

**An integrated approach to
identifying and assessing
Carer health and wellbeing
in Hillingdon**

**MEMORANDUM OF
UNDERSTANDING**

1. Introduction

1.1 This Memorandum of Understanding (MOU) sets a commitment by Hillingdon's health and care system to an integrated approach to the identification and assessment of the health and wellbeing needs of Carers across the borough. The Partners to this MoU are:

- a. The London Borough of Hillingdon (**LBH**); and
- b. The following commissioners and providers of NHS-funded care:
 - Hillingdon Clinical Commissioning Group (**HCCG**)
 - The Hillingdon Hospitals NHS Foundation Trust (**THH**)
 - Central and North West London NHS Foundation Trust (**CNWL**)
 - Hillingdon GP Confederation
 - H4All
- c. The Hillingdon Carers Partnership (**HCP**)

1.2 This MoU applies to people aged 18 and over who are caring for another adult and who are not being paid to care or doing so as part of a programme of voluntary work. These are also known as '*Adult Carers*'. The MoU also applies to people aged under 18 who are caring for another person and these are known as '*Young Carers*'.

1.3 This MoU represents a commitment by the Partners across the health and care system to '*thinking Carer*'.

2. Our vision for Carers

2.1 We want Hillingdon to be a place where Carers are recognised, supported and valued, both in their caring role and as individuals.

3. Working together to support Carers

3.1 The Partners agree to co-operate with each other, to promote the wellbeing of individual Carers and to adopt a whole family approach in their work to support local Carers of all ages, in order to:

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

- 3.2 The Partners commit to being transparent with Carers about what Hillingdon health and care system cannot do so as not to raise expectations beyond what can realistically be delivered.

4. Key principles

- 4.1 The integrated approach to identifying, assessing and supporting Carers' health and wellbeing needs rests on a number of supporting principles. The Partners to this MoU agree that:
- a) **Principle 1** – We will support the identification, recognition and registration of Carers in primary care.
 - b) **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.
 - c) **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.
 - d) **Principle 4** – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.
 - e) **Principle 5** - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.
 - f) **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.
 - g) **Principle 7** - The support needs of Carers who are more vulnerable or at key transition points will be identified early.

5. Translating the MoU into action

- 5.1 This MoU and the principles shown in paragraph above will form the basis of our local Carers' Strategy and will inform commissioning plans deriving from it in order to support Carers in Hillingdon.
- 5.2 An action plan will be developed setting out the key tasks required to deliver on the seven principles set out in section 5 above. Regular performance reports will be provided to the Health and Wellbeing Board and HCCG's Governing Body which will make senior leaders across Hillingdon's health and care system aware of progress as well as identifying any blockages to the delivery of the agreed improvements required to support Carers.

6. Review

- 6.1 This MoU and supporting action plan will be reviewed on an annual basis.

9. SIGNATORIES TO THE MoU

1. Signed on behalf of the Council	
By:	
Position:	
Date:	
2. Signed on behalf of HCCG	
By:	
Position:	
Date:	
3. Signed on behalf of the THH	
By:	
Position:	
Date:	
4. Signed on behalf of the CNWL	
By:	
Position:	
Date:	
5. Signed on behalf of the GP Confederation	
By:	
Position:	
Date:	
6. Signed on behalf of the H4All	
By:	
Position:	
Date:	
7. Signed on behalf of the HCP	
By:	
Position:	
Date:	