

Caring for our Carers

Wirral's Strategy For Carers 2014 -17

'RECOGNISING, VALUING AND SUPPORTING WIRRAL CARERS'

The Vision for Carers in Wirral

Carers in Wirral will feel supported in their caring role, feel valued within their communities and recognised by professionals for their valuable contribution.

Foreword

In the challenging economic times that we have today, it is important that services provided through the statutory, voluntary, community and faith sector groups work together to support the most vulnerable in our society. Carers are amongst those that we want to support. One in eight people living in Wirral provide support to a family member or friend because they have ill health, a disability (physical, learning, mental health), drugs or alcohol problem or are amongst the growing numbers of older people who are frail. We recognise that Carers need to be supported to enable them to continue to carry out their caring responsibilities.

Supporting Carers is not just about services, it is about providing support, information and advice and recognising the valuable contribution that Carers make. It is also about identifying those people who do provide care for another person, even if the majority of those people do not recognise themselves as a Carer.

This Strategy has been co produced with key stakeholders, including Carers and statutory, community and voluntary sector organisations (see page 16). The Carers Strategy sets the scene locally to respond to the requirement for the council to work with the NHS Clinical Commissioning Group, local provider partners (including the Cheshire and Wirral Partnership Trust and Wirral University Teaching Hospital) and independent and voluntary Carers organisations to ensure that Carers are identified, supported and to agree plans and budgets for identifying and supporting Carers.

The visions set out in the Corporate and Strategic Plans for Wirral Council and the Clinical Commissioning Groups are reflected in the commitment to improve the overall health and wellbeing of Carers in Wirral.

“Wirral will be a place where the vulnerable are safe and protected, where employers want to invest and local businesses thrive, and where good health and an excellent quality of life is within the reach of everyone who lives here”.

Wirral Council Corporate Plan 2014 - 2016

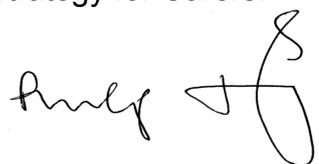
Wirral Clinical Commissioning Group commits to continue to improve health and reduce disease by working with patients, public and partners, tackling health inequalities and helping people take care of themselves.”

Wirral Clinical Commissioning Group Strategic Plan 2013 - 2016

It is with this in mind that we endorse the new Wirral Strategy for Carers.



Graham Burgess
Chief Executive
Wirral Council



Dr. Phil Jennings
Chairman
NHS Wirral



Phil Davies
Leader Wirral Council



Dr Abhi Mantgani
Chief Clinical Officer
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Clinical Commissioning Group

Executive Summary

This strategy will provide a framework with clear commissioning intentions to further improve and develop services to effectively support Carers in Wirral.

It will identify and build on the good work that has already taken place; enhancing the quality of life for the people Carers care for and increasing the effectiveness and efficiency of health and social care services.

This strategy will help to plan and deliver services that reflect the new priorities for Carers in Wirral. It will identify gaps in services, responsibilities and priorities for future developments in line with Government policy.

It recognises the key roles that Carers play in providing unpaid support to family or friends and the impact it has on their health and well-being. While acknowledging that without the support of unpaid Carers, health and care agencies would struggle to provide the level of care that vulnerable people and disabled children need to remain living in their own homes and community.

We will work closely with partner agencies to ensure the successful implementation of this strategy, acknowledging that Carers require more help and support, not only as a Carer but also to have a life outside their caring role.

We will ensure that there is a consistent approach to the support of Carers throughout partner organisations. We will have a co-ordinated approach of all services avoiding duplication and ensuring we have a wide range of services available for Carers. This will also support us in targeting resources against priorities that have been identified through joint working.

The strategy aims to raise awareness and identify the wide variety of Carers that are supporting family or friends. It is aimed at all Carers including parents of disabled children, sibling Carers and young Carers (children and young people under the age of 18 years and caring for another person usually an adult, although it can be another child or young person).

We will identify the links that this document will have with other strategies, such as the Joint Strategic Needs Assessment, Young Carers Action Plan, Wirral Clinical Commissioning Group Strategic Plan etc. This strategy is a working document which will plan and deliver support that reflects the new priorities for Carers in Wirral.

Carers Chapter – JSNA http://info.wirral.nhs.uk/document_uploads/JSNA%202012/CarersDec2012Final.pdf

Wirral Clinical Commissioning Group Strategic Plan 2013 - 2016
<http://www.wirralccg.nhs.uk/About%20Us/our-strategic-plan.htm>

The Vision for Carers in Wirral

Carers in Wirral will feel supported in their caring role, feel valued within their communities and recognised by professionals for their valuable contribution.

The focus for Wirral Council, the Clinical Commissioning Groups and all our partner agencies will be to embrace the vision and build in to their planning processes the following:

- Developing information and services for Carers.
- The Carers role and development.
- Carer involvement and empowerment.

This will be achieved by:

An improvement in recognising and identifying Carers across all agencies; Staff and volunteers will have an awareness and understanding of people who provide unpaid care for others.

- Working towards Carers being able to access services within their communities.
- Improving the support networks for Carers, signposting them to the available support services and encouraging the development of Carer support networks so that they can continue with their caring role.
- Continuing to encourage GP's and other front line staff to identify Carers who can benefit from health checks and utilise preventative techniques such as the Carers Emergency Contact Card.
- Building stronger links to education and training to support Carers, ensuring they feel supported to undertake training or education to develop new skills, continue to work.
- We will promote the rights of working Carers.
- Supporting Carers to maintain a life outside their caring role.
- Promoting community services that are accessible to all people.

Agencies recognising and valuing the Carers expertise in the care of the person; staff will have an appreciation of the expertise of the Carers and their understanding of the needs of the person they care for.

- Adopting the Joint Memorandum of Understanding: supporting agencies in the 'whole family approach', where the needs of the Carer, cared for and the wider family are considered when providing support.
- Identify young people under the age of 18 years who are providing inappropriate care for an adult.
- Ensuring that there is an improved diversity of Carers involved in the design and delivery of services.

- Working closely with all agencies to ensure that services are open and accessible to all Carers. The Carers Partnership Board will review its membership to ensure that Carer representation reflects the diverse range of Carers from different ethnic communities, disability groups and to other Carers who are disadvantaged because of their caring role, in line with the Equality Act 2010.

Who is a Carer? The National Carers Strategy defines a Carer as:

'A Carer spends a significant proportion of their life providing unpaid support to family and potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has a mental health problem or substance misuse problem'.

Linking the National Carers Strategy to Local Needs

Carers make a vital contribution to promoting the wellbeing and independence of the people they care for.

For Carers to have the same opportunities as other members of the public and have a life outside of caring, we need to increase support and recognition for what they do. To do this we need to improve health and social care support, ensure that Carers can access education and leisure opportunities, and ensure that people with caring responsibilities have the chance to work flexibly so that they can combine their working role and their caring role.

For children and young people who provide support to parents or other family members, we need to ensure that they are not providing unreasonable levels of care, and that they have the support they need to learn, develop and thrive.

In November 2010, the Government undertook a refresh to the National Strategy: 'Recognised, Valued and Supported: Next Steps for the Carers Strategy.' This new strategy set out the priorities over the next four years. The aims of the strategy remain more or less the same. However, it now has a strengthened focus on the needs of young Carers and parents of disabled children and the benefits of a whole family approach to supporting Carers.

We will follow the priorities set out in the refreshed National Carer's Strategy, recognised, valued and supported: next steps for the Carer's Strategy these are:

- 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.
- Enabling those with caring responsibilities to fulfil their educational and employment potential.
- Personalised support both for the Carers and those they support, enabling them to have a family and community life.
- Supporting Carers to remain mentally and physically well.

In addition to the priorities above, in Wirral, we will build into our planning and design of support the following:

- Developing information and services for Carers.
- The Carers role and development.
- Carer involvement and empowerment.

For the purposes of accessing services Carers can be placed into one of the following categories:

Adult Carer – This is an adult aged 18 and over who cares for another adult over the age of 18. This includes older Carers, over 65 years.

Young Carer – Children and young people under the age of 18 years and caring for another person usually an adult, although it can be another child or young person.

Parent Carer – Is a parent/s who are caring for a child or young person who is under the age of 18 and who has a disability.

Transitional Carer – Is a parent/s of a young person who is moving from Children's services to Adult services.

Each Carers experience is unique to them but there are common themes and issues that are important to all Carers. Many Carers are in employment or in education and combine work with their caring responsibilities. Some Carers may have a disability themselves and may require services in their own right. In some circumstances, there can be situations where people are providing a mutual caring role, for instance an older couple caring for each other or a person with learning disabilities caring for their parent.

Carers pathway for:

Adult Carers

Where a referral is being made, either from WIRED to the Department of Adult Social Services or from the Department of Adult Social Services to WIRED the same assessment will be completed and the Carer will be given a copy to present to the relevant agency. An information sharing protocol between WIRED and Wirral Council has been proposed and is being agreed with the aim that, with the Carers permission, information can be sent between WIRED and the Department of Adult Social Services to ensure the assessment transfers and is agreed by both agencies without either having to re-do the assessment, and to reduce any impact on the Carer.

Young Carers

The Young Carers Advisory Group is currently reviewing the referral process for Young Carers.

Parent Carers

A parent caring for a child with a disability can approach Wirral Children and Young People's Department through the Central Advice and Duty Team and make a request for services for their child. A child with a disability is deemed to be a Child in Need under S.17 of the Children Act 1989 and the department will undertake an assessment to assess the level of need and provide support/services to the child and family. Children with the most complex needs will be assessed and supported by the Children with Disabilities team. A parent can also request an assessment in their own right, and the department will undertake this assessment and consider the parents and child's needs jointly.

Not all parents of a child with a disability want the support of a social worker and organisations such as Wirral Family Forum are available to provide advice and support to parents.

With this in mind, Wirral has also developed a range of Short Break Services, which families can access and provide parents and children with a range of services that provide parents with breaks from the caring role and children and young people with an opportunity to participate in activities. Wirral has developed these services in consultation with Wirral Family Forum and the majority of services can be accessed directly by parents without the need for a social care assessment. A new range of services has recently been commissioned and a short breaks directory setting these out will be published shortly.

Transitional Carers

Young people with complex disabilities, approaching their adulthood who are in receipt of additional support from Children's Services will receive support from Transition Services to assess their eligibility and relevant support from the Dept of Adult Social Services. As part of this adult assessment a Carer's Assessment will be undertaken to determine the level of required support to the carers; this will generally be delivered via support provision to the young person through their Personal Budget

Carers Legislation

There are three specific pieces of legislation for Carers rights, below is a brief summary of the Acts:

Carers (Services and Recognition) Act 1995

This Act introduced the right for Carers, who provide or intend to provide substantial and regular care, to request a Carers Assessment when the person they care for is being assessed, the Carers Assessment takes into account the Carers own needs.

Carers and Disabled Children Act 2000

This Act reinforced the right of Carers to an assessment of their own needs even if the person they care for is refusing either an assessment or services. It also introduced the power for Local Authorities to provide Carers Services to meet their assessed needs and to charge for those services.

Carers (Equal Opportunities) Act 2004

This Act placed a duty on Local Authorities to inform Carers of their right to a Carers Assessment and that the assessment must take into account whether the Carer is in employment or wishes to work; is involved in or wishes to take up education, training or leisure activities.

There are several other pieces of legislation including the Chronically Sick and Disabled Persons Act 1970, the NHS & Community Care Act 1990, Work and Families Act 2006 and the Equality Act 2010 that include support and rights for Carers.

The Draft Care Bill is expected to become legislation in 2014 and implemented in 2015. This Bill will bring together all the separate pieces of legislation from the last 60 years into one statute. The Draft Bill proposes to strengthen the rights of Carers by ensuring that all Carers are entitled to an assessment of their own needs and their right to Carers Services.

The National and Local Picture

The National picture shows that there has been a steady increase in the number of Carers in the UK over recent years. At present, nearly 6 million Carers equate to 1 in 10 people or 10% of the population. Of these Carers, 1.25 million are adult Carers, caring for someone for more than 50 hours per week. There are 175,000 young people caring for a loved one in

the UK and of these 13,000 provide over 50 hours of care per week. The economic value of the contribution that is made by Carers in the UK is £119 billion per year.

The Local picture, as recorded from the national census 2011, shows that in Wirral there are 40,340 Carers. In the census in 2001 the number of Carers in Wirral was 37,454, this is an increase of 2,886 over 10 years. This equates to 1 in 8 people or 12% of the population in Wirral are Carers. For the future development of services for Carers, it is interesting to know that of the 40,340 Carers in Wirral:

Number of hours Support provided	Up to 20 Hours	Between 20 – 49 Hours	50+ Hours
No of People	23,879	5,768	10,693
Percentage	59.2%	14.3%	26.5%

The Joint Strategic Needs Assessment (JSNA) for Wirral has a comprehensive Carers chapter that contains much more detail based on information from the census, surveys and research. The JSNA is a working document and is therefore updated periodically. Not wanting to duplicate the information here, the reader should refer to the JSNA in conjunction with this strategy.

Carers Chapter – JSNA http://info.wirral.nhs.uk/document_uploads/JSNA%202012/CarersDec2012Final.pdf

Carers UK and the University of Leeds Valuing Carers 2011: Calculating the value of carers support <http://www.carersuk.org/professionals/resources/research-library/item/2123-valuing-carers-2011>

Office of National Statistics Census 2011 <http://www.ons.gov.uk/ons/rel/census/2011-census-analysis/provision-of-unpaid-care-in-england-and-wales--2011/art-provision-of-unpaid-care.html>

Developments Achieved from the last Wirral Carers Strategy

There are a number of advancements that have been developed to provide support to Carers in Wirral, these include:

- **Emergency Contact card scheme** – The Emergency Contact card for Carers informs others that someone is heavily dependent on them. It provides reassurance to the Carer that in the event of an emergency or crisis involving the Carer that alternative support can be put in place for the cared for. The card is provided through Wired and details of the scheme can be accessed through the Carers Helpline 0151 670 0777.
- **Carers Association** – This is a group of current or former Carers who are interested in contributing towards moving issues forward that relate to Carers in Wirral. The group meet on the last Wednesday of every month and welcome new Carers.
- **Carers and Personalisation** – There has been support given through Personal Budgets by providing short breaks through the assessment process for those who are eligible by the Fair Access to Care Services criteria. Carers can also access Carers Breaks through a GP referral to Wired Carers Short Breaks Programme.
- **Assistive Technology** – more Carers and the people they care for have benefited from the use of Assistive Technology.
- **Carer Involvement** – many Carers were involved in the accreditation and commissioning of new providers for Supported Living. Carers have also been extensively involved in the Transformation of Day Services and the development of the Cheshire and Wirral Carer Strategy for Cheshire and Wirral Partnership Trust.
- **Information** – a range of specific information to Carers have been produced such as the Wirral Carers Guide, foldaway booklets about services for Carers and the cared for.
- **Wirral Family Forum** - a parent carer led organisation, linked into the national parent participation network, working with parent Carers to influence service provision and working in partnership with services, The forum is open to all parent Carers of children with special needs aged 0-25.

The Wirral Family Forum also provide support through a support group called Small Steps that meet weekly

What needs to be done next?

- We will implement an Action Plan to deliver on the intentions set out in this Strategy for Wirral Carers.
- Identify gaps in services from the Mapping exercise.
- Compile a comprehensive list of services and support relevant to Carers.
- Establish the multiagency Carers Partnership Board; this group will be responsible for monitoring the implementation of the strategy.

- Improve the customer journey and understanding across all agencies by promoting Carer awareness and strengthen links within and across agencies.
- We will continue to identify 'hidden Carers', including Young Carers, Carers of people from Black Racial Minority communities and Carers of people who misuse substances.

CARERS ACTION PLAN

In Wirral we recognise that to achieve the priorities set out in the 'Wirral Carers Strategy' the following areas will need to be promoted and developed. A set of Actions will be drawn up using the following areas:

- 1) Ensuring that there is an improvement in recognising and identifying Carers across all agencies.
- 2) Working towards Carers being able to access services within their communities.
- 3) Improving the support networks for Carers to ensure that they receive the appropriate support so that they can continue with their caring role.
- 4) Improving the health and wellbeing of Carers.
- 5) Ensuring that Carers feel supported to undertake training or education, continue to work or to develop their skills which will assist them to join the workforce.
- 6) Supporting Carers to maintain a life outside their caring role.
- 7) Working towards agencies recognising and valuing the Carers expertise in the care of the person.
- 8) Supporting agencies in adopting the 'whole family approach', where the needs of the Carer, cared for and the wider family are considered when providing support.
- 9) Ensuring that there is an improved diversity of Carers involved in the design and delivery of services.

Commissioning

The importance and value placed on unpaid Carers in Wirral is shown with the ongoing provision of Carers Support Services that are available. Despite the budget restrictions and the need to make savings in both Health and Social Care, there will be a commitment to providing support to Carers. We will also look at developing new arrangements to fill in the gaps to ensure a more rounded support network for Carers.

The implementation of 'Wirral's Strategy for Carers 2013 – 2016', all stakeholders will agree the priorities for Carers services over the next three years. Over the years, Carer's services in Wirral have been individually funded by the Department of Adult Social Services, Children and Young People's Services and NHS Wirral. We will be moving towards developing pooled budgets to ensure that there is no duplication of commissioned services. We will review current contracts and build in to that process more robust monitoring arrangements and joint reviews.

In addition to Carer specific support, community care services are commissioned for the cared for person, which benefit the Carer to have a break from their caring responsibilities.

Links with other Local Strategies

The issues that affect Carers do not fit neatly into one box and cannot be dealt with by one service or organisation. Carers support people who have a long-term illness and disability, learning disabilities, mental illness, alcohol and substance misuse. Their age range will vary; they can be caring full time, part time, working, in education or retired. Caring can affect all of us at any time of our lives and therefore this strategy must link closely with the other strategies and plans relating to children and young people and adults.

These will include the Joint Strategic Needs Assessment, the Early Intervention and Prevention Strategy the Dementia Strategy, Wirral Clinical Commissioning Group Strategic Strategy, BME Health and Social Care Strategy and the End of Life Strategy.



We will work together with our partners to make sure that all the strategies meet the needs of Carers.

Reviewing the Strategy

This strategy is a working document and will be under continuous review by the Carers Partnership Board.

The development of the Carers Partnership Board is an opportunity for Carers to work alongside Commissioners and Providers to develop future support and services for Carers.

Carers Survey

Through regular consultation and involvement on working groups and events, Carers, former Carers and their representatives have said what is important to them, and what they need to continue caring for their loved ones.

We will use the annual Carers survey to monitor satisfaction of social care services

- The survey was carried out between Sept 2012 to Nov 2012
- 2 out of the 3 targets that we have for Carers were achieved, these relate to the outcome framework and Corporate Plan.

Corporate Plan targets met in the 2012 survey were:

The number of Carers reporting being quite, very or extremely satisfied with services is **62.5%**; this exceeds the Corporate Plan target of **58%**.

The number of Carers reporting being sometimes, usually or always involved or consulted is **61.8%**; this exceeds the Corporate Plan target of **55%**.

Corporate Plan target not met:

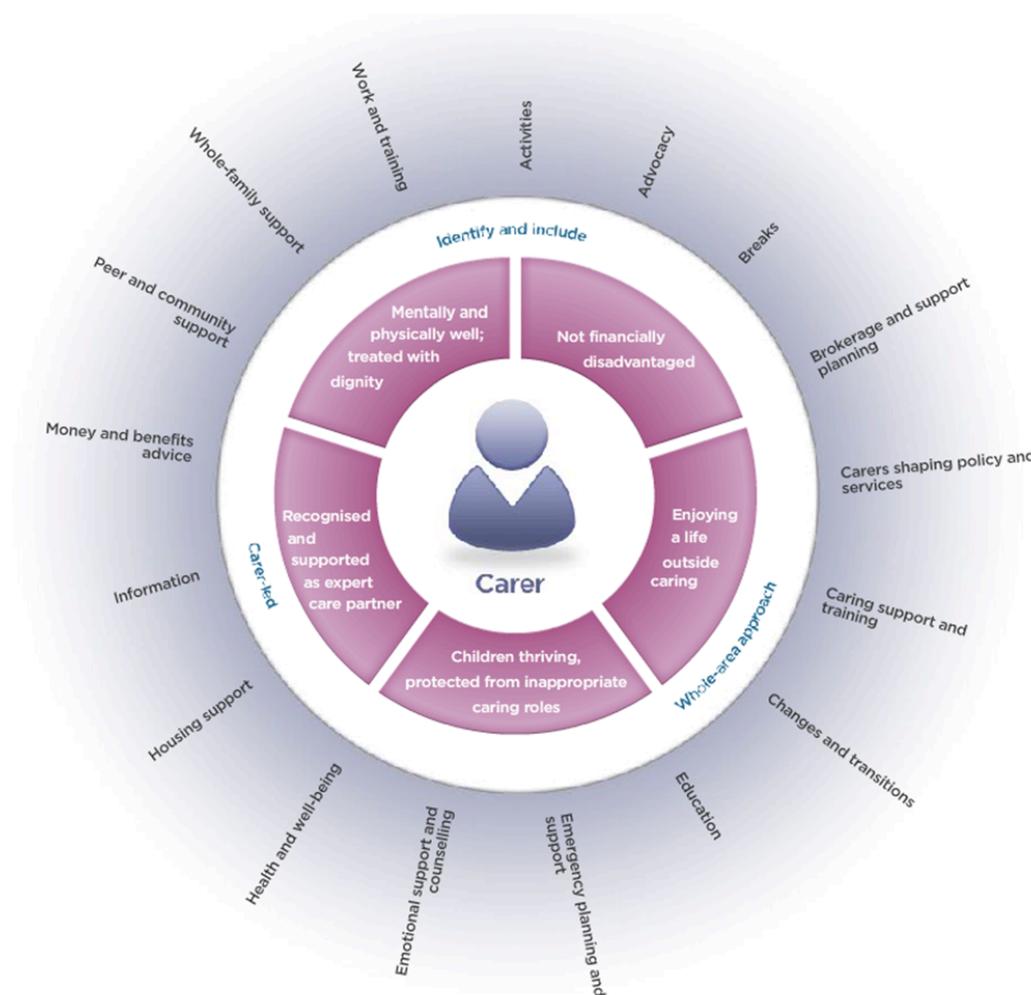
The number of Carers finding it fairly or very easy to find information or advice about support, services and benefits in the last 12 months is **37%**; this is below the Corporate Plan target of **40%**.

Mapping existing services

In developing the Carers Strategy we have started to map existing services for Carers, using the Carers Hub below, which was developed by the Carers Trust to meet the outcomes of the National Carers Strategy. This piece of work will be on-going as new services develop and some come to an end. Services have been asked to categorise the support they offer into the following groups:

1. **Primary**- services provided directly to or for the Carer
2. **Secondary** – support for the Carer and cared for
3. **Tertiary** – break/holiday or other service for the cared for – which by default gives the Carer a break
4. **Universal Services** – services that are available to both the Carers and the cared for, although not specifically designed for Carers or the cared for and available to a significantly wider cross section of the population

Model of Carers Comprehensive Support – Carers Trust



Model of Comprehensive Carers Support – Carers Trust www.carershub.org

Acknowledgments

We would like to thank the following people for assisting in the development of the Wirral Strategy for Carers:

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Appendix

Consultation Responses

A 12-week consultation on Wirral's Strategy for Carers took place between June and the end of August 2013. A Consultation Report is available on the Council Website. There were some comments made that are outside of the remit of the Carers Strategy, these include reference to Welfare Benefits, the Welfare Reform and funding to Local Authorities. Understandably, these are all issues that have an impact on Carers and the people they care for.

What people said:

Support, Services and Short Breaks (respite)

- Many respondents expressed the importance of respite and having some time to themselves.
- Support for working Carers was highlighted as an issue by some Carers.
- Carers said that they wanted to be recognised by professionals and involved in decisions made around the care of their relative or friend.
- People said that they did not know what services are available.
- Some Carers commented that there were not suitable services available to enable them to take a break from caring.
- Comments were made on the quality of services, there were some examples of people receiving an excellent service but there were also comments made where a service has not provided the quality expected.
- Carers commented they need to feel confident that a service will be able to understand the needs of the person they care for.
- Some Carers said that they feel isolated and vulnerable.
- You said that all Carers are different and do not all need the same support and there needs to be a range of support available.
- People said that they were passed "from pillar to post" when trying to access information or services.
- Some people said that the referral and assessment process took too long.

Consultation and Involvement

- Involving Carers and the people they care for in monitoring and developing services.
- Some people expressed cynicism about consultation processes and whether their "voice will be listened to".
- Many people welcomed the intentions set out in the Wirral Strategy for Carers.

- The Vision for Carers was broadly accepted.

Health and Social Care

- Regular health checks for Carers and people with disabilities need to be further developed via the GP.
- People commented that health and social care organisations need to work more closely together.
- Many Carers referred to the reduction in health and social care budgets; changes to Carers Personal Budgets and the Welfare Reform.
- Negative comments were made about complaints systems in health and social care organisations.

What we will do:

Support, Services and Short Breaks (respite)

- Look at good practice models of support, services and short breaks in other areas.
- Work with our partner agencies to identify Carers earlier and offer appropriate support. There will be a greater emphasis on early intervention and prevention, and promoting independence.
- We will continue to map services and support that is available in the community.
- We will attempt to achieve the 'No wrong door' approach, so that people are not passed from one service to another to get the right information.
- There will be a greater emphasis on the monitoring of funded services. Healthwatch has a role in monitoring the quality of services. We will use this information to monitor service delivery.
- We will work together to improve the referral and assessment process.

Consultation and Involvement

- Involving Carers and the people they care for in the design, delivery, commissioning and evaluation of services will form part of the Action Plan.
- The progress of the Wirral Strategy for Carers will be monitored through the Carers Partnership Board, reported through a variety of media including the Wirral Council website, the Carers Newsletter and the voluntary, community and faith sector organisations.

Health and Social Care

- The NHS Community Trust already has a role in providing health checks for Carers. We will work with them to promote the service.
- Work has already begun to look at how health and social care services can work in a more integrated way. This approach will focus on the better use of resources that will not just deliver more cost effective services; it will deliver better outcomes for people living in Wirral.
- Wirral Council, the Clinical Commissioning Groups and other health partners will continue to work together to reduce expenditure and improve efficiencies where possible.
- As part of the work around integration of health and social care services, we will look at making the complaints procedure more accessible to people who need to use it.