an assessment of

need in addition to any support accessed through the Carers Hub Plymouth Service and the Carers Support Fund.

- Young carers are offered activities and breaks through youth clubs and a small grants scheme which enables them to access activities designed to improve their mental and physical health.
- The Alzheimer's Society holds a number of Memory Cafes for both the carer and cared for person.
- The Befriending Service, funded by adult social care, supports people over the age of 50 and their carers through one to one activities and befriending and lunch clubs and various activities.

### What we aim to do in addition to the the points (left)

- Continue to ensure that carers are able to spend time doing things they want to do and have social contact.
- Increase the availability of a range of flexible services for the cared for person in order to support the carer to attend training courses and further education.
- Increase short break opportunities for young carers.
- Develop opportunities for young carers to learn new skills.
- Reduce the numbers of young carers who are not in education, employment or training.



- Provide intensive support to young carers. The Early Intervention and Prevention Strategy for Plymouth identifies young carers as a vulnerable group in need of support. The Strategy aims to ensure services respond as soon as possible to the needs of children, young people and families who are 'vulnerable' to poor life outcomes.
- The Common Assessment Framework (CAF) Team enables practitioners from all agencies and disciplines to work together and part of their role is to assess and meet the need of young carers who require multi agency support. The CAF Team holds a database of young carers who have been identified and have a CAF in place and works in partnership with other agencies around the city to encourage the use of the CAF.
- St John's Ambulance are funded to deliver basic first aid course tailored for young carers
- Improving how we identify young carers by continuing to raise awareness of young carers with professionals who work with adults, GPs and schools through the Carers Awareness E-learning programme and GP's Map of Medicine
- The additional needs of disabled children are normally met within a mainstream school setting. Currently a statement of special educational needs (SEN) sets out a child's needs and the additional help they should receive. From September 2014 the Education, Health and Social Care Plan will replace the statement of educational need.
- There are various organisations which provide support to parent carers including Plymouth Parent Partnership, Friends and Families of Special Children disability specific peer groups and Your Child Your Voice.
- We deliver training to school governors to enable them to better understand the needs of young carers – the feedback from the course to date has been excellent.
- Hamaoze House is commissioned to provide support to children and young people experiencing the effects of their parents' substance misuse.
- The Fun and Freedom Group under the umbrella of Friends and Families of Special Children provide support, befriending, advocacy, social and leisure opportunities to young carers. Friends and Families of Special Children currently have 112 young carers on their database ranging in age from 5-21.

### What we aim to do in addition

- Implement a clear transitions pathway for young carers.
- Parents receive timely support for the transition pathway of their disabled child to adult services so that siblings do not have to undertake additional caring roles during this stressful time.
- Increase the use of Common Assessment Framework and pre-Common Assessment Framework across adult and children's services.
- Continue to develop the adult workforce in the city to ensure that professionals understand the impact inappropriate caring has on children and the need to take action to reduce this.
- Develop knowledge about 'hidden harm' to understand the impact of mental health and substance misuse on young carers and use this to develop services to meet need.
- Provide support to schools to better recognise young carers, and provide consistent support for young carers across all schools.
- Continue to embed the Early Intervention and Prevention Strategy across the city to ensure support is offered to young carers at the right time and at the right level by agencies working in partnership to meet the needs of the whole family.
- Develop health and wellbeing checks for young carers.
- Develop a single assessment and referral tool for citywide use for young carers.

## OUTCOME 6

### IDENTIFYING HIDDEN CARERS

Carers can be a marginalised group, however there are groups of carers who may be even more excluded and additional effort is required to identify and reach out to those not in touch with services.

People with complex and limiting long term conditions

There are 'unseen' conditions, for example deafness, where the need for a carer is not clear and so they remain hidden. In addition, people at the start of a long-term condition may need less care but as their condition deteriorates their care needs may increase and a caring role develops. These carers may not be identified at the early stages.

#### Older carers

Older carers can become more isolated and it's more likely that their health will suffer. Extra help is needed to target older carers who are already disadvantaged and may have difficulty navigating and accessing services.

#### Carers of people with mental health issues and dementia

Carers of people with mental health issues may be reluctant to come forward and ask for support because of the stigma associated to the condition.

#### Black and minority ethnic carers

Carers face similar barriers in caring for someone but there are differences faced by carers in the black and minority ethnic communities such as:

- Communication difficulties.
- Need for interpretation and translation services.
- People may not even see themselves as a carer.

#### Young Carers

Children and young people are not always recognised as carers and they may be undertaking a significant caring role at home which is impacting on their ability to enjoy and achieve. Parents of young carers may have issues around drugs and alcohol, mental health problems or a learning disability. In some cases the families will have parents with physical disabilities or siblings with disabilities or other health issues. Hidden young carers often fear that by involving services with their family this will get their parents into trouble.

#### What do we do now?

- All GP practices are signed up to a Carers Charter. There is now a nominated individual in each GP practice who acts as a Carers Champion to ensure that the service offer support to carers at the earliest possible stage before they reach crisis point.



- Each GP practice holds a register of all carers and displays posters and carer identification forms in waiting areas to encourage patients to notify their GPs that they are a carer. The Carers Hub are funded to operate a Carers Protocol so that GPs are referring carers straight into the Hub.
- Plymouth City Council funded services including Advice Plymouth, Stroke Association Community Based Support Service and Alzheimer's Society Dementia Advice and Support Service are encouraged to signpost carers to Carers Hub Plymouth service.
- Simply Counselling are commissioned to deliver counselling specifically for Stroke Survivors and their families including carers. Where carers are identified they are signposted for further support to Carers Hub Plymouth Service.
- Providing better support for carers through the development of a programme of carer awareness training, including face to face and Elearning programme across primary and community care to improve identification of carers and access to support.
- Putting People First includes the expectation that "family members and carers are to be treated as experts and care partners". This means that comprehensive information and support should be readily available to carers at the point people take on the caring role and better support through primary care in identifying carers, providing support including health checks and making sure that carers access the services they need without being passed around the system.

### What we aim to do now in addition to the above

- Increase the number of carers identified through commissioned services.
- Work more closely with partners to identify hidden carers of all ages
- Increase workforce development to agencies across the city to enable them to develop the skills to recognise carers of all ages in their daily work.
- Establish better links with organisations representing people from minority ethnic backgrounds in order to reach out and support carers from black and minority ethnic communities.
- Develop a Carers Strategic Partnership Board communication plan.



## GOVERNANCE AND IMPLEMENTATION

The Plymouth Carers Strategic Partnership Board exists to monitor the progress of the Carers' Strategy, to agree and implement the Strategy Action Plan and to engage with carers and carer organisations in the strategic planning of carer services across Plymouth.

The Carers Strategic Partnership Board membership is made up of representatives from the City Council, NEW Devon Clinical Commissioning Group, Plymouth Hospitals Trust, Carer's Services, Voluntary Sector organisations that support carers and carers groups and organisations.

The CSPB has developed an Action Plan in order to implement all the commitments in this strategy and a performance dashboard that monitors progress towards the strategic objectives.

These documents are available on the website:  
[www.plymouth.gov.uk/homepage/carersstrategicpartnershipboard](http://www.plymouth.gov.uk/homepage/carersstrategicpartnershipboard)



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