

#BarnsleyCares

Carers' Strategy for 2017-2020

A strategy by carers for carers



BARNSLEY
Metropolitan Borough Council

Your Voice Barnsley

Giving a Voice to Service Users and Carers

Why we need a carers' strategy for Barnsley



In 2013 we developed a three-year carers' strategy called 'Caring Together, Building a Future for Barnsley'. In this, we recognised the need to support carers as one of our most valuable assets to the health and wellbeing of Barnsley residents. As a council, we have been working with carers and our partners to continue to find ways to make sure that carers are not forgotten, and can receive the support they deserve.

We knew this was something that could not be quickly or easily achieved and over the last few years we have been presented with new and different challenges; therefore, it is right that we should review and look again at how we can best support carers in Barnsley.

We define carers in Barnsley as:

“Ordinary people whose lives have changed because they are looking after a relative or friend, who because of disability, illness, substance misuse, special condition or the effects of old age, cannot manage without help”

This definition recognises anyone of any age including:

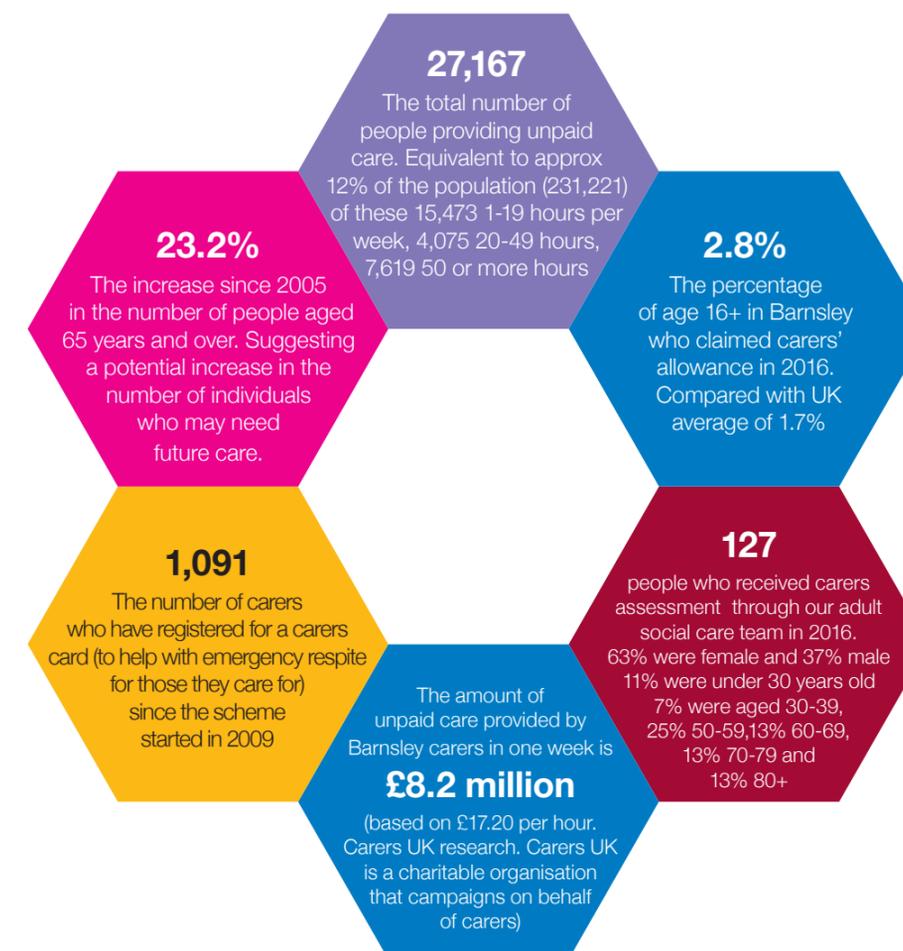
- Adult carers
- Parent carers
- Young carers
- Working carers
- Kinship carers
- Carers from community backgrounds



The definition recognises that carers in Barnsley are diverse. They could be disabled carers, LGBT (Lesbian, Gay, Bisexual or Transgender) carers, BME (Black or Minority Ethnic) carers. This strategy recognises that different carers may require a different type of support and may need to be engaged in a variety of ways. The strategy will, therefore, aim to be flexible to carers varying needs and differences, as well as ensuring that all carers have equal access to the services and support outlined within this strategy (particularly consideration will be given to those carers who may face an additional barrier to accessing these services).

What we know about carers in Barnsley

Anyone can become a carer at any time and because of this, we do not know the full extent of carers in our borough. This information can be difficult to find because many people do not see themselves as a carer or label themselves as one in any data we collect. There is currently no central registration or support centre in Barnsley therefore we have to rely on a number of other measures to get a picture of who our carers are and the impact they have on health and social care in the borough.



We all have a responsibility to support carers but we know that carers can find it difficult to access the support and advice they need. People like GP's, Social Workers and Pharmacists play an important role in ensuring carers are identified and connected to support services. The Care Act 2014 says that Local Authorities and Health bodies must work together to identify carers.¹

¹Department of Health Care and support statutory guidance, Paragraph 2.35 <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

What have we achieved?

Our Carers and Friends group have worked hard alongside our partners and providers to support carers in many different ways and the small grants fund has enabled people to work together to find solutions.



Our objectives 2013-2016:	Some examples of how we achieved these:
Improved Services Develop and implement processes for early identification, referral, assessment and support.	A pilot programme to help identify carers in GP surgeries by Healthwatch. Delivery of carer Information Support Programme (CRISP) by Alzheimer's.
Enable carers to co-produce and co-deliver solutions to the delivery of services.	Carers were involved in commissioning process for new home care contracts with Barnsley Council. Carers testing of Barnsley Council on-line assessments for social care.
Develop opportunities for support outside caring roles and for carers to be treated as individuals in their own right.	Engaging, learning and creative activities programme with young carers at Barnardo's by QDOS creates. Programme of support for carers of terminally ill through Barnsley Hospice.
Access to advice on financial management and support to employment.	Drop-in carer specific sessions delivered by Citizen's Advice Bureau. Parent support programme for children with Autism and Asperger's.
Promoted health and wellbeing of carers including emotional and physical wellbeing.	Promoted informal support for carers via carers' newsletter. Supported a healthy lifestyles programme at 360 Engagement. Provided health and wellbeing through carers support programmes at Barnsley Beacon.



Understanding what more we could do

Whilst we know that what we have accomplished has made a big difference, there is still more that can be done to achieve our goals set out to support our carers in Barnsley.

Over the latter part of 2016 and into early 2017 we asked carers, partners and providers to work with us to identify the focus of our strategy for the next three years.

These included:

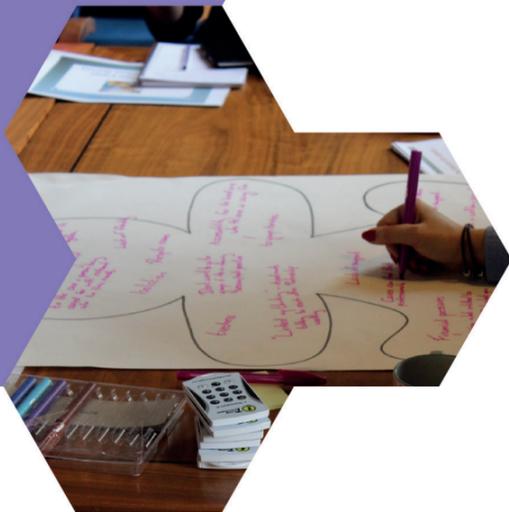
- Carers and Friends Group
- Carers at Carers week and Carers Right Day 2016
- Carers via Providers, social media and electronic newsletter
- 360 Engagement
- Age UK
- Alzheimer's
- BIADS
- BMBC Commissioners
- Barnsley Advocacy service
- Barnsley Beacon
- Barnsley council cabinet spokesperson for communities
- CCG
- Healthwatch
- Making Space
- NHS GP Liaison Service
- Parkinson's UK
- Public health
- Recovery college (SWYFT)
- Royal Voluntary Service
- South Yorkshire Eating Disorders Association (SYEDA)
- South Yorkshire Housing Association
- Together for Mental Health



Together we identified the gaps that still exist in the support for carers

- Lack of information and communication, on-line, in person and on paper.
- Support; financial, emotional, practical and psychological.
- Support to maintain employment.
- Developing IT skills.
- Relationships with GP's.
- Being recognised and listened to as a carer by professionals.
- Isolation.
- Support to maintain independence and respite provision.
- Supporting young carers in their transition to adults.
- Greater recognition for kinship carers.
- Support with hospital visits for carers.
- Better awareness across the community.
- Fragmented services for carers.

Our strategy is based on valuing the role carers play by ensuring they are supported.



Our aims for carers

We have based our aims on three outcomes we want for all carers.

Informed and empowered

- Access to good quality information and advice. To not be disadvantaged by the role of carer.
- Knowledge and understanding of the services and policies that support carers in their role and the ability to influence and contribute to these.
- Education and training to support all members of our communities to raise awareness and value the role of carers.

Individually resilient

- Support and improve the physical and emotional health and wellbeing of all carers.
- Enable carers to continue to lead and enjoy their own life through work and play.
- Ensure carers remain safe within their role and free from harassment in the wider community.
- Enable carers to participate fully in their community and increase social connections.

Providers of good quality care

- Ensure carers have the knowledge and skills necessary to support those they care for.
- Improve recognition of carers and their contribution to health and wellbeing of those they care for.
- Work with health care providers to ensure that carers are valued and can be seen as part of health care process.



Achieving our aims

To achieve our aims we will need to focus our future efforts on:

- **Carers being placed at the heart of the health and wellbeing strategy including the planning.**
- **Working together to create solutions that we can all contribute to and will work for everyone.**
- **Making the best use of the resources we have available through commissioning and funding, which not only responds to needs but enables sustainable solutions.**



Carers at the heart of health and wellbeing

Maintaining the health and wellbeing of everyone is a high priority for Barnsley.

We have already acknowledged the role carers have in this, not only regarding the economic value they add to social care, but also the massive contribution carers make in supporting the most vulnerable to remain healthy and independent. There are many factors in our approach to maintaining health and wellbeing and as we develop these we will need to consider:

- **What do carers contribute to this?**
- **How does this affect carers?**
- **How can we support any additional needs this creates for carers?**



Working together to create solutions

Our strategy planning workshop informed us how we would need to focus our attention to support carers and offered some potential solutions. Based on our aims we identified the following outline actions for our future strategy action plan.



	Aim:	Outline actions:
Informed and empowered	To improve access to good quality information and advice ensuring carers are not disadvantaged.	To develop Information Hubs and availability of helplines To support carers to develop their digital skills To develop networking opportunities for young carers through social media
	To improve the knowledge and understanding of the services and associated policies that support carers. Carers to be more involved in the development and review of these.	Improve communications between health and social care services, carer engagement and provider feedback. Co-produced services and commissioning.
	Education and training to support all members of our communities to raise awareness and value the role of carers.	Work with schools, Voluntary community and social enterprise sector, faith groups and businesses to raise awareness of carers and help identify hidden carers.





Individually resilient	Enable carers to continue to lead fulfilling lives.	<p>Improve access to respite care.</p> <p>Check and challenge how carer friendly the major employers in Barnsley are</p> <p>Develop more activities for young carers</p>
	Ensure carers remain safe within their role and free from harassment in the wider community.	<p>Develop and improve access to safeguarding awareness for carers</p> <p>Develop Peer Support for Carers</p>
	Enable carers to participate fully in their community and increase social connections.	<p>Work with Area Councils to develop awareness of carers.</p> <p>Develop 'spot' (ad hoc) support for carers to enable short breaks</p> <p>Develop more befriending and volunteer schemes for carers</p> <p>Work with Universal Services such as Libraries to develop the offer for carers</p>
	Ensure carers have the knowledge and skills necessary to support those who are in their care.	<p>Deliver Carer support programmes such as CRISP (Carers Resource, Information and Support Programme)</p> <p>Provide First aid training and post-care support.libraries.</p>
Providers of good quality care	Improve recognition of carers contribution to health and wellbeing of those who are in their care.	<p>Continue to develop the carer registration scheme with the potential to link this to the carers card (an emergency respite care card)</p> <p>Utilise social media to raise awareness of the role and contribution of carers and campaigning where we see disadvantage.</p>
	Work with health care providers to ensure that carers are valued and are seen as part of the health care process.	<p>Work in partnership with health care providers in reviewing the approach to carers in terms of policies and practice.</p>



Making the best use of resources

As part of our strategy planning, we are committed to making sure that any available resources are put to best use. To achieve this, we will need to consider all resources to help achieve the outcomes we have identified; this could include some or all of the following over time.



The next steps in taking our strategy forward

Establish the carers' strategy steering group to build an action plan to show how we can meet the aims we have identified in our strategy, and regularly check the progress on this over the next three years.	April 2017 - March 2020
Build and develop a business case for the options available to provide a comprehensive solution to meet the outcomes we have identified.	Spring - Autumn 2017
Continue to work with all stakeholders to deliver the strategy and report into the Health & Wellbeing Board on progress.	



For more information about this strategy
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