

# Cheshire East All Age Carers Strategy

Version 1

## Helping shape Cheshire East All Age Carers Strategy 2021-2025

Caring for a family member or friend, unpaid, is a vital, valuable and important contribution to the delivery of adult social care and health services. You are the expert in care for those you look after, and we are asking you to help plan the new All Age Carers Strategy (2021-2025) which aims to:

- adapt local services to support carers in their caring role
- to help adult carers live a life outside of caring
- support young carers not to spend so much time caring that they can't live a child's life.

It is important that decisions about how to improve support for unpaid carers across Cheshire East are shaped by and for carers. So, whatever your age, background, experience, or caring role your help is valuable.

Please read this draft document to see the different ways you can take part. It has been jointly written by Carers in Cheshire East, Cheshire East Borough Council and Cheshire Clinical Commissioning Group.

### **Executive Summary/Foreword**

#### **INSERT**

#### **1. Introduction**

Unpaid carers are our unsung heroes, and the Covid-19 pandemic amplified the importance this role has on society and public services. Most of us will become an unpaid carer at some point in our lives it is essential that advice, information, guidance and support that is available is accessible, appropriate and timely for carers.

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The Care Act 2014 defines a carer as:

***‘A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally or through a voluntary organisation’.***

Carers are a valuable asset to our society but providing care can have an impact in terms of their own health; education; ability to remain employed; relationships and social life. Legislation such as the Care Act 2014 and Children’s and Families Act 2014 provides an opportunity to enhance our support to Carers as, for the first time, it places them on an equal footing with those they care for and recognises the importance of their own ‘wellbeing’.

Research tells us that the number of family and unpaid carers who provide care and regular support to another individual will increase substantially over the next ten to fifteen years because people are living longer. This means that there will be an increase in the number of people who are carers and that on average they will be undertaking caring roles for longer periods of time. The physical and mental health conditions associated with the ageing process means that family and unpaid Carers will need a range of support to enable them to feel valued and manage their caring responsibilities alongside enjoying their own lives.

It is estimated that there are over 40,000 hidden carers residing in Cheshire East (this number is approximate for the size of Cheshire East’s population. The stats are difficult to estimate as we know but this is ranged between 1 in 8 adults and 1 in 6 adults) we are currently working collaboratively with local, regional networks and carers to co-produce an all age carers strategy, to improve the service provision that supports all carers.

Cheshire East Council recognise the diversity of the caring role and aim to offer the right support at the right time through a whole system approach through all its policies and strategies.

The All Age Carers Strategy will be co-produced by carers, statutory partners and voluntary and community sector partners who provide services or have an interest in carers. It demonstrates our commitment to carers and seeks to respond to local

issues, outlining how everyone across the system is working together to improve the lives of our carers and those that they care for.

This Strategy aims to give an overview of national and local policy, using these to inform and shape Cheshire East priorities. We want to demonstrate how our priorities in Cheshire East have been created through the review of the data produced from the Carers Joint Strategic Needs Assessment (JSNA) and the review of our current provision. We also aim to draw on and reflect the lived experience of Carers across Cheshire East and use these to help shape our priorities.

## **2. The Purpose of the Strategy?**

The All Age Carers Strategy for 2021-25 will support the shift in social care and health transformation, providing key messages for specific markets and carers. It will start with asking the following questions:

- Who are our carers – demographics?
- What support and services are in place at the moment, and what is not available and should be?
- What carers tell us, including the accessibility and quality of services for carers and what they tell us is needed?
- What support and services the Council think people will need in the future?

## **3. Our Vision**

Health and social care work effectively in partnership with other providers of services to support carers of all ages in Cheshire East ensuring that the voice of carers is centre stage and that their wellbeing and identified priorities are at the heart of all decisions. To make this real for carers, all the partners work as a team to support carers and their families, involving them in service and product design, delivery and evaluation.

#### **4. Our Mission**

We will ensure that carers within our community are recognised, valued and provided with timely and appropriate support. We will listen, understand, and engage with carers and together design robust support for all carers.

#### **5. Our Priorities**

In order to meet the ambitions set out within this Strategy, we have agreed a number of key priorities, which will be co-produced through extensive engagement and working with carers, families, professionals and our partners.

The key priorities for this strategy are:

- Health Inequalities (Health & Wellbeing)
- Early Help
- Prevention - Carer Breakdown/Respite
- Information & Access
- Employment, Education and Training
- The Carers Voice

#### **6. Our Aims**

Will be to ensure that all carers:

- Are valued and respected
- Are identified and recognised by health, social care, employers, education settings and wider partners.
- Are supported to have a life outside the caring role, including employment, training, volunteering, relaxation and leisure activities
- Are confident that they know who they can contact when they need information and advice.
- Have the time to take care of their own health and wellbeing needs
- Have a voice
- Have the right to be supported if they decide to stop caring or the caring role ends

- Have access to training to support them in their caring role

## **7. How the Strategy will be developed?**

The co-production and consultation will follow the principles of the Council's **Together** guidance.

We intend to consult with carers, organisations, stakeholders on the development of an All Age Carers Strategy adhering to the proposed timeline of key dates:

- Consultation and Engagement Process
- Development of Draft All Age Carers Strategy and Framework
- Consultation on Draft Strategy
- Launch of All Age Carers Strategy and Framework

The consultation and engagement events that will be planned in as many different formats and will tease out the positives learnt from the pandemic and work with our carers, stakeholders and organisations on how we can build on this.

We will consult with carers, providers (including staff) and service users around what support can be offered to carers and how can they be identified and supported to relevant services to continue their caring responsibilities in a positive way.

A Consultation document will be shared with our providers onto the Chest to seek further information and ideas around what is the local offer to support our carers and what ways can they as a provider support this.

A key part of consultation around the all age carers strategy will be operational staff undertaking reviews and reassessment of individuals needs, aspirations and outcomes, at the request of other strategies taking place including Cheshire East Connected Communities Strategy (what will be the offer for our carers from the VCFS).

We will consult with the above stakeholders to develop and review services that support our carers.

To avoid engagement overload, we intend to piggy back on the engagement activities of other services so we can ensure that carers are at the forefront of everything we do. We need to ensure that carers are fully engaged and assist in the co-production of services that support the carer and the cared for.

We will also consult with our colleagues and other stakeholders in other areas of the Council to ensure that the All Age Carers Strategy works in conjunction and aligns with their strategy and ensure carers play an active role in the development of those services which in turn aligns to the All Age Carers service.

Work is progressing regionally and nationally, CEC commissioners are engaged in all national and regional developments some of which will inform the All Age Strategy for example:

- Carers Passport
- G.P. registration for carers
- Employment for carers
- NICE Guildines.

#### **8. Our Journey So Far - 2014 to 2021**

In 2014, Cheshire East Health and Social Care came together as a partnership through the local Health and Well Being Board. The Board looks at the joint needs of the population and agree strategic plans. This was delivered through two transformation programmes; in South Cheshire this was called 'Connecting Care' and in Eastern Cheshire it was 'Caring Together', all of which prioritises the need to identify carers and provide support.

This was the start of the consultation and engagement with carers, partners, and professionals in Cheshire East. During these consultation and engagement events carers told the Council that they needed a single point of access, 24/7 helpline and help much earlier to prevent carers breakdown. The Children and Families Department identified the need to provide an individual young carers assessment. These comments and concerns were fed into the Cheshire East Carers Strategy 2016/18. Subsequently, the Council in partnership with the Clinical Commissioning Groups tendered for an organisation that would provide the Cheshire East Integrated All Age Carers Hub.

## **The All Age Carers Hub Model**

The integration of carers service through an 'Hub and Spoke' model would coordinate early help support for adult, parent, and young carers, and has provided a single point of access at any stage of a carers journey. It also provided other many benefits, below is a snapshot of some of the All Age Carers Hub key activities:

- Single point of access
- 24/7 Carers Helpline
- Peer Support, networking
- Access to early help services e.g. Living Well Fund and Take a Break, Crisis support
- Community based support
- Online assessments via Live Well
- Reduce hospital admissions

The Integrated All Age Carers Hub to date (June 2021) has 5061 carers registered with the service and has been key in developing a single point of access and assessment for carers.

## **Re-design of Carers Respite services**

### **Bed based Carer Respite and Community Respite**

Carer Respite support was recommissioned in December 2018. At the time, it was recognised that despite people being allocated a number of "nights" in a residential care home environment in order to provide a much needed break for carers, some service users and their carers were not making use of the support they were allocated. Consultation with service users and their carers resulted in the service being re-designed. Market engagement with service providers took place and in response to feedback from service users, carers and key stakeholders, the model of support was extended to include Community Respite support.

It was apparent that the bed based support offered a lifeline for many, however, some service users and carers were telling us that they didn't want to go into a residential care home, even if only for a few days. However, carers still needed a

break. Community Respite was designed to enable the cared for person, to access support in their own home.

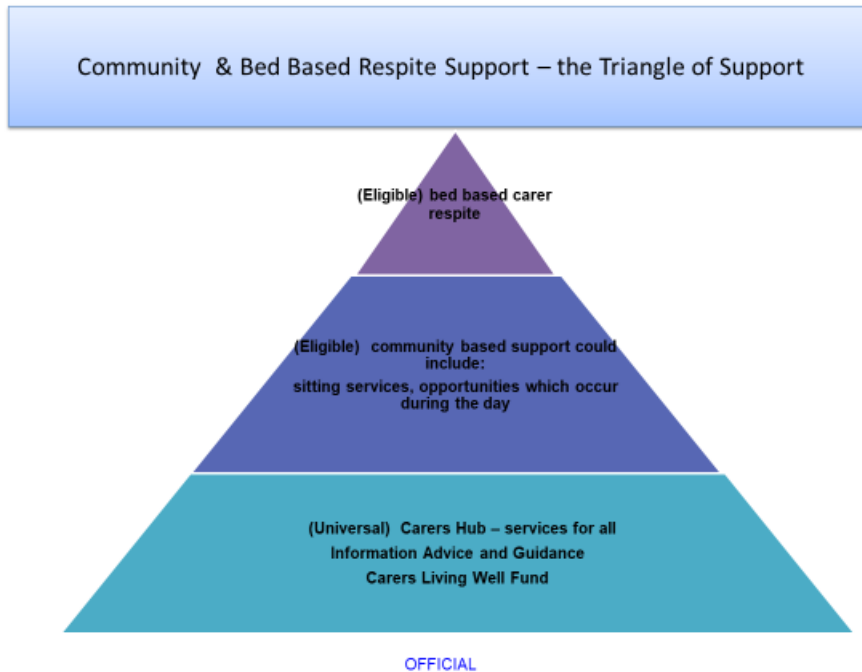
*Scenario - Mrs Jones (the carer), has become socially isolated as she is the sole carer for her husband Mr Jones (the cared for person). Mrs Jones emotional and physical wellbeing is deteriorating, Mr Jones is aware of this and it is exacerbating his condition as a result of the stress he is feeling. Both Mr & Mrs Jones are adamant that Mr Jones will not access bed-based respite support in a care home.*

*The Community Respite service could provide 6 hours of support every 4 weeks, to enable Mrs Jones to take a break and see her friends who she used to go walking with (improving both her emotional and physical wellbeing). Mrs Jones knows that Mr Jones is cared for in his own home and Mr Jones can receive the support he needs in an environment where he is comfortable.*

The new model of Carer Respite support, incorporating both a Community and Bed-based offer of support was implemented between December 2018 and April 2019. The Community Respite provision is a less intrusive model of support, however, the take up of the Community Respite offer was fairly limited, possibly because it was a new way of facilitating support for carers. The diagram below illustrates the model of support:







By 2020, the impact of the Coronavirus pandemic meant that the offer of both bed-based Respite and Community Respite support were severely impacted. Since residential care homes have been able to re-open, we are now seeing a steady increase, month by month on the number of bed-based Respite Support stays taking place. However, due to the significant challenges being faced throughout the Care at Home sector (which is the sector commissioned to deliver Community Respite), the ability to offer this service isn't practicable at present, as the sector are focusing on delivering essential care calls.

Care at Home is due to be recommissioned in 2021 with new contracts being mobilised in readiness for September 2021. Community Respite support is being considered as a service that will sit under the overarching Care at Home contract.

Bed based Respite support will form part of the overarching Accommodation with Care contract when the service is re-commissioned in 2024.

## **Development of the Carer's Forum 2021**

The Cheshire East Carers Forum will facilitate two-way communication between carers and services used by all carers and their families in Cheshire East. The forum will work to provide feedback on services, offer constructive challenge to current services and input into decision making and planning for future service provision.

By working co-operatively and collaboratively with local service providers carers can contribute to improvements in the services delivered for carers

- Through regular communication with carers ensuring they can decide whether to be involved in a piece of work/consultation.
- Ensuring a diverse forum membership and representation of diverse views from carers from all backgrounds and sectors of the community.
- Promoting a reputation and image of the Cheshire East Carers Forum which reflects its aims and values.
- By establishing the Cheshire East Carers Forum, it will help facilitate health and social care commissioners to work in partnership with Carers to develop and evaluate innovative new ways in supporting Carers and their cared for.
- Coproduction is key, the carers forum will work together as equal partners to improve, develop, and deliver services towards a common goal for all our children, young people, families, and adults.
- Using the [Together guide](#) that has been coproduced together with children, young people, families and adults living in Cheshire East

## **Engagement and Co-production**

The People Commissioner continually engage and consult residents on our services and strategies. Some recent consultation and engagement activities:

- Carers and their response to Day Opportunities Strategy
- Carers and their response to Assistive Technology charging policy
- Carer and their response to Dementia strategy
- Making Carers Visible CEC, NHS CCG and My CWA webinar – Carers supporting people living with dementia and Domestic Abuse

- Carers response to the autism strategy
- Transition Strategy
- Mental Health Strategy
- The End of Life Strategy

We are working with our Procurement and Consultation/Conulstation teams to share all relevant consultation and engagement materials related to carers to ensure we reach out to our providers that offer support to carers and the cared for.

Carers are the continuous link in all that we do they are part of all the delivery plans with the above strategies and will continue to do so

Everything we commission, recommission or decommission for the future there is a section within all our service specifications requesting information on *'what is their offer for carers, how do you identify a carer'?*

### **9. Where are we now?**

Cheshire East are in a position where services need to continue to be aligned, not only to address the current financial climate and population growth but also to ensure that services are streamlined to work closely together to provide the most effective service in a timely manner. This will benefit the carer and their families as the most appropriate service(s) will be offered.

The Strategy will address the following elements, and these will be incorporated into the strategic intentions:

- Health and Social Care needs
- Value of carers
- Population growth
- Financial challenges
- Whole system approach (including recent strategies).
- Employment and carers

The carer remains at the focal point of this strategy and future commissioned services that will support this.

**Figure 1: Elements of caring that need to be addressed**



Carers play such an important role in all that we do. The diagram above (Figure 1) shows that with every health and social intervention there is a carer involved. If we ensure that there are clear pathways for carers in all of the highlighted circles it will allow us to deliver the right support at the right time. For example, Young carers need to be identified as early as possible, so they receive the right support; a carer identified within their G.P practice to ensure they receive the right support at the right time.

Carers are not a homogenous group; their circumstances are wide ranging in terms of the type of care they provide and the amount of their time they spend caring. Some may care for a few hours a week, yet others may care for over fifty hours per week.

Covid has impacted on carers dramatically and we can see this by the high increase on carer referrals to the Cheshire East Carers Hub (over 500 new referrals in the last 9 months). COVID-19 pandemic continues to have a monumental impact on unpaid carers lives – not only because of the increased amount of care that many are having to provide, but because of the far-reaching effect that providing this care is having on many aspects of life:

- Relationships
- Mental and physical health
- Work
- Emotional well being

There have been positive innovations in technology-based support for carers a vast majority of carers have found life significantly more difficult. A decrease in support and sometimes complete closure of local services alongside the increase in care needs has led to most carers having to provide much more care.

<https://www.carersuk.org/for-professionals/policy/policy-library/caring-behind-closed-doors-six-months-on>

### **National Context & Demographics**

- 1 in 8 adults (around 6.5 million people) are carers
- Every day another 6,000 people take on a caring responsibility – that equals over 2 million people each year.
- 58% of carers are women and 42% are men.
- 1.3 million people provide over 50 hours of care per week.
- Over 1 million people care for more than one person
- As of 2020, Carers UK estimates there are around 13.6 million people caring through the pandemic.
- Carers save the economy £132 billion per year, an average of £19,336 per carer.

- 5 million people in the UK are juggling caring responsibilities with work - that's 1 in 7 of the workforce.
- However, the significant demands of caring mean that 600 people give up work every day to care for an older or disabled relative.
- Carer's Allowance is the main carer's benefit and is £67.25 for a minimum of 35 hours, the lowest benefit of its kind.
- People providing high levels of care are twice as likely to be permanently sick or disabled.
- 72% of carers responding to Carers UK's State of Caring 2018 Survey said they had suffered mental ill health as a result of caring.
- 61% said they had suffered physical ill health as a result of caring.
- 8 in 10 people caring for loved ones say they have felt lonely or socially isolated.

### Key statistics

- 4 in 5 unpaid carers (81%) are currently providing **more** care than before lockdown.
- More than three quarters (78%) of carers reported that the needs of the person they care for have **increased** recently.
- Most carers (64%) have **not been able to take any breaks at all** in the last six months.
- **More than half** (58%) of carers have seen their physical health impacted by caring through the pandemic, while 64% said their mental health has worsened

### Young Carers

Young Carers aged 5-17 years care for an adult or family member in the UK

A 1/3 of Young Carers reported having a mental health problem

<https://www.carersuk.org/for-professionals/policy/policy-library/caring-behind-closed-doors-six-months-on>

## **National Legislation**

### **The Care Act 2014**

The Care Act replaces previous legislation regarding Carers and people being cared for and has the following provisions:

- All Carers' have the right to an assessment when they appear to have needs
- All Carers have the right to support if they meet the eligibility criteria
- Local Authorities are required to provide information to Carers
- Local Authorities may arrange for other organisations such as charities or private companies to carry out assessments of need
- Local Authorities have a duty to promote an 'individual's wellbeing'
- Local Authorities must support Carers to achieve the outcomes they want in day-to-day life
- Local Authorities must have regard to whether the Carer works or wishes to do so
- Local Authorities must have regard to Carer participation in education, training, and recreation

The Care Act ensures that Carers have as many rights for support as those they care for. For those assessed as having eligible needs, authorities are required to provide advocacy and personal budgets.

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

### **The Children and Families Act 2014**

The Children and Families Act 2014 gives Young Carers the entitlement to the same help and support as Adult Carers. The legislation means that all Young Carers under the age of 18 are entitled to an assessment of their support needs. The Local Authority has to consider what services it can provide to meet these needs. Specific duties for Local Authorities under this legislation are:

- Taking reasonable steps to identify the extent to which there are Young Carers in their area with needs for support and, if so, what those support needs are
- Carry out an assessment for Young Carers upon request

<http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

### **The Children Act 1989**

A Local authority in England must assess whether a parent carer within their area has needs for support and, if so, what those needs are. A local authority in England must take reasonable steps to identify the extent to which there are Parent Carers within their area who have needs for support.

<http://www.legislation.gov.uk/ukpga/1989/41/contents>

### **Young Carers**

The Care Act 2014, and Children's and Families Act 2014, make specific provision for Young Carers in the transition from children to adult's services. A young carer is someone aged under 18 who helps look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. Young Adult Carers are young people aged between 16 and 25 who are caring for another child or young person, or an adult.

In relation to Young Carers, the Care Act requires that:

- Where it appears to a local authority that a Young Carer is likely to have needs for support after becoming 18, the authority must assess:
  - Whether the Young Carer has needs for support and if so, what those needs are;
  - Whether the Young Carer has needs for support after becoming 18, and if so, what those needs are likely to be;

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>



## **Assessments for Young Carers**

The Care Act 2014 requires local authorities to consider the needs of Young Carers if, during the assessment of an adult with care needs, or of an adult carer, it appears that a child is providing, or intends to provide care. In these circumstances the local authority must consider whether the care being provided by the child is excessive or inappropriate; and how the child's caring responsibilities affects their wellbeing, education, and development.

Local authorities should ensure that adults' and children's services work together to offer Young Carers and their families an effective service, are able to respond to the needs of a young carer, the person cared for, and others in the family. This avoids the need for multiple assessments where children and adults find they are expected to give the same answers to professionals from different services, coming into their home at different times.

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

## **National Policy**

### **The Government's Carers Action Plan 2018 – 2020 'Supporting Carers Today'.**

This remains the current national policy for supporting Carers. The plan sets out the cross-government programme of work to support Carers until 2020. It is structured around the following themes:

- Services and systems that work for Carers
- Employment and financial wellbeing
- Supporting Young Carers
- Recognising and supporting Carers in the wider community and society
- Building research and evidence to improve outcomes for Carers

<https://www.gov.uk/government/publications/carers-action-plan-2018-to-2020>

## **The Prime Minister's Challenge on Dementia 2020**

The Prime Minister's challenge on dementia 2020 sets out a vision to create a society where those with dementia, their Carers and families, receive high quality compassionate care from diagnosis to end of life across all settings; at home, hospital or care home. Carers of people with dementia provide a vital role and we know that the availability of appropriate care and support and the quality of services has a significant bearing on whether Carers feel able to take a break from their caring responsibilities and providing Carers with better information, training and coping strategies, including emotional and psychological support, improves their quality of life.

<https://www.gov.uk/government/publications/prime-ministers-challenge-on-dementia-2020>

## **NHS England's Commitment to Carers 2014**

This identifies eight priority areas for the development of increased support to Carers in Primary Care. These are:

1. Raising the profile of Carers
2. Education, training, and information
3. Service development
4. Person-centred, well-coordinated care
5. Primary care
6. Commissioning support
7. Partnership links
8. NHS England as an employer

## **NHS Strategic Aims for Carers**

- To secure better outcomes of care for patients, and for the millions of people who care, unpaid.
- To build a carer-friendly NHS to a greater extent than ever before.
- To start to build an NHS where no carer feels left alone and that the NHS is there to support them in their caring journey

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- To change things so that carers are better able to look after their own health and wellbeing, manage the care of the person being cared for and are less likely to go into crisis.
- To increase recognition of carers as a vulnerable community and caring as a social determinant of health

<https://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf>

### **NHS Long Term Plan Commitment to Carers - Deliverables 2020-2024**

- Identifying and supporting carers, particularly those from vulnerable communities
- Introducing best practice quality markers for primary care
- Adoption of best practice carer passport schemes and development/ introduction of quality markers in hospital settings
- Ability to share caring status with healthcare professionals wherever they present via electronic health record
- 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 Carer “top tips” for general practice to include preventative health approaches, social prescribing, and timely referral to local support service.

This plan outlines a revised health model in which patients get more options, better support, and properly joined-up care at the right time in the optimal care setting. Supporting Carers is recognised as an important strand to this model, and in particular the following priorities are identified:

- Greater recognition and support for Carers in both primary and secondary care (including the implementation of Quality Markers for GP practices developed by CQC)
- Focus on supporting Carers in vulnerable communities
- A more proactive approach to identifying and supporting Young Carers
- Develop digitally enabled support
- Include Carers themselves in the development of Carer services

<https://www.longtermplan.nhs.uk/>

### **NHS Care Quality Markers 2019**

The NHS has introduced Care Quality markers that have been created through working in partnership with Carers Trust, Carers UK, and The Children's Society, and have been endorsed by the Care Quality Commission (CQC).

The markers consist of six questions that can be used by care services to demonstrate how effective they are in recognising and supporting Carers.

The questions have been based on what Carers, and their representatives, have told us matter most to them, and require the care service to show how they go about supporting Carers for each of the six themes identified. Each question is supported by a number of practical ideas that care services can put into place to help them develop the support they give to Carers. The care service completes an annual declaration as evidence of how it is supporting Carers and this evidence can be used for CQC inspections.

<https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/>

### **Social Care Institute for Excellence (SCIE) and Carers UK**

Guidance was issued in June 2019 on providing and commissioning Carers' breaks, plus advice and information for Carers on how to get a break. Research by Carers UK shows 46 per cent of unpaid Carers were unable to get a break in the last five years, even though they wanted one. Evidence indicates that there needs to be a wider choice of breaks available, and to ensure they are accessible, personalised, and enjoyable for both the carer – and the person they care for.

<https://www.scie.org.uk/carers/breaks/adults/commissioning>

<https://www.scie.org.uk/news/mediareleases/carers-respite-press-release>

### **Integration of Health and Social Care**

There is a drive throughout England for healthcare, social care, district and borough councils and the voluntary, community and faith sectors to develop integrated approaches to designing and delivering services. Cheshire East is driving hard the agenda along with other

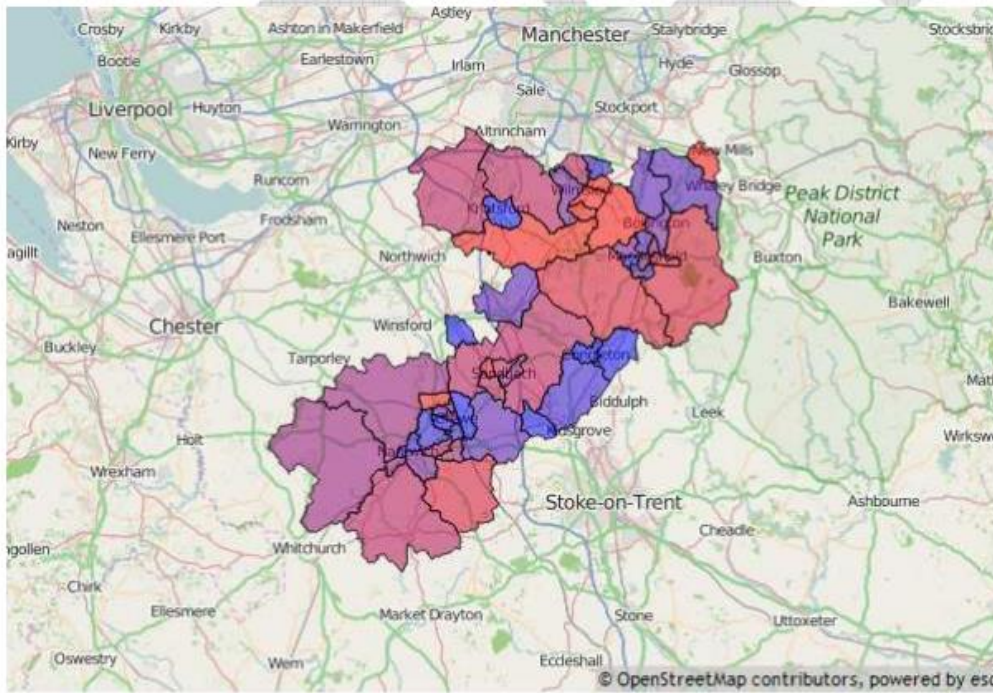
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partners to have an Integrated Care System (ICS) driving forwards a focus on the delivery of services in a local footprint. Promoting closer partnership working, these arrangements harness the potential of organisations that can link together to support carers and undertake their own action plans to align with the priorities in the strategy. There is a robust track record of health and social care working in partnership to envelop the support available to carers. However, we recognise that there is more to do, particularly to strengthen the governance that supports partnership work

### **Local Context & Demographics**

From the 2011 Census, we know that 12,453 people in Cheshire East identified themselves as caring for 20 hours per week or more, with a further 27,481 caring between 1 and 19 hours per week. Altogether that is almost 11% of the population of Cheshire East. caring for 50 hours or over has increased by nearly a third since 2001 to 8,014, with over 42% of them aged 65 or over Carers caring for 50 hours or more per week

***Carers caring for 50 hours or more per week by Cheshire East ward***



The 2021 Census is currently being evaluated; we would hope that the data gathered from the census will support the All Age Carers Strategy.

In Cheshire East there is a single point of access for carers to receive information, advice, and support through the Cheshire East Carers Hub. This is an all age service and supports young, adult and parent carers. To end of March 2021 there were 5,061 carers registered with the Hub. 1,160 new adult carers and 124 new young carers accessed the service in 2020/21.

The Cheshire East Carers Hub also carries out statutory carer’s assessments on behalf of the Council. Between April 2020 and March 2021, the Hub completed 589 adult carers assessments and 99 young carers assessments.

## Health and Wellbeing

### Cheshire and Merseyside Health and Care Partnership Plan

The Cheshire and Merseyside Health and Care Partnership Plan has committed to actions that need to be taken across Health and Social Care and considers a more joined up approach to supporting all age Carers.

### Cheshire Clinical Commissioning Group Commissioning and Contracting Intentions 2020/21

The Cheshire Clinical Commissioning Group recognises the importance of Carers within their Cheshire Commissioning & Contracting Intentions 2020/21. Priority one is the development of a new service model to deliver person centred care for individuals and their Carer's.

The CCG wants to see:

- Increased number of people accessing support via social prescribers
- Increased focus on personalised care and people feeling empowered to self-care using digital options to make informed choices
- Reduced demand for appointments – GP, Hospital and Community Services
- Improved staff awareness of personal health budgets (PHB)
- Support Carers to maintain their caring role
- More people to access support to maintain their caring role
- Increase support to Young Carers
- Consistent offer for Carers across Cheshire
- 

They plan to implement this by

- Supporting the implementation of social prescribing link workers
- Continue to expand on current PHB offer and expand to children and young people and section 117 aftercare
- Community Contracts to support staff development and training around person patient centred care.
- Continue to build on programmes such as One You, Healthy You, and the NHS Long-term Plan



- To develop digital options for people to manage their own wellbeing
- Further developing an all age model to support Carers across Cheshire

<https://www.cheshireccg.nhs.uk/media/1782/cheshire-commissioning-and-contracting-intentions-2020-21.pdf>

The All Age Carers Strategy will align with the above priorities.

### **Local Need and Strengths (Assets)**

<https://www.cheshireeast.gov.uk/pdf/jsna/carers-jsna-june-2018-final-v2.pdf>

### **Healthwatch data**

<https://healthwatchcheshireeast.org.uk/wp-content/uploads/2019/10/Experiences-of-Unpaid-Carers-Registering-with-their-GP-Practice-in-Cheshire-Report-1.pdf>

### **Co-production together guide**

<https://www.cheshireeast.gov.uk/pdf/livewell/together/together-our-coproduction-guide-and-definition.pdf>

### **Corporate Plan**

[https://www.cheshireeast.gov.uk/council\\_and\\_democracy/council\\_information/consultations/corporate-plan-consultation.aspx](https://www.cheshireeast.gov.uk/council_and_democracy/council_information/consultations/corporate-plan-consultation.aspx)

### **Social Value**

<https://www.cheshireeast.gov.uk/pdf/business/procurement/cheshire-east-social-value-policy-nov-20.pdf>



## How will we achieve this?

### Key Delivery Actions

To enable us to successfully deliver the All Age Carers Strategy for Cheshire East several key delivery actions have been identified.

We will develop an outcomes-based approach to carers and their cared for and where services are provided for a carer that will achieve a set of results for the cared for.

We will deliver outcomes through working with the joint commission of the Carers Hub Service and by the development and Co-production of the All Age carers Strategy:

- Identifying the outcomes that are expected to be achieved prior to making any referrals to services
- Contracting for services based on outcomes and then monitoring based on those outcomes e.g. Joint commissioned carers service
- Work collaboratively with our health partners to ensure seamless pathways

Key Delivery Action	How we will achieve this?	Lead Organisation(s)
1. Develop a high quality and diverse range of services to support carers	<ul style="list-style-type: none"> <li>• Develop a take a break service that will support carers</li> <li>• Emergency respite</li> <li>• Community respite</li> <li>• Flexible respite</li> <li>• Support Providers including the Voluntary Community and Faith Sector (VCFS) to support carers</li> <li>• Right information at the right time</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioning Team including health</li> <li>• Communities Team</li> <li>• Commissioned carers service</li> <li>• Children's participation team</li> <li>• Schools / pastoral service</li> </ul>
2. Ensure that carers are supported and included in the support around the cared for	<ul style="list-style-type: none"> <li>• Development of take a break service for carers</li> <li>• Commission of a joint hub and spoke carers service</li> <li>• Regular contract monitoring of commissioned carers service</li> <li>• Training and collaboration with all G.P practices</li> <li>• Collaboration with two hospitals for clearer carer pathways</li> <li>• Work collaboratively with children services and schools / education</li> <li>• Co-production of the All Age carers Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioning Team including health &amp; children's services</li> <li>• Safeguarding team</li> <li>• Contracts and Quality Monitoring Team</li> <li>• Commissioned carers service</li> <li>• Carers Forum</li> </ul>

<p>3. Encourage and increase the numbers of people using Direct Payments to carer support</p>	<ul style="list-style-type: none"> <li>• Provide improved signposting and information about using direct payments</li> <li>• Promote alternative options in terms of carer support</li> <li>• Improve the Live Well site to support carers</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioning Team</li> <li>• Live Well Team</li> <li>• Commissioned carers service</li> </ul>
<p>4. Ensure Co-production in the future development of The All Age Carers Service across the whole of Cheshire East working closely and collaboratively with CWAC on the Joint Commission of the Carers Service</p>	<ul style="list-style-type: none"> <li>• Work closely with carers, providers, operations teams to ensure we hear their voice</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioned carers service</li> <li>• Carers Forum</li> <li>• Cheshire East Parent carer forum &amp; other forums</li> <li>• Schools and pastoral service</li> <li>• Children's Participation team</li> </ul>
<p>5. Respond to the impact of COVID 19 and ensure carers are at the for front in all that we do</p>	<ul style="list-style-type: none"> <li>• Build on the learning and feedback from the lockdowns</li> <li>• Encourage the use and access to technology for carers</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioning Team</li> <li>• Operational Social Work Teams</li> <li>• Carers Forum</li> <li>• Other forums</li> </ul>
<p>6. Ensure there is local support for carers</p>	<ul style="list-style-type: none"> <li>• Respond to need linking in with SW, G.P practices, hospitals</li> <li>• Revisit the Living Well fund and Carers Choice awards so we ensure that we support a carer where there is a real need e.g. care breakdown or to prevent care breakdown</li> <li>• Employment offer to support carers</li> <li>• Improve information and advice</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioning Team,</li> <li>• Communities Team and health</li> <li>• Commissioned carers service</li> <li>• Carers Assessments</li> <li>• Carers Choice Awards</li> <li>• Living Well Fund</li> <li>• Local organisations</li> </ul>
<p>7. Promote employment, volunteering, and skills development opportunities as an alternative to traditional day opportunities services</p>	<ul style="list-style-type: none"> <li>• Develop stronger links between local employers, educational settings and community groups</li> <li>• Training and support on how to identify and support an employee who has caring responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• Supported Employment Team</li> <li>• Operational Social Work Teams</li> <li>• Commissioned carers service</li> </ul>

<p><b>Staff with Caring Responsibilities</b></p> <p>The need to provide care is likely to affect most of us at some point in our working lives. With an ageing population and people living longer, many employees are finding themselves caring for older, disabled or seriously ill friends or family. Several people also fall into the 'sandwich generation' (those who care for ageing parents while supporting their own children) and have to juggle parental and</p> <ul style="list-style-type: none"> <li>• How can I provide care in a period of lockdown?</li> <li>• How can I juggle my childcare and caring responsibilities now that schools are closed?</li> </ul> <p>With support from CEC Human Resource Department, several support sessions have been held for CEC managers to raise the awareness of staff who have caring responsibilities. To encourage conversations</p>	<p>Develop the induction toolkit to support managers around support for carers</p> <p>Anything we commission will request what support they offer staff who have caring responsibilities</p> <p>Support sessions for staff who have caring responsibilities</p> <p>Have a clear definition of what it means to be a carer.</p> <p>Hold more support sessions for staff who have caring responsibilities</p> <p>Possible carer champions within the organisation</p> <p>Recognise carers within policies and procedures and regularly publicise your carers' policy/framework or guidance to all employees. Including induction documentation</p> <p>Do our commissioned services offer support for their staff who have caring responsibilities? 'What is their Offer'</p> <p>Promote other resources, such as occupational health and employee assistance programmes, and point to external sources of support</p>	<p>Commissioners</p> <p>CEC HR</p> <p>Children's team</p> <p>Administration and education</p> <p>Children's participation team</p> <p>Commissioned services</p> <p>Cheshire east Social Action partnership (CESAP)</p>
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with staff about any vulnerable household that are dependent on employees for care  8. Social Value	Need to raise awareness of the organisation's support for carers (through posters, leaflets, social events)	
<b>9. ICP</b>		

**References**

**Appendix**

**Abbreviations / Glossary**

**Acknowledgements**

**Key Documents**

**Budgets / Spend – Joint across Health and LA**

**Strategy Action/Implementation Plan**

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