

Caring for the Future

A commitment to working better together
for carers and the borough

2015 - 2020

www.doncaster.gov.uk



Working together with:



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Introduction

In Doncaster there are around 33,000 people of all ages making a vital and significant contribution to our borough by providing unpaid care and support to family members or close friends who could not manage without additional help. This includes 732 young people aged up to 24 years.

Caring responsibilities involve providing support in times of crisis and/or helping with the tasks of everyday living such as, eating, drinking and personal care over a longer period. All families at some point will undertake this level of care.

Many families are faced with managing complex and challenging conditions such as Dementia, Parkinson's' Disease, mental health issues and physical disabilities. Often families and friends undertake caring responsibilities willingly, simply seeing it as part of family and community life.

A great sense of satisfaction, pride and enjoyment can be drawn from caring and for some a skill set which is invaluable for their future and the future of the borough. However we cannot ignore the evidence that inappropriate or unsupported caring roles can have an impact on the physical, emotional and financial wellbeing of families and communities, nor can we ignore the diverse nature of carers and therefore the differences in their support needs.

Over the last few months Doncaster Council and Doncaster Clinical Commissioning Group have been working with family carers and other key partners to look at how we can work better together to support carers in the future.

We believe, as the evidence suggests that people are best cared for in a family environment so we want to make sure that families are able to tap into the support they need, when they need it and in way that they choose.

Furthermore we believe that caring families are a fundamental part of maintaining the health and wellbeing of our communities and should be recognised and celebrated for the vital contribution they make.

This document demonstrates our commitment to work together and sets out our intentions over the next five years. It recognises that all families take responsibility and care for their family members, friends and neighbours.

Our focus though is about recognising when this 'care' requires additional support and the means by which it is provided. The partnership has the voice of carers in Doncaster at its heart and we will work hard over the coming months and years to improve the way in which carers are supported. We will continue to deliver the one year plan agreed by Cabinet in June 2015 whilst we develop a more joined up approach to delivering the commitments made in this document. Will be constantly adding to and revising our plans in partnership with carers.

This document will be of interest to:

- A All carers and the people they support:**
It sets out what carers can expect from the partners who are working together
- B Providers of health, care and support:**
It will influence the development of the market in Doncaster
- C Statutory and non-statutory partners:**
It gives a clear outline of Doncaster's approach to how they provide services to carers and people who are cared for

Carers

Are family members or friends who give support to another adult, child or young person with additional needs who could not manage without that help. This does not include when someone is paid to provide care or when the person is a volunteer sent by an organisation.

Young Adult Carer

Is someone aged between 18 and 25 who is caring for another child, young person or adult.

Young Carer

is a child or young person under the age of 18 or who takes on a caring role in relation to a family member.

Carers Support

A lot of research has been undertaken nationally to understand the profile of carers, their needs and how best to support them. The Government sets out what it expects statutory organisations to do in a range of documents and we have a lot of information from local carers themselves.

The Government sets out most of what it expects in relation to carers in the following documents: Recognised Valued and Supported: Next Steps for the Carers Strategy. Department of Health (2010): The Children Act (2004): The Children and Families Act (2014): The Care Act (2014); The NHS operating framework 2013-15. Below is a summary of what they say:-

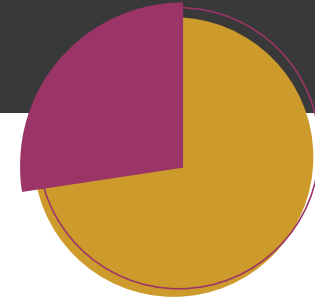
- Respect carers as expert partners in care and ensure access to integrated and personalised services to support them in their caring role
- Ensure Carers are able to have a life of their own and are not forced into financial hardship
- Support carers to stay mentally and physically well and treat them with dignity
- Provide information and advice to help people navigate and access services
- Consult carers in relation to the assessment and support plan of the people they care for
- Assess the needs of carers regardless of their level of caring and meet eligible needs
- Make earlier interventions and provide more services that are intended to prevent, delay or reduce the need for care and support
- Do more to identify and support young carers, with particular emphasis on involving and supporting schools to be more carer aware
- Support young carers in their need to learn, develop and thrive and protect them from inappropriate levels of caring by taking a whole family approach to assessments
- Assess parent carers for services that they may previously have been unable to use
- The NHS should improve the support carers receive from the NHS, increase early identification of a greater proportion of carers, and work in collaboration with local authorities and local carers' organisations to deliver support
- Clinical Commissioning Groups (CCGs) should agree and publish funding and support for carers in their localities

Some National Findings

Carers UK's State of Caring 2015 ¹



54%
are worried about their finances



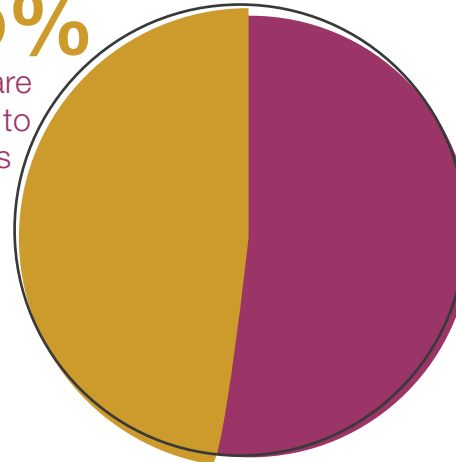
Over a quarter
27%

of carers with experience of social care services such as home care or respite report positive experiences

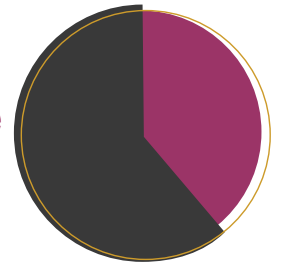


52%
of all carers responding to our survey are worried about cuts to social security

Nearly half
48%
of carers are struggling to make ends meet



Three in five
61%



are worried about the impact their caring role will have on relationships with their friends and family over the next year

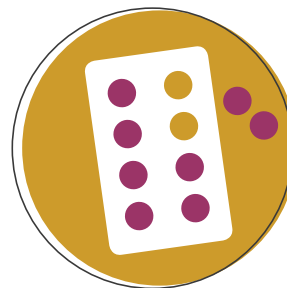
55%



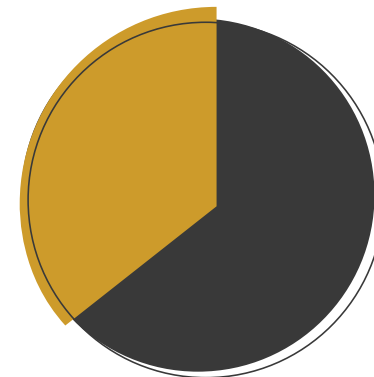
are worried about cuts to care and support services



60% of working carers are worried about their ability to remain in work



76% are concerned about the impact of caring on their health

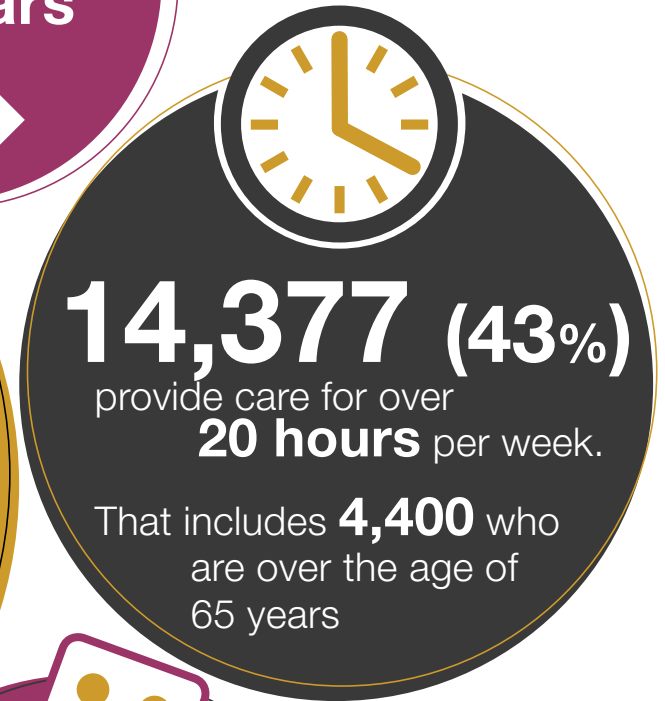


A third
33% said that they had refused or stopped using a service altogether because of concerns over quality

For every £1 invested in supporting carers, £1.47 is saved on replacement care costs and £7.88 is saved across the wider health system. (Impact assessment on implementation of the Care Act).

¹ Information taken from: <http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2015>

Carers in Doncaster ²



² Information taken from: <https://www.nomisweb.co.uk/reports/imp/la/1946157121/report.aspx?town=doncaster>

What Carers in Doncaster have told us

Over time we have gathered a lot of views from local people with caring responsibilities.

Over 700 people representing Young Carers, Parent Carers and Carers of Adults completed an online questionnaire between August and October this year.

Along with comments from a Government survey here is a flavour of what they say.

As young carers we are seeing an increase in families facing food poverty. The impact on children is huge.

Access to free or low cost counselling for carers of children with disabilities - ability to talk to someone about the changing challenges and transition points.

Just back up care when I need it and can't rely on the rest of the family. I understand this is available from adult support but haven't tried them yet, I usually just manage.

It's important to recognise that if your loved one has dementia they won't respond well to someone they don't know looking after them, you have to be sensitive and work with the carer over periods of time to introduce respite/be friendly- it needs to feel like family.

Listen - give home visits to do a comprehensive health assessment every year. Understand that a Carer's health/needs often goes unattended to not only at the choice of the Carer but out of sheer necessity/lack of time & in particularly exhaustion. Lack of socialisation or even time/ability to get out or away from the situation is also very demoralizing.

It can be hard to find your way around the system as a carer.

I feel we have had a lot of help, in looking after our son and we are grateful for this. When we need a break our carers work different hours to support us.

A Vision for Carers in Doncaster

In response to the information we have gathered the following vision has been developed for carers in Doncaster;

“Carers of all ages in Doncaster are recognised for the vital contribution they make, have a strong voice that influences improvement, are respected as partners in care and are able to tap into the support they need, when they need it in way that they choose. Young and young adult carers will not be expected to provide care but if they choose to do so they will be supported to prevent negative impact on their life chances.”

To realise this vision we will:

- Make sure carers are recognised and offered support if they need it at the earliest stage
- Make sure carers with different needs are able to tap into the right support, when they need it in the way that they choose
- Make sure carers are aware of their rights and they and the person they care for, have their rights protected through partners working better together
- Make sure there is a shared commitment that no child in Doncaster is disadvantaged because they have caring responsibilities
- Make sure we work in partnership with carers and those being cared for to develop better and more creative support and services

What difference will it make?

- Carers will feel more valued for the contribution they make
- Carers will be recognised as ‘expert partners’ in care
- Carers will have better access to information and advice
- Carers will be better supported to remain in work and in getting financial advice
- Carers will be better supported to maintain their own health and wellbeing
- Carers will have more confidence in and access to a range of quality services and support tailored to their individual needs and preferences
- Carers will be identified and assessed in the context of their family environment
- Young Carers and siblings will be supported to have the same life chances as other young people

We will deliver the changes by

Raising awareness of carers in Doncaster and recognising carers as 'Expert Partners' in care.

There is plenty of evidence to support the vital contribution that carers make.

We will continue to develop and maximise existing opportunities to raise awareness of carers in Doncaster starting with a social media campaign to support the launch of this document.

'Caring for the Future – raising awareness of carers in Doncaster.'

Carers usually have in depth knowledge of the person that they care for and their support needs. Often they have gathered a lot of information about the specific condition. They may be able to remember when the person with care needs cannot, or they may understand the way that the person communicates when other people do not. We will respect the knowledge, experience and expertise of carers as part of a holistic, partnership approach to care and support.

Case Study - Harry

“Now that some one knows we are here and what I am doing makes a difference. I have someone to go to when I need that extra help in future.

We have been together a long time but things are changing quickly now because my wife was diagnosed with dementia last year. Sometimes she does odd things and we laugh about it. The hard part is when she calls me names. She finds it hard to communicate and gets frustrated. I know that it isn't really her, it's the condition. When it gets too much I go into the other room but things were starting to build up. We don't have any family close by but we do have friends and I have been put in touch with some help which makes a difference. I want to look after her for as long as I possibly can. If my health holds out and I can cope I will keep going.”

What will success look like?

- An increase in the number of carers assessed especially those from underrepresented groups
- An increase in the number of young adults with caring responsibilities who are identified and offered support
- An increase in the number of siblings and children in families with caring responsibilities who are identified and offered support
- An increase in the number of carers who register on the Carers Emergency Contact scheme
- An increase in the number of carers who feel included in decisions about the care they are involved in

Providing clear and accessible information and advice

We will spread the word as widely as we can so that families can find the information they need quickly and easily.

What will success look like?

An increase in the number of carers who find it easy to get useful information when they need it.

We know that caring for someone can be expensive.

We will work with people who are caring to help them to stay in employment or get a job if that is what they wish.

We will do what we can to support them when they wish to take up education or training. We will be fair when we charge people with care and support needs.

What will success look like?

The number of carers in paid employment reporting that they feel supported by their employer.

We know that this is often the first thing that families need.

We will provide access to information about the support available, how to get it, and how to complain or raise concerns when things do not go well.

Promoting carers financial wellbeing

Case Study - Jean

“Like lots of working parents my day starts early. I sort out the pets, get the kids up for school. Then my morning is different from many other peoples – I help my partner to get out of bed and get dressed. Before I leave I make sure he has everything he needs for the day. My teenagers get home at around 3pm and give their Dad any help he needs.

I have started a business which is taking up a lot of time and I keep house. The support my husband needs includes tasks most of us take for granted. Keeping myself well and feeling ok is hard. A bit of time to look after myself and have some quality time with my kids would mean that I could keep going. We are doing what we can to look after ourselves – we just need a bit of support when it suits us as a family.”

Promoting the health and wellbeing of carers

We know from local and national research that those who are caring can struggle to look after their own health and wellbeing.

We will work as partners with other organisations and carers themselves to ensure that they can maintain their own health and wellbeing. Time to attend health and other essential appointments will not be seen as a ‘carers break’ or quality time.

We know that caring can be emotionally demanding and that these demands can take their toll. We will do what we can to ensure that carers can get access to appropriate support. This could be peer support from others who are, or have been in similar situations, counselling or more intensive support if it becomes necessary. We will do what we can to minimise emotional impact by taking whole family approaches.

What will success look like?

- An increase in the number of carers who say they are satisfied with the health services they receive
- An increase in the number of carers whose caring role is formally known to their GP practice

Families need to be able to spend quality time together and apart, to maintain their health and wellbeing.

Developing the market and ensuring the availability of quality and flexible support

Where someone in the family has support needs it can be difficult to make this quality time. Any support we provide will be available in a flexible, person centred way to both the person with support needs and their carers so that they can create the quality time that they need whether that is time together or time apart.

What will success look like?

- An increase in the number of carers who feel that their quality of life has improved
- An increase in the number of carers who feel that they have as much social contact as they would like
- An increase in the number of carers who choose to use a Direct Payment
- An increase in the number of carers who benefit from flexible services and short breaks particularly from underrepresented groups
- An increase in the number of carers who say they are satisfied with social services
- A reduction in the number of people being admitted into residential care because their carer is no longer able to continue

Some people do not want to be called a ‘carer’.

We will use the type of language preferred by the person in question. Any support delivered or assessment made will take a whole family view, looking at what is best for everyone involved.

What will success look like?

A reduction in the number of children and young people providing care for an adult with support needs.

Promoting whole family approaches

Improving support to young carers and siblings

We know we need better information about young carers.

We will further raise awareness in schools to help identify young carers and improve the understanding of the needs of young carers and siblings in Doncaster and work

alongside our partners to try to identify Young Carers.

We will create a register of need and review existing services to ensure the offer is appropriate to the needs of young carers and represents value for money. We will make sure the needs of more young carers are met and all statutory services recognise the impact that caring responsibilities have on children's lives, both positive and negative.

What will success look like?

A reduction in the number of children having responsibilities to care for an adult at the cost of their own needs.

Case Study - John

“Getting help from the Young Carers Service helped us both and has made a real difference to our lives. It is so good to see my son back on track and interested in school again!

We were doing ok but my situation impacted on my sons schooling. He was worried about leaving me which was making him unwell. The school tried to help but it wasn't until he was put in touch with the Young Carers Service that things really started to change. They listened and made suggestions about ways they could help. His key worker helped him meet other young people in similar situations. They did 'group work' together and other activities which my son enjoyed. The group gave him a safe place to talk and work things through. I was encouraged to look for some help too which gave him more time for himself. My son became more confident at school, made friends and improved his attendance – he even attends activities after school hours now!”

The vision will be made real by working together.

Organisations will work in partnership to add value to their individual actions.

Families who are caring will be involved as equal partners in developing the strategy and holding us to account regarding its delivery.

We will seek out and use best practice in what we deliver and how we deliver it. The strategy will be made real through action plans with clear timescales and ways of measuring their success.

The strategy will develop and adapt over time so that it always reflects what is most important and useful to carers at all ages and stages of life.



