

## **Briefing to Stakeholders**

### **All Age Carers Action Plan Update – Warwickshire**

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#### **Purpose**

To provide information on the context, support available and progress on the development of the Warwickshire All Age Carers Action Plan.

#### **National Context**

According to the 2021 census 8.7% of the England population are unpaid carers which represents an overall drop in carer numbers. However, the intensity of caring has significantly increased with 250,000 more carers caring for 20 to 50 hours per week.

The government announced in 2018 that it would not produce a National Carers Strategy and produced a National Carers Action Plan 2018 – 2020 with 5 main priorities:

- Services and systems that improve support for carers.
- Supporting the financial wellbeing of carers.
- Raising awareness and supporting carers in the community.
- Support for young carers.
- Improve outcomes for carers with evidence-based research.

The Care Act 2014 has made it a requirement for Local Authorities to support carers via an assessment of need. Therefore, all carers have the right to request a carers assessment and appropriate support plan coproduced with carers. However, the legislation outlines that respite and replacement care should be via the cared for assessment and not the carer. Carers can however have access to a direct payment as part of the support planning.

The NHS Long Term Plan has also put forward some recommendations for supporting carers. The Plan recommends that:

- Carers should be supported in emergencies and contingency plans in place and recorded in Summary Care records.
- Use of carers passports within hospital settings to help support carers.
- Care Quality Commission primary care quality markers in place to support carers.
- Raise awareness of Young Carers in primary care and support with prevention and social prescribing.

The Health and Care Act 2022 has now set out in law that Integrated Care Boards are required to ensure that carers are equal partners in their support, service development and any changes or decisions regarding the person they care for. Hospitals are required to coproduce discharge plans with carers.

## Local Context

For Warwickshire the number of unpaid carers is estimated from census 2021 data to be 52,725, which is a drop in previous estimate of 65,000. The proportion of unpaid carers (8.8%) is similar to the England figures (8.7%) but less than the West Midlands region (9.3%). The intensity of caring has seen an increase with 4.1% of the Warwickshire population caring for someone more than 20 hours a week. The true picture of caring could be a significant under-representation as many carers remain 'hidden' from services and support.

The previous Warwickshire Joint Adult Carers Strategy 2017 –2020 was not all age and required a refresh. It was agreed that this would be done jointly with Coventry City Council as the lead organisation. The decision was taken that there will not be a strategy but an action plan in line with the national position.

Strategic Interdependencies:

- Coventry and Warwickshire ICS Health Inequalities Strategic Plan 2022 -2027
- Coventry and Warwickshire Living Well with Dementia Strategy 2022-2027
- Joint Strategy for Autism People (Coventry and Warwickshire) 2021-2026
- Warwickshire Health and Wellbeing Strategy 2020 - 2025
- Warwickshire SEND and Inclusion Strategy 2019 –2023 & SEND Working Together Charter

## Current Support for All Age Carers in Warwickshire

[Caring Together Warwickshire](#) is the all-age carers support service that also carries out statutory carers assessments for adult carers on behalf of the council. The service is provided by Carers Trust Heart of England and was launched 1<sup>st</sup> October 2022. There are currently over 6,600 adult carers and 700 young carers known to our local carer support service [Caring Together Warwickshire](#). A summary of the local support for carers can be found on the [Carer Information on Support Leaflet](#).

The outcomes for carers are based on engagement with carers as well as local and national recommendations such as Think Local Act Personal. There are 8 main outcomes identified that all carers should have on receiving support:

- *I am actively supported to maintain my own health and wellbeing and others understanding my caring role. (Raising carer awareness with public and professionals, communications)*
- *I am supported to balance my caring responsibilities with having a life of my own and do things I enjoy (managing responsibilities, breaks from caring)*
- *I can access and know where to get information and advice to make informed choices about my life (confident, empowered, resilient)*
- *I am supported to be economically active and minimise the impact of caring on education, training, or work. (Financial, independence)*
- *I am actively supported to access activities and services in my community of my choice and can contribute to my community. (Participate in family and community life, peer support and groups, reduced loneliness, and isolation)*
- *I can make informed decisions about my support, and I am recognised as an equal partner by services and professionals (carers voice, seen as experts and equal partners in their support planning and service development, quality assessment of need)*
- *I can plan ahead and have systems in place to avoid crisis or keep control in emergencies (contingency planning, strengths-based)*

- *I have a positive experience of support at all times, and receive service from friendly, supportive, and experienced people who talk to each other (high quality and proactive services, carer satisfaction, shared and safe records, transition)*

## Warwickshire Action Plan Update

The Caring Together Warwickshire conference took place in March 2023 with carers and partners to identify the key areas and actions to support carers. A [report](#) on the key outcomes of the Conference discussions was shared with delegates and partners.

Actions were identified based on the key areas identified as part of the engagement work carried out pre-tender of the All-Age Carers Support service, Caring Together Warwickshire. The themes were as follows:

- **Whole system recognition of carers** – carers often do not feel seen or heard and remain hidden usually until a crisis arises. Therefore, it's essential for health, community and social care partners to work together and be proactive in its recognition of carers even if they do not realise they are entitled to support or see themselves as carers.
- **Better Access to information and advice** – carers have cited that they do not know about the support that is available to them and their rights to support. If carers are armed with information and can access universal support they can remain resilient in their new or changing caring role and better equipped to manage their caring responsibilities with the right level of support.
- **Carer Breaks** – ensuring carers have access to breaks from their caring role. Carers felt there were not enough opportunities to do things they enjoy, maintain work, or engage with friends and family. This can often lead to feelings of loneliness and carer breakdown.

The themes were aligned to the outcomes for carers as part of the Caring Together Warwickshire service and 5-year objectives and deliverables for the next 1 to 2 years were identified and will be reviewed and updated annually.

A summary overview of the Warwickshire All Age Carer Action Plan is in the Table 1 below.

## Update on Progress to date:

- A coproduction plan has been outlined to include support with dementia carers.
- Carers Week campaign completed. Evaluation showed increased engagement with carers over the week on social media, the service website and increased referrals.
- Warwickshire carers were nominated for awards as part of the Carers Award ceremony including Young carer award, Carer of the year award and Employer of the year went to NFU Mutual.
- The Caring Together Innovation fund, funded by improved Better Care Fund has supported 19 groups including support for young carers, adult carers and parent carers activities, equipment, training and peer support.
- We are working with the Carers Trust to improve the digital offer and carers assessments.

## Next steps:

- It is recommended that an All-Age Carers Warwickshire Place Steering/Delivery group is formed to oversee the progress against the action plan, and to support any governance for the plan going forward. This could be with representatives from each of the Place Partnerships to oversee progress. Carers should also be a part of this group.

- Year 1 performance review of the all Age carer service Caring Together Warwickshire provided Carers Trust Heart of England.
- Review of the Urgent and Planned breaks (aka CRESS) and options for breaks offer for carers.
- Proposal for Caring Together Innovation Fund 2023 – 2024 allocation to Joint Commissioning Board.
- To support carer recognition the Carer Aware and Young Carer Aware training is being reviewed with a view to be updated by December 2023.
- There may be scope for working on a digital offer across the West Midlands region.

	<b>Timeline for All Age Carers Action Plan</b>
Dec 2023	Internal Governance Sign off SCLT and DLT
Dec 2023	Identify Integrated Care Board Executive sign off joint with Coventry City Council
Oct2023 - Jan 2024	Place Partnerships consideration against priorities and allocation of iBCF Innovation Fund
Jan 2024	Warwickshire Health and Wellbeing Board Meeting
Mar 2024	All Age Carers Conference 2024 Review and update delivery to date and next steps with carers, partners and stakeholders

Table 1 Overview of DRAFT Summary of All Age Carers Action Plan 2023 - 2025 Objectives and Deliverables.

Theme	Carer Outcomes	Objectives	Deliverables (1 -2 years)
<b>Theme 1</b>			
Breaks for Carers	I am supported to balance my caring responsibilities with having a life of my own and do things I enjoy.	We will review the urgent and planned breaks offer to include Dementia Day ops services	Options paper on carers breaks offer
			Joint Coproduction Plan with Dementia
		We will monitor quality and performance indicators of the service using tools and quality visits as well as speaking to carers on their experience of support	Carers support dashboard
			Annual Quality assurance visit and report.
	I am actively supported to access activities and services in my community of my choice and can contribute to my community	We will work with all partners to ensure carers have access to support where they live	Innovation fund evaluation annual report the impact of the fund includes actions and plan 2023/24 allocation
			Annual Caring Together Warwickshire Conference and evaluation report
	I can plan ahead and have systems in place to avoid crisis or keep control in emergencies.	We will ensure carers have access to tools and resources to plan for emergencies	Develop and promote Carer Card/Passport, Contingency planning tools.
<b>Theme 2</b>	<b>Carer Outcomes</b>	<b>Objectives</b>	<b>Deliverables (1-2 years)</b>
Whole System Recognition of Carers	I have a positive experience of support at all times, and receive service from friendly, supportive, and experienced people who talk to each other	We will review the Triangle of Care offer for carers working with health and community partners	End of Life and Hospital discharge review of carers involvement

	I can make informed decisions about my support, and I am recognised as an equal partner by services and professionals	We will identify strategic leadership at ICB footprint across Health and social care as well as community partners	Set up Place Steering group scope membership to include carers.
		We will Develop joint working with partners and strategic interdependencies such as Mental health, autism, Dementia, SEND (Place steering group)	Work with and on the principles of the SEND Working Together Charter agreement to support parent carers and young carers of children with SEND better partnership work across partners.
		We will review resources available to provide training and raise awareness for health and social care professionals, schools and colleges and the workplace.	Review and develop Carer Awareness training.  Promote universal and public health support to employers, education settings and health and care professionals.
		We will support young people with transitions	Develop transitions assessment tool with provider.
<b>Theme 3</b>	<b>Carer Outcomes</b>	<b>Objectives</b>	<b>Deliverables (1-2 years)</b>
Easy access to Information and Advice	I can access and know where to get information and advice to make informed choices about my life	We will support carers to access information in multiple ways and formats including accessibility for seldom heard groups and those with disability	Create and implement a universal service single point of access freephone number, website and digital resources.
			Revised the Carers Information Leaflet produced and distributed.
			Health Equity Assessment report
		We will develop annual communications and awareness raising campaigns and	Annual Communications Plan campaign planning and budget.

		plans with partners linked with Dementia Carers Week, Carers Rights Day, Young Carer Action Day planning and delivery.	Carers Forum and Caring Together Bulletin.
		We will improve and monitor the quality of statutory carers assessments and young carers assessments.	Audit of Carers Assessments quality Monitoring of carers dashboard
		Support the Health Ageing JSNA	Healthy Ageing JSNA chapter on unpaid carers.

Please note that the above action plan will be delivered against the council's quality assurance and contract performance management of the carers support service, Caring Together Warwickshire. This would ensure that there are measurable improvements for carers support that triangulates the service delivery and the outcomes for carers.