

2016–2021



Caring Together

The Rotherham Carers' Strategy



Rotherham Doncaster and South Humber
NHS Foundation Trust



NHS
Rotherham
Clinical Commissioning Group

Caring Together
Supporting Carers in Rotherham



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The Care Act 2014 has a strong focus on carers. It acknowledges the value of the support provided by unpaid carers which underpins the whole adult social care system. It also recognises a carer's right to choose to care, and to a life outside caring. The Act gives increased rights to assessments and support and ensures carers will be recognised in law in the same way as the person they care for.

Safeguarding is a cross cutting theme across all carer outcomes. The Council and its partners will co-operate in safeguarding the welfare of vulnerable adults and children as set out in the Care Act 2014 and the Children & Families Act 2014. We will ensure that carers and the person they are caring for have a voice, and know what to do if they want to raise issues and concerns.

1. Introduction

Who is a carer?

A carer is anyone who provides unpaid support to a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support

In Rotherham we recognise that informal carers are the backbone of the health and social care economy, and that enabling them to continue this role is vital.

It is important that we identify and support all carers, including young and hidden carers.

Our ambitions are:

To achieve our aims we need to build stronger collaboration between carers and other partners in Rotherham, and recognise the importance of whole family relationships.

We want to lay the foundations for achieving these partnerships and set the intention for future working arrangements.

We want to do something that makes a difference now... whilst working in partnership with formal services, working together with people who use services and carers.

2016 marks the start of a renewed partnership to support carers in the Borough. This document sets out our commitment to working together so that collectively over the next five years we can work towards the following agreed outcomes:

- **Outcome One:** Carers in Rotherham are more able to withstand or recover quickly from difficult conditions and feel empowered
- **Outcome Two:** The caring role is manageable and sustainable
- **Outcome Three:** Carers in Rotherham have their needs understood and their well-being promoted
- **Outcome Four:** Families with young carers are consistently identified early in Rotherham to prevent problems from occurring and getting worse and that there is shared responsibility across partners for this early identification
- **Outcome Five:** Our children are recognised and safeguarded in their challenging role and receive appropriate intervention and support at the right time
- **Outcome Six:** Children and young people in Rotherham that have young carer roles have access to and experience the same outcomes as their peers

Our aims are:

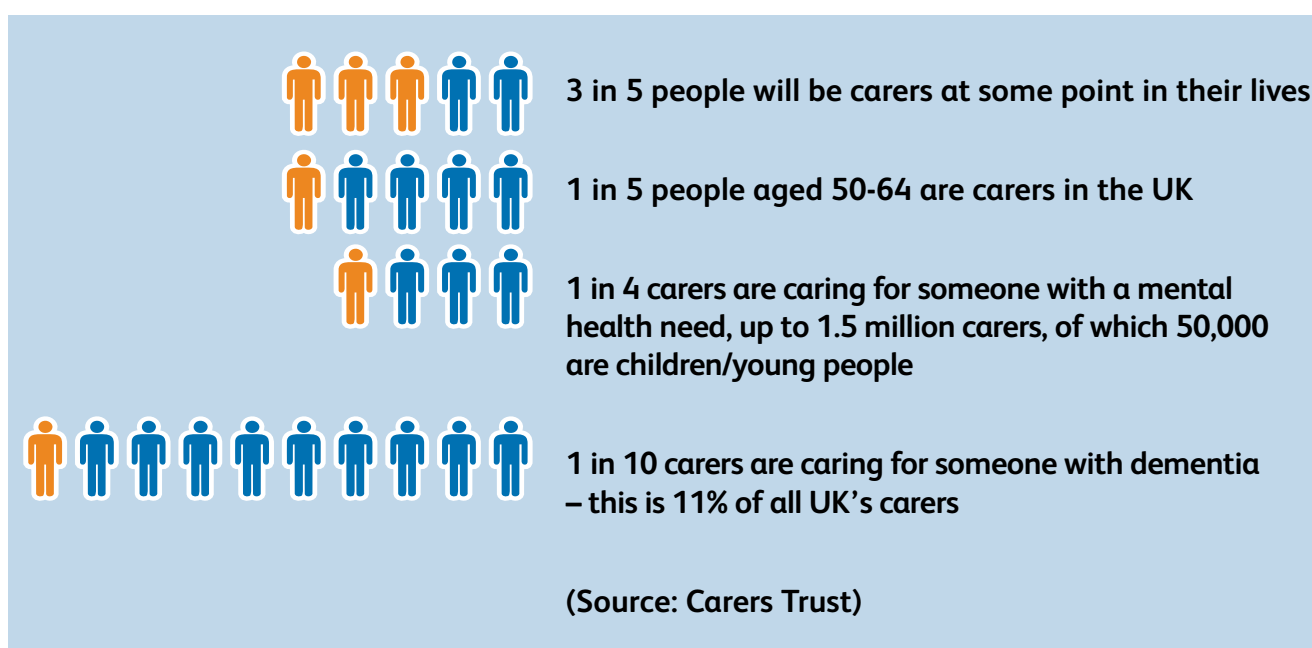
- That every carer in Rotherham is recognised and supported to maintain their health, wellbeing and personal outcomes
- To ensure carers are supported to maximise their financial resources
- That carers in Rotherham are recognised and respected as partners in care
- That carers can enjoy a life outside caring
- That young carers in Rotherham are identified, supported, and nurtured to forward plan for their own lives
- That every young carer in Rotherham is supported to have a positive childhood where they can enjoy life and achieve good outcomes

2. What do we know about carers?

Nationally

- Around 7 million people nationally are providing informal care. By 2030 the number of carers will increase by 3.4 million (around 60%)
(Source: Carers Trust)
 - The estimated financial value of this care is £132 billion per year
(Source: Carers Trust)
- 35% rise in the number of older carers between 2001 and 2011 and evidence that many of these carers are providing over 60 hours a week of care
- Mutual caring is a way of life for many older couples but also in families where there is a family member who has a disability. It is estimated that 1 in 4 people with a learning disability live with a parent over the age of 70 and the mutual caring remains hidden until the family experiences a crisis
 - There are 166,363 young carers in England, according to latest census data released on 16th May 2013 (Source: Children's Society 2013)
 - One in 12 young carers is caring for more than 15 hours per week
(Source: Children's Society 2013)
- Around one in 20 young carers miss school because of their caring responsibilities
(Source: Children's Society 2013)
 - Young carers are 1.5 times more likely than their peers to be from black, Asian or minority ethnic communities, and are twice as likely to not speak English as their first language

- Young carers are 1.5 times more likely than their peers to have a special educational need or a disability
 - The average annual income for families with a young carer is £5,000 less than families who do not have a young carer
- Young carers have significantly lower educational attainment at GCSE level, the equivalent to 9 grades lower overall than their peers eg the difference between 9 B's and 9 C's
- Young carers are more likely than the national average to be not in education, employment or training (NEET) between the ages of 16 and 19



In 2013/2014 there were 2,375 carers' needs assessments undertaken, with 72% of these taking place jointly as part of the assessment for the person cared for. 105 carers' needs assessments are recorded as refused during this period. Estimates for 2015/2016 are for 2,378 carers' needs assessments to be completed, with a further 2,404 carers offered information, advice and signposting.

Four key priorities for supporting carers:

- ✓ Identification & recognition
- ✓ Realising & releasing potential
- ✓ A life alongside caring
- ✓ Supporting carers to stay healthy

National Carers Strategy (DOH, 2014)

Locally

In Rotherham there are around 31,000 unpaid carers, of which 1,619 (5.2%) are BME. 12% of the total population are carers, compared to the national average of 10.3%. 7.8% of all BME residents are carers (reflecting a younger age profile). The highest proportion by ethnicity is in the Irish community where 14.6% are carers (reflecting an older age profile). 42% of BME carers are Pakistani. 28% of Rotherham carers are providing 50+ hours of care per week which is, again, slightly higher than the national average. (Information from the 2011 Census)

Figure 1 below shows a breakdown of the amount care provided by Rotherham carers:



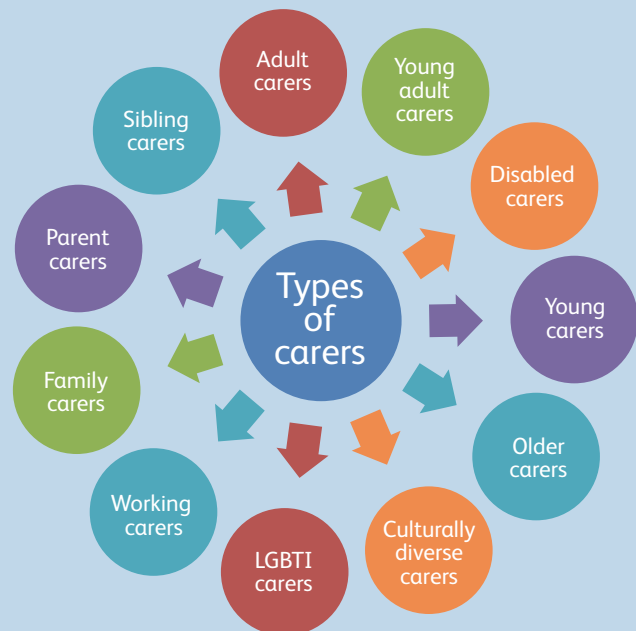
- Provides 1-19 hours of unpaid care a week
- Provides 20-49 hours of unpaid care a week
- Provides 50 or more hours of unpaid care a week

Impact of Caring:

Research findings show that caring can have an impact on the physical health and mental wellbeing of carers. Caring can:

- Make you physically exhausted – if you need to get up in the night as well as caring in the day, if you have to lift or support someone, if you are also looking after your family and have a job.
- Leave you emotionally exhausted - stressed, depressed or with another mental health issue.
- Affect relationships - with your partner or other family members.
- Lead to isolation – difficulties in keeping or developing friendships, keeping up interests and hobbies, leaving the house.
- Lead to financial difficulties – giving up work to care, managing on benefits, cost of aids and equipment to help care, not having enough money to do “normal” things such as buying new/warm clothes, heating the house, house repairs, holidays, etc.

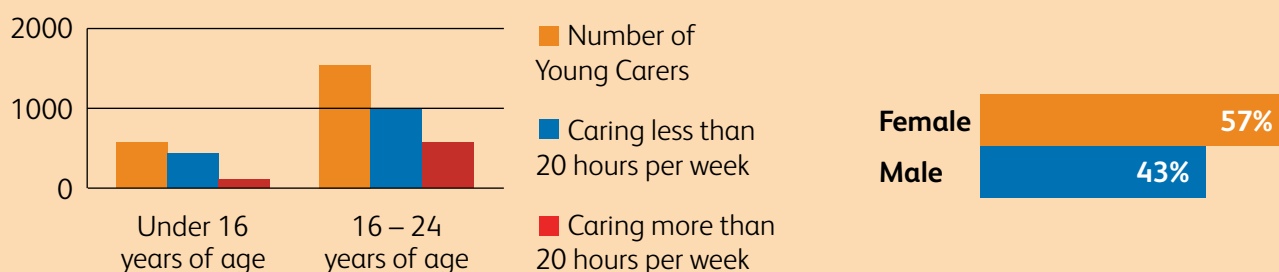
Carers need to be able to balance their caring roles with other parts of their lives – such as jobs and educational opportunities. They need time to keep up relationships and pursue their own hobbies and interests. Young carers can find it difficult to manage education, training or employment if they also have a caring role.



3. Young carers

Locally

Rotherham has 450 carers aged under 16, with 365 providing care for under 20 hours per week, 85 over 20 hours per week. There are 1,549 carers aged 16-24, with 1,012 providing under 20 hours per week, 537 over 20 hours. Of all carers aged under 25, 1,147 (57%) were female and 850 (43%) were male. 0.9% of children aged 0-15 and 5.5% of young people aged 16-24 were unpaid carers in 2011. It should be noted that these figures are from those who recognise and feel comfortable in sharing their young carer status. These figures also do not include Hidden Harm. (Source – 2011 Census)

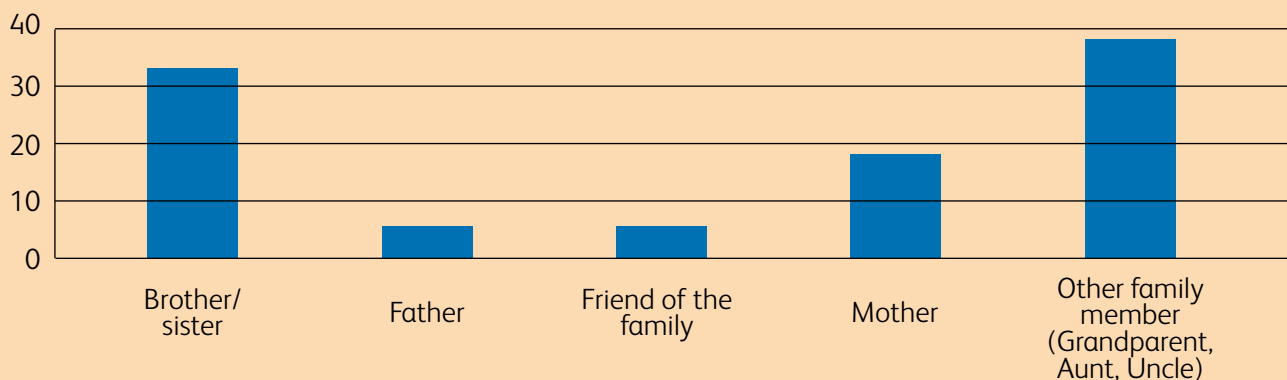


Many young people within Rotherham are helping to care and the person being cared for will usually be a family member such as a parent, grandparent, sibling, or someone very close to the family. The person or people they care for will have a serious or long term illness, disability, mental health difficulties or problematic use of alcohol or drugs; many young carers also help to care for younger siblings.

A Rotherham Young Carers Service is commissioned by the Council and works with young people aged 8-18 years, offering guidance and support around issues for young carers and to stop inappropriate caring roles, and to reduce the negative impact caring roles have on a child or young person's ability to enjoy a healthy childhood.

An Education Lifestyle Survey took place in 2015, with 13 out of 16 secondary schools taking part, along with all 3 pupil referral units, and 3,110 pupils participated.

653 (21%) of pupils consider themselves to be young carers. A higher number of year 7 pupils said that they were young carers than year 10 pupils (25% compared to Y10-15%). The figure below shows the % breakdown of who they were caring for:



4. Carers' rights

Changes in policy and law over the last few years have meant that carers have more rights than they did in the past.

The Care Act (2014)

The Care Act has a strong focus on carers. Local Authorities now have a responsibility to assess a carer's need for support, which includes considering the impact of caring on the carer. The Act also contains new rules about working with young carers or adult carers of disabled children to plan an effective and timely move to adult care and support.

Children and Family Act (2014)

The Act introduces new rights for young carers to improve how they and their families are identified and supported. All young carers are entitled to have an assessment of their needs from the Local Authority. This can be requested by the young carer or their parent. This Act links to the Care Act 2014 which states Local Authorities are required to take "reasonable steps" to identify young carers in their area.

Work and Family Act

Changes in employment law mean that since 2007 carers have the right to request flexible working.

The introduction of the "family test" (DOH, 2014)

Brings the need to consider impact on family life when making policy decisions. Practical guidance on planning which considers the needs of the whole family. This includes looking at natural support networks in place and the outcomes that the family want to achieve. This whole family approach moves away from the traditional split between carers and the person they care for.

Equality Act (2010)

In preparing the Carers' Strategy we have ensured that the strategy complies with Section 149 of the Equality Act 2010. This is about protecting and promoting the welfare and interests of carers who share a relevant protected characteristic – such as age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex.

5. Partnership contributions to supporting carers in Rotherham

NHS Rotherham Clinical Commissioning Group commission a range of dedicated carer services

The Carer Resilience Service is working with all GP practices in Rotherham to support carers of people living with dementia. Carer Clinics for carers of people with dementia are taking place in 17 GP practices

Rotherham Metropolitan Borough Council spends approximately £2million a year on services and support which are specifically targeted at carers (this includes support for young carers)

The Carers Forum has recently been re-launched. It is a carer-led organisation, completely independent of statutory services. It aims to provide a “single voice” for Rotherham carers

The partners in Rotherham all contribute to supporting carers, however, we need to get better at working together and reaching more carers. This strategy will take us towards achieving this

Young Carers' Council

The voluntary sector offer a range of support for carers

Rotherham Hospice offers a 24 hour a day advice line for carers using the service. It also has targeted support for carers and wellbeing support

Rotherham Doncaster and South Humber NHS Foundation Trust (RDASH) was one of six pilot sites to sign up for the Triangle of Care

6. What Rotherham carers have told us

As part of developing this plan we asked carers to tell us what things would make a positive difference to their caring role. Some of these were extremely personal examples, however, most of this feedback can be grouped into a number of themes:

To be involved

Financial help

A break

Time for me

Consistent support

Valued

Information and advice

Quality care

A voice

Understanding

We also had responses from a group of young carers, and the feedback from Barnardos is that these responses are reflective of other young carers:

Time out from caring roles away from home

To be able to achieve our goals

Values and listened to

Learning about the illness the person I care for has so I can understand

Meeting other young carers

Our opinion should count

Someone to talk to in confidence and who understands

Being able to socialise with other young carers

7. The outcomes

Outcome One:

Carers in Rotherham are more able to withstand or recover quickly from difficult conditions and feel empowered.

Carers need to be enabled to continue in their caring role for as long as they choose to, or are able to do so. At times carers may need support to build, maintain or regain their caring role. Carers' ability to cope can be challenged in times of changes and, therefore, any changes need to be made in partnership with carers



What we plan to do to support this outcome:

We (the partners) need to develop a culture and reality of collaboration and co-production to deliver:

- Co-produced and delivered training package for agencies on carers' issues
- Integration of current carers' support services
- Partnership support for developing fundraising and match funding opportunities to build carers' resilience within Rotherham

Together we will:

- ✓ Raise the profile of carers within the wider health and social care economy
- ✓ Identify carers, as well as enable carers to realise that they are carers
- ✓ Offer opportunities for support and a voice within the Council for carers and self-advocacy groups
- ✓ Involve carers in the planning of services
- ✓ Develop a family assessment that focuses on whole family approaches that can be used interchangeably with individual assessments as appropriate
- ✓ Enable carers' assessments to be undertaken in more flexible ways, e.g. online or through carers' support services
- ✓ Ensure young carers' assessments are age appropriate and the process is meaningful to them. The assessment should focus on the impact caring can have on the individual child, as this may be different from one child to another
- ✓ Promote carers' right to have an assessment
- ✓ Create and maintain strong links between Children's and Adult services, and ensure that there are systems in place to identify young carers
- ✓ Strive to ensure carers can access proportionate advice, in the right way at the right time

Outcome Two:

The caring role is manageable and sustainable.

Carers may at times need support to manage their current caring role. If we achieve the first outcome and carers are more resilient then this will help, but carers may also need breaks from their caring role. The amount and intensity of this support will vary and needs to work for both the carer and the person they care for.

Carers need to be assured that there are good plans in place to continue the caring role if they are unable to do so. This could be an emergency plan or a longer term plan.

I am a carer and I also have a full-time job

I am a carer and I need to go to work tomorrow

I am a carer and tomorrow I will be picking up my foster children

I am a carer and I'm studying law at university

Together we will:

- ✓ Treat carers as equal partners with professionals when supporting the person they care for
- ✓ Develop “shared care” models for people with the most complex needs as an alternative to traditional care models
- ✓ Increase the amount of community based, local support and networking opportunities for provision of support
- ✓ Improve the information, advice and guidance available for carers, and link this up to immediate support during periods of crisis
- ✓ Review the Carers’ Emergency Scheme to make sure that it works for carers of all people with support needs in Rotherham
- ✓ Try to plan early with carers
- ✓ Undertake a review of the transition of young carers into adult provision
- ✓ Develop a carers’ pathway

Outcome Three:

Carers in Rotherham have their needs understood and their well-being promoted.

The steps identified to achieving the first two outcomes will support making the caring role more manageable. In addition to this carers in Rotherham need to be recognised outside of their caring role.

There needs to be a realisation that:

- Some carers do not recognise or accept this label and see the caring relationship as part of family life
- Not all carers want to be carers
- Trust needs to be fostered between carers and statutory services

I am a carer and I have no idea what tomorrow will bring

I am a carer and I also have a full-time job

I am a carer and I like to keep fit

Together we will:

- ✓ Develop a well-being budget and resource allocation system that supports carers independently of the support for the person they care for
- ✓ Develop carers' assessments and transfer carers' budgets to voluntary sector support services
- ✓ Encourage the development of a range of circles of support around carers within their community, including hidden carers, to support people where they live
- ✓ Work proactively with the carers of young people in relation to their care and support needs whilst transitioning to adulthood
- ✓ Ensure information and advice is available in different formats and venues, that is sensitive to the diverse range of needs in Rotherham
- ✓ Ensure carers are supported to maximise their financial resources by:
 - Working with partners to encourage Rotherham employers to become carer friendly
 - Ensuring benefit advice is available to support carers
- ✓ Strive to work closely with parent carers

Outcome Four:

Families with young carers are consistently identified early in Rotherham to prevent problems from occurring and getting worse and that there is shared responsibility across partners for this early identification.

We recognise that families with young carers need to be consistently identified early in Rotherham, so as to prevent problems from occurring and getting worse.

We must ensure that there is shared responsibility across partners for the early identification of families with young carers.

Learning about the illness the person I care for has so I can understand

I worry about the future

To talk to someone confidentially and not be judged

Together we will:

- ✓ Increase the numbers of young carers identified
- ✓ Increase the number of Early Help Assessments carried out by the Council and multi-agency partners to reflect support of those children and families with illness and disability
- ✓ Increase the rates of children identified from BME communities



Outcome Five:

Our children are recognised and safeguarded in their challenging role and receive appropriate intervention and support at the right time.

We recognise that the illness or disability of the person being cared for has an impact on everyone in the family.

We need to recognise that these young people are potential young carers and need to provide support and nurture these children and young people.

To talk to someone confidentially and not be judged

I worry about the future

Being taken seriously – not just listened to, but listened to and act on what I say

Together we will:

- ✓ Raise the profile of young carers
- ✓ Increase partnership working
- ✓ Link with Adult Services to recognise inappropriate caring roles and put support in place
- ✓ Where we identify inappropriate caring roles, work with families to find alternative solutions
- ✓ Work together with partners to ensure children and young people “in need” of protection are referred and assessed promptly by Children’s Social Care.
- ✓ Develop an age appropriate holistic assessment and support process that aligns good Early Help and Children’s Social Care outcomes.
- ✓ Hold regular meetings with the Young Carers’ Council to learn from their experiences

Outcome Six:

Children and young people in Rotherham that have young carer roles have access to and experience the same outcomes as their peers.

Young carers are children and young people first and have all of the pressures that growing up can bring. In addition, they carry out a very adult role and need support, understanding and protection.

We must ensure that the impact of caring is reduced so that the young carers have the same opportunities as their peers.

Young carers should be able to reach their full educational potential and progress on to further education, training or employment.

Together we will:

- ✓ Work with young carers and their families and identify ways to reduce caring roles
- ✓ Develop and work in partnership with other partners to identify solutions to increase the independence of the cared for person
- ✓ Ensure young carers and their families have a tailored support plan
- ✓ Respond to the Young Carers' Council request to develop the Young Carers' Card
- ✓ Identify more young carers from harder to reach communities
- ✓ Explore introducing an annual health check to promote and maintain physical and emotional well-being

Being able to go to University

Getting out of the house

We're as important as adult carers

Being able to achieve my goals

Being part of the Young Carers' Council

My opinion counts

Having the support from other young carers

8. Making it Happen – Caring Together Delivery Plan

Changes in policy and law over the last few years means that carers have more rights than they did in the past.

There is a separate “Making it Happen – Caring Together Delivery Plan” which will be updated regularly, that includes more detail, eg leads, outcomes, how we will know it is making a difference. The following sets out the actions from the Delivery Plan:

- Develop a quality assurance framework to capture carers’ outcomes across the health and social care economy
- Targeting hard to reach / unknown carers through the integrated locality team and a joined up approach between Children’s and Adults services
- Continued promotion and encouragement of GP carers’ registers and carers’ clinics within GP surgeries (ensure these lists are used to routinely involve carers)
- Development of joint funded carers’ support service through the Better Care Fund to include:
 - breaks for carers
 - information, advice and support
 - rebrand / refresh of Carers Centre (Carers Corner) model
 - utilises community based support
 - targeted action around hard to reach groups
 - transitions
- Review of all carers’ need forms and methods of assessments to ensure this becomes more personalised
- Review the way that social care resources are allocated for carers in line with the requirements of the Care Act 2014
- Develop an on-line / self-assessment for carers linked to resources. GP Link Workers to offer supported assessments. Carers’ Champions in libraries and customer service centres
- Review and develop information, advice and guidance offer in conjunction with carers, including support with self-assessments
- Undertake an awareness campaign to promote carer friendly communities:
 - media
 - hospital
 - surgeries
 - organisation “champions”Link with existing work on dementia friendly communities
- Development of a memorandum of understanding with relation to young carers
- Development of carers’ pathway that looks at all ages caring and whole family approaches
- Ensure that Carers Forum receives appropriate support to represent the “voice” of carers and is utilised as a joint and equal partner
- Appropriate advocacy is available for carers through the advocacy framework

- Development and roll out of an enhanced training offer that provides training for carers and about carers
- Families with young carers are consistently identified early in Rotherham to prevent problems from occurring and getting worse and that there is shared responsibility across partners for this early identification
- Embed further awareness across schools and wider public / private / voluntary agencies working with children and families through:
 - Workforce development and training
 - Literature and marketing
 - Develop e-learning / webinar resources
 - Child centred case studies / marketing
 - Annual young carers conference
- Ensure that awareness is raised with parents of young carers to facilitate recognition and understanding of the issues their children experience, in order to promote wellbeing across the family. This means that assessment and planning needs to include awareness raising and provision of information by the Lead Professional
- Ensure that all assessments and plans for young carers take account of attendance and exclusion rates and those with issues have a plan to increase attendance and reduce exclusions
- Embed the young carers card across all Rotherham schools, colleges and other training establishments. Phase 2 - Explore and scope wider roll out of the young carers card in private and public sector buildings / organisations
- Reduction in hours spent by our children in caring for parents
- Ensure that young carers make effective transition from children's services