

Have your say on the refreshed Leicester, Leicestershire and Rutland draft Joint Carers Strategy 2022 - 2025

Recognising, valuing and supporting carers in
Leicester, Leicestershire and Rutland

Tell us how this might affect you

Online: www.leicestershire.gov.uk/carers-strategy

For general enquiries or comments about this consultation
phone **0116 305 0232** or email ascengage@leics.gov.uk

Public consultation: Please submit your views by midnight on **17 JULY 2022**

Introduction

During the COVID-19 pandemic the number of carers in the UK increased by 4.5 million to over 13 million, it is anticipated that post pandemic the figure will drop, however it is unlikely to return to its Pre-COVID figure of 9.1 million.

In Leicestershire we estimate there are around 100,000 carers. We await the latest census data to confirm the figure.

Looking after a person that you care about is something that many of us want to do. Caring can be very rewarding, helping a person develop or re-learn skills, or simply helping to make sure your loved one is as well and supported as they can be.

The draft Joint Carers Strategy 2022-2025 sets out a shared vision and priorities for recognising, valuing and supporting carers by Leicester City Council, Leicestershire County Council, Rutland County Council and the Clinical Commissioning Groups (CCGs) for Leicester, Leicestershire and Rutland.

The strategy reflects recent legislation and national guidance with regards to the role and duties of Local Authorities and NHS bodies towards carers. The strategy also seeks to respond to the issues related to caring that have been highlighted locally and set out how the partners signed up to this strategy will work together to address these.

You may recall last year we asked for your help to review the carers strategy and provide information on key areas important to you. The responses we received highlighted which priorities people feel are important within the strategy, and what areas require further focus.

Identification of carers remained a key theme, as lack of identification creates barriers to accessing appropriate advice, information and support and being recognised and valued.

We also responded to comments regarding the definition of “who is a carer?” and worked with local carers to put together the text around the definition to support identification of carers. We hope this allows carers to easily recognise themselves and allow others to help them self-identify.

There are 8 key priorities to support carers across Leicester, Leicestershire and Rutland to continue in their caring role and to maintain their own health and wellbeing.

The strategy describes our partnership actions for each priority and we want to know your views on these: this feedback will be used to further develop our detailed action plans which will support the Joint Carers Strategy.

Further information on the engagement work and the proposals in the draft Joint Carers Strategy 2022-2025 can be viewed at www.leicestershire.gov.uk/carers-strategy

Who is a carer?

'We would describe a carer as anyone who supports and cares, unpaid, for a family member or friend living with a disability, long-term illness, substance misuse or a mental health need, who would not manage without their help.'

This definition was developed from feedback from our local carers, who also feel it is important that we acknowledge the following factors:

- That a carer does not always live with the person they care for
- That a caring role should not be defined by the number of hours they provide care
- That the carer could be caring for their son, daughter, husband, wife, mother, or father, but that this list is not exhaustive, and the relationship between the carer and the person may also extend beyond traditional family roles
- Sometimes a carer can be caring for more than one person, across differing generations
- Carers may also receive support from a carer themselves
- Receipt of a carers allowance does not mean that they are in a paid carer role
- The carer can be any age; Adult carer over the age of 18, parent carer who provides care to a child or an adult, young carers under the age of 18 and young adult carers who are aged between 18 and 25 years

What is the council consulting on?

We are consulting and seeking feedback on the refreshed Joint Carers Strategy 2022-2025 and Leicestershire's action plan. We are seeking feedback about our priorities and our commitments in relation to those priorities.

Guiding Principles

The strategy is underpinned by a number of guiding principles that reflect both the national and local requirements of carers. These principles have been translated into key priorities and proposed actions.

Carer Identification

We will continue to identify carers of all ages and signpost them to relevant information and services if they require assistance.

PROPOSED ACTIONS:

- Continued promotion and growth of the carers passport scheme.
- Improving access to primary care (services like general practice, community pharmacy, dental, and eye health) and health checks for carers to support them to maintain their own physical/mental health and wellbeing.
- Plans to provide ongoing relationships through the Integrated Care System (the organisations that meet health and care needs across an area), and ensure it is

reaching out to carers across cultures.

- Ensure better Carer identification and consideration of carer needs on admission through to discharge from hospital.
- Use of social media, to raise carer awareness, particularly around Young Carers.

Carers are valued and involved

We will listen to carers and involve them in the development of services that enable them to continue to provide their caring role.

PROPOSED ACTIONS:

- Create an agreed approach for communicating with carers across Leicester Leicestershire and Rutland.
- The Carers Delivery Group (the organisations who are working together on the strategy) will seek to influence the information provided to carers around the differing care pathways across the Integrated Care System (the organisations that meet health and care needs across an area).
- Development of 'You Said We Did' approach – showing that carer voice influences and shapes the design and delivery of our services.
- Create and use a measure of how local health service and its partners are providing joined up, personalised and anticipatory care.
- Ensure that adult services are aware of and include young carers that may be involved in supporting the person receiving care.

Carers are Informed

We will ensure that accurate advice, information and guidance are available to assist carers to navigate health and social care services.

PROPOSED ACTIONS:

- We will ensure carers can access the information they need; in the formats they require
- Refresh of organisations internet pages to ensure information is clear, pages are easy to navigate, and language used isn't "too corporate". Including
 - Information for Young Carers
 - Information on advocacy and getting carers voices heard
- Development of relationships with schools and colleges to improve young carers

awareness.

Carer friendly communities

Communities will be encouraged to support carers

PROPOSED ACTIONS:

- We will ensure that the priorities within the carers strategy are aligned with The Integrated Care Board, People and Communities Strategy 2022/2023
- Continued promotion and growth of the carers passport scheme. Specifically targeting community schemes and groups within neighbourhoods.
- Development of relationships with schools and colleges to improve young carers awareness.

Carers have a life alongside caring

Carers will be supported to maintain their own physical and mental health and wellbeing and encouraged to have a life outside of their caring role.

PROPOSED ACTIONS:

- Ensuring carers have the information they need to keep themselves well.
- Forging robust links with the Mental Health programme of work across the integrated care system to ensure carers needs are recognised.
- Work to improve transition planning with young carers, to consider their future aspirations in terms of college, university, leaving home.
- Continue work with Leicestershire Partnership Trust to develop a Lived Experience Framework. This alongside trust-wide systems and processes will allow for the creation of paid opportunities for those with lived experience whilst developing skills and experience.

Care with Confidence

Supporting carers to feel confident using technology and gadgets that can help them in their caring role.

PROPOSED ACTIONS:

- Ensure carers are informed of technology solutions (Gadgets) that can support them.

- Work to enable carers to be confident using technology/gadgets.
- Help support patients, carers and volunteers to enhance 'supported self-management' particularly of long-term health conditions

Carers can access the right support at the right time

We will respect and promote the needs of carers ensuring they have access to the information they require, support to plan for the future, with processes and carers assessments that consider their needs.

PROPOSED ACTIONS:

- Creating strong links with the Mental Health organisations to ensure carers needs are recognised.
- The Carers Delivery Group (the organisations who are working together on the strategy) will seek to influence the information provided to carers around the differing care pathways across the Integrated Care System (the organisations that meet health and care needs across an area).
- Continued promotion and growth of the carers passport scheme. Specifically targeting Hospital and GP services.
- Ensuring carers are supported to plan for emergencies
- Work alongside LOROS and the Carers Matters Stakeholder group to understand what matters to carers supporting a loved one at the end of life.
- Roll out of Young Carers passport across Leicester, Leicestershire, and Rutland.

Supporting Young Carers

Young Carers needs will be considered, across organisations, including their health wellbeing and aspirations.

PROPOSED ACTIONS:

- Developing young carer support that acknowledges young carers miss out on childhood & other key activities and supports their mental health where required
- Working with young carers to improve the way that the health system including GP's supports young carers
- Local authorities will work with young carers to ensure that their aspirations of going to college, university, leaving home, are considered as part of their work with young carer services
- Under 11 years support for young carers

Each partner will support these key priorities through their own individual action plans, based around their carers offer.

How will the consultation work?

The consultation begins on 06 June and will end at midnight on 17 July 2022.

There will be a drop in public consultation event at Leicester City Football Club on 28 June 2022, 1.30 - 5.30pm.

To submit your views please fill out the consultation questionnaire and make sure it reaches us by midnight on 17 July 2022 at the latest. The survey is available online at www.leicestershire.gov.uk/carers-strategy.

If you are able to, please complete the questionnaire online as it will save us money. If you need a paper copy of the questionnaire, please call 0116 305 0232

You can send your completed questionnaire to the following freepost address:

LLR Carers Strategy,
Leicestershire County Council,
Have Your Say,
FREEPOST NAT 18685,
Leicester,
LE3 8XR

If you need help to complete the questionnaire or have any questions about the consultation, please call 0116 305 0232 or email ascengage@leics.gov.uk

Please telephone 0116 305 0232 if you would like the information in an alternative format.

What happens next?

After the consultation closes in July, we'll analyse the results and share with cabinet and residents in autumn 2022.

Have your say on the refreshed Leicester, Leicestershire and Rutland draft Joint Carers Strategy 2022-2025

Recognising, valuing and supporting carers in Leicester, Leicestershire and Rutland

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The strategy describes our partnership actions for each priority and we want to know your views on these: this feedback will be used to further develop our detailed action plans which will support the Joint Carers Strategy.

Please read the supporting information provided before completing the survey.

Thank you for your assistance. Your views are important to us.

Please note: Your responses to the main part of the survey, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Your role

Q1 In what role are you responding to this consultation? Please select more than one box if applicable.

- | | |
|---|----------------|
| <input type="checkbox"/> Young carer (aged under 18) | Go to Q4 |
| <input type="checkbox"/> Young adult carer (aged 18-24) | Go to Q4 |
| <input type="checkbox"/> Person who uses social care | Go to Q4 |
| <input type="checkbox"/> Family member/carer of an adult or child who uses social care | Go to Q4 |
| <input type="checkbox"/> Family member/carer of an adult or child who does not use social care | Go to Q4 |
| <input type="checkbox"/> Interested member of the public | Go to Q4 |
| <input type="checkbox"/> Member of council staff | Continue to Q2 |
| <input type="checkbox"/> Employee of a social care provider | Continue to Q2 |
| <input type="checkbox"/> Representative of a voluntary sector organisation or charity | Continue to Q2 |
| <input type="checkbox"/> GP/pharmacist or other healthcare professional | Continue to Q2 |
| <input type="checkbox"/> Other professional/stakeholder, e.g. elected member, council representative, business etc. | Continue to Q2 |
| <input type="checkbox"/> Other (please specify below) | Continue to Q2 |

Please specify 'other'

Q2 If you are a representative of a service provider, voluntary organisation/charity, GP/pharmacist or other professional/stakeholder, please provide your details.

Name:

Role:

Organisation:

Organisation postcode:

This information may be subject to disclosure under the Freedom of Information Act 2000

Q3 Are you providing your organisation's official response to the consultation?

- | | |
|------------------------------|----------|
| <input type="checkbox"/> Yes | Go to Q7 |
| <input type="checkbox"/> No | Go to Q7 |

Q4 Which district do you live in?

- | | |
|--|--|
| <input type="checkbox"/> Blaby | <input type="checkbox"/> Melton |
| <input type="checkbox"/> Charnwood | <input type="checkbox"/> North West Leicestershire |
| <input type="checkbox"/> Harborough | <input type="checkbox"/> Oadby and Wigston |
| <input type="checkbox"/> Hinckley and Bosworth | |

Q5 Are you a current user of a carers service, such as receiving a carer's personal budget, attending a carer's group, or receiving some other specific support for carers?

- Yes
 No
 Don't know

Our draft strategy

Q6 How well, if at all, do you think the draft carers strategy accurately reflects carers issues?

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very well | Fairly well | Not very well | Not at all well | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Why do you say this? Is there anything missing?

The strategy is underpinned by a number of guiding principles that reflect both the national and local requirements of carers. These principles have been translated into key priorities and proposed actions.

Q7 How important, if at all, are the following priorities to you?

	Very important	Fairly important	Not very important	Not at all important	Don't know
Carer identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers are valued and involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer friendly communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers are informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers have a life alongside caring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care with Confidence – Technology and skills supporting you to care effectively”.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers can access the right support at the right time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting young carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 To what extent do you agree or disagree that these are the right priorities?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you say this? Are there any other priorities that should be included in the strategy?

Carers Strategy Consultation 2022 Questionnaire

Q9 To what extent do you agree or disagree with the joint actions proposed to deliver these priorities?

- Strongly agree
- Tend to agree
- Neither agree
nor disagree
- Tend to disagree
- Strongly
disagree
- Don't know

Why do you say this? Are there any other actions that should be included in the strategy?

Q10 Is there anything you particularly **like** about the draft strategy?

Q11 Q10 Is there anything you particularly **like** about the draft strategy?

Q12 Do you have any comments about the Leicestershire County Council draft action plan?



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Q13 What would make the most difference to your life as a carer?

Q14 Do you have any other comments?

Please continue if you are a carer, social care user/ family member of a social care user or an interested member of the public (as identified in Q1). Otherwise, please skip to the instructions at the end of the questionnaire.

About you

We are committed to ensuring that our services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q15 What is your gender identity? Please tick one box only

- Male
 Female
 Other (e.g. pangender, non-binary etc.)

Q16 Is your gender identity the same as the gender you were assigned at birth?

- Yes No

Q17 What was your age on your last birthday? (Please enter your age in numbers not words)

Q18 What is your full postcode? This will allow us to how far people have to travel to access services. It will not identify your house.

Q19 Are you a parent or carer of a young person aged 17 or under?

 Yes

 No

Q20 If yes, what are the ages of the children in your care? Please tick all that apply

 0-4

 5-10

 11-15

 16-17

Q21 Are you a carer of a person aged 18 or over?

 Yes

 No

Q22 Do you have a long-standing illness, disability or infirmity?

 Yes

 No

Q23 If yes, please tell us which condition(s). Please tick one box only.

 A physical impairment or mobility issues (e.g. difficulty using your arms or using a wheelchair or crutches)

 Blindness or severe visual impairment

 A specific learning difficulty (e.g., dyslexia, dyspraxia or AD(H)D)

 Deafness or severe hearing impairment

 A social / communication impairment (e.g. a speech and language impairment or Asperger's syndrome/other autistic spectrum disorder)

 A mental health difficulty (e.g., depression, schizophrenia, or anxiety disorder)

 A long-standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, or epilepsy)

 An impairment, health condition or learning difference that is not listed above

 Prefer not to say

Q24 What is your ethnic group? Please tick one box only.

- | | |
|---|--|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Mixed - White and Black African |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Mixed - White and Asian |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Any other Mixed / Multi Ethnic backgrounds |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> White / Welsh / Scottish / Northern Irish / British |
| <input type="checkbox"/> Any other Asian background | <input type="checkbox"/> Irish |
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> African | <input type="checkbox"/> Any other White background |
| <input type="checkbox"/> Any other Black / African Caribbean background | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Mixed - White and Black Caribbean | <input type="checkbox"/> Any other ethnic group |

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Q25 What is your religion? Please tick one box only

- | | |
|--|---|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Jain |
| <input type="checkbox"/> Bha'i | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian (all denominations) | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Any other religion |

Q26 Which of these activities best describes what you are doing at present?

Please tick one box only

- | | |
|--|--|
| <input type="checkbox"/> Employee in full-time job (30 hours plus per week) | <input type="checkbox"/> Full-time education at school, college or university. |
| <input type="checkbox"/> Employee in part-time job (less than 30 hours per week) | <input type="checkbox"/> Unemployed and available for work |
| <input type="checkbox"/> Self employed full or part-time | <input type="checkbox"/> Permanently sick / disabled |
| <input type="checkbox"/> On a government supported training programme | <input type="checkbox"/> Wholly retired from work |
| | <input type="checkbox"/> Looking after the home |
| | <input type="checkbox"/> Doing something else |

Q27 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation. Please tick one box only

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Other |
| <input type="checkbox"/> Heterosexual / straight | |

Thank you for your assistance. Your views are important to us.

When the consultation closes in April, we will update the strategy taking into account views that have been expressed.

Please return your completed survey to:

LLR Carers Strategy
Consultation
Leicestershire County
Council Have Your Say
FREEPOST NAT 18685
Leicester LE3 8XR

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.