

# Have your say on the Leicester, Leicestershire and Rutland draft Joint Carers Strategy 2018-2021

Recognising, valuing and supporting carers in  
Leicester, Leicestershire and Rutland



## Tell us how this might affect you

Online: [www.leicestershire.gov.uk/carers-strategy](http://www.leicestershire.gov.uk/carers-strategy)

For general enquiries or comments about this consultation  
phone **0116 305 0232** or email [ascengage@leics.gov.uk](mailto:ascengage@leics.gov.uk)

Public consultation: Please submit your views by midnight on **22 April 2018**

## Introduction

Over six and a half million people in the UK are carers.

Looking after a person that you care about is something that many of us want to do. Caring can be very rewarding, helping a person develop or re-learn skills, or simply helping to make sure your loved one is as well supported as they can be.

The draft Joint Carers Strategy 2018-2021 sets out a shared vision and priorities for recognising, valuing and supporting carers by Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCGs) for Leicester, Leicestershire and Rutland. Partner organisations that have been involved in the development of the strategy include Healthwatch (Leicester, Leicestershire and Rutland), Alzheimer's Society, The Carers Centre, Voluntary Action South Leicestershire (VASL) Barnardo's and Age UK Leicestershire.

The strategy has been developed using analysis of survey and performance data, and updates from the National Carers Policy Network, but with a clear focus on local carer views and experiences collected through significant engagement undertaken during the summer of 2017.

Key priorities have been identified to support carers across Leicester, Leicestershire and Rutland to continue in their caring role and to maintain their own health and wellbeing.

We have described our planned actions for each priority and we want to know your views on these: this feedback will be used to develop our detailed action plans which will support the Joint Carers Strategy.

Further information on the proposals can be found in the draft Joint Carers Strategy 2018-2021 at [www.leicestershire.gov.uk/carers-strategy](http://www.leicestershire.gov.uk/carers-strategy).

## Why do we need a new strategy?

The previous carers strategy has expired (the previous strategy was valid until 2016). Legislation and national guidance with regards to the role and duties of Local Authorities and NHS bodies towards carers has changed and therefore our carers offer needs to be adapted to incorporate these changes.

This strategy refers to 'the partnership' or 'partners'. Specifically, this refers to the Carers Delivery Group, a sub-group of the Leicester, Leicestershire and Rutland Sustainability and Transformation Partnership which is responsible for overseeing a plan to improve the health and social care services to reduce inefficiencies. Supporting carers has been identified as a key area of work in Better Care Together (the Sustainability and Transformation Plan for Leicester, Leicestershire and Rutland).

The strategy also seeks to respond to the issues related to caring that have been highlighted locally and set out how we signed up to this strategy will work together to address these.

## Who is a carer?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, substance misuse or a mental health need cannot cope without their support.

Not all carers relate to the term 'carer' and see the caring responsibilities they carry out as part of another role, for example as a wife, husband, daughter or friend. However, for the purpose of this strategy we consider anyone providing unpaid support to individuals who could not cope without their support, as carers.

There are many different types of carers, including:

- **Working carers** – A carer who juggles paid work with unpaid caring responsibilities.
- **Older carers** – An unpaid carer aged 60 or over.
- **Parent/family carers** – A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.
- **Young carers** – A child or young person, aged 18 years or under, who provides regular and on-going care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances.
- **Multiple carers/sandwich carers** – Those with caring responsibilities for different generations, such as children and parents.

## Who is it for?

This strategy is for all unpaid carers who are caring for someone who lives in Leicester, Leicestershire or Rutland and seeks to improve services for them through the work we carry out with our partners.

It aims to respond to the issues that have been highlighted locally and show how we will work together to value and support carers.

The strategy also aims to highlight to a broad range of organisations, local communities and individuals the prevalence of caring, the significant impact it can have on carers' lives, and what we can all do to support carers more effectively.

## What are we consulting on?

We are consulting and seeking feedback on the draft Joint Carers Strategy 2018-2021. We are seeking feedback about our priorities and our commitments in relation to those priorities.

## Guiding Principles

The strategy is underpinned by a number of guiding principles that reflect both the national and local requirements of carers. These principles have been translated into key priorities and proposed actions.

### Carer identification

**We will identify carers of all ages and signpost them to relevant information and services if they require assistance.**

#### PROPOSED ACTIONS:

- All partners will seek to support carers to identify themselves as appropriate.
- LLR Clinical Commissioning Groups will include information on carers and increase carer awareness in practice staff inductions. They will aim to increase the number of carers identified on GP practice registers.
- Individual partners will work to make their carers registers robust.

### Carers are valued and involved

**We will listen to carers and involve carers in the development of services that enable them to continue to provide their caring role.**

#### PROPOSED ACTIONS:

- All partners will work towards a joined up approach to carer involvement across health and social care with a particular focus on avoiding inappropriate hospital admissions and enabling timely discharges from hospital.
- All partners will ensure carers' views are sought and reflected in the commissioning of services.
- All partners will share good practice in carer training.

### Carers are informed

**We will ensure that accurate advice, information and guidance are available to assist carers to navigate health and social care services.**

#### PROPOSED ACTIONS:

- We will review our information offer for carers to improve its accessibility.
- All Partners will seek opportunities to raise awareness of local carers services.

## **Carer friendly communities**

**Communities will be encouraged to support carers through awareness-raising within existing community groups.**

### **PROPOSED ACTIONS:**

- We will take the views of carers into account in future commissioning exercises. This will include consideration of geographic and demographic profiles.
- All partners will encourage communities to support carers through awareness-raising within existing community groups.

## **Carers have a life alongside caring**

**We will ensure that health checks for carers are promoted as a means of supporting carer to maintain their own physical and mental health and wellbeing and encouraged to have a life outside of their caring role.**

### **PROPOSED ACTIONS:**

- As employers themselves, all partners will review their carer friendly policies and aim to set a good example to others.
- The carer assessment process will consider the use of flexible and responsive respite provision to enable carers to have a break, including short breaks to families with a child with Special Educational Needs and Disability.
- CCG's will continue to encourage carers to take up screening invitations, NHS Health checks and flu vaccinations, where relevant.

## **Carers and the impact of technology products and the living space**

**We will work with housing and other organisations to ensure the needs of carers are considered in terms of the provision of technology, equipment or adaptations that may assist a carer with their caring role.**

### **PROPOSED ACTIONS:**

- We will seek to involve professionals from housing, equipment and adaptations in work to improve the carers' pathway. This should include raising awareness of the issues facing carers with those organisations.

## Carers can access the right support at the right time

**We will respect and promote the needs of carers and ensure they have access to carer's assessment, which will determine if social care services have a statutory duty to provide assistance. The carers' experience will be considered during the assessment and any subsequent reviews.**

### **PROPOSED ACTIONS:**

- Carer assessments will take a strength based approach.
- All partners will look at their carer's pathway to reduce the potential for a disjointed approach.
- Opportunities for closer working between agencies will be considered at appropriate points in service reviews.
- We will signpost people to sources of support post-caring.

## Supporting young carers

**We will ensure that the needs of young carers are also considered and that families/carers with a child with special needs are supported through their child's transition process into adult services.**

### **PROPOSED ACTIONS:**

- All partners will take the needs of young carers into account in planning and assessment processes.
- The assessment process will take a 'whole family' approach.

Each partner will support these key priorities through their own individual action plans, based around their carers offer.

Further information about the priorities and our commitments in relation to these priorities can be found in the draft Carers Strategy at [www.leicestershire.gov.uk/carers-strategy](http://www.leicestershire.gov.uk/carers-strategy).

## How will the consultation work?

The consultation begins on 28 February and will end at midnight on 22 April 2018.

There will be a public consultation event at County Hall on 18 April 2018, at 5pm.

To book a place, please email [ascengage@leics.gov.uk](mailto:ascengage@leics.gov.uk) or call 0116 305 0232.

To submit your views please fill out the consultation questionnaire and make sure it reaches us by midnight on 22 April 2018 at the latest. The survey is available online at [www.leicestershire.gov.uk/carers-strategy](http://www.leicestershire.gov.uk/carers-strategy).

If you are able to, please complete the questionnaire online as it will save us money.

If you need a paper copy of the questionnaire, please call 0116 305 0232.

You can send your completed questionnaire to the following freepost address:

LLR Carers Strategy,  
Leicestershire County Council,  
Have Your Say,  
FREEPOST NAT 18685,  
Leicester,  
LE3 8XR

If you need help to complete the questionnaire or have any questions about the consultation, please call 0116 305 0232 or email [ascengage@leics.gov.uk](mailto:ascengage@leics.gov.uk)

You can telephone 0116 305 0232 to ask for information in alternative formats.

## What happens next?

When the consultation closes we will update the strategy taking into account views that have been expressed.

## You can view the latest information in a number of ways

Visit us online: at [www.leicestershire.gov.uk/carers-strategy](http://www.leicestershire.gov.uk/carers-strategy). Our web pages will be kept up-to-date with the latest information and developments. You'll also be able to access the survey here.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ  
ઈચ્છતાં હો તો 0116 305 0232 નંબર પર ફોન કરશો અને  
અમે આપને મદદ કરવા અવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ  
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 0232 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ  
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন  
সাহায্যের প্রয়োজন হয়, তবে 0116 305 0232 এই নম্বরে  
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں  
0116 305 0232 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，  
請致電 0116 305 0232，我們會安排有關人員為你  
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji  
w Twoim języku, zadzwoń pod numer 0116 305 0232,  
a my Ci pomożemy.