



# York Strategy for Carers

## 2011 – 2015



## YORK STRATEGY FOR CARERS 2011 - 2015

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## 1. Why carers matter

Many of us will be carers at some point in our lives. It is a role that can creep up gradually and for some it can be a life long role. For others it can come unexpectedly and suddenly following a crisis. Supporting carers is in all our interests.

### Who are carers?

'A carer is someone who, unpaid, looks after or supports a relative, friend or neighbour who is ill, disabled, frail or in need of emotional support'.



### Facts

- There are 6 million carers in the UK.
- Over 1 million carers provide more than 50 hours care per week.
- An estimated 37% of these carers are new to caring every year.
- 58% of carers are women and 42% men.
- Women have a 50% chance of becoming a carer before they are 59.

'Facts about carers' Carers UK, June 2009.

## The impact of caring

Carers make a significant contribution in providing health and community care to relatives, friends and neighbours. The impact of caring varies depending on individual circumstances, however it is known that those caring for long hours each week are more likely **not** to be in good health. Caring can also have a financial impact and one in eight workers in the UK combine work with caring responsibilities.<sup>1</sup>

Carers are from all walks of life and all backgrounds. Some carers can face particular disadvantage and we may know little about them. These carers are often called 'hidden carers'. They can be 'hidden' due to the circumstances of the person they care for, or their cultural background. For example, carers of people with mental ill health or substance misuse can find it hard to access support.



## Equality and social inclusion

Some carers may be less likely to access appropriate information and support. The City of York Council's 'Equality Action Group' provided feedback about the Carers Strategy in 2010<sup>2</sup> identifying carers who need specific support:

- People with sensory impairments
- Carers with learning disabilities
- Carers from black and minority ethnic communities
- Lesbian, gay, bisexual and transgender (LGBT) carers
- Travellers
- Carers with mental health problems
- Older carers

<sup>1</sup> Carers UK (June 2009) *Fact about carers*

<sup>2</sup> City of York Council, Equality Action Group (February 2010) *Help us get it right day: feedback report.*

In order to achieve greater equality in supporting all carers, specific approaches should be adopted to reach carers who are currently unknown.

## 2. National Picture

All public bodies are engaged in a time of major and unprecedented change in responding to the challenges following the Comprehensive Spending Review of 2010, and the new legislative requirements affecting health, social care and many other aspects of local government.

### Carers Strategy

'*Recognised, valued and supported: next steps for the Carers Strategy*' was published by the Coalition Government in November 2010 to outline current priorities for the ten year vision set out in the Carers Strategy of 2008.<sup>3</sup>

### Social care

The Coalition Programme committed the Government to reforming the system of social care in England. *A Vision for Adult Social Care: Capable Communities and Active Citizens*<sup>4</sup> was published in 2010 and is one a number of key documents<sup>5</sup> which sets out principles and required actions. The Government plans to publish the Social Care Reform Bill in spring 2012. This follows the Law Commission's review of adult social care legislation and the Dilnot Commission's work on the funding of care and support.

### Health

The Health and Social Care Bill was published in January 2011. The Bill provides for significant changes to the health service. This includes the abolition of Strategic Health Authorities and Primary Care Trusts, the transfer of commissioning responsibilities to GPs and the transfer of responsibilities for public health to local authorities.

### Performance framework

The national requirements for health and social care are in a process of change. The government describes a vision moving away from top-down performance management, to sector-led improvement and local accountability. New outcomes frameworks for both health and social care have been published in 2010/11, however these have not yet been implemented.

### Equality Act 2010

This Act introduces nine 'protected characteristics' replacing what were known as the six equality strands:

- Age
- Disability
- Gender reassignments

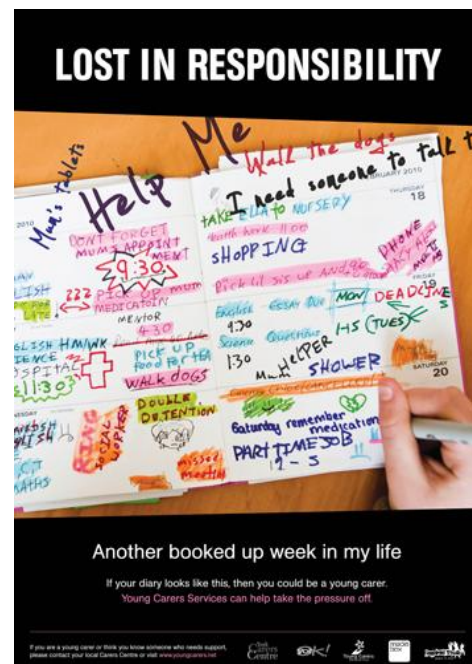
<sup>3</sup> HM Government (2010) *Recognised, valued and supported: next steps for the Carers Strategy*; HM Government (2008) *Carers at the heart of 21<sup>st</sup>-century families and communities: A caring system on your side, a life of your own*.

<sup>4</sup> Department of Health (2010) *A Vision for Adult Social Care*

<sup>5</sup> Department of Health (2010) *Think Local, Act Personal*; Department of Health (2010) *Transparency in Outcomes :a framework for quality in adult social cares*

- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

The Act also strengthens the protection of carers against harassment and discrimination at work and in the provision of goods and services. This is because a carer is now counted as being 'associated' with someone who is already protected by the law because of their age or disability.<sup>6</sup>



(Campaign Images produced by Young Carers Revolution 2010)

<sup>6</sup> Government Equalities Office leaflet (2010) *Equality Act 2010: What do I need to know as a carer?*

### 3. Local picture

#### Carers in York

<b>Carers in York (2001)</b>	<b>Numbers</b>	<b>%</b>
Total population	181,094	100%
Total population of unpaid carers	17,009	9%

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Carers make up over 9% of the population in York. The 2001 census records 342 young carers aged 8 –17 years in York, which is likely to be an underestimate, as other research suggests there are as many as 1,600.

An estimate based on the increase in population suggests there were 18,676 adult carers in York in 2010.

<b>Hours of care provided by carers (2001)</b>	<b>Numbers</b>	<b>%</b>
Total population of unpaid carers	17,009	100%
Care provided 1 - 19 hours per week	12,478	73%
Care provided 20 - 49 hours per week	1,520	9%
Care provided over 50 hours per week	3,011	18%

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Analysis of the 2001 census indicates that 21% of carers caring for 50 hours a week are likely to be in poor health. This is double the percentage of people who are not caring.<sup>9</sup>

#### Population and demographic change

York's population is rising. A total population of 181,094 was recorded in the 2001 census. The population is predicted to be 202,400 in 2011. A total of 89% of York's population is 'White British', with the BME population rising from 4.9% in 2001 to 11% in 2009.<sup>10</sup>

<sup>7</sup> 2001 Census

<sup>8</sup> 2001 Census

<sup>9</sup> Carers UK, (2004) *In Poor Health: the impact of caring on health*.

<sup>10</sup> City of York Council, Business Intelligence Hub Highlight Report July 2011

## **Older people**

There is a significant growth in the population of older people. The Council reported in 2006 an expected 31% growth in the population of older people over 65 in the following 15 years and an estimated 700 additional older people with dementia.<sup>11</sup> This highlights the associated increase in mental health and physical and sensory needs as the population ages. It is expected that there will be an increase in both the number of older people being supported by carers, as well as the number of older carers. It is likely that more people will become 'mutual carers' where two or more people, each experiencing ill health or disability, will care for each other.

## **Strategic planning**

Without Walls is the name of a group of people who have worked together since 2003 to jointly develop a shared vision for the city. The Partnership is made up of representatives of public, voluntary and business organisations in York. They have developed a '*Strategy for York*', which sets out the long-term vision for the local area based on what matters most to people. In addition, they have also developed a '*City Plan*' that focuses on a small number of priorities that are critical to address in the next four years to secure York's future.

Partners of the Without Walls Partnership all agreed to include the ambitions of the 'Strategy for York' and 'City Plan' into their own plans and strategies. City of York Council have produced a plan for 2011 – 2015 describing priorities and actions that will be taken to deliver our contribution towards the 'Strategy for York' and 'City Plan'.

## **Joint Strategic Needs Assessment**

This aims to provide a comprehensive analysis of current and future needs in relation to the health and wellbeing of children and adults in the City and to inform future planning and commissioning decisions. The 2010 Assessment included a section about carers which referenced the Carers Strategy Action Plan. The production of a revised Assessment is underway, overseen by the Shadow Health and Wellbeing Board.

## **Carers Strategy Group**

The Carers Strategy Group is a partnership of people from statutory and voluntary organisations as well as carer representatives from the carer led forums. The group meets every three months to monitor progress with the Carers Strategy Action Plan. The group is coordinated by City of York Council's Adults, Children and Education directorate and is working towards increasing carer awareness at all levels of strategic planning.

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<sup>11</sup> City of York Council (2007) *City of York Commissioning Strategy for Older People 2006 - 2021*



## Funding

York Carers Strategy Group supports partnership working between health and social care agencies in the commissioning and provision of services.

City of York Council dedicates funding from the Area Based Grant and NHS North Yorkshire and York uses funding from its core budget to support carers in the following ways:

- Strategic support and direct payments for carers.
- Services commissioned specifically for carers.
- Respite and sitting services.
- Through support provided to the cared for person which allows carers to take a break.
- Specialist services for example Community Mental Health Services that provide advice and support to carers.

As part of the National Strategy refresh the government announced that it is including £400m over four years in PCT allocations and potentially GP consortia subsequently, to spend on supporting carers. This funding is an indicative amount and is included in the PCTs baseline budget and in many cases is already committed against the current service provision. Therefore there is no new separate allocation specifically for Carers on top of the 'core' funding for PCTs.



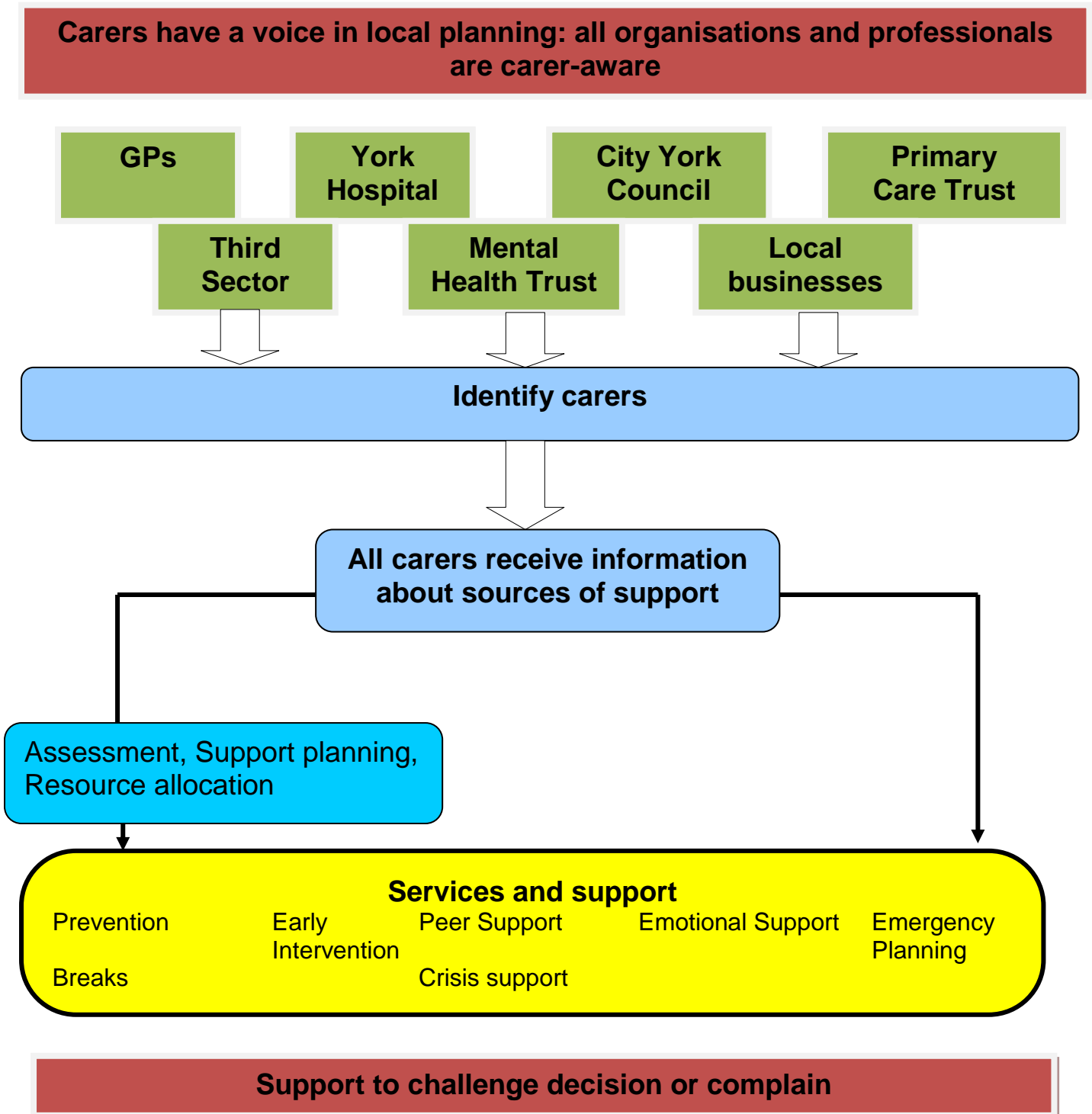
#### 4. Vision and Outcomes Framework

Our vision in York is to work towards developing a local community where carers' needs are identified and supported by all public services and other organisations in the City. In short: 'Carers are everybody's business'.

Carers should be respected and acknowledged. Each carer has a unique perspective, alongside skills and knowledge gained through the experience of caring.

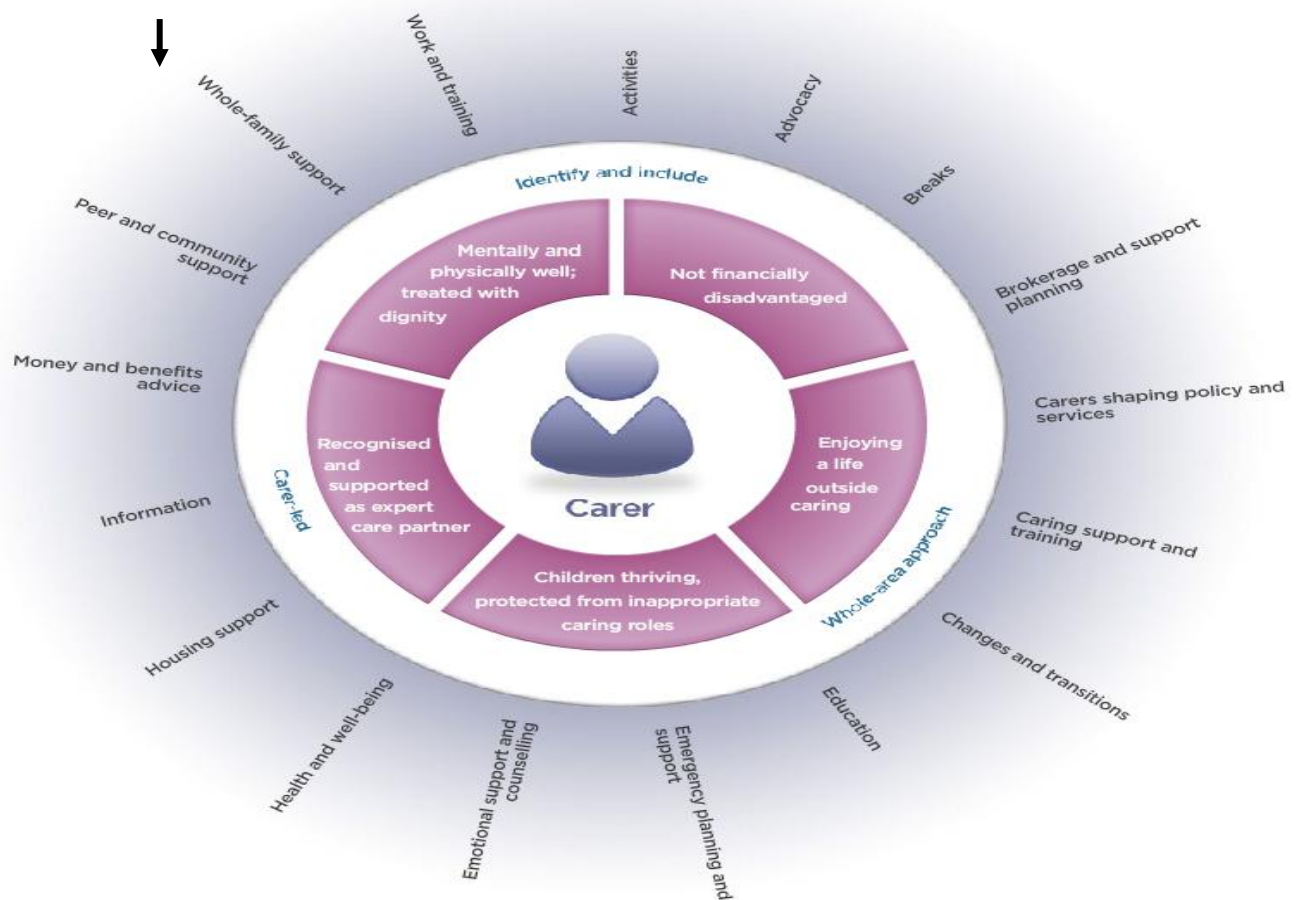
#### Care pathway for carers support

This has been drafted as a guide for all agencies. The chart below shows how we can work towards making sure carers are always recognised and directed to sources of support .



## Outcomes framework

The 'Carers Hub'<sup>12</sup> is a resource developed by the Princess Royal Trust for Carers. It is a model of comprehensive carer support based on the outcomes of the refreshed National Strategy.



The carer is at the centre of the hub. The five outcomes are in the inner section and are universal ambitions for carers. These ambitions underpin the work of York Strategy for Carers.

The middle band states the overarching values:

- 'Identify and include' – we must make sure we reach all carers including those most at risk of being overlooked.
- 'Carer-led' – services and support should be individually tailored, and carers should be part of planning and strategic forums.
- 'Whole-area approach' – effective whole area planning is needed to make sure carers' specific needs are met.

We will use the Carers Hub to help us plan work required to implement the carers strategy in the future.

<sup>12</sup> <http://www.carershub.org>

## 5. Achievements and what we still need to do

### Recognised and supported as expert care partners

#### What we have achieved

##### Information

York Carers Centre is now an established local independent charity and a focal point for information and advice.

##### Carers shaping policy

There are three active carer led forums in York helping to make sure carers voices are heard: CANDI, York Carers Forum and Young Carers Revolution.

##### Carers Assessments

City of York Council's social work teams have skilled Carers Support Workers carrying out carer assessments.

##### Carer Awareness Training

Regionally funded training held for library staff, workers in primary care health settings and those undertaking Carers Assessments of Need.

##### Carer awareness raising

York Carers Centre led the development of the Young Carer and Adult Carer e-learning tools.

##### Personalisation

Regional conference on personalisation hosted by York Carers Centre, February 2011.

##### Young adults carers

York Carers Centre successfully provides specialist support to young adult carers aged 18 and over.

##### Personalisation

York Carers Forum has worked with City of York Council to inform carers about personalisation.

##### City of York Council Health Overview Scrutiny Committee

Review successfully undertaken 2010/11 focussing on carer identification and information.

##### Integrated services and better coordination

A 'Care Pathway for carers support' has been drafted. Initial discussions have taken place about some of the implications for City of York Council's adult social care services.

##### York LINK review

Review completed and recommendations made spring 2011.

##### Development work at York Carers Centre

Lead agency in work to develop services for Young Carers, whole family support and expanded to incorporate a specialist service for carers affected by substance misuse.

## What we still need to do

- Ensure all Carers Strategy partners adopt the 'Care Pathway for carers support'.
- Set up a robust system for update and distribution of accessible information for carers.
- Identify and display information for carers in key places in York.
- Provide public information in these 'key places' which is accessible to people who may not recognise themselves as 'carers'.
- Establish the potential 'trigger points' for carer recognition, so carers can be identified earlier.
- Involve GPs in the provision of information to carers.
- Ensure Adult Social Services provide a coordinated approach to assessment for the 'whole family'.
- Reduce length of waiting list for Carers Assessment of Need.
- Include carer awareness raising in all workforce development strategies.
- Map carer involvement in local health and social care planning networks with attention to the development of Healthwatch.
- Review carer involvement.
- Ensure information about carers ethnicity is appropriately recorded by City of York Council and York Carers Centre to inform future service planning.
- Scope the work needed to identify the numbers of carers from BME communities and assess their needs.
- Ensure City of York Council reviews its equalities framework enabling carers to become part of all equality and inclusion work.

**What we have achieved**

**Carers Discount Card**

York Carers Centre launched a free discount card for carers supported by 50 local businesses.

**Carers Emergency Card Scheme**

Over 400 carers of all ages registered. Launched for Young Carers.

**Flexible Carer Support Scheme**

Direct payments received by 600 carers in 2009/10 and 680 carers in 2010/11 to support and sustain caring role.

**Carers Breaks- York Carers Forum**

In response to feedback from carers, new monthly Art and Craft sessions established in addition to monthly social meetings with massages provided; coach trips trialled- enabling carers to take a break with the person they care for; events during carers week.

**Young adult carers**

York Carers Centre supported 44 young adult carers in 2010/11 with 14 new carers joining. Monthly pub quiz and cinema groups.

**Telecare \***

Small pilot scheme offered 3 months free trial of equipment to carers 2010/11.

**Carer Breaks and Promoting Social Networking - York Carers Centre**

Art classes, card making, special events and massage sessions support over 200 carers annually aiming to promote well-being and reduce social isolation.

\* see footnote<sup>13</sup>

<sup>13</sup> "Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living." It can provide people with electronic equipment such as community alarm systems or falls sensors which makes it possible to live independently and also call for help when needed.

## What we still need to do

- Set up a clear framework for provision of breaks for carers which links to self directed support and personalisation.
- Audit existing services and support.
- Agree the concept of what a carers break is.
- Ensure learning from the report of the National Demonstrator Sites is incorporated into future local plans.
- Pursue roll out of Carers Emergency Card to parent carers.
- Ensure telecare services are accessible to carers.

The Carers' Quilt in St Nicholas's Chapel, York Minster



**What we have achieved****Employment**

York Carers Centre Employment Education and Training service supported carers with writing CVs, training, volunteering, becoming 'work ready'. Work with employers to support carers to stay in work.

**Benefits uptake**

York Carers Centre achieved an increase of £77,000 in welfare benefits uptake during a ten month period in 2011/11.

**York Explore training courses**

York Carers Centre has established links with York Library Service to help carers access free courses on computer skills and managing finances.

**York Carers Centre – laptops**

Funding obtained providing 30 carers with laptops enabling access to digital services to reduce social isolation, access job searches and online shopping, and increase networks.

**Young adult carers**

York Carers Centre supported 2 young carers to volunteer abroad and provided support to others to enable access to higher education.

**What we still need to do**

- Audit benefits advice services available to carers.
- Improve the availability of financial information and advice to young people aged 16+.
- Ensure carers can access financial advice when the cared for enters residential care and at end of life.
- Ensure City of York Council implements the action plan linked to the 'Carers Friendly Employer' chartermark.
- Develop links and engage with local businesses.
- Ensure information about carers' employment rights is available to employees and employers in York.



**What we have achieved**

**GP surgeries**

York Carers Centre has contacted all GP surgeries in York and distributed information, organised 13 awareness raising sessions for surgery staff and held 13 advice sessions at one GP surgery.

**Back care support and training for carers**

Proposal developed for 2 year training package utilising new non recurrent DH funding.

**Self health checklist**

This has been piloted and the feedback is positive. It supports carers to identify their own health needs and acts as a prompt for discussion with their GP practice.

**Admissions and Discharge Policy**

NHS North Yorkshire and York included carers issues in the principles for the Admissions and Discharge Policies for all Acute Trusts to follow.

**Drug and Alcohol Misuse**

NHS North Yorkshire and York arranged for the Carers Centre staff to access training on support for carers of those with Substance misuse and alcohol misuse.

**Dementia Care Pathway**

Carers issues have been included in to the Dementia Map of Medicine to prompt primary care to consider the needs of carers and supportive mechanisms such as the Emergency Carers Card.

**End of life**

York Carers Forum has worked with York Hospital to ensure carers are recognised, supported and included in the End of Life Pathway.

## What we still need to do

- Health commissioners and providers ensure greater consistency around identifying and addressing the needs of carers.
- Health commissioners monitor work towards ensuring that all care pathways provide guidance on the information and advice carers will need.
- To engage with the new NHS Commissioning bodies (Clinical Commissioning Groups) as they develop, to promote carer issues and build on existing work in Primary, Community and Acute Care.



## Children thriving, protected from inappropriate caring roles and supported in their caring roles

### What we have achieved

#### Supporting schools

York Carers Centre's Young Carers Service started dedicated work with schools in 2009.

#### Whole family working

York Carers Centre secured funding for a specialist one year post 2010/11 offering direct support to families and work to support strategic change.

#### Strategy

City of York Council has identified a lead officer for young carers. A task group has been established to plan and implement actions.

#### Carers Assessments for Young Carers

A Task Group has begun work to implement young carer assessments in York using the Common Assessment Framework.

#### Young Carers Forum

Ongoing meetings of Young Carers Revolution have started, leadership of the group has been established and new members attended a meeting in April 2011. DVD promoted locally and nationally. York MP Julian Sturdy praised work of Forum in speech in House of Commons.

#### Young Carers Service

Support for 95 young carers in 2010/11 and 38 new carers joined due mainly to increased awareness in schools.

#### Young Carers Awareness Raising

Young Carers Revolution (YCR) DVD promoted locally and nationally. York MPs attended YCR meetings. YCR received standing ovation at No Wrong Doors Conference 2010. Links made with Youth Parliament. Best Community Project in York and Volunteer award in London received.

#### Breaks for young carers

Monthly sessions held for 3 different age groups, 286 sessions of one to one support, 50 separate activities and 36 groups sessions provided by Young Carers Service 2010/11.

#### Good practice in schools

Staff at Millthorpe School have been supported to run support groups for young carers. Lessons held at All Saints School for year 11 students to raise awareness re young carers. Feedback from Huntington school deputy head confirms that student and teacher awareness about young carers has increased as a result of work by Young Carers Service.

## What we still need to do

- Support the development of the Young Carers task group and action plan.
- Implement the Common Assessment Framework (CAF) as the assessment tool for Young Carers Assessment.
- Ensure all adult services assessment processes and paperwork includes identification of young carers.
- Develop work in schools which identifies the support needs of young carers and ensures this support is made available.
- Young Carers Task Group to consider York LINK report (March 2011) recommendation: 'Young carers should be given help to get home access to computers'.

**ONE VOICE ISN'T ENOUGH**

**Get Involved, Speak Up!**

If you need help looking after your family, and feel like no one's listening, you could be a young carer

Young Carers Services can help take the pressure off.

If you are a young carer or think you know someone who needs support, please contact your local Carers Centre or visit [www.youngcarers.net](http://www.youngcarers.net)

## 6. Priorities

The Carers Strategy Group agreed the following priorities for the renewed Strategy Action Plan at its meeting in July 2011:

- **Develop work with partner agencies which reaches unknown carers and provides appropriate responses.**
- **Increase access to information for carers and key workers in 'key places'.**
- **Raise carer awareness amongst GPs and all workers in health settings.**
- **Engage with the Clinical Commissioning Group for Vale of York to raise awareness of the support needs of carers.**
- **Ensure the need to provide support for carers is included in all work at a strategic level.**
- **Implement the young carers assessment of need.**

York Carers Forum outing to Yorkshire Lavender (Terrington) – 7<sup>th</sup> July 2011



## APPENDIX 1

## Progress summary July 2011

## York Carers Strategy Action Plan - Key priorities and targets 2009 - 2011

<b>National Strategic Outcome One</b> <i>Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.</i>			
	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements: July 2011</b>
1A	<b>Information:</b> Carers will have easy access to accurate information and advice	<ul style="list-style-type: none"> <li>Provision of easily accessible information and signposting</li> </ul>	<ul style="list-style-type: none"> <li>Carers Information Pack produced and annually updated</li> <li>York Carers Centre developing as focal point for information</li> <li>York Carers Centre, CANDI, York Carers Forum, Young Carers Revolution and City of York Council websites provide information for carers</li> </ul>
1B	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	<ul style="list-style-type: none"> <li>Increase identification of carers in Primary Care (see 4C)</li> </ul>	<ul style="list-style-type: none"> <li>York Carers Centre contacted all GP surgeries and distributed information in 2010/11</li> <li>City of York Council Health Overview Scrutiny Committee completed a carer review in spring 2011 focussing on carer identification</li> </ul>
1C	<b>Young Adult Carers:</b> Carers will have easy access to accurate information and advice	<ul style="list-style-type: none"> <li>Establishment of support for young adult carers aged 18 years + by York Carers Centre</li> </ul>	<ul style="list-style-type: none"> <li>York Carers Centre provides regular ongoing support to 44 young adults (July 2011)</li> </ul>

1D	<b>Integrated services:</b> Services and information will be provided in a coordinated way across and within agencies	<ul style="list-style-type: none"> <li>• Closer joint working and partnerships between health, social care and the third sector</li> <li>• Awareness raising for professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Draft 'Care Pathway for Carers Support' presented to Carers Strategy Group April 2011</li> <li>• E learning carer awareness raising tools re 'Young Carers' and 'Adult Carers' launched May/June 2011</li> </ul>
1E	<b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs	<ul style="list-style-type: none"> <li>• Carer Assessment of Need</li> <li>• Common Assessment Framework (<i>NB not implemented for adults in York</i>)</li> <li>• Personal budgets</li> </ul>	<ul style="list-style-type: none"> <li>• Continued increase in numbers of separate carer assessment and review completed (673 in 09/10 and 857 in 10/11)</li> <li>• Carer's role acknowledged in assessment questionnaire for cared for person's personal budget</li> </ul>
1F	<b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive	<ul style="list-style-type: none"> <li>• Training for carers – Living for Learning</li> <li>• Carer involvement</li> </ul>	<ul style="list-style-type: none"> <li>• One Living for Learning course held in 2009</li> <li>• Three active carer led forums established and offered ongoing support</li> </ul>

<b>National Strategic Outcome Two</b> <b><i>Carers will be able to have a life of their own alongside their caring role</i></b>			
	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements</b>
2A	<b>Break provision:</b> Carers should have access to a range of flexible breaks	<ul style="list-style-type: none"> <li>• Joint plans with NYYPCT re new money for breaks</li> <li>• Review current breaks provision</li> <li>• Personal budgets to enable carers to take breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Breaks review presented to Carers Strategy Group April 2010</li> <li>• Continued increase in numbers of carers benefiting from Flexible Carer Support Scheme (600 in 09/10 and 680 in 10/11)</li> </ul>
2B	<b>Emergency Card Scheme:</b> Carers should be better equipped to deal with a crisis and have peace of mind	<ul style="list-style-type: none"> <li>• Emergency Card Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Card scheme well established for adults, now includes young carers</li> </ul>
2C	<b>Technology:</b> Carers should have access to a range of services and support	<ul style="list-style-type: none"> <li>• Telecare</li> </ul>	<ul style="list-style-type: none"> <li>• Small scheme to promote benefits of telecare for carers completed in 10/11</li> </ul>
2D	<b>Housing, Leisure and Transport:</b> Carers should have access to a range of services and support	<ul style="list-style-type: none"> <li>• Discount card scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Carers with Carers Emergency Card and those in receipt of Carers Allowance can access discounts at City of York Council leisure classes and swimming pools</li> <li>• York Carers Centre launched a discount card for carers in December 2010 involving 50 local businesses</li> </ul>



<b>National Strategic Outcome Three</b>			
<b><i>Carers will be financially supported so that they are not forced into financial hardship by their caring role</i></b>			
	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements</b>
3A	<b>Income:</b> Carers should have access to benefits advice	<ul style="list-style-type: none"> <li>• Welfare benefits advice</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre continues to increase uptake of benefits for carers.</li> </ul>
3B	<b>Employment:</b> Carers should have access to employment support and vocational training	<ul style="list-style-type: none"> <li>• Ensure carers in employment are supported</li> <li>• Encourage carer aware employment practice</li> <li>• Make local links with new 'care partnership managers' at Jobcentre Plus</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre Employment Education and Training service established.</li> <li>• York Carers Centre works with employers</li> <li>• City of York Council awarded a Carer Friendly Employer charter mark</li> <li>• Care Partnership Manager a member of Carers Strategy Group</li> </ul>

<b>National Strategic Outcome Four</b>			
<b><i>Carers will be supported to stay mentally and physically well and treated with dignity</i></b>			
	<b>Outcome</b>	<b>Local priority</b>	<b>Achievements</b>
4A	<b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs	<ul style="list-style-type: none"> <li>• Self-health checklist distribution and evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Check list piloted and distributed</li> <li>• Business case for back care support for carers compiled and short term development work planned</li> <li>• Need to give advice to carers on moving and handling included in principles for Admissions and Discharge policies circulated to Acute Trusts</li> </ul>
4B	<b>NHS:</b> Carers needs should be addressed in hospital admission and discharge procedures		<ul style="list-style-type: none"> <li>• NHS North Yorkshire and York included carers issues in the principles for the Admissions and Discharge Policies for all Acute Trusts</li> <li>• Health passport piloted for Neurology patients includes pages about carers.</li> <li>• York Carers Forum worked with York Hospital to ensure carer recognition at End of Life Pathway</li> </ul>
4C	<b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals	<ul style="list-style-type: none"> <li>• Update GP resource pack (<i>Decision made not continue with pack</i>)</li> <li>• Develop work to improve carer identification and signposting in primary care settings</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre contacted all GP surgeries in York and distributed promotional information</li> <li>• Carer issues included in Dementia Map of Medicine to prompt support of carers</li> </ul>

4D	<b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress		
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<b>National Strategic Outcome Five</b> <b><i>Children and young people will be protected from inappropriate caring and have the support they need to learn, develop, and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.</i></b> <i>(Every Child Matters outcomes: be healthy, stay safe, enjoy and achieve, make a positive contribution, achieve economic well-being)</i>			
	<b>Outcome</b>	<b>Local priority</b>	
5A	<b>Universal services:</b> Children will have the support they need to learn develop and thrive	<ul style="list-style-type: none"> <li>• Support schools in York to support young carers</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Centre began dedicated work with York Schools in 2009</li> <li>• Young Carers Revolution produced and publicised a range of carer awareness raising tools</li> </ul>
5B	<b>Targeted support for young carers:</b> Young carers will be able to make a positive contribution and have their views respected	<ul style="list-style-type: none"> <li>• Set up a Young Carers Forum</li> </ul>	<ul style="list-style-type: none"> <li>• Young Carers Revolution established as York's carer led forum for young carers</li> </ul>
5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring		<ul style="list-style-type: none"> <li>• York Carers Centre secured funding for a specialist one year post 2010/11 offering direct support to families and work to support strategic change which enabled the development of the e learning carer awareness raising tools.</li> </ul>

## York Carers Strategy Action Plan 2011 - 2015

### Appendix 2

<b>National Strategic Outcome One</b>		
<b><i>Recognised and supported as expert care partners</i></b>		
	<b>Outcome</b>	<b>What we need to do</b>
	<b>Information:</b> Carers will have wider access to accurate information and advice available through a range of communication methods	<ul style="list-style-type: none"> <li>• Set up a robust system for update and distribution of accessible information for carers, including electronic distribution methods</li> <li>• Decide which are the 'key places' in York where carers information should be available</li> <li>• Develop and distribute public information which is accessible to people who may not recognise themselves as 'carers'</li> <li>• Involve GPs in the provision of information to carers</li> </ul>
	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	<ul style="list-style-type: none"> <li>• Enable professionals to effectively identify carers.</li> <li>• Include carer awareness raising in all workforce development strategies</li> </ul>
	<b>Integrated services:</b> Services and information will be provided in a coordinated way across and within agencies	<ul style="list-style-type: none"> <li>• Ensure all Carers Strategy partners adopt the 'Care Pathway for carers support'</li> </ul>

	<p><b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs</p>	<ul style="list-style-type: none"> <li>• Adult and Children’s Social Services to provide a coordinated approach to assessment for the ‘whole family’</li> <li>• City of York Council will reduce length of waiting list for Carers Assessment of Need</li> </ul>
	<p><b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive</p>	<ul style="list-style-type: none"> <li>• Review and increase carer involvement and take appropriate action</li> <li>• Map carer involvement in local health and social care planning networks with attention to the development of Healthwatch</li> </ul>
	<p><b>Equality and social inclusion:</b> All carers will be able to access services and support.</p>	<ul style="list-style-type: none"> <li>• Ensure information about carers ethnicity is appropriately recorded by City of York Council, York Carers Centre and all Carers Strategy partner organisations to inform future service planning</li> <li>• Use existing contact mechanisms with BME, multi-faith and multi-cultural groups to identify the numbers of carers from BME communities and take appropriate action</li> <li>• City of York Council to review its equalities framework to ensure carers become part of all equality and inclusion work</li> </ul>

<b>National Strategic Outcome Two</b> <i>Enjoying a life outside caring</i>		
	<b>Outcome</b>	<b>What we need to do</b>
	<b>Break provision:</b> Ensure carers have access to a range of flexible breaks	<ul style="list-style-type: none"> <li>• Set up a clear framework for provision of breaks for carers which links to self directed support and personalisation</li> <li>• Audit existing services and support</li> <li>• Agree and promote the concept of what a carers break is</li> <li>• Research and adopt good practice</li> <li>• Roll out the Carers Emergency Card to parent carers</li> </ul>
	<b>Technology:</b> Ensure carers have access to a range of services and support	<ul style="list-style-type: none"> <li>• Provide accessible telecare services to adults</li> </ul>

<b>National Strategic Outcome Three</b> <b><i>Not financially disadvantaged</i></b>		
	<b>Outcome</b>	<b>What we need to do</b>
	<b>Income:</b> Ensure carers have access to benefits and financial advice	<ul style="list-style-type: none"> <li>• Audit current benefits advice services available to carers</li> <li>• Ensure carers can access financial advice when the cared for enters residential care and at end of life</li> </ul>
	<b>Employment:</b> Carers should have access to employment support and vocational training	<ul style="list-style-type: none"> <li>• Monitor City of York Council's implementation of the action plan linked to the 'Carers Friendly Employer' charter mark</li> <li>• Develop links with local businesses</li> <li>• Roll out information about carers employment rights to employees and employers in York</li> </ul>



<b>National Strategic Outcome Four</b> <i>Mentally and physically well; treated with dignity</i>	
<b>Outcome</b>	<b>What we need to do</b>
<p><b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs</p> <p><b>NHS:</b> Carers needs should be addressed in hospital admission and discharge procedures</p> <p><b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals</p> <p><b>Emotional Support:</b> Carers should have support to maintain their well being an reduce stress</p>	<ul style="list-style-type: none"> <li>• Health commissioners and providers ensure greater consistency around identifying and addressing the needs of carers</li> <li>• Health commissioners will work towards ensuring that all care pathways provide guidance on the information and advice carers will need</li> <li>• To engage with the new NHS Commissioning bodies (Clinical Commissioning Groups) as they develop to promote carers issues and build on existing work in Primary, Community and Acute Care</li> </ul>

<b>National Strategic Outcome Five</b>	
<b><i>Children thriving, protected from inappropriate caring roles</i></b>	
<b>Outcome</b>	<b>What we need to do</b>
<p><b>Universal services:</b> Children have access to the support they need to learn, develop and thrive</p>	<ul style="list-style-type: none"> <li>• Set up the Young Carers task group and action plan</li> <li>• Ongoing development of the work now established in schools which supports young carers</li> <li>• Task group to consider York LINK report (March 2011) recommendation: ‘Young carers should be given help to get home access to computers’</li> </ul>
<p><b>Whole family support:</b> Children and young people are protected from inappropriate caring.</p> <p>Young adults have access to appropriate advice in relation to their transition into adulthood.</p>	<ul style="list-style-type: none"> <li>• Implement the Common Assessment Framework (CAF) as the assessment tool for Young Carers Assessment.</li> <li>• Ensure adult services identify young carers in their assessment processes and paperwork</li> <li>• Ensure effective sources of advice are available to young carers aged 16-18+</li> </ul>

## Appendix 3

### What carers in York have told us?

National Strategy refresh session – York 2010

25 people attended a consultation meeting on 16<sup>th</sup> August 2010.

16 were carers, of whom 4 were young carers. Three other carers returned written responses. Nine workers/professionals attended of whom all had specialist roles to support unpaid carers. Carers discussed what the priorities for services and support to carers should be.

#### **KEY MESSAGES (from final discussion at meeting)**

“Don’t let money rule it, sometimes have to spend a bit to create a lot.”

Do not cut services to carers. Carers save money, and are value for money. Protect the carers, and the cared for is protected.

“These services are our rights.”

Personalisation and respite is a complex issue.

Third sector equals value for money.

Short breaks are a priority.

Emergency support at short notice.

Development of personal budgets and support to maintain them.

Identification of carers in schools, GPs, hospital and hospital discharge.

Training by carers in carer awareness for professionals/workers.

Carers Allowance: increase and change the rules.

Young Carers need specialist support and support in schools and Further Education.

Carers own health.

## Quotes from carers

### **Peer Support**

“The only things that have worked well for me is when I have spoken to other carers....they were the ones who put me on to things that helped me. I would love to say “serviceland” helped me but I can’t.”

“Enabling parent/carers to speak to other parent/carers. People listen and learn best from people that know what they mean without having to explain.”

### **Health and Well-being**

“One of the most important outcomes of the strategy. If the carer doesn’t have support and attention to their physical needs then there would be two people in need of care.”

“For me, the most important priority for the carer strategy is to ensure both the mental and physical well-being of the carer.....in the long term, funds targeted at ensuring carers are mentally and physically able to continue in their supporting roles will pay huge dividends by avoiding significant costs when things go wrong.”

“Emotional support for carers would be very welcome as it is badly needed. The only emotional support I have ever received in my caring role, has come from other carers. Funding carer led support groups should be a priority.”

## Health Overview Scrutiny Report 2011

In November 2010 the City of York Council's Health Overview Scrutiny Committee set up a Task Group to carry out a Carer's Scrutiny Review.

Aim: to promote the valuable work done by carers and to improve the way City of York Council and its key partners identify carers and ensure they have access to information and the support available.

Key objectives:

- 1) To raise awareness of carers
- 2) To improve access to information for carers

20 carers and 10 care workers contributed information in person or via a questionnaire.

### Analysis of information from the Public Event and questionnaires

#### The importance of early identification of carers

Key professionals, especially GPs need to be aware of carers from an early stage and identify them as soon as possible.

#### Recognising you are a carer

People do not always immediately recognise themselves as a carer. Steps need to be taken to encourage early carer self-identification so that the right information can be provided at the right time. Carer needs to have access to information immediately that they recognise themselves as a carer.

*"Many comments were received (at the public event and in returned questionnaires) that recognising that you are a carer was a gradual process, however it often became very clear at a point of crisis (such as hospital admission or diagnosis or a particular condition.)"*

#### Provision of Information

Information would need to be proportionate to the needs of each individual carer.

#### Carers own needs

Comments at the public event were backed up by questionnaires that identified that frequently more support is given to patients/customers than to carers. This meant that the carer's health often suffered as a consequence and carer didn't always get enough time to spend on their own needs especially if they were caring for more than one person.

## York LINK Report 2011

The LINK Steering Group held a Public Information and Awareness Event on Carers Rights on September 8<sup>th</sup> 2010. Evidence about services for carers in York was provided by a total of 48 individuals and York Carers Centre staff.

### **Recommendations from “Report on Carers Rights – March 2011” were made on the following themes:**

#### **Young Carers**

- City of York Council to help fund York Carers Centre to promote young carers awareness in schools
- Implementation of a Young Carers Card Scheme and funding for York Carers Centre for a young carers event
- GPs should keep a record of young carers
- City of York Council provide support to help young carers to find ways of funding home computers

#### **Employment**

- City of York Council organise support and advice to help carers combat discrimination in the workplace
- Local organisations to offer work experiencing placements to carers

#### **Parent carers**

- City of York Council should improve access for disabled children to social services
- Jointly commissioned (by NHS North Yorkshire and York and City of York Council) posts to help parent carers liaise with community, social services and health services

#### **City of York Council**

- Congratulations to City of York Council for the amount of support provided for carers and carer organisations and request that high standards are maintained.

#### **Carers Assessments**

- Increased resources from City of York Council to reduce waiting times for Carers Assessments

#### **GPs**

- GP surgeries in York should adopt the model used in Somerset called the Carers Champions Scheme, with training delivered by York Carers Centre and York Carers Forum.

## York Carers Centre Survey 2011

In January 2011 York Carers Centre sent out a survey to 650 adult carers registered on its database. In total 183 surveys were returned: a response rate of 28%. The following is a summary of feedback from carers.

To view the full survey results go to:

<http://www.yorkcarerscentre.co.uk/content/carers-survey-2011>

### Current services

- 47% of carers heard about York Carers Centre from a social worker or carer support worker.
- 13% of carers heard about York Carers Centre from their GP surgery.
- 57% of carers responded that one of the reasons they initially contacted the Centre was to find information about services, and 42% to register for the Carers Emergency Card.
- 58% of carers usually contact the Centre by phone.
- 94% of carers felt able to speak to someone at the Centre at a convenient time.
- 95% of carers fed back very positively about all aspects of home visits from Centre workers.
- 88% of carers agreed that information in York Carers Centre newsletter was useful and relevant.
- 95% of carers felt that leaflets in the Carers Information Pack were useful and relevant.
- 79% of carers agreed that York Carers Centre helps them with the stresses of being a carer.

### What carers would like to see in the future

- 80% of carers would like to have regular advice surgeries in their local area.
- 74% of carers felt it would be useful to have a telephone helpline for emotional support.

**Appendix 4****Carers Scrutiny Review March 2011 – summary of recommendations**

City of York Council Health Overview Scrutiny Committee Carers Review Task Group met between December 2010 and March 2011.

For further details and the full final report see:

<http://democracy.york.gov.uk/ieListDocuments.aspx?CId=718&MIId=6313&Ver=4>

**Carers Scrutiny Review March 2011 – summary of recommendations****To raise awareness of carers:**

- Health commissioners and providers ensure that there is greater consistency around how carers are identified and once identified their needs addressed.
- That the Multi-Agency Carer's Strategy Group identifies where it would be helpful to provide public information about what it means to be a carer and how to access support to enable carers to identify themselves earlier.
- That City of York Council reviews its Equalities Framework to ensure that carers become an integral part of all equality and inclusion work.

**To improve access to information for carers**

- That health commissioners ensure that all care pathways provide guidance on the information and advice carers will need.
- That Adult Social Services develop a clear pathway, which provides an integrated approach to assessment for the whole family.
- To continue to promote carer awareness an annual update on the Carers Strategy for York be presented to the Health Overview and Scrutiny Committee and thereafter to the Executive Member for Health and Adult Social Services.



## **York Strategy for Carers**

Compiled and agreed by York Carers Strategy Group August 2011.

### **For more information contact:**

**Frances Perry**  
**Carers Strategy Manager**  
**City of York Council**

**Phone**      **01904 554188**  
**Email**      **[frances.perry@york.gov.uk](mailto:frances.perry@york.gov.uk)**

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