



Buckinghamshire All Age Carers Strategy

2019 - 2022

Recognising, valuing and
supporting every carer
in Buckinghamshire



**Your community
Your care**
Developing Buckinghamshire together



Buckinghamshire
Clinical Commissioning Group

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Introduction

Carers are one of Buckinghamshire's most valuable assets. We understand this and value the key role carers play in the lives of the people they look after.

Working together, Buckinghamshire Council and Buckinghamshire Clinical Commissioning Group (made up of Buckinghamshire GP's and other healthcare teams who plan and design your NHS services) are committed to supporting carers in continuing to carry out this vital role. This strategy recognises that there is further work to be done to ensure that carers of all ages in Buckinghamshire have access to the information and help they need.

For the purposes of this strategy, a carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their carer's support. The care they give is unpaid. (This definition includes young carers and parent carers of children with disabilities or additional needs.)

Purpose

The Buckinghamshire All Age Carers Strategy outlines what we know about our carers, looks at what you have told us about your experiences of providing care in Bucks and we have developed an action plan about what we can do to support carers over the next 3 years.

We have developed five priorities focusing on:

- Services and systems that work for carers.
- Employment and financial wellbeing.
- Supporting young carers.
- Recognising and supporting carers in the wider community and society.
- Building research and evidence to improve outcomes for carers.

This strategy also recognises the opportunity to inform our communities about the needs of carers to help support the creation of a carer friendly community

Scope

Two of the key actions that we will focus on delivering over the life of this strategy are for Buckinghamshire to develop a carer friendly community and for carers to consider their own health as a priority.

Carer friendly communities help support carers to receive the right support to ensure their quality of life remains positive. Also whilst they are looking after their family or friends, that they are recognised as individuals with their own needs. An example of this is a GP practice offering appointment times that fit around someone's caring responsibilities, or an employer that supports flexible working hours or schools encouraging positive discussions about aging and disability.

The Live Well Stay Well service is designed to proactively support people in preventing ill health. It is essential for carers to consider their own health needs alongside those of the cared for person. These services offer preventative advice for carers to maintain their own health through reduction of obesity, smoking and alcohol consumption whilst increasing physical activities.

The vision on improvements to the service came from listening to individual feedback and experiences of carers, via the Carers Engagement Board. This strategy reflects the needs and priorities of carers of all ages and should not be considered in isolation: Delivering these priorities is the responsibility of the whole system.

The key priorities outlined in this strategy reflect the Carers Action Plan 2018 – 2020 published by Department of Health and Social Care:

How are we going to help you, the carer?

Do you look after someone in your family or support a friend?

Perhaps you help them get dressed in the morning, or take them out to the shops after school or when you get in from work.

Whatever you do, it makes you a vital part of the community.

You make sure that the person you care for is able to live as normal a life as possible in their own environment and feel safe.

There may be times when it feels a bit lonely and you aren't sure where to get help. You might feel overwhelmed and need to talk to other carers like you.

You have told us about the kinds of problems you have as a carer, and we have listened to what you have said at workshops and group sessions.

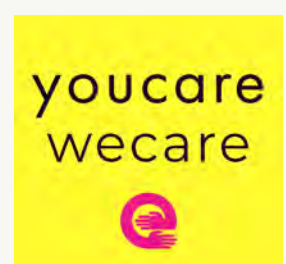
This All Age Carers Strategy is our plan to help you:

- plan for the future
- support you when times are tough
- advise you what help you can get
- listen to what kinds of things you need

We are putting these plans in place to give you as much information, support and advice as you need.

signed

Buckinghamshire Council and
Buckinghamshire Clinical Commissioning Group



A close-up photograph of an elderly person's face, showing wrinkles and a thoughtful expression. Their hands are clasped together near their chin. The image serves as a background for the text overlay.

A Buckinghamshire background

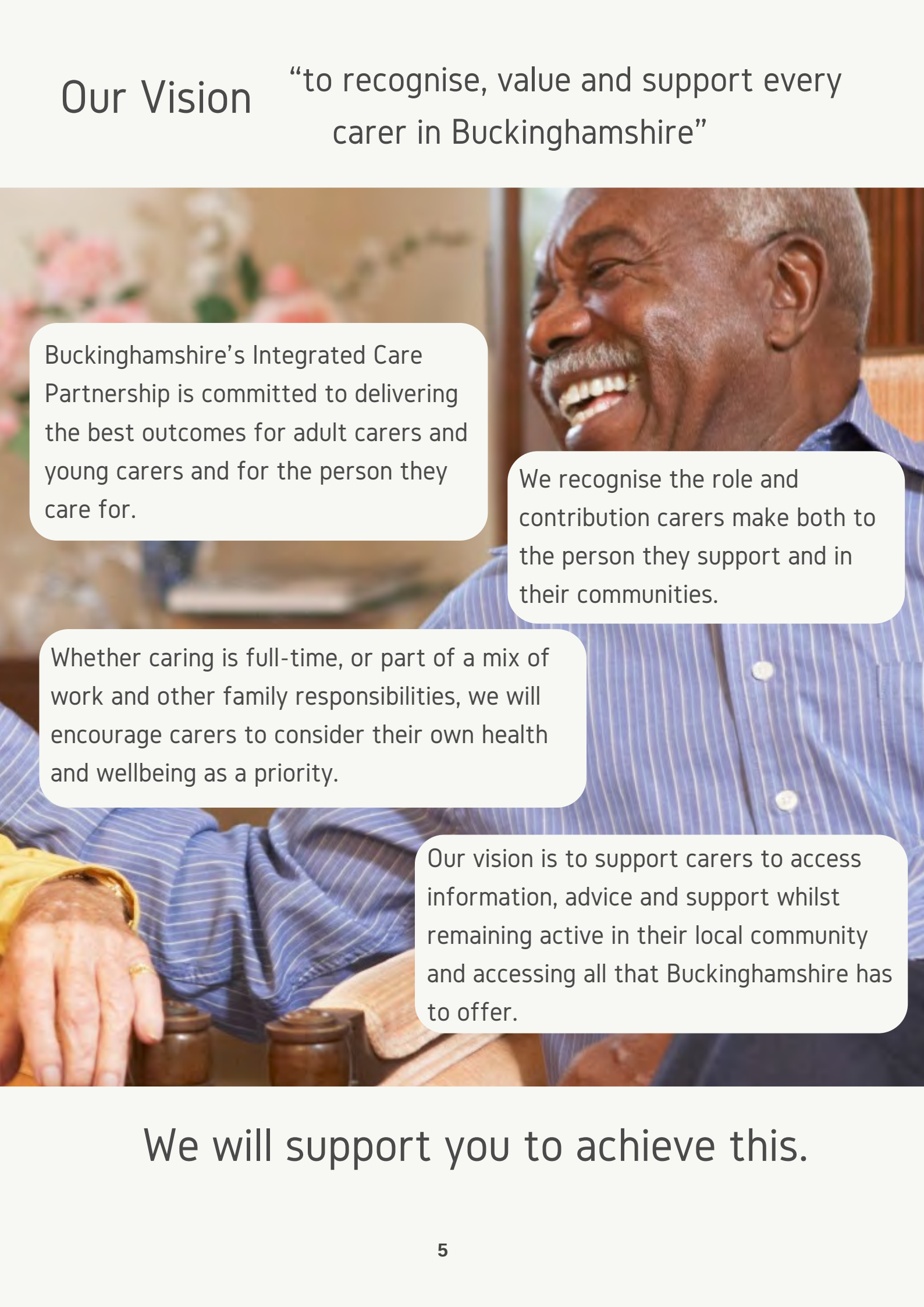
In 2019, Buckinghamshire County Council became an Integrated Care Partnership (ICP).

An ICP works towards delivering better, safer and more joined up health and care services to people in Buckinghamshire.

With more than 6.5 million carers nationally and over 49,500 in Buckinghamshire (2011 Census) it is important to provide suitable support in the right way. In response to this BCC and BCCG have created a new Carers Service to offer a variety of seamless support to all carers, from the young to the elderly.

This a joint contract between the Adults and Children's departments as well as Health. The Carers Support Service will compliment and reflect the wider health and wellbeing agenda – looking at what strengths carers already have and listening to them to ensure that they achieve the things that they want to.

Our Vision “to recognise, value and support every carer in Buckinghamshire”

A photograph of a smiling Black man with a grey mustache, wearing a blue and white striped shirt. In the foreground, a woman's hand with a gold ring is visible, resting on a wooden surface. The background is slightly blurred, showing some greenery and a window.

Buckinghamshire's Integrated Care Partnership is committed to delivering the best outcomes for adult carers and young carers and for the person they care for.

We recognise the role and contribution carers make both to the person they support and in their communities.

Whether caring is full-time, or part of a mix of work and other family responsibilities, we will encourage carers to consider their own health and wellbeing as a priority.

Our vision is to support carers to access information, advice and support whilst remaining active in their local community and accessing all that Buckinghamshire has to offer.

We will support you to achieve this.

Our pledge

- We will value and respect carers' voices:
Making Every Contact Count.
- We will encourage and support carers to plan for the future.
- We will provide the right care, at the right time, in the right place:
prioritising carers' health and wellbeing.
- We will train staff and services to identify and support carers.
- We will help carers access local resources, taking advantage of
partnership working.
- We will measure what matters to carers.
- We will focus on carer abilities, resources and skills to ensure
services support and empower people in the best way possible.



What we know about our carers

There are an estimated 14,014 unpaid carers over 65 in Buckinghamshire. This is projected to increase to 16,374 in 2025.

This increase of 14.5% in potential carers over 65 highlights the need to ensure that there is sufficient capacity to support those most in need.

14,014

unpaid carers over 65 years
old in Buckinghamshire in
2019

57.8%

care for someone with a
physical disability which is
the biggest group

There has been a 38% increase in the number of people providing 20+ hours of care per week - from 10,000 in 2001 to 14,000 in 2011.

More than half of carers in Buckinghamshire care for someone with a physical disability (57.8%). The next two most common conditions are long-standing illness (39.5%) and problems connected to ageing (36.7%).

The highest proportion of carers in Buckinghamshire is in the 50-64 range.

11,539

people are registered
with Carers Bucks (aged
17 years+)

67.2%

have been caring for
someone for more than 5
years

Three quarters of carers live with their cared-for person, and the majority of carers (67.2%) have been caring for more than five years.

Person Centred Carers Support

The Buckinghamshire All Age Carers Strategy recognises how issues affect carers differently as they begin their caring journey, live with ongoing caring responsibilities, and move on from the caring role.

Young Carers

My name is Chloe. I am 14 and live with my little brother and my mum who has depression. I help my brother get ready for school in the morning and often walk him to school. I care for my mum by going to appointments with her and reassuring her when she is having a bad day,



Young Adult Carers

My name is James and I'm 17. My sister has autism. I help my mum care for her as she can sometimes be difficult and I'm the best person to calm her down. I want to get a job and one day leave home, but am very worried that my mum and sister will struggle when I go.



Parent Carers

My Name is Sarah, I have three children. My daughter has learning disabilities. It can be hard to juggle work, parenting and my caring responsibilities.



Adult Carers

My name is Mary and I care for my husband who has Young Onset Dementia. I have a young family and balancing daily tasks can be very challenging. I do my best to keep my own health and wellbeing in good shape, but it's getting harder as my caring role increases.



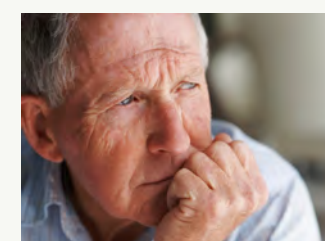
Working Carers

My name is Amina and I'm a finance manager. I care for my father who has Parkinson's Disease and Type 1 Diabetes. My HR manager says that she understands the pressure I'm under, yet when I have asked for the option to work from home two days a week this is flatly rejected.



Carers over 75

My name is Iain and I've been caring for my wife for many years. Most of the support groups I have attended have a very high proportion of female carers. When you are a carer you can become isolated so the occasional activity with other male carers is very refreshing and good for my morale.



Carers assessments

Carers often do not consider their own health needs and focus instead on the person they care for.

We want carers to recognise their own health needs and where possible, to consider a preventative approach.

Public Health research states that carers are at a higher risk of misusing drugs and alcohol, being obese, developing mental health issues and smoking. It is key that carers consider their own health and wellbeing when completing a carers assessment and discuss how their general health could be improved with the assessor or their GP who will be able to signpost them to relevant agencies. It is also essential that carers complete a carers emergency plan during assessment to consider what would happen if they were unable to continue in their caring role.

What is a carers assessment?

The Care Act 2014 introduced important new rights for adult carers, giving them legal rights to an assessment of their needs, and support where eligible. The criteria used for determining who is eligible to access care and support is set out in 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 they provide. When a child is identified as a young carer, the needs of everyone in the family will be assessed, triggering the involvement of both children's and adults support services.

Carers Bucks

Many carers may find it beneficial to engage with Carers Bucks before receiving a full assessment. All carers assessments are carried out by social workers and they work with the carer to develop a support plan. If eligible, some carers may be entitled to a personal budget to support them achieve outcomes identified in their assessment - the budget depends on the individual.

Types of Carers assessment

Young carers

A social worker will visit and assess if a young carer needs any help, if they, or their parent request this. This is done through a Young Carers Needs Assessment. Anyone can make a referral to a Buckinghamshire's Children's Social Care service. Referrals can come from the child themselves, professionals such as teachers, the police, GPs and health visitors as well as family members and members of the public.

Parent carers

A parent carer is someone over 18 who provides care to a disabled child for whom they have parental responsibility. This assessment can be combined with one for the disabled child and could be carried out by the same person, at the same time. Buckinghamshire Council must also be satisfied that the child and their family come within the scope of the Children Act, i.e. that the child is in need. Some families will have more than one child with a disability or a learning difficulty.

Young adult carer - transition to adulthood

When young carers and disabled children are approaching 18, a transition assessment will be undertaken. These assessments must be carried out by the local council where it considers that the young carer will require support into adulthood.

Adult carers

All adult carers may request an assessment from the local authority even if they do not live with the person that they care for. All carers are entitled to information, advice and guidance and will be signposted to Carers Bucks; Buckinghamshire's commissioned carers support service.

Our Priorities:

co-produced with you, the carer

1. Services and systems that work for carers

You said:

- You want clear policy, guidance and points of access to help you be the best carer possible.
- You want a “joined up approach between agencies and departments”.
- You want a Carers Passport - similar to the Learning Disability one.

We understand:

You aren't sure about what you're entitled to and where to go for information.

It can be confusing to know where to look and you can find yourself repeating the same thing over and over.

We believe you should have a single point of access with all information in one place.

We will:

- Provide a single 'front door' giving you useful information e.g. eligibility checker, assessment guidance, health and social care advice and more.
- Appreciate that carers speak with lots of different people in health and social care. We need to be aware of the diversity and individual circumstances, whilst remembering that information may have already been given.
- Adult Carers in Buckinghamshire are already offered an identity card from Carers Bucks. This is also being piloted with young carers.



2. Employment and financial wellbeing

You said:

- Working carers: you have difficulties balancing work with a caring role, as well as struggling to make ends meet. This often puts more pressure on you.
- Young carers: you want additional support within your school as your caring role isn't understood by teachers or other students.
- Young adult carers: you are concerned about future opportunities, especially when considering further education away from home and when applying for employment.

We understand:

You may need advice on how to manage your income including any benefits, and that you want value for money.

Young carers are at risk of becoming disadvantaged in future education and employment opportunities if employers do not consider or understand how to best support their caring role.

We will:

- Create strong carer friendly communities that support you, offering equal opportunities to access education and employment. We will focus on raising the profile of carers within the workplace and education, sharing ways they can support your needs.
- Share simple but effective action employers and education environments can make.
- Planning is a key priority: whether supporting your decision making about education or employment, or in emergency planning.

3. Supporting young carers

You said:

- You worry that moving from childhood to adulthood, the support you receive as a carer will be reduced - mainly around the structure and peer support you receive at school.
- You feel socially isolated and struggle to interact with others or feel part of the wider community.
- You would benefit from clear pathways identifying where you can independently access information and advice.

We understand:

Young Carers should be seen as children first and given the chance to develop and enjoy their childhood.

Once we have identified our young carers, we must make sure they are not undertaking inappropriate tasks in their caring that may impact their health or wellbeing.

We will:

- Work to improve communication and relationships between carers and multi-disciplinary teams. We will share information and involve you in decision making.
- Hospitals will look at discharge planning and, where appropriate, care-giving within the ward setting. All staff are expected to understand their role in identifying and supporting carers of all ages.
- Offer support to young carers in a range of locations so that they can access opportunities and have the same life chances as other young people. Advise school staff and provide them with links to other organisations who may be able to help.

4. Recognising and supporting carers in the wider community and society

You said:

- you want open, transparent and robust engagement with the Council and CCG. You need commissioned services to listen and understand your experiences accessing services and the gaps in provision.
- Young carers have said they struggle to be identified as a carer by professionals. If they are a sibling carer they often find that the focus can be placed on the person receiving care and parent carers.

We understand:

You want to be recognised as an equal part of care delivery and planning. Recognising the needs and abilities of carers should be considered when discharging people from hospital or when making decisions.

Carers are essential sources of information on the changing condition of the cared for and should be included in discussion regarding what levels of support are required. Additionally, young carers are often overlooked in medical environments.

We Will:

- Develop a broader understanding of the needs of carers to raise awareness of the role among the wider population with an aim to build carer friendly communities.
- Use improved research and evidence to improve outcomes for carers and what the most effective help looks like.
- Improve the identification of carers including those who do not self identify. Carers Bucks have identified 1,183 young carers who they current work with, offering support both within schools and the community.

5. Building research and evidence to improve outcomes for carers

You said:

- People do not understand your caring role and there is little focus on the needs of carers as individuals. You are happy in the role, however there are periods where you need additional support.
- Young carers experience feelings of being “expected” to remain in the caring role when they would like to attend university, gain employment, or have families and relationships of their own.

We understand:

You would benefit from support from others carers and breaks from your caring role. However, finding accessible activities that meet your needs, opening times and locations etc, can be difficult.

Young carers want support groups within their school. Also, attending clubs outside of school will help supports social interactions.

We will:

- Work with Carers Bucks to gather data and evidence about your needs as a carer.
- Shape our strategy around this data and use it to influence how local services are delivered. Health needs will also be mapped against location of carers to target programmes such as flu vaccines and Health Checks for carers.
- Analyse information about young carers needs to inform programmes of support within schools: targeting areas of improvement that have the greatest impact on health and wellbeing, as well as educational attainment.

Carers Strategy Achievements: 2016 – 2019



Internal training programmes included all elements of Care Act compliance: Carers needs considered alongside those of the service users.



The GP 'Investors In Care' included the requirement for GP practices to provide training around carers needs.



A revised training strategy was developed to raise awareness of Buckinghamshire multi-agency safeguarding adults procedures.



Any carer not eligible for assessment was referred to: Prevention Matters/ Carers Bucks/ GPs offer of health advice.



Buckinghamshire Council and Buckinghamshire Clinical Commissioning Group websites were updated to include a 'Support for carers' section, providing general information and contact details for local services and support organisations.

Support for carers

There are a number of statutory and community services that help to support carers, offering both practical and health and wellbeing advice.



Carers Bucks:

Ardenham Court, Oxford Road,
Aylesbury HP19 8HT
Tel: 03007772722
(calls charged at local rate)
Email: mail@carersbucks.org

Care Advice Bucks

www.careadvicebuckinghamshire.org

Advocacy:

Telephone: 0300 456 2370
Minicom: 0300 456 2364
Text: send the word 'pohwer' with
your name and number to 81025
Email: pohwer@pohwer.net

Adult Early Help

Tel: 01296 383204
Adultearlyhelpteam@buckscc.gov.uk

BucksFamilyInformationService

Website: ww.bucksfamilyinfo.org
Tel: 01296 383065
Email: familyinfo@buckscc.gov.uk

Bucks Online Directory

<https://www.buckscc.gov.uk/services/community/bucks-online-directory/>

Implementation of new strategy

Buckinghamshire Council and Clinical Commissioning Group's aspiration to become a carer friendly community over the next five years will be translated into an action plan based on the 5 key priorities outlined above. The action plan will operate within the system as a whole considering the needs of carers of all ages and supporting the health and wellbeing of all carers. The plan will look to reduce the impact of caring and enabling carers to lead fulfilled, independent lives alongside their caring role.

The implementation plan recognises also how issues may affect carers differentially from potentially excluded or "under-served" groups (e.g, Black and Minority Ethnic, Lesbian Gay Bisexual Transgender, Faith, other protected characteristics).

Whilst the implementation plan can be viewed in the appendices of this strategy it is a 'live' document which will be updated regularly and can be viewed on the carer pages of Buckinghamshire Council website.

Governance and monitoring

The overall for overseeing delivery of the strategy sits with the Integrated Commissioning Team in Adult Services and Health at Buckinghamshire Council and the Buckinghamshire Clinical Commissioning Group.

Buckinghamshire County Council and Bucks Clinical Commissioning Group are committed to ensuring that carers continue to be involved with the delivery and development of this strategy and will work with Healthwatch Bucks, Carers Bucks and the Carers Community Engagement Group to engage with a wide a range of all age carers, to ensure different experiences are captured.

Community partners across the wider Voluntary and Community Sector and independent sectors will also be engaged to contribute to the delivery and development of updates to the strategy through market engagement sessions and attendance at engagement boards.

The strategy will be reviewed annually and reported on regularly. Any updates or revisions will be made as necessary in accordance with any new legislation, policy, guidance or funding changes.

Appendix

In this section you can view national and local policy, legislation and plans that affects carers.

This gives us the basis for planning and actions, and works in tandem with your input. It includes your rights as a carer and what you can expect to be entitled to.

National Legislation

The Care Act 2014

The Care Act 2014 came into force in April 2015, with some elements coming into force in April 2016.

It put in place significant new rights for carers in England including:

- A focus on promoting wellbeing.
- A duty on local councils to prevent, reduce and delay need for support, including the needs of carers.
- A right to a carers assessment based on the appearance of need.
- A right for carers eligible needs to be met.
- A duty on local councils to provide information and advice to carers in relation to their caring role and their own needs.
- A duty on NHS bodies (NHS England, clinical commissioning groups, NHS trusts and NHS foundation trusts) to co-operate with local authorities in delivering the Care Act functions.

The Children Act 2004

This provides the legal basis for how social services and other agencies deal with issues relating to children. The Children Act 2004 was designed with guiding principles in mind for the care and support of children.

- To allow children to be healthy allowing children to remain safe in their environments.
- Helping children to enjoy life.
- Assist children in their quest to succeed.
- Help make a contribution – a positive contribution – to the lives of children.
- Help achieve economic stability for our children's futures.

Carers Action Plan

The plan sets out the cross-government programme of work to support carers over the next 2 years. The plan draws on responses to the 2016 Carers strategy: call for evidence.

NHS Commitment to Carers

Following a consultation process in 2014, the NHS identified emerging themes. NHS England has developed 37 commitments around the following eight priorities, which are within NHS England's gift to deliver and move forward. The eight priorities were determined to be:

1. Raising the profile of carers.
2. Education, training and information.
3. Service development.
4. Person-centred, well-coordinated care.
5. Primary care.
6. Commissioning support.
7. Partnership links.
8. NHS England as an employer.

Children and Families Act 2014

Through the changes proposed in the Children and Families Act:

All young carers under the age of 18 have a right to an assessment regardless of whom they care for, what type of care they provide or how often they provide it.

A young carer has the right to an assessment based on the appearance of need – which means that young carers will no longer have to request an assessment or be undertaking a 'regular and substantial' amount of care.

An assessment also can be requested.

Local Policy

JSNA

The Joint Strategic Needs Assessment (JSNA) is a process by which local authorities and Clinical Commissioning Groups assess the current and future health, care and wellbeing needs of the local community to inform local decision making.

The JSNA:

1. Characteristics of the health and wellbeing status of the local population
2. Identifies inequalities
3. Illustrates trends
4. Describes local community views
5. Highlights the key findings

Early Help

Early Help includes the way services work together to support families ensuring that needs are quickly identified at an earlier stage and the appropriate provision is made in order to deliver better outcomes. Our approach to Early Help in Buckinghamshire is family centred, consent-based and focused on working collaboratively with families to build their resilience. A critical ingredient to successful working is the need for families to make a commitment to change.

The Early Help Strategy is based on the Families First approach (the national Troubled Families agenda) which encourages and supports the concept of a lead family worker who can help the family work with all of the problems they face.

Better Lives

Our revised Better Lives Strategy, launched in 2018, sets out our commitment to delivering the best quality support for residents and families who have care or support needs, within the resources available. These are not just Council resources but the resources available to the individual through their own families, friends, networks and providers in our local communities. This includes voluntary and third sector service providers.

The Better Lives Strategy is underpinned by a number of principles which should influence day-to-day social work practice. Whilst all the principles are important, three principles have particular resonance with our approach to transformation of Direct Care and Support Services.

These are:

1. The Better Lives Strategy

This really challenges us to think more innovatively and actively seek to enable people to live fulfilled lives, and be as independent as possible.

2. Joint Health and Wellbeing Strategy

The 2016 – 2021 strategy aims to create the best conditions in Buckinghamshire for people to live healthy, happy and fulfilling lives and achieve their full potential. Our vision is to improve outcomes for the whole population as well as having a greater impact on improving the health and wellbeing of those people in Buckinghamshire who have poorer health and wellbeing.

The key priorities are:

1. Give every child the best start in life.
2. Keep people healthier for longer and reduce the impact of long term conditions.
3. Promote good mental health and wellbeing for everyone.
4. Protect residents from harm.
5. Support communities to enable people to achieve their potential and ensure Buckinghamshire is a great place to live.

3. Oxford Health's Family, Friends and Carers Strategy 2017-2020

In order to achieve the best possible outcomes for our patients, we must work together with their families, friends and carers. The Triangle of Care is a nationally recognised accreditation tool developed by the Carers Trust in collaboration with NHS staff and carers.

It outlines six key standards that are designed to make sure families, friends and carers are better informed and involved in the provision of care and are supported in their caring role.

1. Carers and their essential role are identified at first visit or as soon as possible afterwards.
2. Staff are Carer Aware and trained in carer engagement strategies.
3. Policy and practise protocols for confidentially sharing data are in place.
4. Defined post(s) responsible for carers are in place.
5. A carer introduction to the service and staff is available, with a relevant range of information across the acute care pathway.
6. A range of care support is available.