



Refocus of  
Knowsley Carers' Strategy 2017-19

A life of my own



# Contents

Introduction	5
History	7
Working together	9
Priority areas	11
Action plan 2017-2019	12



▲ Knowsley Carers Craft Group  
Carers Tree of Life



# Introduction

It is accepted that, without the support of unpaid carers, health and social care agencies would struggle to provide the level of care vulnerable people and children need to remain living in their own homes and community. Supporting people in their caring role is crucial to thriving communities and vital to promoting people's health and independence.

The Care Act became operational in April 2015. For the first time carers are now on an equal legal footing as those they care for. The Care Act 2014 introduced local authorities' responsibility to assess a carer's needs for support, where the carer appears to have such needs, and to provide support where a carer has eligible support needs. As a result the Council developed a Carers' Assessment Team. The team have already assessed and supported over 1,000 carers.

The Care Act 2014 has an emphasis on maintaining or regaining people's health and wellbeing and preventing deterioration where possible e.g. the breakdown of a caring relationship. The Council is committed to working in this way and continues to work closely with the Carers' Centre and other organisations to support carers e.g. information, advice, peer support, holistic therapies and counselling.

In addition the Children and Families Act 2014 builds on the Children Act 1989 to improve how Young Carers and their families are identified and supported. It extends the right to an assessment to all young carers under the age of 18 regardless of who they care for, what type of support they provide or how often they provide it.

The Carers' Strategy is set within the context of a wider Transformation Programme for Adult Social Care in Knowsley. The objective of this programme is to ensure that Adult Social Care remains sustainable and can continue to support the most vulnerable in the community, in light of the unprecedented budgetary cuts due to Government spending reductions. Delivering quality services for residents requires a re-think of the model for how services and support are currently delivered. Alternative ways for delivering services are required that are high quality, effective and can demonstrate that they are value for the money spent.



▲ Young Carers at Knowsley Youth Mutual Youth Festival 2016



▲ Knowsley Youth Mutual 'Me Time' junior group of young carers enjoying outdoor education at Knowsley Outdoor Education Centre



# History

The original Knowsley Carers' Strategy: A Life of My Own 2011 - 2014 was published in September 2011 and was the first time that Knowsley carers and residents had the opportunity to tell us what they needed to have a life of their own.

The Strategy was a working document which set out to deliver support and services that reflected the priorities for carers in Knowsley. Carers decided what was important in their life and caring role and what needed to change to help them to continue to care for their loved ones.

As a result of the strategy the Carers' Strategy Group was established. This group involves carers, and representatives from organisations who work with carers. The group meet monthly to drive the implementation of the Carers' Strategy.

A Carers' Partnership Board was also established which oversees the implementation of the Carers' Strategy and consists of carers, carer representatives, members of key community organisations and officers of the Council. The board is a key link in the governance and decision making that impact on carers in the Borough.



▲ Knowsley Blackpool trip



▲ Knowsley Youth Mutual 'Me Time' junior group of young carers engaging in a literacy session delivered by 'The Reader' at The Storybarn, Calderstones Park



# Working together

Since the original Knowsley Carers' Strategy: A Life of My Own 2011 - 2014, with the support of Knowsley Carers' Centre, Healthwatch and Knowsley Youth Mutual, carers continue to be central to the planning and development of carers' services.

Through the Carers' Strategy Group, Carers' Partnership Board and other mechanisms, we have been working with and listening to adult and young carers from across Knowsley to revisit their priorities and inform this Knowsley Carers' Strategy Refocus.

There is much to do to put what carers need into practice and the information here is based on the priority outcomes that carers want to see happen.

## Carers' Assessments Survey

During the summer of 2016 there was a survey of carers in relation to their experience of carers' assessments. The survey was sent out to over 400 carers who had received a carers' assessment, and there were 105 completed surveys. 50% of responders stated that they thought their experience of carers' assessments was excellent and 32% stated that their experience was good. Key themes relating to people's experience of carers' assessments were:

- A majority related positively to the staff, comments included how helpful and understanding the team are when supporting carers. The comments also mention the friendliness and relatability of staff within the team.
- Many carers felt well informed after the assessment process.
- In some cases there is confusion about the Carers' Assessment and what is the aim and the outcome of the assessment, in some cases confusing it with the assessment of the cared for.
- In some cases funding was an issue.
- A number suggest that the assessment process is very lengthy and can take a long time to get to an outcome.

## Survey on the Types of Support for Carers

During September 2016 carers were additionally surveyed around the types of the interventions that they felt made the biggest impact. This will inform the commissioning of services to support this Carer's Strategy. 140 responses were received.



# Priority areas

Based on feedback provided by carers on page 9 and the changes in law described on page 5, the priority areas are as follows:

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 plans.
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.
3. Carers want to have the opportunity to take part in normal family life, social activities, leisure, and education and to be part of their community.
4. Carers should not be financially disadvantaged because of their caring role.
5. Carers should be supported to look after their own physical and mental health whilst enabling them to maintain their caring relationship where appropriate.
6. Carers' support will be focused on preventing the deterioration in caring situations, by ensuring that service users and carers receive the right support, at the right time and in the right place.

Knowsley is committed to the delivery of the prioritised areas. In order to measure success carers were supported to develop actions for each of the priority areas. Monitoring the success of the strategy will be achieved through monitoring progress of this action plan.



▲ Knowsley Carers Sponsored Bike Ride

# Knowsley Carers Strategy Refocus Action Plan 2017-2019

What actions are required to achieve the prioritised outcomes for carers?

Actions: All carers	Actions: Specific Carer Groups
<p>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 plans</p>	
<ul style="list-style-type: none"> <li>Deliver "Looking after" campaign to identify more carers across multiple types of outlet e.g. pharmacies, citizens advice, and improve carers' recognition of themselves as carers (as part of Memorandum of Understanding implementation)</li> <li>Increase rollout of carers' passports in hospitals</li> <li>Review the need for the Carers' Emergency card</li> <li>Introduce the Carers' Recognition Card</li> <li>Improve consistency of the following during assessment/support planning/review activities:               <ul style="list-style-type: none"> <li>Carers asked what support they are willing and able provide without assumption and/or judgement</li> <li>Time and place of assessment will be suitable for carer</li> </ul> </li> <li>Work with hospitals and other health services on policies and implementation of policies to ensure:               <ul style="list-style-type: none"> <li>Person is not discharged without carer being identified</li> <li>Carer involved in treatment</li> <li>Frontline staff to undertake carers' awareness training</li> </ul> </li> <li>Carers will be informed of their right to advocacy</li> <li>Recruit carer champions within each social work locality team and integrate with hospital and reablement teams to provide local focus and knowledge base</li> <li>A localised Memorandum of Understanding for carers will be implemented to provide a consistent approach to early identification, assessment and involvement of carers across health and social care</li> <li>Complete an audit of cared for assessments and produce a management report that highlights assessments completed without a carer identified</li> <li>Access to carers assessors in hospital so that assessment of carers' needs is consistently delivered when appropriate as part of discharge planning</li> </ul>	<p><b>Young Carers</b></p> <ul style="list-style-type: none"> <li>A localised memorandum of understanding for young carers will be implemented to provide a consistent approach to early identification, assessment and involvement of young carers across health and social care</li> <li>Implement a young carers' recognition card</li> <li>Young carers will be informed of their right to advocacy</li> <li>Increase the number of young carers who receive advocacy</li> </ul> <p><b>Elderly Carers</b></p> <ul style="list-style-type: none"> <li>Make sure 'Looking after' campaign targets awareness of being a carer as well as a spouse e.g. Through Knowsley Older People's Voice</li> <li>Make sure the impact of splitting couples is fully understood and considered in support plans across health and social care</li> </ul>

Actions: All carers	Actions: Specific Carer Groups
<p>Priority 2: Carers want the opportunity for regular personalized 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</p>	
<ul style="list-style-type: none"> <li>Improved understanding and consideration of what a break actually looks like to each individual carer.</li> <li>Improve carer's self-recognition of them needing break from their caring role through:               <ul style="list-style-type: none"> <li>Increasing uptake of 'Caring with Confidence' training course</li> <li>Improving information available on breaks/respice, including multiple different options</li> <li>Implement local policy on 'Chance for a break' within Council</li> </ul> </li> <li>Involve carers in a review of the range of short breaks/respice services available (scheduled to commence Jan 2017)</li> <li>Implementation of proactive planning of breaks/respice for the year as part of assessment activities</li> <li>Improve vacancy information on respice/short breaks to assist booking</li> <li>Promote assistive technology and the use of Centre for Independent Living in maximising independence for the cared for and the carer</li> </ul>	<p><b>Young Adult Carers, Young Carers, Male Carers, Working Carers, Elderly Carers</b></p> <ul style="list-style-type: none"> <li>Review of respice/short breaks to include options that would meet the needs of all these groups</li> </ul>
<p>Priority 3: Carers want to have the opportunities to take part in normal family life, social activities, leisure and education and to be part of their community</p>	
<ul style="list-style-type: none"> <li>Improve carers' self-recognition of their right to take part in normal family life, social activities, work, leisure, education and to be part of their community, through:               <ul style="list-style-type: none"> <li>Increasing uptake of 'Caring with confidence' training course</li> <li>Improving information and support from staff and services to help carers recognise their right to and how to take part in normal family life, social activities, work, leisure, education and to be part of their community</li> <li>Provision of local information to carers that relate to their interests, hobbies and aspirations, including reviewing restarting the carers' newsletter</li> </ul> </li> <li>Map current community/peer support/religious groups, and address gaps in provision to make sure each carer has access to a suitable community/peer support group</li> <li>Reduce carer isolation by promoting greater involvement in community/peer support/religious groups</li> </ul>	<p><b>Young Adult Carers</b></p> <ul style="list-style-type: none"> <li>Improve signposting to good career advice, including linking in to proposed Supported Employment scheme for Carers</li> </ul> <p><b>Young Carers</b></p> <ul style="list-style-type: none"> <li>Work with schools to consistently identify and support young carers</li> <li>Improved uptake of young carers assessment and support, which will include assessment of holistic needs of young carer</li> <li>Improve youth workers awareness of activities, leisure and education that would be of interest to young carers and that might address their needs</li> </ul> <p><b>Working Carers</b></p> <ul style="list-style-type: none"> <li>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</li> <li>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</li> </ul>

Actions: All carers	Actions: Specific Carer Groups
Priority 4: Carers should not be financially disadvantaged because of their caring role	
<ul style="list-style-type: none"> <li>• Provide information, advice and support to maximise income e.g. awareness of discounts, how to reduce bills</li> <li>• Develop database of local discounts available to carers, including marketing and 'selling' the provision of discounts to carers</li> <li>• Develop a Carers' Recognition Card, linked to discounts for carers</li> <li>• Support carers into employment and voluntary work and help them sustain these roles e.g. supported employment schemes, carers leave, support for interviews, types of jobs that fit well with caring role</li> <li>• Create framework for Supported Employment scheme for carers</li> <li>• Carers will be informed of their right to advocacy, including for financial matters</li> </ul>	<p><b>Young Adult Carers, Young Carers and Elderly Carers</b></p> <ul style="list-style-type: none"> <li>• Ensure information, advice and support to maximise income caters for specific circumstances of these groups</li> </ul> <p><b>Working Carers</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>
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	
<ul style="list-style-type: none"> <li>• Improve carers' accessibility to GP appointments for themselves</li> <li>• Increase carers own registration with GPs identifying them as carers, making sure importance understood by carers</li> <li>• Promote annual health checks for carers and increase their uptake</li> <li>• Hold carers health awareness sessions e.g. impact of caring on carers' health and managing stress</li> <li>• Improve the number of carer friendly GP practices (10 steps to being carer friendly by GP practices)</li> <li>• Provide training to help carers maintain their health and wellbeing, and manage their caring role with minimal risk of damaging 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 the independence of the cared for</li> <li>• Provide replacement care facilities, either individually or in groups, to support carers to attend their own health appointments or training</li> <li>• Promote assistive technology training for carer and use of Centre for Independent Living to reduce impact of caring on the carer's physical and mental health</li> </ul>	<p><b>Young Carers</b></p> <ul style="list-style-type: none"> <li>• Implement a GP carer registration system for young carers and their own registration with GPs</li> <li>• Promote advocacy for young carers and improve take-up</li> <li>• Develop a young carer's assessment and support plan, which will include: <ul style="list-style-type: none"> <li>o Health monitoring e.g. ensure regular dental, eye checks and immunisations are up to date</li> <li>o Understanding and addressing particular barriers to young carers in accessing services because of their age, experience or physical size</li> </ul> </li> </ul> <p><b>Elderly Carers</b></p> <ul style="list-style-type: none"> <li>• Understanding and addressing particular barriers to elderly carers in accessing services because of their age, disability or long term condition</li> </ul>

Actions: All carers	Actions: Specific Carer Groups
Priority 6: Carers' support will be focused on preventing the deterioration in caring situations, by ensuring that service users and carers receive the right support, at the right time and in the right place	
<ul style="list-style-type: none"> <li>• All adult carers have access to prevention services e.g. information, advice, counselling, peer support, and signposting to community resources</li> <li>• All carer assessments will be completed in 28 days and be proportionate to the carers need i.e. light touch and quick for less complex situations and thorough and in-depth for more complex situations</li> <li>• Recruit carer champions within each social work locality team to provide local focus and knowledge base</li> <li>• Improve promotion and provision of local information to carers that relate to prevention services</li> <li>• Promote assistive technology, use of Centre for Independent Living and training for carer to prevent where possible the deterioration in caring situations</li> <li>• Access to carers assessors in hospital so that assessment of carers' needs is consistently delivered when appropriate as part of discharge planning</li> </ul>	<p><b>Young Carers</b></p> <ul style="list-style-type: none"> <li>• Develop a young carers' assessment and support plan, which will include assessment of holistic needs of young carer and prevention of deterioration in caring situation, as well as well clearly setting out what support will be given and by whom</li> </ul>



▲ Panoramic view of Young Carers Festival 2016, YMCA, Fairthorne Manor, Hampshire



*Knowsley Council*