



# **Caring for Carers**

Councillor Joyce Bosnjak



**Nottinghamshire  
County Council**



# Caring for Carers - together

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Nottinghamshire County Council**

**Hazel Buchanan, Director of  
Operations, Nottingham North & East  
Clinical Commissioning Group (CCG)**

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## Carers in Nottinghamshire

**2001 census = 83,181**

**2011 census = 90,698 carers**

**57,426 caring between 1-19 hours per week (63%)**

**11,592 caring between 20-49 hours per week (13%)**

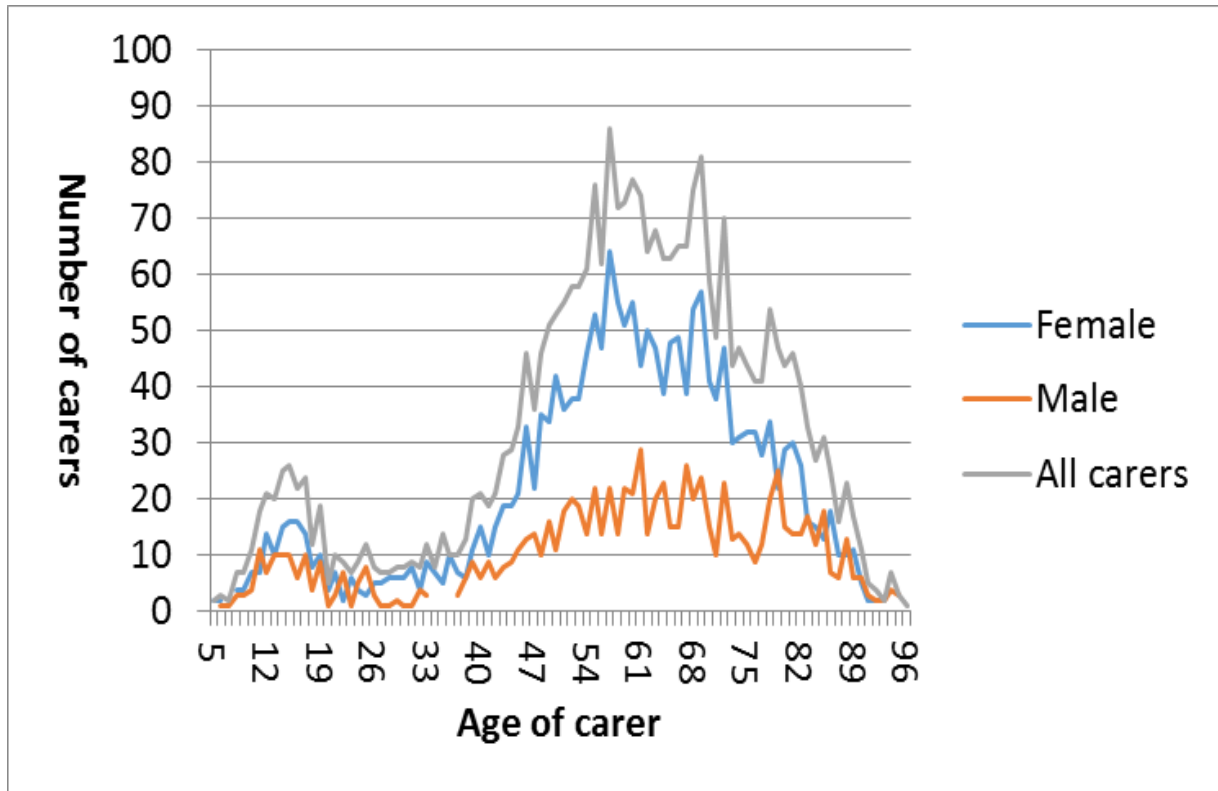
**21,680 caring over 50 hours per week (24%)**

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# What do we know about identified carers?

## Profile of carers supported by Nottinghamshire County Council



67% of carers are female

53% of carers are of working age (18 - 64)

5% of carers are 85 and over

- 53% of these are female

94% are white  
3% carers are from black & minority ethnic groups



## How decisions are made

### **Involving carers and partners through...**

- Carers Implementation Group
- Visiting Carer Groups
- Carers Survey
- Carer voice through staff

### **Informing recommendations for ...**

- Carers Commissioning Forum (NHS and County Council )
  - Better Care Fund
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## Spending on support for carers

**Nottinghamshire County Council spends £3.1 million on carers.**

**Local CCGs spend £800k on carers.**

### **Better Care Fund 2016-17 funds:**

1. Carers Support Service (joint funded with NCC)
  2. Nottinghamshire Carers Hub (joint funded with NCC)
  3. 'Compass' Dementia Service
  4. 'Pathways' End of Life service for carers
  5. Carers Personal Health Budgets to access NHS Carers Breaks
  6. Carers Information Pack
  7. Training for carers
  8. Young Carers pilot projects
  9. Carer Champions in GP practices
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## Information and advice:

- **Carers Information Pack**
- **Notts Help Yourself**
- **Carers Support Service**
- **Carers Champions in GP surgeries**
- **Nottinghamshire Carers Hub**

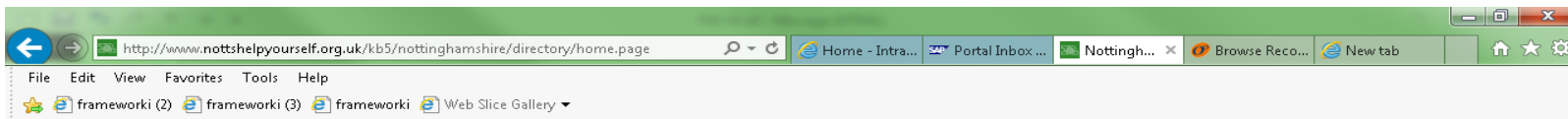




**Carer Display at  
local Practice  
with details of  
Carer Champion**







Accessibility

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## Nottinghamshire Help Yourself

My List 0

Home Search What's On A to Z List About Us Contact Us Feedback Sign In / Register

The Nottinghamshire Help Yourself site is a partnership between health, the voluntary sector and Nottinghamshire County Council to bring information and advice together in one central place - so people can find the information they need easily. If you need help using the site or accessing information click on [this link](#).

Search  by  and

### Find services by Subject



Childcare



Education, training  
and work



Financial and legal  
advice



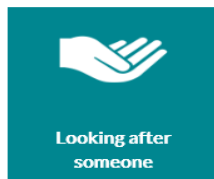
Health and self care



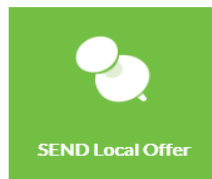
Help in your home  
and community



Housing needs



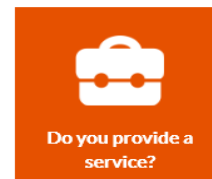
Looking after  
someone



SEND Local Offer



Things to do in the  
community



Do you provide a  
service?

### Additional Services

Personal Assistant Network

Equipment & Living Aids



# 'Inspire' Libraries in Nottinghamshire

- **Home Library Service**
- **Health Hubs**
- **Reading Well Books on Prescription**
- **Reading Well Books on Prescription for Dementia**
- **Memory Lane Bags**
- **Reading, arts, local history and learning activities**
- **Books**
- **Electronic resources**

Contact Ask Libraries on 01623 664943 [ask.libraries@inspireculture.org.uk](mailto:ask.libraries@inspireculture.org.uk)

Visit the online library catalogue at [https://emlib.ent.sirsiidynix.net.uk/client/en\\_GB/nelib](https://emlib.ent.sirsiidynix.net.uk/client/en_GB/nelib)

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Historically...

**Carers were given face to face  
appointment at home, with  
information and advice and often a  
carer's assessment.**

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## Now...Carer's Assessment

- **Online** – convenient for the carer, who can describe the impact of caring in their own words, whenever they choose
  - **By phone** – less intrusive and less time consuming
  - **Social Care clinics** – less intrusive and near to carer's home
  - **Face to face** – carer choice / any communication issues
- 



# Carers Support Service

- **6 Community Care Officers based at the Customer Services Centre**
    - Carer's assessments & reviews over telephone
    - Assess eligibility
    - Advice & information to carers and signpost to voluntary and statutory in the community e.g. Carers Hub
    - NHS Carers' breaks funded by local Clinical Commissioning Groups
    - Carers' Personal Budget
    - Carers' emergency card
    - Bespoke information pack of resources available locally
    - Online carers' assessments
    - Clinics in the community
-

# Nottinghamshire Carers Hub

- Information, advice & guidance
- Signposting to other organisations
- Short break accommodation \*
- Access to carers support groups \*
- Free access to local leisure, health & wellbeing facilities \*
- Access to carers breaks
- Free training and caring support
- Carers 'Smart' benefits and discounts \*
- Carers Grants \*
- Peer support \*



The feedback card features the Nottinghamshire Carers Hub logo (a speech bubble with 'hub' inside) and logos for CarerTrust and Nottinghamshire County Council. It includes the NHS logo and the text 'funded by Nottinghamshire County Council'.

**Nottinghamshire Carers Hub**

**How are we doing?**

We want you to have the best possible experience of using the Nottinghamshire Carers Hub and this feedback card is a way of gathering your thoughts so we can continually review our service.

Your feedback is important to us. It will help us to understand what you think of the support we provide to carers, what you like and what you think we could improve. Your input will not only help us to make changes that ensure the service is as good as it can be now, but will also help shape future services to carers.

If you'd prefer to give your comments anonymously, then please do so. If you do provide your contact details, then we might get in touch so we can better understand your views.



[www.carerstrustem.org/hub](http://www.carerstrustem.org/hub)  
[hub@carerstrustem.org](mailto:hub@carerstrustem.org)



# Reaching All Carers: Gaps identified and Next Steps

- Aim: to reach out to all carers within Nottinghamshire
- Identified 15 groups in total
- Focus of project to identify 'seldom heard' carers, & issues & barriers
- Nottingham Trent University undertaking research

## Next Steps

- Gaps to be identified in support or services
  - New/different or amended services to meet needs of 'seldom heard' carer groups
  - Market shaping & development
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## Next Steps

### Better Care Fund: new projects 2016-17

- Dementia Service for carers (not accessing Compass Service)
  - Carers with mental health issues
  - Young carers
  - Carers are part of Plan
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## Useful contacts

**Nottinghamshire Carers Hub**

**0115 824 8824**

**[www.carerstrustem.org/hub](http://www.carerstrustem.org/hub)**

**Nottinghamshire County Council**

**0300 500 80 80**

**[www.nottinghamshire.gov.uk/](http://www.nottinghamshire.gov.uk/)**

**[www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)**

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Thank you.  
Any questions?

