

Leicestershire County Council Carers Strategy Review Spring/Summer 2021

Priority 1. Carers are identified early and recognised - Building awareness of caring and its diversity			
What we found	What we set out to do	Progress so far	What's ongoing
<p>Carer identification was a key theme.</p> <p>Services that work with carers reported a difficulty in getting carers to recognise themselves as carers.</p> <p>Carers described not accessing support until they reached crisis point as they had not recognised themselves as carers before that point.</p>	<p>Awareness raising</p> <p>Increase general public carer awareness</p> <p>Promoting identification of carers through GPs, pharmacies, housing representatives and staff</p> <p>Co-production of staff training package addressing issues raised by carers through engagement</p>	<ul style="list-style-type: none"> • Completion of initial staff training sessions – content driven by carers • Further sessions planned for key staff to ensure all teams have access to knowledgeable staff member for support around working with carers • Revamp of carers pages on LCC internet pages • Promotion of digital resource (DRC) • Promotion of Employers for Carers (EfC) scheme • GP information packs developed and circulated, have recently been revamped. • General carer awareness eLearning released to all LCC staff across all departments to encourage carer identification and support internally. • General carer awareness eLearning also released through communities website for all districts and community groups to access. 	<ul style="list-style-type: none"> • Ongoing staff training development • Ongoing review of information and use of pages • Continued promotion of DRC & EfC resources

Priority 2. Carers are valued and involved - Caring today and in the future

What we found	What we set out to do	Progress so far	What's ongoing
<p>Carers do not feel supported, valued or empowered in their caring role, often not being kept informed, or not seen as a key partner in care.</p>	<p>Co-production of staff training</p> <p>Increase involvement of carers</p> <p>GP link pack for carers and GP staff</p> <p>Seek carers views during commissioning exercises</p> <p>Hospital discharge packs: develop a joined-up approach to carer involvement</p>	<ul style="list-style-type: none"> • Development of staff training sessions – content driven by carers. Including carers videos using Leicestershire carers. • A group of carers reviewed the services we commission. A carer was also part of the panel that built the specification for the carers support service. • Completion of initial staff training sessions – content driven by carers. To be built into new starter training too. Embedding • Carers reviewed and drove changes made to the carers assessment form which is now a lot shorter and easier to use than before • A GP carers information leaflet was developed with carers and distributed to GP surgeries. Has since been re-vamped. 	<ul style="list-style-type: none"> • Further staff training • Ensuring carers are involved as a matter of course • Ongoing work with hospital teams regarding discharge

Priority 3. Carers Are Informed - Carers receive easily accessible, appropriate information, advice and signposting

What we found	What we set out to do	Progress so far	What's ongoing
<p>There was recognition through engagement that information about carer issues was difficult to find and carers needed to actively seek out support and information rather than it being offered.</p>	<p>Review of information and advice provided to carers – use of CDG meetings to ensure consistent approach to information and advice within LLR across organisations, teams and resources</p> <p>Ensure staff are appropriately trained and are aware of the local carers offer, and how to access it</p> <p>Carers to be made aware they are able to use the advocacy services available. Through updated staff guidance and information and advice available</p>	<ul style="list-style-type: none"> • Carers Delivery group work together to drive a consistent approach to carers across the LLR. • Completion of initial staff training sessions – content driven by carers • The advocacy contract refresh contained a specific reference to carers ability to access the support offered. • Launch of the carers passport scheme, to prompt information provision when recognised. 	<ul style="list-style-type: none"> • Further sessions planned for key staff to ensure all teams have access to knowledgeable staff member for support around working with carers. • Consider best communication pathways particularly in light of the COVID-19 pandemic.

Priority 4. Carer Friendly Communities			
What we found	What we set out to do	Progress so far	What's ongoing
<p>Feedback included carers wanting services and support available “in smaller pockets within localities as access to services is often difficult due to the obscure shape of the localities”.</p> <p>Other feedback from carers included “help should be offered rather than having to ask for it”</p> <p>Those in minority or geographically isolated groups need support too.</p>	<p>Work with local communities to aid early identification of carers and promotion of carer awareness.</p> <p>Working alongside broader partners, district councils, educational services, parish councils and across the voluntary sector</p> <p>Carers Passports in communities and employment</p> <p>Encourage / support growth of new carer support groups in localities and hard to reach communities</p>	<ul style="list-style-type: none"> • Housing Services Partnership receives updates on strategy progress • Carers Awareness eLearning released on communities website to allow use by external partners, district, parish councils and voluntary sector • Launch of Carers Passport – aid carer recognition in communities 	<ul style="list-style-type: none"> • Staff training being extended to Local Area Coordinators • Capacity to support local initiative development

Priority 5. Carers have a life alongside caring – Health, employment and financial wellbeing

What we found	What we set out to do	Progress so far	What's ongoing
<p>Carers feel their caring role is not valued at work and flexibility was a key factor in the ability to continue to work</p> <p>Carers cite financial worries as one of their biggest concerns.</p> <p>Carers highlighted that they often neglect their own health and wellbeing</p> <p>Carers also felt respite was essential to enable them to continue within their caring role.</p>	<p>As employers themselves, partners will review their carer friendly policies and aim to set a good example to others.</p> <p>The assessment process will consider the use of flexible and responsive respite provision to enable carers to have a break, including short breaks to families with a child with Special Educational Needs and Disability.</p> <p>Identification of specific benefits and finance advice for carers</p>	<ul style="list-style-type: none"> • Developed a new internal policy to support working carers • Promoted resources to support internal working carers, including internal carers passport scheme My Profile • Promoted the Employers for Carers (EfC) umbrella membership • Reviewed access to short breaks and respite for carers • Joined CareFree for Carers – organisation that provides carer breaks • Revamp of carers pages on LCC internet pages includes page on finance and benefits for carers 	<ul style="list-style-type: none"> • Continued promotion of EfC • Launch of CareFree for carers stalled due to COVID-19 • Carers breaks provision still under review • Ongoing review of information and use of web pages

Priority 6. Carers and the impact of Technology Products and the living space

What we found	What we set out to do	Progress so far	What's ongoing
<p>Home environment plays a key part in enabling a carer to undertake their caring role. A carer's perspective should be considered throughout relevant assessment processes. Although most workers would consult carers and some positive feedback was received the approach was not consistent.</p> <p>Across LLR local authorities do not hold enough information on carers and their tenure status.</p> <p>Some Leicestershire carers found equipment often took a long time to be acquired due to the longevity and inconsistency in processes followed, having a real impact on their ability to care.</p>	<p>Raising awareness of the issues facing carers within housing, equipment and adaptations</p> <p>Gather more information on carers and tenure status</p> <p>Implementation of Lightbulb project</p> <p>Work with district councils to provide consistent housing message</p> <p>Provision of carer training to housing staff</p>	<ul style="list-style-type: none"> • Representation on the Housing Partnership Board • Lightbulb staff received carer awareness training to support them in identifying and supporting carers • Carer awareness training has been circulated to the housing partnership group via the communities website. 	<ul style="list-style-type: none"> • Carers and Tenure work outstanding needs specific project • SCIP team looking at consistency on approach across districts

Priority 7. Carers can access the right support at the right time - Services and Systems that work for carers

What we found	What we set out to do	Progress so far	What's ongoing
<p>Carers wanted to receive support that recognised their individual circumstances, and sometimes needed support to navigate through the system.</p> <p>Throughout all engagement work carers felt access to services was challenging due to lack of integration (with the exception of many carers based in Rutland) and felt the services they received were often disjointed due to interdepartmental transfers or change in funding streams.</p> <p>Some carers felt confused about which organisation is responsible for what, and felt health and social care should work better together.</p>	<p>Assessments will take a strength-based approach</p> <p>Each partner will look at its carer's pathway to reduce the potential for a disjointed approach.</p> <p>Review of carers offer</p> <p>Carers skills development project.</p> <p>Develop consistent offer and promote good practice with Occupational Therapy teams</p>	<ul style="list-style-type: none"> • Staff Training • LLR Carers Delivery Group works together to try and reduce disjointed approach • Streamlined carers assessment form • New portal online application system • New dedicated carers team within CSC – recently increased to 5 team members • Team training session ran with occupational therapy team 	<ul style="list-style-type: none"> • Ongoing use of Carers Delivery Group (CDG) • Carers skills training still being explored • Ongoing communications with OT's • Ongoing review of support offer

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Priority 8. Supporting Young Carers			
What we found	What we set out to do	Progress so far	What's ongoing
<p>Young carers identified the need for services to be more integrated. This is particularly significant at the point of transition from children to adult services.</p> <p>Young Carers say they often miss education due to their caring responsibilities; this can impact on them when it comes to employment.</p> <p>Young carers identified the need to be 'young people' rather than in the carer role all the time, leading to the need for 'time off' or respite time.</p> <p>Young adult carers should have the same opportunities to access education, employment and training as their peers.</p>	<p>Adult and children's health and social care teams will work to identify and be aware of young carers</p> <p>All partners will take the needs of young carers into account in planning and assessment processes particularly in relation to how the care needs of adults impact on them.</p> <p>Health and social care processes will take a whole family approach to include referrals being made to early help or specialist commissioned services for a statutory assessment of their needs or provide signposting information</p> <p>Recognise and address the difficulties around accessing education, employment and training for young carers during transition periods.</p> <p>Educational establishments will acknowledge they may be the first point</p>	<ul style="list-style-type: none"> • Training for adult social care staff included, identification of young carers, referral routes for support and consideration of whole family approach • Transition team have carers champion rep. 	

	<p>of contact for young carers and their parents and can respond appropriately</p> <p>Using a whole family approach, develop and promote transition assessments for young adult carers approaching 18 that identify and support the young carers wish to engage with education, employment and training.</p>		
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