

Leeds Carers Partnership Strategy 2020-2025

*“Putting carers at the
heart of everything we do”*



FOREWORD

The Leeds Health and Wellbeing Board share a vision for Leeds to be a healthy and caring city for all ages, where people who are the poorest improve their health the fastest, and one of the key ways to achieve this will be through the new Leeds Carers Partnership Strategy “Putting carers at the heart of everything we do”.

More than 75,000 of us are providing unpaid care in Leeds, often alongside work or education, for someone who otherwise couldn’t manage without our help due to illness, disability, addiction or mental ill health. This care is often invisible, but without it individuals and communities would be worse off and NHS, social care and community services would be overwhelmed.

The COVID-19 crisis has emphasised the fundamental importance of taking action to improve the way unpaid carers are identified, recognised and

supported. As carers have been disproportionately affected during the pandemic, both socially and economically, “Putting carers at the heart of everything we do” is more important than ever to keep us all focused on the health and wellbeing of carers in Leeds. The strategy is underpinned by our Leeds shared aims and values, and successful implementation of the strategy will be achieved through strong partnership approaches to ensure that carers in Leeds stay mentally and physically healthy, and economically active, for longer.

This strategy can’t come at a more pertinent time and shows our commitment to working together as a system to identify, acknowledge and support carers.



Cllr Rebecca Charlwood,

Executive Member for Health, Wellbeing and Adults
Leeds City Council



INTRODUCTION

The Leeds Carers Partnership champions the needs of carers and young carers and aims to influence the way that services are planned and delivered in response to their needs and aspirations. Membership of the Leeds Carers Partnership is open and includes carers as well as staff from the public, private and voluntary sector.

The Leeds Carers Partnership support the Carers UK call for the coronavirus crisis to be a turning point in how we as a society treat family carers. Carers UK say *“It has never been more important that both national and local government, as well as employers and policy makers, take action to support carers and the people they care for”*.



This new strategy sets out 6 priorities that the Leeds Carers Partnership agree are the key areas that we need to focus on in order to promote the health and well-being of carers and in Leeds, and to reduce the health and financial inequalities that carers experience due to caring.

CONTENTS

FOREWORD	2
INTRODUCTION	4
LEEDS CARERS PARTNERSHIP STRATEGY PLAN ON A PAGE	6
SECTION 1: Information about carers and caring	
1. Who are carers?	8
2. What do carers do?	8
3. Where do carers live?	9
4. Key facts and figures about carers and caring	10
5. Things that carers say would help them	11
6. Things that carers say get in the way	11
7. Relevant legislation	12
8. Investment in support for carers	12
9. The Leeds Commitment to Carers	13
SECTION 2: Putting carers at the heart of everything we do	
1. Vision: What Leeds will look like from a carers point of view	14
2. Priorities: The 6 priorities we agree we need to focus on	15
3. Approach: How partners will work together	17
4. Assurance: How we will know we are making a difference	17

Leeds Carers Partnership Strategy

2020-2025

“Putting carers at the heart of everything we do”

Aims and Passions

- 1 Promoting carer health and wellbeing
- 2 Reducing health and financial inequalities
- 3 Shared values and ownership
- 4 Partnership working



SECTION 1:

Information about carers and caring

1. Who are carers?

Carers are people who look after someone who otherwise couldn't manage without their help. This may be because of illness, frailty, disability, a mental health need or an addiction.

Carers come from all walks of life, all cultures and can be of any age. The care they provide is unpaid and as such this definition does not extend to care-workers who are paid professionals who work in a variety of settings, from home care agencies and residential care facilities to nursing homes.

- **Young Carers** are carers aged under 18 who are caring for an adult or a disabled child
- **Parent Carers** are carers aged 18 or over and who are caring for a disabled child
- **Adult Carers** are carers aged 18 or over who are caring for another adult aged 18 or over
- **Working Carers** are carers who balance caring with paid employment

Increasing numbers of carers are taking on responsibility for more intensive levels of care. However, carers often feel isolated, that they are not respected or valued, and that the huge contribution that they make to individuals and the national economy cannot be underestimated but is often taken for granted and overlooked. This combination is known to impact upon the physical, mental and economic health and wellbeing of carers.

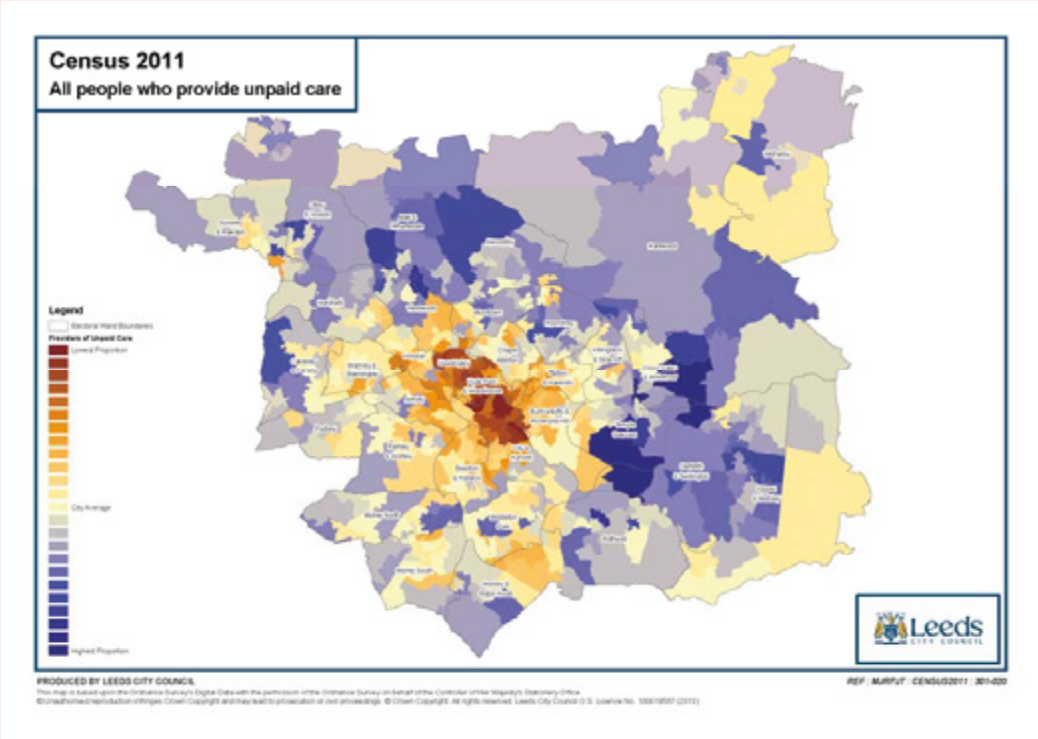
2. What do carers do?

Each caring situation is different and is influenced by factors relating to both the carer and the person they care for, for example carers are likely to:

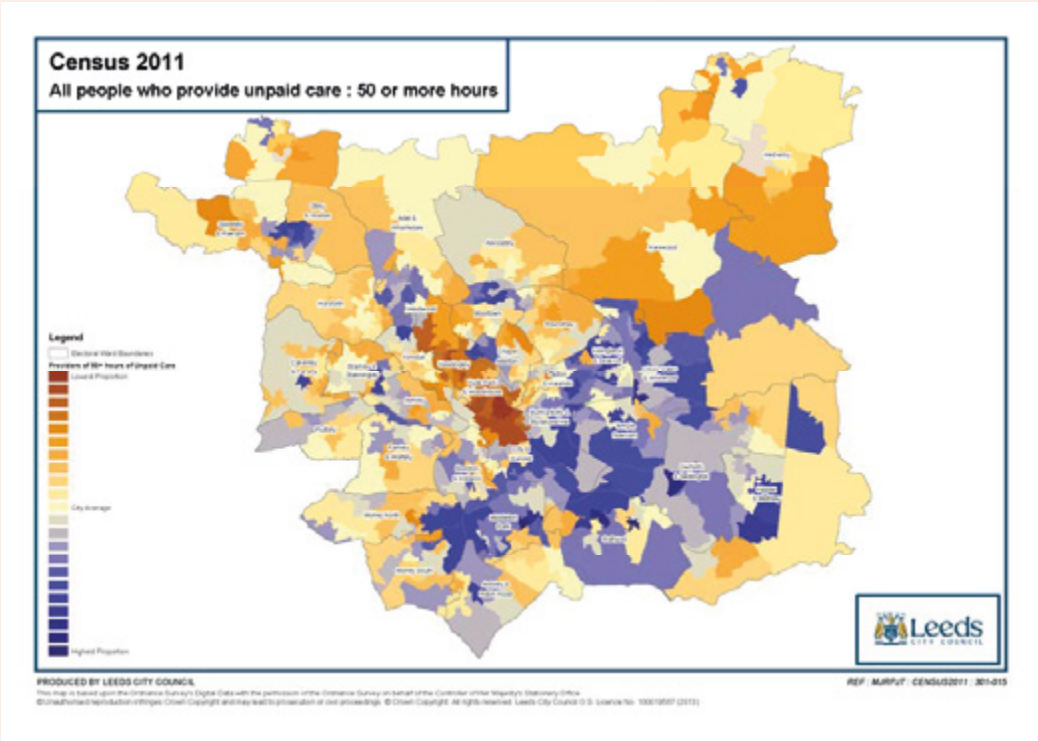
- Perform personal care and nursing tasks such as giving medication, changing dressings, helping with mobility, dressing and toileting
- Provide emotional support, especially if the person they care for has mental health needs or dementia
- Perform domestic tasks such as shopping, cooking, cleaning, washing, ironing
- Coordinate appointments, manage finances, provide transport
- Deal with emergencies which rarely happen at convenient times
- Keep the person they care for safe
- Care for more than one person
- Have to balance caring with their employment or education

3. Where do carers live

Map one shows the distribution of carers in Leeds while map two shows the distribution of carers who provide more than 50 hours of care per week. The maps suggest that greater numbers of carers tend to live in the outlying areas of Leeds with a distinct pattern to the North of the City. However, the distribution changes with carers providing the greatest number of hours more likely living to the south and south east of the City. Please note that the maps are based on information from the 2011 Census and will be updated after the 2021 Census.



Map One



Map Two

4. Some key facts and figures about carers and caring...

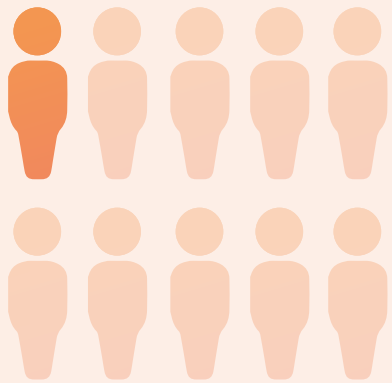
75,000
carers in Leeds...

Carers provide
1.5 million
hours of unpaid care per week
in Leeds. That would cost
£1.4 billion
a year

Being a young carer can
affect school attendance,
educational achievement
and future life chances

Carers aged 65 and
over are more than
twice as likely to be
caring for more than
50 hours
per week compared
to other carers

The percentage of
carers providing 20
or more hours of care
per week increased
between 2001 and
2015 from 31% to 37%



thats around **1 in 10**
of the population

65

people start caring
in Leeds everyday



Carers are more likely to
have a long term physical
or mental health condition
than non-carers



Carers are less likely to
be in full time employment
(38% compared to 47% of
non-carers)

5. Some things that carers say would help them

There have been several engagement exercises in recent years which have provided carers in Leeds with an opportunity to shape local and national policy, commissioning and service delivery. There are things that carers tell us have not changed significantly over the last few years and these tend to be common issues that carers say would help them:

- "Good quality information and advice"
- "Safe and reliable support for the person I care for"
- "If the NHS, social care and schools valued what I do"
- "Help to improve my own health and wellbeing"
- "Having a break and some time for me to be me"
- "Having someone to talk to"
- "An understanding employer"
- "Being listened to and included"
- "A designated young carer representative in schools"
- "Being in touch with other carers"
- "Advice about money and benefits"
- "Support when my caring role ends"

6. Some things that carers say get in the way

Carers also tell us about the things that don't help or get in the way:

- "Not recognising ourselves as carers or using the word carer"
- "Not knowing where to get help from, or even that there is help available"
- "Not wanting other people to know about the person I care for"
- "The person I care for refuses help"
- "The word carer is often used incorrectly to mean care-worker"
- "Feeling that saying I am a carer will count against me"
- "Schools, the NHS & Social Care don't always identify carers and young carers"
- "Carers tend to put the person they care for first and ignore their own health needs"
- "Employers, managers and teachers often lack awareness of carers and caring"
- "Feeling tired all the time"

7. Relevant legislation

The Care Act 2014

The Care Act recognises that supporting adult carers is just as important as supporting the people they care for. The Care Act gives adult carers the right to support from their local authority which can include information and advice, preventative services, carers’ assessment and support to meet a carers needs based on national eligibility criteria.

The Care Act also places a duty on local authorities to identify young carers and provide support for parent carers and young carers when a young person is in transition to adulthood.

The Children and Families Act

The rights of young carers and parent carers are covered in the Children and Families Act. The local authority has to provide information and support to protect young carers from inappropriate caring, as well as providing an assessment for a young carer or a parent carer if it appears that they have needs or if they request an assessment.

The NHS Long Term Plan

The NHS Long Term Plan says that the NHS needs to improve identification and support for carers and young carers. The plan says that the NHS will introduce ‘carer quality markers’ in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers, and make sure that carers benefit from wider use of social prescribing.

The Employment Rights Act and the Equality Act 2010

The Employment Rights Act gives carers rights at work that can help them to manage work and caring responsibilities, and the Equality Act 2010 protects carers against discrimination or harassment because of their caring responsibilities.

8. Investment in support for carers

‘Putting carers at the heart of everything we do’ sets out actions that are and will take place through current funding streams. However, it is hoped that agreeing shared priorities across a range of partners will enable new and innovative ways of working which will have both social and wider economic benefits.

The table shows the annual investment from April 2020 in support for carers from Leeds City Council (Adults & Health & Children & Family directorates) and NHS Leeds Clinical Commissioning Group.

It does not include support that is provided directly to people with health and care needs which may benefit carers (e.g. Respite in a Care Home, Shared Lives, Home Care, Day Care, Continuing Healthcare etc). Nor does it include support for carers and the people they care for provided by the NHS, for example through Primary Care, Community Healthcare and Acute Care.

Information, advice and support service for adult and parent carers	£1,326,000
Information, advice and support service for young carers	£305,000
Community Based Short Breaks (Adults)	£1,200,000
Targeted Short Breaks for Disabled Children	£560,000
Asset Based Community Development Project	£30,000
Carers Emergency Scheme	£96,000
Time for Carers Grant	£150,000
Employers for Carers & Digital Resources (Carers UK)	£5,000
Total	£3,672,000

9. The Leeds Commitment to Carers

The Leeds Commitment to Carers was co-produced by members of the Leeds Carers Partnership and provides an opportunity for any organisation or team in Leeds to demonstrate a commitment to improving their recognition of and support for unpaid carers in Leeds.

In order to demonstrate their commitment, teams and organisations are simply asked to think about and record the things they do well for carers and the things they could do better, and then identify up to three actions they intend to take to make improvements.

Details about how to make a commitment can be found on the Carers Leeds website at www.carersleeds.org.uk/leeds-commitment-to-carers



SECTION 2:

Putting carers at the heart of everything we do

1. What Leeds will look like from a carers point of view

The vision for this strategy is presented as eleven carer 'I-statements' which together set out what Leeds could look like from a carer's point of view.

The 'I-statements' are based on what carers themselves have said is important to them through various local, regional and national surveys and engagement.

I have good quality information and advice which is relevant to me

I am satisfied with the support that the person I care for receives

I am listened to and feel part of the team planning care for the person I care for

I feel that what I do as a carer is recognised, understood and valued

I feel that I am supported to look after my own health and wellbeing

I have support that means I am protected from inappropriate caring

I get to have a break and some time for myself or with other family and friends

I am able to balance caring with my education and/or paid work

I am able to keep in touch with friends and family

I feel supported when my caring role ends

I know where to get help from when I need it, including when things go wrong

2. The 6 priorities we agree we need to focus on



The strategy identifies six priorities which the Leeds Carers Partnership agree are the areas that we need to focus on to achieve the aims and vision of the strategy.

Based on feedback from citizen and stakeholder engagement undertaken during the development of this strategy, The Leeds Carers Partnership has agreed 5 objectives which will contribute towards each priority:

Improving identification of carers

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Raise public awareness of carers and caring to increase the number of people who identify themselves as carers
2. Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer
3. Increase the number of carers who are identified through social care needs assessments of the people they care for
4. Expand and modernise the Yellow Card Scheme to include community health services, pharmacies and other NHS organisations
5. Increase the number of organisations proactively identifying people in their workforce who balance their paid employment with caring

Supporting carers to care

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

1. Increase the number of carers who receive information and advice from the NHS and Social Care, as well as from specialist carer and young carer services
2. Increase the range of short break options available and the number of carers having a short break which meets their own needs
3. Increase the number of carers and young carers assessments completed and recorded by Leeds City Council
4. Introduce new arrangements which will support more carers to develop contingency and/or emergency plans
5. Increase the number of working carers who are receiving support from their employer, e.g. working carers passport

The right support at the right time for young carers

The Leeds Carers Partnership support the following objectives which have been identified by the Young Carers Steering Group:

- 1. Ensure an ‘Early-Help’ offer is available for all young carers and their families using whole family approaches
- 2. Ensure enhanced support is available for young carers where the impact of caring on their lives is significant
- 3. Ensure that young carers are supported at key transition points (e.g. to adulthood)
- 4. Develop a Young Carers in Schools programme
- 5. Safeguard the most vulnerable young carers

The carer voice and carer involvement

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

- 1. Establish a Leeds Carers Forum, run by carers and for carers, to provide a ‘carer voice’
- 2. Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care for
- 3. Provide more opportunities for carers to be involved in strategic planning and commissioning decisions
- 4. Carry out research to better understand the needs of carers from our diverse communities
- 5. Introduce an annual Leeds Carers Survey and progress actions to address areas of concern highlighted in the survey

Influencing change and innovation

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

- 1. Increase the number of opportunities for carers to use technology and social media to support them in their caring role
- 2. Work with Carers UK to enhance the digital offer for carers available through the Digital Resource for Carers
- 3. Work collaboratively with the West Yorkshire and Harrogate Health and Care Partnership and regional ADASS carers lead officer network
- 4. Work with Digital Leeds and Leeds Telecare to identify new ways to support carers with technology
- 5. Increase the educational and training opportunities for carers so they understand their rights and are able to care safely and effectively

Making Leeds a carer-friendly city

The Leeds Carers Partnership has identified the following objectives which will contribute towards this priority:

- 1. Establish Carer Champions and Young Carers Ambassadors roles
- 2. Coordinate publicity, events and activities in Carers Week and on Carers Rights Day
- 3. Provide support for organisations and businesses to develop more carer-aware workplaces in Leeds
- 4. Promote the Leeds Commitment to Carers to non-health and non-care organisations and businesses
- 5. Promote and support issues that are raised by carers (e.g. work, banking, public transport, parking, housing, leisure etc)

3. How partners will work together

‘Putting carers at the heart of everything we do’ recognises that in order to promote carer health and wellbeing and to reduce the health inequalities that carers experience due to their caring role, it is important that we have shared aims and values across all partners, and that we take a strong partnership approach to ensure that carers in Leeds stay mentally and physically healthy for longer. All organisations who are partners to this strategy have agreed to:

- Acknowledge the contribution that carers and young carers make, as well as the impact that caring has on carers’ health and wellbeing
- Promote good practice in the identification of carers and young carers
- Commit to a range of actions which will contribute to the priorities and objectives in “Putting carers at the heart of everything we do”
- Work in partnership with others to improve support for carers and young carers
- Ensure that carers and young carers are acknowledged as expert partners in care and their skills and knowledge are both valued and utilised
- Work towards being a ‘carer-friendly’ employer

4. How we will know we are making a difference

Each partner organisation will be responsible for identifying and implementing the actions they will take to support progress against the strategy priorities and objectives. This will be collated into an overarching delivery plan.

It is important that the Carers Partnership has a way of knowing that the actions and commitments being undertaken are making a difference for carers. Some of the ways that we will do this include:

Partner organisations will report progress against the actions they are taking	We will look at the results of national surveys e.g. GP patient Survey & Survey of Adult Carers in England	We will ask Leeds City Council and the NHS to share the information they submit on statutory returns
We will check whether the number of carers registered with GP practices has increased	We will ask commissioned services to share a summary of their performance reports	We will invite carers to share their experiences at partnership meetings

