

NHS and ADASS - Supporting carers in the West Midlands

Presented at Faith, Health and Wellbeing seminar 15 November 2016



Who do we mean by carers?

- Carers are those who support relatives, friends or neighbours who could not manage without their support
- This definition does not include paid care workers or those who provide support as a volunteer for an organisation
- In the 2011 Census around 10-11% of adult respondents identified themselves as having a caring role. There are significant numbers of young carers but peak age of caring is around 40-65..but that age range is moving upwards...
- Distributed more or less equally across all geographical and ethnic communities
- It is estimated that around 1 in 6 people in any workforce combines provision of unpaid care in addition with full or part time employment
- Carers are our 'partners in care' – carers not only need our support but also have valuable expertise of their own



Carers and the Care Act

- Care Act applies mostly to adults and to adults who care for adults but also applies those 'in transition' from children to adult services including young carers
- (Note Children and Families Act gives similar rights to carers of children and to younger carers)
- All parts of Care Act apply equally to adults and to carers
- Underpinning duty to consider people's wellbeing
- Duty to maintain an Information and Advice service
- New rights to independent advocacy
- National eligibility criteria for adults and carers
- Assessed eligible needs **must** be met but limits on Local Authority duties
- Emphasis on the need to make use of a person's own 'assets'- including their families and communities
- Duties on other agencies in respect of integration and co-operation



ADASS regional commitment to carers

- The 14 West Midlands authorities have all signed up to a regional commitment to support carers. This includes a commitment to closer working with health colleagues
- You can see the commitment and other work carried out across the region to support carers on the [ADASS West Midlands website](#)



Working together

- NHS England and its partners have developed a [toolkit](#) to help health and social care organisations work together to identify assess and support the wellbeing of carers and their families.
- This toolkit covers new duties on NHS organisations brought about by the Care Act 2014 and the Children and Families Act 2014, and includes numerous examples of positive practice that are already making a difference to carers and their families.
- The toolkit also includes a template Memorandum Of Understanding (MOU) that local partners can use to help them work together in supporting Carers of all ages and their families.



Aim of the Toolkit

- The aim of the toolkit is to provide a practical guide to developing and rolling out an integrated approach to the identification, assessment and support of carers' health and wellbeing needs across health and social care
- Includes a resource with many examples of existing good practice – no need for any new policies or strategies!
- We are currently updating the resource to include many more examples of existing good practice across the region
- There is a template memorandum of understanding to support joint working. The toolkit recommends that Health and Wellbeing Boards are best placed to co-ordinate sign up of local authorities and health organisations



NHS Toolkit - 7 principles

- We will support identification, recognition & registration of carers in primary care
- Carers will have their support needs assessed and will receive an integrated package of support to maintain and/or improve their physical and mental health.
- Carers will be empowered to make choices about their caring role and access appropriate services and support for them and for the person they look after
- The staff of partners to this agreement will be aware of the needs of carers and of their value to our communities
- Carers will be supported by information sharing between health, social care, carer support organisations and other partners to this agreement.
- Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.
- The support needs of carers who are more vulnerable or at key transition points are identified early.



What works well in supporting carers –some examples

- Robust and appropriate referral procedures
- Carer Awareness Training
- Information Boards and books
- Recognising carers' expertise
- Hospital and GP link workers for carers
- Carers champions
- Carers 'surgeries'
- Health checks for carers
- Flexible appointments
- Training in providing good care
- Being treated as part of the 'team'
- Involving carers in staff training
- Social prescriptions
- Health trainers
- Carers help to design services



WM Health Education England

- HEE has agreed to host the local good practice resource on their website
- Building support for carers into training for staff
- Recognising carers' training needs as part of the wider health and social care workforce
- Close involvement in Integrated Care work stream
- Promotion of the role of carers in supporting self care



Support for carers in Birmingham and Solihull

[Birmingham City Council](#)

[Birmingham Carers Hub](#)

[Solihull Council](#)

[Solihull Carers Centre](#)

[Birmingham and Solihull Mental Health Trust](#)



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