

## HEALTH AND WELLBEING BOARD

16<sup>th</sup> November 2017

### COMMITMENT TO CARERS: THE CARERS' VOICE

**Responsible Officer** Val Cross, Health and Wellbeing Officer  
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#### 1. Summary

- 1.1 During 2016/17, a group of carers and health and social care professionals formed a Network across Shropshire and Telford and Wrekin in order to collect and analyse carers' experiences through their own stories.
- 1.2 Four carer categories were reviewed during the project, which were; dementia, young carers, parent carers and forensic carers. In May this year. A report was written and conference followed. The detailed report can be found on the NHS England's regional web site: <https://www.england.nhs.uk/mids-east/our-work/commitment-to-carers-the-carers-voice/>
- 1.3 Outcomes of the report and conference have been mapped against respective strategies and action plans. This has been reviewed and agreed by both Shropshire and Telford and Wrekin Family Carers Partnership Boards. Work has taken to place to align strategy and action plans with the outcomes
- 1.4 Measures are now in place for both Local Authorities to work collaboratively

#### 2. Recommendations

That the Board supports this joint approach between Shropshire and T & W Local Authorities, and commits to taking the Carers Voice project forward.

### REPORT

#### 3. The Carer Voice Project

- 3.1 During 2016/17, a group of carers and health and social care professionals formed a Network across Shropshire and Telford and Wrekin in order to collect and analyse carers' experiences through their own stories.
- 3.2 The aim was to identify if, through the stories received, improvements across the health and social care locally and nationally could be identified to support carer's needs.
- 3.3 This project was facilitated by NHS England as a pilot and the outcome of the project was presented at the Commitment to Carers: The Carers' Voice Conference held on 25<sup>th</sup> May 2017.

3.4 There were four carer categories that were reviewed during the project:

- 3.4.1 **Dementia:** Signs and symptoms; Diagnosis and referral; Carer support; progression of condition; carer stress
- 3.4.2 **Young Carers:** Accessing support; Awareness of young carers; Young carer identity; Young carers support
- 3.4.3 **Parent Carers:** Communication; Transition between services; Assessment and treatment; Advanced planning
- 3.4.4 **Forensic Carers:** Listen to forensic carers; Better training; Easily available help (Criminal Justice System); Addressing concerns

The stories received were analysed by Staffordshire University who produced a report detailing the findings. .

- 3.5 To identify recommendations, a workshop was held with members of the Network who discussed the report and agreed in co-production, the recommendations they considered were important to take forward on behalf of the Carers. Please see Appendix A for a summary of the key themes

#### 4. Next Steps

- 4.1 Network members wanted to share the work they had done and the recommendations identified with other Commissioners, Providers and Carers in order to help them understand the needs of their carers.
- 4.2 Members of the Network wanted to ensure that actions were identified and a commitment would be made to carers in order to progress this work.
- 4.3 Outcomes of the report and conference have been mapped against respective strategies and action plans. This has been reviewed and agreed by both Shropshire and Telford and Wrekin Family Carers Partnership Boards. Work has taken to place to align strategy and action plans with the outcomes.
- 4.4 Co-production will be facilitated via Family Carer Partnership Boards (FCPB) and other local mechanisms. For example Making it Real (MiR) Advisory Groups.
- 4.5 Associated Carers Leads and Chair of T&W and Shropshire FCPB will meet on a quarterly basis.
- 4.6 Respective authorities will ask their Health and Wellbeing Boards to commit to taking the Carers Voice project forward. A proposal has been developed and shared with NHS England which includes:
  - 4.6.1 Producing quarterly updates for T&W and Shropshire carers newsletters/webpages. Through social media, including Twitter (accessing existing accounts e.g. @Shropshire Together, @Shropshire Choice and our respective Carer Centre etc. with Healthwatch leading and everyone else re-tweeting, using the identifiable 'hashtag' #CarersVoice, which we agreed at the meeting would be a good communication mechanism.
  - 4.6.2 Bringing together a collective voice of carer representatives
  - 4.6.3 Co deliver a conference in 2018, with support from both Local Authorities and other associates such as Carers Centres.

4.7 As part of the commitment to work collaboratively, we have:

- 4.7.1 Produced a video sharing young carers experience
- 4.7.2 Produced a bookmark and poster (Please see Appendix B) which aim to raise awareness of what being a carer means, particularly to those who may not recognise themselves as one, as they see this as part of being a partner/friend/neighbour etc. This contains signposting information to the respective Carer Centres.
- 4.7.3 The bookmarks were inserted into pharmacy prescription bags to coincide with Carers Week in June this year. These have also been distributed to local libraries, into the local community via The Carers Centre and Community Enablement Teams and through Royal Shrewsbury Hospital and Princess Royal Hospital pharmacies.
- 4.7.4 Other partners such as South Staffordshire and Shropshire NHS foundation Trust have asked to use the template and add their own logo, which has been agreed.

## 5 Conclusion

5.1 'Carer Voice' will enhance ongoing work for Shropshire and Telford & Wrekin carers

## 6 Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

There are no Human Rights, Environmental Consequences, Community or Equality issues identified. This joint approach to the Carer Voice project aims to help enhance the visibility and needs of carers in the communities they live in.

Risk Assessment has identified no potential threats.

## 7 Financial Implications

Any financial implications will include the follow up 'Carer Voice' conference next year, which NHS England will be approached to finance or part finance.

<b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b>
<b>Cabinet Member (Portfolio Holder)</b> Cllr. Lee Chapman
<b>Local Member</b>
<b>Appendices</b> <b>Appendix A</b> Key themes identified from Carers Voice Workshop. <b>Appendix B</b> Image for poster and leaflet

## Appendix A

Key themes identified from Carers Voice Workshop.

Source: *Commitment to Carers: The Carers' Voice, Conference Summary 2017*



## Appendix B

Image for poster and leaflet

# ARE YOU LOOKING AFTER SOMEONE?



**3 in 5 of us will be carers in our lifetime**

## DO YOU...

- Help someone get up and dressed in the morning and prepare for night time?
- Shop, collect prescriptions, remind them to take medication, accompany them to appointments?
- Provide emotional support and be their voice when needed?

### TO FIND ADVICE AND SUPPORT CONTACT:

<b>TELFORD &amp; WREKIN - CARERS CENTRE</b> 01952 240209 <a href="http://www.telfordcarers.org.uk">www.telfordcarers.org.uk</a> <a href="http://www.carersuk.org">www.carersuk.org</a>	<b>SHROPSHIRE - CARERS TRUST 4ALL</b> Carers Support Helpline (office hours): 01743 341995  Carers Emergency calls: 0333 323 1990 (option 1 followed by option 6) <a href="http://www.carerstrust4all.org.uk">www.carerstrust4all.org.uk</a>
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