

**AGENDA ITEM NO 9****TRUST BOARD MEETING
10 July 2008**

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| REPORT OF: | Director of Strategic Commissioning |
| DATE OF PAPER: | 10th July 2008 |
| SUBJECT: | Salford Carers Strategy |
| IN CASE OF QUERY, PLEASE CONTACT | Mr Alan Campbell 0161 212 4840 |
| <p>PURPOSE OF PAPER:</p> <p>This report presents the Salford Carers Strategy for 2008 - 2011. The Strategy replaces the existing Strategy which was produced in 1998 and which was endorsed by the City Council, The Health Authority and Salford Royal Hospitals NHS Trust. This strategy is being taken for approval at the Cabinet and PCT Board and it sets out the direction required in the next three years to respond to national guidance and to local needs.</p> <p>This strategy concentrates particularly on the needs of adult carers that are those adults providing care for other adults and those parents providing care for children with disabilities.</p> | |

IN Salford

Salford Carers Strategy 2008-2011

1 Executive Summary

This report presents the Salford Carers Strategy for 2008 - 2011. The Strategy replaces the existing Strategy which was produced in 1998 and which was endorsed by the City Council, The Health Authority and Salford Royal Hospitals NHS Trust. This strategy is being taken for approval at the Cabinet and PCT Board and it sets out the direction required in the next three years to respond to national guidance and to local needs.

2 Introduction and Background

- 2.1 Since the last Carers Strategy was produced in Salford in 1998, carers issues have received more prominence nationally. The development of a National Carers Strategy in 1999 was quickly followed by new legislation for carers in 2000 and 2004. Local Authorities were also allocated funding to enable carers to have a break by enabling respite care and offering opportunities for leisure and other breaks. Recently the Government announced the New Deal for Carers which will see an update to the National Carers Strategy, as well as the development of a dedicated help line and new arrangements for emergency respite care. A recent report by Carers UK estimated that carers save the UK economy £87 billion every year. When you consider that the estimated budget of the National Health Service is £82 billion, this clearly highlights the contribution carers make in supporting some of the most vulnerable people in our society. In Salford, it was considered that in light of these developments the time was right to revise the Carers Strategy to outline how it is intended to support carers over the next three years.
- 2.2 Carers have a vital role in the way in which social and health care services in Salford are developed and it is extremely fortunate that there is regular dialogue with carers. The Partnership Boards for Older People, Independent Living, Mental Health and Learning Difficulties all have a number of Carer Representatives who ensure that their experiences as carers shape the way services are developed, commissioned and delivered. Carers are also involved in the PCT Patient's Panel and have also been involved in working groups to oversee new developments such as the Mental Capacity Act, Individual Budgets and the Local Involvement Networks. In addition, Salford has a long established Carers Forum who contribute their views and opinions on health and social care services with a view to making services better for carers. A key achievement of the Carers Forum was the development of the Salford Carers Centre which will celebrate its 10th anniversary in 2009. The level of carer involvement in Salford is vital to support carers and the people they care for effectively.
- 2.3 Through this regular dialogue the Local Authority and PCT are constantly encouraged not only by the commitment of carers towards the people they care for but also their commitment to work constructively alongside service providers from the statutory and voluntary sector. As part of the consultation for the strategy a timeline has been produced detailing some of the developments and achievements in carer's services in Salford since the production of the last strategy. This timeline is now on display in the reception of Crompton House and is a testimony to all of the hard work that has resulted from the partnership working between carers and services. However, there is still much to be done and the Salford Carers Strategy 2008-2011 will provide a framework to enable us to build on these achievements so that we can continue to work with carers, to support carers in the best way we can.

3 Strategy and Action Plan

- 3.1 This strategy and action plan sets out a vision for carers services for the next three years and identifies how these targets can begin to be met. The Carers Strategy Monitoring Board will oversee the implementation of the strategy and the Principal Officer (User Carer Issues) in the Community Health and Social Care Directorate of Salford City Council will take responsibility for ongoing co-ordination of the strategy.
- 3.2 The Monitoring Board will also ensure that the action plan is an evolving document and that plans to support carers are developing in response to local and national needs, strategy and policy. By working closely in partnership with carers and carers organisations we are confident that the Monitoring Board will represent precisely the robust structure required to ensure that all partners are caring for carers in Salford.

4 Recommendations

- 4.1 The Trust Board is asked to approve the Carers Strategy and support the implementation of the Action Plan.

Alan Campbell
Director of Strategic Commissioning

Salford Carers Strategy 2008- 2011

IN Salford

Foreword

By Anne Williams (Strategic Director, Salford Community Health and Social Care Directorate) and Mike Burrows (Chief Executive, Salford Primary Care Trust)

Since the last Carers Strategy was produced in Salford in 1998, carers issues have received more prominence nationally. The development of a National Carers Strategy in 1999 was quickly followed by new legislation for carers in 2000 and 2004. Local Authorities were also allocated funding to enable carers to have a break. Recently the Government announced the New Deal for Carers which will see an update to the National Carers Strategy, as well as the development of a dedicated help line and new arrangements for emergency respite care. A recent report by Carers UK estimated that carers save the UK economy £87 billion every year. When you consider that the estimated budget of the National Health Service is £82 billion, this clearly highlights the contribution carers make in supporting some of the most vulnerable people in our society. In Salford, we felt that in light of these developments the time was right to revise our carers strategy to outline how we intend to support carers over the next three years.

Carers have a vital role in the way in which we develop social and health care services in Salford and we are extremely fortunate to have regular dialogue with carers. Our Partnership Boards for Older People, Independent Living, Mental Health and Learning Difficulties all have a number of carer representatives who ensure that their experiences as carers shape the way we develop, commission and deliver services. Carers are also involved in the Primary Care Trusts Patient's Panel and have also been involved in working groups to oversee new developments such as the Mental Capacity Act, Individual Budgets and the Local Involvement Networks. In addition, Salford has a long established Carers Forum who contribute their views and opinions on health and social care services with a view to making services better for carers. A key achievement of the Carers Forum was the development of the Salford Carers Centre which will celebrate its 10th anniversary in 2009. The level of carer involvement that we have in Salford is vital if we are to support carers and the people they care for effectively.

Through this regular dialogue we are constantly encouraged not only by the commitment of carers towards the people they care for but also their commitment to work constructively alongside service providers from the statutory and voluntary sector. As part of the consultation for the strategy we produced a timeline detailing some of the developments and achievements in carers services in Salford since the production of the last strategy. This timeline is now on display in the reception of Crompton House and is a testimony to all of the hard work that has resulted from the partnership working between carers and services. However, there is still much to be done and the Salford Carers Strategy 2008-2011 will provide a framework to enable us to build on these achievements so that we can continue to work with carers, to support carers in the best way we can.

[signatures]

1. Caring for Carers IN Salford

Introduction

“A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability”¹

In 1998 Salford Carers Forum launched a plan for developing services for carers in the city². The plan was endorsed by Salford City Council, Salford Community Health Council and Salford Royal Hospital NHS Trust and has provided a framework for investment in services to meet carers needs, with carers and agency partners working along side each other. The strategy identified 8 key principles that carers had identified as important and described a set of actions that were necessary to put the principles into practice. The diagram in Appendix A describes the 8 key principles.

There have been a significant number of developments in services for carers since 1998 including the opening of a Princes Royal Trust for Carers Centre in Salford, production of a regular carers newsletter, specialist carers social workers providing a range of assessment and support services, including liaison with primary care services, acute hospital services and support for carers of people with mental health needs in the community. In addition carers have a seat at the Partnership Boards established in Salford for learning disabilities, mental health, older people and independent living. Currently Salford commissions over £1 million of specialist services for carers from a range of providers including Age Concern, Manchester Jewish Federation, Making Space, Crossroads, ASGMA and the Princess Royal Trust Carers Centre. Appendix B contains a timeline showing progress in Salford since 1998.

Although considerable progress has been made during the last 10 years to recognise and respond to the needs of carers in Salford, carers say that there is still much more that needs to happen to improve their quality of life and that of those they care for. Therefore, it was felt the time was right to revisit the Salford Carers Strategy to refresh the action plan and to set targets for the next three years, 2008-11. The action plan which has been developed in partnership with carers reflects their current and future priorities, is built on previous proven success in developing services carers value and addresses the gaps that exist and that put additional pressures on carers.

This strategy concentrates particularly on the needs of adult carers, that is those adults providing care for other adults and those parents providing care for children with disabilities. A multi-agency Young Carers steering group has been established which is overseeing the strategic direction and delivery of young carers services in Salford. This Steering Group will link in with the newly established Carers Strategy Monitoring group as required and where necessary incorporate actions into the action plan.

¹ Definition adopted by Salford Carers Centre

² Salford Carers Strategy 1998

2. Developments in National Policy and Drivers for Change

Nationally carers issues have received more prominence in the last 10 years culminating in the introduction of **The Carers (Equal Opportunities) Act** in 2004³ which placed a duty on local authorities to ensure that all carers know that they are entitled to an assessment of their needs which takes into account their outside interests including work, study and leisure. The act also promotes greater collaboration between local councils and their health partners in order to ensure an emphasis on the overall health and well-being of carers.

Traditionally support for carers has been seen as a key responsibility for social care agencies with support from the NHS with the result that many of the wider needs of carers have often been neglected. The Carers (Equal Opportunities) Act seeks to redress this balance by stressing that assessments of carers needs should be more holistic. However responding to these wider needs will only be successful if the whole local authority and its health partners recognise the need to commission services to promote the health and wellbeing of carers and those they care for. As the Commission for Social Care Inspection (CSCI) identified in its report on the State of Social Care 2005-6, there are considerable problems in making this happen;

There are major tensions for councils in their policies to support carers. They are charged with improving efficiency and targeting resources effectively and are consequently restricting eligibility to services. But at the same time they are looking to support carers, recognising the risk that without support many carers own health and well-being may suffer and they too will need help in their own right. The danger, as ever, is that carers are only seen as a “resource” and some carers continue to be socially excluded and barred from opportunities others would expect. ⁴

In order to address some of these tensions Salford is endeavouring to keep its eligibility criteria at a level that still enables support to be offered at a lower level of need as this is essential in enabling people to remain as independent as possible and also supports carers.

Whilst there are challenges for partners in developing a more holistic approach to meeting the needs of carers, there are also opportunities to be grasped. The White Paper on adult social care and community health services, Our Health, Our Care, Our Say introduced a New Deal for Carers which included updating the national strategy for carers, developing a dedicated help line, new arrangements for emergency respite care and specific funding for an Expert Carers Programme ⁵

As CSCI comments, government policy on carers is multifaceted;

It is not only concerned with supporting the contribution which carers make in helping people to live independently, but also addresses the human rights of carers; the economic need to sustain carers in the workforce or return to it; the health of carers; the potential contribution of former carers to their communities and the social inclusion of carers ⁶

Thus, in developing effective strategies, a wider range of partners, beyond social care, need to respond to the needs of carers with the aim of enabling carers to continue to live fulfilled lives, not withstanding their caring responsibilities.

³ Carers (Equal Opportunities) Act, The Stationery Office July 2004 Carers (Equal Opportunities) Act, The Stationery Office July 2004

⁴ The State of Social Care 05-06, CSCI, January 2007 The State of Social Care 05-06, CSCI, January 2007

⁵ Our Health, Our Care, Our Say: a new direction for community services, DH, 2006

⁶ The State of Social Care 05-06, CSCI, 2007

Making a reality of the aspirations of carers is only likely if local partners have developed a joint strategic plan for responding to carers needs, which is then reflected in robust joint commissioning plans which are developed and monitored in conjunction with carers and their representative organisations.

In refreshing Salford's Carers Strategy, partners adopted an approach which focused on delivering the outcomes which carers have said are important and have developed an action plan to reflect these which can then provide a basis for monitoring progress. This approach is explained in section 5 of the report. Within the body of this report there are also examples of work with carers in Salford which has informed the development of the action plan.

First, section 3 explores information currently available about the population of carers in Salford.

3. Who Cares in Salford?

In planning services to meet the needs of carers it is important to develop as detailed a picture as possible about the numbers, distribution and profile of carers in the city. Whilst one of the main sources of data remains the 2001 Census information, this has been supplemented by information which is held on the Council’s data base CareFirst. Understanding what is already known about the profile of carers in Salford will help in identifying where more work is necessary to fill existing gaps. The key facts about carers are summarised in this section together with some diagrams. Additional data extracted from CareFirst is contained within Appendix C.

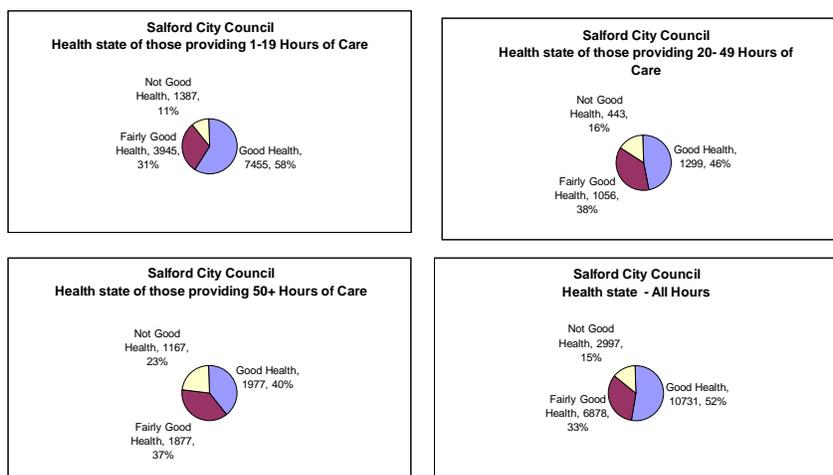
2001 Census Data

The national census data indicates that more than 6 million people regard themselves as carers and of these, one in four people who care for an adult also has dependent children.⁷ In Salford 13% of people aged 16 to 74 identified that they provided unpaid care, a total of 20,606 people. This percentage is in line with the average for England.

Of the 20,606 carers in Salford in 2001, 62% provided 1-19 hours of care a week, a further 14% provided 20-49 hours of care per week and 24% provided 50+ hours of care a week.

Research has demonstrated that carers often experience additional health problems as a result of their caring duties. Figure 1 illustrates the relationship between the amount of care undertaken and carers’ assessment of their health status. Of those providing 1-19 hours of care a week 11% described their health as ‘Not Good’. For carers providing 50+ hours of care this is more than double, with 23% reporting their health as ‘Not Good’.

Figure 1



⁷ Maher, J, and Green, H (2002) *Carers 2000*. London, Stationery Office

[Understanding the distribution of carers across the city is also important in considering the development of support services and promoting equality of access for carers.

Caring for Carers IN Salford: Community Support for Carers

The Community Health Action Partnership (CHAP) is a community-owned social enterprise based in Salford. Part of the work of the group is to identify and provide support to carers who live in the area.

Based in Charlestown, the Carers Support Service provides a local support system for carers. Rather than relying only on referrals, the service actively reaches out into the community to identify carers who want more support.

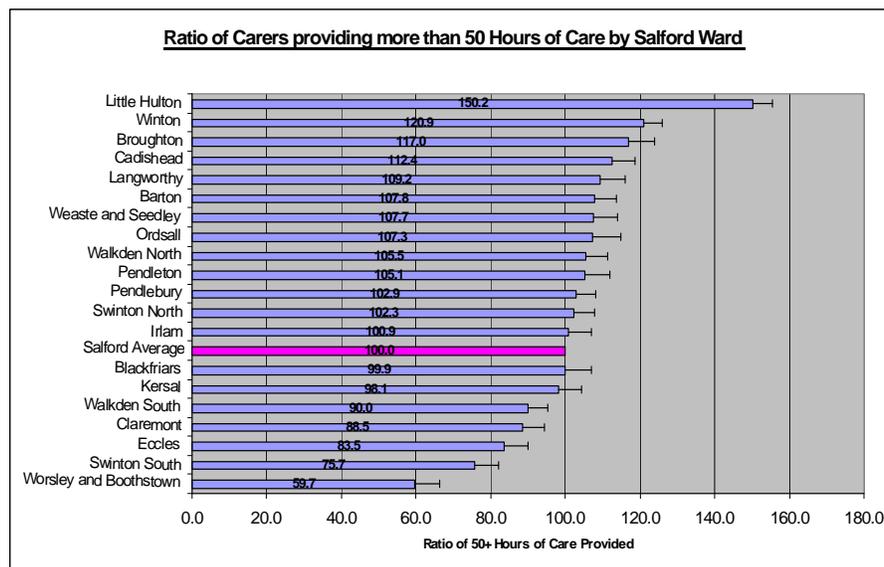
Finding out people’s wishes, interests and strengths, the service provides carers with information and links, often providing access to services that people are not aware of.

The service also has a carers support group, in which carers can gather together regularly, share with each other, and indulge in a range of enjoyable leisure and social activities. Guests are invited to discuss services available, and to hear carers views on how things might be improved.

One carer says, “I was going off the rails until I found this group.” Another describes the Carers Group as her tonic! She hardly went out before, but is now doing group activities and going on days out. She is getting her confidence back, and has done a Heart Start course, which she had thought she couldn’t achieve due to anxiety problems.

Figure 2 shows the distribution of carers providing more that 50 hours care across the 20 wards within the city. A number above 100 indicates an above average number of carers provided 50+ hours of care compared to the Salford average (100) in 2001 and conversely a number below 100 implies a lower than average number of carers provided 50+ hours of care, when compared to Salford as a whole.

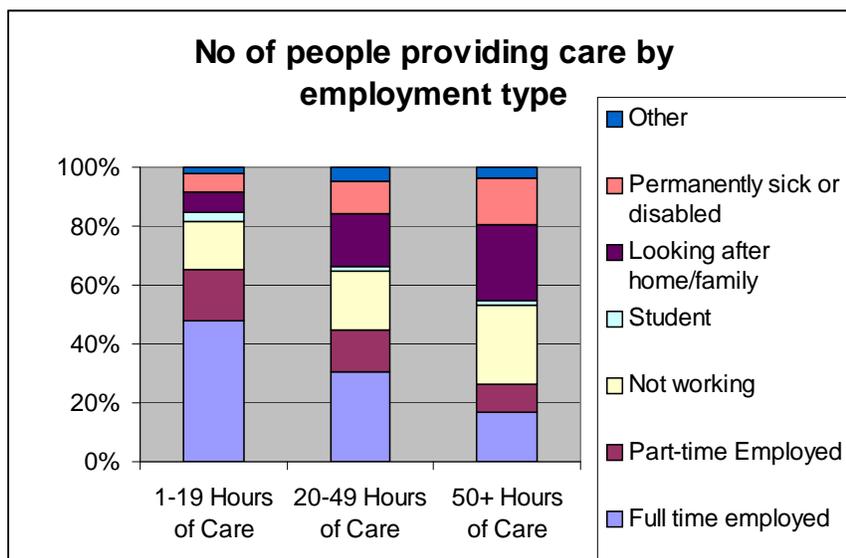
Figure 2



Little Hulton has 50% more carers providing high levels of care than the average for Salford with Worsley and Boothstown having 45% less than the average. It will be important to map the availability of carers services in the same way to begin to understand how far the current geographical distribution of service provision reflects the distribution of carers.

The census data also shows that 53% of carers in Salford are in employment (full-time and part-time). However, the percentage of carers in employment falls with the amount of hours providing care, with 65% of carers providing 1-19 hours of care in employment (full-time and part time), falling to 26% of those carers providing 50+ hours per week in either full or part-time employment. (See Figure 3).

Figure 3



Many carers want and need to work and are needed in the economy. Recent research from the University of Leeds indicates that when considering future demand for labour, both job growth and replacement;

- Projections indicate a very significant increase in number of paid jobs required in the UK (+1.3m new jobs between 2004 and 2014)
- Most new jobs will be in skilled, higher level and managerial work
 - Among male managers, professionals and technicians, already 11% are carers
 - For the growing number of women in these jobs, the figure is already over 14%⁸

The same research identifies the importance of older workers (45+);

- They are critical to the economy and to the organisations which employ them
- Many are skilled, experienced workers in whom organisations have made significant investments and on whom they rely

⁸ Yeandle et al, *Who Cares Wins*, University of Leeds/Carers UK, 2006

- The pensions system cannot cope with 'early exit' - extending working life is now firmly on the agenda (UK and EU)
- In 2001, over a quarter of the 'early retired' were carers - many had reluctantly given up income and career to care, often facing future financial hardship

It is likely therefore that the future economic prosperity of Salford will depend in part on an ability to help carers sustain a healthy work/care balance. A point reinforced recently by Seamus Breen, from the Department of Health Policy Unit when introducing the National Carers Strategy;

The Strategy will need to consider the issue of the “benefits trap” and the cost of the nation paying people benefits opposed to supporting employment,

CareFirst and Assessment Data

This client data base was first established in the city in 2001. Interrogation of CareFirst in 2007 revealed that there were 5,063 carers identified on the database of which 2,501 (49%) have received an assessment. Whilst “health warnings” must be attached to the integrity of the data, these figures provide an indication of the numbers of carers identified during the last 6 years who are believed still to be alive, and those that have had their needs assessed.

Salford Community Health and Social Care Directorate (CHSC) each month collects data on the number of carers offered an individual assessment or a joint one with the person for whom they care; the numbers who are assessed and provided with a service. This data contributes to the overall assessment of the Directorate by the Commission for Social Care Inspection (CSCI). For performance purposes it is the last assessment and its outcome which are recorded and counted and it is these figures known as “countable assessments” (i.e. those assessments which result in a service or break) The overall numbers of assessments carried out in the period will be higher.

A new assessment form is being developed by the five Carers Social Workers in Salford which draws upon good practice from a range of authorities. It is planned to seek feedback from carers to inform any revisions which may be necessary. Work is also underway to encourage carers to seek assessments and to develop options for greater self assessment and online options.

This section has explored what is known about carers in Salford and serves to illustrate the contribution they make to their communities in Salford. Without this contribution, health and social care services in the city would be placed under intolerable pressures. Statutory agencies recognise the important contribution carers make and are therefore committed to working with them to identify how services can be developed and delivered to meet their needs and how carers expertise can be used to improve the overall quality of services and to promote the health and well-being of all carers.

⁹ S Breen, DH Presentation 5th July 2007

4. Working in Partnership with Carers

There is a strong history of partnership work with carers in the city and this has formed a good foundation for the development of the 3 year action plan. Salford has had a Carers Forum since 1994 and whilst it has sometimes struggled to maintain a sufficiently representative membership it has provided a valuable contribution in monitoring the previous strategy and raising carers issues and concerns. In addition carers are members of the Partnership Boards for Learning Difficulties, Mental Health, Older People and Independent Living where important decisions are taken concerning service planning and resource allocation. Carers also have representation on the various planning groups taking forward work on issues such as the National Service Frameworks for Older People and Mental Health and the implementation of the Mental Capacity Act. Carers also play an active role in the recruitment selection and training of staff in CHSC.

It is important, however, for partner agencies to provide support to co-ordinate the voice of carers across the city and to offer an opportunity for carers to meet together with senior officers and members from the city council and health agencies. The action plan addresses this together with creating and strengthening the role of carers champions in partner agencies.

In refreshing the strategy and developing the 3 year action plan, carers were directly engaged in the process of identifying ongoing and new priorities and developing a plan to address these. In May 2007 a workshop was held for carers to meet with professionals to begin to identify the services they value, where these could be improved and the current gaps in the support available. Approximately 50 carers attended the event. In addition a questionnaire was circulated widely and the information received was incorporated into the action plan. Specialist Carers Social Workers and the Carers Centre have also fed in information from the carers groups they are in contact with.

5. Developing an Outcome Based Approach

Our Health, Our Care, Our Say confirmed a set of outcomes for social care services based on the national listening exercise which took place prior to the publication of the white paper. These seven outcomes provide a framework for health and local authority partners to work together to ensure that services promote the health and well-being of individuals. Salford has used this framework as the basis for the carers action plan in order to ensure that a holistic view is taken of the needs of carers.

During 2008-2011 partners in Salford together with carers will seek to deliver the following outcomes for carers;

1. Improving the health of Carers

By “health” we mean physical, emotional and mental health.

Caring for Carers IN Salford: The Limes on Alert

GPs and staff at the Limes Medical Centre, Walkden, are working together to identify those patients who are carers. Carers with the heaviest caring commitment may have health problems as a result of caring and it is really useful for primary care staff to enable them to receive help and support. Carers who attend the Limes are invited to fill in a card which refers them to the Princesses Royal Trust for Carers Centre in Salford. Practice staff may also offer health checks.

One carer remarked;

'I went in to make an appointment and they asked me about the care that I give my husband who is suffering from cancer. As a result of being identified as a carer I now benefit a great deal. The carers allowance has made a significant difference to my quality of life - I would have had no idea about this unless I'd been identified as a carer by the staff at the Limes'

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- Emergency support for carers to relieve stress but also to provide immediate support if the carer's health deteriorates.
- More flexible access to primary care services and better signposting from primary care to other services.
- Regular health checks for carers available in different locations and access to healthy life styles advice
- Access to emotional support and counselling to include those whose care role has come to an end.
- Access to services to relieve stress and facilitate relaxation

Caring for Carers IN Salford: Keys for Carers

Large yellow cardboard keys have proved very popular with staff and carers at Hope Hospital in Salford, following their launch on Carers Rights Day 2006. Staff in the hospital have been given a supply of keys to hand out to carers. The keys have details of how to contact the Salford Carers Centre – ‘the key number for carers. The Salford Carers Centre Primary Care Liaison Worker and the Carers Social Worker based at Hope Hospital oversee the distribution of these keys.

2. Improved quality of life

By this we mean the opportunity for carers to develop or maintain a life outside caring with the opportunity to “re-charge their batteries” on a regular basis. Supporting carers is not just about specialist services but is also about carers being supported to access universal services.

Caring for Carers IN Salford: Carers Leisure Pass

Following requests for greater flexibility of leisure services to enable carers to have a break a Carers Social Worker made contact with the Carers Lead for the Local Authority and Salford Community Leisure (SCL) regarding the potential development of a pass enabling carers to access SCL’s services free of charge. Initiatives such as this enable carers to have a break from caring, at minimum cost. Activities such as swimming and physical activities have been shown to improve the overall health of individuals and their mental well being as well as raising the immune system. Aside from the break from caring, additional benefits for carers include opportunities to socialise and break the cycle of isolation. A pilot project ran during November and December 2006 and in particular there was a significant take up from male carers. Following the success of this pilot the scheme is being run during 2008/2009 to ascertain take up over a twelve month period.

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- Access to regular “time off” as a right
- Local carers support groups which provide valuable social opportunities and peer group support
- Befriending schemes for carers who are isolated
- More flexible transport
- Age appropriate leisure opportunities with carer discounts

Caring for carers IN Salford: Supporting Carers through the Carers Flexible Grant

The Carers Flexible Grant has been operating for a number of years. The fund awards carers up to £200 to take a short break or holiday. The criteria were recently reviewed and in response to requests from carers and organisations supporting carers, it was agreed to extend eligibility to cover items of equipment, which would enable carers to take a break - such as funding to cover the cost of a bicycle. Recent examples of how carers have utilised the fund - in addition to holidays and weekend breaks, include: gym membership, alternative therapy sessions to ease stress; aromatherapy and massage, and hair treatments.

3. Having their contribution as carers acknowledged and valued

By this we mean that the carers knowledge and contribution is acknowledged in developing individual care plans, but also at a collective level carers knowledge is used to inform commissioning, service design and delivery. It is about establishing relationships of trust and honesty.

Caring for Carers IN Salford: Contributing to the introduction of new policies and procedures

A carer has been involved in the Mental Capacity Act Implementation Group and has made some excellent contributions based on her experiences. The carer has since been on the interview panel for the tender of the Independent Mental Capacity Advocacy (IMCA) Service. This carer also initiated the development of a new 'Advance Decision Card' which alerts people that the individual has made an advance decision.

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- Specific and speedy feedback after carers assessment to reassure carers that professionals have heard what they have to say and are going to respond.
- Improving recognition of carers role in hospital admission and discharge
 - A major concern among caring organisations is the perceived failure of the NHS to support carers and their organisations. Prevention of admission to hospital and reducing delayed discharges, including hitting the 18 week targets are dependent on seeing carers as equal partners in care.
- After consultation events feedback what is going to happen "You said..... We did.....!"
- Involve carers as real partners in planning events so they can shape the agenda and contributions
- Carers stories are very powerful in publicising the carer contribution and need to be used more
- Carer champions at different levels in partner organisation would raise the profile of caring and ensure that carers issues were addressed in a strategic way

4. Exercising choice and control

By this we mean having access to timely and accessible information in order to make decisions, being able to influence how services are provided to the person being cared for and using the carer's assessment to specify individual support needs.

Caring for carers IN Salford: Carers Rights Day

Robert ¹⁰, is a carer in his 60s looks after his elderly mother. His mother has some good friends and neighbours, but has chosen to rely entirely on her son. Robert came to the Carers Rights event organised by Salford Carers Centre in 2006 and was so impressed by what he saw that he went home and came back with his mother. Prior to this event he had not known about the support available for either his mother or himself. He has recently attended an occasional coffee morning and one of the Carers Centre's trips and followed that up by going away on holiday for a week. He is now in the process of looking for a separate place to live while making sure that his mother gets the support she needs.

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- Information provision. Exercising choice is only possible if carers know what is available and what is possible, including drawing on experience from elsewhere.

¹⁰ All of the names in Case Studies have been changed

- The information dissemination role of primary care needs to be improved and more imagination used in where information is displayed such as supermarkets, pharmacies, bus stations, post offices libraries and leisure centres etc
- Extend the role of Salford Carers Centre in disseminating information
- Improvement in uptake of Direct Payments and “In Control”

5. Freedom from discrimination or harassment

Caring for carers IN Salford: Learning from Experience

Mr and Mrs W are in their late 50s, with a grown up family all of whom have left home. Mr W suffered a stroke nearly 3 years ago and was in hospital in a serious condition for many weeks after which his wife became his carer. Whilst her husband was in hospital, Mrs W was often ignored by the ward staff and discouraged from being at her husband's bed and while her husband was unable to speak she found it very difficult to get information on his condition. The negative experiences they had while he was in hospital remains with them even now. Recently Mr and Mrs W have been supported to become involved in work being done at the School of Nursing at Salford University. The work involves training the student nurses in User and Carer issues. This has been an opportunity for them to turn a negative experience into a positive one and at the same time improve the learning experience for the nurses of tomorrow.

By this we mean do all carers have the opportunity to access appropriate services which take account of lifestyle, religious beliefs and culture issues? Are services delivered in a way that it is easy for carers to access? This includes universal services such as employment, leisure and education as well as specialist carer services.

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- Recognising that discrimination takes various forms and may be related to the illness of the cared for individual (e.g. mental illness) as well as race, ethnicity or lifestyle.
- Understanding the profile of the current and up-and-coming carer population in Salford
- Needs of disabled carers which are not always recognised
- Culture change away from seeing the carer as a victim, rather seeing the title of carer as bestowing a status.

6. Economic wellbeing

By this we mean minimising the impact of the costs of caring on families; supporting carers to stay in or return to work, providing good quality benefits advice and organising services for the cared for in such a way to enable the carer to work if they so wish.

Caring for Carers IN Salford: Embracing new opportunities

Through getting involved in the Mental Health Partnership Board and the various Task Groups, a carer has started the process of getting back into work by doing voluntary work for a number of other agencies to build up her experience. Her experience on the Partnership Board has increased her confidence and given her additional skills which she is using to attempt to secure paid employment.

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- The development of services which are available to the cared for individual which need to be more flexible and consistent in quality if carers are to feel confident to pursue employment or volunteering opportunities
- Welfare Benefits advice. Some very good services but need to be accessible across the whole city
- Access to training and employment. Promotion of Job shop advice network and volunteering opportunities to facilitate re-entry into job market
- Support for carers in employment through more carer friendly employment policies and effective carer awareness work with employers.

Caring for Carers IN Salford: Crossroads

Mr and Mrs A have 3 children. Their eldest has multiple and complex care needs and this has affected his parent's ability to support his younger siblings in their interests including swimming and dance classes after school. Mr A works full time and no other support was available. Mrs A was referred to Crossroads - Caring for Carers who provide breaks for Carers of all age groups and disability groups. Following an assessment Mrs A was introduced to Carer Support Workers who had received training in specialist tasks so that all her son's needs could be managed during the time that was identified. Twice a week the staff arrive when Mrs A's son arrives home from school. She then takes her daughters to their various classes. When they return, her son has been showered, gastrostomy fed, medications given and is dressed ready for bed. Mrs A now feels less guilty about how the impact of being a carer affects the whole family.

7. Personal dignity and respect

By this we mean maintaining at all times the dignity and respect of the person being cared for as well as the carer. Carers should be treated as individuals and have their views respected. Whilst this is perhaps one of the most difficult of the outcomes to define in detail yet is probably one of the most important in terms of how carers experience help and support.

Caring for Carers IN Salford: Meeting a Whole Family's Needs

When Jo found himself caring for his wife who had been diagnosed with Alzheimer's disease, he became depressed and his daughter became very concerned about both her mother and father. As a result a carer's assessment was carried out that resulted in a package of support for all the family. Jo is now in receipt of the carers newsletter, he has a support worker through the Age Concern outreach service and his wife has a "buddy". He is in the process of being assessed for benefits by the local CAB and has a sitting service from Crossroads to allow him some time out on his own. His wife now goes for day care and discussions are underway regarding the appropriateness of direct payments. Jo's daughter is now in touch with the Manchester Branch of The Alzheimer's Society and takes her mother to a local Age Concern coffee morning so that they can have time together.

Whilst Jo was offered a leisure pass he decided not to go swimming on his own but is now trying to persuade his grandchildren to go with him!

Discussions with carers have suggested that in order to deliver this outcome, improvements will be required in;

- Service Users Care; if care to the individual is working well and is consistent then the carer feels valued and supported but too often there is conflict and carers feel they have to fight for their rights.

- Carers assessments; carers need more opportunity to tell their own story, there is a perception held by some Carers that the process may be too bureaucratic.
- Regular respite which allows carers the opportunity to maintain their own identity and self respect. Current process sometimes seen as too paper driven.
 - Ensuring that carers of people who move into residential support are still involved in the cared-for's planning of care and support.
- Helping carers to recognise that they are a carer as it is only then that support can be offered.
- Bereavement counselling for those who need help to re-establish themselves at the end of caring. Also counselling for those dealing with loss relating to the cared-for's health, personality and former relationship
- The recognition of the contribution of carers by primary care so that carers feel more valued
- Valuing the experience that carers have and recognising how this might be used for instance in the delivery of awareness training city wide on carers rights delivered by carers to statutory and non statutory organisations. This could be the first step to training opportunities for carers towards paid employment!

Caring for Carers IN Salford: Age Concern Outreach Carers Service

Age Concern provides a very popular Outreach Carers Service in Salford. Part of the service can include the provision of a "buddy" for an older person with particular needs. Mr C has been a client of the service for over 4 years. His wife who has Alzheimer's has been matched with a buddy who supports her in various leisure time activities. Mr C has also been supported to access specialist services as his wife's condition has deteriorated and the outreach service has had a valuable role in co-ordinating the support package which has been offered and supporting Mr C through the many crises that have occurred. Mrs C now attends the day unit at Woodlands and also has regular respite. Mr C is now starting to build a life outside his caring role and planning ahead; he has started playing pool with other carers and has attended a Tai Chi class.

It is unlikely that all these issues can be addressed satisfactorily over the three year period, however there is a commitment on behalf of partners to deliver better outcomes for carers. In order to focus the work with carers an action plan has been developed. The action plan is based on what carers have said is important in helping them to maintain both their ability to provide care and also their own quality of life. Some of the actions can be taken fairly quickly, others will take longer to implement but it is the intention of the partner agencies to monitor progress towards achieving the goals together with carers and to report back to the wider carer group on an annual basis.

6. Salford's Action Plan

In order to ensure that there is a clear link between what carers said was important and what is proposed in the action plan, the plan is structured under the following headings;

- Carers said
- How this delivers better outcomes
- Actions
- Timescales
- Whose responsibility

The action plan is therefore structured around the key themes which have emerged through the recent consultations.

Carers strategy Action Plan

N.B. All of the actions identified in this Action Plan will be met via existing resources e.g. Carers Grant and mainstream funding.

| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
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| Information Carers said: Information is often difficult to access, not comprehensive and not available when carers first need it. Whilst some carers prefer to use technology to access information others prefer to talk to people to get information. Thinking | If we are able to improve the accessibility, timeliness and quality of our information we believe we will: <ul style="list-style-type: none"> • Improve the quality of life of carers • Enable carers to exercise more choice and control | Ensure that a link to carers specific information is available on the City Council information system (Ask SID) and City Council and PCT website. | City Council and Ask SID Links operational by end of July 2008 PCT Link established December 2008 | Salford Carers Centre, Sarah Medrano, Hilal Rayes |

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| <p>more creatively about outlets for information would be helpful and developing different formats to make information more accessible to all.</p> <p>Carers also said that good quality information and benefits checks need to be available across the city and made available routinely to carers</p> | <ul style="list-style-type: none"> • Improve the economic wellbeing of carers | | | |
| | | <p>Explore with Salford Royal Foundation Trust and Greater Manchester West Mental Health NHS Foundation Trust opportunities for posting carer specific information on their websites</p> | <p>Agreements negotiated by end of December 2008, links operational by April 2009</p> | <p>Salford Carers Centre, Judd Skelton</p> |
| | | <p>The Carers Centre will review the content of the carers information pack with carers to ensure the relevance and accessibility of the information contained. Information will include simple benefits advice and information on where to go to access advice and support. Packs will be issued to all new carers contacting or referred to the centre</p> | <p>Contents reviewed and packs updated by September 2008</p> | <p>Salford Carers Centre</p> |
| | | <p>The "Key for Carer" scheme will be extended in Hope Hospital and a supporting information pack developed by Salford Carers Centre and the hospital based carers</p> | <p>Carer Information packs on all wards at</p> | <p>Salford Carers Centre and Trish</p> |

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| | | social worker | Hope Hospital by June 2008 Ongoing updating of posters and information | Kenyon |
| | | Establish a short term task group with representation from the City Council, PCT, Carers Centre and Carers to develop a set of proposals what, where and how to make information more accessible to carers across the city, thinking imaginatively about outlets for information as well as content and ensuring information is culturally sensitive | Terms of reference and membership to be agreed by October 2008 and first meeting of group in November 2008 with draft recommendations to be available by April 2009 | Judd Skelton and Salford Carers Centre |
| | | All carers will be offered a free welfare benefits check as part of their carer's assessment. Information will be kept to show take up of the service and benefits accessed. | To be available from October 2008 | Carers Social Workers, Salford City Council Welfare Rights Service, Salford |

| | | | | Citizen's Advice Bureau |
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| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| <p>Primary Care.</p> <p>Carers said: GPs were often the first port of call in asking for help and that primary care teams often did not know how or where to refer them for help. Having someone to talk to in the surgery would be helpful.</p> <p>Carers also said that they felt their health was often adversely affected by their caring duties and they would welcome regular check ups and advice on how to manage their health better. They said they could find it difficult to access appointments and requested some flexibility in the current arrangements.</p> | <p>If we are able to improve the awareness of carers and their needs within primary care we believe that we will:</p> <ul style="list-style-type: none"> • Improve the health and quality of life of carers. • Have their contribution as carers acknowledged and valued | <p>Primary Care teams will be encouraged to use the electronic referral form to refer carers to Salford Carers Centre and for an assessment. Usage of the form will be monitored</p> | <p>March 2010</p> | <p>Salford PCT Carers Lead</p> |
| | | <p>Salford Carers Centre will provide support to Primary Care Teams in developing their carers register by using the centres data</p> | <p>On going</p> | <p>Salford Carers Centre</p> |

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| | | base to secure carer's permission to disclose to their GP that they are a carer. | | |
| | | Salford Carers centre will design and deliver Carers Awareness Training for Practice Managers and/or other staff in Primary Care with the support of the PCTs Learning and Development Lead. | First course of training delivered by April 2009 | Salford Carers Centre, Salford PCT Learning and Development Lead, Practice Managers Learning and Development Committee |
| | | Opportunities will be identified and costed for extending the Salford Carers Centre and Age Concern initiative to provide and update carers notice boards in surgeries | Report to Strategy Monitoring Group in Autumn 2008 | Salford Carers Centre, Age Concern, PCT Carers Lead |
| | | Ongoing work with Pharmacists and GP Practices to facilitate the referral of carers. Salford Carers Centre will devote specific time slots for the new Carers Support Worker to respond to outcomes of the work of the Primary Care Liaison Worker, with respect to carer referrals and look at a discrete pilot project working with a limited number of GP surgeries on direct information provision | Evaluate carers information stands at pharmacists and GP Practices with a view to regular stands in 3 | Salford Carers Centre |

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| | | | <p>further pharmacists by March 2009.</p> <p>Explore possibility of stands being staffed by carers by March 2009 to increase coverage over subsequent years.</p> | |
| | | <p>Initiate discussions with Health Improvement Team to explore how carers can access their services and how staff can effectively signpost carers they meet to appropriate support services</p> | <p>March 2009</p> | <p>Sue Gallagher</p> |
| | | <p>Salford Carers Centre and PCT will develop and implement a self assessment health check to help carers ascertain whether they may need to seek help</p> | <p>Evaluate pilots and recommend outcomes by March 2009</p> | <p>Salford Carers Centre, PCT Carers Lead</p> |
| | | <p>A project group will be established to prepare a project plan to develop a “kite mark” to be awarded to carer friendly health centres. Following consultation the group will oversee the subsequent development work</p> | <p>Establish project group by March 2009. First kite mark awarded by March 2010</p> | <p>Salford carers Centre, Salford PCT Carers Lead</p> |

| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
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| <p>Support</p> <p>Carers said: They needed regular access to respite care services in order to protect their own physical, emotional and mental health and to enable them to carry on caring. Respite care needs to be flexible enough to offer breaks in the way that makes sense to carers, this might be a short time on a regular basis or a longer break or holiday.</p> <p>Carers also said that they are really worried about how they can access support in an emergency. They would prefer the cared for person to be able to remain in familiar surroundings at such times. Currently carers may refuse treatment they require because there is not the care available for the person they care for.</p> | <p>If we are able to improve support services for carers we believe we will:</p> <ul style="list-style-type: none"> • Improve the health and quality of life of carers. • Allow carers to exercise more choices and control • Promote carers personal dignity and respect • Reduce discrimination and harassment | <p>We will review the criteria for accessing the Carers Flexible Grant administered by Salford Carers Centre annually in conjunction with carers. We will also aim to ensure that The Manchester Jewish Federation operate to the same criteria. Carers will also be asked to provide feedback on the quality of the respite services they use.</p> | <p>The Salford Carers Centre and Manchester Jewish Federation will provide an annual report to the Carers strategy Monitoring group detailing how the grant has been used, feedback from carers and the results and implications of the review of the criteria</p> | <p>Judd Skelton, Salford Carers Centre, Manchester Jewish Federation</p> |
| | | We are committed to commissioning a range | Ongoing | Judd |

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| | | of services which gives carers a break, including those from specialist services such as Manchester Jewish Federation, Making Space (for carers of people with mental health needs) and Give Us A Break (for BME women) | monitoring and reviewing | Skelton |
| | | We will seek to develop a closer collaboration between respite services for children and those accessed by adults so that transition between services can be managed more effectively | Ongoing | Salford Families, Salford Carers Centre, Carers Social Workers |
| | | We will assess the take up of the Leisure Pass for Carers operational throughout 2008/2009 and assess its contribution to extending respite opportunities for carers. Costed proposals will be developed in the light of the findings for presentation to the Carers strategy Monitoring group. | Report to be presented to Carers strategy Monitoring group January 2009 | Salford Carers Centre, Eileen Conneely, Salford Community Leisure |
| | | We will develop an emergency support service based on a review of existing services, what carers have told is needed and good practice from elsewhere. We will review the experience of carers accessing these services to inform our commissioning decisions for 2009/10 | June 2008 | Judd Skelton, Crossroads, Care On Call, Salford Carers Centre |

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| | | We will review the use of the carers emergency card, promote it more widely to encourage an increased number of carers to make emergency plans | June 2008 and ongoing promotional activity | Judd Skelton, Crossroads, Care On Call, Salford Carers Centre, Ben Colman |
| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| Self Directed Support Carers said: They valued direct payments as a way of exercising control over how they and the person they are caring for receive support and would like to see the scheme extended to all those who would like to access it | If we are able to improve the take up of self directed support we believe that this will: <ul style="list-style-type: none"> • Allow carers to exercise more choice and control. • Promote their personal dignity and respect. | Staff from the Community Health and Social care Directorate will work with carers to identify the barriers to them or the person they care for accessing direct payments and identify how these might be overcome. The Carers lead for the authority will be invited to sit on the new steering group which oversees the introduction of Individual Budgets. The group will also have carer representation | Ongoing | Judd Skelton, Kay George, David Entwistle, SUGGEST, Trish Kenyon, Susan Hargreaves |
| | | We will ensure that opportunities are taken to publicise the developments in Self Directed support particularly in the Carers Newsletter | On going | Judd Skelton, Kay George, SUGGEST, Salford Carers Centre, |

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| | | | | Susan Hargreaves, Trish Kenyon |
| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| <p>Carers Assessments</p> <p>Carers said: having an assessment might be seen as a sign that they “could not cope”. They also commented once you got “into the system” that the help could be good, the trouble was getting in! Carers expressed a wish for simple feedback that linked their expressed need with the help that was made available. Many carers see the assessment process as a passport to the support they need but others are wary of asking for an assessment.</p> | <p>If we can increase the number of carers assessments and use this as a first step in helping them to access the support they need we believe that this will enable carers to:</p> <ul style="list-style-type: none"> • Exercise more choice and control • Promote carers personal dignity and respect • Improve carers economic wellbeing • Improve carers sense of health and wellbeing and overall quality of life | <p>The current assessment form is being reviewed by the Carers Social Workers and we will seek input from carers about the appropriateness of the new arrangements. We will ensure our assessment arrangements take account of carers who are in employment and wherever possible arrange care and support in such a way to enable a carer to continue in employment</p> | <p>New assessment form to be implemented in October 2008 and a review undertaken in October 2009, the findings from which will be reported to the Carers strategy Monitoring group</p> | <p>David Entwistle, Carers Social Workers</p> |
| | | <p>A task group will be established involving carers to develop proposals for the introduction of the carers self assessment form including a version that can be completed online.</p> | <p>Group to be established by April 2009 and the new arrangements</p> | <p>David Entwistle, Carers Social Workers</p> |

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| | | | field tested in autumn of 2009. Progress report to the Carers strategy Monitoring Group by April 2010 | |
| | | Joint work will be undertaken with the Salford Drug and Alcohol Action Team to develop carers assessment protocol for carers of people misusing drugs and/or alcohol. | July 2009 | Patrick McSweeney , Judd Skelton |
| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| Local Support Carers said: They valued support provided on a local basis where they could meet with other carers, enjoy social activities and peer group support. Some carers experienced difficulties in travelling to support groups when these were not available locally. | If we can develop local support networks for carers we believe we will: <ul style="list-style-type: none"> • Improve carers quality of life • Promote carers dignity and respect | We will work with carers groups to map the current distribution of groups to identify gaps in provision and will work with colleagues in neighbourhood management services to look at ways of building carers support into local neighbourhood plans | Mapping work to be undertaken by December 2008 and costed proposals for extending the range of support groups will be discussed with carers and their organisations. A report recommendin | Judd Skelton, Salford Carers Centre, Diana Martin |

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| | | | g options for making progress will be presented to the Carers strategy Monitoring Group by the end of March 2009 | |
| | | The Salford Carers Centre will maintain a record of all the support groups in the City and will update contact details annually and ensure the information is easily accessible including via their information pack and newsletter | Ongoing | Salford Carers Centre |
| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| <p>Reaching all Carers</p> <p>Carers said: If the cared for person is discriminated against then the carer also experiences discrimination and may be less likely to seek help. Carers also told us that our traditional ways of consulting carers seemed to result in poor representation from black and minority ethnic groups. Sometimes male carers find it more difficult to ask</p> | <p>If we can make our services more culturally sensitive alongside addressing some of the general issues of discrimination on the grounds of age, gender, disability, ethnicity, culture and sexuality, we believe we will:</p> <ul style="list-style-type: none"> • Reduce instances of discrimination for carers | We will work with carers groups and Salford Carers Centre to develop a better understanding of the profile of carers who access services and use this as a basis for working with local community groups to identify potential groups of hidden carers. | Report to Carers strategy Monitoring Group by May 2009 | Judd Skelton, Salford Carers Centre, Eileen Conneely, Diane Aldridge Zahid Siddique, Diana Martin |

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| <p>for help, although once they do they sometimes get more practical help than women. Carers told us that getting people to recognise that they are carers is perhaps the most difficult first step in getting support.</p> | <ul style="list-style-type: none"> • Improve the quality of life of carers | | | |
| | | <p>We will monitor the take up of carers assessments in BME Communities and implement appropriate actions as required</p> | <p>Ongoing</p> | <p>Brian Storey, Zahid Siddique, Eileen Conneely, Diane Aldridge</p> |
| | | <p>Funding will be made available to the Chinese community for a carers support group and we will work with the community worker to encourage greater take up of carers assessments and to identify the range of services Chinese carers may wish to access</p> | <p>Funding will be available to develop services from April 2008</p> | <p>Judd Skelton, Wai Yin</p> |
| | | <p>We will be looking to build on the attractiveness of some services to male carers (Age Concern snooker and pub nights and the Leisure Pass) and build on these to reach out to more male carers who are currently under represented in assessments undertaken and services subsequently provided</p> | <p>Ongoing</p> | <p>Salford Carers Centre, Age Concern, Judd Skelton, Eileen Conneely</p> |
| | | <p>We will carry out a scoping exercise to</p> | <p>Report to</p> | <p>Salford</p> |

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| | | ascertain the needs of carers who are lesbian, gay, bisexual or transgender (LGBT), to outline whether we are currently meeting the needs of this group and recommend ways forward | Monitoring Board by April 2009 | Carers Centre, Judd Skelton, Eileen Conneely |
| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| <p>Employment</p> <p>Carers said: They wanted counselling and support when their caring duties came to an end. They also wanted opportunities to use their skills in volunteer capacities, perhaps in preparation for returning to work and they wanted access to help rebuild their confidence. Carers in work told us that services needed to be more flexible and responsive to support the person they care for and to recognise the demands of holding down a job. Some employers were very supportive but not all recognised the demands of caring.</p> | <p>If we can support carers to remain in employment, enable carers to return to work and provide satisfying opportunities to use their skills, we believe we will:</p> <ul style="list-style-type: none"> • Improve the economic well being of carers • Improve carers general quality of life • Promote carers dignity and self respect | <p>We will work with the Human Resources Sections of the City Council and PCT to ensure that they are promoting carer friendly recruitment and employment policies. We will also share good practice with the Salford Royal Foundation Trust and Greater Manchester West Mental Health NHS Foundation Trust</p> | <p>On going</p> | <p>Judd Skelton</p> |
| | | The City Council Training Section has developed a course for carers and ex carers | Ongoing | Sandi Pennington |

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| | | to develop their caring skills to qualification level. We will continue to evaluate this initiative and develop costed proposals for taking the work forward if appropriate | | |
| | | As part of the learning opportunities available to carers, Salford City Council will offer short courses to help provide insight and training on subjects such as First Aid and Dementia, Skills for Me and Skills For Life | 45 carers attend the course by 31.3.09, 60 by 31.3.10 and 75 by 31.3.11 4 carers achieve a national qualification by 31.3.09, 6 by 31.3.10 and 8 by 31.3.11. | Sandi Pennington |
| | | We will work with Salford Council for Voluntary Services and Salford Carers Centre to offer volunteering opportunities to carers who are interested. | Ongoing | Salford Carers Centre, Salford CVS, Maria Davies |
| | | We will explore ways to ensure that carers who are in employment are not precluded from contributing their views in consultation events or Forums for influencing commissioning, service design and delivery, | Ongoing | Judd Skelton, Maria Davies, Salford Local |

| | | | | Involvement Network |
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| Theme and what Carers said | How this delivers better outcomes for carers | Action | Timescale | Responsibility |
| <p>Monitoring the Strategy</p> <p>Carers said: They would like to have more of a voice in how services are delivered to themselves and those they care for. They told us that they want to contribute in lots of different ways. Feedback is important to them and the opportunity to talk and share views in the consultation workshop was enjoyable. Not all carers can get to meetings or feel able to talk in groups. Some told us they would like to be consulted on particular issues as long as we listened to and acted on what they told us. The Carers Forum would like to attract new members and contribute to monitoring the action plan. Carers said that they felt that carers issues needed to be given higher profile by</p> | <p>If we work in a more active partnership with carers we are more likely to provide the services they want in ways that help them to continue with their valuable caring role. Therefore we believe we will:</p> <ul style="list-style-type: none"> • Improve choice and control for carers • Promote carers dignity and respect | <p>We will establish a Carers strategy Monitoring Group. The group will bring together individual carers, representatives of their organisations together with senior managers and elected members from partner organisations, on a regular basis to monitor the implementation of the action plan. The group will establish clear links with the Partnership Boards and other planning and commissioning groups which have carer representation.</p> | <p>Develop Terms of Reference, identify and secure membership by August 2008. First meeting in October 2008</p> | <p>Judd Skelton</p> |

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| <p>the statutory organisations and they wanted to have specific people with a responsibility to get carers issues raised.</p> | | | | |
| | | <p>We will identify a Non Executive Director in the PCT to take the role of Carers Champion alongside the Lead member for Carers in the City Council, to provide strategic direction for carers issues within the statutory partnership. These individuals will be supported by a senior officer in each of the partner organisations who will lead on carers issues.</p> | <p>Individuals to be identified by June 2008</p> | <p>Judd Skelton, Salford PCT Carers Lead</p> |
| | | <p>We will hold an annual Carers Event during Carers Week, planned by Carers to report on progress with the action plans and to give carers an opportunity to raise issues of concern.</p> | <p>Annual Event starting in June 2009</p> | <p>Judd Skelton</p> |
| | | <p>We will develop an engagement strategy with carers which identifies the different ways that carers can make their views known and what support is available to do this.</p> | <p>April 2009</p> | <p>Judd Skelton, User Development Workers, Neighbourhood Management, Salford Carers Forum, Salford Local Involvement</p> |

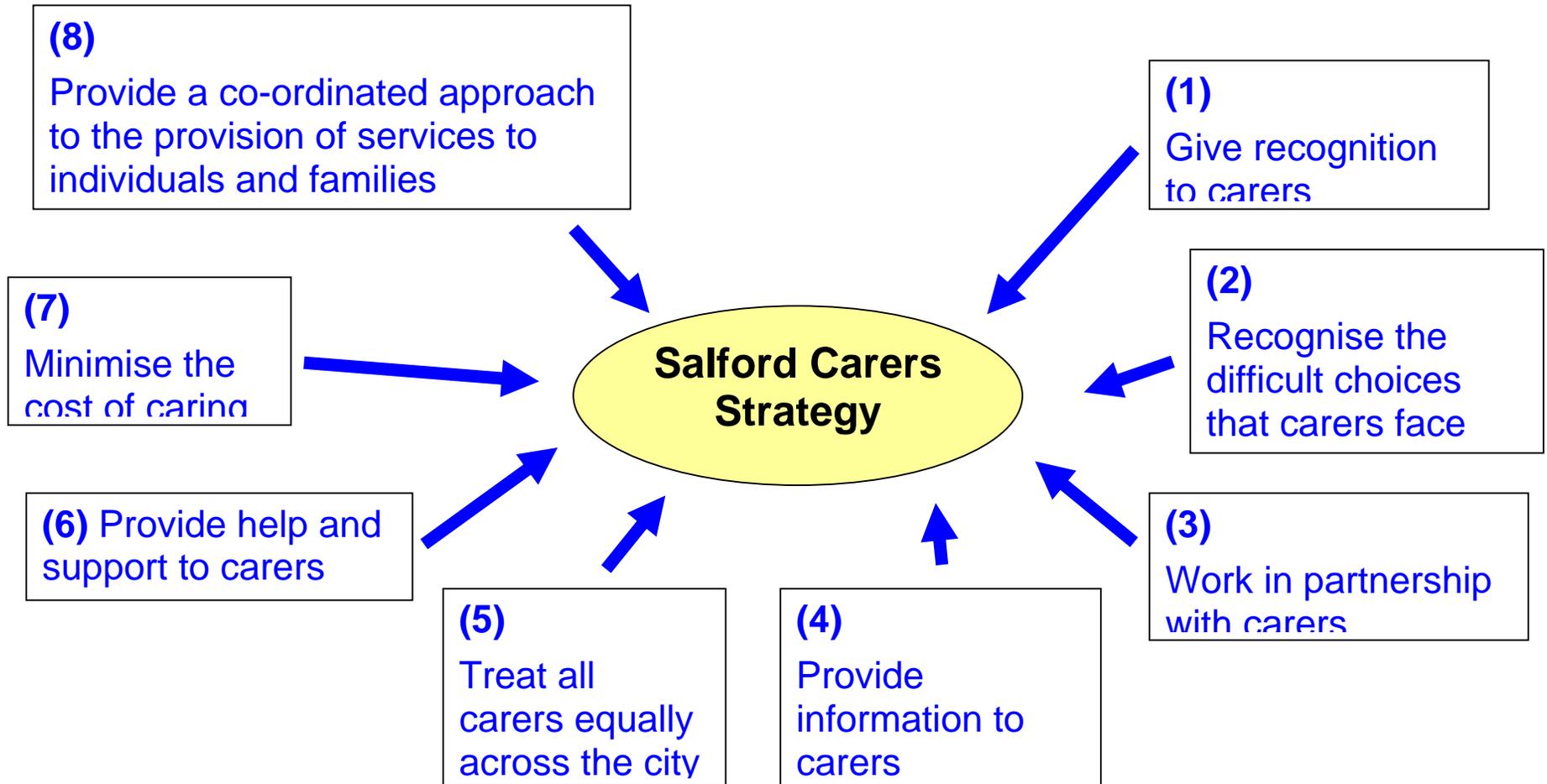
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7. Next steps

This strategy and action plan sets out a vision for carers services for the next three years and identifies how these targets can begin to be met. The Carers Strategy Monitoring Board will oversee the implementation of the strategy and the Principal Officer (User Carer Issues) in the Community Health and Social Care Directorate of Salford City Council will take responsibility for ongoing co-ordination of the strategy.

The Monitoring Board will also ensure that the action plan is an evolving document and that plans to support carers are developing in response to local and national needs, strategy and policy. By working closely in partnership with carers and carers organisations we are confident that this Board will represent precisely the robust structure required to ensure that all partners are caring for carers in Salford.

Salford Carers Strategy 1998



8. Key events since the development of the Salford Carers Strategy

1998 Salford Carers Strategy produced.

The Strategy was produced by carers for carers. The Strategy has been a working document since 1998 and has been overseen by the Carers strategy Monitoring Group, a sub-group of the Salford Carers Forum. A second edition was produced in 2002

1999 National Carers Strategy produced

This was the first time a Government had produced a strategy

for carers and set out a number of recommendations including a new grant of £140 million to help carers take a break; more carer friendly employment developments; more flexibility for carers in organising their own support; new recommendations for supporting young carers.

1999: Salford Carers Centre opened

Salford Carers Centre now employs 10 members of staff who provide support, advice and information to carers in Salford.

1999: Carers Special Grant introduced, enabling a wider variety of support to carers in Salford.

This grant currently funds over £1,000,000 of carers services run by organisations such as Age Concern, the Manchester Jewish Federation, Making Space and the Carers Centre.

1999: Young Carers Service established

Based at the Carers Centre, this service now employs 4 members of staff

1999: Carers Newsletter produced

The Carers Newsletter is currently sent to over 3,000 carers and staff in Salford

1999: Autistic Society Greater Manchester Area (ASGMA) sets up Aspiration Project

This service gives carers of people with Autism and Aspergers in Salford a break.

2000: Manchester Jewish Federation Carers Advice Service established.

This service supports Carers from the Jewish community

2001: Carers & Disabled Children Act 2000 introduced

This act gave Local Authorities the power to supply certain services direct to carers following an assessment. This power involved a new right to a carers assessment even where the person cared for has refused an assessment. This Act also gave carers of disabled children the right to ask for an assessment and also gives Local Authorities the power to make direct payments to carers.

2001: GP Liaison Worker Service established.

Based at the Carers Centre, this service was relaunched as the Primary Care Liaison Worker service in 2004.

2001: Making Space Family Support Worker appointed at Meadowbrook.

This service for carers of people who are in Meadowbrook, built on the work that Making Space had carried out supporting people caring for people with mental health difficulties living in the community, since 1993.

2001: Carers Emergency Card launched

The Carers Centre are aiming to re-launch this card, which alerts people that the person is a carer, in the near future

2002: First Specialist Carers Social Worker appointed in Salford to carry out Carers Assessments.

There are now five Specialist Carers Social Workers in the City.

2002: Learning Difficulties Partnership Board established in Salford enabling carers to have a voice alongside people using services.

There are now Partnership Boards covering Mental Health,

Older People and Independent Living, on all of which carers give valuable input. Carers are also involved in a number of steering groups which influence and shape social and health care services in Salford.

2005: Carers (Equal Opportunities) Act 2004 introduced

This Act places a duty on Local Authorities to inform carers of their right to an assessment; ensure that work, lifelong learning and leisure are considered when a carer is assessed; and gave Local Authorities new powers to enlist the help of housing, health, education and other Local Authorities in providing support to carers.

2006: Our Health, Our Care, Our Say, the new White Paper for Health and Social Care produced.

As well as committing to set up a national information service for carers and increased funding for emergency respite, the White Paper also states that the Government will update and extend the 1999 National Carers Strategy.

2007: Development of a Carers Strategy Action Plan for Salford