



TRAFFORD
COUNCIL



Trafford Carers, Family and Friends Strategy



2019 - 2022

NHS
Trafford
Clinical Commissioning Group

Contents

Foreword	3
Strategy on a Page	4
Trafford's Vision for Carers	5
Governance, Implementation and Evaluation	7
What We have Already Achieved	8
The National Context	9
The Greater Manchester Context	10
The Local Context	11
Trafford Carers Strategy Action Plan	15
<i>I will be identified as a carer as early as possible, be informed, be respected, be valued and included by health and social care professionals</i>	17
<i>I will have choice and control about my caring role, and will get the personalised support I need as a carer.</i>	18
<i>I will be able to stay healthy and well and my needs and wishes will be recognised and supported.</i>	19
<i>I will be socially connected and not isolated.</i>	20
<i>I will be supported to fulfil my educational and employment potential, and where possible in maintaining employment.</i>	21
<i>If I am a young carer or young adult carer, I will be supported so I am able to thrive and develop educationally, personally and socially, and be protected from excessive or inappropriate caring role</i>	22

Foreword

Many of us, at some point in our lives, will provide unpaid care for a relative, friend or neighbour, helping them to live successfully in their home and community. Often we won't recognise ourselves as a carer: we are family or friends giving a helping hand to those who need it.

Unpaid carers, family or friends play a vital role in the lives of those they care for. They also provide an enormous amount of support to our wider health and wellbeing services, reducing the need for paid support, helping to keep people well for longer, avoiding hospital admissions and enabling speedier discharge. Without the contribution of unpaid carers, the services that we all rely on would be overwhelmed.

It is because we recognise the crucial role played by our carers that we have come together in Trafford to develop this strategy. It focuses on what carers need to support them in their caring role: to be identified, valued and respected; to be able to stay healthy and independent; not to become socially isolated; to maintain employment and achieve wider personal and life goals.

It is particularly important that we support our young carers, to ensure that they are able to enjoy their childhood: to develop, thrive and fulfil their potential.

I hope you will join me in thanking all our carers in Trafford for what they do and what they continue to contribute in improving the daily lives of those they care for.

Together, we can turn Trafford's vision for carers into reality.

**Councillor Judith Lloyd and Councillor Jane Slater,
Executive Member Health, Wellbeing and Equalities**



Strategy on a Page

Trafford Carers Partnership Board alongside our carers will work together to provide carers with the support they require. We believe that all carers have the right to be recognised, respected, valued and supported both in their caring role and as individuals in their own right.

As a carer, I can expect:

I will be identified as a carer as early as possible, be informed, be respected, be valued and included by health and social care professionals.



I will have choice and control about my caring role, and will get the personalised support I need as a carer.



I will be able to stay healthy and well and my needs and wishes will be recognised and supported.



I will be socially connected and not isolated.



I will be supported to fulfil my educational and employment potential, and where possible stay in employment.



If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially; and I will be protected from excessive or inappropriate caring roles.



Aims of the strategy:

- To promote the independence and physical and mental wellbeing of carers and their families
- To empower and support carers to manage their caring roles and have a life outside of caring
- To ensure that all carers receive the right support, at the right time, in the right place, including when caring comes to an end
- To respect the right of all carers to decide and choose in relation to how much care they will provide
- To ensure all 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
- To ensure all carers have access to training & learning to support their caring role



Measures of success:

- Increased levels of satisfaction amongst carers
- Improved quality of life reported by carers
- Increased amount of carers who report they have been included in discussions about the person they care for
- Increased amount of carers who find it easy to find information about services



- Increased amount of carers who report they have as much social contact as they want
- Increased number of carers known to Primary Care services and Carers Centres
- Increased number of young carers known to Young Carer service



Trafford's Vision for Carers

A carer is someone of any age who provides unpaid support to a partner, family member, friend or neighbour to enable them to cope and carry on their day to day life as they could not manage without this help. This could be caring for a child or an adult who requires help due to physical or mental illness, disability, frailty or addiction.

Anyone can become a carer at any age and at any point in their lives: it could be a sudden event or the caring role could develop gradually over time. Caring can be rewarding and fulfilling but it can also be challenging and demanding; some carers may face financial, social and health disadvantages because of their caring role.

Carers are more likely to:

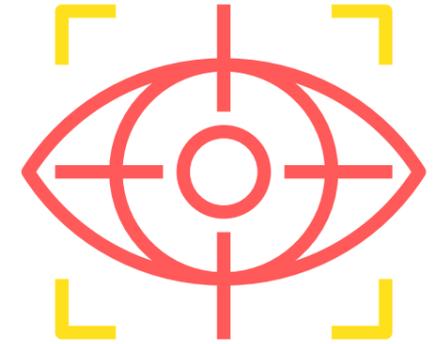
- Struggle to continue to study or work
- Be more unwell than the rest of the population
- Suffer financial hardship
- be lonely and unable to have a social life.

Unpaid carers play a vital role in ensuring that those they care for remain living successfully in our communities and live as good a life as possible. As we live longer and with improving treatment we can expect more and more people in Trafford to require some level of care and support at some point in their lives; this will mean that an increasing number of us will at some point become carers for a partner, family member, friend or neighbour.

Trafford Council, Trafford Clinical Commissioning Group, Trafford Carers Partnership Board together with our carers and other organisations will work together to provide carers with the support they require. We believe that all carers have the right to be recognised, respected, valued and supported both in their caring role and as individuals in their own right.

Reflecting the commitments laid out in the Greater Manchester Carers Charter, as a carer in Trafford I can expect that:

- I will be identified as a carer as early as possible, be informed, be respected, be valued and included by health and social care professionals.
- I will have choice and control about my caring role, and will get the personalised support I need as a carer.
- I will be able to stay healthy and well and my needs and wishes will be recognised and supported.
- I will be socially connected and not isolated.



- I will be supported to fulfil my educational and employment potential, and where possible to stay in employment.
- If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially; and I will be protected from excessive or inappropriate caring roles.

In Trafford we will work together in partnership to:

- Promote the independence and physical and mental wellbeing of carers and their families
- Empower and support carers to manage their caring roles and have a life outside of caring
- Ensure that all carers receive the right support, at the right time, in the right place, including when caring comes to an end
- Respect the right of all carers to decide and choose in relation to how much care they will provide and respect their decision if carers choose not to provide care at all
- Ensure all 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
- Ensure all carers have access to training & learning to support their caring role.



Governance, Implementation and Evaluation of the Carers Strategy

Trafford Carers Partnership Board is responsible for the implementation and oversight of the Carers, Friends and Family Strategy and associated action plan. The Partnership Board is made up of representatives from key health and social care statutory agencies, carer support organisations and third sector organisations. The Board reports to the Ageing Well, Living Well and Start Well Sub Boards of the Health and Wellbeing Board. This governance and reporting structure enables the strategy to influence all major partners in Trafford including health, local authority, housing and the voluntary sector.

The Trafford Carers Partnership Board has the following strategic aims:

- Provide strategic oversight for the delivery of services and support to carers
- To contribute to the implementation and review of relevant strategies and monitor progress on agreed actions
- To take account of national regional and local developments that impact or could impact on the health and wellbeing of carers
- To ensure that services are able to deliver to the needs of different groups and communities
- To explore options for the best use of available resources and opportunities
- To share information, best practice and experience
- To receive, discuss and comment on reports regarding the carer experience in Trafford
- To ensure a joined up approach to the plans and services of partner organisations.



What Have We Already Achieved In Trafford?

The examples below highlight some of the excellent work already taking place in Trafford; this Carers, Friends and Family Strategy will ensure that our support to carers gets even better.

- A new way of supporting carers was introduced in 2018 which focuses on having constructive conversations to understand people's strengths and needs.
- Trafford Carers Centre moved into accessible premises in Sale and further developed their services to include:
 - *A carer wellbeing centre which offers a range of services focussed on promoting health and wellbeing including counselling, health checks, diet and wellbeing advice, relaxation and meditation sessions.*
 - *Two charity shops have been opened providing volunteer opportunities to carers and additional funds for carer support.*
 - *A money advice worker has been employed to help carers maximise their income.*
 - *Carer outreach services at Trafford General Hospital & Moorside Mental Health Unit.*
- Trafford CCG, Trafford Carers Centre and local GPs worked together to develop a better way to identify carers and improve the referral pathways into carer support services.
- Age UK Trafford provided a range of services for older carers particularly, those caring for a person with dementia. These include information and advice, support meetings and respite services, allowing carers to take a break from their caring responsibilities.
- Greater Manchester Mental Health NHS Foundation Trust has recently developed their Carers, Family and Friends Strategy.
- Achieve Drug and Alcohol Recovery Service provides a range of support to carers including general advice regarding treatment options and specific training linked to supporting a person through recovery.
- Trafford Parents Forum works in partnership with parents and professionals in the key areas that affect carers and their children. They provide advice and support for parents from a cup of coffee and a chat, an opportunity to meet other parents, information and advice and invitations to training events and conferences.
- Trafford Carers Centre runs a Young Carers Project which has developed links with schools across Trafford, providing term-time drop-in sessions and regular meetings with school staff. The project also works with young carers out of school to help make sure they get the support they need.



The National Context

The government has indicated that the forth-coming social care green paper will take a more fundamental approach to tackling the challenges that carers face and will consider their needs alongside the wider strategy for social care.

Two pieces of recent legislation have introduced important new rights for carers, putting them on the same footing as the people for whom they care. Carers now have legal rights to an assessment of, and support for, their own needs where eligible.

The Care Act 2014 outlines the way that local authorities should improve the support for carers: the Care Act specifies that councils have a legal duty to assess a carer's need for support. The assessment must consider the impact caring has on the carer and what it is the carer wants to achieve in their own day to day life. It must also consider other important issues such as whether the carer is able and willing to carry on caring, whether they work or want to work and whether they want to study or do more socially.

Alongside the Care Act 2014, the Children and Families Act 2014 extended the right to a needs assessment to all young carers, regardless of who they care for or the type of care provided. This means that when a child is identified as a young carer, the needs of everyone in the family will be considered, triggering both children's and adult's support services.

Councils must take reasonable steps to identify young carers who have support needs. Young carers have the right to an assessment regardless of who they care for, what type of care they provide or how often. The assessment must be appropriate for the young carer's age, level of understanding and their family circumstances.

Parents of a disabled child aged under 18 have a right to be assessed as part of the assessment of their child or alternatively to have a separate assessment that is not dependent on the child receiving services. The assessment will look at the needs of the whole family.



The Greater Manchester Context

Greater Manchester Health and Social Care Partnership have made a commitment to carers across Greater Manchester to support the implementation of an integrated approach to the identification, assessment and meeting of carer health and wellbeing needs.

A strategic Advisory Group on Carers has been established which has worked together to identify how to improve the support offered to informal carers across the GM region. A commitment to carers and a Carers Charter has been developed which has been adopted by all partners across the region.

By adopting the commitment and charter, organisations across Greater Manchester have agreed to work in partnership to promote the wellbeing of individual carers and to adopt a whole family approach in their work to support local carers of all ages, in order to:

- Support and encourage the independence and physical and mental health of carers and their families
- Empower and support carers to manage their caring roles and have a life outside caring
- Ensure that carers receive the right support at the right time in the right place
- Respect carers' decisions about how much care they will provide.

Trafford has helped shape the Carers Charter and commitment through our involvement in the "support for carers" work stream and sub groups.

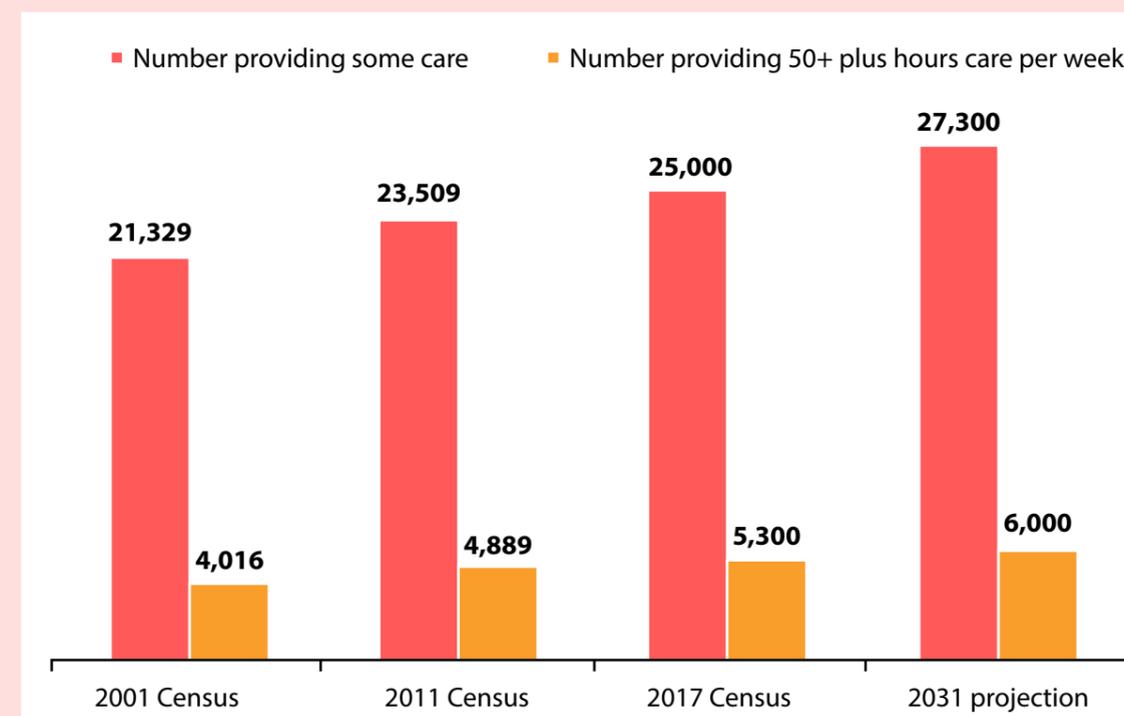
A GM exemplar model for carer support has also been developed which builds on good practice to improve support for carers. Trafford again has helped to shape the exemplar model, particularly the focus on conversations with carers about their strengths.



The Local Context

How many carers are there in Trafford?

- In 2011 Census, **23,509** (10.4%) people were providing care
- **4,889** (2.2%) were providing 50 or more hours of care per week
- Since 2001 Census, the number of carers has increased and will continue to increase based on population growth/ageing alone:



There is evidence that many carers are "hidden" from services.

For example, although there are estimated to be over 25,000 carers in Trafford:

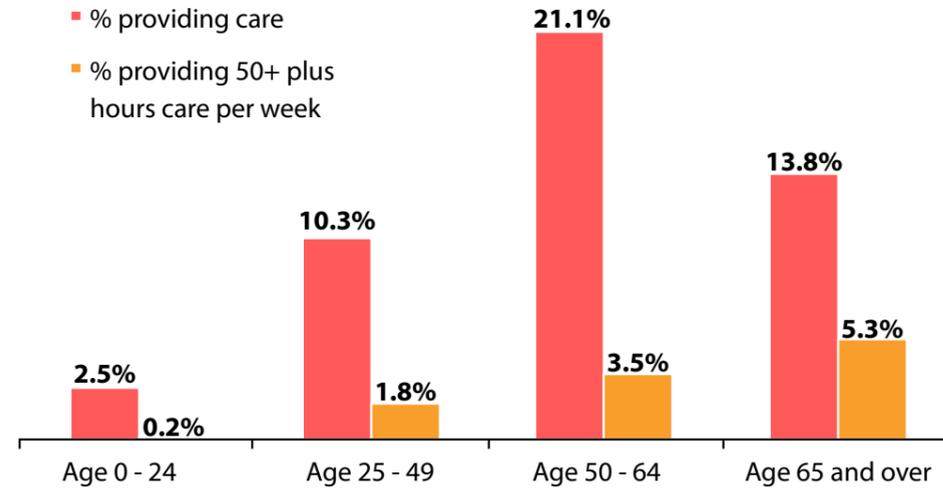
- In September 2018, only 2900 people were recorded by their GP practice as being a carer
- Around 5,000 carers are known to Adult Social Care and around the same to Trafford Carer's Centre
- 2,300 are claiming carer's allowance

What is the demographic profile of carers in Trafford?

Age

- 1,691 (2.5%) of under 25s were carers; 148 of these were providing 50+ hrs per week
- % is highest in 50-64 age group (21%);
- However, % caring for 50+ hours per week is highest in over 65s (5.3%)
- Working age adults may be juggling caring with work while older adults may struggle with the physical demands of caring

Proportion providing unpaid care by age group
Trafford, 2011 Census



Gender

Overall, women are more likely to be carers than men.



- 13,646 female carers (11.9%)
- 2,885 (2.5%) 50+ hours per week



- 9,863 male carers (8.9%)
- 2,034 (1.8%) 50+ hours per week

Black & Minority Ethnic groups

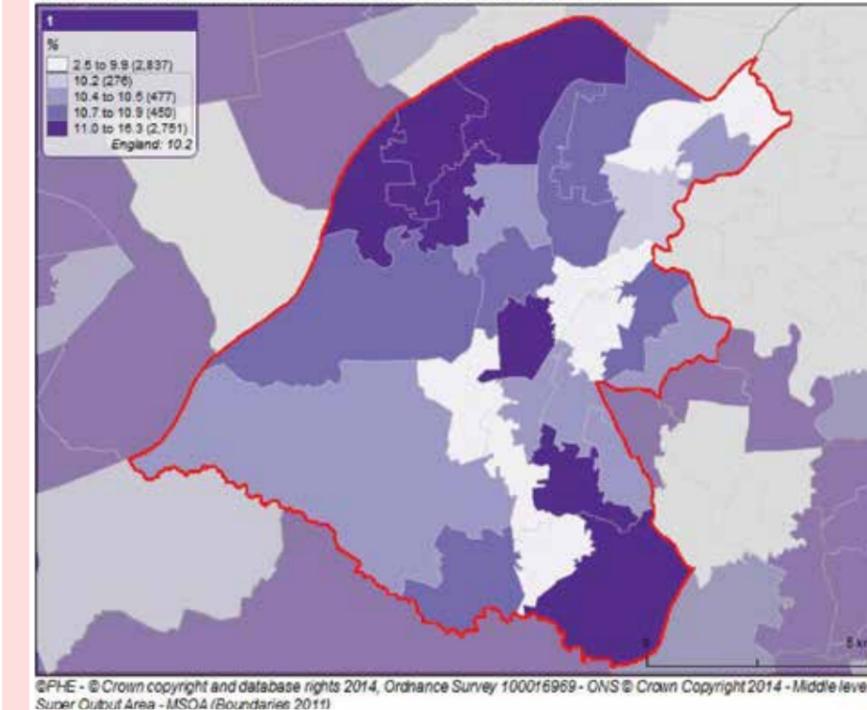
- 2,639 (8.1%) of Trafford's BAME population were carers, lower than the white population (10.8%)
- 531 (1.6%) reported providing 50+ hours per week, again lower than the white population (2.3%)
- However, this may be partly explained by the younger age structure of the BAME population, and there may also be cultural differences in the likelihood of identifying yourself as a 'carer'

What is the demographic profile of carers in Trafford?

Place

Proportion providing care varies from 8.9% in Altrincham ward to 12.3% in Davyhulme West

Number of people who reported providing 1 hour or more of unpaid care per week as a percentage of the total number of respondents in the 2011 Census - source: ONS Census 2011

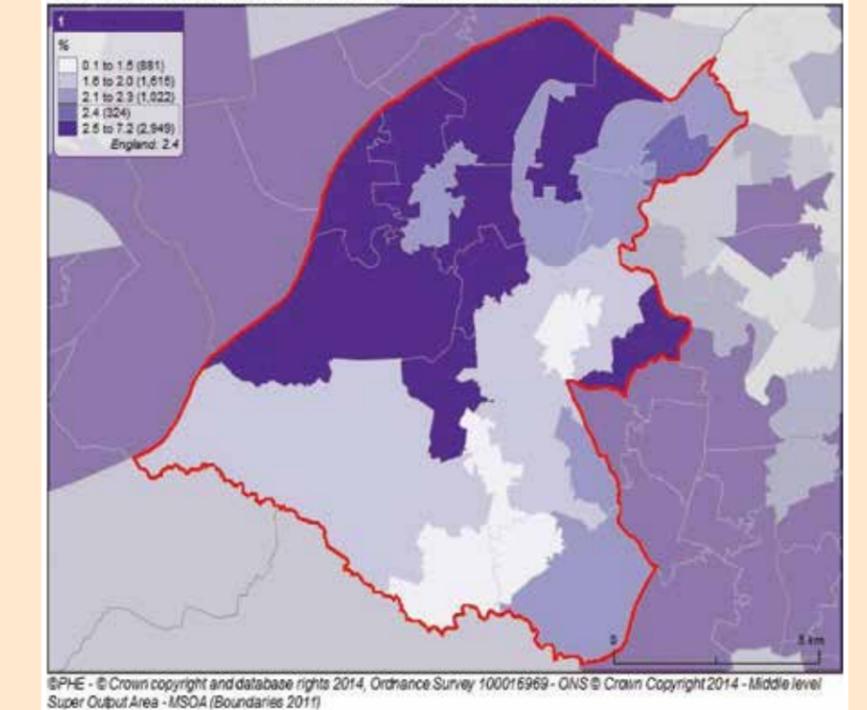


Source: ONS, 2011 Census

Proportion providing 50+ hours of care per week varies from 1.5% in Hale Central to 3.5% in Bucklow-St-Martin

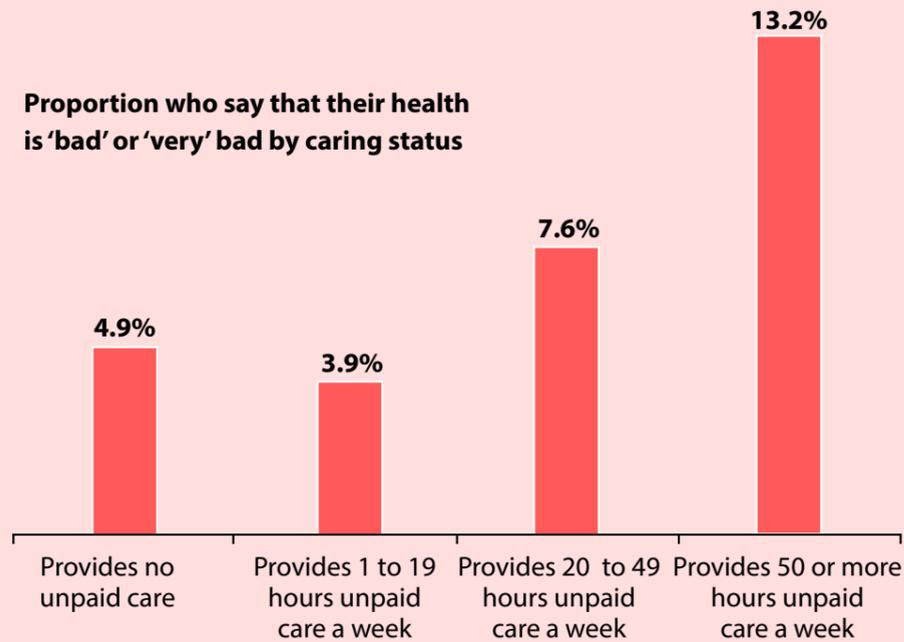
For this level of care, proportion tends to be higher in more deprived areas

Number of people who reported providing 50 hours or more of unpaid care per week as a percentage of the total number of respondents in the 2011 Census - source: ONS Census 2011



Health and Well-being of carers

- Levels of bad health are lower in carers who provide less than 20 hours per week than in those who provide no care.
- However, among carers who provide 50+ hrs per week, levels of bad health are more than twice as high as in those who provide no care.



Source: ONS 2011 Census

There is a link between **social isolation and loneliness** and poor health. Only a third of adult carers have as much social contact as they would like – Trafford ranks 4th lowest among a group of 15 other similar authorities on this measure.

(Source: Public Health Outcomes Framework; 2016/17 data)

Trafford Carer's Centre 2017 survey

- 333 carers responded
- 90% providing at least 20 hrs per week
- Less than half receiving any support from Trafford Council

Impacts identified included:

- **Mental health** - depression, anxiety and nearly half felt "stressed"
- **Impact on physical health** – including lack of sleep, musculoskeletal problems, increased smoking and drinking
- **Financial hardship** - many borrowing money to make ends meet

Trafford Carers Strategy and Action Plan

This strategy sets out how the Trafford Carers Partnership Board together with our carers will work together to provide carers with the support they require.

We believe that all carers have the right to be recognised, respected, valued and supported both in their caring role and as individuals in their own right.

Reflecting the commitments laid out in the Greater Manchester Carers Charter, as a carer in Trafford I can expect that:

1. I will be identified as a carer as early as possible, be informed, be respected, be valued and included by health and social care professionals.
2. I will have choice and control about my caring role, and will get the personalised support I need as a carer.
3. I will be able to stay healthy and well and my needs and wishes will be recognised and supported.
4. I will be socially connected and not isolated.
5. I will be supported to fulfil my educational and employment potential, and where possible in maintaining employment.
6. If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially, and I will be protected from excessive or inappropriate caring roles.



What are the aims of the Strategy?

- To promote the independence and physical and mental wellbeing of carers and their families.
- To empower and support carers to manage their caring roles and have a life outside of caring.
- To ensure that all carers receive the right support, at the right time, in the right place, including when caring comes to an end.
- To respect the right of all carers to decide and choose in relation to how much care they will provide.
- To ensure all 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.
- To ensure all carers have access to training & learning to support their caring role.



What success will look like?

We will measure the success of this strategy against a range of measures and carer satisfaction tools that will be developed alongside the strategy action plan.

Success measures will include the number of carers known to health, statutory and community services, and key carer measures in the Adult Social Care Outcomes Framework (ASCOF) carers survey as outlined below:

- Increased levels of satisfaction amongst carers
- Improved carer reported quality of life
- Increased amount of carers who report they have been included in discussions about the person they care for
- Increased amount of carers who find it easy to find information about services
- Increased amount of carers who report they have as much social contact as they want
- Increased number of carers known to services (Carers Centre and Primary Care)
- Increased number of young carers known to services (Young Carer service).



1. I will be identified as a carer as early as possible, be informed, be respected, be valued and included by health and social care professionals.

Outcomes:

- Carers from all different places and communities will be identified at the earliest opportunity and carer identification will be embedded across all services that have regular contact with people and families.
- Carers will be valued, respected and listened to as expert care partners and will be actively involved in care planning, shared decision-making and co- producing and reviewing services.

What we will do:

- Ensure carer identification and understanding of carer support pathways is embedded within health and social care and other services that have regular contact with people and families.
- Develop carer awareness training and guidance on expectations regarding or in respect of carer involvement for health and social care professionals.
- Further develop our neighbourhood and place-based model for carers' support that helps identify carers in all communities including those from seldom heard groups.



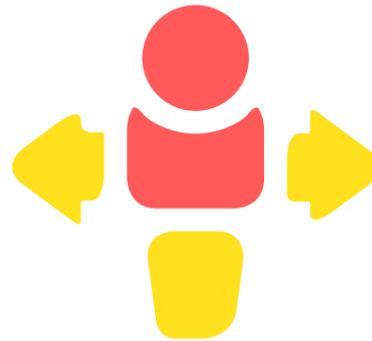
2. I will have choice and control about my caring role, and will get the personalised support I need as a carer

Outcomes:

- Carers will receive the right support, at the right time, in the right place that is tailored to their individually assessed needs and aspiration, a carers' right to decide and choose in relation to how much care they will provide will be respected.
- Services will be accessible to all and consider the specific needs of different communities and groups of carers including when caring comes to an end.
- Carers are able to access information, advice and services that prevent, delay or reduce their own need for support and the need for support of their cared for.

What we will do:

- Ensure that carers' needs and choices are considered during health and social care processes/interventions for the person they care for including the need for replacement care and respite care.
- Further develop access to carer support services to ensure all carers have fair access to services.
- Continue to promote Trafford Carers Centre as the referral focus and hub for carer support, working together with carers and drawing on their individual strengths and assets.
- Provide information advice, and training for carers including online information linked to Trafford Carers Centre website and other sources.
- Support carers to consider future needs including emergencies, contingencies and advanced planning linked to potential future changes in their caring role



3. I will be able to stay healthy and well and my needs and wishes will be recognised and supported

Outcomes:

- To ensure the independence and physical and mental wellbeing of carers and their families is maintained.
- Improved opportunities across the health and social care system to improve and maintain carers' physical and mental health.
- Carers are provided with the information and support they need to stay safe, healthy and make positive lifestyle choices including ensuring their caring role is not putting them at risk.

What we will do:

- Further promote carer identification at GP surgeries and link carers into the social prescribing support offer.
- Seek ways to promote carers as a group for targeted preventative health, public health and wellbeing interventions including carer health assessments.
- Further develop carer support groups in a range of settings (workplace, community groups etc.).
- Use conversations with carers, to draw on their strengths and promote their health and wellbeing.
- Continue to develop wellbeing services for carers and build on learning from previous pilots to promote wider carer resilience.



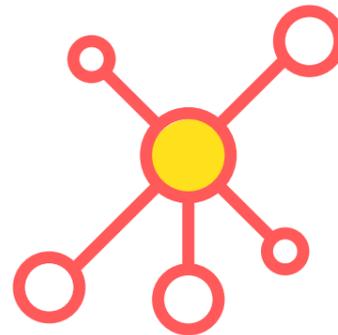
4. I will be socially connected and not isolated

Outcomes:

- Carers are supported to manage their caring roles and avoid becoming socially isolated.
- A carer's right to decide and choose in relation to how much care they will provide will be respected and carers are able to access support that allows them to take a break when they need to.

What we will do:

- Ensure that the need for respite care is considered as part of the Cared For assessment process. Use strength based conversations with carers to help them recognise their own needs and find ways they can keep connected.
- Maintain the flexibility of the personalised Carer Support Fund to meet both crisis and preventative needs regarding social connection.
- Develop opportunities for carer social interaction through specific activities and events.



5. I will be supported to fulfil my educational and employment potential, and where possible in maintaining employment.

Outcomes:

- Carers are able to access information, advice and support to enable them to fulfil their educational and employment potential and are able to continue in employment whilst still providing a caring role.

What we will do:

- Implement the best practice identified in the Greater Manchester Working Carer Toolkit within the Council and CCG and promote the use of the toolkit across other organisations and employers.
- Conversations with carers will focus as required on educational and employment needs allowing them to work together to determine an outcome that draws on the person's strengths and assets.
- Make income maximisation services available to carers including advice related to Carers Allowance and in work benefits.
- Ensure that information, advice and support is available to working carers regarding their employment rights and options.



6. If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially, and I will be protected from excessive or inappropriate caring roles.

Outcomes:

- Young carers will be identified by social care, health and educational organisations and provided with information and support to exercise choice and control over their lives and fulfil their educational and employment potential.
- Young Carers will be provided with information, tools and resilience strategies to prepare them for changes in their caring role and emergency situations.
- Young carers will be prepared for the transition into adult carers' support services and supported through the process.

What we will do:

- Ensure young carers are identified and their needs and choices are considered during education, health and social care processes.
- Provide information and support to raise awareness of young carers and their rights to education, health and care.
- Prevent inappropriate caring roles from impacting on children and young people's wellbeing by strengthening links with services that can offer early help tools. Ensure that the voice of young carers is heard and influences service design, delivery and improvement.
- Provide support to enable young carers to reach their potential and make important life decisions such as further education or employment training.
- Young carer resilience strategies developed through appropriate support, training opportunities and social activities.





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If you want to know more about the support available to carers in Trafford, please contact Trafford Carers Centre on **0161 848 2400** or visit **www.traffordcarerscentre.org.uk**

This Strategy is supported by the Integrated Commissioning Directorate. Any further questions can be directed to: **commissioning.team@trafford.gov.uk**

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