

"Supporting Carers in Hillingdon"

Strategy 2018 - 2021



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Appendix A Carers Strategy Delivery Plan 2018-21

1. Foreword

This Carers Strategy 2018-21 takes forward the excellent work that has been delivered for Carers in Hillingdon over the last three years. Key successes have included:

Improved engagement with Carers including introducing local Carer Forums and more regular feedback mechanisms.

A Carers Recognition Scheme where Carers are acknowledged for their commitment and support.

Closer working between Adult Social Care and Hillingdon Carers Partnership by joint training and improved Carer assessment processes.

The ***contract for Carers Support Services*** was also awarded to the Hillingdon Carers Partnership in September 2016 and has delivered excellent work so far, including securing over £400k of additional funding to end March 2018.

The strategy reflects the intentions of the Health and Wellbeing Strategy, which acknowledges the vital role of all Carers and the support they provide.

Many Carers don't see themselves as Carers. It takes Carers an average of two years to acknowledge their role as a Carerⁱ. It can be difficult for Carers to see their caring role as separate from the relationship they have with the person for whom they care, whether that relationship is as a parent, a son or daughter, or a friend.

It's likely that every one of us will have caring responsibilities at some time in our lives with the challenges faced by Carers taking many forms. Many Carers juggle their caring responsibilities with work, study and other family commitments. Some, in particular younger Carers, are not known to be Carers. They don't tell relatives, friends or health and care professionals about their responsibilities because of fear of separation, guilt, pride or other reasons.

This means that the sort of roles and responsibilities that Carers have to provide varies hugely. They can range from help with everyday tasks such as getting out of bed and personal care such as bathing, to emotional support such as helping someone cope with the symptoms of a mental illness.

We want to enable our residents to recognise and identify their role as a Carer so they know where to access the right support.

This Strategy supports the principles of the national integrated approach to identifying and assessing Carer health and wellbeing and our work programme for the next three years is based upon them:

Principle 1 – We will support the identification, recognition and registration of Carers in primary care.

Principle 2 - Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.

Principle 3 - Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.

Principle 4 – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.

Principle 5 - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.

Principle 6 - Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.

Principle 7 - The support needs of Carers who are more vulnerable or at key transition points will be identified early.

We extend our thanks and admiration to all our Carers, those who are known to us and those that aren't. We are confident that through this Carers Strategy we will continue to bring improvements to the health and wellbeing of all Carers living and caring in the London Borough of Hillingdon.



Cllr Philip Corthorne
Cabinet Member
Social Services, Health
and Housing



Cllr Becky Haggart
Carers Champion 2015-18



Dr Ian Goodman
Chair Hillingdon CCG

2. Executive summary

According to Census 2011 there are over 25,000 Carers in Hillingdon who provide unpaid support. Their contribution to the health and wellbeing of those they care for is significant. Carers say that supporting someone to live an independent life at home, in the community they know, can be very rewarding. However the cost to carers themselves can be considerable in terms of their own health, financial situation, employment position and independence.

This Carers Strategy sets out the Council and HCCG's joint vision for Carers of people within the London Borough of Hillingdon and supports the principles of the national integrated approach to identifying and assessing Carer health and wellbeing as outlined in the Foreword.

A programme of work is in place to deliver against these principles which has been devised by partners across the health and care system and consulted on with Carers.

The delivery of this work will be monitored by the Carers Strategy Group with regular updates to the Health and Wellbeing Board and an annual report to Council Cabinet and the Hillingdon Clinical Commissioning Group (CCG) Governing Body.

The work programme is intentionally high level, focussing on what we can achieve with our partners, making the best use of limited resources.

We will have a particular focus on:

- How we can better support our Young Carers;
- How we can improve our Carers' experience of Primary Care; and
- How we work to raise awareness of the caring role in the workplace

3. Vision and Strategic Framework

Vision

The Carers Strategy 2018-21 supports the work of Hillingdon's Joint Health and Wellbeing Strategy that unifies and aligns local health partners to delivering the national, regional and local health agenda.

Our vision for Carers is that the 7 principles to identifying and assessing Carer health and wellbeing are embedded across Hillingdon's Health and Care System, to deliver a consistent approach to supporting Carers in the borough in order to:

- Maintain the independence and physical and mental health of Carers and their families.
- Empower and support Carers to manage their caring roles and have a life outside of caring.
- Ensure that Carers receive the right support, at the right time, in the right place.
- Respect Carers' decisions about how much care they will provide and respect Carers' decisions about not providing care at all.

Strategic Framework

In 2015, the NHS Five Year Forward View articulated a major shift in policy towards place based systems of care through Sustainability and Transformation Partnerships. The approach envisions health and care organisations taking joint responsibility for the health of an entire population, within a particular geographic area. The new approach requires organisations to be more strategic and to work to local systems of care.

Hillingdon is a member of the North West London (NWL) Sustainability and Transformation Partnership and commits to the shared aims of improving health and wellbeing, the quality of treatment and care and the sustainability of our health and care system. This Carers Strategy supports Delivery Area 2 of Hillingdon's local Sustainability and Transformation Plan.

The Better Care Fund (BCF) was launched in 2015 and aims to transform local health and social care services so that they work together to provide better joined up care and support through CCG's and local authorities agreeing joint plans and

agreeing to pool elements of their budgets. This Carer Strategy supports the BCF Workstream 2, 'An integrated approach to supporting Carers'.

Hillingdon's Health and Wellbeing Board have noted the development of a Carers' Memorandum of Understanding based on the seven principles that form the basis on which this strategy is framed.

4. Carers - definitions and key facts

A Carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health issue or an addiction cannot cope without their support.

Young Carers are children and young people between the ages of 5 and 18 who provide or intend to provide care, assistance or support to another family member who is disabled, physically or mentally ill, or has a substance misuse problem. They carry out, often on a regular basis, significant or substantial caring tasks, taking on a level of responsibility that is inappropriate to their age or development (Social Care Institute for Excellence (2005)).

Anyone can become a Carer; Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son, or best friend and just getting on with it.

Carers Trust

Hillingdon - Carers are people who provide care and support to vulnerable relatives or friends for no financial payment and should not be confused with care workers, who are paid for the work they do.

Census 2011

The 2011 census shows that there were at least 25,702 Carers in Hillingdon; in fact, this figure was, and is probably much higher when taking into consideration the fact that some people who are providing care to their partner or other relatives do not identify themselves as Carers. These 'hidden Carers' may not be accessing the support and advice that is available to them.

The table below provides a breakdown of the age of Carers as identified by the 2011 census.

Age Breakdown of Carers in Hillingdon	
Carer Age Group	Number
0 - 24	2,450
25 - 64	18,609
65 +	4,643
TOTAL	25,702

The census showed that 11,158 (43%) Carers were male and of these 2,264 (20.3%) were aged 65 and over. This compares to 14,544 (57%) Carers who were female, 2,379 (16.4%) of which were aged 65 and over.

Projections and Older Carers

Projections from the Projecting Older People Population Information System (POPPI) suggest that the number of Carers over 65 is likely to increase by 19% to 5,703 by 2020 from the 2011 position. The census also showed that approximately 10% of Carers were aged under 25, which emphasises the continuing importance of supporting Carers of all ages.

The census also showed that 36% of the Carers aged 65 and above were providing 50 hours a week or more unpaid care and of those 17% identified themselves as having bad or very bad health.

Carers known to us

At the end of 2016/17 there were 5,769 active Adult Carers registered with the Hillingdon Carers' Partnership, which represents nearly 23% of total Carer population in Hillingdon based on 2011 Census data. During 2016-17 there were 750 new adult referrals. At the end of 2016/17 there were also 690 Young Carers, e.g. Carers aged under 18, registered with the Partnership and of these 254 were new referrals during 2016-17.

Carers for those with a learning disability

According to estimates within the Institute of Public Care's 2009 *Estimating the prevalence of severe learning disability in adults - working paper 1*, there should currently be approximately 400 people living with parents and this should rise to approximately 440 in 2020. Of the 220 people with learning disabilities currently being supported by the Council who live with parents or other relatives who are identified as their main Carers, 77 of these Carers are aged 65 and over and of these 11 are aged 75 and over. This illustrates both the importance of supporting older Carers and the need to plan for a time when they will be unable to continue their caring role because of the effects of old age.

Carers Assessments

During 2016/17 517 Carers' assessments were undertaken and 309 Carers were offered respite or another Carers' service by the Council. This figure does not include those who received a service from the voluntary sector.

Carers Survey 2016-17

The *Carer reported quality of life measure* from the Adult Social Care Outcomes Framework was 7.4 out of 12 for Hillingdon compared to 7.4 for London.

41.7% Carers stated that they were extremely or very satisfied with social services compared to 34.4% for the rest of London.

Carers said:

- I have some control over my daily life but not enough
 - 58.4% in Hillingdon compared to 59.3% in London
- I have as much control over my daily life as I want
 - 21.0% in Hillingdon compared to 23.6% in London
- I always felt involved or consulted in discussions about the support or services provided to the person I care for
 - 28.9% in Hillingdon compared to 24.6% in London
- I usually felt involved or consulted in discussions about the support or services provided to the person I care for
 - 25.6% in Hillingdon compared to 20.5% in London

43.0% found it very easy or fairly easy to find information and advice about support, services or benefits compared to 39.5% for the rest of London

National (from Carers UK)

1 in 8 adults (around 6.5 million people) are carers

- By 2037, it's anticipated that the number of carers will increase to 9 million.
- Every day another 6,000 people take on a caring responsibility – that equals over 2 million people each year.
- 58% of carers are women and 42% are men.
- Over 1 million people care for more than one person.

Carers save the economy £132 billion per year, an average of £19,336 per carer

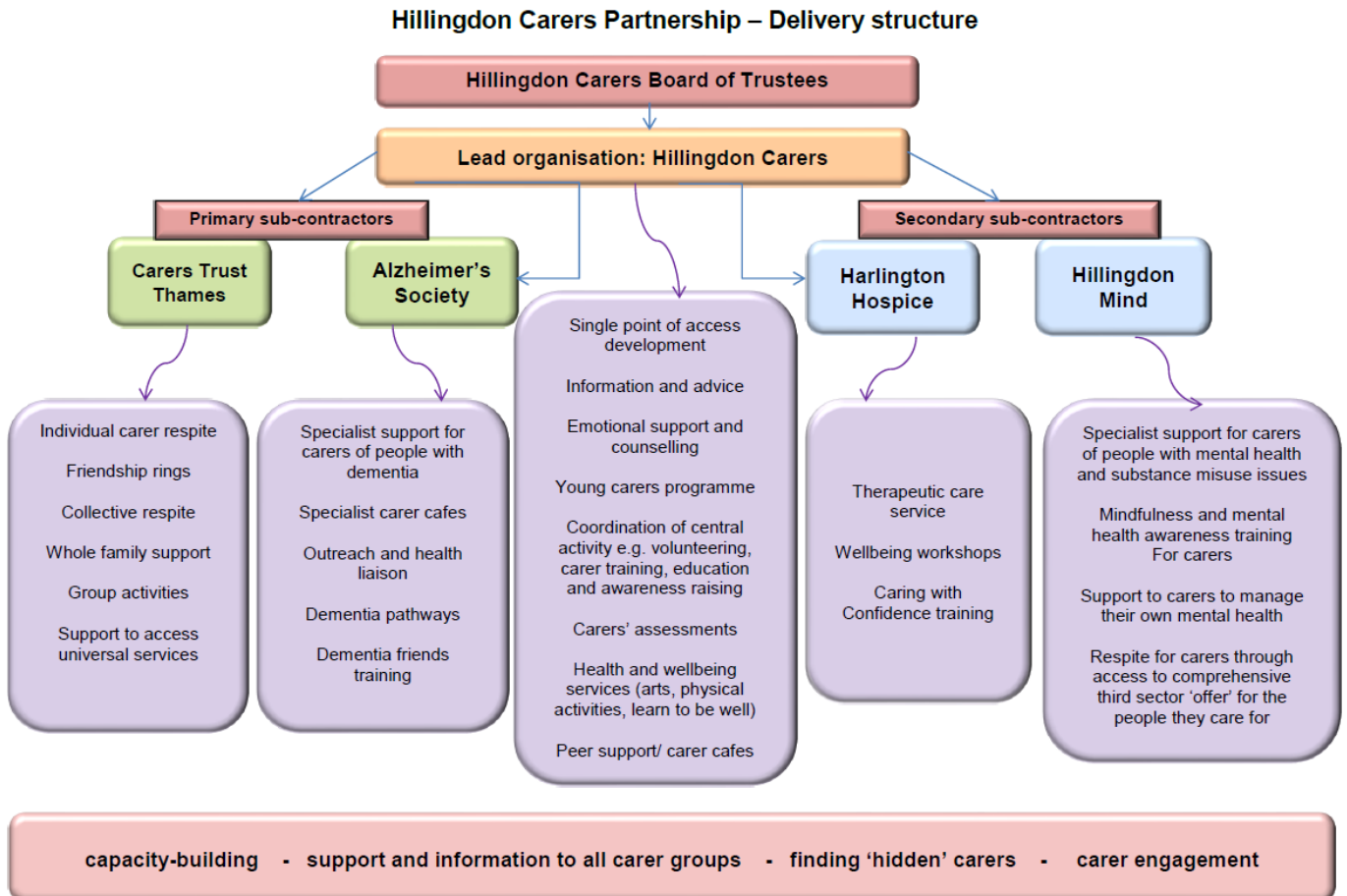
- Over 3 million people juggle care with work, however the significant demands of caring mean that 1 in 5 carers are forced to give up work altogether.
- Carer's Allowance is the main carer's benefit and is £62.10 for a minimum of 35 hours, equivalent to £1.77 per hour – far short of the national minimum wage of £6.70 per hour.

People providing high levels of care are twice as likely to be permanently sick or disabled

- 625,000 people suffer mental and physical ill health as a direct consequence of the stress and physical demands of caring.
- Over 1.3 million people provide over 50 hours of care per week.

5. Services for Carers in Hillingdon

The diagram below shows the variety and breadth of services provided for Carers in Hillingdon by the Hillingdon Carers Partnership.



6. Consultation and Engagement

Consultation and engagement with service users is a key driver in Hillingdon Council for continuous improvement; ensuring services meet service users' needs, wishes and aspirations. To achieve this we will maintain a Carer Engagement Framework that seeks to encourage and empower carers to participate and be involved in the development and improvement of the services that support them in their caring role.

Given the nature of the caring role, we understand that many carers will find it challenging to commit time to participate in meetings and forums. To ensure a wide and diverse range of carers are able to be involved, the Carer Engagement Framework will provide a menu of engagement opportunities that include but are not limited to:

- **The Carers' Forum:**

The purpose of the Carers' Forum is to seek understanding and raise awareness of the needs of unpaid carers across Hillingdon. The forum will be open to all unpaid carers in Hillingdon to provide a regular opportunity for consultation and discussion about emerging issues relevant to all carers. Feedback from the forum will inform the carers strategy and emergent service-delivery, at the same time providing carers with up to date information to assist them in their caring role.

There is commitment from the council to deliver the forum twice a year in partnership with carers, the Hillingdon Carers Partnership and other relevant agencies.

- **The Carer Advisory Group (previously the Carers' Forum Steering Group):**

The advisory group will consist of carers who will work with Hillingdon council, Clinical Commissioning Group, Hillingdon Carers Partnership and other appropriate agencies. The group will support the delivery of the Carers' Forum and the Carers' Strategy by ensuring the voice of carers is integral to service planning and delivery.

Representation will be sought from unpaid carers in Hillingdon who cover a diverse range of caring situations. This will include representation from the following caring groups:

- Parkinson's
- Stroke/brain injuries
- Learning Disabilities
- Physical Disabilities
- Mental health
- Dementia
- Parent Carers - children and adults

(This is not an exhaustive list)

- **Surveys**

There is a statutory duty on local authorities to capture the views of adult carers via the National Carers Survey which is conducted every two years. The Personal Social Services Survey of Adult Carers in England (SACE) asks questions about quality of life and the impact that the services they receive have on their quality of life. It also collects information about self-reported general health and well-being.

We may conduct additional non-statutory surveys to capture views about services as appropriate.

- **Focus groups**

It may be appropriate at times to invite small groups of carers to meet with us to help us review a specific service or issue. For example, satisfaction with carers assessments.

- **Online platforms:**

Not everyone will have the capacity or the desire to take part in meetings and events. For this reason making best use of online platforms will enable a wider range of carers views to be captured in a way that is convenient to them. Using the website and social media platforms is an effective way of conducting surveys and capturing general views particularly from young carers and young families.

Engagement activities will be continuously reviewed to ensure they are effective and meet the needs of carers.

ⁱ NHS Choices. (2014) *Understanding Carers (online)*