



Knowsley All Age Carers Strategy

2020-2025

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Foreword

Knowsley Carers Strategy 2020-2025 builds on the success of Knowsley Carers Strategy 2017-2019

This document has been produced by drawing together the knowledge and views of Knowsley Council Services, Knowsley Carers Centre, as well as our many other partners but most importantly carers from across the borough and beyond without whose participation the strategy would not have substance.

Over the coming years it is vital that carers continue to stay involved to inform the roll out of the strategy, provide ongoing guidance and critique to keep the Carers Strategy 20-25 grounded in the lived experience of carers' lives.

I look forward to being part of the Carers Strategy Group 2020-2025 to maintain its vision of partnership and co-operation.

Muriel O'Hanlon
Trustee
Knowsley Carers Centre



Introduction

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. There are around 6.5 million carers in the UK, approximately one person in ten¹. Social services and the NHS rely on carers' willingness and ability to provide care and support.

In Knowsley, we know that almost 18,000 people identify as being an unpaid carer, providing more than one hour's care per week². However, it is likely this number is much larger as many people providing care do not recognise themselves as a carer, because it so easily becomes part of their daily routine, and because this data is now almost a decade old. Also, we know that across the country, the COVID-19 pandemic in 2020 led to an increase in the number of people providing unpaid care, so it is likely that this is also the case in Knowsley. We recognise that COVID-19 has impacted everyone, to greater or lesser extents, and carers are no exception.

Although for many carers, caring can have positive and rewarding aspects, such as the development of organisational skills, caring will have an impact on a carer's life. It can affect their access to employment and educational opportunities, their health and wellbeing, their relationships with others and it can limit the time that they have to spend on the other things that they want to do.

The number of carers in Knowsley and their needs are likely to change dramatically over the next ten years and beyond, especially in the aftermath of the coronavirus pandemic as the long-term effects continue to emerge. In line with the national picture, population changes will mean that there will be an increasing number of people that will require support from an unpaid carer in Knowsley. In addition to this, it is anticipated that there will be a more intense role required of carers due the fact that people are living for longer and with more complex needs.

It is therefore vital that carer's needs are supported now and, in the future, so that they can live happy, healthy and fulfilled lives whilst carrying out their caring role. Building on the success of Knowsley's

earlier Carers Strategy for 2017-2019, this latest strategy sets out how partners across Knowsley will work together to ensure that this can be achieved. It outlines the vision and outcomes that carers in Knowsley have told us they want to see, and the priorities and actions that partners will focus on over the next five years in order to achieve these. This strategy is for all carers in Knowsley, including young carers, working-age carers and older carers.

¹ Census 2011

² Census 2011



About carers

Anyone can be a carer and Carers UK predict that 3 in 5 people will be carers at some point in their lives. Carers differ in age, the number of hours that they spend caring and in the number of people that they care for.

Young carers

- The 2011 Census indicated that almost 178,000 under 18s nationally have caring responsibilities
- The majority provide under 20 hours of care a week, however thousands provide even higher levels of care
- This is a wide spectrum which means caring will affect these young people in different ways
- Broader definitions put the figure of young carers higher, as close to three million children live in households with a disabled family member but not all of these will have caring responsibilities
- Their caring responsibilities are likely to impact on their education and they are more likely to be not in education, employment or training (NEET)
- The 2011 Census suggests that in Knowsley, there were 371 children and young people recorded as performing weekly caring activities



Working age carers

- Nationally over 4 million carers are of working age
- Working age carers are likely to struggle to maintain employment due to the impact of their caring role
- National research suggests one in five carers gives up employment to care
- Recent research from Carers UK found that 62% of new carers as a result of the pandemic are juggling paid work alongside their new caring responsibilities
- The loss of earnings, savings and pension contributions can mean carers face long-term financial hardship into retirement
- Poverty levels are highest in the working age carer population and increases with the number of hours of care they provide, with a 27% poverty rate among carers who provide at least 20 hours of care per week
- The majority of carers in Knowsley are of working age



Older carers

- Almost 1.3 million people in England and Wales aged 65 or older are carers
- Older carers are more likely to have their own health and care needs and their caring responsibilities can impact on these
- Nationally, one third of older carers say they have cancelled treatment or an operation for themselves because of their caring responsibilities
- In 2019 Age UK reported that one in three people aged 80 and older were providing unpaid care for their loved ones, despite many suffering severe health issues of their own and that this figure had increased by almost 25% in 8 years
- In Knowsley, Census data suggests that one in five carers are aged 65 or over



Hours spent caring



4 million

carers in the UK provide 1-19 hours of unpaid care each week

1.4 million

carers in the UK provide 50+ hours of unpaid care a week

25%

Over the last 10 years, the number of carers providing 50+ hours of unpaid care has increased by 25%

National data suggests that a third of carers in Knowsley provide 50+ unpaid care a week



Carers who spent 50+ hours a week caring are twice as likely to report ill-health



A sandwich carer describes someone who has multiple caring responsibilities for people in different generations

Sandwich carers

Research suggests that there are around 1.3 million sandwich carers in the UK



24.3%

Recent insight suggests that almost a quarter of carers in Knowsley care for more than one person



The Office for National Statistics (ONS) found that sandwich carers are more likely to report mental ill-health, feel less satisfied with life, and struggle financially compared with the general population

Reflection on Knowsley's Carers Strategy 2017-19



This Strategy builds on the success of Knowsley's earlier Carers Strategy 2017-2019, which saw partners across Knowsley working together to develop and deliver a number of initiatives to address the priorities within the strategy that had been identified by carers. The progress of Knowsley's 7 Carers Strategy has recently been reviewed and this illustrated the many successes and achievements that have been accomplished and have made a significant difference to the lives of carers in Knowsley. Some of the key highlights are outlined below:

Priority 1 - Carers want to be kept fully informed and involved in the assessment of the person they support and be treated as partners in the development of support plans including hospital discharge

You said	We did
You said Deliver 'Looking after' campaign to identify more carers across multiple types of outlets e.g. pharmacies, citizen advice and improve carers recognition of themselves as carers.	We did More hidden carers were identified across multiple types of outlets and between 60 to 70 hidden carers registered with Knowsley Carers Centre per month. Through the use of an open referral system used by Knowsley Carers Centre this led to an increase in the identification, support and recognition of carers.
You said Increase rollout of Carers' Passports in hospital.	We did Carers' Passports have been developed and piloted in Aintree Hospital and Whiston and St Helens Hospital Trusts. Carers Passports provide an opportunity for the carer to express how they would like to be involved in the care and care planning for the person they care for. The hospital trust is able to outline their offer to the carer for example with regards to accessing free or affordable refreshments, parking concessions etc. The carers passport can provide a focal point for discussion with hospital staff.
You said Review the need for the Carers' Emergency Card.	We did The Carers' Emergency Card was reviewed to measure the success and to see if carers still wanted the emergency card. It was seen as being essential by carers as it gave peace of mind in case of an emergency.
You said Introduce the Carers' Recognition Card.	We did The carers' recognition cards were introduced and over 1,000 have now been issued. They have been useful to carers as they are able to prove their identity as a carer which helps them access appropriate services and concessions. The carers' recognition card has proven to be especially helpful during the 2020 COVID-19 outbreak.
You said Work with hospitals and other health services on policies and implementation to ensure: <ul style="list-style-type: none"> • person is not discharged without carer being identified • carer involved in treatment • frontline staff undertake carer awareness training 	We did Carer awareness training is available to all staff working in health and social care in GP surgeries, hospitals and the community teams. The training is delivered by Carers Vision alongside the Health Link from Knowsley Carers Centre. Carer awareness training highlights the vital role that carers play as part of the team around the cared for person. The identification of carers and signposting to appropriate services are emphasised as good practice and the first step to ensuring that carers are valued and involved appropriately in care planning and delivery. (Also see Carers Passports above)

Priority 2 - Carers want the opportunity for regular personalised breaks suited to their individual situation. They need to spend quality time for themselves on something other than caring and with their family and friends

You said	We did
<p>You said Promote assistive technology and the use of Centre of Independent Living in maximising independence for the cared for and the carer.</p>	<p>We did Carers have a better awareness of what assistive technology is available to support them and the person they care for. Promotion has taken place to raise the awareness of assistive technology.</p> <p>2,000 information leaflets on assistive technology have been sent direct to carers by the Carers Centre over the last 12 months in Knowsley.</p> <p>Carers support staff at Knowsley’s Carers Centre; promote the use of assistive technology and have a range of equipment that can be demonstrated to carers. If a carer wants to take up the use of assistive technology, they make a referral for them.</p> <p>To respond to the 2020 COVID-19 pandemic, carers were sent details of two new assistive technology products identified to be of specific benefit during the crisis.</p>
<p>You said Improve carer’s self-recognition of them needing a break from their caring role through:</p> <ul style="list-style-type: none"> • Increasing uptake of Caring with Confidence course • Improving information available on breaks/respite, including multiple different options • Implement local policy on ‘chance for a break’ within the council 	<p>We did Knowsley Carers Centre delivered 3 caring with confidence courses during 2018-19.</p>

Priority 3 - Carers want to have the opportunity to take part in normal family life, social events, social activities, work, leisure, education and to be part of their community

You said	We did
You said Improve signposting to good career advice, including linking in to proposed Supported Employment scheme for carers.	We did Knowsley Carers Centre have signposted adult carers to specialist organisations who provide careers advice. They have signposted carers to Knowsley Works, Careers Connect and the National Careers Service.
You said Work with schools to consistently identify and support young carers.	We did A school liaison officer is now in place with responsibility for working in partnership with schools to promote, identify and support Young Carers in Knowsley. They will contact and arrange to meet the school representative to share the purpose of the service, how to refer to the Young Carers Assessment and offer resources to support the school to identify any pupils that are Young Carers.
You said Improve uptake of young carers assessment and support, which will include assessment of holistic needs of young carers.	We did There are now two dedicated assessors in place who carry out regular assessments. In total 169 young carers have been identified out of approximately 200 referrals since January 2018; with 26 assessed as meeting the compromised care threshold (children experiencing parental domestic violence, mental health or substance abuse). On average around three young carers assessments are completed every week, however this has recently been impacted by the 2020 COVID-19 pandemic with fewer referrals now taking place (averaging around three a month). The service has engaged with numerous agencies to ensure the profile of young carers continues to be raised.
You said Improve youth workers awareness of activities, leisure and education that would be of interest to young carers and that might address their needs.	We did 180 young carers in Knowsley have accessed the Me Time Programmes, coordinated by VIBE formerly Knowsley Youth Mutual.
You said Support businesses to value and support carers better so that carers are able to sustain their caring role and make the most of their employment.	We did Knowsley Carers Centre have raised awareness of carers and carers issues to local businesses so that they are aware of the issues carers face on a daily basis.

Continued

You said	We did
<p>You said Support working carers as to their rights as carers within employment, such that they are able to maintain their job, sustain their caring role and have a normal family life including taking part in social and leisure activities and being part of their community.</p>	<p>We did Knowsley Carers Centre have supported registered working carers as to their rights as carers within employment including the right to ask the employer for a flexible working request. They have also signposted carers who require specialist employment advice to specialist organisations who deliver employment advice.</p>

Priority 4 - Carers should not be financially disadvantaged because of their caring role

You said	We did
<p>You said Provide information, advice and support to maximise income e.g. awareness of discounts, how to reduce bills, ensure information, advice and support to maximise income to carers for specific circumstances of young adult carers, young carers and elderly carers.</p>	<p>We did Knowsley Carers Centre have provided information, advice and support to maximise the income of carers dealing with their benefits and debt issues, helping to improve carers wellbeing. The Carers Benefits Advice Worker has carried out home visits so making the service accessible to carers. If specialist debt advice is needed, such as fuel debt advice, they have signposted and referred carers to specialist agencies. This has helped carers to access unclaimed benefits and has been extended to young carers.</p>
<p>You said Develop a data base of local discounts available to carers, including marketing and selling the provision of discounts to carer.</p>	<p>We did A list outlining the local discounts and places carers can get in for free with the production of the carers recognition card is available, but this needs reviewing to consider the barriers to accessing discounts. There is also a Young Carers Recognition card available for young carers in Knowsley. This works in a similar way to the adult carers recognition card and enables young carers to access discounts. In total 60 young carers ID cards have been issued.</p>
<p>You said Support carers into employment and voluntary work and help them sustain these roles i.e. supported employment schemes, carers leave, support for interviews etc.</p>	<p>We did Staff at Knowsley Carers Centre have supported carers into employment and voluntary work and helped them to sustain their roles. They have signposted carers to specialist organisations who provide careers advice including interview skills, CV writing, application completion etc. They have monitored and recorded the number of carers signposted for specialist careers advice.</p> <p>Knowsley Carers Centre also encourages carers to take up volunteer opportunities to improve their skills and confidence. Staff have provided training to carers on such areas as CV writing, interview skills etc. Through work with Knowsley Carers Centre, carers have been supported into employment, training, and volunteering opportunities and this has led to a number of carers gaining employment.</p>

Continued

You said	We did
<p>You said Support working carers as to their rights as carers within employment, such that they are able to maintain their job, sustain their caring role and have a normal family life.</p>	<p>We did Knowsley Carers Centre has provided support to working carers on their rights within employment. Staff at the Carers Centre have supported registered working carers as to their rights as carers within employment including the right to submit a request to the employer for flexible working. They have also signposted carers who require employment advice to specialist organisations.</p> <p>By providing support, Knowsley Carers Centre helps carers to maintain their job, sustain their caring role and have a normal family life. Carers are encouraged to take up services delivered by Knowsley Carers Centre and to take part in social and leisure activities as part of their local community.</p>
<p>You said Create a framework for a supported employment scheme for carer.</p>	<p>We did This has been delivered to an extent through the supported internship scheme.</p>

Priority 5 - Carers should be supported to look after their own physical and mental health whilst enabling them to maintain their caring relationship where appropriate

You said	We did
You said Improve carers accessibility to GP appointments.	We did The Supporting Carers-10 steps to better practice guide outlines to staff working in primary care the needs of carers and how best to support them. The need to be flexible and accommodating when offering appointments to carers is stressed during carer awareness training to GP practice staff.
You said Increase carers own registration with GPs identifying them as carers, making sure the importance is understood by carers.	We did Carers have been encouraged to register as a carer with their GP via the Carers Centre newsletter, at health awareness events etc. Carers have also been encouraged to register with their GP by the carer support staff at Knowsley Carers Centre. Through the Supporting Carers; 10 steps to better practice guide and carer awareness training, primary care staff are encouraged to use Read codes identifying which of the practice's patients are carers. This provides practices with the information they need to invite carers in for flu vaccination, possibly offer health checks and alerts health practitioners to their patient's role as a carer which may be having an impact on their health and wellbeing.
You said Hold carers health awareness sessions e.g. impact of caring on carers' health and managing stress.	We did Carers health awareness sessions are held by Knowsley Carers Centre twice a year.
You said Improve the number of carer friendly GP practices (10 steps to being carer friendly).	We did The Supporting Carers 10 steps to better practice guide was reviewed with the aim of improving the number of carer friendly GP practices. GP practices achieving the Supporting Carers 10 steps to better practice certificate are now required to take part in an annual review to keep their certification up to date. This also involves ongoing carer awareness training.

Continued

You said	We did
	<p>The revised Supporting Carers 10 steps to better practice guide also includes information about young carers and the appropriate referral process. Guidance on supporting young carers is included in carer awareness training.</p>
<p>You said Provide training to help carers maintain their own health and wellbeing and manage their caring role with minimum risk of damage to their own health and wellbeing as well as that of the cared for. Also training in understanding when carers should do things for the cared for, and when the cared for doing it themselves would be beneficial in terms of maximising independence.</p>	<p>We did Training is provided by the Knowsley Carers Centre. It encourages carers to maintain their own health and wellbeing and manage their caring role with minimum risk of damage to their own health and wellbeing as well as that of the cared for. The training delivered helps carers to understand when they should do things for the cared for, and when the cared for doing tasks for themselves would be beneficial in terms of maximising their independence.</p> <p>The carers support staff provide information and advice to carers on how to maintain their health and wellbeing and managing their caring roles.</p>
<p>You said Implement a GP carer registration system for young carers and their own registration with GPs.</p>	<p>We did With the revision of the Supporting Carers 10 steps to better practice guide to include young carers, awareness has been raised within primary care about their needs. Practices are encouraged to identify who of their patients are young carers.</p> <p>Young carers can also use their Carer ID card to identify themselves to the practice.</p> <p>GPs send text messages to all carers asking if they are registered with the Carers Centre.</p>

Priority 6 - Carers' support will be focused on preventing the deterioration in caring situations, by ensuring that service users receive the right support, at the right time and in the right place

You said	We did
You said All adult carers have access to prevention services e.g. information, advice, peer support and signposting to community resources.	We did Knowsley Carers Centre delivers prevention services to carers including information, advice, peer support, emotional support, holistic therapies, counselling, trips and activities, training, income maximisation and signposting to community resources. Staff at the Carers Centre support carers using a prevention model identifying high risk caring relationships and providing targeted preventative interventions to stabilise and to reduce the risk of carer relationship breakdown.
You said Recruit carer champions within each social work locality team to provide a local focus and knowledge base.	We did This action is outstanding. We will continue to focus on this action as part of the new Carers Strategy for 2020-2025.
You said Access to carers assessors in hospital so that assessments of carer needs is consistently delivered when appropriate as part of discharge planning.	We did This action is outstanding. We will continue to focus on this action as part of the new Carers Strategy for 2020-2025.

National policy drivers



THE CARE ACT 2014:

Duties introduced through the Care Act (2014) aim to put carers on equal legal footing to the cared for, with local authorities required to carry out an assessment to assess whether a carer is eligible for support where a carer appears to have needs and implement a support plan.

CARERS ACTION PLAN 2018-2020:

This action plan outlines the government's commitment to supporting carers through 64 actions across 5 priorities. The priorities are:

1. Services and systems that work for carers
2. Employment and financial wellbeing
3. Supporting young carers
4. Recognising and supporting carers in the wider community
5. Building research and evidence to improve outcomes for carers

NHS LONG TERM PLAN 2019:

The plan sets out ways to ensure the NHS is fit for the future over the next 10 years, focusing on starting well, helping communities to live well and ageing well. In relation to carers, the plan sets out a number of measures to better identify and recognise carers; better support for carers in an emergency and better support for young carers.

LONELINESS STRATEGY 2018:

As part of the government's Loneliness strategy, a Building Connections Fund is investing £1.3m to fund a number of projects that will increase support for carers.

WORLD HEALTH ORGANISATION AGE FRIENDLY PROGRAMME:

The programme aims to deliver improvements for the older population which may offer benefits for carers. There are plans for Knowsley to register with this programme in 2020/21.

Local policy drivers

The broader strategic landscape in Knowsley is set by the new 10-year strategy, Knowsley 2030. Beginning with a year-long period of engagement and intelligence gathering, we have worked closely with the Knowsley Better Together Partnership, local residents, businesses, community groups and others to develop a clearer picture of life in the borough and establish what people's aspirations are for Knowsley, by 2030. This co-produced evidence base underpins the Knowsley 2030 strategy, which sets out our shared aims for our future. Particularly relevant for carers is the commitment that by 2030, we all want Knowsley to be:

- A place where people are active and healthy, and have access to the support they need, and
- A place where people of all ages are confident and can achieve their full potential



Knowsley Better Together

Knowsley Better Together is a way of working and shift in culture that is focused on the council working in equal partnership with residents, businesses, partners and the voluntary sector more than ever before. It involves people coming together to share ideas, skills and time to achieve a shared goal or vision, improving outcomes for Knowsley.

This strategy has been developed and will be delivered in line with Knowsley Better Together and the principles that underpin it.

These principles are:

- Be a strong community leader and always champion Knowsley
- Build better partnerships and work with others co-operatively to improve Knowsley
- Listen to the community when making decisions
- Spend locally, invest locally and recruit locally to build social value
- Help people to be independent, doing more for themselves and each other
- Prevent problems occurring or stop them getting worse
- Use the best way of delivering services that leads to improved outcomes for Knowsley

In line with this way of working, this strategy has been co-produced with carers, residents and key partners in Knowsley to help shape the priorities and actions. Carers and their families are at the heart of this strategy and have once again taken a leading role in highlighting the issues which are most important to them. Some of these issues are new ones; others are ongoing challenges that carers have told us still need addressing.

What is most important, is that this strategy represents a refresh of the views and aspirations of carers in Knowsley, which have been gathered through strong coproduction and engagement with local carers. This strategy is therefore driven by their visions and what matters most to them and these will help to guide the direction of the strategy and shape the services that support them.





How has this strategy been co-produced?

Carers are at the heart of this strategy and their views have played an essential role in co-producing its priorities, actions and outcomes. It is vital that the views of carers are valued, respected, listened to and that carers are actively involved in the shaping of services that support their needs. Input from a wide range of carers in Knowsley has been gathered through a borough-wide survey that was developed in collaboration with carers at Knowsley's Carers Centre. The survey was shared between January and March 2020 with approximately 8,000 unpaid carers across Knowsley and both paper copies and an online version of the survey were made available. The survey was open for 8 weeks and in total 659 responses were received. This section provides an overview of the results.

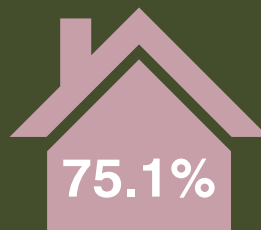
59.9%

of respondents were aged 31-65
The highest proportion of carers in the borough were aged 25-49 according to the 2011 Census



The majority of respondents (66.2%) defined their gender as female

56.5% of respondents reported that they provide 50+ hours of unpaid care per week



75.1%

of respondents reported that they live with the person they care for



34.2% of respondents described their physical health as good but 18.7% said their physical health was poor or very poor



33.6% of respondents described their mental health as good but 12.8% said poor or very poor

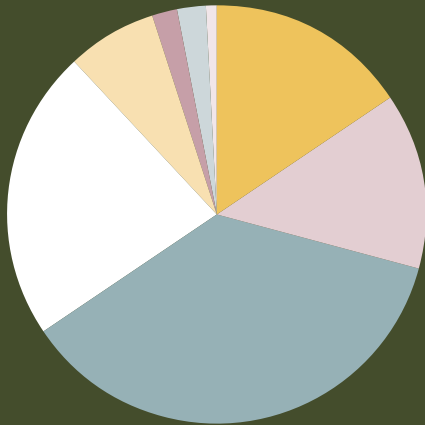


74% of respondents reported that they have one or more long-term medical conditions

The majority of respondents (75.7%) reported that they care for only one person



The majority of respondents were retired:



- Full time employment
- Part time employment
- Retired
- Unable to work due to caring
- Unable to work due to health condition or disability
- Seeking employment
- In full time education
- In part time education



Priorities

for the strategy were identified:

1. Health and Wellbeing
2. Leisure and Culture
3. Carers Assessments
4. Maximising Income
5. Need for a Break
6. Loneliness and social isolation

Follow-up engagement

Following the survey, we carried out further engagement with carers to explore whether the impact of the 2020 COVID-19 pandemic had led to a change in the priorities identified by carers.

However, carers identified that in fact, the impact of COVID-19 had only made the priorities more important, especially those focused on Health and Wellbeing, Respite and Loneliness and Social isolation.

Local strengths and assets

Knowsley Carers Centre

- Knowsley Carers Centre is an independent, local registered charity and network partner of Carers Trust who provide a range of services to support and enhance the lives of unpaid carers throughout Knowsley. Knowsley Carers Centre provides, phone-in, drop-in, home visits and facilitates a number of services to support carers such as information and advice, emotional support, community consultation and empowerment for carers, advocacy, education and training opportunities, holistic therapies, carers support groups and many other services
- The Centre has supported over 10,000 carers in Knowsley and on average registers between 60 - 70 new hidden carers per month and provides support to them. Knowsley Carers Centre is the highest rated service on Healthwatch Knowsley's feedback centre, receiving over 400 positive comments

Together In Dementia Everyday (TIDE)

- Tide works specifically with carers & former carers of people living with dementia. Tide is about the carer voice. They offer carers the opportunity to use their individual & collective experiences of caring to influence research, policy & practice. This might be through activities such as involvement in focus groups & consultations, sharing experiences online or at events, & developing & delivering training. They ensure that carers are confident in this role through delivering free Carer Development sessions, with face-to-face and online topics such as 'You Can't Pour from an Empty Cup', 'Living Grief and Bereavement', and 'Getting Your Point Across'; offering a network of peers; and providing any support that carers may need in order to become involved as equal partners

Carers Vision

- Carers Vision is a group of carers who have all been trained to take part in the delivery of carer awareness training for staff in health and social care teams. The sessions, co-facilitated by the Health Link from the Carers Centre and a member of Carers Vision, aim to develop a better understanding of the vital role that carers play, encourage staff to identify carers and signpost them to appropriate organisations such as Knowsley Carers Centre and the Alzheimer's Society
- Members of Carers Vision have delivered carer awareness training sessions to staff in GP surgeries, hospitals and many other teams working directly with people across the borough. Very often it is the carer's story as told by a member of Carers Vision that has the greatest impact on staff and how they engage with carers

Alzheimer's Society

- The Alzheimer's Society provides support to people living with dementia and their carers across Knowsley. They provide information on a range of topics including diagnosis, financial and legal matters, living well, and care and support. They also signpost to a range of other local groups to connect people affected by dementia with the right support in their community
- The Alzheimer's Society also run a Singing for the Brain group in Knowsley. They are looking forward to implementing their new service 'Dementia Connect' in 2021; with the aim of reaching more people affected by dementia, and improving the accessibility of their services, with a helpline available throughout the evenings and weekends in addition to their existing face to face support. They continue to support awareness raising across the borough

Healthwatch Knowsley

- Healthwatch is the independent consumer champion in every local authority area, created to gather and represent the views of the public on Health and Adult Social Care. They play a part at both a local and national level to make sure that people's experiences of Health and Adult Social Care are considered by both service providers and commissioners
- In Knowsley, the local Healthwatch also delivers other engagement activities on behalf of the local authority and they facilitate both the Carers Partnership Board and the Carers Strategy Group responsible for developing and delivering this Strategy

Sight and Mind

- Sight and Mind CIC provide bespoke support for people living with dementia and/or sensory impairment. In addition, Sight and Mind also provide assistance and training for families, carers, professionals and the local community. Their aim is to ensure that our clients are offered a safe and welcoming environment where they can access:
- Bespoke guidance, advocacy and co-ordinated support for individual requirements
- Specialist training for professionals, the community and families such as VIAT (Visual Impairment Awareness Training) of the potential issues and solutions to living with dementia and a sensory impairment
- Consultancy, both centre-based and externally, to individuals and organisations who seek further understanding of dementia and sensory impairment
- Proudly embedded within the local community of Knowsley, Sight and Mind has developed excellent network connections, both statutory, non-statutory and voluntary, alongside support from the Local Authority.

With dementia increasingly prevalent in families across the community, Sight and Mind provide continuous support, side by side, through the maze to ensure our clients and their families never feel a sense of isolation. They seek to help their clients regain a sense of control in their journey of living with dementia and a sensory impairment

VIBE and Me Time

- 'Me Time' is a project for Knowsley's young people aged 5 to 18, who may require support if they have a caring role with a family member or they are vulnerable due to family substance misuse issues, have experienced domestic abuse or have a parent or carer suffering mental health issues / illnesses
- Each year Vibe work with and support 180 young carers from across Knowsley
- The project engages young people through weekly organised sessions between Monday and Saturday based at various Vibe venues. Workers pick up and drop off young people for each session
- On occasion, some sessions may be structured to operate offsite if they involve specific activities such as outdoor education etc. Vibe offers young carers the opportunity to experience new and exciting activities that are fun and stimulate their personal development. These opportunities could involve cultural trips such as visiting theatres and the cinema or taking part in mainstream activities such as football, netball, camp crafts, cookery etc
- Other than this, service users can also use their time on the project to relax, make new friends and access further support and opportunities via their youth workers

Knowsley Parent Carers Voice

- Knowsley Parent Carers Voice are a group of parents and carers of children with special education needs and disabilities from Knowsley. Our aim is to work in partnership with Education, Social Care and Health & Wellbeing services to influence and develop quality services for children and young people with Special Educational Needs and disabilities in Knowsley.
- Purpose of the Knowsley Parent Carers Voice:
- Membership is open to all parent carers of children and young people aged 0-25 years with special educational needs or disabilities
- We meet to talk about issues that affect us, our children, and our families
- We share information and experiences between professionals and parents directly
- We liaise and meet with Council officials and Health Service Providers with a view to helping them improve, we are the experts and we need to help them understand
- We consult on changes that affect the parent carers and the children with special educational needs or disabilities



Carers and Knowsley Now



LET'S TALK
2030

Knowsley 2030 is the new 10-year strategy for Knowsley. Co-produced with residents and partners, the strategy will be built on an evidence base of what we know about Knowsley now and how we would like Knowsley to be in the future. Carers feature in this evidence base and below is a summary of current information about carers in Knowsley. This evidence base is available online for all to access at <https://knowsleyknowledge.org.uk/knowsley-2030/>

Headline findings

32%
are in full time employment

9.8%
are young carers

17,865
Unpaid carers in Knowsley

This is 12% of the local population, more than the national average of 10.2%

The majority (38%) of carers in Knowsley are aged between 25 and 49

Less than a quarter of carers in Knowsley reported that they had as much social contact that they would like in 2018/19

Fewer carers in Knowsley feel satisfied with the social services they receive, compared to 2016/17

Carer reported quality of life has been consistently falling since 2014/15

A third of carers provide **50 hours or more** of unpaid care a week

10% of carers report very bad health much higher than the national figure of 6.7%

70% of carers said that they found it easy to find information about services

Vision

That people with caring responsibilities in Knowsley are recognised and valued for the role they play in looking after their relatives, friends or neighbours, and can expect supportive services when needed and information of a high quality that is well publicised and readily available, enabling them to have a quality of life similar to those without carer responsibilities

This strategy sets out the vision, priorities and outcomes that carers in Knowsley have told us are important to them. We recognise that our priorities cannot be delivered by individual organisations and communities alone and we are committed to working together to achieve the outcomes we want and our collective vision.

In supporting this vision, we have set out a number of long-term outcomes that as a partnership we would want to achieve as part of our commitment to carers in the Borough and six key priorities that we will focus on in order to achieve these outcomes. We acknowledge that many of these priorities are inter-related and can have different impacts for different people.

1

HEALTH & WELLBEING

Support to recognise how caring is impacting on your physical or mental health

2

LEISURE & CULTURE

Ensuring that carers have opportunities to leisure and culture activities to enable regular breaks from their caring role

3

CARERS ASSESSMENTS

Supporting carers with their needs and aspirations

4

MAXIMISING INCOME

Supporting carers to maximise and make the most of their income

5

NEED FOR A BREAK (RESPITE)

Ensuring carers can access regular breaks for themselves and the person they care for

6

LONELINESS & SOCIAL ISOLATION

Supporting carers to explore opportunities to build and maintain relationships

PRIORITY ONE: Health and Wellbeing

Why is this important?

This priority is focused on supporting carers to recognise and look after their own physical and mental health, as well as the health of the person that they are caring for. Enabling carers to have good physical and mental health and that their needs are met is vital to make sure that they are supported to continue caring for their loved ones.

Through Knowsley's earlier carers strategy, a number of initiatives and activities were undertaken to support the health and wellbeing of carers across the Borough. Respondents to Knowsley's local carers survey identified health and wellbeing as the top concern amongst carers in Knowsley. Findings from the survey also show that almost a fifth of carers (18.7%) describe their physical health as being poor or very poor, and 12.8% describe their mental health as being poor or very poor. 74% of respondents also reported that they have one or more long-term medical conditions. National research also indicates that the 2020 COVID-19 outbreak has had a significant impact on the health and wellbeing of carers, particularly on their mental health.

Local insight suggests that a number of factors are important to supporting the health and wellbeing of carers: feeling valued as a carer; recognising the need for a physical and mental break; acknowledging the difficulty of balancing other responsibilities and their own health and wellbeing around caring; having a support network in place; preventative approaches for health and wellbeing; and crisis provision should this be needed. Young carers in Knowsley have also identified gaps in mental health support for under 11s and suggested that organisations need to expand their provision to be more inclusive.

Supporting the health and wellbeing of carers in Knowsley is therefore a key challenge and we will continue to work in partnership to address this over the next five years. We will work together to improve carers awareness of their own health and wellbeing needs, improve access to provision that supports health and wellbeing and continue to build on the success of asset-based approaches, linking in with our community assets and the community and voluntary sector to help meet carers needs. We will be particularly mindful of the different level of impact that caring can have on carers who may have pre-existing health needs or disabilities themselves.

Carers in Knowsley have told us...

I need to be well to care

I don't think enough information or stress is placed in this area

It is important to recharge your batteries, maintaining own health is important

Without me the person I care for would be lost, but carers are undervalued

Actions

- Continue to promote good practice in relation to carers in Primary Care through:
 - Engagement by primary care teams with the Supporting Carers;10 steps to better practice guide, certification and review
 - Engagement by primary care teams with carer awareness training as a key element of both induction and ongoing training
 - Inclusion of carers services under the Primary Care Networks social prescribing initiatives
- Continue to promote self-identification of carers in GP surgeries
- Work in partnership with other agencies on the delivery of health awareness sessions for carers
- Promote the engagement of all health and social care teams in carer awareness training as a key component of induction and on-going training
- Identify a Carer Champion in social work teams
- Encourage carer representation on Patient Participation Groups
- Continue to increase carers own registration with GPs identifying them as carers and promote the importance of this
- Continue the roll out and promotion of Carers Passports to ensure the identification of carers in the hospital setting and the recognition of their needs
- Improve mental health support for young carers, particularly for those aged 11 and under
- Improve concessionary access into leisure centres across Knowsley so that carers can improve their physical and mental health
- Explore how wellbeing check-ins and urgent practical needs of carers could be addressed through the Volunteer Hub and Knowsley Access Team

Outcomes

- Carers will have good physical and mental health

How we'll know if we have been successful

- Reduction in the number of carers reporting that their health has been affected by their caring role
- Increase in carer-reported quality of life score
- Increase in the proportion of carers who find it easy to find information about support
- Qualitative feedback from carers

PRIORITY TWO: Leisure and Culture

Why is this important?

Giving carers in Knowsley the opportunity to access and participate in leisure and culture and a range of activities and things that they enjoy doing was highlighted as being the second most important issue by carers who responded to the recent local survey. The feedback from the survey suggests that this can help to support health and wellbeing, address feelings of social isolation and loneliness and help to make caring more sustainable. Having opportunities to relax and unwind, individually or with likeminded others, was raised as being particularly important.

Issues around affordability, travel access, having the time and cover for caring duties, as well as experiencing guilt for leaving the person they care for, even for just a short time, are seen as some of the main barriers by carers in Knowsley to taking part in leisure and culture-based activities. It was also raised that having opportunities to participate in leisure and culture activities was important not only for carers but for the people they care for also.

Following the implementation of Knowsley's earlier Carers Strategy, the Me Time programme was enhanced. Delivered by Vibe, the programme provides support to young people who have a caring role or who may be vulnerable for other reasons, and offers them the chance to experience new and exciting activities that are fun, engaging, and provide personal development opportunities. This programme has been a real success and will continue to be a fundamental way through which we support young carers to access and participate in leisure and culture activities in Knowsley.

We recognise how essential it is that partners in Knowsley work together to increase the opportunities carers in Knowsley have to access breaks and participate in leisure and culture-based activities. Together we will focus on addressing the key barriers that carers have reported around affordability and having the time and alternative care for the cared for so that more carers can participate in leisure and culture and spend time doing the things that they enjoy.

Carers in Knowsley have told us...

All carers should have the opportunity to relax and destress with their favourite hobby during the week

Chance to be me, knowing person who is cared for is well looked after

Help remember there are other things in my life

Actions

- Continue to offer the Me Time programme for young carers in Knowsley
- Promote concessionary access for carers to local leisure and cultural facilities at a discounted rate, either for carers individually, or alongside the people they care for, e.g. the roll out of a Borough-wide Leisure and Culture pass possibly linked into the carers ID card
- Explore whether carer recognition cards could be used to enable free access into leisure centres across Knowsley
- Provide information around what leisure and culture activities or events are available or upcoming locally, is communicated clearly and in a timely way to all carers
- Address the barriers faced by carers in relation to inadequate provision of alternative care for the cared for person, so that carers can access leisure and culture independently

Outcomes

- Carers will be able to access more opportunities to take part in leisure and culture-based activities
- Carers will have regular breaks from their caring roles
- Young Carers report improved emotional health and wellbeing following successful completion of the Me Time programme

How we'll know if we have been successful

- Increase in the number of carers able to spend their time as they want, doing things they value or enjoy
- Increase in carer-reported quality of life score
- Increase in the number of carers accessing local leisure facilities
- Qualitative feedback from carers easy to find information about support
- Qualitative feedback from carers



PRIORITY THREE: Carers Assessments

Why is this important?

Carers assessments were introduced following the Care Act 2014 in order to assess and identify the needs and aspirations of carers. These assessments play an important part in identifying and supporting the delivery of any services and support that are required to meet carers needs.

We know from what carers have told us in Knowsley that their experiences of the assessments can be mixed, with long waiting times to receive an assessment being a particularly pressing issue. Feedback from carers in Knowsley has told us that they can find the process overly complicated and frustrating due to the local model that is currently in place. Greater awareness of what to expect from a carers' assessment would be welcomed, according to insight, as would conducting these assessments as part of a holistic, person-centred discussion with carers.

Since the start of 2020 work has been undertaken to address some of these concerns; for example, there has been a significant improvement in the timeliness of assessments carried out. It is important that we continue to build on this success to ensure the timeliness of carers assessments moving forward and improve the assessment process.

As a partnership we will work to explore remodelling the assessment process so that it is more streamlined and easier for carers to navigate. We also want to raise the profile of assessments and ensure that carers are more aware of them. This is vital to ensure that the needs of carers and any support required are identified and implemented as early as possible to avoid them reaching crisis point or carer break down.

From what carers in Knowsley have told us, we know that they can experience anxiety about the future of the people they care for when they are no longer able to carry out their caring role. We will seek to address this as part of the assessment process and consider the needs of carers with regards to long-term planning for the people they care for.

Carers in Knowsley have told us...

With carers, not 'done to'

The process is incredibly frustrating

A lot of carers do not know what they are entitled to at times and don't apply, so these assessments are much needed

This is very important, as a Carer Assessment helps you get the right help you need

This is very important, as a Carer Assessment helps you get the right help you need

Assess carers to establish their individual challenges [...] Only once carers have disclosed their particular challenges can targeted strategies for support be instituted

It's nice to know that you are important too

Actions

- Ensure access to carers assessors in hospital so that assessments of carers' needs are consistently delivered when appropriate as part of discharge planning; carers should be actively involved in hospital discharge arrangements. (Hospital passports should help to identify the carer on the admission of the cared for person and help to ensure their involvement in discharge planning)
- Review and improve the carers assessment function and process
- Develop closer links between the Council and the Carers Centre to remodel and streamline the carers assessment process
- Raise the profile of carers assessments by ensuring that all partners appropriately signpost and share information and advice on carers assessments
- Introduce Carer Champions within social worker teams
- Suggest that assessors are rotated around the various social worker teams in the community in order to maximise exposure of the carer's assessment to other social workers and ensure that carers are identified and can access carers assessments
- Increase general carers' awareness of the carers assessment process to empower carers and make sure that they are better supported to prepare for carers assessments
- Ensure Council staff are trained in the legal duty to conduct Parent Carers Assessments should they be requested under the Children and Families Act 2014
- Consider the needs of carers with regards to long-term planning for the people they care for. Where appropriate, carers want to be involved in working towards growing independence and suitable long-term living arrangements and placements

Outcomes

- A more streamlined carers assessment process
- Closer working relationship between the community and voluntary sector and the Council's statutory social care function in line with Knowsley Better Together
- More carers receiving support in their caring role

How we'll know if we have been successful

- Increase in carer-reported quality of life score
- Qualitative feedback from carers easy to find information about support
- Qualitative feedback from carers

PRIORITY FOUR: Maximising Income

Why is this important?

Unpaid carers play a vital role in our society. It is therefore essential that their own financial wellbeing is supported so that they do not become disadvantaged because of their caring role and the sacrifices that some carers must sometimes make in order to continue in it. As already highlighted, finances and affordability have been identified as one of the main barriers to carers being able to participate in leisure and culture activities.

We want to make sure that carers can maximise their income where possible and get the best value for their money. To achieve this carers have told us that they need more support to understand what financial support is available and access to regularly updated information. Carers have also told us that they would like more support with budgeting, filling in forms and benefit entitlement.

Being a carer can have a significant influence on opportunities to enter or maintain employment, which has a direct impact on their income. In 2019 Carers UK found that on average around 600 people every day give up their job to care for their loved ones. In Knowsley fewer carers are economically active or employed full time compared to regional and national averages (Census data 2011) and in the most recent local carers survey, 22% of respondents said that they were unable to work due to their caring role.

As such it's important that carers in Knowsley are better supported to enter or maintain employment where possible and that flexible employment opportunities are available. This is a particularly important issue for young carers in Knowsley who have told us that ensuring employment continues to be a high priority for them. Supporting this, Carers UK recently found that two thirds of employers in the UK think there should be more practical support from care services to ensure that staff with caring responsibilities are able to stay in work.

As a partnership we will therefore focus on providing financial information and support to carers, ensuring that this is delivered in the most effective way, as well as supporting carers to access local discounts and concessions and opportunities to enter or maintain employment. As part of this, we will work with local employers to encourage them to provide more tailored support for working carers.

Carers in Knowsley have told us...

Finances can be very tight so maximising income is important. Support for this is needed

It would be good to know what's out there and what you can apply for. A basic leaflet about what you're entitled to with certain conditions etc

Carers allowance is minimal, so it's always great to find ways to maximise and being kept informed

Assistance in claiming help we be entitled to would be of use

Actions

- Continue to provide information, advice and support to maximise income for carers, such as benefits advice, awareness of discounts, how to reduce bills, and ensure that information and advice is tailored to the individual needs of different carers (young, old etc.)
- Review the local database of local discounts available to carers, and identify any barriers faced by carers in accessing these discounts
- Support the growth of peer-to-peer led workshops (or dissemination of information) on financial information and advice for carers
- Explore emergency financial support or 'payment holidays' for carers when they struggle to pay for care costs
- Consider the Carer Confident Benchmarking Scheme as a way to encourage local employers to have policies in place that support employees with caring responsibilities to maintain employment
- Encourage local employers to provide more flexible job opportunities for carers (e.g. encourage them to sign up to Timewise Flexible Job Hub)
- Explore ways of improving access to benefit/debt advice drop in, back to work program for carers, support for self-employment, to stay in work or find a job working around the caring role

Outcomes

- Carers will be aware of where to go for information and advice around maximising their income
- More carers will be able to enter or maintain employment
- Increase in employment opportunities, particularly for young carers

How we'll know if we have been successful

- Reduction in the number of carers reporting that their caring responsibilities has caused them financial difficulties
- Increase in the number of carers who say that they found it easy to find information and advice about support, services or benefits
- Increase in carer-reported quality of life score
- Increase in number of carers in employment
- Qualitative feedback from carers

PRIORITY FIVE: Need for a Break

Why is this important?

Respite care gives carers the chance to take a break from caring whilst the person that they care for is looked after by someone else. It can provide an opportunity for carers to catch up on sleep, address their own health and wellbeing needs, or simply have time to relax. There are lots of respite care options, ranging from a volunteer sitting with the cared for person for a few hours, to arranging a short stay in a care home for the cared for so that carers can take a short break or holiday.

Similar to ensuring that carers can access leisure and culture-based activities, it is important that carers in Knowsley can access suitable respite options so that they can take breaks from their caring roles. These breaks should be regular, personalised and suited to a carer's individual situation and there should be a range of different options for different carers needs.

It is clear from feedback and insight from carers that we need to increase the opportunities carers have to access respite and make it an easier process to navigate. Carers have told us that they need easier access to good quality respite facilities and that the needs of carers who care for multiple people with different needs at the same time should be more recognised. As with some of the barriers that prevent carers from being able to access leisure and culture activities, carers in Knowsley can struggle to access respite due to concerns with leaving the person they care for or disrupting their care, as well as financial and administrative barriers to finding suitable respite. Partners in Knowsley will work together to address these barriers so that carers are better supported to access respite.

One of the ways in which we are enhancing opportunities for parent-carers to have a break in Knowsley, is through developing a new, co-produced short breaks offer for children and young people with disabilities, ensuring that parents/carers have access to a good respite offer (and that children have fun in a safe and secure setting).

The focus will be on promoting choice and control for families and ensuring that short breaks are varied and better tailored to children's needs. It will also help to shape and widen the provider market in Knowsley, ensuring there is a vibrant and diverse offer. As part of this new model, it is likely the offer will be extended to include disabled children and young people between the ages of 0-25 (as opposed to 5-19 as with the previous model).

Carers in Knowsley have told us...

Need more residential respite places

Would like to see more helpful ways to find places that do respite close to home

There can be difficulties when transferring from young people to adults because forms of respite which have become familiar may not be available

I'm thinking of people who really need a weekend away to recharge the batteries. It's an individual thing [...] Its about flexibility about the type of break

It's a lot of leg work to find respite

Actions

- Improve vacancy information on respite/short breaks to assist booking
- Implement proactive planning of break/respite for the year as part of carers assessment activity
- Involve carers in a review of the range of short breaks/respite services available
- Continue to promote assistive technology and the use of the Centre of Independent Living in maximising independence for the cared for and the carer
- Implement a new short breaks model for children and young people with disabilities
- Introduce procedures to support parents/carers of children and young people when the cared for makes the transition between children's and adult services, so that they can navigate the change in respite arrangements/options available
- Safeguard the booking system to prevent backlogs/long waiting times from occurring and enhance the system to ensure that carers can pre-book and access timely respite opportunities, so that they can plan for future holidays or events

Outcomes

- More carers will be able to access respite
- More families will be able to access short breaks for children with disabilities
- Fewer families will need more intensive, crisis-led support

How we'll know if we have been successful

- New children's short breaks model in place by April 2021
- Increase in the number of children/young people accessing short breaks
- Qualitative feedback from children and parents on the quality of the short break offer and their satisfaction with the provision
- Increase in carer-reported quality of life score
- Qualitative feedback from carers



PRIORITY SIX: Loneliness and Social Isolation

Why is this important?

Both nationally and locally, loneliness and social isolation have been identified as a significant issue. The government published its Loneliness Strategy in 2018 in recognition of the growing problem across the country. In Knowsley it has been identified as a key concern amongst older people, carers and the local population more generally over the last few years and as a result it has been included as a priority within a number of different local plans and strategies.

Carers are particularly prone to loneliness and social isolation as caring responsibilities can prevent opportunities to develop relationships and other social interactions. Data from the national carers survey in 2018 showed that less than a quarter of carers who responded to the survey in Knowsley had as much social contact as they would like, which was lower than the national average of around a third. As such, it is not surprising that the most recent local carers survey found that loneliness and social isolation was one of the top concerns amongst carers in Knowsley. Feedback from carers in Knowsley also suggests that the 2020 COVID-19 pandemic exacerbated this issue due to national lockdown and shielding measures. Organisations such as Knowsley Carers Centre have proved invaluable in combatting isolation, however carers highlighted others who may 'slip through the net' as they do not voice their needs for many reasons.

Insight from carers suggests that there are a number of barriers to addressing loneliness and isolation, such as having limited time and finances to go out and having to ensure that the person they care for is taken care of. Carers have also told us that meeting likeminded people and others who understand what it's like to be a carer is really valuable. In order to address these issues and reduce social isolation and loneliness amongst carers in Knowsley (and the people that they care for), we will focus on expanding provision and making sure that this is flexible so that carers can establish and maintain social connections, promoting the use of technology, increasing opportunities for peer support and interaction and ensure that all support for carers is effectively communicated.

Carers in Knowsley have told us...

Due to social isolation, we don't get out very much at all, so any opportunity to improve the situation would be good

Being a carer if you have no other family is a lonely place

I have found telephone calls and Zoom sessions helped me feel less alone and isolated

For some isolation can be terrible if they're not connected to what's around it would be a very frightening thing [...] If people aren't like me with a big mouth then they don't necessarily get to know

More planned information - not being informed 2 weeks before

I worry when I go away that my [cared for] becomes lonely

To mix with people who understand

Actions

- Promote existing support and ensure it is communicated clearly and effectively with all carers
- Ensure that all organisations that support carers in Knowsley know how and where to signpost carers to for help and support (i.e. the take up of carer awareness training)
- Promote and expand the use of digital technology for carers so that they can regularly engage with family and friends through a range of ways (phone, email, Zoom etc.) and ensure digital skills development and support is provided so that all carers can access technology
- Promote skills development to encourage carers to keep socially active through shared interests
- Increase opportunities for peer support so that carers can meet other carers and people with similar experiences
- Expand local provision so that carers can participate in social activity that is flexible and suited to their different needs
- Explore opportunities for carers to participate in time-banking activities
- Consider back-to-work programmes and parenting programmes for carers
- Explore opportunities to tap into community and voluntary support to meet the needs of carers

Outcomes

- Carers will have more social contact
- Carers will be supported to establish and maintain social connections

How we'll know if we have been successful

- Increase in the proportion of carers who reported that they had as much social contact as they would like
- Increase in carer-reported quality of life score
- Increase in the proportion of carers who find it easy to find information about support
- Qualitative feedback from carers

How we will deliver this strategy

Knowsley's Carers Strategy 2020-2025 will be owned and delivered by Knowsley's Carers Strategy Group, which is made up of a partnership of carers and residents and different organisations across the Borough including:

- Knowsley Metropolitan Borough Council
- Knowsley Clinical Commissioning Group
- Knowsley Carers Centre
- Healthwatch Knowsley
- Carers Trust
- Sight and Mind
- Alzheimer's Knowsley
- Knowsley Youth Mutual
- Knowsley Older People's Voice

The progress of the strategy will be regularly reported to Knowsley's Carers Partnership Board who will monitor the delivery and implementation to ensure that it is coordinated and complements the wider agenda for supporting carers across the Borough.

An action plan will be developed to support this strategy and will be delivered through successful partnerships between carers, health and care services, voluntary agencies and other partner agencies. Progress on the delivery of this strategy will be regularly communicated to carers in Knowsley through the Carers Centre newsletter.

If you are a carer or work for an organisation that supports carers in Knowsley and would be interested in joining the Carers Strategy Group to keep up to date with the progress of this strategy and support its delivery, please get in touch by contacting Knowsley Carers Centre.

If you live in Knowsley or the person that you care for lives in Knowsley and you would like any information, advice or guidance please call Knowsley Carers' Centre on 0151 549 1412. The Carers' Centre provide a range of services and always a warm welcome.



