

# Carers Strategy

## 2019-2024



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## CHAIR OF THE BOARD

I'm really pleased to be presenting our Carers Strategy to you. Carers play a vital role in our communities and caring is a fundamental part of family life. But carers are too often unseen. Without the support of carers, our health and social care system would struggle to provide the level of care and support that vulnerable people need to continue living in their own homes and communities.

We really want you to be part of the work we do to improve the lives of our carers and look forward to working with you on the priorities within our Strategy.

**Cllr Shane Moore**  
**Chair of Hartlepool Health  
and Wellbeing Board**

## SCOPE AND PURPOSE

This document sets out Hartlepool's Strategy for promoting carers' Health and Wellbeing 2019 -2022. It has been produced by the Health and Wellbeing Board for Hartlepool. **This strategy covers both young carers and adult carers. When we refer to carers we define this as:**

*"Anyone who spends time looking after or helping a friend, family member or neighbour who, because of their health and care needs, would find it difficult to cope without this help regardless of age or whether they identify as a carer."*



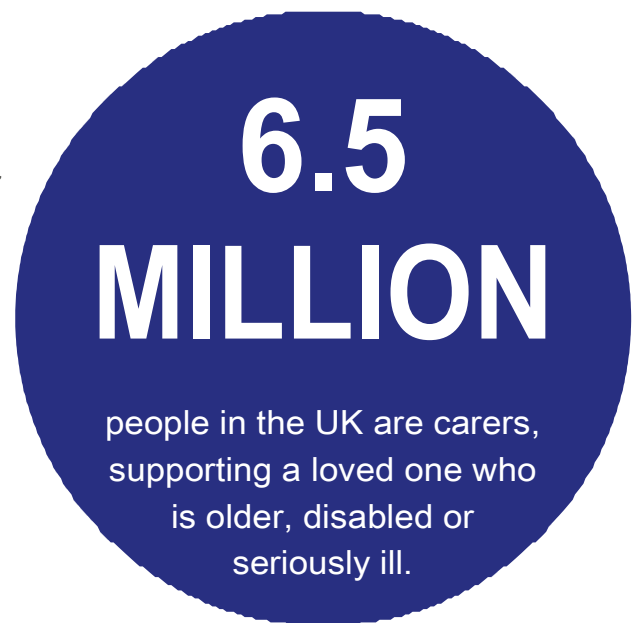
# INTRODUCTION

Across the UK today 6.5 million people are carers, supporting a loved one who is older, disabled or seriously ill. **That's 1 in 8 adults who care, unpaid, for family and friends.**

According to the Children's Society, there are an estimated **700,00 young carers** in the UK – kids or teens who are the primary carer for a sick, incapacitated or addicted parent.

**That means two young carers in every classroom, each typically spending 20-50 hours a week on their caring duties. And the number is rising.**

We know there are a large proportion of “carers” who do not define themselves as a carer as they are first and foremost a husband, wife, mum, dad, daughter, son, friend and neighbour.



- Almost three quarters (72%) of carers in the UK suffer from mental ill health due to their caring role (Carers Trust 2018)

- Over half (61%) of carers said their physical health had worsened as a result of caring. (Carers Trust 2018)

- There are now nearly 10,000 young carers under the age of eight in England and Wales who carry out unpaid care, with the most recent Census in 2011 finding an 83% increase in the number of young carers aged 5-7 since 2001.

- 46% of young carers are getting up in the night to care for loved ones, missing out on their own sleep (Snap shot national survey (Carers Trust)

- More than 80% of young carers are carrying out caring duties every day or most days of the week (Snap shot national survey (Carers Trust)

- More than 1.8 million unpaid carers over the age of 60 in England with more than 87,000 over the age of 85.



# CASE STUDY 1

**Leon is a Young Adult Carer for several members of his family who all live in Hartlepool. Leon's sister has had epilepsy for many years and he is always on hand to ensure her safety and create a calm environment within which her episode could pass with as little distress as possible.**

Leon as a young carer supported family members to take their medication, attending appointments and supporting with rehabilitation. Leon registered with Hartlepool Young Carers project many years ago and has maintained his contact with the charity and has now transitioned into the Adult Carers Project.

Leon studied for his GCSEs alongside his caring role, being predicted all A-C grades. Leon was unable to complete the exams due to a severe injury, but this did not stop this determined young man.

Since September 2018 Leon has been at Sunderland University, having gained an unconditional offer after being identified as an outstanding candidate.

Previously, with an ambition to become a paramedic, Leon worked for four years as an Ambulance Care Assistant to gain the relevant experience alongside his caring role.

However, Leon discovered that many of the patients he was taking to hospital to be 'fixed' were returning home to environments which were the underlying cause for many of their medical problems, inherently poverty and social deprivation being the catalyst to problems with drugs and alcohol misuse and mental health issues.

With this in mind Leon took the decision to study towards a BSc in Sociology degree and is loving every minute of it, with a view to forging a career in research into how backgrounds affect opportunities and lives, and working in the field of bridging the gaps in social inequality.

Leon has volunteered in Hartlepool for many community organisations, he has his own family, continues to care for his family members and plans on volunteering with Young Carers Project to ensure other young carers reach their goals and aspirations.



## OUR VISION

**Our vision is that Hartlepool will develop a culture and environment that promotes and supports health and well-being for all.**

Our ambition is to improve the health and well being of all the residents of Hartlepool and reduce health inequalities. (Hartlepool's Health and Well being Strategy).

For carers this means we will work together to support them to live long and healthy lives and be able to care for as long as they would want to and to support carers when they are no longer fulfilling their carer role.

## OUR PRIORITIES

**In order to achieve the vision our plan will focus on six priorities:**

1. Identify carers at an early age, recognising their contribution and involving local care in planning individual care packages.
2. Carers having a family and community life alongside caring personalised support for carers and providing good quality information, advice and support
3. Support carers to stay healthy – mentally and physically
4. Carers realising and releasing their potential in education and employment
5. Providing opportunities to help ex-carers sustain and fulfill healthy lives
6. Widen participation of carers to influence decision making at a local level



# NATIONAL CONTEXT

On a national level there has been significant attention paid to the role of carers. The government has re-stated their commitment to the priorities set out in the National Carers Strategy “**Carers at the heart of 21st century families and communities**” 2008 and developed an action plan 2018 – 2020.

## NATIONAL CARERS STRATEGY:



Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role;



Carers will be able to have a life of their own alongside their caring role;



Carers will be supported so that they are not forced into financial hardship by their caring role;



Carers will be supported to stay mentally and physically well and treated with dignity;



Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods.

Since the publication of the National Carers Strategy a number of national strategies and plans have been introduced which show the importance of carers in our society.



## THE CARE ACT 2014



New rights have been introduced for carers and new duties are in place for local authorities



Carers have the same rights to an assessment and support as those who they care for



There is a national eligibility criteria for carers and those who they care for which identifies whether they are entitled to support from the Local Authority with meeting their care and support needs



Following assessment a support plan should be generated with the carer that sets out how their eligible needs will be met. This may include services funded by the Local Authority and other ways of meeting their outcomes, including from their own resources and support from the local community

# NATIONAL CONTEXT:

**We will improve how we identify unpaid carers, and strengthen support for them to address their individual health needs.**

We will do this through introducing best-practice Quality Markers for primary care that highlight best practice in carer identification and support.

We will continue to identify and support carers, particularly those from vulnerable communities. Carers are twice as likely to suffer from poor health compared to the general population, primarily due to a lack of information and support, finance concerns, stress and social isolation. Quality marks for carer-friendly GP practices, developed with the Care Quality Commission (CQC), will help carers identify GP services that can accommodate their needs. We will encourage the national adoption of carer's passport

Carers should not have to deal with emergencies on their own. We will ensure that more carers understand the out-of-hours options that are available to them and have appropriate back-up support in place for when they need it.

**Young carers feel say they feel invisible and often in distress, with up to 40% reporting mental health problems arising from their experience of caring.**

Young Carers should not feel they are struggling to cope on their own. The NHS will roll out 'top tips' for general practice which have been developed by Young Carers, which include access to preventive health and social prescribing, and timely referral to local support services.



Up to 20,000 Young Carers will benefit from this more proactive approach by 23/24.

Patients, clinicians and the carers working with them will have technology designed to help them. They will have a digital service for managing their interactions with the NHS, a view of their record, care plan, expectations, appointments and medications, to enable care to be designed and delivered in the place that is most appropriate for them.

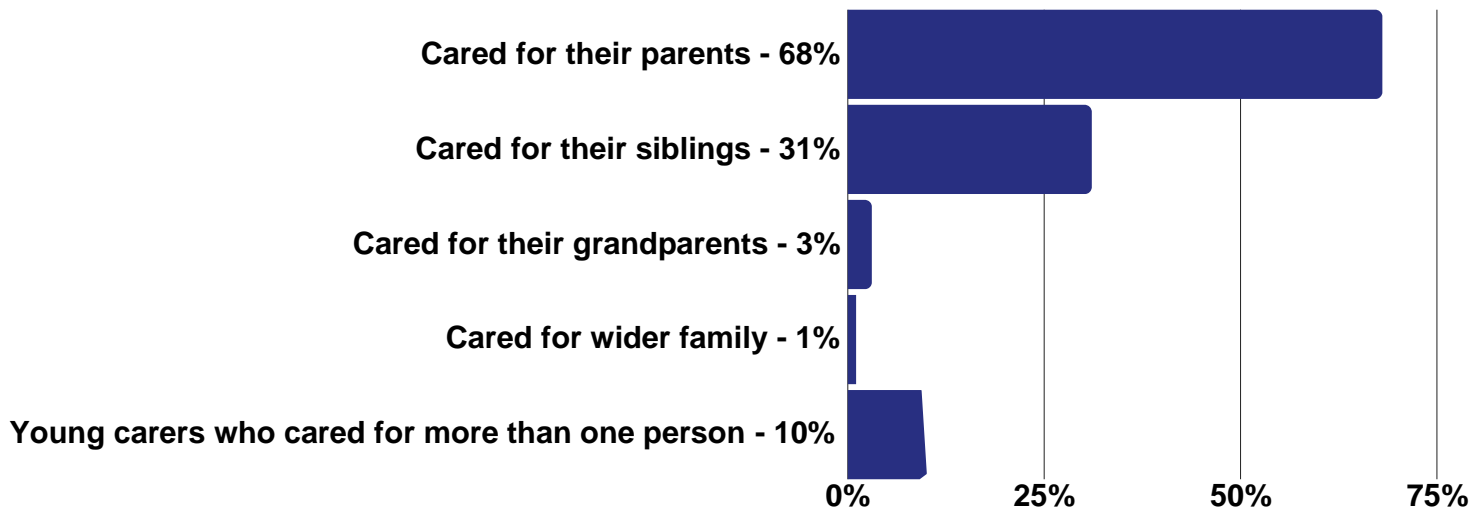
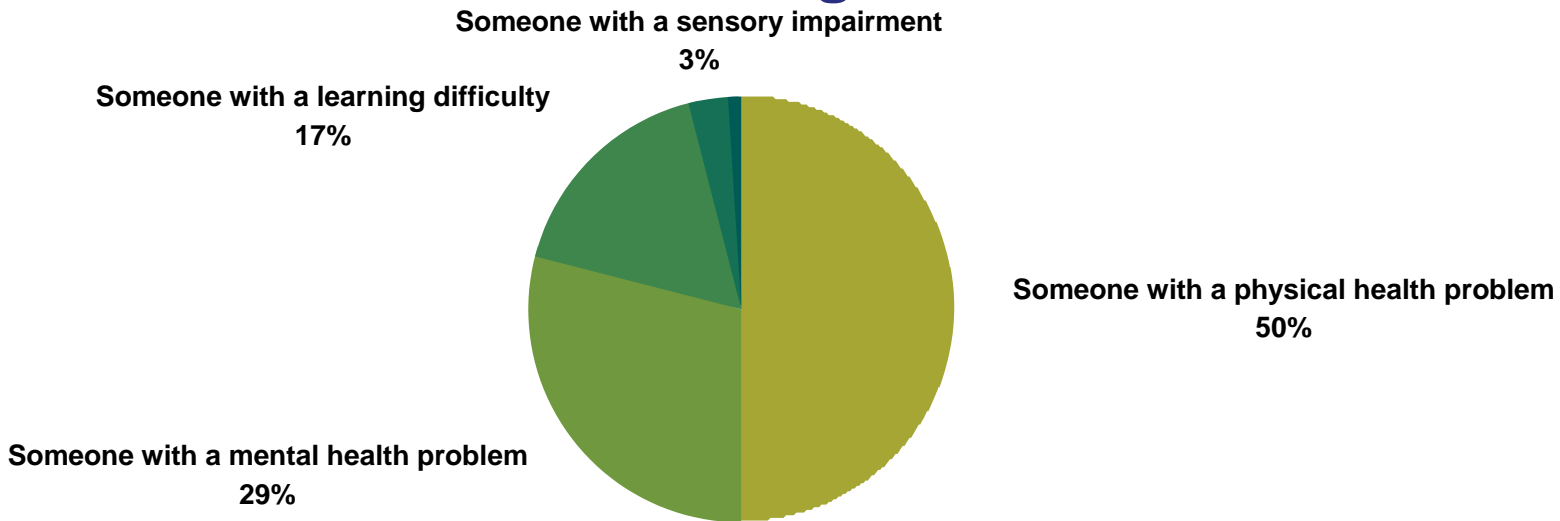
**Create straightforward digital access to NHS services, and help patients and their carers manage their health.**





# NATIONAL CONTEXT: YOUNG CARERS

## Recent survey of young carers shows they are caring for:



### TYPE OF CARE THEY PROVIDE:

- ♦ Help at home
- ♦ Emotional support
- ♦ Shopping
- ♦ Order & administer medication
- ♦ Help with bills
- ♦ Supporting siblings
- ♦ Interpret/ communicate/ advocate
- ♦ Personal care
- ♦ Support with hospital/ health appointments

### YOUNG CARERS ARE MORE LIKELY TO:

- ♦ Have a disability, long term illness or special education needs
- ♦ Miss school to care for a parent or sibling
- ♦ Lower levels at GCSE (than peers)
- ♦ 43% young carers school work "adversely affected" by caring
- ♦ To be NEET aged 16-19
- ♦ Earn less in their early 20s and have less skilled jobs



## CASE STUDY 2

**Simon registered with Hartlepool Carers in 2017, when he left his job in London to return back to the town to care for his dad.**

His dad was diagnosed with dementia in 2014, Simon came back to Hartlepool to visit for 3 weeks and saw the impact the caring role was having on his mum. Simon decided he needed to come back to Hartlepool to care for his dad full time.

Although this was life changing to say the least, Simon felt his only option was to support his father the way in which his father supported him over the years. Throughout this time Simon has extended his caring role and cares for several family members with their own health conditions. Simon provides practical and emotional support, personal care tasks and around the clock support for his father.

Leaving employment and taking up his caring role had a significant impact on his own health and well-being, as well as financial implications.

Even though Simon is a full-time carer he has still found the time to re-educate himself and completed English, Maths, British Sign Language and several holistic qualifications.

Simon feels the support he has received from the local authority for his father, has helped him have a break away from his caring role. Through his statutory carers assessment, he now has the ability to manage and support his own mental health needs that has resulted from the impact of his caring role. He now attends the gym and swimming whilst his father is in respite/day care which has a real positive impact on his own well being.

Simon said "Without the support of the local authority and Hartlepool Carers I don't think I would have been able to manage my caring role as well as I have, knowing that they are people out there that understand makes you feel less alone and would urge all carers to come forward"

Simon has recently gained employment as a 111-call advisor and was inspired from his role at Hartlepool Carers as Vice Chairman, after seeing that there is a need for support in every form.

Simon is also a mentor supporting newly identified carers in Hartlepool. He is passionate in raising the profile of caring and the positive outcomes that can be achieved alongside your caring role.

# LOCAL CONTEXT: HARTLEPOOL CARERS

Hartlepool Carers works to improve the quality of lives of Carers throughout Hartlepool and the surrounding villages. They do this by providing advice, information and support services. Carers can be of any age and come from any social, ethnic or cultural background and will be treated with respect and dignity at all times.

A carer spends a significant proportion of their life providing unpaid support to family, friends or neighbours. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol.

Hartlepool Carers can offer support and information on issues connected with your caring role:

- Emotional support, one to one with a support worker or counsellor
- Information and guidance on local helping agencies in the Third Sector, Health and Social Care Services
- Group social and peer support activities
- Advocacy service

There have been some recent changes in the leadership at Hartlepool Carers and a change in the focus of the support they offer to carers. Hartlepool Carers acknowledge that there are numerous community organisations offering high quality support to carers and it is important that carers get the right support at the right time. This means that as well as supporting carers with specific activities and advice and guidance Hartlepool carers are also acting as a link to



other community based support helping as many carers as possible are receiving the support they need.

**Information collected over the last year shows:**

- Over half of the Adult Carers supported by Hartlepool Carers are between 31 and 65 (66%). The majority of the remainder are aged 65+.
- The most common Primary Caring Need is physical disability, with 253 (41.7%) of carers referred to Hartlepool Carers providing support to someone with this need. Mental Health is also high, at 21.5% of the total Hartlepool Carers cohort.
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# LOCAL CONTEXT

## People who provide unpaid care by age

Area Name	People aged 0-15 who provide unpaid care		People aged 16-24 who provide unpaid care		People aged 25-34 who provide unpaid care		People aged 35-49 who provide unpaid care		People aged 50-64 who provide unpaid care		People aged 65+ who provide unpaid care	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Hartlepool	17,800	19	10,976	12	10,655	12	19,103	21	17,896	19	15,598	17
Brus	1,547	23	887	13	848	13	1,338	20	1,189	18	970	14
Burn Valley	1,117	20	855	15	751	13	1,233	22	987	17	745	13
Dyke House	1,086	22	708	14	591	12	982	20	895	18	690	14
Elwick	351	17	182	9	153	7	485	24	480	23	410	20
Fens	752	15	485	10	360	7	942	19	1,098	23	1,234	25
Foggy Furze	822	18	540	12	561	12	894	20	987	22	693	15
Grange	1,045	20	735	14	738	14	1,054	20	949	18	701	13
Greatham	313	15	195	9	168	8	426	20	543	25	487	23
Hart	1,353	20	670	10	904	13	1,628	24	1,257	18	1,101	16
Owton	1,359	24	802	14	777	14	1,099	19	942	17	712	13
Park	933	16	593	10	373	6	1,289	22	1,474	25	1,272	21
Rift House	1,240	20	724	12	681	11	1,192	19	1,120	18	1,328	21
Rossmere	1,211	19	673	11	785	12	1,228	19	1,325	21	1,131	18
Seaton	1,181	17	686	10	661	10	1,497	22	1,459	21	1,381	20
St Hilda	1,083	19	686	12	735	13	1,131	20	1,078	19	995	17
Stranton	1,190	19	898	15	916	15	1,233	20	1,041	17	827	14
Throston	1,217	20	657	11	653	11	1,452	24	1,072	18	921	15

Source: Census 2011

## Provision of unpaid care by hours per week

Area Name	Population	Provides 1-19 hours unpaid care a week		Provides 20-49 hours unpaid care a week		Provides 50+ hours unpaid care a week		Total Number of Carers
		Number	%	Number	%	Number	%	Number
Hartlepool	92,028	5,325	5.8	1,555	1.7	3,044	3.3	9,924
Brus	6,779	262	3.9	125	1.8	265	3.9	652
Burn Valley	5,688	331	5.8	81	1.4	130	2.3	542
Dyke House	4,952	240	4.8	94	1.9	193	3.9	527
Elwick	2,061	152	7.4	32	1.6	52	2.5	236
Fens	4,871	377	7.7	105	2.2	186	3.8	668
Foggy Furze	4,497	244	5.4	66	1.5	133	3.0	443
Grange	5,222	295	5.6	82	1.6	138	2.6	515
Greatham	2,132	168	7.9	33	1.5	68	3.2	269
Hart	6,913	468	6.8	99	1.4	180	2.6	747
Owton	5,691	212	3.7	101	1.8	200	3.5	513
Park	5,934	517	8.7	114	1.9	150	2.5	781
Rift House	6,285	344	5.5	122	1.9	267	4.2	733
Rossmere	6,353	350	5.5	121	1.9	241	3.8	712
Seaton	6,865	511	7.4	84	1.2	222	3.2	817
St Hilda	5,708	245	4.3	102	1.8	226	4.0	573
Stranton	6,105	259	4.2	97	1.6	206	3.4	562
Throston	5,972	350	5.9	97	1.6	187	3.1	634

Source: Census 2011

# LOCAL CONTEXT: COMMUNITY LED SUPPORT (CLS)

Hartlepool Borough Council has recently embarked on a transformational programme that develops a new way of delivery of community support. This is called Community Led Support. It is based on a set of principles for how social care support should be delivered. These are implemented in ways that are determined by people directly delivering services along with local partners and members of the community they are serving. It builds on what is already working, joining up good practice and strengthening common sense, empowerment and trust.

## THE OVERARCHING, LONG TERM, CORE COMPONENTS OF THE VISION THAT THE CLS PROGRAMME AIMS TO SUPPORT INCLUDE:

- That local people receive support that is responsive, community based and focused on resilience and keeping them in control of their lives;
- That communities are actively involved in shaping and delivering local support and develop local solutions to respond to need;
- That social care practitioners feel supported and trusted, experience increased morale and ability to determine local working practices, develop skills to have strengths based conversations with people, are skilled in identifying local solutions and have a positive approach to risk;
- That voluntary sector partners and other statutory agencies are involved in the delivery of information, advice and support at a local level and deliver support in a joined up, holistic way; and
- That statutory services are of a high quality, are efficient and responsive and 'fit for purpose' in their ability to respond to increased demand on services within restricted budgets.





# CASE STUDY 3

**Christine and Gavin are both carers for her two sons, James who is 11 years old and Harry who is 7 years old.**

In 2007, their first son was born in Hull Hospital, whilst they were living away from their home town due to Gavin's employment. After a long and difficult birth, James was born unresponsive and required additional support to get him breathing on his own. Within 24 hours they were told that doctors thought he had Marfan syndrome and would require genetic testing to diagnose.

They eventually returned home on maternity/paternity leave, to be met with appointments for physiotherapy, genetic testing at Newcastle, paediatrician appointments and specialist appointments at Leeds General Infirmary.

Christine and Gavin returned to Hartlepool and over a period of three years, they had over 20 professionals from Health and Social Care involved in their lives. As well as working full time they both travelled the country in search of a diagnosis for their son, who was not reaching his milestones.

After 3 years of specialists searching for a diagnosis they received the news that they had found the cause of James delays. In 2010 James was diagnosed with a rare genetic neurological degenerative disease known as MASA Syndrome. At that time doctors were not aware of any other children living with this condition and could not tell the family exactly what to expect. Their caring role was increasing with the need for daily therapies and interventions to keep James well.

In 2011, Christine found that she carried the rare genetic condition and at risk of passing this on to any other children. Within this time they also found out they were expecting their second child. They were offered a termination and testing to check if their unborn child was affected. After many appointments and meetings, both decided to turn down all testing.

Harry was born in 2011 and with Christine and Gavin's knowledge of the condition from travelling to America to meet other families, they knew immediately that Harry was also affected with the rare syndrome. Their caring role significantly increased and Christine left her full time position to care full time.

Christine said "We do not necessarily see ourselves as carers, we are James and Harry mam and dad, who do everything in our power to ensure they live happy, healthy lives. Without the support from Children's Services and Health professionals involved in our boys care, I am not sure how we would actually function as a family. Although our boys need 24 hour care, we have an amazing team around our whole family. Social Care has significantly helped us creating a flexible package of support to meet our needs as a whole family."

With the flexible package of support and now both boys accessing multimedia specialist educational provision, Christine has returned back to employment at Hartlepool Carers, supporting other carers to receive the right support at the right time





## OUR PRIORITIES

**In order to achieve the vision our plan will focus on six priorities:**

- 1. Identify carers at an early age, recognising their contribution and involving local care in planning individual care packages.**
- 2. Carers having a family and community life alongside caring personalised support for carers and providing good quality information, advice and support**
- 3. Support carers to stay healthy – mentally and physically**
- 4. Carers realising and releasing their potential in education and employment**
- 5. Providing opportunities to help ex-carers sustain and fulfill healthy lives**

# 1. IDENTIFY CARERS AT AN EARLY AGE, RECOGNISING THEIR CONTRIBUTION AND INVOLVING LOCAL CARE IN PLANNING INDIVIDUAL CARE PACKAGES

## WHAT DO YOUNG CARERS WANT?

- Emotional support – safe place to talk Help
- and support with bullying at school
- Need information about parental/ sibling illness
- One to one opportunity to talk to staff they know
- Help with homework and study
- Help to let people know such as their schools to understand their caring role
- Respected when taking our family members to appointments

## WHAT DO CARERS WANT?

- I am listened to
- My peers understand the challenges I face
- I get help to stay fit and well
- Inclusive communities where families don't have to cope
- I am proud of my caring role and get help with it

## WHAT WILL WE DO?

1. Development of effective partnership between GP practices and Hartlepool Carers.
2. Development of a young carers card that allows young carers to share with services so they understand carers needs.
3. Work with Schools, GPs, hospitals and other professionals to understand what young carer means and how to support us.
4. Support Hartlepool Carers to develop more peer to peer support for young carers because talking to other young carers really helps.
5. More activity opportunities for young carers – we love the break from our caring roles.
6. Work with primary care to ensure carers are identified and supported.
7. Work with Hartlepool Carers for them to undertake carers assessments and allocate resources as appropriate.
8. Increase awareness and understanding of what it means to be a carer across the workforce.

## **WHAT DO YOUNG CARERS AND CARERS WANT?**

- I am supported to access regular activities
- I am encouraged to socialise
- I am able to access information and services where I live
- I am provided with advice
- I am able to request and access transport

## **WHAT WILL WE DO?**

1. Work with Hartlepool Carers, recognising they are best placed given their lived experiences, for them to support carers to access informal and formal support.
2. Develop a Community Hub offer that carers can access.
3. Develop & publicise a Hartlepool Local Offer to Carers.
4. Implement Community Led Support
5. Development of effective relationships between Hartlepool Carers and HAST CCG to enable carers to navigate the system and complexities of health funding.
6. Consult with carers about their needs for short break respite care and review provision in light of consultation findings.



#### WHAT DO YOUNG CARERS AND CARERS WANT?

- I do not feel alone
- I have people to support me
- I can take part in leisure activities or hobbies that I want to
- Getting involved in fundraising
- I can take a break from being a carer
- I know where to go for help
- I get information to help me to take care of myself
- I can live a healthy life as a carer
- My GP knows I'm a carer
- My GP knows what is available for me
- I have someone who understands me and my needs

#### WHAT WILL WE DO?

1. Young Carers to be supported to access activities that meet their needs; e.g Hartlepool
2. Carers, Youth Service, universal activities within communities. Create opportunities in Community Hubs for carers to:
  - Development connections with other carers that will support their Mental Health.
  - Access activities that supports their physical health.
3. Development of effective relationships between Hartlepool Carers and GPs.
4. Identify best practice examples within primary care than support carers to stay healthy and share this with the system.
5. Work with health providers e.g. TEWV and NTHFT for them to understand carers needs and support them as needed

### WHAT DO YOUNG CARERS AND CARERS WANT?

- I have somewhere to go where I can learn new skills
- I can attend training or can go to college or university
- I feel supported to create a CV/apply for jobs and go for interviews
- I am supported/ encouraged to try new things
- My employer understand my caring role
- I can volunteer and use my skills

### WHAT WILL WE DO?

1. Work with school for them to understand the needs of Young Carers and how they can support them to achieve their education.
2. Develop opportunities in Community Hubs so that carers can access activities that will support their pathway to employment.
3. Work with adult education/ volunteering program to enable carers to access opportunities that support them.
4. Develop partnerships with FE providers to promote identification of young carers and establish appropriate support.
5. Work with local employers to create a supportive working environment for carers in the workplace.

## 5. PROVIDING OPPORTUNITIES TO HELP EX-CARERS SUSTAIN AND FULFIL HEALTHY LIVES

### WHAT DO CARERS WANT?

- I would like to meet other ex-carers and attend social activities
- I would like to feel included once my caring role ends
- I would like assistance back into employment, volunteering and training
- I would like my experiences as an ex carer to be used to benefit others
- I would like to help other carers new to the role
- I would like to be supported to ensure I have the belongings of my loved ones when they have been in care home

### WHAT WILL WE DO?

1. Community Hubs – marketing of activities available across the town for carers and ex carers.
2. Hartlepool Carers to work with ex carers to support them to access support and activities.
3. Develop opportunities in Community Hubs so that carers can access activities that support a pathway to employment.
4. Work with adults education/ volunteering programmes to enable ex carers to access these opportunities.
5. Hartlepool Carers to further develop ex carers volunteers.

## 6. WIDEN PARTICIPATION OF CARERS TO INFLUENCE DECISION MAKING AT A LOCAL LEVEL

### WHAT DO YOUNG CARERS AND CARERS WANT?

- I am able to voice my opinion on important matters
- I do not feel discriminated against
- I can see that my opinions are taken seriously
- Information on the development of services is shared with me
- I know where I can get information and support
- I am involved in the planning and delivery of services

### WHAT WILL WE DO?

1. Work with Hartlepool Carers to reinstate Carers Strategy group so they support the implementation, monitoring and review of this strategy.
2. Develop young carers group/ voice of young carers to ensure that they drive service delivery
3. Work with Hartlepool Carers for them to empower carers to enable them to shape their own support.





## HOW WILL WE KNOW IF WE HAVE BEEN SUCCESSFUL?

- ♦ Progress on the action plan which will be reported to the Health and Wellbeing Board annually.
- ♦ Number of carers being supported by Hartlepool Carers increases.
- ♦ Number of carers being offered advice and guidance by.
- ♦ Young Carers report that services are aware of their caring role and adapt their service as required.
- ♦ Number of carers accessing Community Hubs increases.
- ♦ Carers report that services are more aware of their needs as carers and respond to them effectively.
- ♦ Number of GP practices actively working with Hartlepool Carers increase.
- ♦ Increased number of services recognise young carers card