

Priority 1. Carers are identified early and recognised – Building awareness of caring and its diversity				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>Carer identification is a key challenge for both carers themselves and the professionals that work with them across the health and social care system</p> <p>Carers don't self-identify for a variety of reasons, and the health and social care system doesn't always support carers to identify as such either.</p> <p>As such carers are not signposted to appropriate support early enough and often reach crisis point before, they become aware of the support available.</p>	<p>I do not see myself as a carer. I am a mother, a daughter, a father, a son, a sister, or brother. This can make identifying me challenging.</p> <p>Tell me what the value of identifying as a carer is for me. How will it help me and the person I care for? Reassure me that there are no negative consequences to identifying as a carer.</p> <p>GP's need to support me to identify as a carer. They should talk to me and understand the value of registering as a carer. For example, this might include offering me flexible appointments.</p> <p>We hate having to repeat our story every time we contact the department. We know we might not get to speak to the same person every time but if you record our conversations correctly on your systems, we will not have to repeat ourselves all the time. This will help our stress levels.</p> <p>My needs will change. Acknowledge this when you talk to me and make an accurate record of it so that the next time I call, the person I speak to will be able to help me.</p>	<p>Awareness raising within the Social Care and Education department at Leicester City Council to include the importance of registering with a GP, the requirements of the Care Act and referring to carer support</p> <p>Increase carer awareness amongst the general public</p> <p>Promoting identification of carers through GP's, pharmacies, etc.</p> <p>Development of Carer Passport scheme across LLR to support carer identification</p>	<p>Carer ID badge used in the County replicated and promoted across the City</p> <p>Leicester Carer Support Service leaflet and referral form are now available on the GP computer system to enable easier referrals to be made</p> <p>Social media activity in relation to Carer awareness at regular points throughout the year</p> <p>Carer awareness image designed to be used as e-mail banner, Microsoft teams background, social media image, leaflet etc.</p> <p>Carer awareness activity is regularly undertaken across Social Care & Education staff teams</p> <p>Carer passport is now available across Leicester, Leicestershire & Rutland and promotional leaflets are available in 7 alternative languages</p> <p>Promoting the importance of registering with your GP as a carer linked into COVID vaccination awareness raising activity has been undertaken</p>	<p>The development of a digital training resource which focuses on identifying carers for staff working in health and social care is in progress</p> <p>Guidance for identifying and working with carers is being developed for social care teams</p> <p>Awareness raising is a regular part of the City Council's social media activity throughout the year but particularly during Carers Week, on Carers Rights Day, and Young Carer Action Day</p>

Priority 2. Carers are valued and involved – Caring today and in the future				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>Carers do not always feel very well supported or valued by the various health and social care organisations that are involved in the life of the person or people they care for.</p> <p>Carers do not feel empowered in their caring role and this is often due to not being kept informed. Carers are not seen as an expert partner in the care of their loved one.</p>	<p>We are more than 'just looking after someone' – we are an expert in the care we provide, and we want to work in partnership with you to get the best care for our loved one. Consider the needs of our whole family</p> <p>I want to help you to provide the right care for my loved one and I have information that will be useful to you but please acknowledge that I might find it difficult at times to talk to you about this in front of the person I look after</p> <p>Working in a whole family way means understanding that family means different things to different people, particularly for people whose care and support needs have led to a breakdown in biological family relationships</p> <p>Consider my needs alongside the needs of the person I look after, if we work together wherever possible, it will improve my wellbeing and the wellbeing of the person I look after.</p> <p>If you can't help me, explain to me in a language that I understand why that is, and signpost me to somewhere that can</p>	<p>Include carers in social care assessments and reviews that are undertaken (where consent has been given by the person drawing upon the support of social care)</p> <p>Social Care commissioners will ensure there is a replacement 'Carer Reference Group' set up for the City, where carers can contribute their views on the work of the commissioning department in Social Care & Education and other policy issues affecting carers</p> <p>Learning opportunities for carers that are provided by the commissioned carer support service will be reviewed regularly to ensure they are in line with best practice.</p>	<p>Information and training resources in relation to working with carers are regularly shared with teams across the Adult Social Care department</p> <p>Carers were involved in the development of the City's Carer Implementation Plan under the LLR Strategy during 2019. A revised 'Carer Reference Group', called Carers Got Talent (CGT) was set up and met for the first time just prior to the first national COVID lockdown in March 2020</p> <p>City Carers were given the opportunity to be part of a regional project for unpaid key workers. Their involvement in this work resulted in a report for local authorities to consider called, 'Supporting unpaid carers by adapting services and responding to need during the COVID-19 crisis'</p> <p>Carers were given the opportunity to provide their views on the draft Leicester Safeguarding Adults Board Strategic Plan for 2020-2025. Carers reported that they didn't receive any training in relation to safeguarding – the commissioned carer support service were then able to provide this during November 2020.</p>	<p>Updated guidance for identifying and working with carers is being developed for social care team</p> <p>Links between the CGT and the Council's new Making it Real group will be established to ensure that the carer voice is represented.</p> <p>The City Council will continue to link with the regional unpaid key worker group.</p> <p>Work to implement recommendations from regional project</p>

Priority 3. Carers are informed – Carers receive easily accessible, appropriate information advice and signposting				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>By having conversations with carers, we discovered that information about carer issues was often difficult to find and carers needed to actively seek out support and information rather than it being offered to them.</p> <p>Often this linked to not being supported to identify as a carer, and carers not feeling connected to the word, 'carer'</p> <p>This problem appeared to be exacerbated during the COVID pandemic particularly when people were being admitted to hospital and were not allowed visitors. Carers reported hospital discharges being fragmented and chaotic.</p>	<p>Not all cultures recognise or understand some of the terminology you use, use language that I am likely to understand</p> <p>GP's should be able to give us proper information</p> <p>Information should not just be available to us online – we value being spoken to, and being given information to read as well, particularly if English is our second language</p> <p>It's important that you keen an eye on the kind of information you give to ensure it meets our needs, for example information on changes to personal independence payments would be useful.</p> <p>There needs to be a directory of support that isn't necessarily carer specific but shows where there are groups running that carers could utilise such as a photography group rather than a photography group specifically for carers</p>	<p>The Council will review the information it provides on its website to ensure it is accessible and relevant for carers</p> <p>The Clinical Commissioning Groups will work with GP surgeries and Primary Care Networks to ensure there is a mechanism in place to support their information, advice and guidance offer to carers</p> <p>The Council's online directory, MyChoice will include a more comprehensive suite of information relating to carers both for professionals and the public</p>	<p>The council's support for carers webpage has been updated and is easier to navigate. Carers were asked what kind of search terms they used to find information on the website and links to carer support pages have been included on pages that relate to the condition of the person being cared for.</p> <p>The referral form for the Leicester Carer Support Service is now available on the GP IT system. The CCG have also developed a toolkit for GP surgeries to support them to work more effectively with GP surgeries.</p> <p>MyChoice now has a headline category of, 'carer' which now has re-mapped sub-categories guiding people to relevant services</p> <p>Information that was of relevance to carers was included on the COVID specific information pages and was regularly updated and promoted throughout the pandemic</p> <p>GP carer registration form is now available on the City Council's website</p>	<p>The council has secured a small grant to develop an information pack for carers that can be distributed as part of the hospital discharge process</p> <p>Guidance for identifying and working with carers is being developed for social care teams which will include reference to the importance of signposting cares to appropriate sources of information and advice</p>

Priority 4. Carer friendly communities – Communities will be encouraged to support carers through awareness raising within existing community groups				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>Carers told us that they wanted support to be offered rather than having to ask for it, paying particular attention to minority or geographically isolated groups within our local communities</p> <p>There was a clear need for the local authority to understand the demographic and geographic profile of the caring community in the City including those that are working, and other hidden carers such as the families of substance users</p> <p>It became clear that carer awareness messages should be promoted with all communities wherever possible, including in the workplace</p>	<p>Employers need to be included in awareness raising activities to enable communities to become more carer friendly</p> <p>Being carer aware should be everyone's business and consideration should be given to how to get that message across to emerging communities</p>	<p>Understand the demographic and geographic profile of the caring community by maintaining a carer register for the commissioned carer support service</p> <p>Collate information through the City Council's portal when people are referred for a carer's assessment</p> <p>Promote carer awareness across Social Care and Education and ensure that carers are considered as part of service reviews</p>	<p>The Carer Support Service has been collating information relating to the demographic and geographic details of carers that access the service when consent has been provided</p> <p>Carer passport is now available across Leicester, Leicestershire & Rutland and promotional leaflets are available in 7 alternative languages to aid carer recognition in communities</p> <p>Carer awareness activity is regularly undertaken across Social Care & Education staff teams including those teams which are involved in commissioning reviews</p> <p>Carers of people living with dementia were involved in reviewing the dementia support service</p> <p>Carer awareness was discussed at the domiciliary care forum of providers</p>	<p>The council is in the process of analysing this information which will help identify any gaps and support the development of revised priorities within the carer strategy refresh</p>

Priority 5. Carers have a life alongside caring – Health, employment and financial wellbeing				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>Carers often described feeling that their caring role was not valued by their employers and flexibility was a key factor in the ability to continue to work</p> <p>Financial worries were cited as a significant worry for carers, and this was again exacerbated by the pandemic</p> <p>Carers highlighted that they often neglect their own health and wellbeing and locally we know that carers across Leicester, Leicestershire & Rutland report higher than the national average in relation to occurrences of sleep deprivation and feelings of depression</p> <p>Carers told us that opportunities for respite were essential to enable them to continue with their caring role</p>	<p>It's positive that the importance of respite is being considered within this action plan. Ensuring we get a break means that we're less likely to experience carer strain and more able to continue to care effectively which is better for everyone</p> <p>Preventing carers strain by providing proactive ongoing support reduces crisis later down the line</p> <p>For families where there is a disabled child and parents are caring, it is important to remember that the siblings in that family need time with their parents too</p>	<p>Continue to support staff that work for the City Council who are also carers through its HR policies and the internal staff support group</p> <p>Implement a policy for reimbursement of replacement care, when carers are asked to be involved in the Council's work such as the Carers Got Talent group</p> <p>Undertake a commissioning review of the flexible short break service to ensure it considers the needs of carers</p> <p>Work with the voluntary sector to create a range of traditional and alternative types of carer breaks</p>	<p>Information about caring has regularly been updated throughout the pandemic on the Council's internal intranet pages</p> <p>A reimbursement policy has been developed and used when family carers have needed to source replacement care to be involved in the work of the strategic commissioning service within adult social care</p> <p>Carer COVID-19 vaccinations were provided and there was a significant communications campaign undertaken on social media to highlight this</p>	<p>A commissioning review of the flexible short break service and respite services is underway with carers identified as key beneficiaries of the service</p> <p>Whilst slightly delayed due to the impact of the COVID-19 pandemic, the Council is in the process of working with Carefree for Carers which is an organisation that provides carer breaks</p>

Priority 6. Carers and the impact of Technology Products and the living space – Working with housing and other organisations to ensure the needs of carers are considered				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>The home environment plays a key part in enabling a carer to undertake their caring role safely. Whilst there were pockets of good practice, where the perspective of the carer was sought during assessment, carers felt that this was inconsistent.</p> <p>The information held by the local authorities across Leicester, Leicestershire & Rutland about the tenure status of carers was sparse.</p> <p>Some carers reported that this priority was the one that would have the least impact on their lives</p>	<p>Assistive technology like night-time sensors, fall detectors and things that make my home safer such as gas safety valves and thermostatic controls must be accessible</p> <p>Take the time to talk to me about the wonders of technology and how it will help me and my family. I might need you to show me how to use it before I feel confident about using it all the time. Use simple language so that I can understand properly especially when you're setting these things up</p> <p>There should be joint training and joint working between health, housing and social care</p>	<p>Consider the pathway for carers across the different teams within Adult Social Care considering how access to adaptations and equipment could feature</p> <p>Ensure that carers are a key consideration within the Social Care and Education Assistive Technology Strategy</p> <p>Leicester City CCG will ensure that appropriate links with eth Lightbulb project and Health through Warmth team are made</p>	<p>Carers are a key feature of the All Age Care Technology strategy within Social Care & Education. There has been a care technology diagnostic undertaken which considered the needs of carers.</p> <p>There has been additional investment into assistive technology throughout the life of the Strategy which has a positive impact on people drawing up on the support of Adult Social Care and their families and carers</p> <p>Lightbulb staff received carer awareness training to support them in identifying and supporting carers</p>	<p>The work around carers and their tenure status is outstanding</p>

Priority 7. Carers can access the right support at the right time – Services and systems that work for carers				
What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>Carers described wanting support that recognised them as individuals with individual circumstances.</p> <p>Carers sometimes needed support to navigate the complicated health and social care system, particularly during times of crisis like when the person they care for was admitted to hospital</p> <p>Access to services could be challenging due to the lack of integration between health and social care services. This led to services feeling disjointed largely due to interdepartmental transfers or changes in funding streams</p> <p>Carers felt confused about which organisation is responsible for the different aspects of care</p>	<p>See me, the carer as a person. I can help you meet the needs that have been identified within my family. I am an asset, but my wellbeing should be considered alongside the wellbeing of my family.</p> <p>Share information via a mailing list across all support networks</p> <p>Services that are supporting carers need a place where they can share information about their service offer to avoid duplication and conflict when they are delivering activities</p>	<p>Staff in front line roles within Social Care and Education will work in a collaborative way with families, recognising that they are experts in their own lives. They will ensure that their practice demonstrates the principles of strengths-based ways of working</p> <p>Work with other organisations across Leicester, Leicestershire & Rutland to ensure that pathways for carers are aligned as far as is possible</p> <p>Opportunities for aligned ways of working or joint commissioning exercises will be considered when the Council reviews services.</p> <p>Offer professional support to carers who no longer care</p>	<p>Leicester, Leicestershire & Rutland carers Delivery Group works together to try and reduce disjointed approaches wherever possible</p> <p>As a result of the COVID pandemic, the Carer Support Service is now able to provide a free PPE offer to family carers</p> <p>Radio interviews on BBC Radio Leicester during carers week to promote carer support services, to encourage registration with GP's and the COVID vaccine offer</p> <p>Internal newsletter for staff working in Social Care & Education featured an article on strengths-based ways of working as it applies to carers</p> <p>GP practice staff received training in active signposting and the use of the MyChoice directory has been included along with conversations with social prescribers about supporting carer needs.</p> <p>The Carer Support Service supports carers who no longer care as part of the core service offer</p> <p>Regular communication of important messages through the CGT mailing list</p>	<p>Ongoing use of the Carers Delivery Group and work to ensure that this group links into the wider Integrated Care System</p> <p>Mapping exercise of carer pathways across health and social care</p> <p>Work with the Health Transfers team to consider how the Carer Support Service can be linked in at the point of hospital discharge</p> <p>Revision of the carers assessment to a more strengths-based format</p> <p>Updated guidance for identifying and working with carers is being developed for social care team</p> <p>The development of a digital training resource which focuses on identifying carers for staff working in health and social care is in progress</p>

Priority 8. Supporting young carers – Ensuring that the needs of young carers and young adult carers are considered and that families/carers with a child with special needs are supported through the transitions process

What we found	What carers told us	What we set out to do	Progress so far	What's ongoing
<p>Young carers told us that they need the services supporting their family to be more joined up especially when they reach an age that is moving towards adulthood.</p> <p>Young carers say they often miss education due to their caring responsibilities which can have a long-term impact on their future aspirations</p> <p>Young carers identified that they are far more than their young carer status, they are young people and they need to be able to have time off from their caring role to do what young people do</p> <p>Young adult carers should have the same opportunities to access education, employment and training as other young adults.</p>	<p>You should all have the same definition for 'what is a young carer'. If I tell you I'm a young carer you should act on that, don't let me slip through the net, if you get it right early enough it means that I get the support I need.</p> <p>Young carers should be identified as early as possible, and the council and those responsible for our education should talk to each other and work better together</p> <p>If you are working with my parents, you must work with me at the same time</p> <p>The people who work with me should have a good understanding of the issues, they should use language I understand, they should help me not feel scared.</p> <p>Assessment of the adult in my life should also involve me. Keep me informed. I want to know and understand better their needs and what you're doing to support them. I am after all their carer.</p>	<p>Ensure there are strong working links between Children's Social Care and Early Help teams to ensure Adult Social Care teams can identify families and respond appropriately where children and young people have caring roles for an adult family member</p> <p>Ensure that staff across Social Care & Education understand the pathway for young carers of all ages so that it is clear and working relationships can improve to enable joint assessment and planning to occur when required</p> <p>Recognise and address the challenges young carers have when accessing education, training and employment</p> <p>Promote transition assessments</p>	<p>Young carer services are now delivered by Leicester City Council and will link more effectively with youth services, family support and adult social care</p> <p>Work to 'flag' young carers on local authority systems has started</p> <p>Work with Loughborough University to develop a digital platform for information and resources to identify and support young carers has started</p> <p>Young Carer Action resulted in lots of social media activity including a British sign language video. This led to the identification of new young carers who were referred for support</p> <p>Young carer PPE offer was implemented, promoted and utilised by young carers</p> <p>Governors of schools across the City have received a briefing about the identification of young carers</p>	<p>Equivalent to carer passport being explored for young carers</p> <p>Joining up work between early help services and adult social care for young carers in transition to ensure planning can start early enough for the young carer.</p>