



BRADFORD DISTRICT AND CRAVEN

# **A great place for carers**

Changes and improvements 2019-2024

## CARERS' STRATEGY

# Contents

<b>1. Introduction</b>	2	7.2 Carer support in health and social care	11
<b>2. Our Commitment</b>	3	7.3 Support at work	11
<b>3. Summary</b>	3	7.4 Being listened to and recognised	11
<b>4. Where are we now?</b>	4	7.5 Responsive information and services	11
4.1 How many people in Bradford district and Craven provide unpaid care?	4	7.6 Specialist Caring Skills	11
Young carers	4	<b>8. Vision</b>	12
Adult carers	5	<b>9. The Changes</b>	13
4.2 What support do carers have today?	5	9.1 Identify carers	14
Support for health and wellbeing	6	9.2 Better support for carers in health and social care	14
Information	6	9.3 Better support for carers in communities	15
Working carers	7	9.4 Better support for carers in education and education and employment	15
4.3 What do carers say?	7	9.5 Specialist support for carers	16
<b>5. Strengths, weaknesses, opportunities and threats (SWOT)</b>	7	<b>10. How will we know that we have made a difference?</b>	17
<b>6. Other strategies and legislation</b>	8	<b>11. The next steps</b>	17
6.1 National and local strategy	8	<b>12. Appendix: Strengths, weaknesses, opportunities and threats</b>	18
6.2 Legislation	9		
<b>7. What's important to carers?</b>	10		
7.1 Breaks from a caring role	10		



## Introduction

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

There are more than 57,000 unpaid carers in the Bradford district and Craven, and 3 in 5 people will be carers at some point in their lives.

Carers in Bradford District and Craven contribute the equivalent of nearly £1 billion annually to the local health and social care economy. The NHS Bradford District and Craven CCG, Bradford Council and North Yorkshire County Council value this contribution and recognise that if carers were unable to continue caring there would be a significant impact on health and social care services.

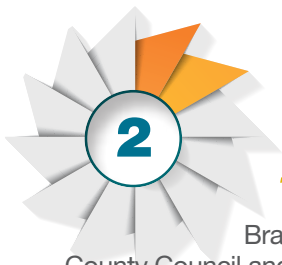
It's clear from the evidence that in future an increasing number of people are likely to be called upon to

contribute to caring for a family member, partner or friend at some point in their life. We need to do all we can to identify carers of all ages and support them in this role.

This is why the NHS and the local authorities set themselves the task of producing a joint carers' strategy that clearly sets out their commitment to do all they can to create an environment where carers of all ages are valued, shown appreciation and helped to continue in their caring roles.

We need to ensure that carers have the best possible personal, social and economic wellbeing, and that services understand their needs.

We value carers for the huge contribution they make to health and wellbeing in Bradford District and Craven. This strategy sets out how we will show this and the improvements we plan to make as we support individuals with a caring role to live happy, healthy lives.



## Our commitment

Bradford Council, North Yorkshire County Council and NHS Bradford District and Craven CCG are jointly committed to making life better for unpaid carers by implementing this strategy and by continuing to learn about and respond to unpaid carers' experiences and views.

At the outset Bradford Council, North Yorkshire County Council and the local NHS Bradford District and Craven CCG jointly wish to acknowledge the significant contribution unpaid carers make to the local health and social care economy. In pure financial terms this amounts to the equivalent of £900 million per year.

Carers have told us about the huge challenges they face: emotional distress, loneliness, financial and employment difficulties, lack of sleep and lack of information. Carers may be stigmatised because they are close to someone with a disability or because they receive benefits. Key priorities are accessible local support, breaks and a life outside the caring role, guidance for carers in education and employment, and financial advice.

This strategy addresses the challenges faced by unpaid carers of all ages in the Bradford district and

Craven areas and shows how we aim to respond to the needs of carers as we support them in their caring role. Our strategy is focused on the themes of prevention and resilience, providing support to carers before they reach a crisis point and providing the types of support that make it possible for them to continue in their caring role for as long as they wish to.

This strategy builds on the strengths of existing provision for carers, there is much to praise and be valued in the district for carers. We will build on this resource and expertise to address the challenges faced by carers from all communities.

We want all unpaid carers in Bradford district and Craven to be proud of their indispensable role, to have good mental and physical health and to live satisfying, happy lives. This strategy sets out our shared aims for the next five years with five areas for improvement

and action: improving identification of carers so that we can support them, better support for carers in health and social care, better support for carers in communities, better support for carers in education and employment, and access to specialist carer support.



## Summary

We identified priorities for change after detailed conversations with carers and service providers in all parts of Bradford district and Craven. We can make some of these changes immediately; for others we will need to agree improvements with a number of different organisations and this will take longer. The priorities are:

### PRIORITIES:

#### 1. Identify carers

#### Immediate changes 2019-21

- General practices, community services and schools encourage people to register as carers with their GP

#### Longer term changes 2019-24

Continue to raise awareness of caring role and reduce stigma through work with carers, with health, social care and VCS services, in schools and colleges, and through social media.

#### 2. Better support for carers in health and social care

- Personalised Care
- Memorandum of Understanding: formal agreement that health, social care and VCS organisations will work together to identify carers and to assess and respond to their needs.

Services work together for the wellbeing of individual carers

#### 3. Better support for carers in communities

- Access to social prescribers
- Increase awareness of young carers and parent carers

Contribute to review of community transport

#### 4. Better support for carers in education and employment

- Practical workplace support for carers
- Increase awareness of young and parent carers
- Guidance for young carers wishing to pursue a career

More support for young carers in schools and colleges

#### 5. Specialist support for carers

- Support and information for carers easily accessible in all localities
- Coaching for skills and resilience
- More opportunities to plan for change

More access to respite care and short breaks



## Where are we now?

### 4.1 How many people in Bradford district and Craven provide unpaid care?

More than 5,000 children and young people provide some form of unpaid care in Bradford District and Craven. That's the equivalent of 5 secondary schools full of young people who provide unpaid care, or nearly one child in every classroom.

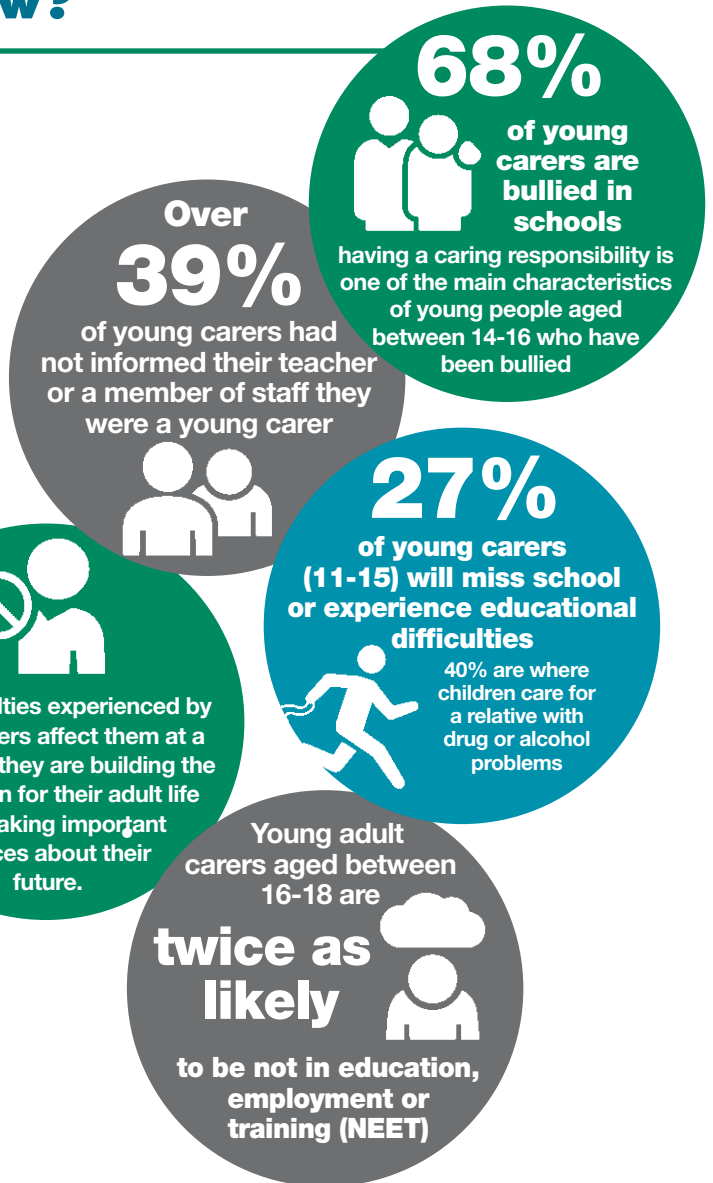
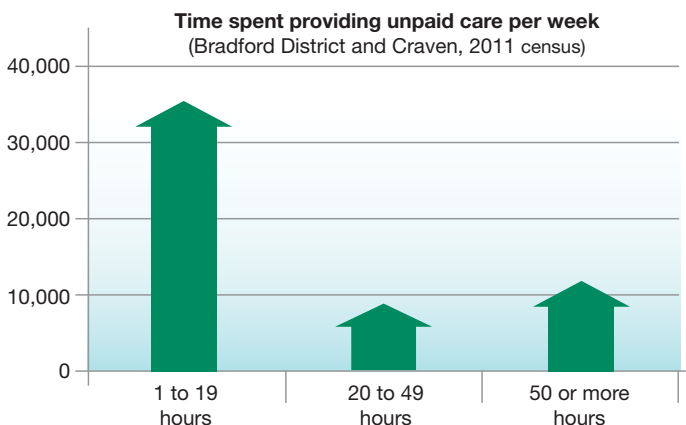
We know that young people often see caring responsibilities as just part of their lives and don't think of themselves as carers.

#### Adult carers

##### Adult carers in Bradford

The most recent reliable information we have about numbers of carers is from the 2011 census, where 57,637 people in Bradford district and Craven identified themselves as carers. The true number was probably higher because many people think of themselves as a partner, child or friend rather than a carer. The amount of time spent caring varied from a few hours to more than 50 hours per week.

Nearly three-quarters of people in Bradford district and Craven who spent time giving unpaid care were aged between 25 and 64, so were of working age.



Some people look after children as well as providing care for older or disabled family members.

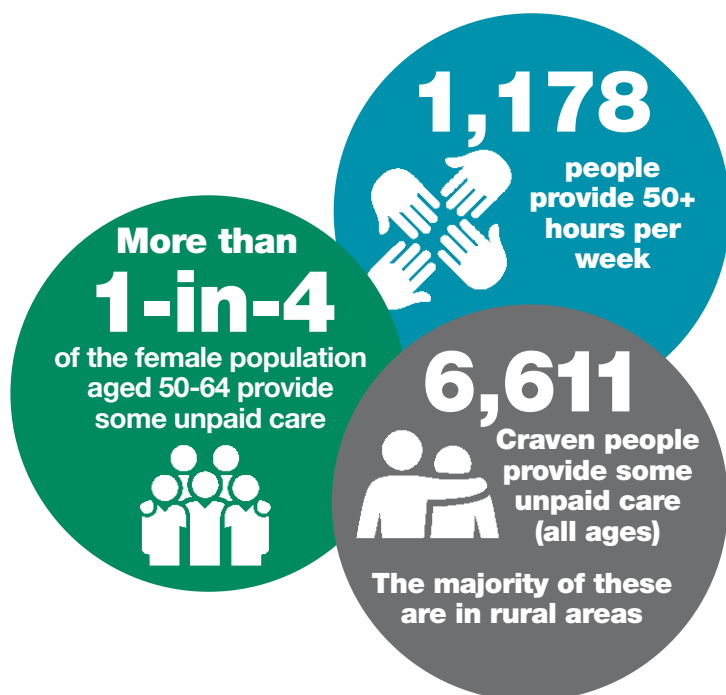
For nearly 13,500 people, the amount of unpaid care given – 50+ hours per week – was more than a full-time job. 84% of people providing this much care were aged 35 or over, and nearly a third were over 64.

#### USEFUL INFORMATION LINK:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/>

## Where are we now?

### Adult carers in Craven



The number of people affected by health conditions such as stroke, dementia, mental health conditions, physical disability and autistic spectrum disorders is predicted to increase between now and 2021, so we expect that the need for unpaid care will also rise

### Working carers

Nationally 1 in 7 of the workforce cares for someone who is older, seriously ill or has a disability. In the last two years nearly half a million people in the UK have left their jobs because of caring responsibilities. This is a loss to the economy and may result in isolation and financial hardship for carers.



In 2011 over 30,000 unpaid carers aged 16+ (57%) in Bradford district and Craven were in work as employees or self-employed. They included more than half the people caring for 20-49 hours per

week and 31% of people caring for more than 50 hours per week.

When we asked carers what they thought in 2018, many talked about having to reduce their working hours or give up work entirely to fulfil their caring responsibilities. Some said that employers did not understand the demands of caring, and that it was difficult to arrange flexible working. Some described how caring had reduced their ability to earn money and created the additional challenges of financial difficulties.

### Carer health

The percentage of Bradford District and Craven carers who said they were in poor health increased with the time spent caring. 4% of people who spent 1-19 hours a week giving unpaid care said they were in bad or very bad health, but 12% of people spending 50+ hours a week caring said they were in bad or very bad health.

#### USEFUL INFORMATION LINKS:

<https://www.poppi.org.uk/index.php?pageNo=328&arealD=8640&loc=8640>

<https://www.pansi.org.uk/index.php?pageNo=396&sc=1&loc=8397&np=1>

<https://www.bradford.gov.uk/media/4927/engagement-with-carers-report.pdf>

## 4.2 What support do carers have today?

- Carers' Service commissioned by Bradford Council, the NHS Bradford District and Craven CCG and North Yorkshire County Council and delivered by Carers' Resource. The service supports young and adult carers from bases in Shipley and Skipton, and through staff working in the community
- Bradford District Care Trust's Carers' Hubs support people in their caring role in Bradford District and Craven
- Action for Children: young carers in Craven
- Alzheimer's Society (Bradford), Dementia Forward (Craven): support for carers of people with dementia

## Where are we now?

- Age UK: health and wellbeing support for people with caring responsibilities in North Craven
- Sharing Voices: culturally sensitive support for carers of people with dementia and mental health problems
- Making Space (Bradford) and Pioneer Projects (Craven): support for carers of people with mental health problems
- Time Out provides short breaks for adult carers so they can go shopping, visit friends, follow an interest or hobby or simply sleep or rest
- Shared Lives in Bradford District and Craven offers respite breaks for carers through placements in families. Breaks can be overnight, a weekend or up to a couple of weeks in length. The service is for adults with learning disabilities, older people or people with dementia.
- Organisations such as Parkinson's UK and the Stroke Association support both people with certain conditions and their carers.
- Bradford Council commission daytime activities and support groups for carers and the people they care for including support groups. These can provide regular short breaks for carers.
- Carers can find Personal Assistants through Bradford Council's Connect to Support website.
- Some existing services such as My Wellbeing College (talking therapies) and Guideline (telephone helpline) can already offer support to adult carers, and Carers' Resource offers resilience workshops.
- Special arrangements and support in some GP practices including carer champions and flexible appointments for carers.
- We have begun to develop Personalised Care in West Yorkshire and Harrogate to give people more choice and control over their mental and physical health care. A short video with more information about Personalised Care is on the NHS England YouTube channel at <https://www.youtube.com/watch?v=OLJGOjWv9s4>.

### Support for health and wellbeing

It is vital for carers to maintain their own health and wellbeing. Two thirds of adult carers responding to the recent public engagement said that caring had a negative impact on their own health and a quarter of carers had found it hard to access services for their own health and wellbeing.

Current services include

- Health and Wellbeing grants are small grants to carers intended to alleviate stress and help a carer continue in their caring role.
- Emergency Plans provide reassurance for carers that in the event of crisis the person they care for will be looked after. Available through Carers' Resource with links to the Safe and Sound, 24/7, 365 day emergency response service.



### Information

Examples of current support available

- Information and support from Carers Resource including fact sheets.
- Information for carers at every GP practice in Bradford District and Craven.
- Information for carers in Bradford on the Connect to Support website (adult carers) and the Local Offer website (young carers and parent carers)
- Information for employers and working carers from the Employers for Carers website.

## Where are we now?

### Working carers

- The CReate project is run by Carers' Resource. It helps people already balancing caring and employment, and those who would like to return to work.
- Bradford Council subscribes to online resources from Carers UK Employers for Carers. These provide both employers and carers with guidance and e-learning on many aspects of caring and work.

### 4.3 What do carers say?

#### Carers survey (Bradford)

- 34% reported that they had received support which met their needs.
- 30% reported that they had received support but that it did not meet their needs
- 20% reported that they had been unable to access support when needed
- 66% of carers reported that caring had impacted negatively on their own health

### Challenges faced by carers

- Mental wellbeing, anxiety, depression
- Balancing working and caring
- Culturally appropriate support
- Money and financial worries
- Finding good quality private care

### Carers with a long term health condition

- 65% of carers we talked to said that caring had been negative for their health
- 29% said that they had met barriers in accessing services for their own health and wellbeing
- The GP Survey asks carers whether they feel supported to manage their long term health condition. The low percentages answering 'Yes' show that many carers need more help to take care of their own health.



## Strengths, weaknesses, opportunities and threats (SWOT)

In July 2019 we invited carers and people working in health and social care to participate in an analysis of Strengths, Weaknesses, Opportunities and Threats in local carer support. We collected their views through an online survey and during detailed discussion at a meeting of the Carers' Partnership.

Our summary of responses is in the Appendix to this strategy. The responses have informed the planned improvements listed in Section 8 of this strategy.





## Other strategies and legislation

### 6.1 National and local strategy

National, regional and local strategy already supports the changes we plan to make.

#### National priorities

##### Young carers

- Identifying young carers
- Encouraging good educational achievement
- Improving access to support services
- A smooth transition to adult services when the time comes

##### Adult carers

- Services and systems that work for carers
- Employment and financial wellbeing
- Recognising and supporting carers in society
- Research to improve carers' lives

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/713781/carers-action-plan-2018-2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf)

#### West Yorkshire and Harrogate priorities for all ages

- Carer support in GP practices, community care and in hospitals
- Support for young carers and working carers
- Using Personalised Care to give carers more choice and control over their own healthcare

<https://www.nypartnerships.org.uk/sites/default/files/Partnership%20files/Health%20and%20wellbeing/Public%20health/Caring%20for%20Carers%202017-2022.pdf>

#### Bradford District priorities

- Early Identification
- No wrong door
- Raising awareness across education, health, care and voluntary services
- Assessment
- Safeguarding
- Supporting young carers to learn and thrive
- Mental and physical wellbeing
- Information advocacy and advice
- Equalities and Diversity
- Creating choice and control
- Joining up services
- Safeguarding children and adults
- Focus on resilience
- Involving carers as experts
- Reaching out
- Home first
- Mental and physical wellbeing
- NDTI Carers' Journey Quality Framework

<https://bdp.bradford.gov.uk/site-navigation?l1=3086>

#### North Yorkshire priorities for all ages (Craven is in North Yorkshire)

- Improving identification of carers
- Improving information and advice
- Enabling carers to take a break
- Improving carers' health and wellbeing
- Enhancing financial wellbeing
- Involving carers as experts

<https://www.nypartnerships.org.uk/sites/default/files/Partnership%20files/Health%20and%20wellbeing/Public%20health/Caring%20for%20Carers%202017-2022.pdf>

### 6.2 Legislation

#### The Children and Families Act 2014

- gives all young carers the right to an assessment of need
- Requires local authorities to identify young carers and consider whether they are a 'child in need' (<https://www.citizensadvice.org.uk/family/looking-after-people/local-authority-services-for-children-in-need/#h-who-are-children-in-need->)
- Encourages a whole-family approach to support

#### The Care Act 2014 (adult carers)

- A carer has a right to an assessment for care and support if the local authority believes a carer may be in need of support or if a carer requests one, whether or not the person they look after receives local council support.
- The assessment will focus on aspects of wellbeing ('outcomes') that are important to the individual carer: for example
  - Maintaining a habitable home environment
  - Engaging in work, training, education or volunteering.
  - Developing and maintaining family or other personal relationships.

- Carers have a legal right to access services to support them in their caring role where the assessment identifies needs and the carer meets three conditions of eligibility:

1. The carer's needs for support arise because they are providing necessary care to an adult.
2. As a result of their caring responsibilities, the carer's physical or mental health is, or is at risk of deteriorating, or the carer is unable to achieve any one of the outcomes listed in the Care Act.
3. As a result of being unable to achieve these outcomes, there is or there is likely to be, a significant impact on the carer's wellbeing. <https://www.scie.org.uk/care-act-2014/assessment-and-eligibility/eligibility/criteria-carers-needs.asp>

- If the local council decides that a carer has eligible needs, they must consider how those needs could be met.
- Where there is a charge for services to meet the eligible needs, the council will pay if the carer's income is below a certain threshold.
- If the carer's income is above the threshold, payment is the carer's responsibility.
- The incomes of the carer and the person they look after are assessed separately.





## What's important to carers?

When our team talked to adults about being a carer, we asked about the things that were important to them. We collected the views of young carers through the manager of the CBMDC Early Help team.



### Young carers: what would help?

- Working with partners to increase identification
- Professionals knowing the signs of being a Young Carer
- Accessible support and minimising travel when accessing face to face support
- Being able to have fun and take a break from caring
- Being able to talk to people of a similar age who understand what they're going through
- Support at school or college
- Having one key worker

### Adult carers: what would help

- More time for themselves
- Support for own health and wellbeing
- Maintaining social networks
- Workplace support for working carers
- Advice on finance and benefits
- Breaks away from caring.
- Training to help carers provide better care.
- Local community based support.
- Better information, a central resource of up to date information

### Young carers' priorities

- Social and leisure activities
- Time away from caring role
- Being acknowledged and listened to
- Being included in information about the person cared for
- Identified support worker
- Transition to adult carers support services
- Increased caring support for the person cared for

### Adult carers' priorities

- Mental health
- Support for health and wellbeing
- Support at work
- Culturally appropriate support
- Time for own interests and relaxation
- Being listened to and recognised
- Responsive services and information
- Specialist caring skills

## 7.1 Breaks from a caring role

Opportunities to take a break are important to carers of all ages, breaks that allow them to maintain a life of their own outside their caring role. Being able to take a break contributes to carer's general health and wellbeing, mental wellbeing and resilience. Carers of all ages repeatedly said that having time for themselves was important in helping them continue in their caring role.

We need to create choice and control. Options for breaks need to be flexible to maximise the benefit for carers, and carers need to be sure the person they care for is supported safely and contentedly whilst they are away.

We recognise that the needs of young carers and adult carers are often different.

## 7. What's important to Carers? (continued)

### 7.2 Carer support in health and social care

Many carers report stress, anxiety or depression linked to their caring role. We need to ensure that carers can maintain their social networks and are not isolated by their responsibilities, and that there are flexible options for them to take breaks from caring. We will provide support for stress, anxiety and depression at an early stage so that difficulties do not become serious.

Physical health can also be affected by the stresses of caring, or caring responsibilities may make it difficult to seek medical care.

### 7.3 Support at work

Working carers reported problems in accessing support and the challenges of employers not understanding the demands of caring. Carers find it hard to juggle work and caring and as a result often feel under pressure to give up work. Many employers don't understand the benefits of keeping employees who are carers in their workforce.

### 7.4 Being listened to and recognised

Carers, especially young carers, often feel ignored. Carers want to be recognised by health and social care professionals as partners in decision-making,

and to be recognised in the wider community for the work they do.

### 7.5 Responsive information and services

More than 50% of the carers involved in our 2018 engagement reported the support they received didn't meet their needs or they were unable to access support. Carers said that in their experience the local authority access point is intended for people in crisis and that it is difficult to obtain information at an early stage, before crisis is reached.

Carers told us they need information on services that is up to date, accurate and easily accessible and in a range of formats and in a range of community languages. Information should be available locally, for example at community centres.

Carers, especially people from BAME communities and people who our teams spoke with in shopping centres, often did not know what support was already available.

### 7.6 Specialist caring skills

Carers told us they want training to help them provide better care and improve their skills and confidence in caring. Being able to care effectively and safely is important to them.





## Vision



### Value – Respect – Understand – Respond

Communities that value carers for the contributions they make.

Confident carers who know that services understand their needs and the needs of the people they care for.





# The changes

KEY OBJECTIVES	WHAT WE WILL DO	HOW WE WILL DO IT	HOW WE WILL KNOW WE HAVE DONE IT	HOW WE WILL KNOW THAT WE HAVE IMPROVED PEOPLE'S HEALTH AND WELLBEING
<b>1 Identify carers</b>	<ul style="list-style-type: none"> <li>● Encourage all staff in health, social care and education to identify carers</li> <li>● Encourage GPs to register carers</li> <li>● Increase awareness of young and parent carers in schools and colleges</li> </ul>	<ul style="list-style-type: none"> <li>● Identification and registration quality marker</li> <li>● Mental wellbeing support teams in schools and colleges</li> </ul>	<ul style="list-style-type: none"> <li>● Increase in numbers on carers registers</li> <li>● Increase in number of young carers accessing individual, peer or group support</li> </ul>	<ul style="list-style-type: none"> <li>● Improvement in carer-reported quality of life</li> </ul>
<b>2 Better support for carers in health and mental care</b>	<ul style="list-style-type: none"> <li>● Encourage and support services to work together for the wellbeing of individual carers</li> </ul>	<ul style="list-style-type: none"> <li>● Develop formal agreement (Memorandum of Understanding)</li> <li>● Use Personalised Care to give carers more choice and control</li> </ul>	<ul style="list-style-type: none"> <li>● Memorandum of Understanding in place</li> <li>● Improved Patient Activation Measure outcomes</li> </ul>	<ul style="list-style-type: none"> <li>● Increase in percentage of carers with a long term condition who feel supported to manage their condition</li> </ul>
<b>3 Better support for carers in communities</b>	<ul style="list-style-type: none"> <li>● Make leisure opportunities more accessible to carers</li> </ul>	<ul style="list-style-type: none"> <li>● Increase carer access to social prescribers</li> <li>● Learn from Dementia Friendly initiatives</li> <li>● Contribute to a review of community transport</li> </ul>	<ul style="list-style-type: none"> <li>● Number of carers engaging with social prescribing services</li> <li>● Publish 'Carer Friendly' recommendations</li> <li>● With other departments, publish review of community transport</li> </ul>	<ul style="list-style-type: none"> <li>● Increase in percentage of adult carers who have as much social contact as they would like</li> </ul>
<b>4 Better support for carers in education and employment</b>	<ul style="list-style-type: none"> <li>● Work with schools and colleges to improve opportunities for young carers</li> <li>● Work with schools and colleges to encourage young and parent carers to register with GP</li> <li>● Encourage employers to implement practical workplace support for carers</li> <li>● Support carers to make informed choices about employment</li> </ul>	<ul style="list-style-type: none"> <li>● Mental wellbeing support staff in schools and colleges will increase workforce awareness of young carers and parent carers</li> <li>● Promote Employers for Carers online resources</li> <li>● Specialist carer support service will offer advice and information to employees and businesses</li> </ul>	<ul style="list-style-type: none"> <li>● Increase in number of young carers accessing individual, peer or group support</li> <li>● Number of primary and secondary schools with a young carer programme</li> <li>● Percentage of adult carers who have as much social contact as they would like</li> <li>● Carer reported quality of life</li> </ul>	<ul style="list-style-type: none"> <li>● Increase in percentage of adult carers who have as much social contact as they would like</li> <li>● Improvement in carer-reported quality of life</li> </ul>
<b>5 Specialist support for carers (carer support services)</b>	<ul style="list-style-type: none"> <li>● Support and information for carers easily accessible in all localities</li> <li>● Support carer resilience</li> <li>● Improve transitions</li> <li>● Prevent crisis</li> </ul>	<ul style="list-style-type: none"> <li>● Commission specialist support which is accessible in all localities and to all communities, including where people may experience barriers to access</li> <li>● Commission training and coaching to support resilience and acquire specialist caring skills</li> <li>● Specialist support services will work with people to plan ahead for transition</li> <li>● Specialist support services will work with people to plan for foreseeable events</li> </ul>	<ul style="list-style-type: none"> <li>● Access to specialist carer support</li> <li>● Access to short breaks</li> <li>● Numbers completing training/coaching</li> <li>● Number of carers' transition plans</li> <li>● Number of long term carers' plans</li> </ul>	<ul style="list-style-type: none"> <li>● Improvement in carer-reported quality of life</li> <li>● Increase in percentage of carers with a long term condition who feel supported to manage their condition</li> </ul>

## 9. The changes (continued)

“ She's in the last year of Sixth Form I've started a new job We don't go out much these days. My hearing's not what it was and it's hard to use the phone. ”

### 9.1 Identify carers

- GP practices are well placed to meet carers and get to know them. We will encourage practices to keep a register of young and adult carers so that everyone with caring responsibilities can access support.
- Other clinicians and professionals including district nurses, community matrons, social workers and community therapists may have long-standing relationships with families and carers, and detailed knowledge of their circumstances. They are well placed to identify people with caring responsibilities and support them to register as carers with their GP.

#### Responding to change

GP practices, other clinicians and professionals, schools and colleges often know about changes in people's lives.

- We will encourage them to have conversations with carers about the new situation and skills or services that could help.

### 9.2 Better support for carers in health and social care

- We will develop and monitor a formal agreement between NHS services, Bradford Council, North Yorkshire County Council and voluntary sector organisations to work together for the wellbeing of individual carers.

- Organisations will work together to ensure that children's caring roles are appropriate and that all family members are supported.
- We will reduce the number of times carers need to repeat their story to different organisations.
- We will make it easier for services to share information to improve support for carers.
- We will encourage staff in health and social care to be aware of the role and support needs of carers, including carers in groups that are easy to ignore such as those from BAME communities.
- We will encourage services to make it easier for carers to attend appointments, for example by offering flexible or priority appointments.
- We will use Personalised Care to give carers more choice and control over support for their individual health and wellbeing.
- We will encourage services to adopt whole family approaches to supporting carers.
- We will make it easier for carers to look after their health by publishing information about self-care and local activities and by encouraging healthcare services to make appointments at times that suit carers.
- We will encourage community initiatives to reduce isolation.
- A Carer Navigator service will support carers and families to make decisions about care once the hospital stay is over.



## 9. The changes (continued)

### 9.3 Better support for carers in communities

- It will be easier for carers to access facilities and be part of the community.
- We will learn from Dementia Friendly initiatives and work towards creating carer friendly places everywhere in Bradford district and Craven.
- We will explore ways to make it easier for carers to continue with activities that they enjoy and to take up new activities.
- We will contribute to a review of community transport and recommend changes that will make it easier to travel to appointments and to social and leisure activities.



### 9.4 Better support for carers in education and employment

#### Education

- Schools and colleges will have greater awareness of young carers, improve their educational opportunities and give them the widest possible range of choices as they approach adulthood.
- Schools and colleges will be aware of parent carers and encourage them to register as carers with their GP.

#### Employment

- We will work with employers to raise awareness of the challenges faced by working carers and the benefits of keeping them in the workforce. We will encourage practical workplace support and changes in culture so that carers can continue to contribute and be rewarded at work.
- We will support carers to make an informed choice about whether to work and to obtain employment if they wish to do so.
- We will work with regional teams to provide guidance and practical support to young carers who wish to pursue a career.
- NHS organisations and the Local Authority will be pioneers in improving support for working carers.



## 9. The changes (continued)

### 9.5 Specialist support for carers

- Carers will have specialist support in their local communities through commissioned carer support services.

#### Transitions

- Carer support teams will guide people as they encounter different services, for example:
  - young carers moving to adult carer support
  - parent carers whose child is moving from children's to adult services
  - people caring for someone who moves into residential care

#### Training and coaching

- Carer support services will make it easier to find coaching that will help people focus on their own wellbeing and bounce back when they need to
- People who require specialist caring skills will be able to learn the techniques they need

#### Planning

- We will support carers to plan for long-term changes including transition to adult services, transition to residential care and returning to work
- We will support carers to plan for emergencies
- We will support carers to plan for bereavement

#### Breaks

- We will make it simpler to arrange a short break from caring.
- Services that provide short breaks will be as flexible as possible.
- We will work with local services to provide short breaks.

#### Assessment and support

- We will develop straightforward information about different types of assessment and support to share with carers.
- We will ensure that carers can choose to have a separate assessment of their own needs.
- We will ensure that assessments consider the risk of harm or abuse, either to the carer or to the person they care for.



- People will be able to make appointments to see social workers and specialist carer support at the same time and in the same place.

#### Information

- We will make it much easier to obtain advice and information at an early stage, well before any crisis occurs.
- Everyone with caring responsibilities will know where to find help and advice.
- We will encourage organisations to share information resources with each other and with carers.
- We will explore opportunities to use new technologies including local authority websites and social media to share information.

#### Finance

- We will make it easier for carers to find advice on finance and benefits.
- We will work with carers to explore the best ways to use Personal Health Budgets and Direct Payments.

#### Bereavement

- Specialist services will offer practical guidance and emotional support while the carer grieves.



## How will we know that we have made a difference?

### YOUNG CARERS

- Number of young carers accessing individual, peer or group support
- Number of primary schools with a young carer programme
- Number of secondary schools with a young carer programme



### ADULT CARERS

- Percentage of adult carers who have as much social contact as they would like (NHS Digital)
- Carer-reported quality of life (ASCOF 1D)
- Carer-reported quality of life for people caring for someone with dementia (NHS Digital)
- Overall satisfaction of carers with social services (ASCOF 3B)
- Proportion of carers reporting they have been included in discussion about the person they care for (ASCOF 3C)
- Percentage of carers with a long term condition who feel supported to manage their condition (GP Survey)



## Next Steps

Many areas of health and social care will play roles in implementing this Carers' Strategy including GP practices, social work teams and community organisations. We will also work with partners elsewhere in the community, such as employers, schools and colleges.

The Bradford district and Craven Carers' Partnership draws its membership from across the spectrum of health and social care and includes members with lived experience of the caring role. The Carers' Partnership will lead the implementation of the

strategy and will develop and monitor an action plan setting out clear goals, timeframes and milestones. Where necessary, task and finish groups will be established to take forward specific actions. The action plan will be a 'live plan' and reviewed at least annually.

The Bradford district and Craven Carers' Partnership will report progress against the strategy and action plan to the Integrated Commission Board and the Health and Social Care Overview and Scrutiny Committee, both of which have endorsed this strategy.



## Appendix

### Strengths, weaknesses, opportunities and threats

As we developed this strategy we referred to views expressed by carers and people working in health and social care who took part in an analysis of Strengths, Weaknesses, Opportunities and Threats (SWOT) in local carer support.

We collected comments from different perspectives through an online survey and during detailed discussion at a meeting of the Carers' Partnership, and they have informed the planned improvements listed in Section 7 of this strategy.

#### SWOT: Strengths

- Strong VCS and community infrastructure
- Existing digital platforms
- Outreach provision
- Services have opportunities to meet carers in person
- Carer support workers in some GP surgeries
- Annual carer health check at some GP surgeries

#### Maximising Strengths

- Learn from what's working well
- Use and develop partnerships to avoid duplication and maximise access
- Dedicated carer support in all GP surgeries

#### SWOT: Weaknesses

- Carer comes second to person cared for.
- Many carers are not identified
- Support does not consider whole family
- Carers don't always have their own assessment or care plan
- Laborious form-filling for carers' grants
- Lack of information and guidance, lack of signposting
- Lack of practical help
- Lack of financial support or advice
- Lack of geographical coverage and reach
- Services not visible
- Services disjointed
- Little support at night and weekends

#### Addressing weaknesses

- Increase identification to enable early support before crisis
- Respond to carers as individuals: own support plans and budgets
- Named support worker for each carer
- Whole-family approach
- Support carer mental and physical health
- Proactive contact with carers and 24 hour support: opportunities to talk
- More visible support
- Staff with lived experience and relevant skills
- More day care and sitting services: flexible and reliable
- More co-ordination and flexibility
- Share records
- Publish directory of services
- Review paperwork and forms
- Focus on inner city
- Better transport

## 12. Appendix (continued)

### SWOT: Opportunities

- Improve financial wellbeing + support for working carers
- More opportunities to talk and ask questions
- Maximise benefit of every contact with services
- Joint appointments for carer and cared for person
- Earlier support to stop care needs escalating
- More carer support in primary care including use of clinical system
- Join up Local Authority and Continuing Health Care
- Bereavement support
- More referrals to other agencies
- Local willingness to volunteer
- Work with community organisations to increase access
- Development workers to support existing groups and develop new groups
- Extra care housing so couples can continue to live together
- Explore more carers' grants through British Legion, Trades Associations, charities



### Maximising opportunities

- Meet people and speak in ordinary language
- Recognise carers in wider society
- Change workplace culture
- Services should be culturally competent
- Don't make assumptions about roles and expectations in different communities
- Work with GP practices
- Involve people who have become isolated
- Training or coaching for carers; peer support to increase resilience
- Identify volunteer skills, recruit befrienders and sitters
- Bereavement support and support when someone goes into residential care

### SWOT: Threats

- Budgets and prioritisation
- Data and evidence not available
- Carers can be ignored and dismissed
- Carers are not valued or respected.
- Carers feel they are a burden.
- Carers cannot meet personal work and family commitments
- Carers are stretched looking after complex needs
- Carer burn-out

### Mitigating threats

- Plan in advance and provide adequate funding
- Intervene early
- Work for culture change in society, care services and at work



The wording in this publication can be made available in other formats such as large print or Braille. Please telephone 01274 431352.