



# CARERS STRATEGY 2010/13

Putting Carers first in Plymouth



## Adult Social Care

Choice, Control, Independence

Plymouth Children and Young People's Trust



# CONTENTS

Introduction	4
Who is a carer?	4
Why do we need a strategy?	5
Carers Legislation and Timeline of Support to Carers	5
Future Direction of Carers Support	5
Key priorities taken from the Compass	6
Carers in Plymouth	7
Services for Carers	9
Consultation and involvement	10
Identifying hidden carers	11
Providing information and advice	17
Recognition of carers	18
Life of their own – time away from caring	19
Providing emotional and practical support	21
Training and support to care	24
Financial security	26
A voice	27
Employment, learning and leisure	29
Young Carers	31
Transition from Children's to Adult services	36
<b>Appendix One</b>	
Recommendations for Commissioners following consultation with Carers	37
<b>Appendix Two</b>	
Older Carers in Plymouth	40
<b>Appendix Three</b>	
Carers Strategic Partnership Board - Governance Framework and Terms of Reference	42

# INTRODUCTION

## 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, illness or disability.

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.

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 and limit their social life.

Carers are a diverse group and have a range of caring situations...

## Why do we need a strategy?

There are over 5.2 million carers in England and Wales and 24,058 in Plymouth who identify themselves as unpaid carers - this includes 8970 stating that they provide more than 20 hours of caring per week to someone. They are referred to as the forgotten army of the health and social care system.

- The value of carer support is estimated as the same as the total of UK spending on health - over £87 billion
- In Plymouth there is a gap between levels of service for carers and the estimated need, with two thirds being older carers
- People providing high levels of care are twice as likely to be permanently sick or disabled
- 58% of carers are women and 42% are men (Carers UK 2007)

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 taking 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, role with regards to carers, 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.

## Carers Legislation and Timeline of Support to Carers

Developments over the last 23 years in supporting carers nationally and locally:

1986 Section 8 of Disabled Persons (services consultation representation) Act – this requires local authorities to have regard to the carers ability to provide or continue to care.

1995 Carers (Recognition Services) Act gave carers a right to an assessment and required local authorities to take this into account when deciding which service to provide.

Carers and Disabled Children 2000 enhanced carers right to an assessment even when the cared for person refused an assessment or delivery of services. Carers should be able to access services in their own right.

In 1999 the government launched a National Strategy for carers 'Caring for Carers'. At the same time, standard 6 of the National Strategic Framework for Mental Health set down "all individuals who provide regular and substantive care for a person on Care Programme Approach should have an assessment of their caring physical and mental health needs".

Carers and Disabled Children's Act (2000) reinforced the right to an assessment for parent carers and 16 and 17 year old carers.

Carers Equal opportunities Act 2004 Carers assessments must consider the leisure training and work opportunities of all carers.

2006 Plymouth published its local carers strategy and 3 year priorities.

## Future Direction of Carers Support

"Our Health Our Care Our Say" (2006) sets out the future for the NHS and statutory social services. It includes the priorities needed for these sectors to support carers. Promising a new deal for carers it led to an update of the National Carers Strategy in 2008 "Carers at the heart of 21st Century Families" which provides further reinforcement of the role of primary care, (GP and community services) in supporting carers. "Carers will be respected as expert care partners and will have access to integrated and personalised services they need to support them in their caring role" (Carers at the Heart of 21st Century families and Communities – DOH 2008).

Key commitments include improvements in the following areas:

- Information and advice services
- Additional breaks provision
- Better NHS support for carers through GP practices
- Employment and skills support
- Strengthening of emotional support services
- Greater support to young carers
- Emergency support to carers in their own home
- Listening to carers
- Training support to carers
- Training support to professional in contact with carers

In 2007 the government published its plans for the transformation of adult social care services across all departments called Putting People First. This document sets out the intention to introduce a more sustainable and person centred system for social care. This will require authorities to invest in early intervention and prevention to enable more people to live independent lives for longer and also

to support individuals, (service users and their carers), to take more control over the type of services they receive and how they are delivered. The focus of support through this revision of our carers strategy will align our approach with that of Putting People First agenda.

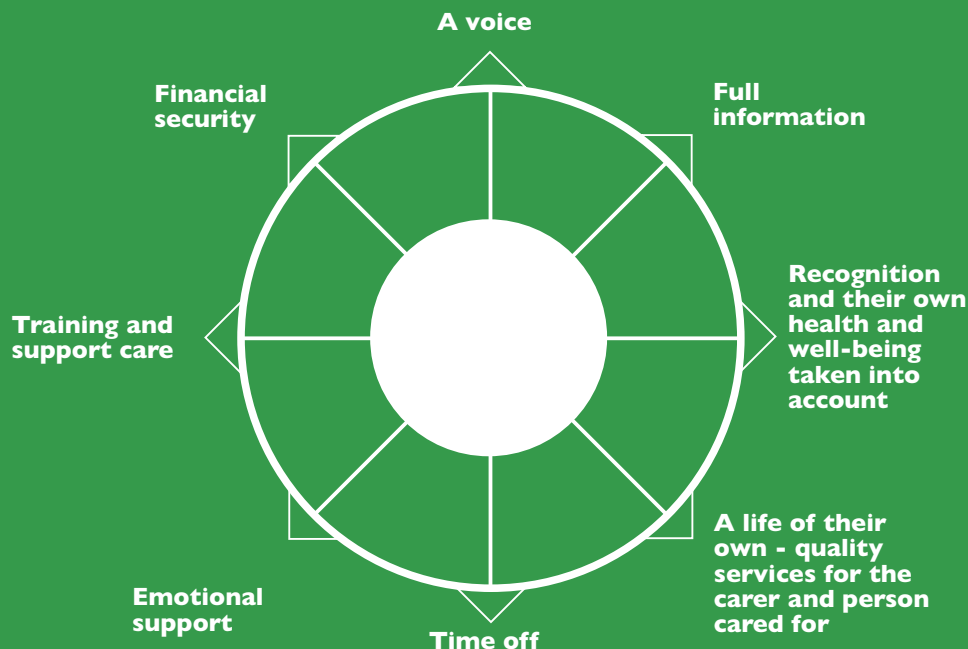
Our strategy will deliver the following objectives:

- Reflect national policy and good practice
- Deliver person centred services for carers in line with Putting People First
- Support health colleagues in recognising and supporting carers in the city

### Key priorities taken from the Compass

The Carers Compass (King Fund 1998) sets out a framework based on research that reflects the priorities expressed by carers.

Under each of The Compass headings, this document highlights progress made since the publication of the Plymouth 2006-2008 Carers Strategy and proposes priorities for future development.



# CARERS IN PLYMOUTH

Based on the national Census 2001 there are likely to be well over 23,000 carers in Plymouth and this fluctuates each year with people who are new to caring and those whose caring role ends.

The number and percentage of carers aged **16 plus** who provide 50 or more hours of care a week within each ward area of Plymouth (Census 2001).

Areas in Plymouth	Total number of people aged 16 +	Total number of carers	percentage of carers providing 50+ hrs a week
Budshead	9,583	1,259	26.37%
Compton	9,190	1,186	17.71%
Devonport	10,250	1,139	31.96%
Drake	6,438	490	24.29%
Efford & Lipson	10,359	1,240	28.15%
Eggbuckland	10,011	1,341	23.64%
Ham	10,097	1,369	32.94%
Honicknowle	10,584	1,541	35.89%
Moorview	9,622	1,267	26.05%
Peverell	10,133	1,341	19.54%
Plympton Chaddlewood	6,133	628	16.24%
Plympton Erle	6,875	893	21.28%
Plympton St Mary	9,574	1,368	18.93%
Plymstock Dunstone	9,970	1,376	19.91%
Plymstock Radford	9,366	1,388	21.54%
Southway	9,789	1,230	25.85%
St Budeaux	9,717	1,271	30.45%
St Peter & the Waterfront	9,892	996	26.31%
Stoke	9,494	1,057	24.60%
Sutton & Mount Gould	10,304	1,027	26.39%
Plymouth	187,381	23,407	25.24%

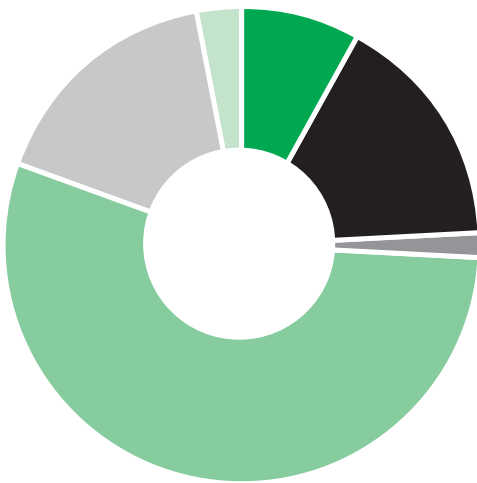
- There are 23,407 carers in Plymouth from a total population of people aged 16 plus of 187,381
- There are 213 young carers under the age of 18
- 12.5% of the total population aged 16 and over are carers
- 62% provide between 1 and 19 hours of care a week
- 13% provide between 20 and 49 hours of care a week
- 25% provide 50 or more hours of care a week

The number and percentage of carers aged **65 plus** who provide 50 or more hours of care a week within each ward area of Plymouth (Census 2001)

Areas in Plymouth	Total number of people aged 65 +	Total number of carers	Percentage of carers providing 50+ hrs a week
Budshead	1,953	240	38.75%
Compton	1,680	232	37.50%
Devonport	1,528	146	48.63%
Drake	710	76	51.32%
Efford & Lipson	1,740	189	36.51%
Eggbuckland	2,373	311	36.01%
Ham	2,271	258	43.80%
Honicknowle	2,410	292	53.77%
Moorview	1,616	192	46.35%
Peverell	2,103	278	35.25%
Plympton Chaddlewood	561	54	29.63%
Plympton Erle	1,393	174	33.91%
Plympton St Mary	2,004	275	38.18%
Plymstock Dunstone	2,401	325	35.69%
Plymstock Radford	2,325	312	33.65%
Southway	1,856	218	44.50%
St Budeaux	1,723	199	52.76%
St Peter & the Waterfront	2,218	179	40.22%
Stoke	1,661	172	45.93%
Sutton & Mount Gould	1,635	187	41.18%
Plymouth	36,161	4,309	40.82%

- There are 4,309 carers in Plymouth from a total population of people aged 65 plus of 36,161
- There are 39 carers over the age of 90
- 11.9% of the total population aged 65 and over are carers
- 47% provide between 1 and 19 hours of care a week
- 12% provide between 20 and 49 hours of care a week
- 41% provide 50 or more hours of care a week

# SERVICES FOR CARERS



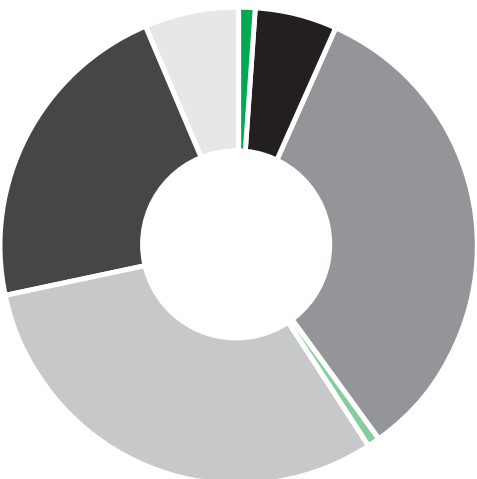
**Percentage of spend from Carers Grant to provide services for carers throughout 2009/10**

Befriending services	7.45%
Carers Champions	14.88%
Counselling services	1.51%
Direct services	49.96%
Emergency response service	15.11%
Grants to other organisations	2.65%



**Percentage of break/services provided to carers throughout 2009/10**

Befriending services (FAC eligible)	15.96%
Befriending services (Non FAC eligible)	37.40%
Carers Champions services	22.64%
Counselling service breaks	6.00%
Direct services	14.06%
Emergency response service	0.52%
Respite breaks	3.40%



**Percentage of carers who have helped through these services throughout 2009/10**

Befriending services (FAC eligible)	1.13%
Befriending services (Non FAC eligible)	5.56%
Carers Champions	33.48%
Counselling services	0.68%
Direct services	31.07%
Emergency response service	21.74%
Respite breaks	6.34%

# 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. 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

## Local involvement in developing the strategy for Plymouth

In the development of this strategy, there have been 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

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 this strategy.

On completion of this strategy a consultation event will be held providing carers with a further opportunity to comment and suggest changes.

One of the recommendations arising from developing the strategy is the need to review the framework for carers giving and receiving feedback.

Plymouth City Council has reviewed the membership of the Carers Strategic Partnership and Planning Group (CSPPG) and will be establishing a Carers Forum to influence service design and feed into the Carers Strategic Partnership Board which is at strategic level.

### (Colour Key:

- Green** Progress so far,
- Black** Moving toward and
- White** Future Development)

The diagram below shows where we are in relation to carers feeling involved and influencing services in Plymouth. This strategy will help to ensure that carers are fully involved in shaping future services.

<b>Empowerment</b> Carers feeling more in control
Partnership and planning
<b>Consult</b> What's important to carers
Gathering information and feedback
Information sharing

# 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**

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.

Community Nurses and therapists are often in regular contact with carers and could support them to access services. Often carers are not seen as true partners and don't get the recognition they deserve by health and social care professionals. In Plymouth progress in developing a more integrated approach to supporting carers is limited, with pockets of good practice with health staff having a limited involvement in the assessment.

## **Older carers**

Older carers can become more isolated and it's more likely that their health will suffer. Extra help may be needed to target older carers who are already disadvantaged and may find 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:

## **Good practice**

Carer Awareness training has recently been extended to Learning Disability Community Inclusion Workers to undertake carer reviews whilst reviewing peoples care plans.

Plymouth City Council fund Carers Champions who work closely with adult social care to find hidden carers, signpost to services and increase the take-up of carers assessments.

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

### **What do we do now?**

We run Carer Awareness training for adult social care, Health and community and voluntary sector agencies. Training sessions have also been delivered to student nurses, social work community teams and to staff at Derriford hospital

- Each GP practice holds a register of carers and displays posters and carer identification forms in waiting areas to encourage patients to notify their GPs that they are a carer
- There are good links with The Plymouth Chamber of Commerce to raise awareness in the workplace
- Social care staff receive carer awareness training as part of their induction. This training is delivered through the community and voluntary sector commissioned service called Carers Champions
- Adult social care has a Carers Team and their primary role is to aid and facilitate other professionals to undertake carers assessments. They will also complete carers assessments where the carers situation is more complex. Also there are plans to expand the role to work more closely with the health staff in primary care teams. The carers team attend and organise events to publicise the services provided at events such as the Respect Festival and Plymouth Pride
- Plymouth City Councils Specialist Dementia Care Service identifies carers and has a nominated worker from the carers team who undertake carers assessments as part of their service
- The Alzheimer's Society and the Stroke Association offer home visits to carers for advice and support
- Sheltered Housing Officers are encouraged to think about carers and opportunities for referring them for advice or support
- Carers services team have promoted carers advice and service information at numerous events including the Plymouth Respect and Plymouth Pride festivals

### **Good practice**

Annually a cultural lunch is held during Carers Week to seek out new carers in local BME communities.

A women's health fair was attended by women from BME communities. This event was used as an opportunity to raise the profile of carers and seek out new carers.

## What we aim to do

- Provide better NHS support for carers through the development of a comprehensive programme of carer awareness training across primary and community care to improve identification of carers and access to support
- Nominate an individual in each GP practice as a Carers Champion to ensure that services offer support to carers at the earliest possible stage before they reach crisis point and that they are referred to support services
- Develop a Carers Charter for all GP practices
- Establish a Carer Officer presence in Derriford hospital and in the Community Memory Service to work with hospital staff on identifying new carers
- Establish better links with the Racial Equality Council and organisations representing people from minority ethnic backgrounds in order to develop joint training in the areas of equality, diversity and identifying carers issues
- Undertake a review of unmet need in the city in respect of carers from minority ethnic backgrounds. This will be used for future planning of services



# PROVIDING INFORMATION AND ADVICE

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

- Carers may not recognise themselves as carers so information about what is available needs to be clear
- Some carers may not understand the benefits system
- Carers may also have disabilities including learning disabilities
- A consistent approach to advice and information to carers needs to be adopted by all agencies
- Information and advice for carers should be co-ordinated through a central resource centre
- Carers may not speak English as their first language

## What do we do now?

Plymouth City Council has an information strategy for carers and provides information and advice through literature and the Council's website raise awareness of carers' rights to a carers assessment. A review and updating of the Carers website has also been completed.

A carer's protocol has been developed for GP practices which include a referral pathway to DIAC (Disability Information and Advice Centre). There is also a dedicated area in each GP practice waiting room with a notice board displaying carer's information and leaflets.

An outreach benefits advice service is available at Mount Gould Hospital. A total of 230 benefit claim forms for carers allowance were completed during the last quarter of 2008, 34 of the referrals coming from Mount Gould staff.

Plymouth Age Concern have launched 'Starting Point', an information and advice service run by Plymouth Age Concerns' Supporting Independence Team.

Starting Point is funded by Plymouth City Council through the Putting People First programme and is designed to encourage people aged 50 and over to maintain their independence and offers support and guidance to people wanting to take control and make choices about their lives.

## Good practice

Plymouth City Council has established and recruited a Policy and Information Project Officer post to undertake a full review of all information for carers and to develop a comprehensive Carers Handbook. This work is being supported by an Information Strategy Group.



Joint delivery of training sessions with St John's Ambulance

- First Aid
- Medicine
- Managing stress
- Moving and handling
- Preventing falls
- Coping with dementia
- Financial and benefits advice

The Learning Disability Partnership has developed a newsletter for both service users and clients. The service also provides an information resource of leaflets, the website and a comprehensive booklet.

Carers services team have developed an adult social care, 'carers up date' newsletter for professionals linking to carers

An information and signposting service is being developed by Children's Services as part of its Disability Service. This work has been assisted by young carers.

## Good practice

### Community Memory Service

All patients diagnosed with dementia are invited, with their carer or family, to a consultation three to four weeks from diagnosis where they are offered information and advice and an opportunity to access counselling and a memory strategy group, providing advice on diet, exercise and coping strategies.

## Good practice

A Dementia DVD has been developed by carers, describing the causes of dementia and coping strategies for those with challenging behaviours. The DVD has been circulated to Plymouth Age Concern and Carers Champions for their resource libraries and is given to individual carers where appropriate.



## What we aim to do

- Develop an information strategy which will deliver a joint approach to providing information and advice to carers in Plymouth including a publicity campaign to raise awareness of carers
- Develop a comprehensive Carers Handbook in partnership with carers and the community and voluntary sector
- 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
- Increase resources to offer more carers income maximisation and benefits checks
- Develop information that is understandable and describes the choices available to people with learning disabilities and their carers
- Strengthen Information points such as GP practices and hospitals
- Co-ordinate information through one point

## Good practice

Annually a Carers Rights Day was held by Carers Champions providing advice and information covering age, disability, legal advice, health and wellbeing, counselling, carers assessments and specific medical conditions.

A Carers Resource Library has been developed by Carers Champions with printed leaflets translated into seven foreign languages.

# RECOGNITION OF CARERS

We need to make sure that carers feel valued and respected. Professionals, employers, health staff should be aware of the role of carers in society.

## What do we do now?

- We raise public awareness of carers and the role they play by providing funding to support community and voluntary sector involvement in Carers Week and throughout the year
- Through Carers Champions we have delivered time-limited emotional support and outreach (six weeks) to 154 carers this year
- Two new Carers Advice & Outreach support workers have been appointed to expand outreach work
- Community and voluntary sector partners play a valuable role in supporting carers
- The community and voluntary sector in partnership with carers services team provide carers awareness training for professionals
- A carers newsletter is distributed to known carers
- We have developed a carers supported self assessment which will be developed further in 2010

## Carers Assessments

Carers Assessments are promoted and offer time for carers to meet with professionals on a one to one basis to look at how carers needs can be best supported. A carers assessment carried out by the local authority and health partners includes:

- Carer and professional exploring whether the carer wants to continue in their role
- Finding out what help the carer needs to help them to carry on, this may include providing short breaks for the 'cared for' person extra support in the home, equipment or direct payments for an activity or leisure break for themselves
- Making a plan that will cover an emergency situation
- Ascertaining the carers aspirations to return to work (more information is available from Jobcentre Plus or Direct Gov), access leisure or opportunities to learn new skills

## Good practice

Additional learning disability staff have been trained to undertake carer assessments. Daytime and evening outreach appointments are offered to give carers more flexibility on their time.

A Carers Emergency Response Service has been set up to provide an emergency contingency plans information and support – over 500 carers are registered.

- Helping carers access services they have identified such as benefits advice, counselling or general sign posting

### **What we aim to do**

- “Checking Out” services will be a work stream that will give reassurance to carers that services are quality assured and that feedback from carers will be essential in improving standards
- Carers assessments are key to feeling recognised by professionals. However carers have told us that the word “assessment” is not helpful and carers can feel scrutinised. We will revisit carers who have previously declined a carers assessment to highlight the positive outcomes that can be achieved
- Provide more universal information services and support to carers about the opportunities available to them locally
- Provide better support services for individuals and carers who choose to use a direct payment to purchase support
- In partnership with health we plan to expand the Carers team so that a Carers Adviser is linked to specialist nursing teams across Plymouth. The adviser would support carers of people with long term conditions and complex needs including those with dementia, with a view to integrating assessment and support planning into mainstream practice
- Develop a Carers Resource Pack and a toolkit offering advice on healthy eating, exercise and maintaining social networks
- Develop a carers newsletter targeting professionals and employers in Plymouth

### **Supporting People**

The Supporting People team is currently consulting with neighbourhoods across Plymouth to identify opportunities for sharing resources through linking sheltered and extra care housing schemes and identifying unused communal space to invite the community in to share activities.

Carers have expressed concerns about the process and choice of housing options for their ‘cared for’ person. These included:

- Very few carers were aware that there might be a choice
- Querying who should be able to make the final decision on choice Often the cared for needs more support to understand what is being offered
- Concern that there are barriers to older carers involvement in consultations about housing choices
- Although a choice of supported housing or residential care might be offered there was practically no choice within those options

### **What we aim to do**

- Having looked at best practice for working with carers on housing options staff will now be offered training to assist with communicating options more effectively
- We will improve information and advice on future housing options to help carers in supporting the ‘cared for’ in making decisions about their housing options

# LIFE OF THEIR OWN - TIME AWAY FROM 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). Putting People First sets out the framework for providing everyone, including carers, with choice and control over services impacting on their lives.

Consultation about this strategy has reinforced the importance that carers place on care breaks. Over the next few years health and adult social care will be transformed with the introduction of personal budgets and self directed support.

## **What do we do now?**

- We have developed a voucher scheme for people to access short breaks/respite care and have control over when and how these are used
- All carers who are eligible for services receive a ‘carers card’ which enables them to access free swimming and other sporting and fitness sessions at any council leisure facility. This also has contact details for the Carers Emergency Response Service should this be needed
- We have identified a local care home which will shortly join the voucher scheme and will result in the provision of an evening sitting service so that service users can stay on after day care, freeing up carers time for a whole or half day and into the evening
- Direct Payments: Since April 2008, Plymouth City Council has received over 160 requests for direct services, mostly for carers breaks
- Community and voluntary sector partners are funded to provide a range of activities to attend trips, take breaks and have pamper sessions
- Respite breaks are provided through a carers assessment
- The Learning Disability Partnership offers a range of options for short breaks including day centres and work-based placements
- The Alzheimer’s Society holds a number of events each year for both service users and carers

## What we aim to do

- To develop a needs based Resource Allocation System that will determine an upfront allocation of money for a person to meet their assessed social care needs. This will enable people and their carers to know how much money is available to meet their needs and to have more choice and control over how the money is spent
- Review the Adult Placement Scheme so that it can provide short breaks and short term support
- Develop specialist short break services for carers of people with complex needs such dementia and complex learning disability
- Extend the availability of evening and weekend breaks as well as residential breaks and include some access to nursing care. Consultation with carers highlighted the lack of both planned and emergency care
- Address the gap for carers of older children who cannot access short breaks until the child reaches 18. This can be particularly difficult for carers of young people with autistic spectrum disorders
- Provide more social opportunities for young service users. It is important to expand opportunities for young people to access more leisure activities in order to support their carers
- Develop a focussed project to ensure that older carers of people with learning disabilities have made plans for the future of the cared for
- Offer funding to the community and voluntary sector to involve carers in prioritising the support they need and to expand the range of social activities available
- Develop sitting services that allow the carers to be free to attend educational or vocational training and access leisure opportunities



# PROVIDING EMOTIONAL AND PRACTICAL SUPPORT

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.

## What do we do now?

Support groups

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

- Carers UK
- Plymouth Age Concern
- Alzheimer's Society
- Learning Disability Partnership
- Carers Champions – Support carers from Cantonese and Spanish backgrounds
- Stroke Association

There are drop-in sessions in city wide locations for practical and emotional support.

Carers UK run weekly support groups for a range of carers.

A computer room allows carers to access the internet and develop their computer skills.

## Befriending

The Befriending Consortium, funded by Supporting People and Carers Grant, supports older people and carers through one to one befriending and lunch clubs and activities.

They work closely with the Elder Tree Befriending Group which has been asked to promote carers work and encourage them to have a carers assessment.

## Plymouth Advocacy Network

Plymouth City Council has a contract with Plymouth Highbury Trust for providing an advocacy service to people with learning disabilities. Most referrals come via The Learning Disability Partnership. Although the service is specifically for the clients there are benefits for the carers especially where support is provided to access benefits.

Advocacy is also provided by Carers Champions and DIAC. Other initiatives in place include:

- The adoption of the Advocacy Charter
- Formation of the Plymouth Advocacy Network – made up of Advocacy Providers across Plymouth
- Development of promotional literature and service directory
- The Carers Officers within the council will also provide informal advocacy or support at a case conference if requested

## Carers services team

Offer practical support in the form of grants for equipment such as washing machines, mobile phones which may aid in the caring role. A local out of hours dedicated carers worker is available for telephone support if carers who find it difficult to access services during normal office hours.

## Counselling

'Simply counselling' is a counselling service specifically for carers. The service provides approximately 200 counselling sessions per year. Each carer is offered up to six sessions, which can be in the form of one to one work or groups such as families and relationship support.



## Good practice

Plymouth Age Concern operates a Care Call system "phone friends" as part of the Starting Point Service for older people who may feel isolated. The service takes around 90 calls per week. In addition the service will offer telephone contact to older people whilst the carer is on holiday.

Riverview operates an informal call system where carers of people with dementia who use the service are contacted regularly by a named senior member of the care team and provided with support and advice.

## What we aim to do

- Currently access to advice and support is patchy through carers support groups. There are a number of excellent carer support groups across the city however these are not coordinated. The plan is to bring them together and develop partnerships with universal services such as libraries to ensure better coordination of advice and information support
- Through the Plymouth Advocacy network develop a carers advocacy service. There is a particular gap in the provision of advocacy for carers of people with long term conditions and dementia. Older carers of adults with learning disabilities need to have their voice heard and advocacy provision increased to ensure there are plans in place for the future of the cared for person. There will be an additional service for Older Carers. This is being achieved by developing and extending the service presently commissioned through Plymouth Age Concern in order to meet demographic changes in response to the Dementia Strategy.
- Develop longer term emotional support for some people who use services and their carers. There is a particular need for longer term floating support for clients in supported housing schemes. Many are forced to move back with family when their tenancy fails adding to the carers stress. Longer term support would help clients to maintain their independence and support family members
- Develop referral pathways in primary care to direct carers to support services e.g. counselling service

# TRAINING AND SUPPORT TO CARE

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. National Government has announced additional funding to undertake the Caring with Confidence programme on the back of the Expert Patient Programme Schemes.

## What do we do now?

Under the Expert Patient Programme (EPP), which is run by Plymouth Guild, the 'Looking after me' courses for carers of people with long term conditions has not been successful. Only one person attended the last course. It is likely that many carers find it too difficult to arrange respite for the cared for person for six half day sessions.

Carers Champions run a number of skills workshops that include:

- "What About Me"
- Stress management
- Cookery skills (Indian) at Drop In
- Cookery skills (Chinese Community)
- First Aid
- Finance

A total of 278 carers have benefitted from these courses.

DIAC run a Care Navigation pilot aimed at helping people with disabilities to access the help they need although the benefits are felt by carers.

## Good practice

A learning, education and outreach service has been developed and funded by Plymouth Age Concern to help carers of people with dementia gain better knowledge and understanding of dementia and to provide educational support relating to their caring role. There are a number of components to the service:

A 12 week Carers Education Course is held twice a year.

Topics include:

Benefits advice, Difficulties of caring for someone with dementia and behaviour problems, Medication, Carers experience, How to choose a care home, Legal aspects (power of attorney), Services and how to access them

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The Learning Disability Partnership runs a six week programme on 'Letting Go' for carers of people wishing to attain some form of independence. The course is led by a Clinical Psychologist.

## What we aim to do

- Once fully implemented, the proposed Community Memory Service will run Memory Strategy groups, providing carers of people with dementia education and training opportunities on coping strategies and managing difficult and challenging behaviours
- Provide condition-specific workshops particularly around Alzheimer's, Asperger's syndrome and Autism. This has been highlighted as a need by carers and ensure that courses are available at venues and times suitable for carers
- Consideration should be given to inviting the cared for on to the "looking after me" Expert Patient Programme (EPP). There is a benefit in both patient and carer hearing the same message and having a shared understanding of the appropriate management of the condition
- Increase the number of carers identified and offered support through their GP by developing a training guide for GP's and practice managers in Plymouth. This includes identifying young carers
- Increase the availability of flexible services for the cared for person to attend training courses and further education.

## Good practice

A training programme for carers has been developed by St John's Ambulance Service. Sessions are funded jointly by Plymouth City Council and St John's Ambulance.



# FINANCIAL SECURITY

Plymouth has a comprehensive income maximisation strategy. The previous Carers Strategic Partnership and Planning Group identified that financial security for carers is a priority. There is a six week waiting list for carers to have access to outreach support to access support to check benefits entitlement.

## What do we do now?

- Provide benefits advice through Disability Information and Advice Centre (DIAC) and the Outreach Service at Mount Gould Hospital
- Plymouth City Councils new Housing Outreach Service aims to support people whose financial difficulties are affecting their housing situation. A Housing Worker, Benefits Maximiser and Housing Benefits Officer work together on the team to promote financial well-being and maintain people in their tenancies. The service is open to private rented tenants and homeowners.
- We assist carers to find or return to employment. There are currently between 200-220 placements in services provided by Plus, a mixture of full-time and part-time work
- Connexions help 16-19 year olds into education or work
- Carers are able to access education courses free of charge
- Pathways to Work will accept referrals where a carer has a health issue or a lack of confidence

- Carers Champions offer benefits and money advice to carers. An unmet need has been identified in relation to training and assistance to deal with debt as this is recognised as a major cause of stress. A carers relief fund for carers experiencing short term difficulties is also available
- Citizens Advice Bureau offers financial security help and support for Carers
- Jobcentre Plus advisers are able to offer and provide “better off in work” calculation which could be valuable to carers thinking of returning to work.

## What we aim to do

- In partnership with the Department of Work and Pensions, prioritise an income maximisation project to identify carers of people receiving disability benefits and offer those people benefit checks, information and advice
- As we identify more carers we will need to provide more support to help them access the benefits and services they are entitled to. This strategy proposes a review of outreach support to help people access benefit entitlements
- As part of transformation there will be more information and advice about benefits and charging much earlier in the assessment process to enable people to plan more effectively

# A VOICE

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.

## What do we do now?

- Articles are included in the learning disability newsletter to encourage carer participation in service development
- The Learning Disability Partnership supports carers to participate in consultation and service development. There are eight consultation groups, facilitated by the Carer Officer, where they discuss current services, identify gaps and make recommendations for change
- Support and expenses are available for carers to attend Learning Disability Partnership Board meetings. Their role includes attending service theme groups, consulting with family carers, giving and receiving feedback on behalf of others and advising the board on a range of issues

## What carers have told us

- Training and skills development is needed to help carers attend meetings and engage in planning services
- Carers should have roles in forums and committees
- Involvement should be rewarded and valued
- Use a variety of ways to engage carers depending on their situation

## Good practice

Carer representation on The Learning Disability Partnership Board has now been increased from one to four representatives.

A quality assurance group has been established in The Learning Disability Partnership which includes parent/carer representatives. The group offers advice about quality standards so that the success of services can be measured against them.

## **What we aim to do**

- Develop a framework for effective giving and receiving of feedback which includes setting up a Carers Forum
- Review the membership of the Carers Strategic Partnership Planning Group so that the views of carers are fully represented at all levels
- Offer training to carers to get involved in planning groups and design of services
- Complete a yearly satisfaction survey of all carers who have received an assessment

## **Local Involvement Networks (LINKs)**

LINKs replace the Public and Patient Involvement Networks and have been developed to support individuals and communities to have a voice on all health and social care issues that affect them. Carers and people they care for will have opportunities to share their opinions and LINKs will be a route to achieving this.





# EMPLOYMENT, LEARNING AND LEISURE

2001 Census reported that there approximately 6 million carers in the UK and 80%, 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 strong correlation between caring and being in a workless household.

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.

Jobcentre Plus commitment to carers:

- Ensuring carers have access to employment support
- Making combining paid work with caring responsibilities a real choice for carers
- Reducing financial hardship for carers
- Ensuring that the rising demand for care does not reduce the number of people active in the labour market.

To meet its commitments to the UK National Carers Strategy Jobcentre Plus has introduced from 7 December 2009:

- 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 Focussed Support for carers to provide carers with access to appropriate employment support
- Funding for replacement care for those carers participating in Jobcentre Plus approved activities as part of a work plan.

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).

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.

### **What we do now**

- Provide direct payments to help carers access training and materials to help them get back to work

- We help carers with course fees to attend courses
- Provide regular breaks through a carers assessment to enable people to attend training, access leisure breaks and maintain the balance between caring and employment
- We offer free swimming fitness and gym memberships to carers through a carers assessment

### **What we aim to do**

- Undertake a more detailed review of the barriers carers experience in accessing training to get back into employment when their caring role ends. Involving relevant services e.g. Job Centre Plus and Department of Work and Pensions, to identify a joint plan to improve support to carers and raise awareness of pathways into employment
- Increase the opportunities for discounted access to leisure services



# YOUNG CARERS

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.

## Young Carers in Plymouth

The total number of children and young people aged 18 years and younger in Plymouth is 56,1503.

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

Age Range	Numbers	% of Young Carers	Estimate at 1.5% of population
0 – 10 yrs old	30098	54%	451
11-16 yrs old	18862	34%	283
17-18 yrs old	7195	12%	108
<b>Totals</b>	<b>56155</b>		<b>842</b>

The Zone is Plymouth's largest and most diverse service provider for young people aged 13-25 years.

The focus of its work is on early intervention, achieved through the provision of positive peer activities to improve self confidence and prevent social isolation.

There are eleven projects operating within The Zone, one of which is the Young Carers Service. There are 79 young carers on their database plus a further 20 waiting for assessment.

Referrals come mostly from Plymouth City Council Children's Services, the Harbour Drug and Alcohol Service and schools. The Zone received a total of 122 referrals last year from young carers whose ages ranged from 8 to 17 years.



## What do we do now?

### The Young Carers Service Carer awareness

As part of this project, The Zone runs carer awareness sessions for a number of professionals including teachers, support staff, health professionals, social care staff, youth workers and drug workers etc.

### Support and advocacy

All carers are allocated a named worker who:

- Identifies their support network
- Helps them to write their own plan which includes what to do in an emergency
- Offers one to one help to implement the plan
- Acts as advocate with school issues
- Supports them to write a quarterly newsletter for other carers on The Zone database

Among the general issues addressed through casework are:

- Providing age appropriate information and to support them to explore their worries about the person they are caring for
- Initiating ways for young carers to communicate with their teachers so that they can be linked into school counsellors, learning mentors or The Zone's own counsellors

- Researching and providing information on activities designed for young carers, accessing additional support and activities based in the young carers own community

There are good links with the Harbour Drug and Alcohol Service and with adult social care where it is felt that the needs of the parent or guardian of the young carer are not being met.

### Providing groups and promoting inclusion in mainstream provision

Young carers are able to access a number of activities run by The Zone, aimed at helping to build confidence, having fun, meeting other young carers and learning ways to manage difficult situations.

There are weekly groups for 8–11 years and 11–14 years, providing support, food, games and activities. These activities are limited to a six week programme. The focus for the younger group is on fun and for the older group personal development. At the end of the six week period the aim is to integrate them back into normal daily activities e.g. football.

#### Good practice

Carer awareness training has been delivered to GP practices and a referral pathway has been established to The Zone for support or to Efford Community Centre for activities.

There are good links with the Plymouth Youth Service with carers able to access a weekly group at Efford Community Centre and the Fun & Freedom Group under the umbrella of Friends and Families of Special Children, who provide support, befriending, advocacy and 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.

Young Carers may also be referred to Coasts, a befriending service, in order to widen their young carer network.

For those carers who need it, free transport is provided to activities.

### **Offering consultation/advocacy**

The Zone will often mediate on behalf of the young carer or discuss his/her situation with parents, teachers or other professionals who may have concerns or issues regarding their care or education.

### **Access to activities**

Transport is generally provided for young carers accessing The Zone activities but it is a huge problem when trying to integrate them into normal mainstream activities. There can be difficulties in obtaining parental approval for the young carer to access activities.

### **At school**

- Young carers have told us:
- They would like more time at school to talk about how they feel and their worries
- More time to complete homework
- To be able to phone home if worried
- To be able to access counsellors in school

### **What we aim to do**

- Improve how we identify young carers by working more closely with schools and in particular Education Welfare Officers, the Ambulance Service and GP practices through carer awareness training
- The Zone asked all young carers if their GP practice could be notified that they were a carer but only six replies were received. There is still reluctance by young carers to be identified as such
- Provide additional capacity for assessment and reviews. There is currently a waiting list of three months for high need carers and six months for moderate need carers

### **Good practice**

The Zone offers a number of innovative activities for young carers aimed at raising their self esteem and widening their social networks.

Carers have been helped to:

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Develop a DVD 'There2Care' which was placed on YouTube

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Write a quarterly newsletter for other young carers

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Attend activities at The Barbican Theatre to participate in acting, poetry, dancing etc. There is a different activity each term

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Produce music with a local professional DJ – The Music Zone

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Join 'Get Fishin' and Get Sailing' groups where they can aim for a level 1 sailing qualification and an ASDAN award

The Children and Young People's Plan for Plymouth highlighted 10 clear priorities for 2008-11 based on the Every Child Matters Outcomes, and are pertinent to the needs of young carers.

Every Child Matters Outcome	Children and Young People's Plan	Young Carers
Be Healthy	Reduce health inequalities	Focusing on the health of the person they care for young carers are at risk of neglecting their own health needs, including regular trips to the dentist, many also experience their own health problems as a result of their caring responsibilities
	Improve children and young peoples mental health	Children and young people need help to cope with the pressures of being a carer and help them manager their stress. Young carers can have a lot of confusing feelings
Stay Safe	Reduce bullying in the City, both in and out of school.	Young carers are often stigmatised and bullied because their caring role means they are unable to join in leisure activities
	Strengthen safeguarding services	Safeguarding issues related to the care they provide, care settings and care staff must identified and addressed as part of carers assessments
	Reduce children and young people's accident and injuries	Where there is a danger of injury or accident children and young people should be supported to care safely.
Enjoy And Achieve	Enable children and young people to have fun	All carers need personal time; young carers need time to be normal children, let their hair down and have fun.
	Improve attainment for children and young people	Young carers often struggle to attend school or to concentrate.
Make a Positive Contribution	Reduce risk taking behaviours	Young carers are often subject to risk factors that lead to risk taking behaviour. Support must be given to enhance the protective factors that help reduce risk taking behaviour Children and young people to make a positive contribution Young carers must be engaged in identifying their need and the design of services to support them.
Achieve Economic Well-Being	Raise aspirations with particular support for those not in education, training or employment	Young carers should be supported to achieve the best from their education. Their caring roles should not be allowed to interfere with their education or dreams for the future

## **Supporting young carers:**

### **At school**

- Develop a Young Carers Group in each secondary school to expand their social network.
- Assign all young carers a Parent Support Advisor:

Consultation with young carers revealed that:

- More than 40% of carers say school work is affected by their caring role and they receive some form of punishment for late submission of homework
- 1 in 5 of all young carers miss school on a regular basis
- 7 out of 10 carers have said they have been bullied at school

### **In the home**

- Identify support available to service users (i.e. parents) which would help to ease the pressures on young carers
- Develop a whole family approach which allows young carers to have time off from their caring role

### **'Time off' from caring**

- Improve access to activities that are fun

### **Maintain social networks**

- Consider transport options for young carers so that they are able to access activities or have an evening out with friends

### **Offer emotional support**

- Consider a helpline for young carers. This was highlighted as a need in a questionnaire to carers
- Identify a trusted adult as a positive influence
- Improve links with other carer groups to make transitional arrangements easier

### **Offer financial support**

- Provide access to grants for purchasing clothes which will help to raise self esteem and household items to reduce the burden of their daily tasks
- Extend availability of financially assisted places so that young carers can access activity courses. At present these are only available if adult social care are involved with the cared for perso

# TRANSITION FROM CHILDREN'S TO ADULT SERVICES

## What do we do now?

The Transitions Team look at the needs of the young carer as they approach the age of 16 and will support their access into adult services. This includes pulling together a care package before they reach the age of 18 years.

We are currently piloting a person-centred plan as part of a transitions pathway which is offered to young carers at the younger age of 14-15 years. The plan can take a year to complete and all professionals involved in their care meet to identify the young carers needs.

## What we aim to do

- We aim to improve transitional arrangements for young carers who may need adult services. Referral pathways need defining between the Young Carers Service at The Zone and the Transitions Team.



# APPENDIX ONE

## Recommendations for Commissioners Following Consultation with Carers

### Membership of Carers Strategic Partnership and Planning Group

The current structure of the Carers Strategic Partnership and Planning Group (CSPPG) would benefit from a review of its membership. The governance for the reviewed Carers Strategic Partnership Board is under Appendix 3.

### Framework for giving and receiving carer feedback

It is recommended that a wider review should take place around the current framework for giving and receiving carer feedback, developing a wider Carer Forum.

### Carer Awareness Training

Develop a comprehensive programme of Carer Awareness training with particular emphasis on health and domiciliary care agencies,

### Review of the carers assessment process

Many view it either as a means of assessing the quality of care they provide or as an opportunity to examine family finances, which could possibly result in the loss of a service. There is a significant number therefore who refuse an assessment.

Furthermore, many of the carers who had received a carers assessment felt it had been of little benefit often resulting in very little change to their circumstances.

### Simplifying access to Care Managers

Providing carers with a single telephone number to the right department would help to solve this problem.

Review single point access into carers services.

### Valuing the carers role

More work needs to be done to recognise the value and needs of carers, especially across statutory agencies such as Health, Education and Housing. In some instances health staff would be better placed than social care staff to undertake a carers assessment.

Under the Expert Patient Programme 'Looking after me' courses for carers of people with long term conditions could be more successful. With only one attendee on the last course, it's likely that many carers find it too difficult to arrange respite for the cared for person for six half day sessions.

Consideration should be given to inviting the cared for person on to the Expert Patient Programme instead. There is a benefit in both patient and carer hearing the same message and having a shared understanding of the appropriate management of their condition.

### Data input – adult social care

There needs to be a review carried out as organisations hold their own data and this is not helpful when planning future services.

Parent carers of young people under 18 receive a carers assessment from the Children's Team which means that their needs are not recorded on the adult social care database. This can result in carers not accessing the services they need.



### **Information, advice and advocacy**

Review the management of information.

- Dissemination of information – A process should be agreed that ensures up to date information is circulated to all GP practices on a regular basis and displayed in a prominent position.
- Advocacy - Many carers need support to access information and advice to assist with their ability to make choices.

### **Communication between service providers**

Communication could be improved either by creating a single Carers Service or bringing key agencies together under one roof. More work could also be done with other local networks e.g. churches both to identify new carers and to increase awareness.

Restoring regular meetings between agencies would also aid communication, especially as many carers cross specialist areas e.g. many learning disability carers have mental health problems.

### **Increase availability of respite care/short breaks**

Carers have told us that respite care needs to be flexible and easily accessible, providing them with opportunities to have an evening out, a day trip or even a visit to the hairdressers.

### **Expand befriending services to lessen carers feelings of isolation**

Many carers have no wish or need to access services at the point of diagnosis or during the early stages of a disease or disability but many have said how much they would welcome an occasional phone call or visit to check everything was ok.

### **Carers from BME groups**

Map Black Minority Ethnic groups across the city and develop a plan for seeking out new carers.

### **Older Carers**

- Ensure all older carers have a Care Plan and contingency in place
- Provide development opportunities for staff to work with older carers as currently there is no specialist training is offered
- Consider establishing an Older Carers Advocacy Service to support carers with information about specialist financial services, advice and access to services and assistance to make plans for emergencies

### **Advocacy**

More help is needed for carers to tackle issues around independent living.



## Primary Care

Having examined best practice elsewhere some recommendations for improving identification of carers and access to carer support could include:

- Personal delivery of literature to Practice Managers on a regular basis which is more beneficial than mail outs
- Carer awareness training for practice teams
- Informing carers routinely that they can ask adult social care for an assessment of their own need
- Ask patients who have carers whether they are happy for health information about them to be shared with their carer
- To produce a 'best practice guide' for Carer support
- To consider a 'Leisure on Prescription' scheme similar to 'Exercise on Prescription' to enhance carers emotional and physical wellbeing
- Direct referral to support services e.g. counselling
- To increase the number of carers who are offered carers assessment by training staff in health to complete assessments as they see patients.

# APPENDIX TWO

## Older Carers in Plymouth

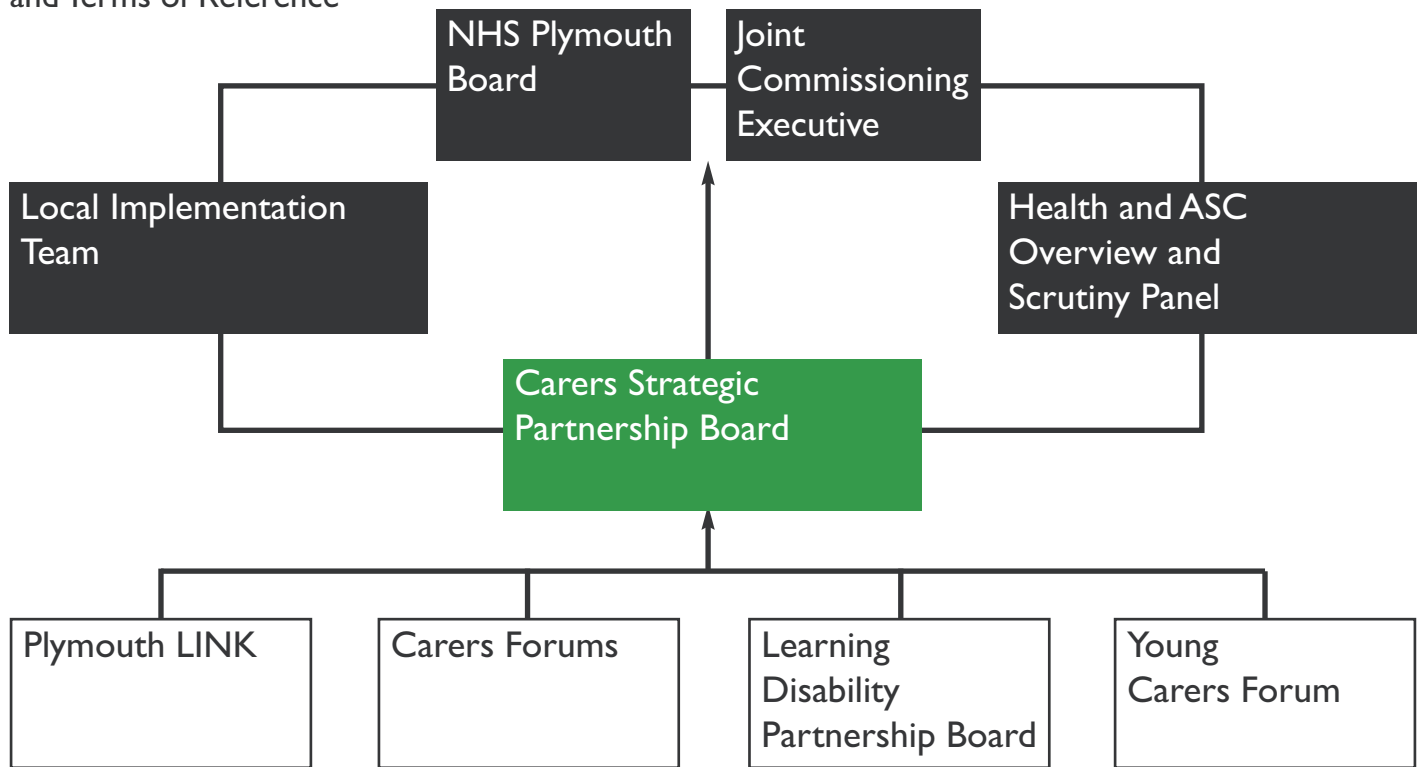
The number and percentage of carers aged 50 plus who provide 50 or more hours of care a week within each ward area of Plymouth (Census 2001)

Areas in Plymouth	Total number of people aged 50 +	Total number of carers	Percentage of carers providing 50+ hrs a week
Budshead	4,128	685	29.64%
Compton	3,715	699	21.17%
Devonport	3,533	485	37.32%
Drake	1,459	226	35.84%
Efford & Lipson	3,713	562	32.21%
Eggbuckland	4,761	805	26.96%
Ham	4,402	680	36.47%
Honicknowle	4,807	782	40.54%
Moorview	4,266	726	28.65%
Peverell	4,098	744	24.87%
Plympton Chaddlewood	1,686	271	16.61%
Plympton Erle	3,115	529	24.95%
Plympton St Mary	4,649	867	21.57%
Plymstock Dunstone	4,892	884	21.95%
Plymstock Radford	4,713	877	24.06%
Southway	4,226	666	29.43%
St Budeaux	3,802	613	35.24%
St Peter & the Waterfront	4,132	482	30.50%
Stoke	3,688	593	27.32%
Sutton & Mount Gould	3,330	480	31.88%
<b>Plymouth</b>	<b>77,115</b>	<b>12,656</b>	<b>28.54%</b>

- There are 12,656 carers in Plymouth from a total population of people aged 50 plus of 77,115
- There are 39 carers over the age of 90
- 16.4% of the total population aged 50 and over are carers
- 59% provide between 1 and 19 hours of care a week
- 12% provide between 20 and 49 hours of care a week
- 29% provide 50 or more hours of care a week

# APPENDIX THREE

## Carers Strategic Partnership Board - Governance Framework and Terms of Reference



### Membership

Job Title	Organisation
Assistant Director of Adult Social Care	PCC
ASC Commissioning Manager	PCC
ASC Commissioning Assistant	PCC
Assistant Director - Clinical Service Design	NHS
Mental Health Commissioning Manager	NHS
Community Care Worker - Learning Disability	Learning Disability Partnership
Financial and Social Inclusion Officer	PCC
Children's Fund Programme Manager	PCC
Social Inclusion Officer	Job Centre Plus
Social Inclusion Manager	Carers Champions
TBC	Carers UK
TBC	Plymouth Age Concern
Chief Executive	The Zone
TBC	Plymouth University
Carers Forum Representatives	Carers Forum

Members must be committed by regularly attending the Carers Strategic Partnership Board (CSPB) and be willing to support the group in key tasks.

## Speakers/Additional Carer Representation

Where appropriate the CSPB will invite key speakers to update on relevant strategic issues including progress with the Carers Strategy.

## Purpose

The Carers Strategic Partnership Board will ultimately monitor progress of the Carers Strategy, engage carers and carer organisations in the strategic planning and development of carers services across Plymouth with opportunities for joint working.

The group will strive to actively seek the participation from carers in policy making, planning and delivery of services via the Carers Forum.

The focus will be on services for adult carers of adults. However in order to address cross cutting themes links will be made with children services.

## Objectives

- To identify with carers and practitioners through their respective Forums, the gaps in services/unmet needs for carers.
- To support the Carers Strategy Action Plan and to monitor the implementation of this and evaluate the success.
- To influence and inform the commissioning of carers services and the future direction and development of services for carers in the city.
- To raise awareness and promote carers needs throughout all areas of wider service provision in the city.
- To identify particular issues that carers may face due to genders, ethnicity, culture, age and ensure these are taken into account in service provision and development.
- To provide a co-ordinated response to the provision of Carers' Services.
- To share good practice, knowledge and skills and build in across the city in order for carers to have better services.

## **Frequency of Meetings**

Meetings will be bi-monthly and where possible scheduled in on a yearly cycle.

## **Secretariat**

This will be provided by adult social care commissioning team.

## **Joint Working Protocols**

### *Confidentiality*

Most of the business discussed in the CSPB is of general public interest and minutes will be made available upon request. However sensitive issues may need to be discussed. Issues which may also be commercially sensitive and in these cases members must be explicit if they are raising an issue of this nature and that they expect the matter to remain confidential. In these circumstances it is also important to be explicit whether the item is to be minuted or not and minuted as a “confidential item” on a separate attachment to the main minutes.

### *Conflict of Interest*

Some members of the group may have conflicts of interest that arise within their involvement on the CSPB. Conflicts of interest should be openly declared and revisited regularly. Where a clear conflict of interest arises, then it may be appropriate for members to withdraw from part of the meeting and come back after the relevant agenda item has been discussed.

## **Equality and Diversity Practice**

The group recognise that carers have individual needs and will work in a way which provides inclusion and representation from carers in Plymouth.

## **Information Sharing, Networking and Partnership**

Members of the group should be encouraged to share information about carers services and issues across the city and promote good networking and partnership. This will be key to ensuring maximum benefits to carers across the city of Plymouth, avoiding duplication, encouragement to share opportunities and resources in order to reach as many carers as possible.



For more information on Adult Social Care services  
[www.plymouth.gov.uk/socialcareandhealth](http://www.plymouth.gov.uk/socialcareandhealth)



Contact us on 01752 668000



Adult Social Care  
Community Services  
Plymouth City Council  
Civic Centre  
Plymouth  
PL1 2AA



[aschq@plymouth.gov.uk](mailto:aschq@plymouth.gov.uk)

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Please telephone 01752 668000 for further information.