



## Notice of meeting of

### Carers Review Task Group

**To:** Councillors Boyce (Chair), Holvey and Wiseman

**Date:** Wednesday, 2 February 2011

**Time:** 5.00 pm

**Venue:** The Guildhall, York

## AGENDA

### 1. **Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

### 2. **Minutes**

(Pages 3 - 6)

To approve and sign the minutes of the meeting of the Task Group held on 14 December 2010.

### 3. **Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Group's remit can do so. The deadline for registering is by **5.00pm on Tuesday 1 February 2011**.

To register please contact the Democracy Officer whose details are set out at the end of this agenda.

**4. Interim Report - Carer's Review** (Pages 7 - 116)

This report presents the Task Group with the information received to date and the analysis undertaken so far in relation to the Carer's Review. The Task Group are now asked to consider whether they wish to gather any further evidence and to analyse the evidence received to date in order to formulate any recommendations they may now wish to make.

**5. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officer:

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting Jill Pickering, Democracy Officer

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

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- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

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MEETING	CARERS REVIEW TASK GROUP
DATE	14 DECEMBER 2010
PRESENT	COUNCILLORS BOYCE, HOLVEY AND WISEMAN
IN ATTENDANCE	COUNCILLOR MORLEY

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**1. CHAIR**

RESOLVED: That Councillor Boyce be appointed Chair of the Task Group.

**2. DECLARATIONS OF INTEREST**

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda. Other than the following standing interests no further interests were declared:

Councillor Boyce	Employed by the Alzheimer's Society, York Trustee of York Carers' Centre
Councillor Holvey	Partner was a student nurse at the University of York and a professional member of the NHS
Councillor Wiseman	Member of York Healthy City Board Public Member of York Hospitals NHS Foundation Trust

**3. PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

**4. CARER'S REVIEW**

Members considered a report, which presented the following information to assist them in progressing the carer's review:

- Good practice examples regarding carer identification
- Current practice in York
- Key partners

The Task Group were reminded of the aim of the review which was to promote the valuable work done by carers and improve the way City of

York Council and its key partners identified carers and ensured that they had access to information and support available.

The Chair thanked the Carers Strategy Manager for the comprehensive information provided for the Group's consideration. Further information regarding support for carers offered by Higher York partners was also circulated for Members information.

The Scrutiny Officer confirmed the arrangements for the Task Group's Public Event to be held at the Monk Bar Hotel on 7 January 2011 from 2pm to 6.30pm. She confirmed that this would take the form of a drop in session where people could come along and talk to the Group about their experiences and/or complete the questionnaire, which was to be prepared by the Group later in the week.

Members then went onto consider all the background information, including current practice in York and the York Strategy for Carers and made a number of comments including:

- The questionnaire and publicity for the Public Event needed to state that any information collected would help shape future policy in this area.
- Confirmation that the York Strategy for Carers 2009-2011 had been extended to 2012 as the National Carers Strategy had only recently been refreshed giving little time to analyse the content.
- In answer to a question, confirmation that this would be the optimum time to carry out this review and assist in the early identification of carers.
- Identification of work already undertaken with carers both internally and by General Practitioners (GP's) and other care professionals was required.
- Need to work with GP's and key professionals at an early stage to ensure they identify both patients and their carers.
- Confirmation that a briefing on the key messages from the refreshed York Strategy for Carers would be made available for the Task Group early in the new year.
- Confirmation that money had previously been allocated to the PCT for short term breaks for carers, which had not been ring fenced for this specific use. Members requested further details of this allocation.
- Confirmation that the PCT did provide funding for the York Carers Forum.
- Considered a priority of the review to ensure that when carers became aware of their role that they knew where to find the information and support they required.
- Consideration needed to be given to possible target areas in the city.
- There was a need to build on what already existed and worked well, and within budget.
- Confirmation that targeted information worked well with the York Carers Centre already producing carer's leaflets.
- That support was given to patients but not to carers whose sickness levels were known to be higher.

- Carer Awareness undertaken by the Cheshire Carers Link Model was an example of good practice.
- Need to identify any useful points of contact within the Authority and then examine if improvements could be made to assist carers e.g. identification of carers at their first point of contact with the authority
- Questionnaire should include a question asking carers when they make contact with the Council or other agencies if there were any barriers they encountered.
- It was imperative that any intervention needed to be at the right level for the individuals circumstances with a proportionate response to enable a carer to be signposted to the most appropriate service/individual.
- It should be made clear to attendees at the public event and in the questionnaire that the information they provided would be anonymised but not confidential.
- Information to assist the review was required from carers, professional carers and care workers, including details of age, sex, how long they had carried out the role, the ward in which they lived etc

Following further discussion it was

- RESOLVED:
- i) That the carers questionnaire be based on the themes and issues detailed on pages 13 and 14 of the report.
  - ii) That note be taken of the issues raised by the Task Group in the preparation of the questionnaire.

REASON: In order to progress the carers scrutiny review.

CLLR B BOYCE, Chair

[The meeting started at 4.30 pm and finished at 5.50 pm].

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## **Carer's Review Task Group**

**2<sup>nd</sup> February 2011**

Report of the Assistant Director Governance & ICT

### **Interim Report – Carer's Review**

#### **Summary**

1. This report presents the Task Group with the information received to date and the analysis undertaken so far in relation to the Carer's Review.

#### **Background**

2. The Task Group recognised certain key objectives and the following remit was agreed:

#### **Aim**

3. 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**

- i. To raise awareness of carers
- ii. To improve access to information for carers

#### **Consultation**

4. To date consultation has taken place between the Task Group and relevant Council Officers.
5. A public event was held on 7<sup>th</sup> January 2011 and was attended by approximately 20 people, including carers, care workers and key partners.
6. Questionnaires were also available for those unable to attend the public event and 33 of these were completed and returned.

#### **Information Gathered**

7. To date the Task Group have considered the key objectives for this review as a whole rather than independently of each other. In the first instance they considered information provided by the Carers Strategy Manager at the City of

York Council in order that they could understand more about carers generally. Secondly they considered first hand opinions and experiences received at a public event and from completed questionnaires.

### **National & Local Policy Context**

8. The Government's recently refreshed Carers' Strategy 'Recognised, Valued and Supported: Next steps for the Carers Strategy' was published on 25<sup>th</sup> November 2010. The key messages relevant to this review are contained within section 1 of the document 'Identification and Recognition' where Priority Area 1 is outlined as:

*'Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.'*

9. The key messages contained within the refreshed national policy do not significantly change the priorities within the current York Strategy for Carers, however this will be refreshed over the next 12 months.
10. A briefing note provided by the Local Government Information Unit (LGIU) is attached at **Annex A**. This provides further information on the recently refreshed national strategy.

### **Profile of Caring**

11. The 2001 census figures record 17,009 carers in York and 342 young carers aged 8 to 17. Since then the population of York has risen and gives rise to an estimate in carer numbers of 18,676 in 2010. York's older population is likely to increase by 32.7% within the next 20 years<sup>1</sup>. This rise in the ageing population will mean a rise in the number of carers and a rise in the number of older carers.
12. Carers are all ages and come from all walks of life. Three in five people will become carers at some point in their lives and women have a fifty-fifty chance of becoming a carer before they reach the age of 59.<sup>2</sup> 52% of carers will care for their parents or in-laws, 18% for their spouse and 8% for a child.<sup>3</sup> In 2009/10 City of York Council completed assessments or reviews for 1473 carers and York Carers Centre had 1959 carers registered on its database
13. It is estimated that 37% of the caring population start caring and a similar proportion cease caring every year in the UK, which means over 6,000 new carers in York annually. In a survey undertaken by Carers UK for a report in 2006 65% of carers did not identify themselves as a carer in the first year of

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<sup>1</sup> Older People Profile Version 1, City of York Council

<sup>2</sup> Information from Carers UK

<sup>3</sup> General Household Study 2000

caring. The report that detailed the outcomes of this survey recommended that information strategies target carers in the first year of caring.<sup>4</sup>

14. Most adult carers of children and adults with severe and long-term disabilities or illnesses will be identified through provision of health and social care services. Carers of people with enduring mental health problems may also be identified when the person they care for accesses treatment. This means that carers in significant need may well be identified at the point at which the person they care for accesses health or social care services. Many carers are sustained in their role through natural support from their communities and networks.
15. Various services exist to support carers in York; both the City of York Council and third sector organisations provide these. A multi-agency Carers Strategy Group meets on a quarterly basis, there is an agreed 'York Strategy for Carers 2009-2011' (extended to 2012) and a Carers Strategy Action Plan as well as the York Carers Centre which is commissioned to provide a range of support for carers in York.
16. Further information in relation to the above can be found at **Papers 1 and 2 and Annexes B, C & D** to this report which also contain information on good practice examples regarding carer identification, carer awareness raising and information provision in other areas. They also explore the current practice in York, in particular the York Strategy for Carers document as well as information on key partners.

#### **Information Received at the Public Event and via Completed Questionnaires**

17. The Task Group was particularly interested in hearing first hand from carers and care workers and held a public event on 7<sup>th</sup> January 2011 at the Monk Bar Hotel, York. This took the form of a drop in session and ran from 2pm until 6.30pm with approximately 20 people attending to give their views to the Task Group.
18. In addition to this two questionnaires were devised and these were e-mailed to carer's organisations, condition groups, voluntary sector organisations, care workers and key partners. One questionnaire was targeted at carers and another at care workers. In total 33 of these were completed and returned.
19. Both the information received at the public event and that contained within the questionnaires was subsequently collated and is set out at **Annexes E, F, G and H to this report.**

#### **Comments/Analysis on Information Received**

20. The Task Group considered all the information received to date and made comment on the following:

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<sup>4</sup> The importance of Information for Carers, Carers UK 2006

21. **The importance of early identification of carers** - The NHS was undergoing significant change with new legislation passing the responsibility of Public Health to Local Authorities and commissioning to GP Consortia. It was therefore vitally important that key professionals, especially GPs were aware of carers from an early stage and identified them as soon as possible. There was further scope for GPs to be more carer aware and to be encouraged to work with both patients and their carers in a more positive way. There had been incidences reported where GPs had refused to talk to a carer because a patient's confidentiality would be breached and incidences where a carer could have been identified by a GP but wasn't. Equally, however, there have been some GPs who have been highly praised for their attitude towards carers. The Task Group believed that this was an area where there was a need for ongoing improvement.
22. **Recognising you are a carer** - People do not always immediately recognise themselves as a carer with many feeling that that they are 'just looking after my mother/child/spouse' or 'just doing my duty'. Steps needed to be taken to encourage early carer self-identification so that the right information can be provided at the right time. Carers need 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 the point of a crisis (such as hospital admission or diagnosis of a particular condition.)
23. **Provision of Information** – Not all carers would need or want the same level of support as others. Information would need to be proportionate to the needs of each individual carer. Some carers prefer written information whilst others much prefer to talk with someone face to face. It was also important who gave information to carers, as they needed to be able to have confidence and respect for the person/organisation providing it.
24. **Carer's own needs** – several comments received at the public event and in the returned questionnaires identified that frequently more support was given to patients than to carers. This meant that the carer's health often suffered as a consequence and carers didn't always get enough time to spend on their own needs, especially if they were caring for more than one person. Many felt that their needs were secondary to the person they care for and it was noted that if this was the case then there may be a need to check that any care package that was in place was providing the relevant help.
25. **Other issues** that were raised and need further clarification for the final report are set out below:
  - Whether monies allocated to NHS North Yorkshire & York to be used for short term breaks for carers were ring fenced and how these monies were spent
  - The need to build on services that already existed and worked well but at the same time remaining within the budget allocated to this service.

- The possibility of identifying useful points of contact within the Council and then examining whether improvements can be made to assist in identifying carers
  - Carer 'turnover' is high – it isn't static
  - The Task Group indicated that they liked the Cheshire Carers Model set out in **Paper 1** to this report
  - What are the barriers and difficulties experienced when making contact with City of York Council and how can improvements be made
  - Identification of triggers – i.e. if Mrs X always collects Mr Y's prescription could the pharmacist identify her as a carer and signpost her to where she can access information
  - Where there are a number of advice agencies all of them need to be carer aware and work together
  - What are the common problems and trigger points – how can these be explored and services targeted?
  - There are positives such as:
    - The Caring & Coping course run by the Alzheimer's Society
    - York Carer's Centre
    - Individual medical professionals, care support workers from the Council and voluntary organisations
  - There have not been many negatives but there are some where people felt they were not identified as a carer early enough or supported well enough
26. During the public event and through the responses received via questionnaires there were several very moving stories that people kindly shared. There were also a number of named individuals who were highly praised for their dedication and the work they do.

### **Options**

27. There are no specific options associated with the recommendations within this report however the Task Group are asked to consider whether they wish to gather any further evidence and if so what.
28. If no further evidence is required then the Task Group are asked to undertake further analysis of the evidence received to date and formulate any recommendations they may wish to make.

### **Analysis**

29. Members are asked to undertake further analysis of the information received to date for inclusion within the draft final report. They are also asked to prepare the recommendations arising from the review.
30. Dependent on the recommendation made there may be implications that will need to be addressed. Any implications will be addressed within the draft final report. The Scrutiny Officer will provide the Task Group with the draft final report (including implications) and the recommendations made for comment

prior to it being considered by the Health Overview & Scrutiny Committee at their March meeting.

### **Corporate Strategy 2009/2012**

31. This topic is linked to the 'Healthy City' aspect of the Corporate Strategy 2009/2012.

### **Implications**

32. **Financial** – There are no financial implications associated with the recommendations within this report however implications may arise as the review progresses. Any financial implications arising from recommendations made at this meeting will be thoroughly addressed within the final report.
33. **Human Resources** - There are no Human Resources implications associated with the recommendations within this report however implications may arise as the review progresses. Any Human Resources implications arising from recommendations made at this meeting will be thoroughly addressed within the final report.
34. There are no legal or other implications associated with the recommendations in this report, should any arise once the recommendations arising from the review are agreed then these will be addressed within the final report.

### **Risk Management**

35. There are currently no risks associated with this review or the recommendations within this report.

### **Recommendations**

36. The Task Group are asked to:
  - Consider whether they wish to gather any further evidence and if so what
  - If no further evidence is required then the Task Group are asked to undertake further analysis of the evidence received to date and formulate any recommendations they may wish to make.

Reason: To progress this review.

## Contact Details

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Andrew Docherty  
Assistant Director Governance & ICT  
Tel: 01904 551004

Report Approved



Date 24.01.2011

**Specialist Implications Officer(s) None**

Wards Affected:

All



For further information please contact the author of the report

**Background Papers:**

Referenced within the annexes below

**Annexes**

- Annex A** Local Government Information Unit Briefing Note in relation to the recently refreshed national carers strategy
- Paper 1<sup>5</sup>** Background information, good practice & themes and issues
- Paper 2** Current Practice in York
- Annex B** York Strategy for Carers 2009-2011
- Annex C** Action Plan – Summary for 2009-10
- Annex D** Action Plan – Current 2010-2012
- Annex E** Collated responses from Care Workers (received by questionnaire)
- Annex F** Collated responses from Carers (received by questionnaire)
- Annex G** Statistical Information
- Annex H** Issues raised at the Public Event

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<sup>5</sup> This includes appendices 1 and 2

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## Local Government Information Unit (LGIU)

### Briefing Note on:

## Recognised, valued and supported: Next steps for the carers strategy

Policy reference -201000807

Policy product type - LGiU essential policy briefing

Published date - 07/12/2010

### Overview

*Recognised, valued and supported* is a cross-government publication involving Business, Innovation and Skills (BIS), Communities and Local Government, Education, Health, Work and Pensions and the Government Equalities Office.

Over the summer the Government undertook a consultation seeking views on what was important for carers. The following factors were identified as priorities: timely information, breaks from caring, respect from professionals, streamlined assessments and more comprehensive services, keeping healthy, and a benefits system that facilitates, rather than penalises, employment.

Based on this feedback, the government identified four priority areas for improving support to carers.

1. *Identification and recognition*: 'Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages'.
2. *Realising and releasing potential*: 'Enabling those with caring responsibilities to fulfil their educational and employment potential'.
3. *A life outside of caring*: 'Personalised support both for carers and those they support, enabling them to have a family and community life'.
4. *Supporting carers to stay healthy*: 'Supporting carers to remain mentally and physically well'.

Each of the priority areas includes the next steps that government departments will take, working with carers and their organisations. There are also messages about where local authorities and local organisations need to focus their activity.

The strategy is supported by additional funding over the next four years: £400 million via the NHS for breaks, £6 million to improve carer support in primary care, and £1 million in 2010/11 in the Reaching out to Carers Innovation Fund to promote carer support in user/condition-specific voluntary organisations.

Carers' priorities remain the same over time, and this strategy commits to the ongoing aims of improving information, breaks, and opportunities for employment. One new feature is that carers are described as embodying 'the spirit of the Big Society.'

Government themes of localism and greater choice of provider are reflected in the strategy, with carers viewed as having the potential for shaping a wider range of organisations providing personalised care.

## Briefing in full

### Priority area 1: Identification and recognition

This section points to the importance of well-managed hospital discharge, and the recent Association of Directors of Adult Social Services (ADASS) guide *Carers as partners in hospital discharge*. Carers should be routinely involved in Joint Strategic Needs Assessments and local strategies – re-ablement is identified as a particularly important area. The National Network of Parent Carer Forums, recently piloted by the DH to cascade information and champion parent carer participation, is referenced as good practice, as is a ‘whole family’ approach to assessment. Carers’ experiences can be used in developing social enterprises for personalised care and support – ‘the combination of direct payments and growth in local delivery models could create a local *care economy* where by carer-led services enable fellow carers to retain employment and independence’.

#### Next steps

- The information strategy for health and social care (currently being consulted on) will involve carers.
- In 2011, Skills for Care and Skills for Health will publish a learning and training framework for employers and commissioners on how to support carers.
- In 2011/12, revised guidance on Joint Strategic Needs Assessment will include the importance of identifying carers’ needs.

### Priority area 2: Realising and releasing potential

The Government indicates that there should be more awareness of the needs of young carers, particularly in schools. The ADASS/Association of Directors of Children’s Services memorandum of understanding *Working together to support young carers* should be embedded in schools and other organisations. The Government points to a range of initiatives currently under way to support young carers such as young carer projects broadening their support to include accessing employment. There are also new ‘fully-funded learning entitlements’ for priority learners in colleges.

Flexible working to enable carers to combine work with caring is a priority, while assistive technology is seen as a key means of facilitating this. In welfare reform, the recent White Paper *Universal Credit: Welfare that Works* recognises that the current earnings limit may trap people on benefits, through them losing entitlement to Carers Allowance. Carers receiving universal credit will have improved opportunities to work part time by keeping more of their income.

#### Next steps

- From April 2011 a Department of Education (DE) Early Intervention Grant will bring together a range of funding streams relating to young people and families.
- DE and BIS will work with stakeholders to create the first careers service which provides continuity of advice from child to adult.
- In 2011 there will be a consultation with business on how best to extend the right to request flexible working to all carers.
- Non-legislative proposals to extend family friendly working will be pursued.
- BIS and the DH will examine how to promote small, flexible enterprises that can support more carers to stay in employment; they will also look to market growth in assisted living technology.
- Skills for Care will publish a workforce development strategy promoting personalisation, and a Personal Assistant strategy will be published next year.

- DWP will continue to invest in supporting carers into work through flexible arrangements at Jobcentre Plus.

### **Priority area 3: A life outside of caring**

This section stresses the importance of personalisation, choice and control for carers. It advises that no assumptions should be made about a carer's ability and willingness to care. As outlined in the *Vision for Adult Social Care*, personal budgets will be the norm, but carers should not have to manage financial arrangements or procure their own services unless they wish to – an anxiety particularly among older carers. One of the health budget pilots is specifically looking at personal health budgets for carers. The Common Assessment Framework for adults demonstrator programme is considering how assessment and care planning information can be more easily shared with carers, including web-based access to documents through 'Citizens Portals'.

In order to reduce waiting times for assessments, some local authorities involve carers in training people in the voluntary sector as 'trusted assessors' to speed up response times and provide access to a range of support. ADASS and the Princess Royal trust for Carers have developed a carers support pathway and a self assessment audit tool: *Commissioning better outcomes for carers – and knowing if you have.*

#### **Next steps**

- Personal budgets for all, preferably as a direct payment, by 2013.
- The Whole Systems Demonstrator Programme evaluation of telecare and telehealth will be published in 2011; carers will influence future development.
- The Law Commission review is considering greater flexibility and portability of assessment; the Commission on Funding and Support will impact on carers.
- A new national campaign targeted at families with multiple problems will be launched, underpinned by local Community Budgets (pooled funding streams).
- The government will publish more details on the relationship between GP consortia and councils.
- The NHS will continue to develop quality and improvement plans and the Standing Commission on Carers will be asked to prepare advice for further improvement.

### **Priority area 4: Supporting carers to stay healthy**

Studies show that people providing high levels of care are twice as likely to have poor health as those without caring responsibilities. However, much of this is avoidable or can be minimised. Supporting carers is a key element of the prevention and public health agendas, as evidenced in the Public Health White Paper (2010). The 25 carer demonstrator sites established in 2009 by the DH are examining how the NHS can offer better support to carers, including through breaks, health and wellbeing checks and access to psychological therapies. An interim evaluation is on the website of the Centre for International Research on Care, Labour and Equalities (CIRCLE) at the University of Leeds. Breaks are extremely important for maintaining good health, but mainstream provision tends to be still one-size-fits-all; the majority of carers who have experienced a good break have organised this themselves through direct payments.

#### **Next steps**

- Publish independent evaluations of the carer demonstrator sites and dementia demonstrator site programmes in autumn 2011 and autumn 2012 respectively.
- A new mental health strategy in 2011 will include support for carers.
- The Social Care Institute for Excellence will produce information on the preventative potential of telecare and telehealth including outcomes for carers.

## **Developing the evidence base on supporting carers**

There is good evidence about the problems associated with caring responsibilities, particularly for older carers, and some evidence of financial savings from supporting carers e.g. preventing caring breakdowns. Considering carer support in the context of the major care pathways, e.g. discharge, falls, dementia and stroke could generate system-wide efficiencies. However, research shows that effective support to carers involves a range of measures such as good mainstream services and well-integrated services, so it is difficult to evaluate single interventions. Employers for Carers have produced a business case for supporting carers in work (annex B of the strategy). The government is seeking views on repeating the carers' experience survey as part of the consultation on the Transparency in Outcomes Framework for Adult Social Care. The census question on carers from 2001 will be repeated in 2011.

## **Carers and personalisation: improving outcomes**

A separate document on carers and personalisation was published alongside the strategy. It covers the following topics:

- carers as expert care partners and whole-family approaches
- early intervention and prevention
- making self-directed support processes work
- market and provider development,

The document provides examples of good practice in each of the topics. Many are familiar interventions and services (such as carer-led organisations and co-produced consultation). However, the sections on market and provider development and self-directed support processes (e.g. the difference between the carer and user in resource allocation systems) may be less familiar.

## **Comment**

There is much to welcome in this strategy which builds on and extends previous strategies based on carers' priorities. Carers' organisations have welcomed the direction of the document, but remain concerned that service cuts will reduce support to carers, regardless of good intentions.

In April 2010 the right to request flexible work was extended to include carers of spouses, partners and near relatives. The proposal to extend this to people who are not close relatives or who do not live with the person they care for is estimated to help around 75,000 carers.

One of the most important developments for carers is not in this strategy, but the work of the Law Commission, which, hopefully, will streamline the process of carers' assessments.

The document does not generate new responsibilities for councils, but stresses the importance of personalisation for carers, and the role of local government as a 'catalyst for local action' encouraging community/volunteer approaches such as time banks. The Care Services Minister has said that the NHS operating framework will make carers' respite a priority, and PCTs will receive specific allocations from the £400m additional funding. This is good news, since research by Carers UK and others found that many PCTs could not account for how the previous £150m allocation from 2009-11 had been spent.

## Carer Review Paper 1

# Carer identification, carer awareness raising and information provision: good practice examples

## CONTENTS:

### 1 Background Information

- National policy context
- Profile of caring
- Carer identification and models of prevention
- Demographic change and Area Based Working

### 2 Good practice examples from other areas

- Information for carers
- Carer identification
- Carer awareness raising
- Targeted health focused interventions

### 3 Themes

#### Appendix 1

'Success Factors', Anthony Pugh, Project Manager Carers Strategy, Yorkshire and the Humber

#### Appendix 2

Sources of information

## 1 Background information

### ***National policy context***

HM Government's refreshed carers' strategy 'Recognised, valued and supported: Next steps for the Carers Strategy' was published on 25<sup>th</sup> November 2010.<sup>1</sup> There has been limited time for analysis, but the key messages relevant to this review are in section 1 'Identification and Recognition' where 'Priority area 1' is outlined as:

'Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages'

The next steps listed on page 12 of that document are also relevant.

The review process will need to involve closer analysis of this Government document.

### ***Profile of caring***

Census figures record 17,009 carers in York in 2001, and 342 young carers aged 8 – 17. The population in York has risen by 9.8%, and gives rise to an estimate in carer numbers of 18,676 in 2010. In 2009/10 CYC completed assessments or reviews for 1473 carers. York Carers Centre currently has 1959 carers registered on its database.

Carers are of all ages. Most adult carers of children and adults with severe and long-term disabilities or illnesses will be identified through provision of health and social care services. Carers of people with enduring mental health problems may also be identified when the person they care for accesses treatment. This means that carers in significant need may well be identified at the point at which the person they care for accesses health or social care services. Many carers are sustained in their role through natural support from their communities and networks.

It is estimated that 37% of the caring population start caring and a similar proportion cease caring every year in the UK, which means over 6,000 new carers in York annually. Carers were surveyed by Carers UK for a report in 2006, and 65% did not identify themselves as a carer in the first year of caring. The report recommends that information strategies target carers in the first year of caring.<sup>2</sup>

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<sup>1</sup> National Carers Strategy, November 2010.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_122077](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_122077)

<sup>2</sup> The Importance of Information for Carers, Carers UK 2006, p2, p9 and 12.

### ***Carer identification and models of prevention***

A systematic review of interventions for carers in the UK outlines that limited research evidence is available about the outcomes of information services.<sup>3</sup>

Two reports published jointly by the Association of Directors of Adult Social Services (ADASS) and the Princess Royal Trust for Carers (PRTC) in 2010 however, provide supporting evidence that early identification can reduce risk of more intensive care being needed later on and promote better outcomes for carers and the person they look after.<sup>4 5</sup>

Early intervention and prevention are important in the provision of support to carers and the people they look after, but there are differing models. This includes providing 'preventative' information and advice to people with low level needs; but can also mean taking specific actions to prevent further deterioration in people with already high needs.

It may be useful to adopt the idea of two levels of need to help inform plans about carer identification:

- **Low level need: aim to promote/maintain independence and wellbeing**

Provision of information to carers and those they care for where there are no specific needs for social or health care interventions.

- **Higher level need: aim to identify risk, halt and/or minimise deterioration**

Provision of information, advice and signposting to identify needs, risks and interventions required to sustain the carer in their caring role

### ***Demographic change and Area Based Working***

It is estimated that 25% of all carers in the UK are aged over 60. Based on 2001 census information 13.5% of the people in York who are aged 60+ are carers.<sup>6</sup>

York's older population (55+) will increase by 32.7% within the next 20 years.<sup>7</sup> This means that there is likely to be an increase in the numbers of carers who are older, and more demand upon people of all ages to become unpaid carers of older people.

City of York Council's (CYC) Area Based Working Pilot is underway, and one of the emerging themes is to improve lives for older people locally. This may

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<sup>3</sup> Victor, E. (2009) *A Systematic Review of Interventions for Carers in the UK: Outcomes and Explanatory Evidence*. London: The Princess Royal Trust for Carers.

<sup>4</sup> Supporting Carers – Early Intervention and Better Outcomes, ADASS/PRTC, May 2010

<sup>5</sup> Commissioning Better Outcomes for Carers and knowing if you have, ADASS/PRTC May 2010

<sup>6</sup> Older Carers in the UK, Lisa Buckner and Sue Yeandle, Sheffield Hallam University/Carers UK, 2005

<sup>7</sup> Older People Profile Version 1, City of York Council Performance and Improvement Team, June 2010

well provide an opportunity to share and focus resources in particular wards or local areas, by working with ward partnerships. York Carers Centre has started a programme of outreach work, focusing on making links with GP practices and concentrating on local areas e.g. Haxby and Huntington, where there is likely to be a high prevalence of carers.

## 2 Good practice examples from other areas

### Information for carers

A variety of approaches to information provision exist in other areas:

- **Hertfordshire County Council** has a 'whole area' approach developing a 'core information offer' with commitment from every agency signed up to the Hertfordshire Carers Strategy to implement the model.
- **Nottinghamshire** commissioned Carers UK to analyse information and found that carers received similar information several times. As a result a new information pack is available which can be tailored to the individual, is available via different routes, and will be delivered through a multi-agency dissemination strategy.
- **Kirklees 'Carers Gateway'** provide 'one stop shops' where Gateway Workers assist carers to access information, services and support.
- **Wakefield** has a 'whole system' approach whereby local agencies work in partnership to provide a local based information service to carers.
- **Dudley Social Services** produce 'The Dudley Carers Guide to ... Factsheets'. These are a series, which aim to signpost carers to the information and services they need.
- **North Lincolnshire** produce a guide with details of support available locally that is regularly updated and in ring binder format. The intention is for this to become a personalised reference document for the carer.
- **Oldham Carers Magazine** is produced by a partnership of carers working with PCT and local authority partners to produce a 'high street' style publication.

### Carer Identification

- **NE Lincolnshire Care Trust Plus** has received funding to identify "hidden" and hard to reach carers by providing an outreach service, deploying local community facilities and a converted bus.
- **Sunderland Carers Centre** has a range of targets for reaching particular groups and communities i.e. most deprived communities and overlooked groups.
- **Carers Support Centre Brigg** is working to recruit two part-time, temporary "expert carers" to act as "Carers Champions" in GP practices aiming to increase the numbers of carer identified and signposted to carers' services.
- **Warrington Housebound Reader Service** has enabled isolated carers to be identified, supplied with books and provided with relevant information.

- **Carers Northumberland** work as a ‘virtual carers centre’. They have an outreach approach with telephone support and Internet conferencing used as means of contacting carers and enabling mutual support in a rural area.
- **Lancashire County Council’s Staff Carer’s Register** enables staff to receive up to date information to support them as working carers. They have access to support and advice that is confidential and independent of their line manager.

### **Carer Awareness Raising**

- **Regional Training Programme** In 2009/10 a programme of carer awareness training courses were funded for ‘key workers’ across the Yorkshire and Humber region as part of the Region’s work to implement the 2008 National Strategy.
- **Halton** has delivered presentation to GP surgery staff and Hospital Social Work staff and distributed Newsletters, posters and other information to increase carer awareness.
- **Cheshire Carers Link Model** was developed through the multi-agency Strategy Group identifying ‘carer link workers’ or ‘champions’ across health and social care teams. The carer link workers take on additional responsibilities and are a pivotal point of contact to provide advice, information and support to colleagues. Workers are provided with training and a toolkit to help them in their role.
- **Dudley** has launched an e-learning tool called ‘Carer Aware’ which provides basic carer awareness training.  
[http://etraining.dudley.gov.uk/nolms/launch\\_ca01\\_nolms.html#](http://etraining.dudley.gov.uk/nolms/launch_ca01_nolms.html#)  
Other local authorities are planning to use this tool developed by Cylix Ltd.

### **Targeted health focussed interventions**

**The Moffat Programme (Scotland)** <http://professionals.carers.org/social-care/articles/the-moffat-programme,4411,PR.html>

This is a fully funded programme with four pilot sites, which involves the delivery of carer awareness training to NHS staff. The good practice models and protocols developed by this programme aim to ensure that all carers who come into contact with health are:

- Systematically identified
- Signposted to local advice
- Made aware of their rights and can access appropriate support to help them with their caring responsibilities

**Projects receiving National Demonstrator Site funding which incorporate carer awareness raising:**

#### **London Borough of Camden and NHS Camden**

The aim of the project is to improve or maintain the health and wellbeing of carers in the four most deprived wards in Camden. These wards have the highest levels of health inequalities in Camden, high numbers caring for more

Author Frances Perry, Carers Strategy Manager, City of York Council

than 50 hours per week and above average numbers of learning disability carers. Three of the wards have over 25% BAME populations and higher than average levels of substance misuse.

The proposed model involves:

- Raising awareness and identifying carers.
- Completing health and wellbeing checks.
- Referring to a variety of community based health promotion services, financial advice and training.
- Active case management to support carers with chosen interventions.
- Referral to GP or social care services for ongoing treatment and care.

### **Northamptonshire Teaching PCT**

The Northamptonshire project has 4 key elements:

- Joint planning and commissioning
- Professional awareness and development
- Information strategy
- Healthier carers/carers' services.

Key aspects of the project include:

- Building on existing initiatives including Carers Assessment and Support Workers in acute hospital and other settings, personal budgets, support for young carers, single assessment process, Caring Northants website and Wellbeing teams.
- Dedicated role of Carer's Health Lead, to raise the profile of carer's issues, co-ordinate current initiatives and lead on project management and joint carers commissioning post.
- Carer Assessment and Support Workers within primary care settings to improve identification of and support for carers in those settings. These staff have a dual role, to support professional development as well as provide direct carer support.
- Information strategy extended to include good healthcare information for carers and professionals.

### **Swindon Primary Care Trust (PCT)**

Swindon PCT hopes to build upon progress so far on increasing support for carers within the NHS by:

- Developing a suite of carer pathways that recognise differing routes into the NHS and individual carer experiences, e.g. sudden onset illness, end-of-life caring situations etc
- Developing referral protocols within and between primary and secondary care, mental health services, and joint community teams
- Creating a 'carer liaison' team and volunteer 'carer liaison roles', enabling proactive identification of carers to encompass out of hours periods
- Increasing the number of 'carer leads' roles within teams and partner agencies
- Developing modular training for clinical, nursing and frontline staff

- Developing a ‘carer aware’ accreditation system enabling the achievement of different levels of support for carers to be recognised, and user to inform the development of further good practice
- Audit of assessment and referral forms used within NHS settings and piloting of alternative documentation.

### 3 Themes and issues

#### Carer Information and Identification

- **Format of information for carers**

Many approaches exist to the format of information provided for carers. See Paper 3 for existing good practice in York, and the current work of the Carers Information Group.

- **Carer ‘turnover’**

There is a high proportion of carers who are new to caring every year, and a need to ensure they have access to relevant information.

- **Carer identification**

A distinction between carers who have low level needs and those with higher level needs may be helpful in targeting information provision to aid carer identification of those carers who are most in need.

- **Carer Awareness Raising**

The potential of e-learning tools is already demonstrated within the Adults, Children & Education Directorate (ACE) -see paper 3 for good practice examples, and details of current work. York Carers Strategy group agreed in October 2010 to implement the first stage of a Carer Awareness Raising training proposal.<sup>8</sup>

#### Multi-agency issues

- **‘Whole area’ working**

A number of areas have implemented this approach featuring an explicit multi-agency commitment to carer identification and care awareness raising.

- **Carers champions**

Some areas have implemented an ‘official’ system of carers champions across health and social care teams and organisations

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<sup>8</sup> ‘Carer Awareness Training – proposal for resource to be part of the Carers Pathway’ paper presented by Frances Perry, Carers Strategy Manager, to York Carers Strategy Group meeting, October 2010.

## **CYC related issues**

- **Corporate approach to supporting carers**

Carers are local citizens whose needs can be supported across CYC Directorates and local communities. Embedding a 'carer aware' approach into the work of CYC will encourage efficient use of resources.

- **Localism and area based working**

Including carer information and identification work in the Areas Based Working pilot will help to target older carers, and carers looking after older people, which is an emerging theme.

## **Appendix 1**

(Please note that this is anecdotal evidence collected by Anthony Pugh, Regional Project Manager, Yorkshire and Humber Region. It has been widely shared, but is not formally validated.)

### **Developing and Implementing Services for Carers**

#### **Success Factors**

- Political support – lead member for ASC also the carers' champion
- Senior management support (from Chief Exec level)
- Named carers' champions from health include lead clinicians
- Engagement with carers at all levels
- "Carers" an item on all meeting agendas
- Absolute commitment to working with carers
- Joint commissioning of carers' services
- Dedicated post (jointly funded) for carers
- Carer lead officer has control of carers' budget

## Appendix 2

### Sources of information about good practice

1. 'Implementing the Carers Strategy in the East Midlands – a toolkit to support self-assessment and compendium of good practice'. First Edition, November 2009. Author Paul Mansfield
2. 'Good Practice Guide for Carers October 2008, North West Carer Leads Network'. ADASS
3. Information by phone and email from Yorkshire and the Humber Regional Carers Leads network members; Tony Pugh, Project Manager - Carers Strategy Yorkshire and the Humber.
4. Information supplied by York Carers Centre and PRTC regional network.
5. Princess Royal Trust for Carers website <http://www.carers.org/>
6. Carers UK website <http://www.carersuk.org/Home>

## **Carer Review Paper 2 Current Practice in York**

### **Background documents**

#### **1. York Strategy for Carers <sup>1</sup> (Annex A)**

The local Strategy was compiled in response to the publication by the then Government of the National Strategy in 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.” It has recently been agreed to extend the Strategy and the resultant Action Plan to 2012, in the light of the current refresh of the National Strategy. It is expected that this refreshed Strategy will be published in the week of 29<sup>th</sup> November 2010.

#### **2. Action Plan - Summary for 2009-10 <sup>2</sup> (Annex B)**

This summarises the progress achieved in 2009/10.

#### **3. Action Plan – Current <sup>3</sup> (Annex C)**

This the current working document which includes four identified priority areas.

### **Current good practice in York**

### **Progress, achievements and opportunities**

- **Carers Information Group** is a task group of the Carers Strategy Group. The membership is currently under review. This group successfully developed the first Carers Information Pack, which was launched in April 2009. This was updated and reprinted in April 2010.

- **Carers Information Pack**

<http://www.york.gov.uk/health/carers/information/informationpack/>

The pack comprises 5 core leaflets including a ‘Quick Guide to Services for Carers’. The pack is given to carers who request or receive a Carers Assessment of Need, and when carers register with York Carers Centre. The ‘Quick Guide’ is distributed more widely. This pack is under review to ensure effective future provision of accurate and up to date information for carers. Work on effective distribution of information continues to pose challenges.

Current indications are that the pack may not be the best tool in the future, and that a move towards producing Fact sheets for carers may be advisable and more cost effective.

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<sup>1</sup> York Strategy for Carers 2009 - 2011

<sup>2</sup> York Carers Strategy Group, Action Plan Summary for 2009-10

<sup>3</sup> York Carers Strategy Group, Action Plan 2010 - 12

- **DVDs produced by local carer's groups**

In 2010 two local carers' forums produced DVDs. Young Carers Revolution has produced a range of media material including a DVD called the 'Unusual Suspects' to raise awareness about the needs of young carers. The group are particularly keen to target schools and GPs.

In addition, due to funding from the Yorkshire and Humber Region concerned with implementation of the National Strategy 2008, and aimed at supporting carer awareness training, York St John University in partnership with York Carers Forum produced a DVD: 'Carers Stories – A Life of My Own?'

- **Links to Adults, Children & Education Directorate's (ACE) information provision**

The Carers Information Group is liaising with CYC's ACE directorate on work to consolidate information provision for children and adults. The Family Information Service and YorOK website provide information concerning families and children. A Quickheart web portal is planned for Adults Services as part of the implementation of Putting People First.

- **E-learning tools under development**

The Carers Strategy Group has agreed to development work, which is now underway, to produce e-learning materials which can be used to provide a basic level of carer awareness raising to workers in health and social care agencies. This work is being undertaken by York Carers Centre in liaison with the Carers Strategy Manager.

- **York Carers Centre**

This service is commissioned by CYC and NHS North Yorkshire and York and is required to become a focal point for information provision and sign posting for carers to ensure carers have easy access to information about services and support. The Centre is working well towards achieving this outcome.

- **Development of 'core information etc' offer**

York Carers Centre is leading work in designing a 'Core Offer' for carers in York concerning information and other services such as the Carers Discount Card and the Carers Emergency Card.

- **Accessible information group**

This local task group is chaired by the Information and Development Worker at York Carers Centre.

- **YCC work with GPs surgeries**

York Carers Centre has made contact with all the GPs surgeries in York in the past year. Close links have been made with one surgery on the outskirts of York where a weekly advice session for carers is being trailed as a pilot project.

- **Carers Health Steering Group**

This group currently meets quarterly, and its membership includes key local professionals from health and other organisations. It is important that this group works in partnership with the Carers Information Group on all initiatives where there is an implication for health services.

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# York Strategy for Carers

2009 - 2011

# **YORK STRATEGY FOR CARERS 2009- 2011**

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## Executive Summary

### Introduction

This Carers Strategy is a statement of how services and support for carers in York will be developed until 2011. In June 2008 the government published a new national strategy for carers - Carers at the heart of 21<sup>st</sup> century families and communities "A caring system on your side. A life of your own." The National Strategy gives a framework for a ten-year programme and a vision for what the government wants to see in place for carers by 2018:

*..carers will be recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet the individuals' needs enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen.*

York Carers Strategy incorporates the five outcomes for carers outlined in the National Strategy and listed below, and takes account of the short-term commitments announced by the government for service development nationally. York's Strategy builds on the work undertaken locally over a number of years, especially the Action Plan for 2006 – 2008.

### Why we need a strategy

There is an ageing population, people are living longer and many will develop long term conditions. Many people balance paid work, childcare and unpaid caring. Families may well live at a distance from their relatives. People who have care needs increasingly want to maintain maximum choice and control over their lives. Many people will find themselves taking on a caring role at some point in their lives.

The National Strategy is linked to wider health and social care reforms which recognise the important role that carers play in society. Health and social care services are aiming to promote individual choice and independence, with a shift towards prevention, and early intervention.

The National Strategy outlines five outcomes to work towards:

- 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;
- Carers will be able to have a life of their own alongside their caring role;
- Carers will be supported so that they are not forced into financial hardship by their caring role;

- Carers will be supported to stay mentally and physically well and treated with dignity;
- 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.

### **Carers in York**

Carers are of every age and from all groups in society. The experience of caring varies from person to person. Some people never identify themselves as a carer, but see themselves as looking after a relative as part and parcel of that relationship. The figures used to estimate the current numbers of carers are all based on the 2001 census.

There are about 17,000 carers in York. This is over 9% of the population. Carers are not a static population and nationally about 2 million people take on new caring responsibilities every year. Many local carers may not have access to the information and advice they need. There were 342 young carers aged 8 – 17 years recorded in York in the 2001 census. There are approximately 1350 carers registered with York Carers Centre and in 2006/07 1180 carers were identified as providing 'regular and substantial' care in York. There will be a rise in the numbers of older people in York in the coming years, meaning more people, including older people, will become carers. Research shows that carers often experience more ill-health than other members of the population.

More needs to be done in York to identify and assess carers at the right time including work to identify 'hidden' carers, and those who may need specialist approaches such as carers from BME communities, and carers of people with substance misuse problems.

### **Local planning and priorities**

The Local Area Agreement is a plan which sets out priorities which are agreed between central government and a Local Strategic Partnership. York's partnership is called the 'Without Walls' partnership. There are 'indicators' that measure a local authorities performance and a reduced number were introduced in 2008. York highlights 35 key target areas for performance and one of these is the indicator for carers. The Joint Strategic Need Assessment 2008 is produced by NYYPCT and CYC and summarises planning to develop services to improve health and wellbeing in York. The recommendation about carers is :

'Provide information and services that support carers in the city. Monitor CYC supported carers through the

## Local Area Agreement’.

There are a number of other strategies and service plans for children and adults in York which detail planning intentions over the coming years for services related to a range of people in need, including older people, people with mental health problems and people with learning disabilities. The important role of carers and the need to support unpaid carers are included in many of these plans.

### **How are we doing?**

This is a summary of work undertaken under the York Carers Strategy Action Plan 2006 – 2008.

#### **Achievements**

There have been many examples of partnership working; for example the production of the Primary Care Resource Pack for GPs surgeries and the Self Health Checklist by the Carers Information and Identification Group and Carers Self Health Steering Group who undertake projects in consultation with carers. Carers Week events in June 2008 were also jointly organised by a range of statutory and voluntary sector workers.

The new Carers Emergency Card scheme was launched in May 2008 as a partnership between City of York Council’s Warden Call service and York Carers Centre.

Carer involvement has developed in the City with two new carer led forums being set up during 2008.

The Flexible Carer Support scheme, which provides direct payments to support carers, has become increasingly popular and feedback from carers shows that it does help sustain carers in their role.

Following a review of services in the City, work is underway to re-provision York Carers Centre. The review identified that carers and others wanted a local, accessible and independent carers centre that could attract external sources of funding, in order to expand services to carers. Selby and York Carers Centre had been hosted by the Primary Care Trust for many years, and during 2008 a decision was made by North Yorkshire County Council to provide a separate service for carers in Selby. In York progress has been made through work undertaken by York CVS, to set up an independent organisation to run the new York Carers Centre. A new service specification has been developed for the core service to be commissioned from the Centre by CYC and NYYPCT.

The Carers Strategy Manager post is now permanent and full-time, and is supported by a dedicated full-time administrator. Three new City of York Council Carers Support Worker posts have been permanently established, to improve access to carers assessments.

### Areas for improvement

Whilst there is much information available for carers, it is not widely available and accessible. The new York Carers Centre will have a key role in improving information provision for carers.

More needs to be done to ensure carers who visit GP's surgeries and primary care services are identified and signposted to appropriate sources of support.

There is a need for greater and more consistent awareness about the needs of carers amongst all professionals, and more integrated working.

Work is needed within City of York Council to ensure carers assessments are carried out and access to the Flexible Carer Support scheme maintained by keeping waiting times to a minimum.

There needs to be more work inter-agency to meet the needs of Young Carers in York, including Young Adult Carers aged 18 – 24 years, and work to improve joint working between adults and children's services.

### Key priorities

The following are the key priorities for 2009 – 11:

INFORMATION – carers will have easy access to accurate information and advice;

CARER INVOLVEMENT – carers will be involved in planning and monitoring the services they receive;

INTEGRATED SERVICES – closer joint working, culture change and awareness raising for professionals;

ACCESS TO SERVICES AND SUPPORT – particularly leisure and transport;

BREAKS – carers should have access to a range of flexible breaks;

FINANCIAL SUPPORT – carers should have access to accurate welfare benefits advice;

EMPLOYMENT SUPPORT – ensure carers in paid employment are supported;

PRIMARY CARE - ensure carer identification and support increases;

YOUNG CARERS – will be protected from inappropriate caring and have the support they need.

YOUNG ADULT CARERS - Work is required to continue and extend the service provided by York Carers Centre to young adult carers.

### **Implementing the Strategy**

The Carers Strategy Group has been in place in York for some years. It is a multi-agency group including carer members alongside professionals from City of York Council, the Primary Care Trust and voluntary sector organisations. The group agreed an Action Plan for 2006 – 2008 to ensure everybody worked to provide good services and support to unpaid carers in the City of York. The Action Plan ended in March 2008, and this Strategy aims to review progress, and renew the Action Plan. It will set priorities for work to improve services and support to carers in York in light of the new National Strategy for carers published by HM Government in June 2008. With increasing pressures on Public Sector spending it is important that organisations work together to get the best for carers out of the available resources.

All proposals for investment will need to be based on good evidence that the development will make a positive difference to peoples quality of life and be cost effective, because proposals will need to be considered alongside other competing priorities for health and social care investment.

## Chapter 1 Introduction

In June 2008 the government published a new national strategy for carers - Carers at the heart of 21<sup>st</sup> century families and communities “A caring system on your side. A life of your own.” The National Strategy gives a framework for a ten-year programme and a vision for what the government wants to see in place for carers by 2018:

*..carers will be recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet the individuals’ needs enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen.*

York Carers Strategy incorporates the five outcomes for carers outlined in the National Strategy (see Chapter 2) and takes account of the short-term commitments announced by the government for service development nationally. York’s Strategy builds on the work undertaken locally over a number of years, especially the Action Plan for 2006 – 2008 which is reviewed in Chapter 5.

The purpose of this Carers Strategy is:

- to make clear the priorities for support and services to carers in York;
- to ensure all carers and agencies are aware of the priorities;
- to enable all agencies involved in community and health care to effectively promote the health and well-being of carers.

Part of the process of strategy renewal has been to review the membership and structure of the Carers Strategy Group. The membership is to be renewed and a Core Commissioning Group to be formed with members from CYC Adults Services, CYC Children’s Services and NYYPCT. This group will agree commissioning priorities, and budget plans. Membership of the Carers Strategy Group will continue to be multi-disciplinary, and will include carer members. The group’s key function is to implement the Carers Strategy, and to monitor and report on progress. The Group will ensure work is carried out with appropriate leadership in place, and that all work streams and sub-groups or task groups work to involve carers.

Funding to support carers is received by every local authority in the form of the Carers Grant which includes funds to provide the Carers Emergency Card scheme which was launched in York in May 2008. The grant for 2009/10 is £669,000. The Government announced additional monies to provide breaks for carers, as part of the new National Strategy. This money will be received by PCT’s during 2009/11, and comprises a sum of £150 million across the country as a whole.

## Chapter 2 Why we need a strategy

### Social Care Reform

Society is changing, people are living for longer, and many older people develop long-term clinical conditions. Many people also have rising aspirations and want to maintain independence and control and remain living at home. This will often result in a greater contribution from unpaid carers.

Putting People First (*ref.1.*) is a cross government agreement to promote the development of a personalised adult social care system. This means services giving consideration to individual needs, with a greater focus on prevention in order to promote independence and wellbeing. The personalisation of social care services aims to ensure that local agencies work together, with a strategic shift towards early intervention and preventative approaches. The aim is that people have increased choice and control about the way their support is provided, and that early interventions will promote independence rather than involvement happening only at the point of crisis.

Safeguarding adults is also a key area of work. The Department of Health launched a consultation on how to improve safeguarding policy, the protection of vulnerable adults, and address abuse in all its forms in the care system in October 2008 (*ref.2.*). The 'No Secrets' guidance requiring local authorities, the police and the NHS to work together to protect adults is already in place. The Government now wants to make sure it keeps up with changes in the social care system, with the new emphasis on choice and control and changing forms of abuse.

There is a need to ensure carers are aware of changing practice and legislation that affects them, including the Mental Capacity Act (*ref.3.*) This concerns people who lack mental capacity and those who take decisions on their behalf, and it is therefore important that carers are aware and able to take appropriate action concerning the person they care for.

### NHS reforms

Lord Darzi was asked by the Prime Minister and Secretary of State for Health to lead the NHS Next Stage Review in July 2007. His interim report in October 2008 (*ref.4.*) sets out a vision for a world class NHS that is fair, personal, effective and safe. The Review has been led locally by clinicians in each NHS region. Seventy-four local clinical working groups, made up of some 2000 clinicians, have been looking at the clinical evidence and engaging with their local communities. They have developed improved models of care for their regions to ensure that the NHS is up to date with the latest clinical developments and is able to meet changing needs and expectations.

In May and June 2008, England's Strategic Health Authorities published a series of reports describing their locally-developed visions for improving health and healthcare over the next decade (*ref.5.*).

### **Services for children**

Every Child Matters: Change for Children (*ref.6.*) is a new approach to the well-being of children and young people from birth to age 19. The Government's aim is for every child, whatever their background or their circumstances, to have the support they need to:

- Be healthy;
- Stay safe;
- Enjoy and achieve;
- Make a positive contribution;
- Achieve economic well-being.

This means that the organisations involved with providing services to children, from hospitals and schools, to police and voluntary groups, will be teaming up in new ways, sharing information and working together, to protect children and young people from harm and help them achieve what they want in life. Children and young people will have far more say about issues that affect them as individuals and collectively.

Every Disabled Child Matters is a national campaign by four leading organisations working with disabled children and their families: Contact a Family, Council for Disabled Children (CDC), Mencap, and the Special Educational Consortium (SEC). The campaign aims to challenge politicians and policy-makers to make good on the Government's commitment that every child matters, and ensure that disabled children matter as much as other children (*ref. 7.*).

### **The National Carers Strategy 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”.**

**HM Government, June 2008 (*ref.8.*)**

The new national carers strategy is linked to the policy strands and programmes of reform set out above and recognises the increasingly important role that carers play in society, acknowledging that carers need more help and support than has been available in the past.

Since the first Carers Act in 1995, and the Carers Strategy 1999, these and subsequent pieces of legislation have established a number of rights and services for carers (see Appendix 1).

The new national strategy for carers, which replaces that of 1999, alongside the programme of social care and health reforms, recognises changes in society detailed in chapter 3.

### **Key messages from the National Carers Strategy**

#### **Vision and ten year programme of commitments.**

The Strategy gives a framework for a ten-year programme and a vision for what the government wants to see in place for carers by 2018:

*..carers will be recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet the individuals' needs enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen.*

#### **New national proposal re-definition of carer.**

The National Strategy proposed a new definition of 'carer' and the intention to carry out a review and impact assessment of the definition to see if it could be adopted across government. This new definition has not yet been adopted or agreed. It is as follows:

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

#### **Local definition of carer**

York Carers Strategy Group currently works to the following definition of carer, and will continue to do so until any further information about the national definition is published:

*A carer is someone who, unpaid, is looking after a relative, friend or neighbour, who is ill, disabled, frail or in need of emotional support. Carers can be under age 18, when they are referred to as 'Young Carers'.*

#### **Outcomes for carers by 2018**

The strategy outlines key 'short-term' commitments for 2009-2011 and indications of longer term plans. These are laid out according to five outcomes:

**1. 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.**

Short term commitments:

- National carers' information helpline and website;
- Funding to provide easy access to local information;
- Training programme for carers 'Caring with Confidence';
- Pilots to look at how the NHS can better support carers;
- Training and awareness raising for key professionals.

**2. Carers will be able to have a life of their own alongside their caring role.**

Short term commitments:

- Increased funding for breaks for carers (PCT's to receive first part of monies in April 2009);
- Pilots to assess quality and cost-effectiveness of breaks;
- Sharing best practice across councils.

**3. Carers will be supported so that they are not forced into financial hardship by their caring role.**

Short term commitments:

- Review flexible working practices;
- Awareness raising campaign for employers and carers about flexible working;
- A good practice guide for employers around supporting carers;
- Improving the support offered to carers by Jobcentre Plus;
- Ensuring skills training is provided in a flexible manner.

**4. Carers will be supported to stay mentally and physically well and treated with dignity.**

Short term commitments:

- Piloting annual health checks for carers;
- GP training pilots;
- Improving emotional support for carers.

**5. 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.**

## Short term commitments:

- More support for schools;
- Awareness raising on caring and the issues it raises across children's settings more generally;
- Training materials for health professionals;
- Preventing children from falling into inappropriate caring. Action to help build better, more preventative support;
- Action to ensure better joined-up support around the family;
- Training for staff in local services on whole family working.

**“The strategy recognises that improving the support for the person being cared for is vital to improve the life of the carer”.**

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## Chapter 3 Carers in York

The National Strategy summarises the issues facing us in local areas, in enabling effective support to be made available to unpaid carers in the 21<sup>st</sup> century in the face of a changing society. People are living longer, and many aspire to maintain independence and control. Many people balance work, childcare and care of a relative or friend. Families members may live at a distance from relatives and struggle to maintain a healthy work-life balance. (ref.1.)

Research shows that at some point in our lives, caring for others is going to happen to most of us. Carers are not a homogenous group, and the experience of caring varies dependent on lots of factors. The circumstances of the person cared for and those of the carer can both affect the caring role. There are some carers who are more likely to be 'hidden' or 'hard to reach', for example carers caring for those with a drug or alcohol problem, carers who have a learning disability, or lesbian and gay carers. Some carers, for example those caring for people with dementia, may have the need for specialist help and information. There are a proportion of people who care for more than one family member, such as family carers who may be caring for a child or adult with a disability and an older relative.

Many people do not identify with the term 'carer'. The caring role is often something that becomes part and parcel of the relationship a carer has with the cared for person, as a friend, partner or relative.

Over 3 million people combine work and care, and carers are found across all sectors of society, and in all sections of the workforce. Combining work and caring is most likely to happen in people's 40s and 50s but can increasingly arise at any age, and working carers are often less well qualified than other employees (ref.2.).

The proportion of people aged 65 and over is projected to increase from 16 per cent in 2006 to 22 per cent by 2031. As a result, demographic support ratios will fall. In 2006, there were 3.3 people of working age for every person of state pension age. This ratio is projected to fall to 2.9 by 2031, taking into account the future changes to state pension (ref.3.). There will be an increase in the numbers of people living longer with complex conditions, and the numbers of people with dementia, which includes people with learning disabilities who can experience early onset dementia.

There are over 1.5 million people in the UK aged 60 years and over, providing unpaid care. The general household survey (1995) shows that one in eight adults provides informal care, and one in six households contain a carer. The peak age for caring is 45 – 64 years of age. A fifth of adults in this age group were providing unpaid care.

Information about the numbers and needs of carers locally is based on the 2001 census.

The 2001 census (*ref.4.*) results for York show:

	Total population	Provision of unpaid care: <b>Total</b>	Provision of unpaid care: <b>1-19 hours</b>	Provision of unpaid care: <b>20-49 hours</b>	Provision of unpaid care: <b>50+ hours</b>
City of York	181,094	17,009 (9.4% of population)	12,478 (73% of carers)	1,520 (9% of carers)	3,011 (18% of carers)
All of England / Wales	52,041,916	5,217,805 (10.02% of population)	3,555,822 (68% of carers)	573,647 (11% of carers)	1,099,336 (21% of carers)

The census also records a figure of 342 young carers aged 8 – 17 years of age in York. Young adult carers aged 16 – 24 years make up 5.3% of that age group in the population (*ref.5.*)

York Carers Centre has 1,343 adult carers registered on its database and 56 young carers aged 8 - 18 years old are known to the service (July 2008). Within the City 1180 carers were identified who were providing substantial and regular care in 2006/07 (*ref.6.*). The Centre undertakes specific work with young adult carers aged 18 – 25 years, who can no longer access the Young Carers Service and need support targeted to their age group.

It is clear from these figures that there are many carers in York who may not have access to information, support and services. Carers are not a static population and it is estimated that 2 million people across the country take on caring responsibilities for the first time every year. We need to ensure we continue to work to identify carers who are new to the role.

There is a predicted rise of 31% in the population in York who will be aged over 65, in the fifteen years up to 2021 and a prediction of an additional 700 more people affected by dementia. More work is required to identify and assess carers at the right time and there is a need to increase and target resources to support carers, especially those caring for older people with dementia (*ref.7.*). Projections about unpaid carers estimate a rise in numbers from 3,600 unpaid carers aged over 65 in York in 2008, to 4,729 in 2025 (*ref.8.*).

The analysis of census information shows that carers who provide high levels of care for sick or disabled relatives and friends, unpaid, are more than twice as likely to suffer from poor health compared to people without caring responsibilities. In addition nearly 21% of carers providing over 50 hours of care say they are in poor health compared to nearly 11% of the non-carer population (*ref.9.*).

The implications are that work is required locally to:

- identify hidden carers;
- continue to work actively with young carers, and young adult carers;
- support carers to stay healthy;
- plan provision for those with specific needs e.g. carers from BME communities, and carers of people with alcohol and substance misuse problems (ref.10.);
- respond to the needs of an ageing population;
- support the increased numbers of carers of people with dementia;
- support carers in paid employment.

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## Chapter 4 Local planning and priorities

### Local Area Agreement

Local Area Agreements (LAA's) set out the priorities for a local area agreed between central government and the Local Strategic Partnership (LSP). York's LSP is the 'Without Walls' partnership which involves the local authority, alongside public, private, voluntary and community sector representatives (*ref.1.*).

A local authority's performance is measured by 'indicators' and a new reduced set of indicators has been introduced in 2008. As part of this, each authority highlights a number of key indicators and targets. In York, the indicator concerning carers has been chosen as one of the 35 target areas. The indicator NP 135 records:

'The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.'

### Joint Strategic Needs Assessment York 2008

This document is produced by NYYPCT and CYC as a short summary of the planning commissioning and development of services to improve health and wellbeing across the City of York area. The recommendation about carers is :

' Provide information and services that support carers throughout the city. Monitor CYC supported carers through the Local Area Agreement.' (*ref.2.*)

The National Carers Strategy states that £150 million is available nationally in 2009 – 11 for carers breaks and will be allocated to PCTs, who will be required to work with local partners and publish joint plans as part of the Joint Strategic Needs Assessment. (*ref 3*)

### Services for adults

There are a number of strategies and service plans in York concerning services for adults. This includes a long term commissioning strategy for older people, a newly developed strategy to develop services to support people with physical and/or sensory impairment, a joint commissioning strategy for people with mental health problems and a strategy for adults with learning disabilities. These are detailed in Appendix 2.

In line with the Putting People First agenda, work is under way to develop early intervention services, with a joint commissioning project set up regarding older people's services, between CYC's Housing and Adult Social Services

and NYYPCT. The Council is to develop the Self Directed Support model for all customer groups. Carers are recognised as being fundamental to both of these pieces of work and will be involved and consulted as the work progresses.

CYC and NYYPCT are committed to improving the integration of services within York and so are working to develop joint commissioning arrangements and to integrate service provision.

Safeguarding adults is a key area of work. Following the CSCI inspection of CYC's older people's services in June 2008, which identified the need to ensure good practice is achieved consistently, CYC has set up a new multi-agency safeguarding Adults Board for York (the former board also covered North Yorkshire) and established three additional posts to manage and carry out casework.

Work to plan the development of a Centre for Independent Living is underway in York, coordinated by York CVS. Carers will be involved in this development.

### **Long Term Conditions**

There are 15.4 million people with a long term condition in England (*ref.4.*). This includes people with a range of chronic conditions such as diabetes and heart disease, and other neurological conditions such as multiple sclerosis and schizophrenia. Numbers are expected to rise due to an ageing population and certain lifestyle choices that people make. NHS and social care services need to be prepared and responsive to meet the challenges that this may pose. To support this, the Department of Health has developed a strategy for improving care for people with long term conditions, which will inform local planning to respond to the needs of people with long term conditions.

### **Voluntary organisations and community support**

York Council for Voluntary Services (YCVS) offers support to voluntary and community organisations, and is an active partner in 'Without Walls', York's Local Strategic Partnership. YCVS also supports a number of Voluntary Sector Forums, bringing together groups concerning mental health, learning disability, and families, children, and young people. Carers and ex-carers are active members of the community groups and Forums. There are a wide range of voluntary groups in York. Some provide services for carers commissioned through the Carers Grant or other funding: York and District MIND provides a counselling service for carers of people with mental health problems; York Alzheimer's Society provides specialist courses for carers; Age Concern York provides a sitting service called In Safe Hands; and York Branch of Crossroads provides a sitting and support service to many local carers.

There are two carer led forums in the City. York Carers Forum is an umbrella group for all carers, and CANDI – Children and Inclusion is for parent carers. These groups are both involved in ensuring the voice of carers is heard in local planning processes that affect services and support to both carer and cared for adults and children in York. It is hoped that a Young Carers Forum can be established in the near future.

### **Services for Children**

Both the government's Children's Plan and City of York's local Children and Young People's Plan (*ref.5.*) emphasise that "it is the aim to make this the best place in the world for our children and young people to grow up".

This aim is most pertinent for young carers who have a caring role with a parent or relative with additional support needs due to health difficulties or disability. Services in the City of York's children's trust arrangements adopt a whole family approach. This means that children's and adult services must have arrangements in place to ensure that no young person's life is unnecessarily restricted because they are providing significant care to an adult with an identifiable community care need.

The children's trust commissioning arrangements concentrate action on the early identification of and early intervention with children and families in need. This will be achieved by greater promotion of the existence and needs of young carers to professionals in wider children's services.

There will closer collaborative work between the York Carers Centre, Children's social care and Adult social care to ensure that all young carers are identified, assessed, supported and ultimately that they are not restricted unnecessarily from leading fulfilling lives as children and young people by their caring role.

Parent carers in families with disabled children tell services that their number one priority is regular and reliable short breaks from caring.

In January this year the Government announced the allocation of a total funding package worth £370m for 2009 -11 for short breaks. This comprises £280 million in revenue funding, along with £90 million in capital funding.

City of York and NHS North Yorkshire and York receives significant grants to enable a transformation in the provision of short breaks in the next two years.

The range of short breaks will be designed to respond to the changing phases and needs of family life, to ensure families feel included and to make a positive difference to their lives.

## Summary

The important role of unpaid carers in supporting children and adults with health and social care needs is acknowledged in local planning documents and processes. Carers are currently active in planning forums, following the setting up of two new carer led forums in 2008. There is evidence that carer awareness is growing within health and social care settings. It is hoped that this work can continue, including increased corporate awareness raising within City of York Council, the impact of a more accessible Carers Centre, and planned improvements in the way basic information for carers and about carers is provided within the City.

City of York Council's refreshed corporate objectives have highlighted as priorities both the changing demographics of the city with the ageing population, and the importance of supporting unpaid carers to help friends, neighbours and family to retain independence and lifestyles of their choice.

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## **Chapter 5 How are we doing?**

The York Carers Strategy Group agreed an Action Plan for 2006 – 2008 to ensure everybody worked to provide good services and support to unpaid carers in the City of York. The Action Plan ended in March 2008, and is reviewed below.

### **Achievements**

A key aspect of the work during the two year period 2006 - 2008 has been joint working at many levels, between social care, health, and voluntary sector organisations to achieve service developments, organise events, produce information, and plan the way forward for support and services for carers in York. The Primary Care Resource pack and the Self-Health Checklist were successfully produced by the Carers Information and Identification Group and the Carers Health Steering Group, as a result of joint working between health, social care, and voluntary sector organisations, alongside consultation with carers. The main event during Carers Week 2008 was jointly organised by a group from a range of health, social care, and voluntary sector organisations. The Carers Emergency Card Scheme pilot was successfully launched in May 2008 as a partnership between York Carers Centre and City of York Council.

The Young Carers Service at the Carers Centre has continued its successful work to support young carers aged 8 – 18 years, and provide support to young adult carers aged 18 – 25 years. An excellent presentation was made by the Service at the launch of the Primary Carer Resource Pack on Carers Rights Day in December 2007, which received much positive comment.

A forum for workers across agencies who specialise or are interested in work with carers first met in 2008.

Carer involvement has developed with two new carers forums being constituted and launched in the City during 2008.

The Flexible Carer Support Scheme has provided a direct payment and flexible breaks to carers with 405 successful applications approved by the scheme during the period April 2006 – September 2008. Three part-time permanent Carer Support Worker posts have been established in CYC's three locality Assessment and Purchasing Teams.

The Review of Services for Carers in York involved wide consultation with carers, and plans are currently underway to re-provision the Carers Centre in York.

The following information summarises the progress made to implement the 2006 – 2008 Action Plan:

**INFORMATION**

- The production of the Primary Care Resource pack for GP surgeries launched in December 2007.
- Awareness raising and training sessions.

**IDENTIFICATION**

- The new York Carers Centre database is in the planning stage, and should be up and running in 2009.
- Joint planning of Carers Week events 2008.

**ASSESSING CARERS NEEDS**

- Permanent Carers Support Worker posts in the three CYC adult services teams, and a specialist care manager in the Learning Disability services.

**A VOICE**

- Consultation with carers (245 completed questionnaires, and 43 took part in meetings) was a key part of the review of carers services in York in 2007.
- A newly constituted York Carers Forum was established by carers in June 2008.
- A parent carers forum CANDI (Children and Inclusion) was launched in June 2008.
- Carers contributed directly to the CSCI Inspection of older people's services at CYC in June 2008, and presented information to the Annual Review Meeting with CSCI in June 2008.

**CARERS SUPPORT AND SERVICES**

- \* The Flexible Carer Support scheme has successfully provided direct payments and flexible breaks, to adult carers of adults, over the past two years.
- Carers Emergency Card scheme launched in May 2008 as a partnership between York Carers Centre and City of York Council's Warden Call service.
- A range of commissioned services in the City: York and District MIND's Carers Counselling Service; Age Concern's In Safe Hands paid worker scheme; York Alzheimers Society, Caring and Coping courses.
- \* The need to promote short-term home based respite support (through maximising the impact of the carers grant). Funding of the carers grant was reviewed and an allocation made to include overnight support at home.
- \* Promotion of carers health and well-being: the Self Health checklist for carers was produced and launched in June 2008.

## **TRAINING AND SKILLS TO CARE AND LIFELONG LEARNING**

- The Carers Employment and Lifelong Learning (CELL) scheme was established in September 2005 and has been accessed by 157 carers up until April 2008.

### **\* Identified as a priority**

## **FINANCIAL SECURITY AND EMPLOYMENT**

- Key workers informed about CELL.

## **EQUITY OF ACCESS**

- A draft protocol re young carers and assessment processes has been drawn up.

## **GOOD QUALITY MANAGEMENT INFORMATION**

- Social electronic record system – Frameworki in place in CYC

## **STRATEGIC SUPPORT**

- Permanent full-time Carers Strategy Manager and Carers Strategy Administrator full-time posts established.

### **Areas for improvement**

Consultation with carers and professionals clearly shows that whilst a wide variety of information for carers is available, there is not consistent provision of accurate and accessible information for carers at the time it is needed. The new York Carers Centre will have a key role in improving information provision for carers, including proactive work to identify carers, and ensure its work is actively publicised in the local media. A greater awareness of the needs of carers is needed amongst professionals, and culture change is required to recognise carers as expert care partners, and ensure more integrated working between and within organisations. Continued work to support carer involvement and recognition is required.

A number of pieces of work to improve information for carers have not been completed, or have had limited impact. Work to produce an easy read Carers Assessment of Need leaflet failed due to key staff leaving posts and a lack of coordination and clear communication. Systems to distribute and update leaflets have been absent or ineffective, and work to update the Carers Centre database and establish a website have been delayed due to the service being reorganised.

It is a recognised fact that carers will often be in touch with Primary Care services, especially GP surgeries. There has been some work in York to encourage carer identification within Primary Care e.g. the Carers Centre informs GP practices of carers registered on the Centre's database and a new Primary Care Resource pack was produced and distributed to GP surgeries in

December 2007. However more work is required to increase carer awareness and carer identification in health settings and particularly within Primary Care. This also links to work required to ensure carers are supported to maintain their own health and well-being.

There has been some improvement in ensuring Carers Assessments of Need are undertaken more efficiently by City of York Council, however further work is needed to resolve problems in ensuring good quality management information is available. In addition, work is required to establish an integrated approach to carer identification, assessment and provision of services and support between health, social care and voluntary sector organisations. The continued development and promotion of the Carers Emergency Card will enable more joint working, and provide the opportunity for access to Telecare to be promoted alongside the Card.

Breaks for carers, both planned and unplanned are important and greatly valued. A review of the type of breaks, accessibility and availability is needed to ensure they are personalised and flexible to meet the carers needs.

The Carers Strategy in York includes children as well as adults, and continued work is required to build and consolidate good working relationships between Children's and Adult services to ensure the needs of parent carers and young carers are met.

There are areas of the Action Plan where progress has been limited:

- Work to identify BME carers and plan inclusion in provision;
- Developing leaflets in accessible formats;
- The provision of training for carers;
- Implementing protocols for joint working between Children's and Adults services re carers assessments.

**The following information summarises outstanding work from the 2006 – 2008 Action Plan:**

#### **INFORMATION**

- Provision of easily accessible information and signposting for carers.

#### **IDENTIFICATION**

- Identification of hidden carers particularly in Primary Care settings.
- Setting up Young Carers task group.
- Provide multi-agency carer awareness training.

#### **ASSESSING CARERS NEEDS**

- Increase numbers of carers being offered and receiving assessments, review and revise methods of assessment in light of

personalisation agenda.

- Ensure system for collection of management information for performance indicator about carers (NP135) is efficient and regularly reviewed and updated.

### **A VOICE**

- Ensure carer involvement continues to be supported and resourced.

### **CARERS SUPPORT AND SERVICES**

- Continue to review availability of counselling to carers.
- Breaks for carers: increase the availability and flexibility of breaks for carers.

### **TRAINING AND SKILLS TO CARE AND LIFELONG LEARNING**

- Provision of training to carers and 'Expert Carer Programme' now renamed 'Caring with Confidence', and if/how this national project will be implemented in York.

### **FINANCIAL SECURITY AND EMPLOYMENT**

- Review CYC and NYYPCT work-life balance policies.

### **EQUITY OF ACCESS**

- Putting draft protocol re young carers and assessment into practice.
- Development of Carers Assessment of Need leaflet in accessible format.
- \* Actions to ensure inclusion of carers from BME communities
- Inclusion of parent carers: a plan for a joint strategic approach with Children's Services needs to be established.

### **GOOD QUALITY MANAGEMENT INFORMATION**

- Revise processes for collection of data required for performance indicator NP135.

**\* Identified as a priority**

## Chapter 6 Key Priorities and Targets for 2009 – 2011

Following a review of services for carers in York and Selby in summer 2007, requested by CYC and NYYPCT commissioners, a report was presented, which highlighted a number of priority areas for service development. The review included consultation with carers through a questionnaire sent to all carers in York who were known to the Carers Centre and a number of group meetings were held. Evidence from the review demonstrated the key finding that carers in York wanted easy access to coordinated services and support for themselves and the cared for person.

The main outcome from the review was the agreement that the Carers Centre would no longer be hosted by the Primary Care Trust, and an independent local organisation would be set up to run the Centre. This organisation is currently being established. A new service specification for the York Carers Centre comprises a requirement for provision of an accessible local centre, offering advice and information, and includes work to develop a more integrated approach between service providers re local support for carers.

The review highlighted key areas that need development including the following. The provision of information and signposting for carers needs to be improved; there needs to be increased carer identification in GPs surgeries and services need to be better coordinated. There was also a clear need identified to develop the support available to young carers in York and enable joint working to become a reality.

This local review echoed the kinds of priorities that carers generally identify according to national research, and in combination with the priorities identified by the National Strategy, York Carers Strategy Group recommend the following key areas of work during 2009 – 2011:

- **INFORMATION – carers will have easy access to accurate information and advice.**  
Improve information and signposting for carers in York to ensure it is accurate, widely available, and provided in accessible formats. It was recommended that York Carers Centre be the focal point for this service. Work to ensure this provision is put in place is one of the key priorities and underpins all work to support carers in York.
- **CARER INVOLVEMENT – carers will be involved in planning and monitoring the services they receive.**  
Recognition of carers as expert care partners is a key outcome in the National Strategy. Work to encourage a culture change in the professional world is important in achieving this target. The Strategy Group is committed to the involvement of carers in the group, and in the work of implementing the Strategy, alongside ensuring local carers'

groups and forums are supported, and training for carers is made available. Work to involve young carers and set up a Young Carers Forum is required.

- **INTEGRATED SERVICES – closer joint working, culture change and awareness raising for professionals.**  
 Services and information need to be provided in a coordinated way within and across agencies. Closer partnerships between health, social care and the third sector are needed. Awareness raising is required to increase the level of carer awareness amongst services and the wider community. This is a key area of work for the Strategy.
- **ACCESS TO SERVICES AND SUPPORT – easier access to leisure and other services**  
 Housing, transport and leisure services need to support carers' needs. Proposals include setting up a discount scheme for carers, to enable them to access leisure and other services in York.
- **BREAKS – carers should have access to a range of flexible breaks.**  
 A review of breaks provision will take place to inform the most effective use of resources in the future.
- **FINANCIAL SUPPORT – carers should have access to accurate welfare benefits advice.**  
 Easily accessible and accurate welfare benefits advice needs to be widely available for the diverse range of carers in York.
- **EMPLOYMENT SUPPORT – ensure carers in paid employment are supported.**  
 Employment support will be focused on the requirements of carers who are in paid employment.
- **PRIMARY CARE - ensure carer identification and support increases.**  
 A key priority is the need to ensure work is undertaken to improve carers identification and signposting in primary care settings, including GPs surgeries.
- **YOUNG CARERS – will be protected from inappropriate caring and have the support they need**  
 This is another key priority area, with the commitment to enable a Young Carers Forum to be set up and to support schools in York to support young carers.
- **YOUNG ADULT CARERS**  
 Work is required to continue and extend the service provided by York Carers Centre to young adult carers.

## **Chapter 7 Implementation**

### **The Role of the Carers Strategy**

The Carers Strategy Group has been in place in York for some years. It is a multi-agency group including carer members alongside professionals from City of York Council, the Primary Care Trust and voluntary sector organisations. The group agreed an Action Plan for 2006 – 2008 to ensure everybody worked to provide good services and support to unpaid carers in the City of York. The Action Plan ended in March 2008.

This new Strategy sets priorities for work to improve services and support to carers in York in light of the new National Strategy for carers published by HM Government in June 2008. However, the implementation of the strategy will need to be looked at in the light of increasing pressures and a potential decrease in public sector spending.

The Core Commissioning group and the Carers Strategy Group will work to ensure this local strategy is implemented, and make decisions about priority areas, and resource allocation. Member organisations represented on the Carers Strategy Group should agree to the implementation of the Strategy within their organisation, or group.

### **Action Plans**

Detailed action plans will be developed according to the key priorities and targets listed on pages 30 – 34. It is not assumed that action will be achieved on every outcome listed, and priorities for action will be agreed by the Strategy Group. Outcomes are based on the National Strategy and we will be working towards them during 2009 – 2011, not guaranteeing that they can be achieved by that date.

### **Agencies and organisations in York**

All agencies and organisations in York are invited to circulate the Strategy to their members, staff, and boards. Managers should raise the profile and ensure all staff are aware of the needs of carers, and ensure carer awareness raising takes place.

<u>National Strategic Outcome One</u> <b>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.</b>		
<b>Action Plan Number</b>	<b>Outcome</b>	<b>Local priority</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>
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>
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>
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>
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</li> <li>• Personal budgets</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>

<u>National Strategic Outcome Two</u>		
<b>Carers will be able to have a life of their own alongside their caring role</b>		
<b>Action Plan Number</b>	<b>Outcome</b>	<b>Local priority</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>
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>
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>
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>

<u>National Strategic Outcome Three</u>		
<b>Carers will be financially supported so that they are not forced into financial hardship by their caring role</b>		
<b>Action Plan Number</b>	<b>Outcome</b>	<b>Local priority</b>
3A	<b>Income:</b> Carers should have access to benefits advice	<ul style="list-style-type: none"> <li>• Welfare benefits advice</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>

<u>National Strategic Outcome Four</u>		
<b>Carers will be supported to stay mentally and physically well and treated with dignity</b>		
<b>Action Plan Number</b>	<b>Outcome</b>	<b>Local priority</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>
4B	<b>NHS:</b> Carers needs should be addressed in hospital admission and discharge procedures	
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</li> <li>• Develop work to improve carer identification and signposting in primary care settings</li> </ul>
4D	<b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress	

National Strategic Outcome Five

**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.**

(Every Child Matters outcomes: be healthy, stay safe, enjoy and achieve, make a positive contribution, achieve economic well-being)

<b>Action Plan Number</b>	<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>
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>
5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring	

## Glossary

BME	Black and minority ethnic community.
CANDI	Children and Inclusion: local forum for parents of children with disabilities. (see 'Useful Contacts')
CELL	Carers Employment and Life Long Learning project run by Future Prospects in York. (see 'Useful Contacts')
CQC	Care Quality Commission: the independent regulator of health and social care in England.
CSCI	Commission for Social Care Inspection was the social care regulator prior to CQC.
CSG	Carers Strategy Group: multi-agency group of people working to implement local action plans.
CYC	City of York Council. (see 'Useful Contacts')
JSNA	Joint Strategic Needs Assessment: NYYPCT and CYC joint summary of the planning commissioning and development of services to improve health and wellbeing.
LAA	Local Area Agreement: the agreement between York's Local Strategic Partnership and Central Government.
LIAG	Local Implementation Advisory Group: advisory group in Mental Health services with user and carer members.
LIT	Local Implementation Team: a multi-disciplinary group in Mental Health services who feed into the planning process and feedback advice from the LIAG to the Primary Care Trust.
LSP	Local Strategic Partnership: a local group, in York called 'Without Walls' who prepare a Community Strategy.
NHS	National Health Service.
NSF	National Service Framework: a policy set by the National Health Service in the United Kingdom to define standards of care for major medical issues.
NYYC	North Yorkshire County Council.
NYYPCT	North Yorkshire and York Primary Care Trust. <b><i>Please note that this organisation is now re-named NHS – North Yorkshire and York (Though the old logo is still in place)</i></b>

PALS	Patient Advice and Liaison Services. (see 'Useful Contacts')
PCT	Primary Care Trust.
PRTC	Princess Royal Trust for Carers. (see 'Useful Contacts')
SHA	Strategic Health Authority
Telecare	Home safety and personal security system that enables people to live independently through a 24 hour BT telephone link and state of the art technology
YCC	York Carers Centre: local service provider specialising in provision of support to adult and young carers. (see 'Useful Contacts')
YCF	York Carers Forum: local carer led group offering support to carers and working to ensure the voice of carers is heard on local planning groups. (see 'Useful Contacts')
YCVS	York Council for Voluntary Services. (see 'Useful Contacts')

## **Appendix 1 National Drivers**

### **The Disabled Persons (Services, Consultation and Representation) Act 1986**

During an assessment of a disabled person's needs, consideration must be given to the ability of the carer to continue to care.

### **The NHS and Community Care Act 1990**

This legislation requires that local authorities involve families and carers when making plans to assist adults who are vulnerable.

### **The Carers (Recognition and Services) Act 1995**

Under this Act, if a person was being assessed under the 1990 Community Care Act, the carer could request an assessment of their need for support to continue caring; the results of such carer assessments are also to be taken into account when developing services for the customer.

### **The Carers and Disabled Children Act 2000**

This entitles carers over the age of 16, including parents of disabled children a right to an assessment, irrespective of whether the person they support has been assessed or is receiving services. It also gives local authorities the power to provide services direct to the carer to meet their assessed needs and enables carers to apply for direct payments to meet their own needs.

### **The Carers (Equal Opportunities) Act 2004**

Gave local authorities the following duties:

- to inform carers of their right to an assessment;
- to give consideration to the wishes of a carer to work, to undertake education or training, or to engage in leisure activities.

The Act also gave local authorities the right to ask assistance from other authorities in planning the provision of services to carers.

### **The Mental Capacity Act 2005**

Concerns people who lack mental capacity and those who take decisions on their behalf. It clarifies many aspects of common law in relation to capacity and consent. It provides a framework for people ages 16+ who may lack capacity to make decisions. It makes clear who can take decisions and how they should go about this. The Act replaces current statutory schemes for enduring Powers of Attorney and Court of Protection receivers with reformed and updated schemes.

### **Our Health, Our Care, Our Say: A New Direction for Community Services, White Paper 2006**

This announced a 'New Deal' for carers including setting up a national helpline, training for carers, funding for emergency planning and the planned revision of the National Carers Strategy.

**The Work and Families Act 2006**

Carers have the right to request flexible working if they are the spouse, partner or relative of the cared for, or if they live in the same household.

In addition the following relate to specific 'customer' groups:

**Mental Health National Service Framework 1999**

This National Service Framework for Mental Health spells out national standards for mental health, what they aim to achieve, how they should be developed and delivered, and how to measure performance in every part of the country.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4006057](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4006057)

**Older People National Service Framework 2001**

The National Service Framework (NSF) for Older People was published in March 2001 as a ten-year programme and set new national standards and service models of care across health and social services for all older people, whether they live at home, in residential care or are being looked after in hospital.

<http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/NSFforOlderPeopleandsystemreform/index.htm>

**Valuing people now: a new three-year strategy for people with learning disabilities**

This follows on from the white paper **Valuing People** (2001).

Valuing people now sets out the Government's strategy for people with learning disabilities for the next three years following consultation. It also responds to the main recommendations in Healthcare for All, the independent inquiry into access to healthcare for people with learning disabilities.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_093377](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_093377)

**Every Child Matters 2003**

This Green Paper aimed to strengthen preventative services for children concentrating on four themes:

- Increasing the focus on supporting families and carers - the most critical influence on children's lives;
- Ensuring necessary intervention takes place before children reach crisis point and protecting children from falling through the net;
- Addressing the underlying problems identified in the report into the death of Victoria Climbié - weak accountability and poor integration;
- Ensuring that the people working with children are valued, rewarded and trained.

<http://www.everychildmatters.gov.uk/>

**Long Term Conditions National Service Framework 2005**

The NSF aims to transform the way health and social care services support people to live with long-term neurological conditions.

<http://www.dh.gov.uk/en/Healthcare/NationalServiceFrameworks/Long-termNeurologicalConditionsNSF/index.htm>

**End of Life Care Strategy - promoting high quality care for all adults at the end of life (2008)**

This is the first guidance of its sort published in England, and has been produced to enable choices for people re end of life care.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_086277](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_086277)

**The National Dementia Strategy 2009**

The Department of Health has developed a national strategy for dementia services which was published in February 2009.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_094058](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_094058)

## Appendix 2 Local Strategies and Service Plans

### Older People

- **Selby, York and Easingwold Older People's Strategy (2005-2010)**  
'Never Too Old – A multi-agency older people's strategy 2005 –2010' includes the aim of wanting older people to have *“Support for the role of their CARERS, including supporting older people who are carers themselves”*. It highlights the need to support the health needs of carers.
- **City of York Commissioning Strategy for Older People 2006 – 2021**  
This recognises that work is needed to ensure that carers needs are understood and met. The hypotheses in the report's conclusion include: *“An increase and targeting of resources and support to carers (especially those caring for older people with dementia) will contribute to maintaining someone in the community and minimise the risk of the carers ill health and in-ability to care”*.  
[http://www.york.gov.uk/health/Services\\_for\\_older\\_people/](http://www.york.gov.uk/health/Services_for_older_people/)

### Mental Health Services

- **NYYPCT, CYC and NYCC Mental Health Commissioning Strategy - draft**  
This outlines the National Service Framework for Mental Health and Standard Six, Caring about carers. Local commissioning intentions include carer recognition and support.
- **NYYPCT, Mental Health Services - draft July 2008, Providing services to people with mental health and associated problems.**

### Adults with Physical and Sensory Impairment

- **City of York Council Strategy of the Development of Services to Support People with a Physical and/or Sensory Impairment**  
This strategy has been developed during 2008. Desired outcomes for carers are identified as *‘Supported carers’* and *‘Prevention of Carer Breakdown’*.  
<http://www.york.gov.uk/health/Disabilities/strategy/>

### Adults with Learning Disabilities

- **Selby, York and Easingwold – Commissioning Strategy Community Team for People with Learning Disability March 2008**  
An ageing population of both customers and carers is identified as a future trend. The Partnership Board has identified *“More involvement for families and customers”* as one of its priority areas.
- **York Valuing People Partnership Board**  
In response to the renewal of the government's 2001 White Paper, 'Valuing People', and the issue in draft of 'Valuing People Now; From Progress to Transformation', during 2008 the Board has been in the process of restructuring and renewing its aims and objectives. The Board actively includes family carers in its work.

## Appendix 3 Equality Impact Assessment

### Equalities Impact Assessment Toolkit for High Level Strategies

This toolkit uses many of the questions from the Government Office's toolkit for Local Area Agreements. It provides a basic set of challenging questions to assess the extent to which equality issues are considered and incorporated into high-level strategies (e.g. the LAA, Sustainable Community Strategy, Community Safety Strategy, Corporate Strategy etc.). Omit any questions that are not relevant to your strategy.

The toolkit asks various questions and then gives you 2/3 possible answers (yes, no or some) and an explanation and evidence column to add:

- What evidence you have to support your answer (if in the positive) giving practical examples, or;
- If you have no evidence, why this is so and, what plans you have to rectify this.

Name of Strategy	Who is conducting this EIA?
York Strategy for Carers	Name: Frances Perry
	Job Title: Carers Strategy Manager
	Contact Details: Housing and Adult Social Services, 10/12 George Hudson Street, York YO1 6ZE Tel: 01904 554188 Email <a href="mailto:frances.perry@york.gov.uk">frances.perry@york.gov.uk</a>
Describe the Strategy:	
What is the purpose of the strategy (describe in simple, easy to understand terms)	
<ul style="list-style-type: none"> <li>• To make clear the priorities for support and services to carers in York</li> <li>• To ensure all carers and agencies are aware of the priorities</li> <li>• To enable all agencies involved in community and health care to effectively promote the health and well-being of carers</li> </ul>	

#### Equality Aims in the Strategy

	Yes	No	Explanation and Evidence
Does the Strategy have an equalities statement (or vision / policy) that specifically mentions the 6 strands?	Yes		The Strategy reflects the Carers National Strategy -Carers at the heart of 21 <sup>st</sup> century families and communities, M Government, June 2008.

(Race, disability, gender, sexual orientation, religion and belief, and age)			Chapter 2 outlines the National Strategic vision that by 2018 <i>“carers will be recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet the individuals’ needs enabling carers to maintain a balance between their caring responsibilities and life outside caring, whilst enabling the person they support to be a full and equal citizen.”</i>
How did you decide what went into this statement?	The statement is based on the vision from national documents		
Has it been agreed by all partners?		No	This will be part of the process of partners agreeing and signing up to the strategy.
What processes are in place to monitor progress on achieving this statement?	The Carers Strategy Group is responsible to implement and monitor the progress of the work to put the Strategy in practice through agreed Action Plans.		
Whom will this be reported to?	The Strategy Group is a multi-agency forum and members are responsible for reporting to/from their organisations and agencies.		

### Development of the Strategy

<b>Has the Strategy considered:</b>	<b>Yes</b>	<b>No</b>	<b>Explanation and Evidence</b>
The make up of the local population at the time of writing the strategy?	Yes		Chapter 3 provides information available about the local carer population.
Potential changes to the local population over the life of the Strategy? e.g. aging population (and therefore an increase in disabled people), increasing black and minority ethnic population etc.	Yes		Chapter 3 provides a summary of the predicted changes to the local carer population.
How information on different communities’ needs is collected and used by the council and partners.		No	This will be developed further in the writing and implementation of the Action Plans.

e.g. to: a) plan and manage services b) develop indicators/targets c) Monitor progress.			
Any limitations of current data and what will be done to address this?	Yes		There has been limited progress in the past two years in identifying carers from BME communities. It is planned that the new database at York Carers Centre will improve this from April 2009. Work is required to improve joint collection and sharing of data between social care, health and voluntary sector organisations.

#### Equality Legal Duties

<b>What actions are in the strategy to promote our legal duties to:</b>	<b>Yes</b>	<b>No</b>	<b>Explanation and Evidence</b>
Eliminate <u>discrimination and harassment</u> on the grounds of race, disability, gender, age, sexual orientation, and religion and belief?	Yes		This will be done by developing links with local organisations eg York Racial Equality Network. Work is underway to enable a Young Carers Forum to be set up.
Promote <u>equality of opportunity</u> between Black and minority ethnic (BME) and white British people, disabled and non-disabled and men and women?	Yes		All work with carers involved mixed groups including men and women and disabled and non-disabled people.
<u>Promote good relations</u> between different ethnic groups (not just BME and white British people)		No	
Promote <u>positive attitudes</u> towards disabled people (and other communities)	Yes		Carers include people with disabilities, and care for people with disabilities. Links will be made with proposed PSI partnership group, and work to set up a CIL locally.

Promote <u>participation by disabled people</u> in public life?	Yes		Carers with disabilities will be included in all the work of the Carers Strategy and its implementation.
N.B. These duties apply to everyone – private, public and voluntary and community sectors. Therefore they apply to organisations providing services or goods on our behalf (and it's our responsibility to make sure they are complying with equalities legislation in this capacity).			

#### Links from this Strategy to other Strategies or Policies / Working Practices

	Yes	No	Explanation and Evidence
Do any policies or other strategies need to be changed to reflect the objectives or actions in this strategy?		No	
Do any policies or other strategies that sit under this strategy need to be Equality Impact Assessed?		No	
Who will do this?			

#### Implementation

	Yes	No	Some	Explanation and Evidence
Do staff / partners have the skills and capacity to achieve the equality aims and actions in this strategy?			Yes	Awareness training courses may be required and additional resources to implement equality work amongst all staff and partners.
If not, how is this being addressed?				

#### Involvement & Consultation

	Yes	No	Explanation and Evidence
What consultation mechanisms are in place to engage the views of communities on this strategy?	The Strategy has been developed following wide consultation with carers in Summer 2007. The final draft of the Strategy will be distributed widely for consultation.		
Are consultation methods inclusive and accessible?	Yes		Information is available in different formats. Work to involve carers includes working to make meetings

			accessible.
Have you actively sought the views of groups from the 6 equality strands on this strategy? (either individuals or community or voluntary groups)  If so, which groups?	Yes		Unpaid carers encompass all communities. We need to undertake work to identify the numbers of carers from BME communities, and lesbian and gay carers, and assess if their needs require special attention. There is also a need to engage with carers of people with substance misuse and alcohol problems.
Are there arrangements in the Strategy for on-going dialogue with groups from the 6 equality strands?	Yes		The Strategy will be implemented by groups involving carers and the carers forums in York. There are 4 carer members on the Carers Strategy Group and plans to include young carers in the future.
How are these views used in the Strategy decision-making processes?	Through the Carers Strategy Group meetings.		
Will groups from the 6 strands be involved in setting priorities or targets in the strategy and assessing progress on these?	Yes		There is planned work to set up a Young Carers Forum. There is work to identify the ethnicity of carers and record information about the impairment/condition of the cared for person via the Carers Centre database.

### Communication

	<b>Explanation and Evidence</b>
How has the Strategy been communicated to partners and the public?	It will be available, electronically, hard copy, on the web site and in alternative formats if required.

### Partnerships

<b>Has this strategy stimulated any specific areas for partnership development or improvement?</b>	Yes	No	<b>Explanation and Evidence</b>
Community involvement?	Yes		Involvement of newly developed carers forums, and renewing

			mechanisms for carer representatives to sit on the Carers Strategy Group. Work to set up a Young Carers Forum.
Consultation mechanisms?	Yes		Summary of the Carers Strategy in plain English on the CYC website. Ongoing carer involvement is part of the work of the Carers Strategy Group.
Community cohesion and equality (e.g. fulfilling legislative duties)?	Yes		By developing links with specialist groups – YREN, Mesmac.
Assessment and analysis of specific community needs?	Yes		The need to record ethnicity of carers and identify and meet needs of specific groups e.g. carers of people with substance misuse problems.
Development or improvement of data and profiling of data?	Yes		Yes – plan to work in partnership with York Carers Centre and health re collecting accurate information about numbers of carers in York.
Monitoring and evaluation of the strategy?	Yes		The Strategy Group will develop and monitor action plans for implementation of the Strategy
Equalities Impact Assessments?	Yes		Develop one re information work in 2009.
Priority setting?	Yes		This is integral to the Strategy

**Key Issues and Actions** (this bit will be made public)**Summarise the key equalities issues contained in this strategy?**

Unpaid carers can be viewed as an equality strand in their own right, and encompass people affected by issues relating to all the 6 equality strands.

Identifying the numbers of, and potential need for specialist work required with groups of carers from the 6 equality strands.

Continuing work to involve carers from all communities and equality strands in the work of the Strategy.

**What are the key actions you are taking to address these issues?**

Continue to promote the raising of carer awareness amongst professionals and organisation locally, and improve carer identification.

Ensure local databases record information about carer's equality status, and workers identify carers needs appropriately.

Continue to support the existing carers forums in the City and the development of new ones e.g. Young Carers Forum.

## Appendix 4 Useful Contacts

### Local organisations

**Age Concern York** - provides personal and practical services for older people and their carers and works with statutory agencies to develop these services.

Telephone 01904 627995

[www.ageconcernyork.org.uk](http://www.ageconcernyork.org.uk)

**CANDI – Children and Inclusion** - is a forum for parents/carers of children with disabilities and/or additional needs from ages 0-19 yrs of age. We meet once a month and would welcome any new members to join us. The aim of the group is to work with the City of York Council and health professionals to influence decisions that can affect our children. These include swimming, gym clubs, horse riding etc. as well as family initiatives that include family meals, theatre trips, river boat trips etc. All new ideas and suggestions are very welcome.

For further information contact Jo Whitehead, Project Officer on [projectofficer@yorcandi.org.uk](mailto:projectofficer@yorcandi.org.uk)

Telephone - 0775 1828369

[www.yorcandi.org.uk](http://www.yorcandi.org.uk)

**City of York Council** will provide information and advice to local people on a range of housing and social care issues. Depending on your query please direct it to one of the following departments:

#### **Adults Social Services -**

Initial Assessment & Safeguarding Team

Tel: 01904 555111

Fax: 01904 554055

e-mail: [adult.socialsupport@york.gov.uk](mailto:adult.socialsupport@york.gov.uk)

#### **Children's Social Care -**

Referral & Assessment Team

Tel: 01904 551900

Fax: 01904 555602

e-mail: [childrens.socialcare@york.gov.uk](mailto:childrens.socialcare@york.gov.uk)

#### **Housing Options**

Tel: 01904 554500

Fax: 01904 554119

e-mail: [housing.options@york.gov.uk](mailto:housing.options@york.gov.uk)

**Crossroads – York Branch** - Gives support in the home to the carers of children and adults with care needs. Free service to Carers following a full assessment by Social Services. (Self referrals can be made to Crossroads by Carers who are prepared and able to pay for the services). Telephone 01904 790200

**Future Prospects** - Free learning and work advice centre, based at 24 Swinegate, York. Drop in service, no appointment required. Telephone 01904 634748 or 0800 834239  
<http://www.futureprospects.org.uk/>

**North Yorkshire and York Families and Carers Service** – is a service for carers whose families have been affected by substance misuse. Whether you are a parent, child, grandparent, brother or extended family member, this service is for you. We offer a client centred service with individual support packages that enable the family to cope with the problems that arise from addiction.

Telephone 0800 731 6338 or email [northyorkfamilycare@btconnect.com](mailto:northyorkfamilycare@btconnect.com)

**PALS** - Patient Advice and Liaison Service exists to listen to patients, relatives and carer's comments, offer advice and information, and deal with any concerns about health care services. There are two local services one for issues relating to York Hospital, and one for Primary Care Services.

PALS - York Hospitals Trust: Telephone 726262 or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk)

**PALS** – North Yorkshire and York Primary Care Trust:

Tel: 0800 06 88 000 [nyy-pct.pals@nhs.net](mailto:nyy-pct.pals@nhs.net)

**York Alzheimer's Society** – Provide a range of information, advice and support including an 8 week 'Caring and Coping' education course for carers of people with dementia. It includes a wide range of topics, for example, power of attorney, moving and handling, coping strategies.

Tel: Helpline 01904 658106

Regional office - 01904 633804

Holgate Villa, 22 Holgate Road, York

email: [yorkbranch@alzheimers.org.uk](mailto:yorkbranch@alzheimers.org.uk)

**York and District MIND** – provide counselling, advocacy, support groups and information services. MIND Carer Counselling Service offers free counselling sessions to carers of people with mental health problems, including Alzheimer's disease. The carer must be aged 18+. The cared-for person must be aged up to 65.

Telephone 01904 466690 [www.yorkmind.org.uk](http://www.yorkmind.org.uk)

**York Carers Centre** - offers an information and advice, signposting, group events, activities and training. The Carers Centre mailing list and registration is free of charge and ensures carers receive free copies of the quarterly newsletter, invitations to events, activities and other initiatives.

York Carers Centre, Nursery Block, 17 Priory St, York YO1 6ET Tel: 01904 715490

[www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk) or email [enquiries@yorkcarerscentre.co.uk](mailto:enquiries@yorkcarerscentre.co.uk)

**York Carers Forum** - The Forum is a carer led group. All unpaid carers are invited to join the group as members, and are very welcome at the group's regular meetings. In 2009 meetings will be held on the 4<sup>th</sup> Monday of the month, 1 – 3pm at City Mills, Skeldergate, York.

Please contact Katie Smith on 01904 422437 [yorkcarersforum@tiscali.co.uk](mailto:yorkcarersforum@tiscali.co.uk)

**Young Carers Service** - part of York Carers Centre. Offers advice, information and support for young carers (aged 8 -18).

York Carers Centre, Nursery Block, 17 Priory St, York YO1 6ET Tel: 01904 715490 [enquires@yorkcarerscentre.co.uk](mailto:enquires@yorkcarerscentre.co.uk)

**York Citizens Advice Bureau** - Provides advice, information and advocacy on any matter, in particular benefits, debt, employment and housing.

Appointment booking line: 01904 623550

Recorded information and advice line – 0844 826 9705

[www.yorkcab.org.uk](http://www.yorkcab.org.uk) or email [admin@yorkcab.org.uk](mailto:admin@yorkcab.org.uk)

**York Council for Voluntary Service** – YCVS offer advice, training, information and support to local voluntary organisations and community groups in order to help them work more effectively. York CVS, 15 Priory Street, York Telephone 01904 621133 [yorkcvs@yorkcvs.org.uk](mailto:yorkcvs@yorkcvs.org.uk)

## **National Organisations**

### **Carers UK**

Carers UK is the voice of carers, that recognises that as a consequence of caring, many carers can experience ill health, poverty and discrimination. Carers UK is an organisation of carers who campaign in order that people recognise the true value of carers' contribution to society and carers get the practical, financial and emotional support they need. They provide advice and information about carers' rights.

Contact details: <http://www.carersuk.org/Contactus>

Carersline: 0808 808 7777 or 020 7378 4999

**Carers Direct** is a national advice line that offers free, confidential information and advice to help you as a carer. This includes information on money and legal issues, your wellbeing, as well as work and study options available to you.

Telephone - 0808 802 0202

[www.nhs.uk/Carersdirect/](http://www.nhs.uk/Carersdirect/) or email [CarersDirect@nhschoices.nhs.uk](mailto:CarersDirect@nhschoices.nhs.uk)

### **The Princess Royal Trust for Carers**

The Princess Royal Trust for Carers was created on the initiative of HRH The Princess Royal in 1991. At that time people caring at home for family members or friends with disabilities and chronic illnesses were scarcely recognised as requiring support. The Princess Royal Trust for Carers is the largest provider of comprehensive carers support services in the UK. Through its unique network of 144 independently managed Carers' Centres, 85 young carers services and interactive websites. The Trust currently provides quality information, advice and support services to almost 354,000 carers, including over 20,000 young carers.

In addition, The Trust also acts independently in the interests of carers through research, development and consultation; influence on national, regional and local policy; partnerships with other national organisations; information through our interactive websites; and providing advice and access to support groups.

Contact details: 0844 800 4361

[www.carers.org](http://www.carers.org)

[www.youngcarers.net](http://www.youngcarers.net)

[info@carers.org](mailto:info@carers.org)

### **Crossroads – caring for carers**

A Crossroads service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. Our aim is to provide a reliable, tailored service, for each carer and the person they care for. We have

140 schemes in England and Wales, which provide a range of services. Every scheme provides practical support where and when it is most needed - usually in the home. A trained Carer Support Worker will take over from the carer to give them 'time to be themselves'. We talk to the carers about how often they would like us to visit, how long the visit should be and at what time they would like our support provided. They then have 'time' to use as they wish - to see friends, keep appointments, study, read or even just to sleep.

Contact details: 0845 450 0350

[www.crossroads.org.uk](http://www.crossroads.org.uk)

**Caring with Confidence** offers learning and development opportunities to carers aged 18 and over in England. Its aim is to help carers build on skills and knowledge, which carers can access through local group sessions or at home using workbooks or the internet. The Caring with Confidence programme is designed to fit around people's lives and caring responsibilities. Carers can pick and choose how many sessions they attend, and how they get involved – from local group sessions to self-study workbooks and online sessions.

Telephone 0800 849 2349

Email:

[cwc.info@caringwithconfidence.net](mailto:cwc.info@caringwithconfidence.net) or visit [www.caringwithconfidence.net](http://www.caringwithconfidence.net)

### **Every Disabled Child Matters**

EDCM is a campaign by four leading organisations working with disabled children and their families – [Contact a Family](#), [Council for Disabled Children](#) (CDC), [Mencap](#) and the [Special Educational Consortium](#) (SEC). We will challenge politicians and policy-makers to make good on the Government's commitment that every child matters.

EDCM is an inclusive campaign. We support and represent thousands of disabled children, young people and families. Through CDC and SEC, the campaign represents hundreds of organisations, professionals, and disabled people working with and for disabled children, young people and their families. EDCM is based at the Council for Disabled Children, which is hosted by the National Children's Bureau.

For general enquiries: [www.edcm.org.uk](http://www.edcm.org.uk)

Email: [info@edcm.org.uk](mailto:info@edcm.org.uk)

Phone: 020 7843 6082

#### **Postal address:**

Every Disabled Child Matters, c/o Council for Disabled Children, 8 Wakley Street, London, EC1V 7QE

## York Carers Strategy- summary of progress 2009 - 2010

National Strategic Outcome One					
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.					
	Outcome	Local priority	Target Actions 09/10	Date achieved in 09/10	Lead group/role
1 A	<b>Information:</b> Carers will have easy access to accurate information and advice	Provision of easily accessible information and signposting	<ul style="list-style-type: none"> <li>Evaluate/update Quick Guide and Carers Information Pack</li> <li>A – Z of services for workers</li> <li>Pocket guide produced</li> <li>York Carers Centre becomes central resource for local information and signposting</li> <li>Website development: CYC update; set up YCC</li> </ul>	<ul style="list-style-type: none"> <li>April 2010</li> <li>April 2010</li> <li>June 2009</li> <li>Work underway and ongoing</li> <li>All websites set up and regularly updated</li> </ul>	<b>Carers Information Group</b>
1 B	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	Increase identification of carers in Primary Care (see 4C)	<ul style="list-style-type: none"> <li>York Carers Centre seeks external funding for specialist Health Worker</li> </ul>	<ul style="list-style-type: none"> <li>No action to date: reassess timescale</li> </ul>	<b>Carers Health Steering Group/York Carers Centre</b>  See Action 4C – work carried forward to 2010-12 Action Plan
1 C	<b>Young Adult Carers:</b> Carers will have easy access to accurate information and advice	Establishment of support for young adult carers aged 18 years + by York Carers Centre	<ul style="list-style-type: none"> <li>York Carers Centre provides support service linked to Education Employment and Training service</li> </ul>	<ul style="list-style-type: none"> <li>Support service set up: mainly group events. 36 people registered.</li> </ul>	<b>York Carers Centre</b>
1 D	<b>Integrated services:</b> Services and information will be provided in an coordinated way across and within agencies	<p>Closer joint working and partnerships between health, social care and the third sector</p> <p>Awareness raising for professionals</p>	<ul style="list-style-type: none"> <li>Plan required for implementing closer partnerships in 2010/11</li> <li>Joint CYC/YCC of carer awareness training.</li> </ul>	<ul style="list-style-type: none"> <li>Plan not yet drawn up.</li> <li>Regionally funded training programme implemented Jan – June 2010</li> </ul>	<b>Carers Strategy Manager</b>

1 E	<p><b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs</p>	<p>Carer Assessment of Need</p> <p>Common Assessment Framework</p> <p>Personalisation</p>	<ul style="list-style-type: none"> <li>• Carer Assessment of Need</li> <li>• Common Assessment Framework</li> <li>• Personalisation</li> </ul>	<ul style="list-style-type: none"> <li>• There has been a increase in the number of Carers Assessments offering flexible approaches to carers breaks.</li> <li>• Carers will support the experts by Experience forum to help with the ongoing learning of the introduction of Personalisation</li> <li>• Presentation to Carers Forum on Personalisation was well received</li> </ul>	<p><b>City of York Council</b></p>
1 F	<p><b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive</p>	<p>Carer involvement</p>	<ul style="list-style-type: none"> <li>• Establish and support carers forums.</li> <li>• Review how groups are able to network and ensure carers voice is heard in local planning and monitoring.</li> </ul>	<ul style="list-style-type: none"> <li>• York Carers Forum; CANDI already in place. Young Carers Revolution established in 09/10.</li> <li>• Review of carer involvement in planning/monitoring services not taken place.</li> </ul>	<p><b>Carers Strategy Manager</b></p>

National Strategic Outcome Two					
Carers will be able to have a life of their own alongside their caring role					
	Outcome	Local priority	Target 09/10	Date achieved	Lead group/role
2 A	<b>Break provision:</b> Carers should have access to a range of flexible breaks	Joint plans with NYYPCT re new money for breaks  Review current breaks provision  Personal budgets to enable carers to take breaks	<ul style="list-style-type: none"> <li>Set up joint plans for new breaks money</li> <li>Review current breaks provision funded by carers CYC</li> <li>Flexible carer support scheme</li> </ul>	No new money available from NHS N Yorks and York.  Report taken to CSG June 10  600 Direct Payments to carers in 2009/10 to enable flexible breaks for carers	<b>Carers Strategy Manager</b>
2 B	<b>Emergency Card Scheme:</b> Carers should be better equipped to deal with a crisis and have peace of mind	Emergency Card Scheme	<ul style="list-style-type: none"> <li>Annual review produced April 09</li> <li>Scheme will be extended to young carers and parent carers</li> </ul>	Annual report presented to CSG October 2010 – scheme established and running well. 400 carers registered.  Scheme has been extended to young carers known to YCC. Parent carer pilot scheme still in process	<b>York Carers Centre</b>
2 C	<b>Technology:</b> Carers should have access to a range of services and support	Telecare	<ul style="list-style-type: none"> <li>No targets set</li> </ul>	York Carers Forum has promoted telecare and telehealthcare.  Plan for actions 2010/11 not yet drawn up.	<b>Carers Strategy Manager</b>
2 D	<b>Housing, Leisure and Transport:</b> Carers should have access to a range of services and support	Discount card scheme	<ul style="list-style-type: none"> <li>Carers Emergency Card to be linked to CYC leisure discounts.</li> </ul>	Carers registered with CEC and in receipt of Carers Allowance eligible for discounted CYC leisure rates from April 2010	<b>York Carers Centre/City of York Council</b>

## National Strategic Outcome Three

**Carers will be financially supported so that they are not forced into financial hardship by their caring role**

	<b>Outcome</b>	<b>Local priority</b>	<b>Target 09/10</b>	<b>Date achieved</b>	<b>Lead group/role</b>
3 A	<b>Income:</b> Carers should have access to benefits advice	Welfare benefits advice	Specialist service provided by YCC	Annual figures TBC	York Carers Centre
3 B	<b>Employment:</b> Carers should have access to employment support and vocational training	<p>Ensure carers in employment are supported</p> <p>Encourage carer aware employment practice</p> <p>Training for carers – Living for Learning</p> <p>Make local links with new 'care partnership managers' at Jobcentre Plus</p>	Specialist service provided by YCC – outcomes monitoring tool being developed.	<p>Annual figures TBC</p> <p>Some work with local employers</p> <p>Living for Learning course cancelled due to poor uptake.</p> <p>Link with Care Partnership Manager established</p>	York Carers Centre/Carers Strategy Manager

National Strategic Outcome Four					
Carers will be supported to stay mentally and physically well and treated with dignity					
	Outcome	Local priority	Target 09/10	Date achieved	Lead group/role
4 A	<b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs	Self-health checklist distribution and evaluation  Back care training courses	Update and reprint as necessary.  Ensure back care courses/training is available to carers.	*Not achieved  *No action to date.	<b>Carers Health Steering Group</b>  * The Group did not meet due to absence of a lead/chair after Dec 08, until Oct 09. The group was reconvened successfully and a work plan is agreed for 2010 – 12.
4 B	<b>NHS: Carers needs should be addressed in hospital admission and discharge procedures</b> including mental health	Health agencies to sign up to involvement in local action.	No targets set 09/10	*No action 09/10	<b>Carers Health Steering Group</b>
4 C	<b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals, <b>including those supporting people with mental health problems.</b>	Update GP resource pack  Develop work to improve carer identification and signposting in primary care settings  People with mental health problems receiving support from Primary Card Services: ensure their carers receive appropriate support.	Decision that GP resource pack is not to be reproduced as it not effective.  Carers Health Steering Group to produce work plan.  No targets set	Decision achieved.  *Work plan not yet produced.  *No action to date	<b>Carers Health Steering Group</b>
4 D	<b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress	Audit support and services available to carers  Support for ex-carers to tie in with End of Life Strategy		*Audit not yet undertaken  *No action to date	<b>Carers Health Steering Group/Carers Strategy Manager</b>
4 E	<b>Young Carers</b>	Carers Health Steering Group and Outcome Five lead to address how the health needs of young carers can be meet, and action accordingly.		*No action to date	<b>Carers Health Steering Group</b>

National Strategic Outcome Five

**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.**

(Every Child Matters outcomes: be healthy, stay safe, enjoy and achieve, make a positive contribution, achieve economic well-being)

	<b>Outcome</b>	<b>Local priority</b>	<b>Target 09/10</b>	<b>Date achieved</b>	<b>Lead group/role</b>
5A	<b>Universal services:</b> Children will have the support they need to learn develop and thrive	Support schools in York to support young carers	Schools work funded by Early Intervention Fund April 09 – March 11.	Half-time schools worker in post at York Carers Centre from.	<b>York Carers Centre</b>
5B	<b>Targeted support for young carers:</b> Young carers will be able to make a positive contribution and have their views respected	Set up a Young Carers Forum	Achieve during 09/10	Young carers revolution set up during 2010.	<b>York Carers Centre</b>
5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring	Young Carers Assessment – protocol between CYC children’s and adults services to be implemented.	Implement protocol and/or identify barriers to implementation	No progress on implementation.  YCC have one year’s funding for a Family Worker for 10/11 whose work will include work with CYC.	<b>Carers Strategy Manager and York Carers Centre</b>

## York Carers Strategy Action Plan 2010 – 2012

Priority areas:     **1D – work on carers pathway**  
                           **1E – personalisation and carers**  
                           **2D – telecare and carers**  
                           **5C – young carers assessments**

National Strategic Outcome One					
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.					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
1 A	<b>Information:</b> Carers will have easy access to accurate information and advice	Provision of easily accessible information and signposting	<ul style="list-style-type: none"> <li>Review current provision and distribution of information for carers, and plan for effective provision and distribution from April 2011</li> <li>Plan provision of accessible information</li> <li>Keep information accurate and up to date</li> <li>Pilot some targeted provision of information in specific local communities in York</li> <li>Access to services and referral routes for carers: review and streamline (see 1D)</li> </ul>		<b>Carers Information Group/Carers Strategy Manager</b>
1 B	<b>Carer identification:</b> Carers will be recognised and valued for their unique role in supporting the cared for person	Increase identification of carers in Primary Care (see 4C)	See 4C		<b>Carers Health Steering Group/York Carers Centre</b>
1 C	<b>Young Adult Carers:</b> Carers will have easy access to accurate information and advice	Establishment of support for young adult carers aged 18 years + by York Carers Centre			<b>York Carers Centre</b>

1 D	<b>Integrated services:</b> Services and information will be provided in a coordinated way across and within agencies	<b>Closer joint working and partnerships between health, social care and the third sector</b>  Awareness raising for professionals	<ul style="list-style-type: none"> <li>• Design and describe a micro 'carers pathway' to be to be integrated into all other 'pathways'</li> <li>• Ensure work to identify and signpost carers is included in all condition and service specific 'pathways'</li> </ul>		<b>Carers Strategy Manager/York Carers Centre</b>
1 E	<b>Personalised services:</b> Carers will have access to a range of flexible services that meet their individual needs	Carer Assessment of Need  <b>Personalisation</b>  Common Assessment Framework	<ul style="list-style-type: none"> <li>• Continue to closely monitor provision of CANs and Flexible Carer Support Scheme</li> <li>• Personalisation and carers: set up initial meeting with carers autumn 2010.</li> <li>• Carers issue: PA recruitment/retention and training</li> </ul>		<b>City of York Council</b>
1 F	<b>Carer involvement:</b> Carers will be involved in planning and monitoring the services they receive	Carer involvement	<ul style="list-style-type: none"> <li>• Provide ongoing support to carers forums.</li> <li>• Review how groups are able to network and ensure carers' voice is heard in local planning and monitoring, including work to 'hear' voice of young carers; and work to include 'hidden' carers.</li> </ul>		<b>Carers Strategy Manager</b>

National Strategic Outcome Two					
Carers will be able to have a life of their own alongside their caring role					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
2 A	<b>Break provision:</b> Carers should have access to a range of flexible breaks	Joint planning between social care and health.  Review current breaks provision  Personal budgets to enable carers to take breaks	<ul style="list-style-type: none"> <li>Establish integrated approach to collate information about unmet need for carers breaks.</li> <li>Plan flexible approaches re response to unmet need</li> <li>Map the impact of personal budgets on current carers breaks and respite funding.</li> </ul>		<b>Carers Strategy Manager</b>
2 B	<b>Emergency Card Scheme:</b> Carers should be better equipped to deal with a crisis and have peace of mind	Emergency Card Scheme	<ul style="list-style-type: none"> <li>Complete work to pilot the scheme to parent carers</li> </ul>		<b>York Carers Centre</b>
2 C	<b>Technology:</b> Carers should have access to a range of services and support	<b>Telecare</b>	<ul style="list-style-type: none"> <li>Explore potential of promoting telecare as a 'universal service' for carers</li> </ul>		<b>Carers Strategy Manager</b>
2 D	<b>Housing, Leisure and Transport:</b> Carers should have access to a range of services and support	Discount card scheme  Housing Strategy	<ul style="list-style-type: none"> <li>Extend the discount card scheme for carers, and implement. Launch December 2010.</li> <li>Ensure needs of unpaid carers incorporated into Housing Strategy document.</li> </ul>		<b>York Carers Centre</b>  <b>Carers Strategy Manager</b>

National Strategic Outcome Three					
Carers will be financially supported so that they are not forced into financial hardship by their caring role					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
3 A	<b>Income:</b> Carers should have access to benefits advice	Welfare benefits advice	Ensure carers can access financial advice when the cared for enters residential care, and at end of life.		York Carers Centre/Carers Strategy Manager
3 B	<b>Employment:</b> Carers should have access to employment support and vocational training	<p>Ensure carers in employment are supported</p> <p>Encourage carer aware employment practice</p> <p>Training for carers</p> <p>Ensure links with Care Partnership Manager at Jobcentre Plus are sustained</p>			York Carers Centre/Carers Strategy Manager

National Strategic Outcome Four					
Carers will be supported to stay mentally and physically well and treated with dignity (Targets agreed by Carers Health Steering Group)					
	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
4 A	<b>Prevention:</b> Carers should have access to appropriate medical advice, and support about their own health needs	<ol style="list-style-type: none"> <li>1. Self-health checklist distribution and evaluation</li> <li>2. To learn from the national demonstrator sites and adapt action plan if appropriate.</li> <li>3. Explore opportunities for Back care training.</li> <li>4. Ensure advice on lifting and handling given to carers on discharge of cared for person from Hospital.</li> </ol>	<ol style="list-style-type: none"> <li>1. Update and identify funding for reprint. Distribution by December 2010</li> <li>2. Carer leads to report any findings at future meeting</li> <li>3. Training identified and offered March 2011.</li> <li>4. Included in discharge policy by March 2011</li> </ol>		<ol style="list-style-type: none"> <li>1. York Carers Centre and York Carers Forum</li> <li>2. Carers Leads from Carers Health Steering Group</li> <li>3. TBC</li> <li>4. NHS NYY</li> </ol>
4 B	<b>NHS: Carers needs should be addressed in hospital admission and discharge procedures</b> including mental health	<ol style="list-style-type: none"> <li>1. To include recommendations of ADASS report 'Carers as Partners in Hospital Discharge' in discharge policy and contracts for acute care <a href="http://www.adass.org.uk/index.php?option=com_content&amp;view=article&amp;id=504&amp;Itemid=386">http://www.adass.org.uk/index.php?option=com_content&amp;view=article&amp;id=504&amp;Itemid=386</a></li> <li>2. To pilot the Carers Passport within YDFT, evaluate and recommend roll out if shown to be successful</li> </ol>	<ol style="list-style-type: none"> <li>1. Inclusion in discharge policies and contracts by March 2010 for implementation from April 2011.</li> <li>2. Pilot to take start by Dec 2010 Recommendations completed by March 2011?</li> </ol>		<ol style="list-style-type: none"> <li>1. NHS NYY</li> <li>2. YDFT</li> </ol>
4 C	<b>Primary Care and GPs:</b> Primary care professionals should identify carers ensuring appropriate support, signposting and referrals, <b>including those supporting people with mental health problems.</b>	<ol style="list-style-type: none"> <li>1. Promote carers issues with GP practices by utilising the Royal College of GPs action guide for GPs and their teams.</li> <li>2. Utilise opportunities for input to GP and community staff training and development events to raise carers issues.</li> <li>3. People with mental health problems receiving support from Primary Care</li> </ol>	<ol style="list-style-type: none"> <li>1. Distribute amended action guide to all GP practices by December 2010.</li> <li>2. Links to TARGET sessions eg Dementia training as opportunities arise.</li> <li>3. Raise issues with York Mental Health Modernisation and Partnership Board Health by Dec</li> </ol>		<ol style="list-style-type: none"> <li>1. NHS NYY &amp; York Health Group</li> <li>2. NHS NYY &amp; York Health Group</li> <li>3. NHS North Yorkshire</li> </ol>

		<p>Services: ensure their carers receive appropriate support.</p> <p>4. Adapt the Royal College of Psychiatrists /Princess Royal Trust for Carers Checklist for Psychiatrists – working in partnership with carers, to promote with CMHT / Geriatricians</p>	<p>2010. Explore use of Mental Health Support Line</p> <p>4. Distribute amended checklist by March 2011.</p>		<p>4. NHS NYY, CMHT &amp; York FDT</p>
4 D	<p><b>Emotional Support:</b> Carers should have support to maintain their well being and reduce stress</p>	<p>1. Audit support and services available to carers. Identify gaps in provision and consider options.</p> <p>2. Support for ex-carers to tie in with End of Life Strategy</p>	<p>1. Audit completed by December 2010.</p> <p>2. Develop end of life recommendations for supporting carers</p>		<p>1. Carers Health Steering Group</p> <p>2. Links to be made with End of Life Strategy Group.</p>
4 E	<p><b>Young Carers</b></p>	<p>Carers Health Steering Group and Outcome Five lead to address how the health needs of young carers can be meet, and action accordingly. Priorities identified:</p> <ol style="list-style-type: none"> <li>1. Emotional support and CAMHS</li> <li>2. Raise awareness of GPs through Young Carers Revolution DVD</li> <li>3. Staying healthy – self health checklist for young carers.</li> </ol>	<ol style="list-style-type: none"> <li>1. TBC</li> <li>2. TBC</li> <li>3. TBC</li> </ol>		<p>Carers Health Steering Group / Outcome 5 lead.</p>

## National Strategic Outcome Five

**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.**

(Every Child Matters outcomes: be healthy, stay safe, enjoy and achieve, make a positive contribution, achieve economic well-being)

	Outcome	Local priority	Target 2010 - 12	Date achieved	Lead
5A	<b>Universal services:</b> Children will have the support they need to learn develop and thrive	Support schools in York to support young carers	Establish future funding options for Young Carers Service schools work beyond March 2011.		<b>Carers Strategy Group/York Carers Centre</b>
5B	<b>Targeted support for young carers:</b> Young carers will be able to make a positive contribution and have their views respected	Young Carers Forum	Ensure the new Forum becomes an established group. Ensure ongoing support for the group and work on its future independence.		<b>Carers Strategy Group/York Carers Centre</b>
5C	<b>Whole family support:</b> Children and young people will be protected from inappropriate caring	<b>Young Carers Assessment</b> – protocol between CYC children’s and adults services to be implemented.	Ensure assessments for young carers are easily available in York.		<b>City of York Council, AC</b>

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	Lack of time – to think beyond what is happening, and taboo about asking for help prevent people identifying themselves as carers	
Do social care, health and other professionals in York recognise carers and treat them with respect?	<p>Some do, some don't</p> <p>Many do, some don't follow policies</p> <p>More focus needed on integrated assessment = cared for and carer together</p> <p>More focus needed on holistic assessment – whole person</p> <p>GPs better than hospital staff</p> <p>Carers need to tell GPs they are caring</p> <p>Many especially young carers feel not included in planning for cared for person by professionals</p> <p>Neighbours and friends less likely to be identified</p> <p>May be recognised but impact of caring not understood</p> <p>Needs of cared for person will often be prioritised</p> <p>Language used by professionals may be difficult</p> <p>Need to ask if there is a child in the family</p>	<p>4</p> <p>3</p> <p>5</p> <p>2</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p>
Who else in the City needs to be carer aware to make sure carers get the help they need?	<p>Everyone</p> <p>All health professionals</p> <ul style="list-style-type: none"> <li>• Those diagnosing new condition – think impact on whole family</li> <li>• Hospitals – especially around discharge</li> <li>• Emergency services</li> <li>• GP practices</li> </ul> <p>Public – door to door leaflet drop, local media</p> <p>Council services</p> <ul style="list-style-type: none"> <li>• Housing</li> <li>• Youth services</li> <li>• Schools &amp; colleges</li> <li>• Finance</li> </ul>	<p>5</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>3</p> <p>2</p> <p>2</p>

	<ul style="list-style-type: none"> <li>• Universal services</li> <li>• Pharmacy staff</li> </ul> <p>Community groups, voluntary organisations 3  Funders and those making decisions 2  All employers 2</p> <p>Other comments  Continuing programme of awareness raising and training needed – turnover of staff</p>	
What information do carers need?	<p>Varies by individual circumstance 4  Information on specific conditions 5  Benefits 4  Respite 3  Rights and legal issues 5  Right to Carers assessment, and cared for persons assessment processes 4  Benefits of being recognised as a carer 1  Support available 4</p> <ul style="list-style-type: none"> <li>• Where to get it 2</li> <li>• What it might cost 1</li> <li>• Funding available 1</li> </ul> <p>Carer forums and peer support 1  How to support own health and wellbeing 1  Access to advocacy 1  Keeping or getting back to employment 2  Education 2</p> <p>Other comments  Information must be kept up to date – accurate and accessible  Must be 'right time'</p>	

	People need hands on support not just information People need support to understand the information	
How do they manage to get it?	<p>Luck or hard work</p> <p>Often only in a time of crisis</p> <p>Signposting by others</p> <ul style="list-style-type: none"> <li>• York Carers Centre</li> <li>• Council and Advice agencies</li> <li>• Voluntary organisations – Age Concern, Alzheimers</li> <li>• Some GPs</li> <li>• Health services</li> <li>• Carers forums</li> <li>• Social Services</li> <li>• Wide awareness needed - public and universal services</li> </ul> <p>Internet</p> <p>Professionals</p> <p>Schools</p> <p>Other comments</p> <p>Needs a range of media – leaflets not enough on their own</p> <p>Needs to be individually sensitive – time and format</p> <p>Language important – carer may not mean anything to many</p>	<p>1</p> <p>1</p> <p>2</p> <p>6</p> <p>2</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p>
Where do they get it from?	<p>Friends</p> <p>GP surgeries</p> <p>Supermarkets – good place to make contact</p> <p>Local media</p> <p>Schools</p> <p>Social services</p> <p>Community centres</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>

	<p>Information boards</p> <p>Email</p> <p>Needs to be everywhere</p> <p>Carers Centre</p> <p>Other comments</p> <p>Need to be available when start to be a care – and when start to use services</p> <p>Are there key points In people’s lives – eg retirement?</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>
Any other comments	<p>Importance of not duplicating information</p> <p>More face to face methods needed</p> <p>Technology works only for those comfortable with it</p> <p>Knowing people there to help may be all that is needed for some people</p> <p>Directory of services needed to give information to professionals and advices centres to share</p> <ul style="list-style-type: none"> <li>• one provider reports they have never been contacted by advice centres to find out what they offer</li> </ul> <p>Emotional support needed before it reaches crisis</p> <p>Better support for cared for person will often help carer</p> <p>Must look after carers if we want to keep people living at home for longer</p>	

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## Summary of responses to consultation for Carers Review

### Carers' responses

Question	Responses	Number	
When did you first start thinking you were a carer and what made you aware?	After cared for had a spell in hospital	2	
	Cared for unable to do key tasks themselves & manage their own affairs	6	
	Gradually crept up - had to give more attention and do more for the cared for person	4	
	Volunteer at Alzheimer's Society asked carer if they had contacted Social Services	1	
	Upon diagnosis of a condition	3	
	At a point of crisis	1	
	Care assessment needed for cared for person	1	
	Onset of memory problems	2	
	On attendance at the 'Caring & Coping course'	2	
	Needed help and personal care	1	
	Friends saw me as a carer	1	
	<u>Other comments</u>	Cared for person also a carer themselves – mutuality/complexity	
	<u>Young Carers Group comments</u>	When started to attend secondary school – realise do more than other people of the same age	
	Don't know they are a carer until they become involved with the young carers service		

Have social care, health and other professionals in York recognised your role as a carer and do you feel you have been treated with respect by them?	Nothing but praise for them	2
	Been very well treated	4
	Caring & Coping course was a great help	3
	Alzheimer's Society helped and understood	1
	Yes	9
	Time to myself is a 'god send'	1
	No – upset over range of professionals' attitudes	1
	No – not supported early enough	1
	No – there are issues about also being the cared for's advocate as well as their carer	1
	Some - GP doesn't seem to understand, doesn't like carer attending with cared for	2
	Dementia Assessment excellent	1
	Yes, but very gradually – carer's needs not considered and person being cared for is seen as more important	1
	Impact caring has on carers' lives not always recognised	1
	Carers Assessment was invaluable	1
	<u>Other comments</u>	
	A number of individuals were named and praised for the work they do Caring & Coping course invaluable but doesn't want groups as wants to get away from the condition the person being cared for has Don't want too much respect – this would mean that wouldn't have been pushed to accept help	
	<u>Young Carers Group Comments</u>	
Not really Health professionals often do not speak to young carers even though they are often the ones who know most about the cared for's condition Social workers and other professionals often visit when young carers are at		



	Schools, GPs, healthcare professionals, external care professionals, external care agencies coming into the home, social workers Already registered with the Emergency Card & Warden Scheme	
What information do carers need?	Where to get help and advice	4
	How to deal with dementia in the home	1
	Caring & Coping course helpful	2
	How to get help as and when it is needed & who to contact for support	2
	How to claim benefits & what benefits are available	5
	Information pack from Social Services was useful	1
	An understanding of the condition of the cared for – both physical and mental	4
	Legal information	3
	Need publicity about where to go if need more information	1
	Help with getting equipment	1
	As much as possible	1
	Permanent, non-changing phone number for care services at the Council.	1
	Not an 0845 number. Out of hours a problem	
	Dependent on individual case	1
	Attendance Allowance	1
	Council Tax	1
	Voluntary Sector Support	1
	Community Health & Care Workers	1
	Dementia Cafés	1
	Talking to carers informally	1
	Finances	2
	Availability of day care	1
	Availability of short term respite care	1
	Library Service	1
	Social meetings	1
	Don't know what you need or want if you don't know what is available	1

	<p>Would be good to have annual visit to carers to check how things are  A named person to contact for help  What to do in an emergency or when something out of the ordinary happens</p> <p><u>Other comments</u>  Not always easy to find out what is available  Knowing that you are not on your own  Took a year to find out that I was entitled to a reduction in Council Tax  What to do when a condition worsens  Someone who will deal with non-personal care problems</p> <p><u>Young Carers Group Comments</u>  What support is available  What to do if something goes wrong  Who to ask  Information isn't a major need for young carers</p>	<p>1  1  3</p>
<p>Have you managed to get this information?</p>	<p>Yes  Not always  No  Gradually  No because these services are not available</p> <p><u>Other comments</u>  GP was excellent at getting right people out to undertake an assessment  Carers pack sent to me but dyslexic so carer support worker helped  Lots of information given by social workers, nurses, occupational therapists and physiotherapists – very helpful</p>	<p>17  1  1  1  1</p>



	<ul style="list-style-type: none"> <li>• Would have preferred not to have lots of bits of paper, a book would have been better – know it's more costly.</li> <li>• Not listened to. Managing drugs is problematic, especially if there are lots of them</li> <li>• Care workers coming into the home need to be more hands on and need to realise that the cared for 'doesn't always mean what she is says'</li> <li>• Carers Assessment helpful but there doesn't appear to be any link between that and the Care Managers/Care Services</li> <li>• Carers asked to deal with things that are in the cared for's best interest without any regard for whether or not it is in the carer's best interest</li> <li>• Harmony Café needs more recognition</li> <li>• Care Worker pushed me to accept my limitations and ask for more help</li> <li>• Family and friends are very important and trying to keep being part of the normal world as long as possible</li> <li>• Often feel overwhelmed by the numbers of groups offering help</li> <li>• If carers could be referred by GPs to the Carer's Emergency Card Service where needs could be assessed and appropriate help filtered from the wealth of groups and services available</li> <li>• The support that both my wife and I have received has been first class and really appreciated</li> <li>• Admission to a medical ward in hospital if the patient has dementia is problematic – training in handling dementia required – little notice given to carer &amp; no falls prevention. There was a delay in transfer from first social case worker (3 weeks) to second which leaves one in limbo at a time of crisis</li> <li>• Once a person is identified as a carer it would be helpful if the Doctor could hand out a pack providing basic information i.e. contacts for York</li> </ul>	
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	<p>Carers Centre. This would lead to a Carers Emergency Card Assessment of need by Social Services who could also provide advice on grants, benefits etc and link into Crossroads. Secondly information on the relevant condition/condition organisation would be useful (ie Alzheimer’s Society, MS Society). Thirdly contact details for the local branch of Age UK who offer lots of advice and links to their support team In Safe Hands. Fourthly contact details for the Citizen’s Advice Bureau who can provide information on residential homes and advice on paying fees</p> <ul style="list-style-type: none"> <li>• Information pack only received after 3 years &amp; contained too much information for a new carer</li> </ul> <p><u>Young Carers Group Comments</u>          Information is not the most important need for young carers. They ask for support in school and support in their caring role such as a chance to talk, chance to meet others in a similar situation and the chance to be a child or young person.</p>	
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**Statistics for Carers**

(Please note that not everyone completed this section)

## Age

Under 18	
18-25	
26-65	5
Over 65	12
Male	8
Female	12

## Person cared for

Wife	6
Husband	7
Mother	3
Brother	1
Both in-laws	1
Mother in-law	1

## About the person cared for

Child	
Adult with physical disability	1
Adult with learning disability	
Adult with mental ill health	2
Older person	2
Older person with mental ill health	16
Other	

**Statistics for Care Workers**

(Please note that not everyone completed this section)

## Age

Under 18	
18-25	
26-65	10
Over 65	
Male	1
Female	9

## Organisation worked for

York Carers Centre	6
Volunteer at York Blind & Partially Sighted Society	1
NHS North Yorkshire & York	1
City of York Council	1
Alzheimer's Society	1
Crossroads Care Harrogate, Craven & York	1

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## **Issues Raised at the Public Event**

### **Issues Raised by Carers**

Early diagnosis of conditions such as dementia – if not far enough advanced no help offered

Alzheimer's Carer's courses run 2 or 3 times a year – useful.

Caring & Coping course very valuable – lots of information provided

Emotional support required

Signposting

Recognition by professionals

Early referral

Identification as carer was by a nurse who was visiting husband – she identified wife as carer and arranged for a pack

Age Concern had said husband not ready for visitor/befriender – but carer needed to get out and thought it was necessary

Lack of awareness of conditions by carers

Wants to know how she can get respite

Carer has difficulty with mobility so might need help to go out herself

Losing touch with friends so no one to go with if can get out

Feeling that carers are not identified – just feels they are doing their normal duties, which get more onerous

Carer can get ill and this then leaves a gap in caring

Worries about not having any time 'for me'

Anxiety about things getting worse

Praise for care services workers

Services put in place quickly once accepted they were needed

However can be a problem if carers say needed and person being cared for denies need for assessment – this can be extra stressful for the carer

If no Power of Attorney can be very difficult getting information when first start caring

Integrated assessments for both carer and cared for might mean that the needs of both could be considered

Health services, Local Authority & Voluntary Sector don't always know what each other are doing

Concerns about what would happen if care worker replaced by private companies with untrained staff who are not committed to staying in that role

Value of experience in care workers

Carers all unique

Caring for a disabled child is a lifelong commitment

Impact on carer's health – great personal cost

Information needed - not just services

Support from other carers and resilience is important

Needs are for whole family not just for disabled situation

Multiple caring – caring for more than just one person

**Issues raised Professionals**

Carer's Health

Information can be by word of mouth

Carer's leave from employers is not consistent

Caring and Coping Course is available

GPs to send out carer's packs

Information on benefits

Information on respite

Register of carers by GPs

Some GPs won't tell carer information about the patient

Dialogue between carers and professionals is very important