



Care for the Carer

Tameside and Glossop's
Joint Carers Strategy 2019-2022

Our Vision

The aim for our Carers Strategy is for Tameside and Glossop to be a place where Carers and Young Carers feel valued, respected and included in decisions around the person they care for. Carers told us they wanted anyone looking after someone to feel well informed and empowered to be able to balance their caring role while maintaining their own identity and desired quality of life.

We will achieve this by strengthening and developing the links between the diverse range of services and organisations within Health, Social Care, Voluntary Sectors and Community in and around Tameside and Glossop.

We have adopted the Greater Manchester Carers Charter and commitment to enhance and develop support and opportunities for Carers across the region. As such we will be focusing on the following six priorities that we believe will have the greatest impact on Carers always ensuring focus on the Carer's point of view.



Our Priorities

The following table sets out our six priorities, where we want to be in 3 years' time and how we will achieve them.

	What we can do	What Carers can do	Outcome for Carers
1) Identifying and Recognising Carers	Identify Carers as soon as possible, using a whole system approach ensuring access to relevant support and information.	Have conversations with people in day to day settings to help them recognise they might be Carers. Actively engage with professionals and services.	More people are identifying themselves as Carers and registering with services. Informed and empowered Carers accessing appropriate integrated services and support when needed.
2) Supporting Carers to stay Healthy and Well	Strengthen and develop services across health, social care and the voluntary sector to improve Carers health and wellbeing.	Remember to Care for the Carer, without you at your best, the person you care for may suffer.	Carers who are healthy, happy and well and able to continue in their caring role as much as they want to.
3) Carers as real and expert partners	Recognise and respect Carers as expert partners, acknowledging their views and opinions.	Share your wealth of knowledge, ideas and opinions with health and social care professionals.	Carers feel valued, involved, empowered and well informed.
4) Getting the right help at the right time	Ensure Carers are assessed, informed empowered and supported as needed.	Engage with services, understand the levels of support and be open to change and new ideas.	Carers are supported and empowered, who are able to ask for help before reaching crisis point.
5) Young Carers	Identify, support, inform, prepare and empower Young Carers.	Recognise you are not alone and to Care for the Carer. There is help out there and to seek it when required.	Carers who are supported when needed to find or remain in employment, and understand their rights in employment.
6) Carers in / into employment	Help to get Carers into employment if they want to. Inform and support Carers of their rights, opportunities and responsibilities as working Carers.	Understand that you may be able to care for someone and be employed, whilst maintaining good health and wellbeing for yourself.	Carers who are supported when needed to find or remain in employment, and understand their rights in employment.



Priority 1: Identifying and Recognising Carers

3 Year Goals

People and frontline professionals will be more aware of what a Carer is and people will be able to recognise themselves as a Carer.

We will identify and increase the number of hidden Carers and focus on under-represented groups.

Upon being identified, Carers will have a clear understanding of the full range of support available to them, and feel confident in choosing the level of support they are comfortable with for themselves.

All health and social care frontline staff will have an awareness of the role of a Carer/Young Carer, note important information about them that could help them access flexible services, and be able to signpost people appropriately.

Tameside & Glossop's Carers Services will be thriving with effective support for all Carers.



How we will achieve this

Help people identify themselves as Carers by raising awareness in communities and the support that can be offered to them, reaching out to people as close to home as possible.

Increase awareness of Carers throughout health and social care developing 'Think Carer' campaigns, Carers Networks and developing training for all staff so that Carers is "everybody's business".

Review the offer, guidance, support and advice to Carers across health and social care service in Tameside and Glossop and redesign the Adults Carers Centre.

Carers Services will further develop the offer to Carers by working together to develop what this will look like.

Develop a clear brand for Carers Services, with clear promotional materials around what services are available for Carers, and how these can be accessed, including a single point of contact for Adult Carers Services, and the Young Carers Project.

Increase social media presence and outreach engagements to empower and inform Carers on their rights and entitlements to help them make their own choices around the services on offer.

Adapt and/or design integrated systems across key partners' processes to streamline the identification and monitoring of Carers within the Carers Services.

Priority 2: Supporting Carers to stay Healthy and Well

3 Year Goals

More detailed identification of Carers needs across all aspects of a person's life to understand what helps our Carers to stay healthy and well.

Using risk stratification tools to identify the needs of Carers.

Carers to have the time and opportunity to understand the impact caring can/ will have on their own wellbeing.

Empower Carers to manage their caring role effectively, including recognising if they need to take a break.

Key health and social care services are flexible to carers needs, accessible at times when carers can be available and choose, and standards are in place to ensure Carers are considered in service developments.

A thriving voluntary, community and faith sector (VCFS) that offers dedicated services and support for carers.

Carers being able to access activities within their neighbourhood. Ensure any spaces used by Carers Services are as accessible as possible.

Carers are able to build and maintain social relationships.

Inform, support and empower Carers to understand the condition of the person they care for, including end of life pathway.

Health care practitioners have access to screening tools to measure the health and mental wellbeing of Carers and identify appropriate interventions directly related to the health of the carer.



How we will achieve this

Implement the Quality Markers for Carers in General Practice, and closer working with Social Prescribing.

Implement Triangle of Care/clear standards for Carers in hospital, promoting good practice in supporting relatives.

Consider what improvements can be made for carers if they, or the person they care for need hospital care.

Training for all services to recognise Carers in crisis and pathways to support.

Work closely with our Social Prescribing Service and the Third Sector to improve the services in the community for Carers, and access to them.

Develop Carer focused services and peer/advisor led support groups to enable Carers to keep well e.g. Carer Buddie/Mentoring scheme and Carer's Corners.

Promote awareness of Carers Champion Network, national help and advice lines and online support.

Ensure up to date and relevant health and wellbeing information around services is promoted through the Signpost Newsletter, social media and online.

Develop activities which support the person cared for while the Carer attends support group/activity.

Develop and promote training sessions aimed at Carers within the Community including specific training around the 'cared for' needs.

Priority 3: Carers as real and expert partners

3 Year Goals

Carers have strong representation and a voice across all health and social care through the development of a Carers Network.

Carers co-design and produce the local services to, and for Carers.

A clear understanding of Carers needs within each Neighbourhood..

Carer Champions to be active and visible in their roles.

Develop and put in place standards to involve Carers in any discussion around the needs of the cared for across health and social care.



How we will achieve this

Develop a new Carers Network which will empower and represent all Carers including Working Carers, Younger Adult Carers, relatives of people with mental health needs etc.

Offer regular opportunities for Carers to feedback comments and experiences.

Ensure real voices of Carers feedback through the health and social care systems to ensure they are heard to shape policies and procedures via positions on decision making boards.

Empower Carers to have a voice in the requirements for the cared through health and social care processes, including medication discussions with pharmacists.

Implementing the GM Carers Charter and commitment to Carers.

Encourage professionals to offer individual Carers Assessments in their own right, without the person cared for.

Create a Carers Network to feedback into services including Patient Participation Groups and the Partnership Engagement Network.

Explore potential opportunities for Carer volunteer work within the Carers Service.

Priority 4: Getting the right help at the right time

3 Year Goals

Every registered Carer is offered an annual assessment, focusing on Carers strengths which includes asking what they would like to achieve.

Once registered, both Young Carers and Adult Carers will have a single point of contact each.

Carers feel empowered to manage their caring role and have a life outside of caring.

Carers seek help and advice well before reaching a crisis point.

Carers are informed of, and have access to emergency support when they need it.

Carers feel respected in their decision as to how much care and support they are able to provide.

Carers receive swift personalised budgets based on assessment outcomes.



How we will achieve this

Review the Carers Assessment process, documentation and provide training to Assessors.

Promote all local universal services, support and guidance available to Carers via the Carers Assessment.

Deliver Carer Awareness Training to promote Carers Services in Tameside and Glossop for staff including Care Organisations/Agencies, preventing postcode lottery.

Improve integration processes between health and social care, for a holistic view of Carers including appropriate levels of information sharing.

Ensure information and advice is available of the needs for the person cared for.

Promote the Tameside Emergency Card, and ensure all Carers have one.

Creating Carers Information in a variety of formats including the use of online services, social media and leaflets.

Review the use of Personal Budgets and Personal Health Budgets to consider expanding the remit of these to include direct caring issues.

Priority 5: Young Carers

3 Year Goals

A single point of contact for Young Carers.

Young Carers identified earlier.

Young Carers are provided with the skills to care.

Young Carers feel valued and understand what services, support, advice and guidance is available to them.

Young Carers and families continue to be involved in creating lasting change using a whole family approach.

Young Carers to have the opportunity to meet each other and have regular trips and activities.

Young Carers supported to reach their full potential through education, training and other services.

Young Carers are supported to have time for themselves.

Young Carers needs and rights are recognised, promoted and advocated.

Young Carers pathways to be developed with relevant service areas.



How we will achieve this

Educate, inform and engage the wider health, social care and public sectors around Young Carers.

Identifying Young Carers and their needs, especially if a caring role becomes “too much” and how to support.

Consult with Young Carers and their families to establish and personalise their needs.

Create a Young Carers Forum to aid peer support.

Develop groups for specific age ranges.

Organise work experience and mentoring opportunities for Young Carers.

Develop Young Carer Champions in each School/College.

Develop strong ties with the Adult Carers Service to ensure a seamless transition.

Priority 6: Carers in / into employment

3 Year Goals

Employers are routinely identifying Carers in the workplace and Managers are trained to do so.

Employers are aware of who are Carers within their organisation.

Employers have a comprehensive understanding of Carers needs to support them, and have flexible working practices so that Carers can maintain a better work-life balance.

Carers are recognised and specified in policies and procedures, targeting support where it is needed.

Carers are informed of the support available to them in the workplace and getting into work.

Carers have health and wellbeing activities to support them in the workplace.

Understanding and promotion of a Carers Network within all organisations is explored.



How we will achieve this

Enable, implement, and promote good practice policies and procedures for working Carers to improve the culture in the workplace.

Develop a Working Carers Strategy for the health and social care system.

Promote and encourage flexible support for working Carers in Tameside and Glossop, for large and small employers in the locality.

Promote the rights of working Carers to help encourage and attract Carers into employment.

Develop training for managers and small businesses around working Carers needs and responsibilities.

Promote GM Toolkit and Carers UK Employers for Carers website.

Inform Carers about access to benefit information and support if giving up work is needed.

Look at developing a Carers Network within the workplace.

Better links to services for Tameside Carers within the new Tameside One building in Ashton-under-Lyne, including Welfare Rights and Job Centre Plus.

Case Studies

Please note, the following case studies have been anonymised for confidentiality purposes.

Steve, Mia and Amy's stories:

Steve, Mia and Amy 5 are all 11 years old and attend the Young Carers Project Group. Steve looks after his Mum while Mia and Amy look after their brothers. They all enjoy meeting up with friends, playing sports, doing the arts and crafts and playing games.

Mia is a big animal lover and would only change one thing about the group "I wish I could bring my dog!". Mia pointed out the time she spends at the group "Helps me get time away from my brother" at least for a little while.

Reyhana's story:

Reyhana is 10 years old and looks after her Nanna, she helps with cleaning, washing the dishes and dressing. Friends at school told her about the group and she has been attending for about a year now.

Reyhana said about coming to the Young Carers Groups "I like doing art" "It gives me a break" "I come here every other week and I would feel sad if I couldn't come here".

Paul's story:

Paul cares for his friend Yvonne who has diagnosed with Alzheimer's disease in 2014. Yvonne lived with her diagnosis for quite some time before telling her family and friends, including Paul.

Paul and Yvonne feel they are a really good team and support one another when they can and have a motto of "Live for today!"



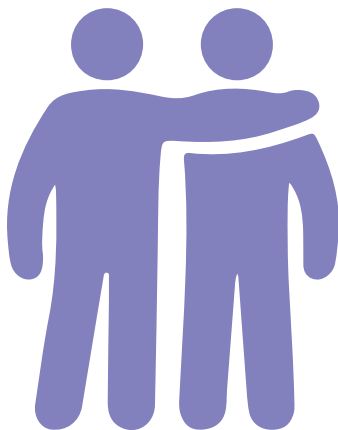
Care for the Carer Strategy Summary

Aims

The aim of our strategy is for Tameside & Glossop to be a place where Carers and Young Carers feel valued, respected and included in decisions around the person they care for. We want Carers to feel empowered, well informed and able to balance their caring role whilst maintaining their own identity and quality of life.

Key Priorities

1. Identifying and recognising Carers.
2. Supporting Carers to stay healthy and well.
3. Carers as real expert partners.
4. Getting the right help at the right time.
5. Young Carers.
6. Carers in/into employment.



Benefits

Carers are informed and empowered and able to access integrated care and support when needed.

Carers who are healthy and are able to continue in their caring role.

Carers feel valued, involved, empowered and well informed.

Carers are supported and empowered and able to ask for help before reaching crisis point.

Young carers are prepared for their future and supported on their journey to adulthood.

Carers are supported when needed to find or remain in employment.

