



Carers Hub and Living Well Fund

September 2019

Cheshire East Council

Cheshire East Carers Hub



- 1 The Cheshire East Carers Hub is a information and support service designed to help carers of all ages fulfil their caring responsibilities and still enjoy a healthy life outside of their caring role. The Hub supports carers who live in Cheshire East, along with those who live outside the area but care for a Cheshire East resident.
- 1 The Hub was commissioned by Cheshire East Council, in partnership with the NHS, and is being delivered by ncompass Northwest. ncompass was selected following a competitive procurement process and is an organisation with experience of providing high quality and innovative provision for carers. ncompass will work in partnership with Child Action North West, The Alzheimer's Society and other local organisations to ensure carers receive information and support which is tailored to their individual needs.

Cheshire East Carers Hub

The Hub provides a range of support, which may include;

- 1 taking part in 1-2-1 or group based support activities
- 1 helping carers to take a break and do something for themselves
- 1 providing information, advice and guidance on specific topics
- 1 helping carers to access community, health and wellbeing services
- 1 accessing a range of activities and training
- 1 intensive support to carers (*previously known as the Relive Service*)
- 1 giving carers the opportunity to apply for funds from the
*Living Well Fund (**criteria applicable*)

Cheshire East Carers Hub

- 1 One of the many benefits of the Hub is that it is a single point of contact for all carers, their families and professionals. The Hub team is made up of professionals who will work with you to find the best solutions to ease the pressure on adult carers, parent carers and support young carers to thrive and enjoy a positive childhood.**
- 1 The team is available 8am to 6pm Monday to Friday (*excluding bank holidays*) and Saturday 9am to 12:30pm. Carers can leave a message outside of these times.**

Cheshire East

carers' HUB

Do you have a family member, friend or neighbour who cannot manage without your support?

Then we may be able to help you

**ONE
IN EIGHT**
people in the UK
are Carers.



Cheshire East

carers' HUB

delivered by n-compass, Child Action North West and Alzheimer's Society

What is the Cheshire East Carers' Hub?

The Cheshire East Carers' Hub provides a single point of access for all Carers including both young and adult Carers. The Hub exists to ensure that Carers of all ages have access to information, advice and a wide range of support services. These support services are designed to help Carers continue in their caring role for as long as they choose and to reduce the impact the caring role can have on a Carers own health and wellbeing.

Who is it for?

If you or someone you know provide care to a friend, family member or neighbour living in Cheshire East then you or they may be eligible to access a wide range of support services that could help. A Carer is someone who cares for another person that could not manage without such support, whether they require care because of mental illness, disability, health conditions, age or substance misuse problems. Caring for someone covers lots of different things like prompting memory, visiting, shopping, help with washing, dressing, eating, taking them to regular appointments or offering emotional support.

How can we help?

Once you get in touch with us, we can arrange for you to meet with a dedicated Carers Support Worker who will get to know you and understand your needs as a Carer. Your dedicated Carers Support Worker can offer you a Carers assessment and will work with you to create a support plan to meet your individual needs. This could include:

- 1-2-1 or group based support
- Peer support
- Support to take a break
- Information, advice and guidance
- Access to a 24 hour chatline manned by other Carers
- Support to access community, health and wellbeing services
- Access to activities, training, living well fund and much more
- Specialist support for Carers of people with dementia

How to get in touch

General Email: enquiries@cheshireeastcarershub.co.uk

Website: ncompassnorthwest.co.uk/what-we-do/carers-support

Telephone: 0300 303 0208

n-compass is registered in England & Wales as a Registered Charity No. 1128809 and as a company limited by guarantee No. 06845210.

Opening Times

Monday - Friday:
8.00am - 6.00pm
Saturday:
9.00am - 12.30pm

OFFICIAL

How can the Cheshire East YOUNG Carers' Hub help?

- By listening to you and helping you and your family to think about what would make a difference
- Giving you information about the illness or disability of the person you care for
- Getting help, advice and support for the person you care for
- Helping you take a break from your caring role
- Introducing you to other Young Carers
- Getting you support in school or college
- Helping you to speak up

YOUNG
carers



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If you think you are a Young Carer and would like more information, get in touch, or ask someone else to do this for you.

Cheshire East **YOUNG** carers' **HUB**



Get in touch

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Cheshire East **YOUNG** carers' **HUB**

What is the Cheshire East YOUNG Carers' Hub?

We help to ensure that Young Carers between the ages of 5 and 18 are identified and provided with support in their caring role

YOUNG
carers



Supporting those that care



OFFICIAL

What is the Cheshire East YOUNG Carers' Hub?

We help to ensure that Young Carers between the ages of 5 and 18 are identified and provided with support in their caring role.

Who is a Young Carer?

A Young Carer is somebody that looks after another person because they need help due to an illness or disability, a mental health problem or a drug or alcohol dependency.

Young Carers can be affected in some of the following ways:-

Health

Physical, mental and emotional wellbeing
Anxiety, worry and stress
Tiredness, lack of sleep
Aches and pains

School and college work

Lack of time to complete assignments
Being bullied
Unable to concentrate
Not being able to attend after hours activities or trips away

Social life

No time to socialise with friends
No free time to get involved with activities and hobbies

What caring tasks do Young Carers carry out?

Young Carers may help the person they care for by:-

Doing housework and cooking

Shopping

Keeping them company and cheering them up

Helping them to eat, get washed and dressed or in and out of bed

Ensuring they are safe and getting help in an emergency

Helping to attend appointments

Helping with medication

Collecting benefits and paying bills

Helping them to communicate

Reading letters

Carers Living Well Fund



- 1 The Carers Living Well Fund (Carers Breaks) is a statutory requirement of the Better Care Fund (BCF)
- 1 Cheshire East Council, together with health partners NHS Eastern Cheshire and NHS South Cheshire Clinical Commissioning Groups have piloted the Carers Living Well Fund from November 2017 – March 2018.
- 1 Following an informal review (assessment) of their health and wellbeing, if the Carer is eligible they can access a one-off payment via the Carers Living Well Fund. This is currently undertaken via a Local Area Co-ordinator and grants are awarded for either £250 or £500.
- 1 The funding is intended to prevent Carer crisis and breakdown, supporting Carers to promote their own health and wellbeing, therefore enabling Carers continue in their caring role. The grants should in effect provide a 'break' from the caring responsibilities of the Carer.
- 1 There is no restriction on the age of the Carer. The Carers Living Well Fund will meet the needs of young Carers, parent Carers and Carers of adults living in Cheshire East.
- 1 Funding is made available to support, enable and facilitate a range of flexible Carer breaks that give the Carer:
 - choice and control to enable Carers to have a flexible break from the pressures that caring for a loved one can bring
 - supports Carers within their caring role
 - supports Carers to achieve their individual goals and aspirations.

Eligibility criteria

When applying for the fund, Carers had to meet the below eligibility criteria:

- 1 The Carer must be an unpaid Carer (Carers are considered unpaid even if they are in receipt of Carer's Allowance or manage Direct Payment/Individual Budget Funds for the person for whom they care).
- 1 The Carer is a resident of Cheshire East Council, the NHS Eastern Cheshire or NHS South Cheshire Commissioning Group area.
- 1 A maximum of one grant will be given per cared-for person or household. If there is more than one Carer within the household the grant can be used by those Carers within the maximum £500 limit per household.
- 1 As the fund is also open to Young Carers and Parent Carers where a Young Carer under the age of 18 may not have access to a bank or building society account of their own, then any award from the Carers Living Well Fund may need to be held by the Parents/Guardian of the Young Carer, if appropriate.

The Carers Living Well Fund could be used for:

- 1 The cost of day trips or short breaks
- 1 Educational course/materials
- 1 Equipment to enhance the caring role e.g. computer/laptop/tablet
- 1 Fitness
- 1 Hobbies/Leisure activities
- 1 Theatre or sports tickets
- 1 Well Being Equipment for the home or to help in accessing sport/fitness and wellbeing activities i.e. walking boots, protective waterproof clothing, camping equipment
- 1 Driving lessons
- 1 Accessing therapy, pamper or hairdressing treatments

The Carers Living Well Fund cannot be used for:

- 1 General living expenses e.g. rent, utility bills
- 1 Debt repayments
- 1 Gambling
- 1 Any item for the cared-for person including services, aids or adaptations
- 1 Items that should be funded by Social Care or Health Services
- 1 Trips or breaks that have already been booked.

Funding Outcomes

Funding is made available to support, enable and facilitate a range of flexible Carer breaks that give the Carer:

- 1 Choice and control to enable Carers to have a flexible break from the pressures that caring for a loved one can bring
- 1 Supports Carers within their caring role
- 1 Supports Carers to achieve their individual goals and aspirations.

The allocation of a Carers Living Well Fund grant will ideally meet one or more of the following key outcomes:-

1. Realising and Releasing Potential

Enabling those with caring responsibilities to fulfil their potential by removing the barriers to opportunity and promoting access to learning.

Funding Outcomes continued:



2. Supporting Carers to Stay Healthy

Supporting Carers to remain mentally and physically well by offering services that provide positive outcomes to an individual's health and well-being.

3. Life Outside of Caring

Support to Carers which enables them to have a family and community life, alleviating the impact of the caring role.

4. Better Care Fund outcomes

To ensure that whilst offering a truly genuine break for our Carers based on their needs there is also demonstration that the allocation of a Carers Living Well fund award is achieving outcomes that link to:

- a. Non-elective admissions (General and Acute)**
- b. Admissions to residential and care homes**
- c. Effectiveness of Reablement**
- d. Delayed transfers of care (reducing Delayed Transfers of Care (DToC))**

What the Carers Living Well Fund has been used for:

Health & Wellbeing

- 1 Gym memberships
- 1 Driving Lessons
- 1 Yoga & Pilates Classes
- 1 Dance Classes

Day Trips and Short Breaks

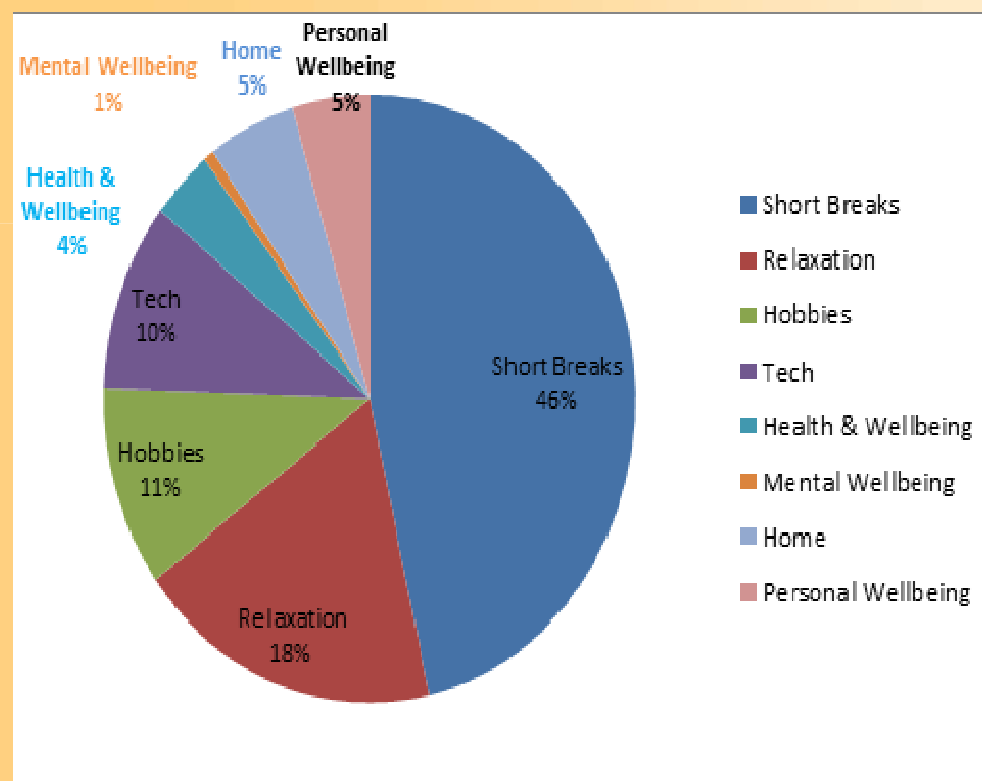
- 1 Visits to the Theatre, Cinema, Music Concerts
- 1 Short breaks away to see family and friends
- 1 Accessing courses and equipment to support hobbies – including Floristry, Photography, Horse Riding, Gardening, Language Lessons, Art classes, Fishing

Technology

- 1 iPads and Laptops were purchased so Carers could keep in contact with friends and family and help to prevent social isolation
- 1 iPads and Laptops were purchased to support Carers in their caring role so they can access support services

How Carer Outcomes have been met (November 2017 to March 2018 inclusive)

Total number of carers supported by the Carers Living Well Fund is 872



Feedback provided by Carers:



Mrs E.C (purchased meals out and a night away with her Husband) – *‘....We are so grateful to be allocated the Carers Living Well Fund as it has enabled us to spend valuable time socially together as husband and wife away from our caring role which is highly stressful.’*

Mrs FN (purchased a table and chairs and clothes) – *‘I have purchased a much needed table and chairs for my kitchen They were over 10 years old so it will make such a difference , as we will all be able to sit and eat our meals together.....’*