

Health Select Commission Update on the Carers Strategy

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The story so far

Big hearts, big changes

Rotherham
Metropolitan
Borough Council



Crossroads Care

We aim to:

- Relieve stress in the family or for the Carer of the person with the disability
- To prevent a breakdown in care or inappropriate admission into hospital or residential care
- Supplement and complement existing statutory services and work closely with them

Philosophy of Care:

Crossroads Care Rotherham respects the individuality of Carers and people with care needs and seeks to promote their choice, independence, dignity and safety.



Rotherham Carers
Forum

Carers Forum

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Supporting & empowering Carers to be heard & achieve better outcomes

Rotherham Carers' Forum is an independent group which enables informal and family carers (unpaid), to have voice in shaping services in Rotherham.

We aim to work together as a strategic partner with Local Authority, Health Service, Voluntary and Communities organisation, charities and groups as an equal partner, participating and influencing local decision making on services for carers and their families.

Carers Forum meets on the 1st Wednesday of each month between 12 noon - 2.00 pm

Caring Together Strategy

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

Four key priorities for supporting carers:

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

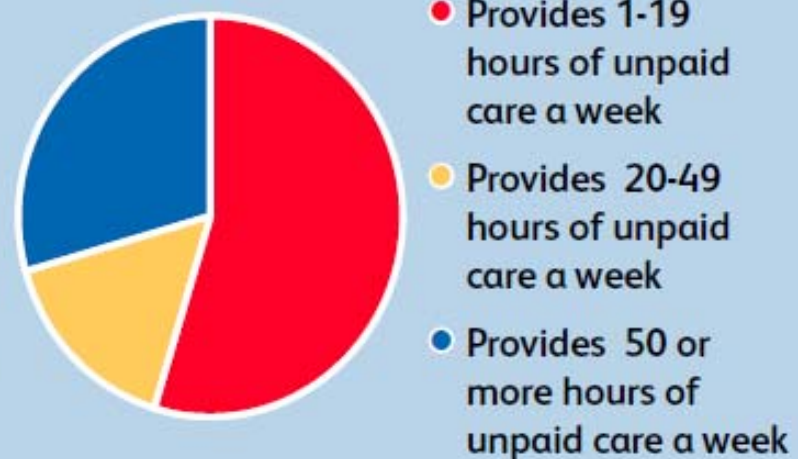
National Carers Strategy (DOH, 2014)

Rotherham Context

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:



Strategy Outcomes

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.



- **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

Putting the strategy into action.....

Making it Happen – Caring Together Delivery Plan

No.	What actions are we going to take to ensure we meet the "we will" outcome statements?	Who is going to lead / support and by when?	How we will know it is making a difference?	By when?	Cross-reference to outcomes	Performance measures
1	Develop a quality assurance framework to capture carers' outcomes across the health and social care economy	Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ We will have a baseline to measure the action plan against ✓ Carers will not be over-consulted for different purposes ✓ We will have a system for capturing qualitative and quantitative measures 	March 2017	All	
2	Targeting hard to reach / unknown carers through the integrated locality team and a joined up approach between Children's and Adults services	The Village Integrated Locality Team Caring Together Delivery Group	<ul style="list-style-type: none"> ✓ Increase in the number of carers assessments ✓ Increase in the number of carers receiving services ✓ Increase in the number of young carers identified 	Ongoing	Supports Outcome 1 (2,9) 2 (4,6) 3 (3,5)	Scott Clayton to cross-reference

Qualitative Measures

- ◆ Events organised to coincide with Carers' Right Day and Carers' Week
- ◆ Increase in carers being involved in service planning
- ◆ Case Study - Carers Champion
- ◆ Profile of Information advice and support
- ◆ Refresh Carers Centre (Carers Corner)
- ◆ Utilise community based support
- ◆ Targeted action around hard to reach groups
- ◆ Feedback from carers on the assessment process
- ◆ Case Study - Strong Carers Forum
- ◆ Case study - feedback from support agencies online self-assessments
- ◆ Feedback from mystery shopping
- ◆ Co-produced carers newsletter

Quantitative Measures

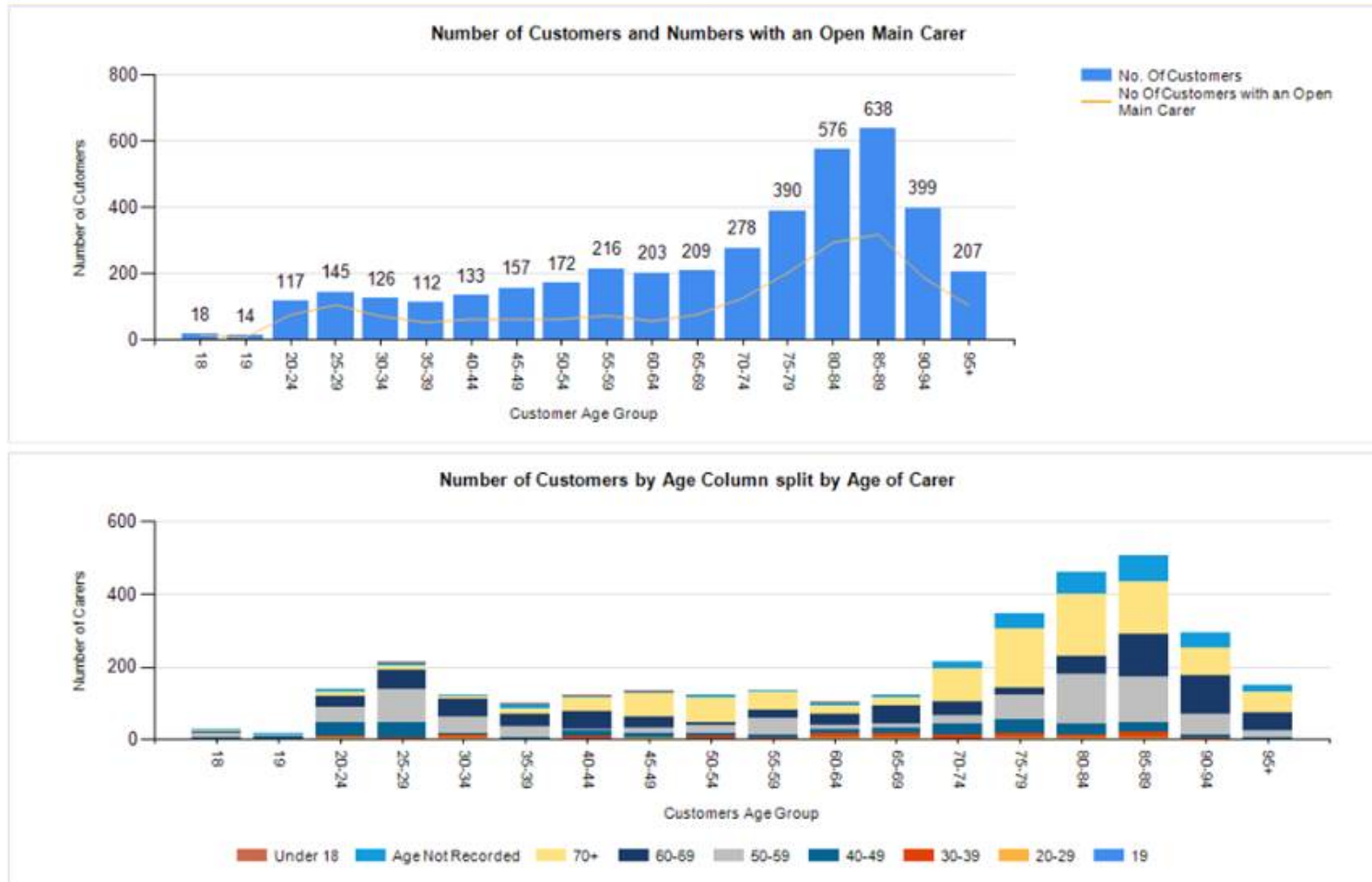
- ◆ Training Needs Analysis
- ◆ No. of professionals accessing training on carers
- ◆ No. of carers accessing training
- ◆ Increase no. of engagements with hard to reach carers
- ◆ Increase no. of carers who report to access flexible working
- ◆ No. of GP practices with up-to-date register
- ◆ Increase in no. of Carers Champion
- ◆ No. breaks for carers
- ◆ Increase in no. of carers receiving an assessment
- ◆ No. of carers involved in the Carers' Right Day and Carers' Week

Headline Statistics

- Carers resilience are working with approximately 480 carers per year, prior to Carers Resilience Service these carers may have remained hidden
- Carers Resilience Service hosts 23 carers clinics per month across different Rotherham surgeries, last year we met with 365 carers across all disabilities
- Carers Resilience Service works with 37 surgeries across Rotherham promoting the needs of carers to surgery staff and GPs
- From our work with the surgeries we know that all have a Carers Register but these are operational to different degrees of usefulness.

Headline Statistics cont...

Carer



Headline Statistics cont...

Young Carers Service Delivery

- 55 young carers and their families supported this quarter
- 169 face to face contacts
- 13 Group sessions
- 14 cases brought to closure
- Young people included 17 Male and 38 Female
- 9 young people came from BME communities, equating to 17% of young people supported

Achievements so far....

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We are holding a free event to celebrate carers within our borough. Come along and enjoy activities as well as find information and support.

Friday 24 November 2017

The service continues to raise awareness of the Young Carers' Card in schools. At present this is mainly done through contact and visits with Head of Year contacts within schools.

Supported by the Voice & Influence Partnership to host an event at the Carlton Park in July 2017 which enables young people to voice their feelings and hopes for the children and young people in Rotherham.

Young Carers Council continues to be active members of the Different but Equal Board.

Next steps....

- Carers Forum –Sustainability Plan
- Events and Activity Plans
- Consolidation of a carers offer
- Strengthen the Caring Together Delivery Group to increase the distance of travel against the action plan