

You said, We did  
Leicester City Council  
Carers Strategy Refresh  
Update

**Priority 1. Carers are identified early and recognised - Building awareness of caring and its diversity**

- 1.1 All partners will seek to support carers to identify themselves as appropriate
- 1.2 Clinical commissioning groups will include carer information and carer awareness into GP staff induction processes.
- 1.3 Individual partners will work to make their carers registers robust

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
<p>1.1 Staff and managers within the Social Care and Education (SCE) department at Leicester City Council should be 'carer aware' and able to promote the importance of registering as a carer with their GP, familiar with the requirements of the Care Act in relation to carers and refer to Carer Support Services where appropriate. A carer passport scheme will be fully scoped with partners across LLR to support carers to self-identify with professionals.</p>	<p>The City Carer Support Service has worked with teams within ASC to raise awareness of carers and where this has happened, there have been more referrals for support</p> <p>The city council were able to secure additional funds to co-produce carer awareness raising videos for colleagues across the health and social care system. Videos have been produced with carers that live in the city</p> <p>More carers are registered with their GP, but this is still low in comparison to the numbers of carers that live or care in the city</p> <p>More carers are being referred into the carer support service</p> <p>LLR carer passport scheme is now available</p> <p>Use of social media to promote key carer awareness messaging. We know this helps identification</p>	<p>The service didn't get to all adult social care teams</p> <p>The videos now need to be shared across the health and social care system but particularly within UHL and LPT to increase the number of carers being identified and supported by staff working in health and social care services</p> <p>We weren't able to promote the passport as widely as we would have liked</p>	<p>Carer awareness and identification remains a key priority. Practice guidance will be developed for adult social care teams which reflects strengths-based ways of working to support carers</p> <p>Leicester City Council and its commissioned carer support service will work with UHL and LPT to disseminate the videos and develop an information leaflet for family carers at point of hospital discharge to ensure better carer identification and consideration of carer needs on admission to and discharge from hospital</p> <p>Adult social care and the commissioned carer support service will continue to promote the importance of carers registering with their GP</p> <p>Continue to increase the numbers of carers being referred into the carer support service so that more carers in the city are appropriately supported</p> <p>Continued promotion and growth of the carer's passport scheme particularly within health settings – more good news stories of how this can help</p> <p>Continued use of social media to raise awareness of caring, particularly young carers as we have seen this work to increase carer identification</p>

<p>1.3 Social care staff will accurately record their contact with carers on their computer system.</p>	<p>The commissioned carer support service now provides the city council with a register of carers that are utilising the service which helps them and us to identify where targeted promotion of the service is required so that more carers hear about the service and what it does</p>	<p>An agreed process for recording carers on the internal case recording database to ensure smoother referrals, information sharing and disjointed care</p>	<p>As part of the practice guidance highlighted at 1.1, the process for recording carers on the internal case recording database will be included. This will ensure that carers are considered and treated as partners in care</p> <p>Continue to increase the number of carers identified and accessing support</p>
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## *Priority 2. Carers are valued and involved – Caring today and in the future*

2.1 Health and social care professionals will seek the input of informal carers at appropriate key points on the health and social care pathway to secure the best possible outcomes for the cared for. This joined up approach is particularly focused on avoiding inappropriate hospital admission and enabling safe and timely discharge

2.2 Commissioners will ensure that carers' views are sought and reflected in commissioning exercises

2.3 Good practice in carer training will continue to be shared across partners

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
<p>2.1 Carers will be included in social care assessments and reviews that are undertaken (where consent has been given by the person with care and support needs) which take into account the needs of the carer particularly those carers that are working.</p> <p>All staff working with families will ensure that carers are involved in the care and support plans for their loved one (where appropriate)</p>	<p>There are more carers with support plans following a carers assessment in Leicester</p>	<p>This practice is not widespread, and staff do not feel confident in working this way. Further staff training is required</p> <p>Consistency across the various health and social care pathways</p>	<p>Practice guidance will be developed for adult social care teams which reflects strengths-based ways of working to support carers, and the process for recording carers on the internal case recording database will be included. This will ensure that carers are considered and treated as partners in care.</p> <p>As a member of the LLR Carers Delivery Group, the city council will continue to seek to influence the information provided to carers across the different care pathways across the integrated care system</p> <p>We will analyse the findings of the most recent national carers survey to produce a baseline of which to monitor carer satisfaction</p> <p>Further work to ensure that adult services are aware of and include young carers that may be involved in supporting the person receiving care</p>

<p>2.2 Commissioners will ensure there is a replacement carers reference group <i>{name to be determined}</i> that meets at regular points throughout the year for carers to join, where they can contribute their views on the work of the commissioning department in Social Care and Education</p>	<p>The city council managed to set up the Carers Got Talent (CGT) group which met a few days before the first national lockdown associated with COVID-19. Since then, the circulation group has been used to communicate with carers, but no further meetings have taken place. We know that engaging with carers is important and need to consider what this should look like moving forward.</p>	<p>The group only met once as there was no appetite for virtual meetings during the pandemic. Engagement with carers is being considered system wide and an engagement event is currently being planned for 28 June.</p>	<p>The city council has since signed up to Making It Real, and a Making it Real group is in the process of being developed. Carers are represented on this group and therefore further work is required to ensure how this group might link in with wider carer engagement. Development of a 'You said, We did' approach showing that carer voices influence and shape the design and delivery of our services must continue.</p>
<p>2.3 Learning opportunities for carers that are provided by the carer support services will be reviewed regularly to ensure they are in line with best practice.</p>	<p>These are currently reviewed on a quarterly basis and the programme is amended accordingly. The content of these have also been adapted based on carer feedback. Carers tell us that these sessions are helpful to them.</p>		<p>This will continue to be a priority under the refreshed strategy</p>

*Priority 3. Carers are informed* - Carers receive easily accessible, appropriate information, advice and signposting

3.1 Partners will review their information offer for carers to improve its accessibility

3.2 All partners will seek opportunities to raise awareness of local carers services

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
3.1 Leicester City Council will review the information it provides on its website to ensure it is accessible and relevant for carers.	Leicester City Council support for carers webpages have undergone a review and have been updated as have some of the generic adult social care pages, which now also signpost to carer support. In addition, during the pandemic there was specific information provided on the website for family carers. There has been improvement noted by carers.	Further updates to information is required for young carers, and the language used has been described as too corporate in some places, therefore further amendments are required	<p>We know that the information that is provided to carers is not just about the online information that is available. The Carers Delivery group needs to be able to ensure that carers can access the information they need in the formats they require, which is much wider than an online suite of information. This work needs to be progressed</p> <p>We will consider learning from the trial of Mobilise commissioned by Public Health and ensure this is considered as part of any future commissioning</p> <p>Continue to increase the number of carers identified and accessing support</p>
3.2 Carers is featuring as a key service area within the MyChoice asset mapping project - carers will be a headline category, with re-mapped sub-categories guiding people to relevant services.  MyChoice will also now include a more comprehensive suite of information relating to carers, both for professionals and the public.	This work has been completed and is reviewed by the recently convened MyChoice steering group	We have not sought feedback from carers on how useful MyChoice is to them. Further evaluation is required	Continued work on the content of MyChoice is needed to ensure that it is a really comprehensive resource for carers and people drawing on support to use and learn about resources that are available to them. There is scope for a mystery shopper type exercise to be completed with carers on the functionality of MyChoice as a community asset.

**Priority 4. Carer Friendly Communities** – Communities will be encouraged to support carers through awareness raising within existing community groups

4.1 Commissioners will take the views of carers into account in future commissioning exercises which will include consideration of geographic and demographic profiles

4.2 Encourage communities to support carers through awareness raising within existing community groups

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
4.1 The need to understand the demographic and geographic profiles of the caring community including those that are working, and other hidden carers such as the families of substance users will be a key focus for Social Care and Education both for the carers that are supported by the department as well as carers that access carer support services in the city	We now have a process in place with the commissioned service which supports commissioners to understand the demographic and geographic profile of the carers that access the service, which also helps us to identify gaps. We have been able to identify gaps in relation to working age carers, male carers and young adult carers which has already informed the decision to utilise public health funding to commission a trial with a service which seeks to identify hidden carers using geo-targeted advertising	Further work to understand the demographic and geographic profiles of those carers that are accessing adult social care services directly from the council through the carer portal and from carer assessment data	We will ensure that all the intelligence we hold is considered as part of any future commissioning reviews for carer support services and that the carers strategy is aligned with the Integrated Care Board People and Communities Strategy. Not only this but intelligence about carer need can also be incorporated into other commissioning reviews such as those focusing on respite for example.  Linked to the earlier priority we will ensure that we promote the carers passport scheme in those geographical areas we have identified as gaps
4.2 Ensure that contact with community groups promote carer awareness messages wherever possible	We have managed to develop awareness raising videos with carers from the city which encourage everyone who watches them to 'THINK' carer	Now these videos are available we need to disseminate them  Links with the MyChoice steering group will ensure that more community groups are identified giving greater scope for promoting carer awareness	As a result of sharing these videos and linking in with the carer support service, we would hope to see an increase in the numbers of carers that are referred into services by community groups  We will also do more work with schools and colleges to raise awareness of young carers and young carer support

## *Priority 5. Carers have a life alongside caring – Health, employment and financial wellbeing*

- 5.1 As employers themselves, partners will review their carer friendly policies and aim to set a good example to others
- 5.2 The assessment process will consider the use of flexible and responsive respite provision to enable carers to have a break, including short breaks to families with a child with Special Educational Needs and Disability
- 5.3 Clinical commissioning groups will continue to encourage carers to take up screening invitations, NHS health checks and flu vaccinations where relevant

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
5.1 Leicester City Council will continue to support staff who are carers through its policies and staff carer group	These continue to be in place. Staff that are carers are regularly communicated with about carer issues through the staff support group and have been told about the various opportunities for support during the pandemic such as the carer passport, PPE information and vaccination.	n/a	This is an ongoing area of work
<p>5.2 Enable carers to access respite or short breaks as appropriate when the council needs to seek their views on their work</p> <p>Social Care and Education will undertake a review of its flexible short break service to ensure it considers the needs of carers</p> <p>Social Care and Education will work with the voluntary sector to create a range of traditional and alternative types of carer breaks</p>	<p>A reimbursement policy has been created for the commissioning team to be able to reimburse replacement care which has been utilised by carers who have helped us with our work</p> <p>We have managed to secure funding from Public Health to work with Carefree, a voluntary sector organisation that partners with hotel and holiday cottage providers to utilise void capacity for carers to access free carer breaks</p>	<p>We need to consider how we can replicate this for the work that is happening to develop the Making it Real group to ensure carers are able to participate fully</p> <p>The review of the flexible short breaks service is still underway</p> <p>The work with Carefree now needs more promotion in order to ensure that we maximise the number of carers that will benefit from this scheme</p>	<p>Further work with public health to ensure that carers are linked in with health and wellbeing information and advice. Further work to ensure that the city council's action plan is aligned with the Health, Care and Wellbeing delivery plan for the city will be required.</p> <p>Conclude the review of the flexible short breaks service</p> <p>The negative impact of caring on the mental health of carers has been a consistent message from engagement and therefore robust links with work happening across the Integrated Care system in relation to mental health will be essential in order to ensure the specific needs of carers are not overlooked</p>

***Priority 6. Carers and the impact of technology products and the living space*** – We will work with housing and other organisations to ensure the needs of carers are considered in terms of the provision of technology, equipment or adaptations that may assist a carer with their caring role

6.1 The partnership will seek to involve professionals from housing, equipment and adaptations in work to improve the carers pathway. This should include raising awareness of the issues facing carers within those organisations

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
<p>6.1 Within adult social care, work will take place to consider the pathway for carers through the various social care teams. This work will include steps to improve the journey and ensure appropriate links are made with the relevant professionals so that best use is made of the support that can be offered by equipment and adaptations</p> <p>Carers will be a key consideration within the Social Care and Education Assistive Technology Strategy</p>	<p>Slow progression with this but conversations with contact and response and the carer support service have started to happen</p> <p>Carers continue to be a key consideration within the Social Care and Education Assistive Technology Strategy, but this remains an area where carers are not fully informed to be able to understand the benefits of technology and the positive impact this could have on their caring role. Staff from our assistive technology teams are promoting their work at Carers Week events in 2022</p>	<p>This work has been delayed significantly as a result of the COVID pandemic. This will be picked up as part of the work to develop practice guidance for social care teams.</p> <p>We also need to ensure that more robust links are made with professionals from housing, equipment and adaptations to improve carer experience</p>	<p>We will work with early help services to ensure that young carers that are in transition between early help and services and adult services are improved.</p> <p>Ensure that carers are informed of technology solutions that can support them and to enable them to be confident with using technology/gadgets</p>

*Priority 7. Carers can access the right support at the right time – Services and systems that work for carers*

7.1 Assessments will take a strength-based approach

7.2 Each partner will look at its carer's pathway to reduce the potential for a disjointed approach

7.3 Opportunities for closer working between agencies will be considered at appropriate points in service reviews

7.4 People will be signposted to sources of support post-caring

7.5 Recognise and address the difficulties for parent carers during transition periods

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
7.1 Staff across social care that work directly with families will work in a collaborative way with them, recognise that they are experts in their own lives and ensure their practice is reflective of the strength-based practice principles in their interactions with carers.	Carers are being identified as part of the department's commitment to strengths-based ways of working and as part of its training for staff on outcome and support sequencing. We have provided awareness raising sessions to voluntary sector organisations that support carers to ensure that carers understand what strengths-based principles are	This will all need to be cemented in the practice guidance that is outstanding and has been referred to previously in this document	Produce carer practice guidance which incorporates the need to support carers to plan for emergencies
7.2 Leicester City Council will work with other Leicester, Leicestershire & Rutland partners, particularly the Leicester City Clinical Commissioning Group to ensure that the pathways for carers within organisations are aligned as far as is possible.	The city council has been integral in ensuring that the work of the Leicester, Leicestershire and Rutland Carers Delivery group is recognised in the transition towards becoming an integrated care system. Carers' work will be featured in the strategic work of the Home-first Collaborative to ensure that carers are a key consideration	Whilst these changes have been occurring strategically this now needs to apply operationally. Carers will need to cut across all aspects of transformation and integration which will require a firm commitment from all health and social care organisations	The Carers Delivery Group will seek to influence the information provided to carers around the differing care pathways across the system

7.3 When undertaking reviews of services, Leicester City Council will inform partners so that opportunities for closer working can be explored, including aligned ways of working or joint commissioning opportunities.	Improved links with partner organisations such as University Hospitals of Leicester and Leicestershire Partnership Trust. The city council is working with these organisations to consider and improve the information offer provided to carers when being admitted or discharged from hospital in direct response to feedback received from carers in the city during the pandemic	Streamlining carer passport information within hospital settings	Targeted work to raise the profile of the carer passport within hospital and GP services
7.4 Professional support will be offered to carers who no longer have a caring role for whatever reason.	The commissioned carer support service now supports carers who are no longer caring for whatever reason		Work alongside LOROS and the Carers Matters Stakeholder group to understand what matters to carers supporting a loved one at the end of life
7.5 Leicester City Council education department will work with city schools and colleges to raise awareness of and to help support parent carers during transition periods	There is now a strategic lead for young carers within social care and education and a young carer co-ordinator is due to start in post over the next few months	Lack of staff capacity has meant that there has not been as much progress in this area as we would have hoped. Now that the young carer co-ordinator is due to start in post, this will be a key component of their work to improve young carer support	Further development of a young carer passport

*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, as this can be a difficult time.

- 8.1 Adult and children's health and social care teams will work to identify and be aware of young carers and will ensure that planning and assessment processes consider how the adult's care needs impact on them
- 8.2 Health and social care processes will take a whole family approach which may include referrals being made to early help or specialist commissioned services for a statutory assessment of need, and/or providing signposting information
- 8.3 Recognise and address the difficulties around accessing education, employment and training for young carers during transition periods
- 8.4 Educational establishments will acknowledge they may be the first point of contact for young carers and their parents, and can respond appropriately
- 8.5 Using a whole family approach, develop and promote transition assessments for young adult carers approaching 18, that identify and support the young carers that wish to engage with education, employment and training

What we said we'd do	What we've achieved	What we didn't manage to achieve	What we will do under the new strategy
8.1 To make robust 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	We have made robust links and now have a strategic link within children's services for young carers work	We need to have a process in place for ensuring that children and adult social care have access to shared information where children and young people have been identified to ensure they are receiving appropriate support	Ensure the process for working with families where there are identified young carers is reflected in the carer practice guidance so that young carers and their families are receiving the right support  Develop young carer support that acknowledges young carers miss out on childhood and other key activities as well as providing appropriate mental health support where required  Develop support for young carers that are under the age of 11

<p>8.2 Work to ensure that staff within social care and education teams understand the pathway for young carers and young adult carers so that it is clear, to improve working relationships and to undertake joint assessment and planning wherever possible</p> <p>To ensure that commissioned services can meet the needs of young carers (under 16's), young adult carers (age 16-25) and those young adult carers in transition (age 17.5) (as defined within relevant legislation)</p>	<p>The commissioning arrangements for young carer support has changed and this has been promoted to adult social care teams</p>	<p>There is further work to be done to ensure that joint assessment and planning can be undertaken. This work has already started but needs to be carried forward under the next strategy</p>	<p>See actions above</p>
<p>8.3 Recognise and address the difficulties around accessing education, employment and training for young adult carers during transition periods</p>		<p>Transition is a key piece of work for the newly recruited young carer co-ordinator.</p>	<p>Local authorities will work with young carers to ensure that their aspirations of going to college, university, leaving home, are considered as part of their work with young carer services</p>
<p>8.4 Work will be undertaken to raise awareness of young carers, young adult carers and to support the identification of young carer issues across the education, employment and training sector</p>		<p>To be picked up by the newly recruited young carer co-ordinator</p>	
<p>8.5 Develop and promote transition assessments for young adult carers approaching 18 within social care departments so that those young adult carer's who wish to engage with education, employment and training are identified and supported</p> <p>To build upon the present whole family and strength-based approach within adult social care and extend this to young adult carers</p>	<p>Early conversations have started to be discussed and scoping is being undertaken in relation to best practice</p>	<p>To be picked up by the newly recruited young carer co-ordinator</p>	