

Unpaid Carers

People and Families Scrutiny Committee

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October 2023

Focus for this session

- **Delivering our All-Age Carers Strategy commitments**
- **Engagement and Co-production**
- **Improving identification of unpaid carers**
- **Increasing % of carers receiving support in their own right**
- **Provision of high-quality information, advice, guidance and support**

Background

- Carers not getting the best offer
- Previous strategy lacked tangible deliverables with minimum being done
- May 2022 Published new strategy
- June 2022 Programme delivery commenced
 - Early help at the heart of the work
 - Aims at getting best for carers of all ages

Our six commitments to carers

1



Carers can easily access the information, advice, guidance and support when they need it and early into their caring role.

2



Develop professional practice and processes to improve identification and support to carers.

3



Improve transitions for carers as they move through specific phases or life events in their caring role.

4



Carers will have increased opportunity to access good quality support, including opportunities for breaks, to maintain their own wellbeing and those they care for.

5



Carers' needs and rights will be understood and recognised across Essex communities.

6



Carers will be the experts that influence, shape and be involved in the decisions that are intended to improve their support and wellbeing.

**Engagement and co-production
with carers to ensure a fit for
purpose offer**

What we learned from carers

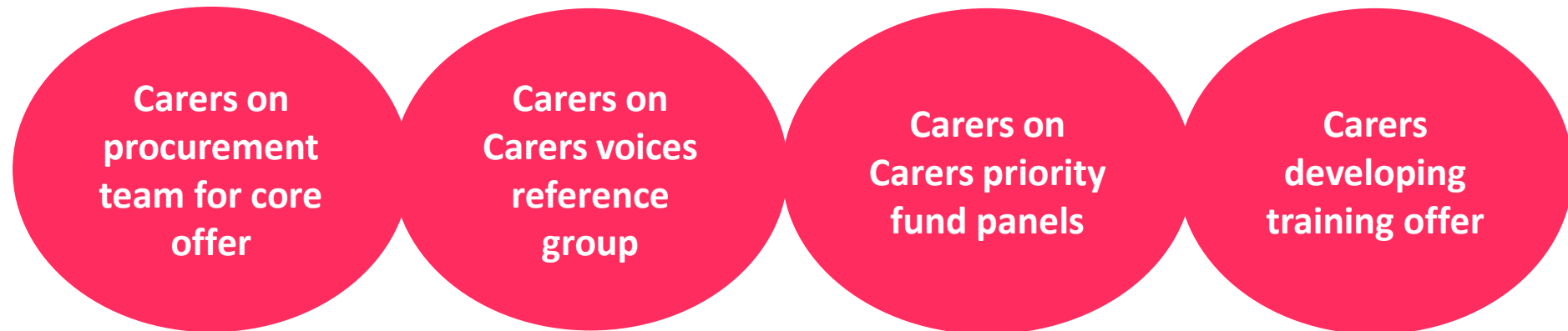
- ✓ **Responsive support:** Ensuring the 'right support at the right time'.
- ✓ **Carer focused:** on their needs as an individual, not the needs of the person they care for.
- ✓ **Equitable:** meaning the same quality of support should be available to carers irrespective of where they live and any protected characteristics such as age, race, religion, culture, gender, sex, disability.
- ✓ **Accessible:** Clear, recognisable, and well-publicised points of contact. Carers should not have to repeat their story or feel they are being 'passed around' to access the right support.
- ✓ **Flexible:** tailored to the needs of each individual rather than adopting a 'one size fits all' approach.
- ✓ **Empathetic and knowledgeable:** a non-judgemental, competent and skilled workforce that understand the challenges carers face.
- ✓ **Continuous Improvement:** Providers of support should be actively listening to the voice of carers and incorporating feedback into delivery, ensuring they are always evolving.

Co-Production journey of our new model for carers

6



Established groups



Carers' voices achieving authentic representation

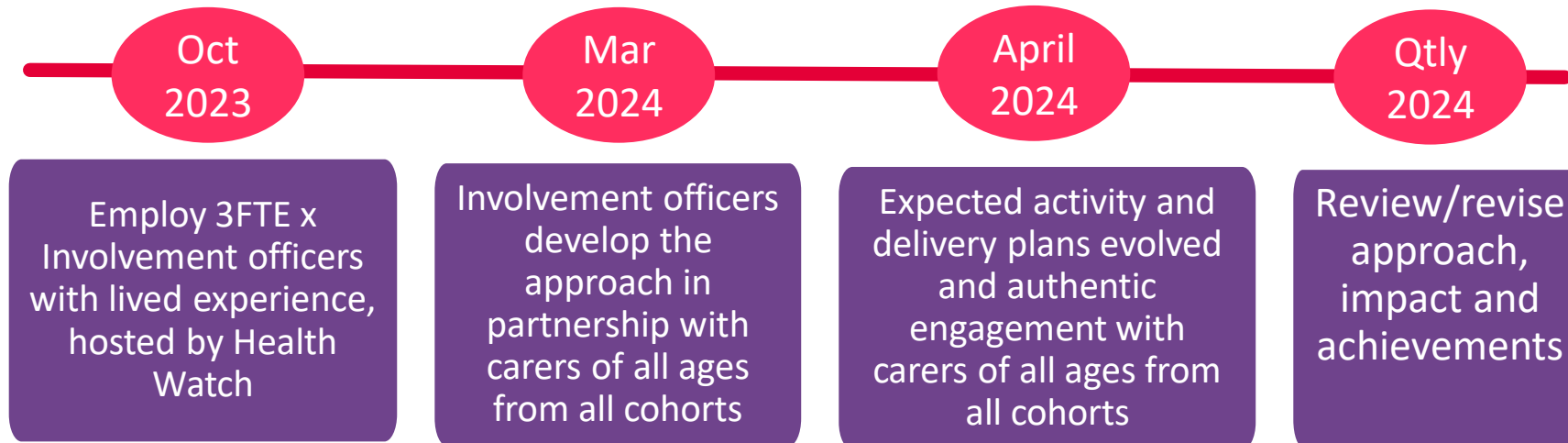
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Purpose of the Carers Voices Model

Communication feedback loop for partners; expert by experience groups; on-line and face to face presence for promotion and engagement; representation at partnership boards and forums, generate and facilitate focus groups and workshops; engage with co-design and co-production, working in partnership with the Health and Social Care system partners.

**Health Watch to
mobilise with
effect from
October 2023**



Developed by the Carers Voices Reference Group, sub-group of Carers Partnership Board

Improving identification of carers and providing high-quality information, advice, guidance & support

% of Carers receiving support in their own right

Latest census: 24,000 carers identified, 4,000 of whom are young carers

Current reach is approx. 6,500 per annum (though within this there is the potential double counting)

2024 target minimum 14,000 unique through commissioned/grant services

2027 reach minimum 42,000 unique through commissioned/grant services

Ambition is to reach more unpaid carers as the model mobilises and develops

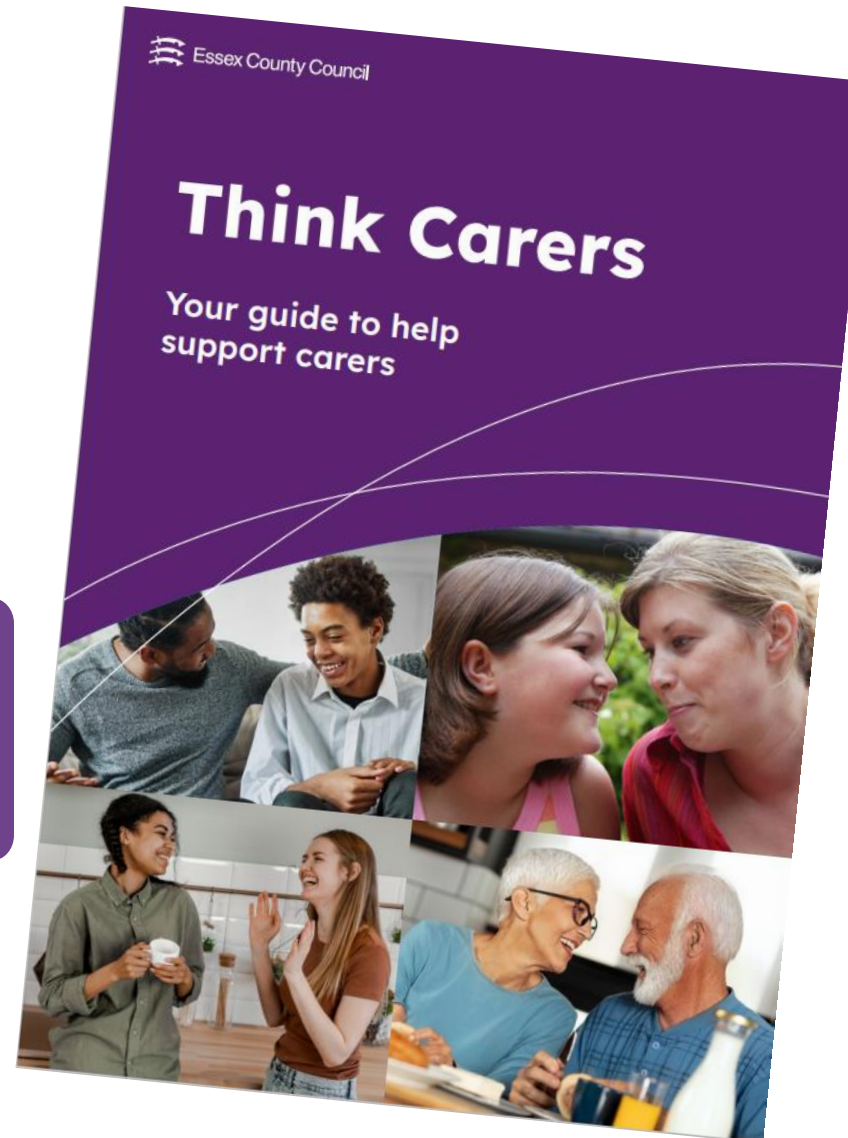
Improving identification of carers



Think Carers Guide developed
by and for professionals and
carers

Purpose to support the
identification of carers early
into their caring role

Improve access to early help
when and where needed



**Incremental
distribution starting
south Essex
October 2023 and
impact monitored
followed by all Essex
January 2024**

Essex Wellbeing Service first point on contact



- Essex Wellbeing Services acts as the front door for resident health and wellbeing
- Expansion of the Essex Wellbeing Service with an enhanced offer for unpaid carers

Went live September 2023 - Soft launch to maintain balanced system until all parts of the Carers offer live April 2024

A first Point of Contact for carers

Universal information, advice and guidance

Access to Public Health lifestyles support

Community agents

Befriending

Signposting to community groups and activities

Specialist Pathway Co-ordinators working with partners to improve identification of unpaid carers

Carers identified part of business as usual

Pathway to core offers of support and/or Adult Social Care for assessment

The new Commissioned Core Offer

1



3



4



Specialist IAG and support

Practical assistance for adult carers to include, applying for benefits, form filling, financial planning, planning for the future.

Brief solution focused support

Supporting carers' **emotional wellbeing** through a range of solution-focused approaches, to include coaching, counselling, conflict resolution & mediation.

Wellbeing grants

Supporting carers' wellbeing by **taking a break** from their caring role and spending time doing something of interest, including leisure activities, outings. **Grants will be up to £500**

Peer support Groups

Maintenance and development of the existing **peer support** offer including face to face and online peer support for people to come together and gain support and friendship and develop interests.

Procurement in September 2023 and providers will start to mobilise new offer in time for April 2024 launch

Commissioned on Integrated Care Partnership footprints: North East Essex, West Essex and Mid & South Essex.

Will embed the offer for carers in Alliance Partnership areas working with local partners across local systems.

Other developments to improve information, advice, guidance and support

Learning & Training offer

First aid
Manual handling
Condition related
Power of attorney
Self-care
Continence
Medicine handling

Start to roll out in February 2024

Virtual Offer

Information advice & guidance.
Digital newsletter
Virtual cuppas
Issue based workshops
On-line 1:1 light touch support

Is a current offer and in process of being recommissioned for April 2024

Local Carers Fund Offer

£1.8m Fund
Allocate to alliance p'ships
Awarding of funds locally
Young and adult carers on panels

Building a local offer and opportunity for innovation.

Go live in November 2024 and new local programmes start in January 2024

Breaks for respite

Provision of breaks for carers

Options being considered

New offer expected to be available to carers from April 2024

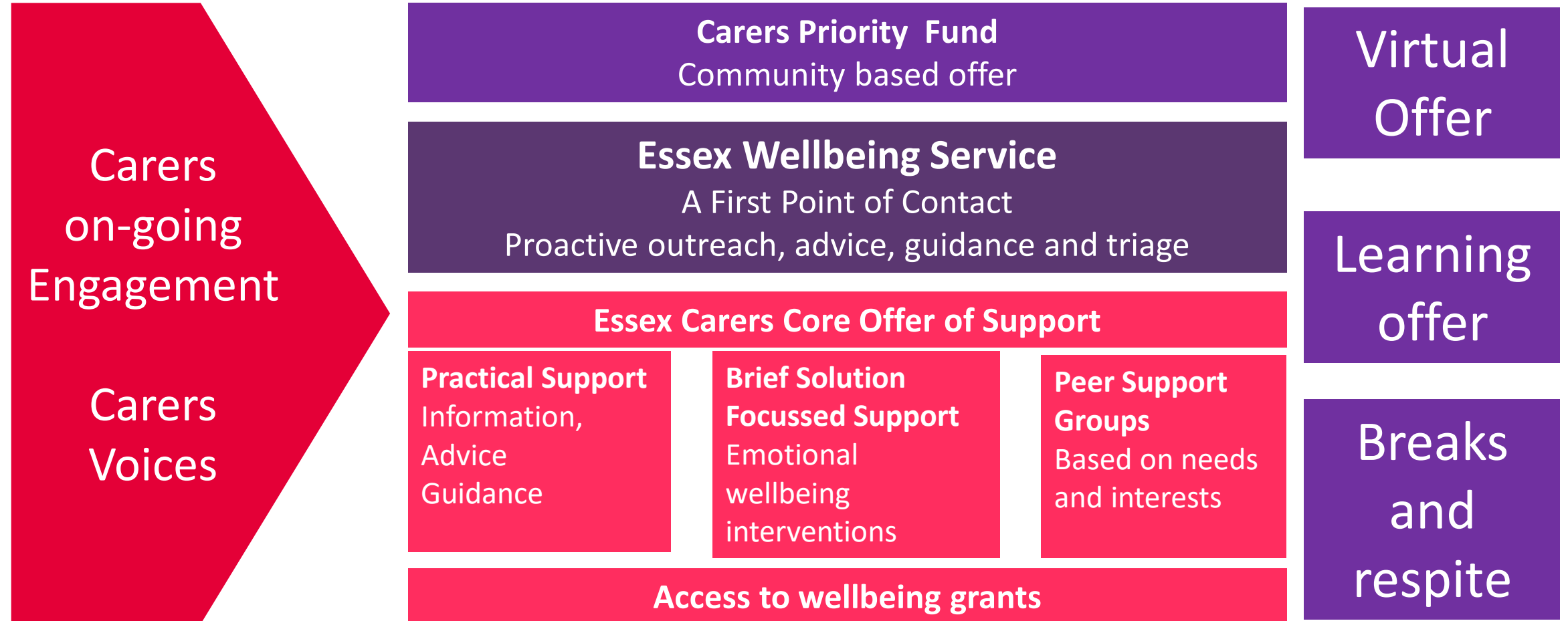
Campaigns

On going campaigns on carers' rights promoting information advice and guidance and services

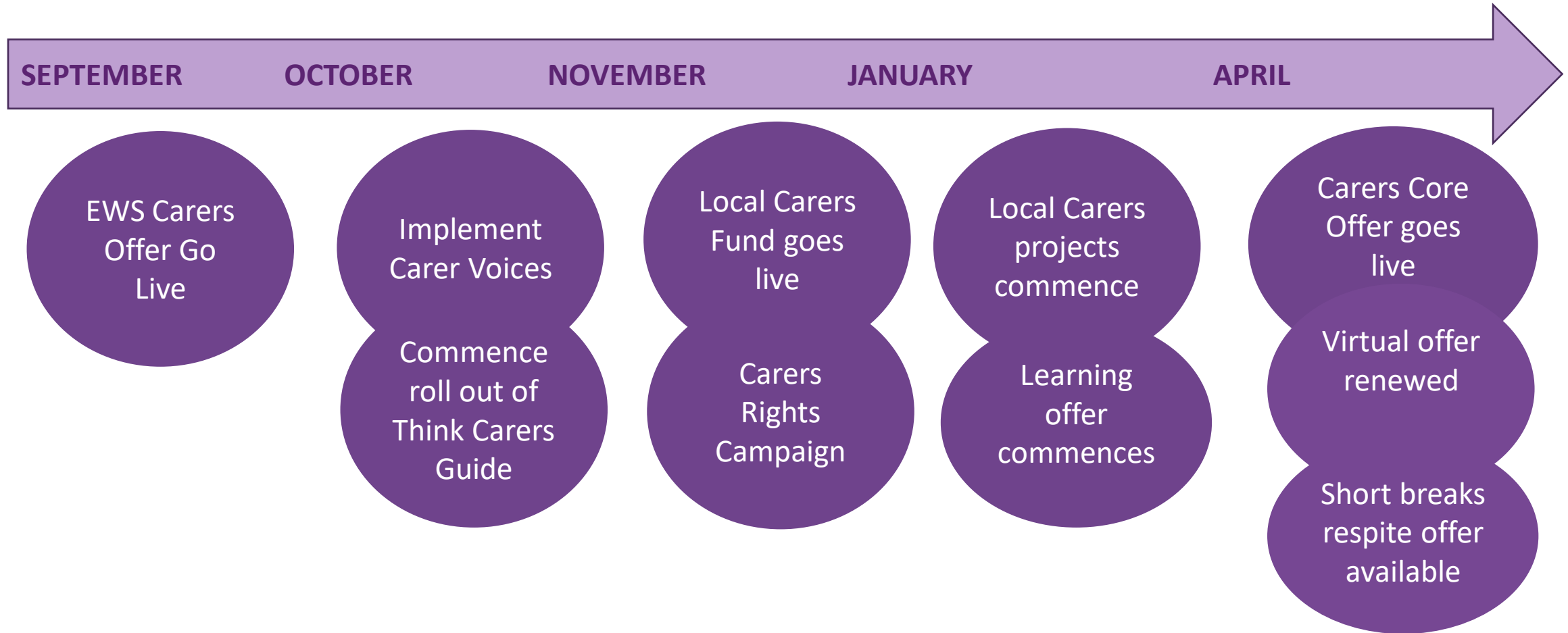
Linking to other campaigns e.g. Domestic Abuse

Next campaign is going live November 2023 for Carers' Rights Week

A cohesive offer for Carers



Going live



Communications for the new offers and resources is carefully planned to mitigate risks of increasing demand before capacity fully mobilises