

Nottingham and Nottinghamshire All-Age Carers Strategy one year on

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**Nottinghamshire
County Council**

Definition

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 (Care Act).

A young carer as “a person under 18 who provides or intends to provide care for another person” (Children and Families Act).

a parent carer is “a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility” (Children and Families Act).



Key statistics

5 million unpaid carers nationally

82,175 Carers in Nottinghamshire

1126 of these are aged 16 and under

The 2021 Census data highlights two district areas of Nottinghamshire that are ranked second and third highest in England, for proportion of residents aged 5 and over who provide any amount of unpaid care - Ashfield (11.6%) and Mansfield (11.5%)

The percentage of the population who said they carry out caring tasks in Nottinghamshire (10.0%) is higher than the England average of 8.3%

Most self-reported carers in Nottinghamshire (95.5%) are white

What do carers tell us?

Further support is needed for working carers and parent carers

Carers highlighted short-breaks and respite as being areas for future improvement

Carers are facing increasing pressures due to cost of living.



Experience of coproducing the strategy

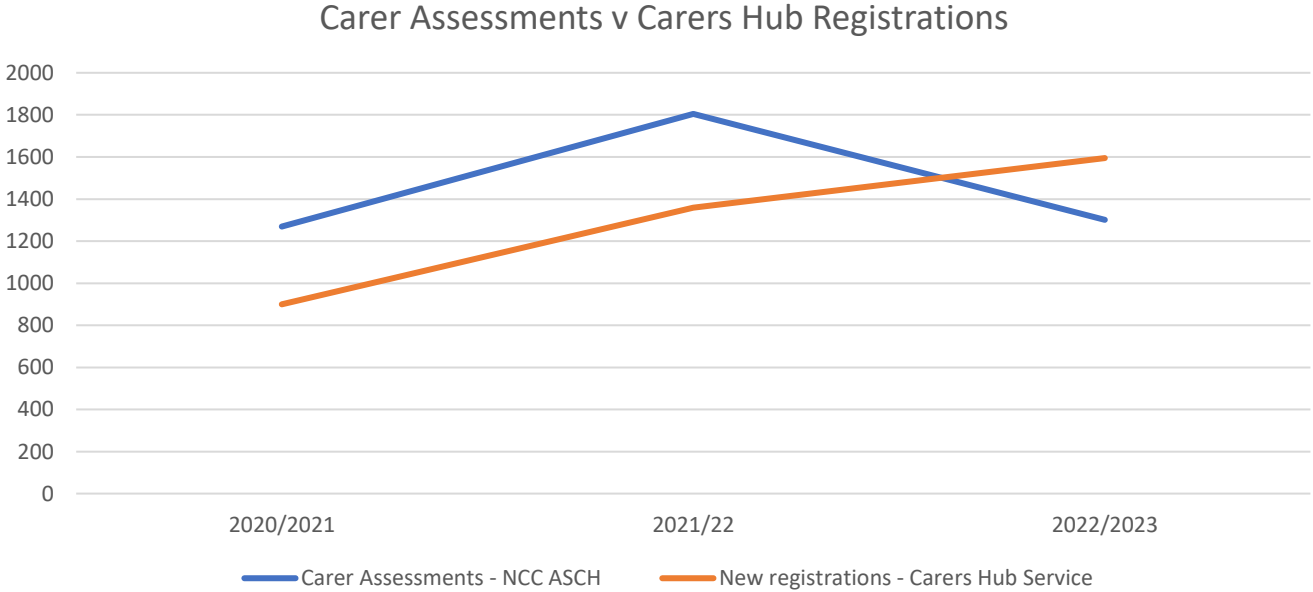
- Pam's story
- Evie's story: [Evie's Young Carer Story](#)



1. New or improved carers services

- New services started in October 2023
- The services were coproduced with carers
- More flexible respite options have been introduced
- Joint working to support across the Council to support parent carers
- Started to roll out technology to support carers
- Development of support for carers at a local level through grant funding
- Increased early intervention support via the Carers Hub, reducing the need for a full carers assessment (by approx. 17%)

Increased preventative support to carers



Activity and Organisation	2020/2021	2021/22	2022/2023	% Change (21/22 v 22/23)
Carer Assessments - NCC ASCH	1270	1805	1302	-27.90%
New registrations - Carers Hub Service	900	1359	1594	17.3%



Direct services impact

- Since October 2023
 - Improved access at evenings and weekends to support carers who are also in paid employment
 - 2707 carers have been supported by the new Carers Hub
 - 2442 have had their needs met through information, advice and guidance
 - 265 carers had a full support plan developed based on their needs.
 - 11 carers have been referred to the CareFree breaks scheme
 - Access to gyms at a reduced or free rate for carers across the County
 - Newly developed partnership with NHS Trust support Highbury and other acute settings
 - Carers Wellbeing Fund has been established to support carers to access wellbeing activities during their breaks from their caring role

2. Awareness raising and good practice

- Identification and awareness in GP practices, schools and colleges
- Engagement and Promotion Service works with employers to identify and support carers within their workforce through a carers quality mark
- Areas that are included in the award criteria include flexible employment options, carers leave and having carer champion roles within the organisation
- Successfully launched the Carers Strategy at an ICS wide event last November.
- Published an all-age carers Joint Strategic Needs Assessment (JSNA) in April 2024

Awareness raising impact



110 new schools have been engaged with between April 2023 and March 2024. Between January and March 2024 this amounted to 312 hours of outreach



274 hours were delivered to health and social care providers around young carer identification between January and March



23 new employers have been engaged with over the last year



25 GP surgeries were reviewed for their carers support offer between April and October 2023



18 GP practices received training between April and October 2023



3. Workforce

All-Age Carers Strategy part of the national toolkit

Looking at good practice in other areas

Carers assessment process is strength-based and supports conversations focused on outcomes through a whole family approach

Implementation of carer champion role within NCC to ensure consistent and best practice across teams

Development of staff carer network

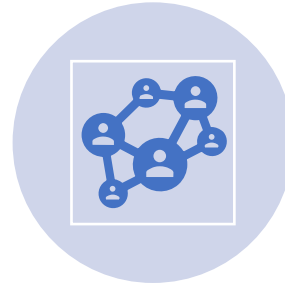
Working with colleagues in HR to ensure NCC gain the Carer Friendly Quality Mark.

Nottinghamshire County Council are coordinating the strategy implementation through close working with partner organisations to embed the strategy across the ICS including with PCNs and PCBs, hospital trusts and Nottinghamshire Healthcare Trust.

4. Young Carers



Considerable increase in funding to enable support to more young carers and have greater in-reach into local schools and colleges



Works with young carers to determine the best ways to provide support them and to ensure that young carers know about the service



All young carers accessing the service receive a My Life assessment and annual review



A bi-weekly group has been established internally to support staff with completing young carers assessments to ensure consistent good practice and outcomes

Young carers impact

112 young carers were supported between April and September under the old model

421 young carers accessed one-to-one support, groups, activities, help and advice since October 2023 when the new offer commenced (triple the previous rate)

In total 534 young carers are registered with the service

30-40 new referrals from County received each month

231 hours were spent promoting the service between January and March 2024 so that young carers know where to go for support

74 hours were spent between January and March coproducing the service offer

Continued focus from year 1

Planned timescales for carers work:

Work area	Commencing	Planned completion
1. Short Breaks for carers	End January 2024	September 2024
2. Practice development including EDI and personalisation for carers	January 2024	Ongoing
3. Digital Offer for carers	November 2023	Review May 2024
4. Assessing carers needs (via the Carers Hub service)	March 2024	December 2024
5. New Carers Information booklet	September 2023	March 2024
6. NCC Carers Peer Support	January 2024	Ongoing



Coproduced priorities for year 2

Area of focus	Reasons/rationale	Comments
GP practices – PCN's/PBP's	<ul style="list-style-type: none"> • Early identification – most carers turn up at GP practices • GP practices need to get better in identifying carers and connecting to support 	<ul style="list-style-type: none"> • Building on work previously established by NCA and continuing with the Carers Hub • Links being made at PBP and PCN levels raising awareness of the strategy • Workshops to be developed with PBPs and PCNs to focus on the strategy
Support for Parent Carers – Childrens and Families	<ul style="list-style-type: none"> • New area identified in the strategy and JSNA where there are gaps in support 	<ul style="list-style-type: none"> • Work with Children and Families services and parent carers to establish needs and support required • Work with Notts Parent Carers and Rainbow Parent Carers Forum
Support for carers of people who are coming to the end of their life	<ul style="list-style-type: none"> • Ensure we are connecting carers to wider support, and to provide support after their caring role has ended 	<ul style="list-style-type: none"> • Work with MacMillan, Continuing Healthcare (End of Life pathway) and Hospices across Notts • Links established through ICS steering group and programme board
Identifying and supporting under-represented voices from minority groups and communities	<ul style="list-style-type: none"> • Need to reach out to under-represented voices and carry out further coproduction on support • Deaf carers are under-represented and find access to services difficult due to lack of BSL training 	<ul style="list-style-type: none"> • Exploring reach through faith groups, voluntary sector organisations and community leaders • Link with Notts Deaf Society and ASCH teams (ADVIS in County) and local voluntary sector • Access BSL training and translation services (NDS)
Young carers and young adult carers	<ul style="list-style-type: none"> • Building on good work done with schools, need to connect with colleges and universities and support young adult carers as well as raising awareness in the wider community including within health 	<ul style="list-style-type: none"> • Wider young carer awareness and identification is needed and access to the right support for young carers and young adult carers being established • Adopt the newly launched 'No Wrong Doors' approach from Carers Trust

Stories and information



**Nottinghamshire
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Carers Strategy 5 key themes

The top five key themes identified are:



1

Accessing the right support for the cared for



2

Access to relevant and appropriate information, advice and guidance



3

Access to short breaks or replacement care to get a break from caring



4

Support for carer health and wellbeing - both mental and physical

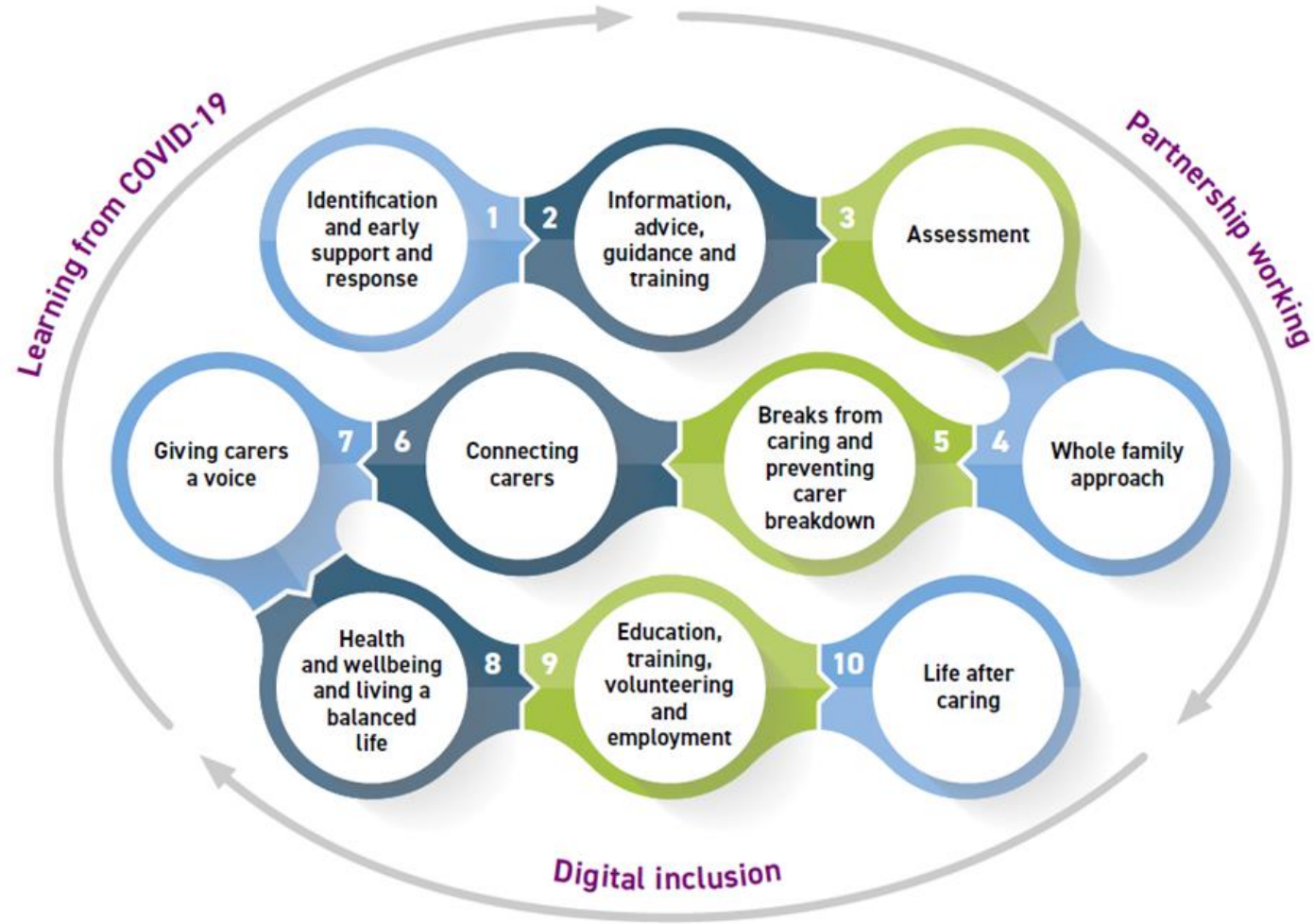


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Being listened to and being able to access good communication and information from health and social care providers



Ambitions



Our vision and principles

'Our vision is to support and work in true and active partnership with carers and their families for them to achieve healthy, balanced lives, to give them the confidence that they will be supported in a fair, respected and honest way by all the agencies they come into contact with.'

The following principles will underpin the work that we do to support carers, and from these detailed action plans will be created to identify the specific things that will develop our services further.

Our principles are:

- 1 To work in a way that is tailored to each carer to meet their needs and support their health and wellbeing and maintain their independence
- 2 To reduce isolation and health inequalities by improving access to carers who are 'seldom heard' or who are from minority ethnic groups
- 3 To ensure carers have a voice, that they are listened to and are treated with respect as people with lived experience in carer support
- 4 To improve the lives of all carers by everyone working together
- 5 To identify and support carers as early as possible
- 6 To provide the right support across the health and social care system to meet the needs of all carers and the people they care for by delivering high quality services
- 7 To make best use of available resources in supporting carers across the health and social care system





Carers story

- Gentleman 60year old attend a group support session and wanted information to help him with fuel poverty.
- He is caring for his two children who have learning disability and working part time. Wife also has some health needs.
- Gentleman discussed that he was worried about the raising prices for energy /food/clothing.
- He was managing to pay bills but worried if the price would keep raising how he would manage. He discussed that this was having an impact on his mental health and his caring role.
- Carer received direct support from Nottingham Energy Service around how they could support with his utility bills and reducing the amount he was paying.
- Home referral service from Nottingham Energy Service which looks at how to update insulation in the property – carer was able to get wall insulation.
- Carer received food vouchers to support with shopping.
- Referral into benefit advice for a full benefit check
- Carer was able to talk about his worries and receive information which supported his well-being/mental health
- Carer received a warm pack.
- Information on carer support groups



Carers story



- Carer aged 56 was referred by (Health Liaison Worker) at the Newgate Medical Centre carers event, after the carer expressed that they were struggling in their caring role and needed support.
- The carer is the primary carer for both their mother and father who both have been diagnosed with Dementia. The father is still deemed to have capacity and mother does not, they continue to live independently at their own home. The carer works full time alongside their caring role and has their own family. Because of the current situation the carer has started to work from home at the parents' residence, but the carer is finding it difficult to manage working and caring full time.
- Carers hub completed a home visit to do a joint assessment with Alzheimer's society. It was identified during the visit that the carer would be placed in Tier 3 for high intensive support. An action plan was agreed, and the following services and resources were sent with consent from the carer:
 - Tu Vida Respite referral – to help the carer spend some time with their own family.
 - Big difference scheme- the carer is constantly doing washing and the costs are adding up, under this scheme the carer may receive discounted water rates.
 - Emergency action plan- to encourage the carer to think about emergency situations and putting measures in place.
 - Emergency carers card- information was sent on how to apply for the card
 - Priority service register- to ensure the safety of the cared for.
 - How to find a PA (county) – to help relieve the carer of their current role, so they can continue to work and spend time with their family.
 - Rosekel- to help explain what a PA is and how to establish one.
 - Sunflower lanyards- this was sent as the cared for are still able to live independently and complete tasks unsupervised, this will help people out in the community identify their disability.



Young carers – Zac’s story

Zac is nine years old. He is a regular at the events and activities we put on and has helped to care for his brother, Jacob, since he was five.

Aged just two, Jacob fell poorly suddenly. A twisted small bowel and sepsis led to Jacob ending up losing all but 5cm of his small bowel. 18 months later, Jacob had a successful bowel transplant. Now seven, Jacob is doing well, and the transplant has been successful. He has a programme of medication that he needs to follow every day alongside a strict diet. Zac helps Jacob to keep up with his medication and diet in school, at events, and during days out.

Zac’s mum, Louise, explains how he helps his brother: “Leading up to and after Jacob’s transplant, Zac was amazing – he provided emotional support to Jacob, chatting to him and holding his hand during blood tests or when he was having his stoma bag seen to. At school he keeps an eye on what his brother is eating and drinking and when they visit their grandmother, Zac knows what medication Jacob needs and when, and what he shouldn’t eat, even if he wants to! In many ways he is Jacob’s voice. He’s taken on that responsibility for his little brother.

“Young Carers Notts gives Zac the chance to be himself and be around other kids, having fun. Since he’s started using the service, he’s definitely more positive in himself, and that’s massive. He knows how much he is valued at home, and I want to make sure he has the chance to do the things most nine-year-olds get to do.”



Young Carers – Romany's Story

Romany, 12, cares for her dad who has a terminal illness.

Her care role has changed and adapted over time, and she supports the whole family with day-to-day tasks like cooking, cleaning, and walking the dog along with helping her dad.

Romany helps her dad shower, get dressed and administers his medication. It's a daily juggling act alongside her school life and the pressures that come with that.

Romany's mum, Jody, says without Romany's help, the family would be 'totally lost': "It's been a tough time. Romany's dad's illness has been tough on all of us and there are times when my mental health goes downhill – that's when Romany really steps up and takes on the extra responsibility which I know is tough on her. She has her schoolwork and I know she's missing out on seeing her friends and a social life. She is an adult in a child's body really.

"But the Young Carers Notts service has been amazing. She loves attending the events they put on as it's a chance for her to just be a child and have time for herself for a few hours. She has made a couple of good friends there too – other young people who are carers. It's a great service."



Young Carers Impact

National Impact

A year 11 student who attends Retford Oaks Academy (ROA) has been instrumental in helping the Carers Trust in influencing Government, politicians and educationalists in highlighting the need for support of young carers nationally. This has been achieved by the close liaison between NCA, ROA and the Carers Trust. He was part of the group of young carers from across the country whose actions culminated in the handing in a letter to No 10 Downing Street for the attention of the Prime Minister. They were also fundamental in the gathering of information for the publication of the All-Parliamentary Group for Young Carers and Young Adult Carers report (APPG) on Life Opportunities. A hugely significant report and a first of its kind. The group were invited to attend the House of Lords launch of this report.



Impact of engagement work

Inspire

- In December a renewal of the Carer Friendly Organisation Quality Mark for 2023-24 was presented to Inspire, as they have continued to be proactive with supporting Carers within their services. Inspire delivers culture, learning and libraries on behalf of Nottinghamshire County Council and have been working with Nottinghamshire Carers Association (NCA) in support of Carers for nearly 2 years. Last year they were awarded their first Quality Mark for all the support and adjustment they put in place to support Carers who access their services.
- They currently offer carers:
 - ◦ Flexibility with charges if books become overdue for Carers.
 - ◦ The 'Reading Well' collection, which contains books of interest to Carers.
 - ◦ a Carers Champion, to support carers within their services and to keep information up to date – This is Ann Penn (Principal Librarian for Resources and Information)
- Inspire have continued to work with the Engagement and Promotion Service, and have been extremely supportive of Carers and have been happy to be involved with a variety of initiatives to raise awareness, including national Carers Week and national Health Information week.

PICS

- The Primary Integrated Community Services (PICS) were awarded the 'Carer Friendly Organisation Quality Mark 2023'. This was in recognition of their commitment to carers across all their services. An event was held to celebrate their award and for the 'strong partnership working' between NCA and PICS. The event also celebrated the role of Carer Champions in general practice, and particularly the medical practices owned by PICS. PICS social prescribing team and care navigator teams both earned our carer friendly awards. They made our NCA carer awareness training part of their induction for new staff and we had over 50 PICS staff book on and complete the training during the time we started working with them.

Awareness raising impact

A review was carried out with Holgate Academy to look at the progress made since starting to work with us previously in the year. They have seen a visible culture of awareness and support for young carers within the academy and identified nearly 50 young carers. They have introduced class chats to embrace the schools ethos of care, respect and support, put a young carers lead in place, completed the school census, sent out a parent/student questionnaire, RAG rated those they felt were young carers with need, started to run a young carers club, put up the NCA young carer posters, developed a young carer display board, included young carer information on inset days and assemblies, have got local councillors involved, developed a first aid course for young carers and they have attended carers trust webinars and are in the process of developing a room for young carers. They have also produced a young carer policy which is being worked on at trust level so that it will be the same for all schools in the trust. Due to all the brilliant work they have implemented they were awarded the carer friendly award from us and they publicised this on their website.