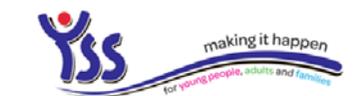




# Carers at the Heart of Worcestershire's Families and Communities



Find out more online:  
[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)



Redditch and Bromsgrove  
Clinical Commissioning Group



South Worcestershire  
Clinical Commissioning Group



Wyre Forest  
Clinical Commissioning Group



worcestershire  
county council

# Foreword

I am pleased to present this update to our Carers Strategy “Carers at the Heart of Worcestershire’s Families and Communities” which we launched in 2009.

Through joint working with partners in Health, Social Care, the voluntary and community sector and of course carers themselves we have developed support services both in the community and provided by professionals since the original strategy was launched. Given future financial constraints this joint working will be vital to ensure that resources are effectively used and deliver value for money.

The strategy before you builds on these successes and also responds to the changes in legislation for both local councils and the NHS. Our vision remains and continues to be that carers are and remain at the heart of Worcestershire’s families and communities, are able to continue to care for family members and friends whilst being able to lead a life outside of caring.

We are aware that there are a number of young people who care for their family members. We are committed to support these young people and ensure that they can grow up with their peers, accessing education, training and employment without their caring role having a negative impact on their social and educational development.

Nationally carers have been recognised even more than before and have seen this recognition reflected in the Care Act 2014, as well as in the NHS Forward View 2015. In Worcestershire we have been able to continue to support carers and enabling them to support each other and access universal services to help them to maintain a life outside caring, to continue to care and where necessary find professional support if they need it.

The commissioning of new and re-designed services will provide more equitable support for carers across the county, and all front line health and social care staff involved in supporting patients and service users will be tasked with ensuring that the needs and aspirations of carers are considered at all times.

I look forward to seeing the impact this strategy and the associated actions will have and thank all carers in Worcestershire for the tremendous commitment they show on a daily basis and commit to offering them the support they deserve.



**Councillor Marcus Hart**

Chair of Health and Well Being Board

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# Our vision for carers in Worcestershire

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## Introduction

1. Health and social care services are changing and the role unpaid carers have played and continue to play is vital. The most recent estimate of the value of the care provided by informal carers is £119 billion<sup>1</sup> nationally, the equivalent of funding for the whole NHS. In the current economic climate this support is more valuable than ever and it is therefore vital that carers continue to have access to information, advice and support. In this document we are referring to unpaid carers when we say 'carers'.
2. This strategy has been developed as a framework for a holistic approach to supporting carers which builds on and contributes to key developments related to carers within other strategies and the re-organisation of health and social care services. It provides a clear guide to the commissioning and provision of services that will support and enable carers to continue in their caring responsibilities and participate in family and community life.

## Our vision is that

3. Adults, parents and young carers will be recognised and valued by the wider community and statutory agencies in Worcestershire for the support and care they provide to vulnerable adults, children and young people. They will receive appropriate support where necessary to help them provide care safely and maintain a balance between their caring responsibilities and a life outside caring. We will assist them in achieving their potential, maintaining mental and physical health and wellbeing, access and remain in education, training and employment and support them to be as independent as possible.



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<sup>1</sup> Carers UK 2011

4. This strategy is written for adults, parents, young carers and professionals in the health and social care system and beyond. It will spell out Worcestershire's commitment to carers over the next 5 years, how we will work towards achieving these commitments and how we will establish what we have achieved.

5. We know that many people who care for a relative or friend may not recognise themselves as a carer and many people in the public may not understand the term "carer". We are therefore using the definitions for this strategy which are most commonly used:

**Clause 10 (3) of the Care Act 2014 defines a carer as:**

"an adult who provides or intends to provide care for another adult ("adult needing care").

Another definition is included in "Recognised, Valued and Supported: Next Steps for the Carers Strategy, 2010" which defines a carer as:

"A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner, a child or friend who is ill, frail, disabled or has mental health or substance misuse problems."

6. The second definition is wider than the Care Act definition and also includes:

**Adult carers:** any adult who provides care to another adult, but who is not under contract to do so or as part of voluntary work. Care includes providing assistance to enable someone to carry out basic care activities, access necessary facilities or services, or engage in work, education, training or volunteering.

**Young carers:** any young person under the age of 18 who is in some way affected by the need to take physical, practical and/or emotional responsibility for the care of another person, often taking on a level of responsibility that is inappropriate to their age or development.

**Parent carers:** any parent of a disabled child or young person up to the age of 19 who provides substantial and regular care beyond that which would usually be expected for a similarly aged child.

All of the above also mean that someone who works in a paid capacity for a care agency is not a carer for the purposes of this strategy.



# Our 5 Year Strategy on a page



## Worcestershire's Guiding Principles to support the Strategy

### Principles/values

- Focus on carer
- Recognition and respect
- Involvement in decision
- Caring safely
- Equitable support for all

- Personalised support
- Co-ordinated services
- A life of their own
- Co-production

### Challenges & Risks

- A complex Health and Social Care system
- The pace of change
- Limited resources
- Increasing number of carers and complexity of caring arrangements
- Demographic pressure – more people to be cared for, carers getting older, financial pressure on carers

## The outcomes we want to achieve

### Recognised and Valued:

- I am recognised and respected in my role as a carer
- I feel confident that there is a support available
- I feel able to care safely
- The caring I do is appropriate to my age and capabilities
- I understand how to access support
- I am involved and can influence the assessment of my needs and aspirations
- Any services I receive meet my needs and aspirations
- I am able to have a say in how services are designed and delivered

### A life of my own:

- I feel able to achieve a balance between my caring role and my personal life
- I feel connected to others in the community
- I know how to maximise my income to meet basic needs and am not forced into financial hardship as a result of my caring role
- I feel able to fully participate in education or training and enter or re-enter the employment market when I wish
- I can remain in (suitable) employment if I wish to

### Supported to be mentally and physically well:

- I am able to maintain my physical health and emotional wellbeing
- I am able to manage stress
- I feel confident to fulfil my role as a carer
- I am able to maintain a dignified relationship with the person I care for
- I am able to maintain relationships that are important to me



## Section Two

# The local and national context of this strategy

7. Health and social care is changing, not only in Worcestershire. Since the original Carers Strategy was published in 2010, we have seen many changes at national and local level. The Care Act 2014 came into force in April 2015 bringing with it huge changes for people who need social care, their carers and the providers of services. The NHS Forward View 2015 puts an emphasis on NHS organisations to identify young and adult carers to ensure they receive the support they need. Alongside this, the Government is committed to greater integration of health and social care, reflected in the Better Care Fund which makes specific provision for pooling funding for carers (and service users). Furthermore, the Children and Families Act 2014 includes changes to section 17 of the 1989 Children Act that coincide with the implementation of the Care Act and clarifies the law relating to parent carers and young carers.
8. At the same time money will continue to be tight, with less money available to support an increasing number of people who need support, be it because of their age, disabilities or other reasons. We will therefore be looking for new ways of making the best use of the money available and ways of people supporting each other in their local communities.
9. Although the Care Act 2014 gives local authorities the power to charge for carer focused services, in Worcestershire we make a commitment not to do so in 2015/16. Carers will be consulted before any change is made in this policy.
10. Worcestershire is responding to these challenges by:
  - Continuing to integrate health and social care services, through the Well Connected programme and as a national Pioneer. As part of the County Council's Future Lives programme we have been developing approaches to promote well-being and independence of adults and carers and reform adult social care so that it allows greater choice and control, meets the requirements of the Care Act, and is sustainable within the funding available.
  - Building on the successful work with partners to ensure early identification of carers for example in GP practices, schools or colleges, signposting carers to the right services at an early stage through the Carers Well Check service and supporting carers in community health and acute settings.
11. This Strategy is set in the context of this changed environment and will attempt to respond in a realistic yet imaginative and creative way to face the challenges ahead.

**The NHS Forward View 2015 states that:**  
“... when people do need health services, patients will gain far greater control of their own care – including the option of shared budgets combining health and social care. The 1.4 million full time unpaid carers in England will get new support, and the NHS will become a better partner with voluntary organisations and local communities.”

“

We need more involvement of carers in discussions and also need better coordinated services needed. We need to be clearer about life outside caring.

”

Comment from Carer during consultation

12. The **Care Act 2014** for the first time gives adult carers and young carers who are moving into adulthood the same rights to assessment and support as the persons they care for. It includes duties for:
- **Well-being:** the Care Act gives local authorities the duty to consider in all its actions the well-being of adult carers and young carers who are moving from being a young person to becoming an adult. It requires the local authority to provide information, advice and support to ensure that carers' well-being is promoted. Each carer will have different needs and aspirations and all service providers and commissioners will work towards reflecting this in all their actions. Research has clearly identified a link between caring and deteriorating health and the negative impact this is having on those members of our communities who are providing this care, including a significant proportion of children and young people. Considered in purely economic terms we need to ensure that we invest in this resource; in human terms we need to ensure that informal young, adult and parent carers are supported and ensure their well-being and protect carers' health and economic opportunities.
  - **Information and advice:** local authorities have to provide relevant information and advice in an accessible way so that adult carers and young carers who are moving from being a young person to becoming an adult can find out about how to look after themselves as well as finding out about support and care available from adult social care services.
  - **Prevention:** local authorities have a duty to meet the needs of young carers who are moving from being a young person to becoming an adult to reduce their support needs by maintaining independence and good health and promoting well-being. All partners will work with carers to identify the resources already available to them in their family and community networks and put support in place to complement these where necessary. This will work in different ways, through whole population approaches and through individual approaches. An associated commissioning plan and action plan will explain the approach in more detail and show how achievements will be measured.
- **Assessments:** carers assessments under the Care Act 2014 will consider the impact of caring on the carer and what needs to happen to secure carers' general health and wellbeing, making best use of available resources and support in the community.
  - **Meeting support and care needs:** there is now an entitlement for support for those carers who are eligible.
13. In addition, the new provisions of the **Children and Families Act 2014** include
- The right to an assessment of needs for support for all young carers under 18 regardless of who they care for, what they provide or how often they provide it.
  - A duty on local authorities to undertake such an assessment on request or the identification of need.
  - A duty on local authorities to assess a parent carer or a young carer if it appears they may have needs for support, or if they request an assessment, where the local authority are satisfied that they may provide or arrange for the provision of services under section 17 of the Children Act 1989. The parent carers' needs assessment must have regard to the well-being of the parent carer (as included in the Care Act) and the need to safeguard and promote the welfare of the disabled child cared for, and any other child for whom the parent carer has parental responsibility.
  - A requirement that local authorities must be proactive in identifying young carers and give consideration as to whether they are a "child in need".
  - Making links between adult and children's legislation to enable the assessment of a young carer to be aligned with the assessment of the person they care for with the aim of assessing the impact of the cared for person's needs on the well-being, welfare, education and development of the young carer (i.e. preventing inappropriate caring) and supporting their independence and achievement.

There are links to websites and more information about carer relevant legislation and strategies in the appendix which readers may find useful.



## The local picture

14. According to the national Census (2011) there are currently 63,685 adult carers and 3,490 young carers in Worcestershire. Whilst many of these carers are able to support themselves through family, friends and informal networks, we recognise that carers at all times need to know where to find support from e.g. the Council, their GP or other public bodies and how to access this support. For more detailed information by District please refer to the Appendix.
15. Over the next 30 years, the number of carers will increase by around 60%. The number of people over 85 in the UK, the age group most likely to need care, is expected to increase by over 50% over the next decade.
  - Carer support organisations and Worcestershire County Council are in contact with some 9,000 carers and our commissioned support organisation for young carers is working with over 260 young people. All of these numbers have been increasing every year. Worcestershire County Council undertook 5,389 carers assessments in 2013/14 and this number has remained stable with 5,384 in 2014/15.
  - Once a carer contacts either the County Council or any of our partners there is a clear process (we call this a pathway) for assessment, signposting to appropriate services and – where necessary – accessing Council funded support; this includes a process that reduces waiting times for carers.
  - Carers are involved in key discussions through consultative groups with both the Council, the Clinical Commissioning Groups, the Health and Care Trust and the Acute Trust.

“

I need time to be my mum's daughter  
as well as her carer.

”

Making it Real for Young Carers

“

We welcome the introduction of whole family assessments, with carers being able to opt for individual assessments if they choose to do so.

”

Comment from Carer

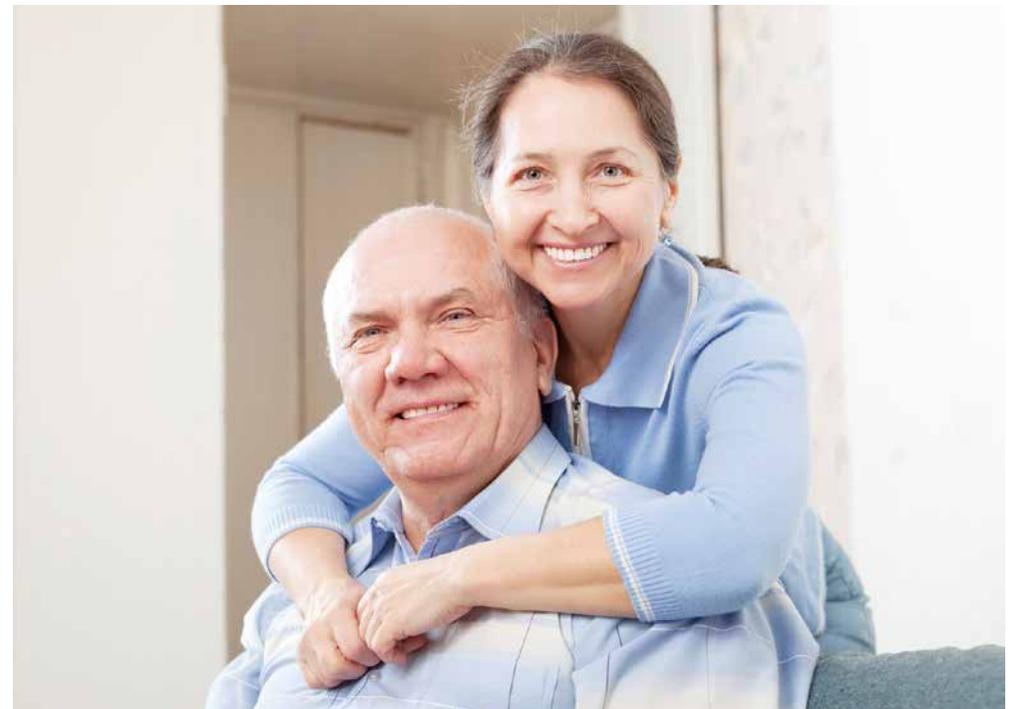
- Worcestershire Health and Care Trust and Acute Trust both have carer's policies/strategies which have been developed after substantial consultation with carers.
- Young Carers have a voice through the Young Carers Focus Group and they are actively involved in consultation and representation about the particular circumstances and needs of young carers. In June 2014 and April 2015, they organised conferences to inform and inspire local stakeholders.
- A Memorandum of Understanding between the County Council's Directorates of Adult Services and Health and Children's Services has been developed and agreed to ensure strategic and operational joint working so that young people with caring responsibilities and those looked after by parent carers are able to make a successful transition into adulthood with the information, advice and support that is appropriate to their needs. Alongside this, referral and response pathways are also being updated to ensure that young and young adult carers are effectively identified and enabled to receive the support they need.

“

Something that is very important is making people **AWARE** of any help that there is available.

”

Comment from Carer



## What we have achieved in Worcestershire

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16. Since the previous Carers Strategy was launched in 2010 carers, commissioners and providers of services have been developing services and approaches which demonstrate the good working relationship between all partners and the imagination and determination everyone put in to support carers in Worcestershire.

**We have developed with partners engagement and consultation mechanisms to improve the way we seek the views of carers**

**GPs and other health professionals can refer directly to a GP Carer Support Advisor once a carer is identified**

**We have developed a carers pathway together with Worcestershire Association of Carers, making access to carers assessment easier and speedier**

**Despite ongoing pressures on public budgets we have maintained budgets for carers support**

**Comprehensive information, advice and support services for carers in place**

**We have pooled budgets with the Clinical Commissioning Groups and the County Council to make commissioning of services simpler and more effective**

## Priorities for carers

17. The development and implementation of this Strategy is based on the following priorities that have been agreed with carers and carers' representatives.

### Focus on carer outcomes

The desired outcomes of carers should inform decision making and any services provided.

### Recognition and respect

The vital role of carers in complementing statutory health and social care services means that carers should receive recognition and respect for their contribution, both from statutory agencies and the wider community.

### A life of their own

Carers have a right to their own life and their personal needs and aspirations should be considered to help them maintain a balance between their caring responsibilities and a life outside caring.

### Involvement in decision making

Carers should be recognised as 'expert care partners' and actively engaged by health and social care professionals in the statutory and voluntary sectors wherever feasible in discussions about the provision of services for patients and service users.

### Co-ordinated services

Organisations that provide services for carers and patients or service users should work together to ensure that outcomes for carers are met.

### Personalised support

Any services carers receive should be tailored to meet their individual needs and aspirations.

### Caring safely

There should be support available where necessary for carers to help them provide care safely and ensure that they and the people they care for are safeguarded.

### Equitable support for all

The needs and aspirations of carers, whatever the reason for their caring responsibility or whatever their personal circumstances may be, should be equally addressed.

### Co-production

All partners are committed to working collaboratively with carers and their support organisations.

## Outcomes – what do we want to achieve?

18. The outcomes in the original version of the strategy were reviewed by carers in March 2014, and were found to be appropriate. Consequently they have been retained in this refreshed strategy. These national and local outcomes will be used to develop a framework to evaluate the impact of support for carers.

“ Information that is easily available  
so I don't have to fight for it  
Information that is easy to understand.”

Making it Real for Carers

“ Good communication between  
education and social care, and  
information about transition from  
children's to adult services ”

Making it Real for Carers

19. The views of carers themselves will be key in determining whether or not these outcomes have been achieved. Their views will be sought to assess the effectiveness of support services, and the extent to which key agencies and front line services consider their needs and aspirations. Based on existing consultative groups and other approaches we will continue to discuss with carers the most appropriate way of listening to their views. Carers will tell commissioners and providers how successful they feel the implementation of this strategy has been.

“ Make sure information is easily available  
at times that suit young people, like  
evenings and weekends. I should also be  
able to access information whilst at school  
or college e.g. via school library.”

Making it Real for Young Carers

20. A detailed action plan will be developed with carers and will be updated on an annual basis. We will work with the Carers Consultative Group (or its carer-led successor) to monitor and review the success of this strategy and receive a report by this group on an annual basis.

The strategy will be reviewed on a regular basis with all stakeholders and carers in particular.

Recognised and Valued	How we will achieve this	How we will measure success
<ul style="list-style-type: none"> <li>• I am recognised and respected in my role as a carer</li> <li>• I feel confident that there is support available</li> <li>• I feel able to care safely</li> <li>• The caring I do is appropriate to my age and capabilities</li> <li>• I understand how to access support</li> <li>• I am involved and can influence the assessment of my needs and aspirations</li> <li>• Any services I receive meet my needs and aspirations</li> <li>• I am able to have a say in how services are designed and delivered</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face carers assessments that focus on the individual</li> <li>• Engagement and consultation with carers included at all stages</li> <li>• Relevant consultative carer groups are in place and regular feedback to WCC, CCGs and Health and Well Being Board is ensured</li> <li>• Health and Social Care professionals are Carer Aware</li> <li>• Support services for young carers are in place; schools and colleges have the awareness (carer aware training online training online) to support young carers               <ul style="list-style-type: none"> <li>• Your Life Your Choice website (and other online resources such as <a href="http://yss.org.uk/young-carers/">http://yss.org.uk/young-carers/</a>) clearly explain the carers pathways and what universal, commissioned and WCC provided is available</li> <li>• Commissioned services are in place to provide information, advice and support for carers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Carers feedback surveys</li> <li>• Support services asking carers what they think about the services available to them</li> <li>• Number of carers assessments completed</li> <li>• Numbers of carers reviews and support plans completed</li> <li>• Reports from commissioned providers</li> </ul>
<b>A life of my own:</b>		
<ul style="list-style-type: none"> <li>• I feel able to achieve balance between my caring role and my personal life</li> <li>• I feel part of my community</li> <li>• I know how to make the most of income available to me and am not forced into financial hardship as a result of my caring role</li> <li>• I feel able to fully participate in education or training and enter or re-enter the employment market when I wish</li> <li>• I can remain in (suitable) employment if I wish to</li> </ul>	<ul style="list-style-type: none"> <li>• Support will be made available to all carers</li> <li>• Funded social care will be made available through a carers personal budget</li> <li>• Support can be provided to the person with care needs to help ensure relevant training is made available to include information about financial matters</li> <li>• Professionals and organisations coming into contact with carers will be trained in carers issues. This will be through direct training or Care Aware campaign.</li> <li>• Young carers at risk of becoming NEET (not in education employment or training) receive appropriate information, advice and guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Carers feedback surveys</li> <li>• Commissioned services feed back about carers views</li> <li>• Number of carers assessments</li> </ul>

Recognised and Valued	How we will achieve this	How we will measure success
<p><b>Supported to be mentally &amp; physically well</b></p> <ul style="list-style-type: none"> <li>• I am able to maintain my physical health and emotional wellbeing</li> <li>• I am able to manage stress</li> <li>• I feel confident to fulfil my role as a carer</li> <li>• I am able to maintain a dignified relationship with the person I care for</li> <li>• I am able to maintain relationships that are important to me</li> <li>• We have effective plans in place to ensure staff, people who use services and their carers are aware of and understand the advocacy offer we are developing and how this meets our responsibilities under the Care Act.</li> </ul>	<ul style="list-style-type: none"> <li>• Personalised support will be provided to all carers</li> <li>• Some areas of provision will be provided through a carers personal budget where this is required</li> <li>• Relevant training (e.g. how to manage stress, caring with confidence) and local carer support groups to be in place</li> <li>• Carers support and replacement care are available to carers where they need and qualify for it</li> <li>• GPs and other Health professionals will make adjustments to carers in their day to day practice</li> <li>• Effective support in place for independent advocacy where a carer needs this</li> </ul>	<ul style="list-style-type: none"> <li>• Carers feedback surveys</li> <li>• Commissioned services feed back about carers views</li> <li>• Number of carers assessments</li> <li>• As above and numbers of carers support plans completed</li> <li>• Monitoring reports from provider</li> </ul>
<p><b>Staying safe</b></p> <ul style="list-style-type: none"> <li>• I am able to care safely and maintain the safety of the person I care for and receive support for</li> </ul>	<ul style="list-style-type: none"> <li>• Safeguarding procedures are in place and are accessible to carers</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring reports from Worcestershire County Council and providers</li> <li>• Carers feedback surveys to include safeguarding issues</li> </ul>

## Cross Cutting themes

### 21. Safeguarding

Safeguarding is a cross cutting theme across all carer outcomes. The Council and its partners will co-operate in safeguarding the welfare of vulnerable adults and children as set out in the Care Act 2014 and the Children Act 1989. This means that we will ensure that carers know how to raise concerns about the person they are caring for or themselves, and that carers are supported appropriately in the event of any allegations made against them.

### 22. Co-production

The Health and Well-Being Board recognises the potential of co-production to realise contribution patients/service users/carers could make in managing health care conditions personally, in reducing the demand on health and social care resources, and in finding innovative solutions to health and care challenges.

## Carers telling their stories

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B is 14 and lives at home with her Mum and Dad and two brothers. Dad has multiple physical conditions impacting on him and Mum suffers with mental ill health which has led to her being hospitalised on occasions. B has had a caring role for as long as she can remember and was referred to YSS young carers about a year ago.

“

Because I have been having one to one support, the young carers key worker and I have been able to talk about my feelings instead of holding them in, which is something I wasn't able to do before. It has made me realise talking does help. As a result my anger has been more controlled and I get on a lot better with my Mum and Dad and also at school. By coming to the clubs and activities I have made new friends and feel less lonely.

”

### Carer Case Study...

Carer for her husband who has been diagnosed with Alzheimer's and Parkinson's Disease, he also suffers from Type 2 Diabetes and is prone to falls. The carer carries out all domestic and personal care tasks and is unable to leave her husband for any period of time. The carer was reluctant to leave her husband with someone he doesn't know, no family support locally.

The husband was referred for an Occupational Therapist visit at home and a number of adaptations were made such as seating raised, rails fitted to make caring easier. A support agency provided Moving and Handling training for the carer to relieve pressure on her back. The carer was also referred for a carer's assessment and regular calls were made to the carer to provide emotional support.

# Appendices

## 23. National and local outcomes

National Outcomes from National Carers Strategy 2014-16	Local Outcomes
<p><b>Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.</b></p>	<ul style="list-style-type: none"> <li>• I am recognised and respected in my role as a carer</li> <li>• I feel confident that there is a support available</li> <li>• I feel able to care safely</li> <li>• The caring I do is appropriate to my age and capabilities</li> <li>• I understand how to access support</li> <li>• I am involved and can influence the assessment of my needs and aspirations</li> <li>• Any services I receive meet my needs and aspirations</li> </ul>
<p><b>Carers will be able to have a life of their own alongside their caring role. Carers will be supported so that they can achieve a good quality of life and are not forced into financial hardship by their caring role.</b></p>	<ul style="list-style-type: none"> <li>• I feel able to achieve a balance between my caring role and my personal life</li> <li>• I feel connected to others in the community</li> <li>• I know how to maximise my income to meet basic needs</li> <li>• I feel able to fully participate in education or training and enter or re-enter the employment market when I wish</li> </ul>
<p><b>Carers will be supported to stay mentally and physically well and treated with dignity.</b></p>	<ul style="list-style-type: none"> <li>• My physical health and emotional wellbeing has been maintained</li> <li>• I am able to manage stress</li> <li>• I feel confident to fulfil my role as a carer</li> <li>• I am able to maintain a dignified relationship with the person I care for</li> </ul>

## 24. Important links and websites

### National

- ‘Recognised, Valued and Supported: Next Steps for the Carers Strategy’ (HM Government, 2010) setting out the current government’s commitment to working with carers <https://www.gov.uk/government/publications/recognised-valued-and-supported-next-steps-for-the-carers-strategy>
- Carers Strategy: the Second National Action Plan 2014 to 2016 identifies key actions to be taken by Government between 2014 and 2016 with four priorities: identification and recognition, realising and releasing potential, a life alongside caring and supporting carers to stay healthy [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/368478/Carers\\_Strategy\\_-\\_Second\\_National\\_Action\\_Plan\\_2014\\_-\\_2016.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/368478/Carers_Strategy_-_Second_National_Action_Plan_2014_-_2016.pdf)
- NHS England’s Commitment to Carers – May 2014 sets out the key areas where the NHS will support carers, including raising the profile of carers, education, training and information and well-coordinated care. [www.england.nhs.uk/wp.../2014/.../commitment-to-carers-may14.pdf](http://www.england.nhs.uk/wp.../2014/.../commitment-to-carers-may14.pdf)
- Care Act 2014 and Statutory Guidance “... putting carers on an equal legal footing to those they care for and putting their needs at the centre of the legislation” <https://www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation>
- Children & Families Act 2014 links young carers into the overall carers discussion, including the preparation for adulthood, choice and control for young carers and the regard for young carers’ health and well being. <http://www.legislation.gov.uk/ukpga/2014/6/section/97/enacted>

## Local

- Five Year Health and Care Strategy for Worcestershire sets out the strategic direction for the three Clinical Commissioning Groups and the Council in Worcestershire [www.wyreforestccg.nhs.uk/EasySiteWeb/GatewayLink.aspx?alld...](http://www.wyreforestccg.nhs.uk/EasySiteWeb/GatewayLink.aspx?alld...)
- Future Lives is Worcestershire County Council's major change programme in Adult Social Care [http://www.worcestershire.gov.uk/info/20073/future\\_lives\\_change\\_programme](http://www.worcestershire.gov.uk/info/20073/future_lives_change_programme)
- Worcestershire Joint Health & Well Being Strategy [www.worcestershirepartnership.org.uk/.../Joint-Health-and-Wellbeing-Strategy-2013-16.pdf](http://www.worcestershirepartnership.org.uk/.../Joint-Health-and-Wellbeing-Strategy-2013-16.pdf)
- Worcestershire Carers Strategy 2009-2014: this is the original Carers Strategy in Worcestershire which is being refreshed with the current document [http://www.worcestershire.gov.uk/downloads/file/4364/carers\\_strategy](http://www.worcestershire.gov.uk/downloads/file/4364/carers_strategy)
- Worcestershire Carers Charter 2010. This charter states the commitments by public sector providers to support carers [see Appendix]
- Worcestershire Carers Survey (2013) – this survey confirms the aspirations and needs of carers which reflect those identified at a national level.
- Improving access to training, knowledge and skills to support carers in their caring role (2014, ADASS WM) – a survey undertaken into the training needs and requirements of carers to ensure they can have the confidence and skills to continue to care.
- Joint Strategic Needs Assessment update September 2014: includes information about the current and projected monitor health and social care needs of the local population.
- Your Life Your Choice [www.ylyc.worcestershire.gov.uk](http://www.ylyc.worcestershire.gov.uk)
- Worcestershire Local Offer [www.worcestershirelocaloffer.org.uk](http://www.worcestershirelocaloffer.org.uk)

## 25. Breakdown by Worcestershire Districts

Adult carers broken down by district (2011 census):

District	Population of Districts (all ages)	Total number of people providing unpaid care	% of district populations providing unpaid care	Those providing 50 hrs/wk or more of unpaid care
Worcester	98,768	9,648	9.8%	2,075
Bromsgrove	93,637	11,201	12%	2,174
Malvern Hills	74,631	9,390	12.6%	1,847
Redditch	98,768	8,889	10.6%	2,154
Wychavon	116,944	13,434	11.5%	2,791
Wyre Forest	97,975	11,123	11.4%	2,677

## 26. The Carers Assessment Process

### Carers Pathway

#### 1. All Carers

**Carer Universal Services and Information:**  
Information, advice, support and advocacy available to all carers, including Your Life Your Choice

#### 2. How to get a Carers Assessment

Your Life, Your Choice (YLYC) - will signpost carers to appropriate areas of support, including how to register for a Carers Assessment

**Carers can choose to have their needs considered alongside the person they care for**

**Combined Family Assessment and Support Plan** – Carers' needs can be considered jointly as part of 'Cared for's' Needs Assessment

**Carers who choose to have a separate carer's assessment**

**Carer's Needs Assessment & Support Plan**

**Carers eligible for funded support \***

Personal budget and/or direct payment allocated  
Reviewed annually (or when circumstances change)

#### Notes

\* Refers to social care funded support

\*\* Can include provision of direct service to the service user/cared for

### Young Carers Pathway

#### All Young Carers

**Young carer support, advice, information and signposting**  
Referral for support can be made directly to the commissioned Young Carers support provider for any young carer under the age of 25.

**Young carers who choose to have their needs considered alongside the person they care for**

#### Whole Family Assessment

Young carer's needs can be considered jointly as part of the 'cared for' (adult or child's) assessment.

**Young carers who need a separate young carer's assessment or transitional young adult carer's assessment \*\***

**Young Carers Assessment and Support Plan** - Early Help Notification and Assessment

**Transitional Young carers Assessment and Support Plan** by Children's or Adult's Services depending on age of 'cared for' person.

**Assessment of a young carer who is also considered a 'Child in Need'\***

**Child in Need Assessment and Child in Need Plan**  
Children's Services  
Social Care

#### Notes

\* Child in need: Section 17 of the Children Act 1989 defines a child as being in need in law if:

- He or she is unlikely to achieve or maintain or to have the opportunity to achieve or maintain a reasonable standard of health or development without provision of services from the LA;
- His or her health or development is likely to be significantly impaired, or further impaired, without the provision of services from the LA;
- He or she has a disability.

Development can mean physical, intellectual, emotional, social or behavioural development. Health can be physical or mental health.

\*\* Transitional Young Carers Assessment - This must be offered to any young carer who is likely to have needs for support after becoming 18 and should take place at a 'point of significant benefit' (assuming this will be roughly between the ages of 16-18), in order to consider what that post 18 support might be. If the young carer is caring for an adult, this will need to be undertaken by worker undertaking assessment of adult with care needs. If the young carer is caring for a child, this will be undertaken by Children's Services

# Parent Carers Pathway

**All Parents**

**Universal services** are those provided to all families and children from health, education, and other community, voluntary, and private services such as leisure, play, housing, out of school clubs and early years.

**Parent Carers\* of children and young people who have additional needs or experience barriers to progress that cannot be met through universal services alone**

**Targeted services to meet additional needs**

**Parent Carers\* of children and young people who have complex needs to the extent that their health, development and wellbeing will be impaired without intervention**

**Specialist services to meet complex needs**

## Children's Services Family Front Door

Early Help Assessment - Parent Carers needs are considered holistically\*\* as part of the child's Early Help Assessment and Action Plan.

Child and Young Persons Assessment - Parent Carers needs are considered holistically\*\* as part of the Child and Young Persons Assessment and Support Plan or as part of a Transitional Assessment and Plan\*\*\*

### Notes

The Children and Families Act 2014 has strengthened parent carer's rights via section 17 amendments to The Children's Act 1989.

The Act now defines a parent carer\* as "a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibilities."

The legislation will require local authorities to carry out an assessment if a parent carer requests it or on the appearance of need.

\*\* Holistic Assessments – A whole Family approach to assessment is encouraged and in most cases it would be preferable to consider the carers needs as part of the child's assessment. However parent carers have the right to request a separate carer's assessment.

Transitional Assessment of carers\*\*\* - Parent carers' needs are covered under Section 17 of the Children Act. However, the Care Act also includes a duty to undertake a transition assessment for them when the person they care for is approaching 18 – and a power to start providing services on the basis of the transition assessment before they and their child actually transition.

If there are concerns that a child or young person has suffered or is at risk of significant harm, the Inter-Agency Child Protection Procedures should be followed - located at: <http://westmerciaconsortium.proceduresonline.com/chapters/contents.html>

**27.** Useful organisations for carers

- Worcestershire Association of Carers WAC [www.carersworcs.org.uk](http://www.carersworcs.org.uk)
- Stroke Association [www.stroke.org.uk/LifeAfterStrokeCentre](http://www.stroke.org.uk/LifeAfterStrokeCentre)
- Citizens Advice [www.cabwhabac.org.uk](http://www.cabwhabac.org.uk)
- Support for young Carers – YSS [www.yss.org.uk/young-carers](http://www.yss.org.uk/young-carers)
- Worcestershire Parent and Carers Community [www.parentcarers.org.uk](http://www.parentcarers.org.uk)
- Health Watch Worcestershire [www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)

**28.** Action Plan

(this will be developed once the strategy has been approved)

## Section Seven

# Appendices

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We would like to acknowledge the support for the following individuals and agencies in the development of this Strategy.

Their active contribution in a variety of ways to the recent local strategic review of carer support services ensured we were able to identify key strategic priorities for future action that we are confident will address the needs and aspirations of all carers in the county.

Thank you for your support:

- Ray Eades
- Anne Duddington
- Maddy Bunker
- Worcestershire County Council Carers Unit
- Worcestershire Association of Carer's (WAC)
- Carers Action Worcestershire (CAW)
- YSS

The above list is not exhaustive of all those individuals and agencies that have supported development of this strategy, so for those not mentioned that supported development of this strategy through engagement in focus groups or by hosting visits, a big thank you.



## Get in touch...

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### **Online:**

<https://ylyc.worcestershire.gov.uk/care-and-support/carers/>