

# Public Document Pack



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PUBLIC

To: Members of Cabinet Member meeting - Adult Care

Monday, 6 April 2020

Dear Councillor,

Please attend a meeting of the **Cabinet Member meeting - Adult Care** to be held at **10.00 am** on **Thursday, 16 April 2020** in via Skype, the agenda for which is set out below.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'S Hobbs', written over a light blue horizontal line.

**Simon Hobbs**  
**Director of Legal and Democratic Services**

## **AGENDA**

### **PART I - NON-EXEMPT ITEMS**

1. Apologies for Absence  
To receive apologies for absence (if any)
2. Declarations of Interest  
To receive declarations of interest (if any)
3. Minutes (Pages 1 - 2)  
To confirm the non-exempt minutes of the meeting of the Cabinet Member

– Adult Care held on 19 March 2020.

4. Derbyshire Carers Strategy 2020 - 2025 (Pages 3 - 40)
5. Exclusion of the Public

To move “That under Regulation 21 (1)(b) of the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph(s)... of Part 1 of Schedule 12A to the Local Government Act 1972”

## **PART II - EXEMPT ITEMS**

6. Declarations of Interest

To receive declarations of interest (if any)

7. Minutes (Pages 41 - 42)

To confirm the exempt minutes of the meeting of the Cabinet Member – Adult Care held on 19 March 2020.

PUBLIC

**MINUTES** of a meeting of the **CABINET MEMBER – ADULT CARE** held on 19 March 2020 at County Hall, Matlock.

**PRESENT**

Councillor B Lewis (in the Chair)

Also in attendance was Councillors C Dale and S Swann.

Apologies for absence were received on behalf of Councillor J Wharmby.

**06/20** **MINUTES RESOLVED** that the minutes of the meeting held on 23 January 2020 be confirmed as a correct record and signed by the Cabinet Member.

**07/20** **WORKING AGE ACCOMMODATION AND SUPPORT STRATEGY FOR DERBYSHIRE 2020 - 2035** The Working-age Adults Housing, Accommodation and Support Strategy 2020-2035 would consider adults with care and support needs aged 18 to 64 years old. This strategy would complete Adult Social Care and Health's suite of housing, accommodation and support strategies, alongside the Specialist Housing, Accommodation and Support Strategy 2019-2024 and the Older People's Housing, Accommodation and Support Strategy 2018-2035.

Together, these would ensure that the housing, accommodation and support needs of all adults had been considered from a strategic perspective. The strategic aim was to maximise the number of people living independently and to reduce the number of people placed in residential and institutional care.

The strategy recognised that living in safe, suitable and stable accommodation with access to appropriate care and support was linked to higher independence, improved wellbeing and better mental health.

The delivery plan identified actions to be taken to achieve the strategic aims and commitments identified. This identified where joint working would be undertaken with partner organisations. District and borough councils were key partners for the delivery of appropriate housing and accommodation and had been involved in the development of the strategy.

It had been proposed that the delivery plan would be refreshed on an annual basis to ensure it remained relevant to the people who required assistance. This would also enable progress of the delivery plan to be monitored and to take advantage of any potential new opportunities, such as new funding streams.

**RESOLVED** to approve the implementation of the Working-age Adult Accommodation and Support Strategy for Derbyshire 2019 – 2035 and the associated initial delivery plan contained within it.

**08/20**      **EXCLUSION OF THE PUBLIC RESOLVED** that the public be excluded from the meeting during the consideration of the remaining items on the agenda to avoid the disclosure of the kind of exempt information detailed in the following summary of proceedings:-

**SUMMARY OF PROCEEDINGS CONDUCTED AFTER THE PUBLIC WERE EXCLUDED FROM THE MEETING**

1. To confirm the exempt minutes of the meeting of the Cabinet Member for Adult Care held on 23 January 2020.

Agenda Item No: 4

**DERBYSHIRE COUNTY COUNCIL**

**CABINET MEMBER**

**16 April 2020**

**Report of the Executive Director for Adult Social Care and Health**

**DERBYSHIRE CARERS STRATEGY 2020 - 2025**

**ADULT SOCIAL CARE AND HEALTH**

**1. Purpose of the Report**

To seek Cabinet Member approval for the implementation of the Derbyshire Carers Strategy 2020 - 2025.

**2. Information and Analysis**

According to the 2011 Census, there are around 93,000 carers in Derbyshire. Out of the top 10 districts nationally, with the highest percentage of unpaid carers, 3 districts fall within Derbyshire. It is estimated that unpaid carers deliver over 2.6m hours of care a week in Derbyshire, saving the local economy an estimated £988 every year.

Evidence from Carers UK suggests that not only are the number of carers increasing, but that carers are taking on greater responsibility for more intensive levels of care. The act of caring is known to impact upon carers' physical, mental and economic health and wellbeing, resulting in carers who are more likely to:

- have a long-term physical or mental health condition
- feel isolated or experience reduced social contact
- be concerned about finances
- have insufficient sleep and time for themselves

Nationally and locally, the increase in both life expectancy and the prevalence of caring creates the need for more effective support and service options. It is widely recognised that good support for carers benefits not only carers, by maintaining and promoting their health and well-being, but also the health and well-being of the person they care for. Supporting carers to continue caring is as fundamental to supporting strong families and communities as it is to the sustainability of the health and social care system. Supporting carers to

continue caring supports economic and effective planning as well as morally, being the right thing to do.

There have been many improvements over the last three years in the way carers are supported in Derbyshire, but challenges remain. The Council and Derby and Derbyshire Clinical Commissioning Group have therefore developed and agreed high level, shared priorities set out in the 'Derbyshire Carers Strategy 2020 - 2025'.

Engagement has been undertaken at various levels with carers, partners and providers across the Health, Social Care and Voluntary sector and included Creative Carers, Healthwatch Derbyshire, Links CVS, Derbyshire Carers Association and the National Development Team for Inclusion. Targeted engagement was also carried out with BAME, Mental Health and Learning Disability carers.

The Council completed the ADASS Carers Self-Assessment, informed by feedback from an on-line survey (completed by over 100 carers) and an engagement event (attended by over 50 carers and partners) both considered instrumental in the formation of the strategy.

The Council also took part in the biennial NHS Digital Satisfaction Survey for Adult Carers in England 2018/19 and the findings from this latest survey are also contained within the strategy.

Overall, we received a range of feedback about what is important to carers, but the key priorities carers cited were:

- **Systems and services that support carers:** Carers want to access what they need quickly and simply without going through complicated systems and processes
- **Improving carer health and wellbeing:** Carers want acknowledgment of the toll caring can take on their physical and mental health and need proactive support to maintain their health and take a break from caring
- **Accurate information which is clear and easy to find:** Carers want someone to talk to who has good knowledge and understanding of the system and can make it easier to ask the right questions, particularly around finance and accessing services.

Further priorities set out in the strategy include supporting young carers, the early identification of carers, carer employment and financial wellbeing, involving carers as experts and the support of carers through the wider community and society to make Derbyshire truly 'carer-friendly'. The overall approach is consistent with early intervention, prevention and community support.

The strategy also recognises that investment is required to meet the requirements of the Care Act (2014) and Children and Families Act (2014) to ensure that carers are not pushed to breaking point by a lack of information, advice and support.

Supporting carers remains a priority for Derbyshire's health and social care system. The priorities and actions within this strategy complement and link with the priorities of the Health and Wellbeing Board and the Joined up Care Derbyshire plan to enable the adoption of a comprehensive, whole system approach to identifying and supporting carers.

We have also taken learning from national sources so that the priorities set out in the strategy support the delivery of the Department of Health and Social Care Carers Action Plan (2018) and the objectives for carers outlined in the NHS Long Term Plan (2019), both of which have been strongly endorsed in our discussions with carers locally.

### **3. Implementation of the Strategic Vision**

The Derbyshire Carers Strategy is intended to provide a clear directive to all partners on the areas of support and good practice that will mean the most to local carers and make the biggest difference to their lives.

A five year joint implementation plan outlines the activity which needs to take place and each partner to the strategy will be expected to develop and commit to their own action plan, to ensure the detailed requirements of each priority is considered within their organisation.

It is proposed that the implementation plan is reviewed on an annual basis by the Carers Strategy Delivery Group, who will track progress and report the latest developments to the Health and Wellbeing Board.

Cabinet or Cabinet Member approval will be sought for specific implementation issues and where appropriate this will be supported by co-production, engagement and consultation activity.

### **4. Financial Considerations**

There are no direct financial implications identified in this strategic vision, however further work will need to take place to produce business cases as required in relation to specific schemes to be delivered by the Council and/or with key partners.

## **5. Legal Considerations**

National legislation and guidance underpinning the Derbyshire Carers Strategy include: Care Act (2014), Children and Families Act (2014) Carers National Action Plan (2018) and NHS Long Term Plan (2019).

Local plans and programmes that have helped shape the Derbyshire Carers Strategy include: Derbyshire County Council Plan (2018 – 2023) Derbyshire Better Care Fund Plan, Derbyshire Health & Wellbeing Strategy 2018 - 2023 and Joined Up Care Derbyshire work streams.

Any future detailed proposals and changes to services are likely to require formal consultation and equality impact processes to be initiated.

## **6. Other Considerations**

In preparing this report the relevance of the following factors has been considered: equality of opportunity, health, environmental, social value, transport, property, human resources and crime and disorder considerations.

## **7. Background Papers**

No

## **8. Key Decision**

Yes

## **9. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?**

No

## **10. Officer's Recommendation**

Cabinet Member is asked to approve the implementation of the Derbyshire Carers Strategy 2020 – 2025.

**Helen Jones**  
**Executive Director – Adult Social Care and Health**  
**County Hall, MATLOCK**





“Respect me & listen to me”



“The right information at the right time”



“I need help to understand social care”

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# Derbyshire Carers Strategy

## A commissioning strategy for Derbyshire 2020-2025

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# Introduction

Three in five people will be carers at some point in their lives and almost everyone will know family members, friends and colleagues who are carers. There is not a 'typical carer' and everyone's caring role is unique. Carers come from a range of backgrounds, situations and age groups. Some carers move in and out of the role many times and provide various types of care, often to more than one person.



Caring can be very rewarding and carers provide invaluable assistance to those depending on it. It is estimated that carers in Derbyshire contribute over £998 million to the local economy and collectively represent the largest provider of care and support. The important role that carers play is vital to sustaining our health and social care system and it is essential that we continue to ensure carers are supported and genuinely valued as partners and experts in their role.

The role carers play is one to be celebrated, but providing care often comes at great personal cost to those sacrificing their own time, energy and money to carry this out. For many, caring can have a detrimental impact on physical and mental wellbeing, with many giving up a lifestyle and opportunities that non-carers take for granted. It is therefore essential that we all recognise the impact of caring in order to support carers effectively and assist them to maintain their role whilst having a life alongside caring.

# Purpose and Scope of our strategy

Much has been achieved from our last Carers Strategy (2016-2019). However, further changes in government policy mean that a new strategy is necessary to reflect these changes and ensure our vision for supporting carers is fit for the future.

This strategy has been developed by Derbyshire County Council and Derby and Derbyshire Clinical Commissioning Group as a joint approach to strengthening early intervention and integrated support. It seeks to respond to the issues that have been highlighted locally and outline how everyone across the system can specifically work together to improve the lives of all carers.

Our refreshed priorities will inform the design of future support and developments and set out what we will concentrate our joint resources on to ensure carer health and wellbeing over the five years from 2020 - 2025.

This strategy is for all unpaid carers supporting someone who lives in Derbyshire, regardless of the condition of the person depending on them. It includes adult carers, working carers, parent/family carers, young adult carers and young carers under 18 and recognises that all carers have a diverse and unique range of needs, priorities and interests.

A range of carers have been instrumental in the design and development of many other strategies and service offers across Derbyshire which recognise the importance of supporting carers.

# Who is a carer?

A “carer” is an adult who provides or intends to provide care for another adult (an “adult needing care”)

A “young carer” is a person under 18 who provides or intends to provide care for another person.



Carers in  
Derbyshire

Carers may not recognise themselves as carers and may prefer to continue to identify primarily as a husband, wife, partner, sibling, parent, child or friend rather than a carer. It is important for carers to consider themselves carers' so their role can be recognised and their contributions acknowledged.

A “parent carer” means a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

# Carer demographics in Derbyshire

These figures are not static - whilst some carers are taking on caring responsibilities, for others the role ends. It is this turnover that means **3 in 5 of us will become a carer** at some point in our lifetime. (Carers UK)

## Young Carers

There are an estimated **1643** young carers aged 18 and under in Derbyshire. The average age of young carers in the UK is 12. (2011 census)

The 2011 census highlights that women are more likely to be carers than men, with **57%** of women and **43%** of men providing care in Derbyshire. The impact will fall disproportionately on women as the demand for informal care increases.



**57%**



**43%**



## Carers living in Derbyshire

According to the 2011 census, Derbyshire has a population of **93,000** carers. ONS Population Projections predict that by 2041 the county's population will have increased by **7.9%**, which could lead to a population of at least **100,347** carers.

**60%** of carers in Derbyshire are aged 50 or older.

## Working Carers

An estimated **52,165** people combine the provision of care alongside **paid work** in Derbyshire (Derbyshire Observatory)

## BAME Carers

There are 32,652 people from Black Asian Minority Ethnic (BAME) groups living in Derbyshire. Across England & Wales there are 719,684 BAME carers, which is **12.5%** of the national number of carers. (2011 census)

# How this strategy was informed

We recognise the importance of talking to carers about what matters to them. This strategy reflects what a range of unpaid, family carers and those who depend on carers, have told us to refresh our understanding of what carers want.

This strategy has also been informed by many partner organisations in the local health, social care and voluntary sector who frequently support carers. These include Creative Carers, Healthwatch Derbyshire, Derbyshire Carers Association, Links CVS and the National Development Team for Inclusion. The Council took part in the biennial NHS Digital Satisfaction Survey for Adult Carers in 2018/19 and completed a national self-assessment on the progress of supporting carers in Derbyshire which included an on-line survey and a key engagement event.

Supporting carers remains a priority for Derbyshire's health and social care system. The priorities and actions within this strategy complement and link with the priorities of the Health and Wellbeing Board and the Joined up Care Derbyshire plan to help us adopt a comprehensive, whole system approach to identifying and supporting carers.

We have also taken learning from national sources so the priorities set out in this strategy support the delivery of the Department of Health and Social Care Carers Action Plan (2018) and the objectives for carers outlined in the NHS Long Term Plan (2019), which have been strongly endorsed in our discussions with carers locally. For further information about what carers have told us visit:

[www.carersinderbyshire.org.uk/what-carers-tell-us](http://www.carersinderbyshire.org.uk/what-carers-tell-us)

## Twitter

Twitter posts included throughout this strategy are a sample of the 'live tweets' posted during the Derbyshire Carers Engagement Event to capture the views and opinions of the carers (67%) and professionals who attended. The event was held on 28 November 2019 in South Normanton and was led by [Sortified CIC](#)



# What do carers say about their experience of caring?

“I need help and I want things to change. I feel stuck” (Young Carer)

“I would like to see more help for individual carers and more understanding of the stress we go through on a daily basis”

“I choose a part time relief job to try and fit in with my caring role but was often unable to pick up the shifts due to the priority of caring”

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“We need a safety valve – we’ve faced so many fights just to get our daughter a basic service”

“Working and my carer role means I don’t go out and no longer see friends except if they visit...”

“I’d like to have a break. To go out to things, and to have things I can go and do” (Young Carer)

“What happens when you don’t know your way around social care? Or if you do, you don’t know what to say”



“I am always on alert and feel exhausted, there is no recognition of how caring impacts our health through constant worry about loved ones”



# Findings of the 2018/19 satisfaction survey of adult carers

82%



of carers reported feeling tired as a result of caring.

46%



of carers reported that their caring role had caused them some, or a lot, of financial difficulties in the past 12 months. (NHS Digital 2018-19)

26%

felt that their caring role had made an existing condition of theirs worse

69%

have disturbed sleep

38%



of carers have felt physical strain e.g. back strain, as a result of their caring role.

52%



have feelings of depression as a result of caring

31%

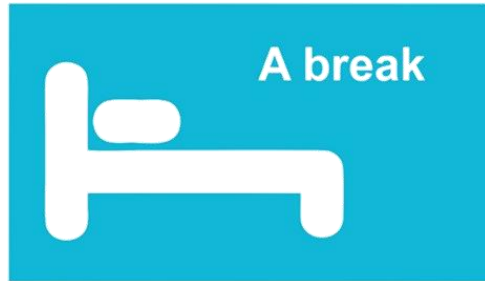
had to see their GP as a result of being a carer

65%

feel stressed



# From the survey, the top three things carers said they wanted were:





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Source: Derbyshire County Council [Survey of Adult Carers 2018/19](#)  
Image: taken at Derbyshire Carers Engagement Event, 28/11/19

# National and local policy and guidance

-  Local policy /guidance
-  National policy/guidance

NHS Long Term Plan  
2019

NICE Guidelines 2020

NHS England  
Commitment to Carers  
2014



Carer's Action Plan  
2018-2020

Children and Families  
Act 2014

Care Act 2014

Derbyshire County  
Council Plan 2019-  
2021

Joined Up Care  
Derbyshire – Strategy  
Delivery Plan 2019-  
2024

Derbyshire Health &  
Wellbeing Strategy  
2018 - 2023

Funding support for carers who provide care to an adult comes from central Government through to the Council and Clinical Commissioning Group to form a joint carers budget that is currently managed by Derbyshire County Council.

# Achievements from the last strategy 2016-2019

- Implementing the duties of the Care Act 2014 and Children and Families Act 2014 for carers
- A rise in the number of carers identified and referred for support by partner organisations across Derbyshire
- An increase in the number of those receiving assessment and carer support
- A county-wide carers support service providing carers with access to information and advice in one place, offering a greater range of support options
- Reliable and up to date on-line information available on the Carers in Derbyshire platforms; website, Facebook, Twitter and YouTube channel
- Growth in the number of carers creating an emergency plan
- Improved transition for young adult carers to the adult carers service
- New systems and processes that assist in joining up support and decision making between the Carers Service and Adult Social Care and Health
- Provision of Independent Advocacy for carers

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# Challenges from delivering the last strategy over 2016-2019

- Ensuring carers receive recognition and respect in the care of their loved one
- Involving a range of carers at a strategic level to comment on the quality of services and shape what services look like in the future
- Identification of young carers
- Ensuring services work together to support the whole family
- Provision of a variety of breaks for carers
- Identification and support for carers through primary care
- Offering carer assessment in a way that works for all carers
- Ensuring carer registers are maintained in primary care
- Reducing waiting times for carer assessment
- Exploring how technology can be used more to help carers carry out their role
- Making communities carer friendly

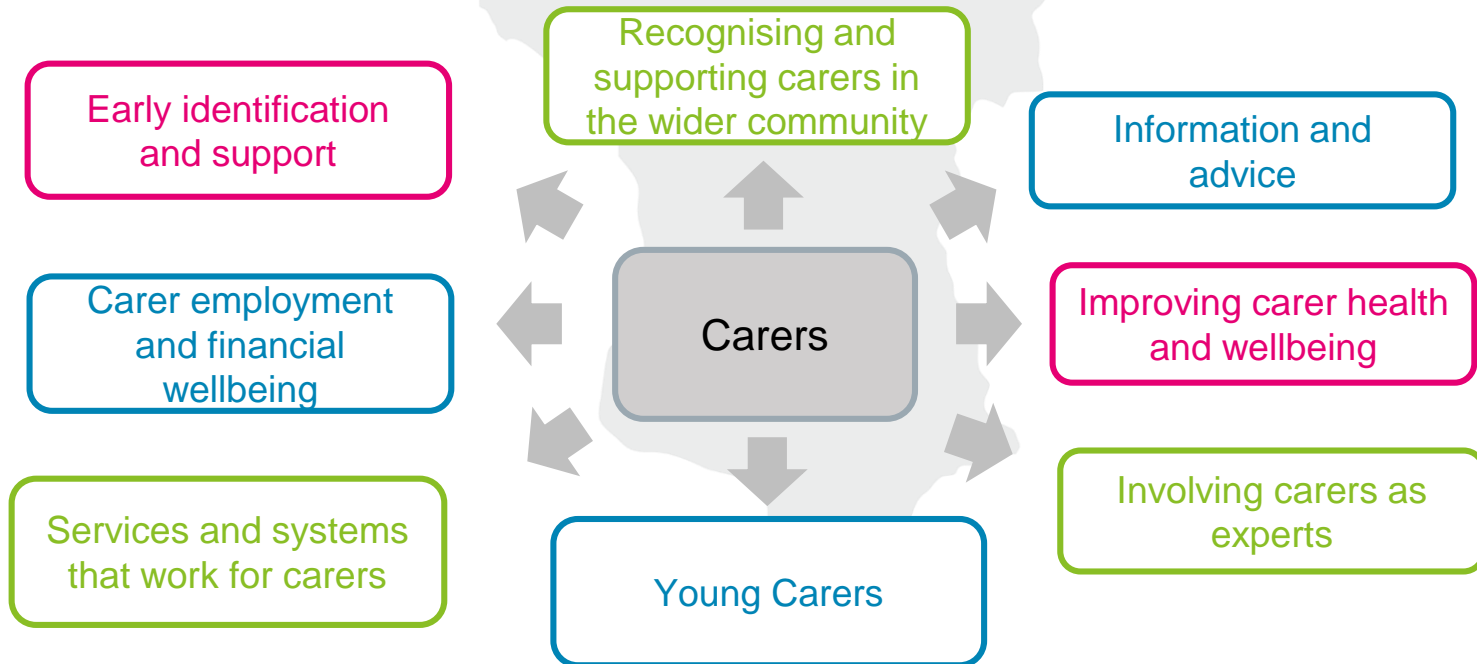
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# Our refreshed priorities for 2020 - 2025

- We have developed 8 strategic priorities based on the issues that mean the most to carers and those that will make the biggest difference to the lives of local carers.
- These priorities will shape developments and inform what we concentrate our joint resources on.
- Our overall direction is in line with the objectives set out in the National Carers Action Plan, the NHS Long Term Plan and other national policies which outline the basis for effective and efficient carer support.
- We will continue to take into account what carers tell us is important to them to continue their caring role when redesigning or delivering carer services and support.

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# Carers said

- Recognise when we're a carer and help us to recognise this too, especially at the point of diagnosis.
- Identify who is caring in the family and what support is needed by everyone.
- Provide checks on our physical health and mental wellbeing through primary care.
- Many carers from Black, Asian and minority ethnic communities, mental health carers, parent carers and young carers feel overlooked as carers and that their needs as carers are not fully understood.

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# Priority – Early Identification and Support of Carers

To increase awareness and identification of carers of all ages:

- We will continue to work with partners across the local system to ensure more carers are proactively identified in the early stages of caring.
- We will promote the value of local services working together to support families as a whole.
- We will use the framework set out in the quality markers to develop and promote carer-friendly GP practices and endorse the benefits of supporting carers through primary care.
- We will continue to reach out to carers from under-represented and vulnerable groups to ensure they are identified and supported in a personalised way.

# Carers said

- Give us new information about systems and processes, as soon as it becomes available, in ways that help us make informed choices and empowers us for the future.
- Provide alternatives to, or support for, carers less confident about using the internet, so we can still access the information and advice we need.
- Provide information that is not reliant on health and social care jargon or the term 'carer'.
- Understand that Black Asian and minority ethnic carers may not be familiar with the support offered by services or may not be able to access them.
- Provide us with someone to talk to who knows the relevant system/processes inside-out and can make this easier for us to ask the right questions.

# Priority – Information and Advice

To ensure carers of all ages can find information and advice they need easily:

- We will work with carers to produce the right information and advice in new and accessible ways. We will continue to provide paper based information alongside the digital information platforms and encourage take-up of this on a wider scale.
- We will continue to invest in training and learning for carers to ensure they can carry out their role safely and with confidence.
- We will ensure carer assessment is timely, proportionate and personalised so carers feel it is of benefit.
- We will equip partners with the skills and knowledge to provide accurate information that supports carers.

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Sortified **Sortified** @Sortified Follow

One solution being to publicise what does exist for parent Carers better [#derbyshirecarersevent](#)



Sortified **Sortified** @Sortified Follow

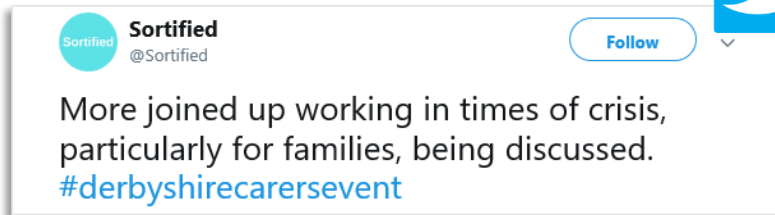
We should be looking at where carers get information from and who do they go to for support? [#derbyshirecarersevent](#)



# Carers said

- Ensure we get what we need quickly and simply without going through complicated systems and processes.
- Clearly tell us what to do, and where to go, when we're faced with an emergency impacting on our caring role.
- Make it easier for us to obtain statutory support and financial benefits rather than having to battle for everything.
- Stop making us repeat the same information over and over.

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# Priority – Services and Systems that work for Carers

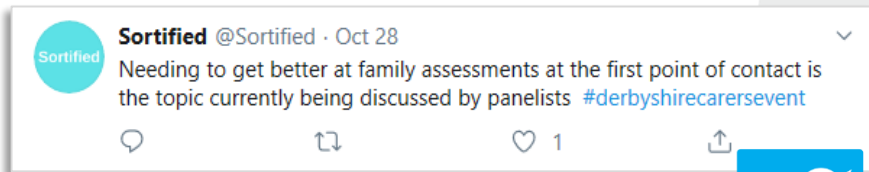
To ensure services and systems work for carers of all ages:

- We will continue to raise awareness and promote best practice amongst health and social care professionals to identify, value and support carers effectively.
- We will work with all partners delivering front-line services to help them work alongside carers as part of a team.
- We will influence initiatives and partnerships in Derbyshire so that they explicitly include carers and better meet the needs of carers.
- We will continue to strengthen emergency planning and crisis support for carers in emergencies.
- We will evaluate our model of carer support and develop the specification for future carer services.

# Carers said

- Tell us about the peer support available and make provision for us to bring our loved ones, if necessary.
- Provide us with simple and straightforward information about help available for us if we're struggling with our caring role; including ways we can potentially avoid our health suffering as a result of caring.
- Provide us with options available to us when we need to have a break from the caring role.
- Recognise it's important that we ourselves identify what's missing in our lives and receive the right kinds of help and support to fill the gaps at our own pace, in our own time and in our own way.

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# Priority – Improving Carer Health and Wellbeing

In order to improve the health and wellbeing for carers of all ages:

- We will explore new ways to connect carers with other carers and promote the support of each other.
- We will continue to raise awareness of the impact of caring on carer mental health and the importance of emotional support.
- We will actively support carers to plan and prepare for the future.
- We will review the effectiveness of the way Carer Personal Budgets are delivered to meet carer's eligible needs in a personalised way.
- We will continue to develop new and effective ways of providing carers with a break from caring and/or keeping in touch with family and friends.

# Denise's story:

Denise has Bipolar disorder, Osteoarthritis and is also a carer for her adult son Paul, who is experiencing depression and anxiety.

Denise provides considerable care and support to Paul, who requires reassurance and encouragement in every aspect of his life, including washing, dressing, eating a meal, taking his medication and managing his finances.

Denise is exhausted and feels she is neglecting her own health as a result of her caring role. Denise often feels overwhelmed with loneliness, guilt and frustration.

Denise contacted the carer's service for advice and support. Through discussion, Denise and a Carer Support Worker were able to explore ways in which Denise's quality of life and wellbeing could be improved and how the impact of caring could be reduced.

# Outcomes:

Following support from the carers service, Denise went on to:

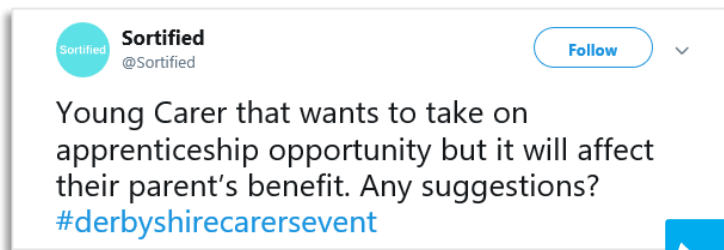
- Change her outlook and feel more positive following counselling support from Talking Mental Health Derbyshire
- Register as a carer with her GP, where she received a health check and personalised advice on healthier choices and options
- Obtain friendly advice, valuable information and a lifeline from other carers through attending a local support group
- Resume a hobby and feel more empowered to put herself first.
- Receive welfare benefits advice leading to an increase in her financial entitlement.

# Young carers said

- Acknowledge our role when we are supporting a member of our family and offer support to everyone in the family.
- Talk to us, really listen and don't make assumptions about what we do or don't do.
- Keep us informed when support changes.
- Make services more joined up, especially when support moves from different services.

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We need support to think about the future.  
Schools need to know we are young carers.  
Support us to have a break and just be a 'young person'.



# Priority – Young Carers

In order to improve the way we support young carers:

- We will continue to work with partners to increase awareness and identification of young carers and promote the benefits of supporting the whole family.
- We will promote the take up of 'top tips to support young carers' in primary care.
- We will continue to provide support that protects young carers and young adult carers from caring excessively.
- We will work with partners to improve educational, training and employment opportunities for young carers.
- We will provide peer support and break activities with young carers and young adult carers.

# Tom's story

Tom is 12 and cares for his mum, Jenny who suffers with a back condition and epilepsy. They have recently moved house after fleeing domestic violence and no longer live close to other family members.

Tom does not attend school on a regular basis as he feels anxious and guilty about leaving his mum alone.

Tom has struggled to make friends at school and has experienced bullying. He is not involved in social activities and tends to feel more comfortable in adult company. Tom would like some support for his mum, to make friends and feel more confident.

## Outcomes:

Following support from the Young Carers service, Tom went on to:

- Talk about his feelings and understand his family situation as a result of regular social time with a young carer's support worker

- Build up trusting new relationships following participation in organised activities for groups of young carers of a similar age
- Have a special arrangement in school that allowed him to contact his mum when he felt concerned
- Increase his attendance at school and feel more confident about leaving his mum
- Access swimming lessons that were nearby and affordable

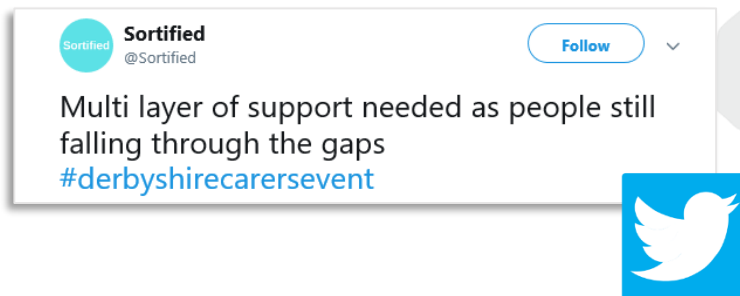
Tom's mum Jenny went on to

- Access support from Adult Care and obtain adaptations in the home and the offer of a personal assistant to support her to get ready every morning
- Access a social group at the local church, which reduced her feelings of isolation and helped her make new friends. Jenny was also able to access counselling support through her GP
- Both felt the support service was really helpful and had led to positive changes and a new beginning

# Carers said

- Understand we need to meet others with similar experiences within community spaces for understanding, empathy and tried-and-tested practical solutions.
- Speak to us (and be heard) on our own terms within our communities, in ways that are meaningful to us.
- Support us to come together with other carers in order to improve local decisions and ensure a carer's perspective is understood, and acted on, at every level of decision-making.
- Recognise our value, strengths and knowledge within local neighbourhoods.
- Recognise our strengths and skills and encourage and support us to do the same.

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# Priority – Recognising and Supporting Carers in the wider Community and Society

In order to recognise and support carers of all ages in local communities :

- We will continue to raise public awareness and recognition of carers and an understanding of caring across communities and wider society.
- We will continue to develop peer support which can also include the person depending on care within local communities.
- We will explore new ways for carers to be engaged in their local communities and connected to local community support.
- We will examine and promote technologies which effectively support carers in their role.
- We will support carers to access peer support through social media platforms.

# Carers said

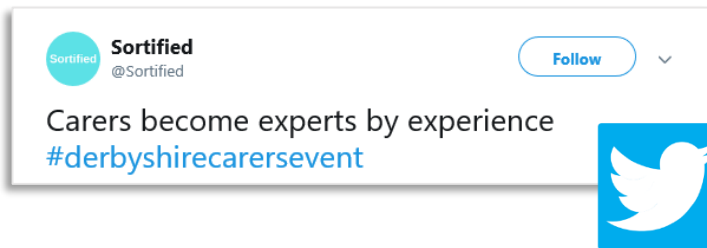
- Acknowledge and value us as an 'equal expert partner' - one of a team among professionally paid and qualified people.
- Listen to us so that we can provide that team with accurate up-to-date information, in confidential spaces, if needed, and contribute to workable solutions.
- Ensure we agree to support plans where we'll almost certainly have a key part to play (rather than our role being assumed or taken for granted) before they are signed off.
- Keep us up-to-date about progress in changing, improving or starting services for our loved ones.

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# Priority - Involving Carers as Experts

In order for carers of all ages to be respected and valued as equal partners:

- We will increase the involvement of carers in the care of the people they look after and ensure their role is recognised, valued and respected.
- We will ensure that a range of methods are used to capture the diversity of carer's views and fully involve carers in service changes or proposals.
- We will influence new initiatives and partnerships so that they effectively meet the needs of carers and support carers' rights.
- We will explore how we can resource carer-led participation in commissioning and decision-making.

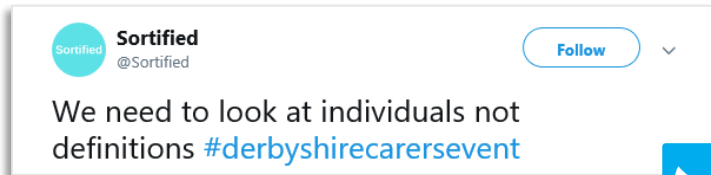


# Carers said

- The financial impact of caring is devastating when we have to give up a job to provide care.
- Staying in work can provide us with respite from caring and help to build our resilience.
- Provide us with better information about the costs of care and support and how to plan financially for the future.

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Information about financial help for the whole family is the most effective approach.



# Priority – Carer Employment and Financial Wellbeing

In order to support carers of all ages and their families:

- We will ensure more carers are able to balance work and care with support to return to work alongside or after caring.
- We will support carers to minimise the financial impact of caring, through the promotion of good employment practice and awareness of benefits.
- We will work with employers to improve working practices and develop carer friendly employers.
- We will seek to raise awareness about the needs of carers among employers and support carers to stay in work or get back into work.
- We will link into the workforce strategy to support working carers more consistently.
- We will help carers obtain the benefits information and support they need.



# Next Steps

- The Carers Strategy Delivery Group headed by Derbyshire County Council and Derby and Derbyshire Clinical Commissioning Group will lead on the delivery of this strategy. A detailed action plan and annual progress report will be produced to ensure accountability and visibility of the work and will be at found on [www.carersinderbyshire.org.uk/carers-strategy](http://www.carersinderbyshire.org.uk/carers-strategy)
- There are a number of actions and opportunities within this strategy which include partners and it will also be the task of the Carers Strategy Delivery Group to ensure everyone is on board and working towards our collective ambition to provide the best support possible for carers across Derbyshire.
- The views and experiences of carers remain paramount in informing the progression and evaluation of the strategy. All carers are invited to be part of this work through organised carer events, carer groups, surveys and other feedback mechanisms. For details of carer engagement events/opportunities visit [www.carersinderbyshire.org.uk/having-your-say](http://www.carersinderbyshire.org.uk/having-your-say)

# Derbyshire Carers Charter

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

## We promise to:

Support carers to retain social networks and feel part of their local community

Help carers outside of their caring role to participate in education, work and leisure

Protect young carers from undertaking tasks that prevent them having a life like other children

Promote choices so carers with different needs are able to access the right support when they need it in the way they choose

Make sure that all carers feel valued, recognised and their caring needs are met

Provide carer-friendly information that is accurate, up to date and easy to understand

Help carers to recharge and look after their own physical and emotional health

Involve carers as expert partners in planning, developing and changing services

# Draft Delivery Plan

Implementation Action	Lead	2020 -21	2021 -22	2022 -23	2023 -24	2024 -25
<b>PRIORITY 1. Early identification and support of carers</b>						
1.A: Promote framework of NHSE quality markers for carer-friendly GP practices to increase identification of all carers	DCCG					
1.B: Embed carer awareness through system-wide education and training programmes to improve staff skills and understanding of the carer experience	All partners					
<b>PRIORITY 2. Information and Advice</b>						
2.A: Promote the Carers In Derbyshire website and information platforms to carers and professionals	All partners					
2.B: Detailed engagement with carers to inform the development of information and advice and carer learning that makes the most difference to the caring role	All partners					
<b>PRIORITY 3. Services and Systems that work for Carers</b>						
3.A: Work with employers, health, social care and education to ensure all support services join up to support carers and the family as a whole	All partners					
3.B: Evaluate our model of carer support through detailed engagement with carers and partners	DCC and CCG					
3.C: Work in partnership to improve the effectiveness of carer emergency planning and target carer support to prevent carer breakdown	All partners					
3.D: Promote system wide adoption of Carers Charter						

# Draft Delivery Plan

Implementation Action	Lead	2020 -21	2021 -22	2022 -23	2023 -24	2024 -25
<b>PRIORITY 4. Improving Carer Health and Wellbeing</b>						
4.A: Consider new ways in which carers can connect with other carers, feel safe and supported and have time away from caring	DCC and CCG					
4.B: Raise awareness of the impact of caring on mental health and the requirement for emotional support for carers	DCC and CCG					
4.C: Review the effectiveness of the way Carer Personal Budgets are determined and delivered	DCC					
<b>PRIORITY 5. Young Carers</b>						
5.A: Increase number of schools who are proactively identifying and supporting young carers	DCC					
5.B: Promote the take up of NHSE 'top tips to support Young Carers' in primary care	CCG					
5.C: Ensure young adult carers have access to training and employment opportunities	DCC CCG & Partners					
<b>PRIORITY 6. Recognising and Supporting Carers in the wider community and society</b>						
6.A: Increase community awareness of who carers are and what they do to encourage a 'carer friendly' approach across wider society	DCC CCG & Partners					
6.B: Develop community incentives to self-identify as a carer	DCC CCG & Partners					
6.C: Develop technology that will support carers and allow services to be delivered differently through the utilisation of technology	DCC					

# Draft Delivery Plan

Implementation Action	Lead	2020 -21	2021 -22	2022 -23	2023 -24	2024 -25
<b>PRIORITY 7. Involving carers as experts</b>						
7.A: Make sure we use a 'whole family approach' to ensure carers are listened to early on and respected as an expert in the care of the person they support	DCC CCG and Partners					
7.B: Explore new ways to involve a wide range of carers in service redesign and commissioning	DCC CCG					
7.C: Support carers to plan for the future and fully involve carers in service re-design and new initiatives	DCC CCG and Partners					
<b>PRIORITY 8. Carer employment and financial wellbeing</b>						
8.A: Raise awareness of the challenges carers face in the workplace and support employers to adopt carer friendly policies						
8.B: Build relationships and support co-ordination across education, employment groups and the Department of Work and Pensions, to highlight the support needs of working carers or carers returning to work						
8.C: Help carers obtain financial information and advice and reach the support they need to maximise entitlements and income						

DCC – Derbyshire County Council    CCG - Derby and Derbyshire Clinical Commissioning Group  
 Partners – Statutory, voluntary and independent organisations working together across Derbyshire to support carers  
 Priority actions in progress are highlighted in darker blue

# How will we know if we are making a difference and benefitting carers?

## We will expect to evidence an increase in the number of:

- Carers referred for and accessing carer support
- Referral sources
- Carers identified and registered in GP practices
- New carers identified and carers identified at an earlier stage
- Carers reporting positive outcomes following carer support
- Under-represented and vulnerable groups of carers in receipt of support
- Carers in receipt of Carers Allowance
- Carers in receipt of a Council Tax Reduction due to caring role
- Carers making an emergency plan
- Carer awareness training and learning in schools and workplaces
- Carers supporting each other in community spaces

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We will monitor our progress using measures from the Survey of Adult Carers in England. This captures feedback on topics that are considered to be indicative of a balanced life alongside an unpaid caring role.:

- The proportion of carers who report overall satisfaction of carers from social services
- The proportion of carers who report they have been included or consulted in discussions about the person they care
- The proportion of carers who find it easy to find information and advice about services

# Our vision is that by 2025 we want Derbyshire to be a place where:

- Carers will be proactively identified and supported at any point within the local health, social care and voluntary sector
  - Carers will also be recognised and supported in local education, employment, leisure, faith, and community settings
  - Carers will report full involvement in plans where they have a role, whether those plans are drawn up by health or social care
- Carers will find it easy to get the information, advice and support they need
- Carers and their families can expect services and systems to join up in a way that is helpful to them
- Carers will plan ahead and feel more confident in the event of a crisis or emergency
  - Carers will be using technology to support them in their caring role
  - Carers will enjoy better physical health and be able to access emotional support and further help should they need it
  - There will be greater recognition for young carers
  - Carers will live in communities where understanding of caring is growing and carers are recognised, valued and respected

## **We want to evidence that carers will tell us:**

I feel recognised as a carer and was offered support in my own right

I can find the information I need, quickly and easily

I feel recognised and valued by my employer

I feel supported in my local community

I know how to look after myself to remain healthy and well

I feel respected, included and fully involved

I have contact with friends and family

I feel safe and in control

I have the opportunity to be involved in designing the services I use

I am using technology to support me as a carer

# Data sources

The following national and local policy documents and reports have been used to inform the development of this strategy

- Creative Carers (2019) [What Carers Want statement](#)
- NHS England (2014) [Commitment to carers](#)
- NHS England (2019) [NHS Long Term Plan](#)
- NICE (2020) [Supporting Adult Carers](#)
- Carers UK (2019) [Juggling work and unpaid care: a growing issue](#)
- Carers UK (2019) [State of caring: a snapshot of unpaid care in the UK](#)
- NHS Digital (2019) [Personal social services survey of adult carers in England](#)
- NHS England and NHS Improvement (2019) [Supporting carers in general practice: a framework of quality markers](#)
- Department of Health and Social Care (2018) [Carers action plan 2018-2020: Supporting carers today](#)
- Local Government Association (2018) [Supporting carers: Guidance and case studies](#)
- NHS England (2016) [An integrated approach to identifying and assessing carer health and wellbeing](#)
- NHS England (2014) [Commissioning for carers: Principles and resources to support effective commissioning for adult and young carers](#)
- Department of Health and Social Care (2014) [Care Act 2014](#) [Children and Families Act 2014](#)
- Association of Directors of Adult Social Services (2019) - [Efficient and Effective Interventions for supporting Carers](#)
- NDtI (2019) [Supporting Carers](#)
- Derbyshire Health and Wellbeing Board (2018 – 2023) [Derbyshire Health and Wellbeing Strategy](#)
- Joined up Care Derbyshire (2019) [JUCD Sustainability Transformation Partnership](#)
- Derbyshire County Council (2019 – 2021) [Council Plan](#)
- Derbyshire population estimates [Derbyshire observatory](#)



# This strategy has been developed in partnership with:



**Your comments or questions about this strategy  
can be sent to :**

Adult Social Care and Health Commissioning Team  
Derbyshire County Council

County Hall

Matlock

DE4 3AG

Email: [ASCH.ac-commissioning@derbyshire.gov.uk](mailto:ASCH.ac-commissioning@derbyshire.gov.uk)

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For details of carer engagement events / opportunities visit  
[www.carersinderbyshire.org.uk/having-your-say](http://www.carersinderbyshire.org.uk/having-your-say)

Derbyshire County Council and NHS Derbyshire  
Clinical Commissioning Group would like to  
extend a huge thank you to the carers,  
professionals and partners who helped us to  
produce this commissioning strategy for carers.

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