



# South Gloucestershire Carers Strategy

2017–2020

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# Welcome by carers' representatives

As carers we have first hand experience of the reality of the invaluable role that carers play in the real world and of the problems carers face. We recognise that it would be impossible to solve all of those problems at once, but we welcome this strategy as a step in the right direction, with the intention being to create a more supportive environment where all carers feel valued, have easy access to the information they need and are involved in the planning and development of the services required to enable them to lead a more balanced life.

Carer representatives will monitor the progress made and work with the council, clinical commissioning group and the other organisations involved, to ensure that we stay on track to achieve the objectives.

## The purpose of this strategy

The main purpose of the strategy and action plan is to provide a framework for service delivery and commissioning, setting out priorities for the next three years for how we identify, support and enable carers of all ages to balance their caring responsibilities with a life outside caring, and to stay healthy and fulfil their potential. It also sets out our plan for how we will maintain our progress and make improvements in those areas where we need to do better.

This strategy has been shaped by feedback from carers (including young carers), stakeholders and the public during a 13 week consultation period from 23 May to 30 August 2016. We received 97 responses to our questionnaire and engaged with carers at over 70 events. What we heard has helped us to build on our previous strategy and the progress we have made so far in identifying and supporting carers.

We developed the strategy with a group of carers and former carers, as well as with key partner organisations representing carers and the people they care for. It reflects all partners' ideas for continuing to improve support for carers and will support us working together for carers. We know that the demand for health and social care is rising. This is due mainly to our ageing population and a growing number of older people needing more intensive care and support. We also know that the number of people with caring responsibilities is set to rise. The huge contribution that carers make to individuals and society cannot be underestimated. The strategy recognises the need to achieve more within existing resources, through organisations working closely together and with carers as equal partners, supporting them however they are identified, sharing expertise and knowledge, and ensuring that developments in how we deliver health and social care in the future is tailored to carers' needs.

## Who is the strategy for?

The strategy is for carers of all ages because caring can start and impact people at any age during childhood and adulthood; as a young carer, a friend, parent or as a partner caring in later life. It

recognises that for each of these groups caring brings different pressures and risks. Whilst some support for carers is universal, the strategy looks at the different support that is needed at different life stages.

## Who helped develop the strategy?

The following organisations have been directly involved and are committed to delivering the commitments in the strategy alongside the council and South Gloucestershire Clinical Commissioning Group:

- Avon and Wiltshire Mental Health Partnership NHS Trust
- Sirona Care and Health
- The Carers Support Centre Bristol and South Gloucestershire
- North Bristol NHS Trust

Thank you to all the carers who gave their views during the consultation, and the carers representatives who work with us.

## Carers matter

Three in five of us will be carers at some point in our lives. It is a role that can creep up gradually and for some it can be a lifelong role. For others it can come unexpectedly and suddenly following a crisis. Carers contribute enormously not only to the individuals and families they support, but also to the health and social care system. If carers were to stop caring, it would cost councils and the NHS £132 billion per year to provide replacement care and support. [\[i\]](#)

Caring can have a huge impact on all aspects of a carer's life and wellbeing, and it is important that carers receive information and support in their caring role. Supporting carers is in everyone's interest.

## Who are carers?

"Anyone can become a carer. Carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation – looking after their mother, son or best friend, and just getting on with it." [\[ii\]](#)

Carers, sometimes called family carers, are relatives, friends or neighbours who look after someone who cannot manage at home without them. This could be caring for a relative (a parent, grandparent, sibling, child or other relative) or a spouse, partner or friend who is ill, frail, disabled or who has mental health or substance misuse problems. Carers do not necessarily live with the person they are looking after.

## Young carers

Carers can be of any age, including young carers. A young carer is "...a person under 18 who provides or intends to provide care for another person (of any age) ... This relates to care for any family member who is physically or mentally ill, frail elderly, disabled or misuses alcohol or substances." [\[iii\]](#)

A young carer becomes vulnerable when:

"... the level of care-giving and responsibility to the person in need of care becomes excessive or inappropriate for that child, risking impacting on his or her emotional or physical well-being or educational achievement and life chances." [\[iv\]](#)

## Parent carers

Parent carers are adult members of families with children with additional needs.

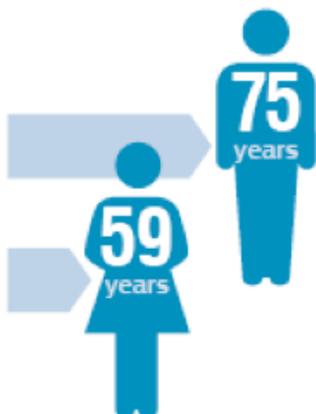
## Facts about carers



**6.5 million people** in the UK **are carers** and this number continues to rise.



Every year over **2.1 million** adults become carers and almost as many people find that their caring responsibilities come to an end.



**Women** have a **50% chance of providing care** by the time they are **59**, **men** by the time they are **75**.

# The impact of caring

Caring can affect people's health and wellbeing in a number of ways:

- Juggling work and care - over three million people juggle care with work, however the demands of caring mean that 1 in 5 carers are forced to give up work altogether. [\[vi\]](#)
- Risks to educational attainment, life chances and opportunities for young carers. These impacts can carry into young adulthood, with impacts on physical and mental health and employment and training opportunities
- Financially carers can face a steep drop in income if they have to leave work or reduce their hours to care, sometimes a double loss of salary if they are caring for a partner who also has to give up work as a result of their illness or disability. [\[vii\]](#)
- 82% of carers report that caring has had a negative impact on their health. By putting the person they care for first, carers can put their own needs last, struggling to find time to exercise, eat healthy meals, see friends and family or see their GP. Carers' mental wellbeing is at risk, with carers vulnerable to stress, loneliness and isolation. [\[viii\]](#) Carers who care for 50 hours or more per week are at increased risk of ill health.

## References

[\[i\]](#) Carers UK facts and figures

<https://www.carersuk.org/news-and-campaigns/press-releases/facts-and-figures>

[\[ii\]](#) Carers' Trust

[\[iii\]](#) Section 96 of the Children and Families Act 2014

[\[iv\]](#) Carers' Trust

[\[v\]](#) Facts about carers, Care UK 2014

[\[vi\]](#) Carers UK 2011

[\[vii\]](#) State of Caring Report 2015, Carers UK

[\[viii\]](#) State of Caring Report 2015, Carers UK

## The national and local picture and developments that have shaped this strategy

# The national picture

[See appendix 1](#) for details of how the following national developments including new legislation has informed this strategy:

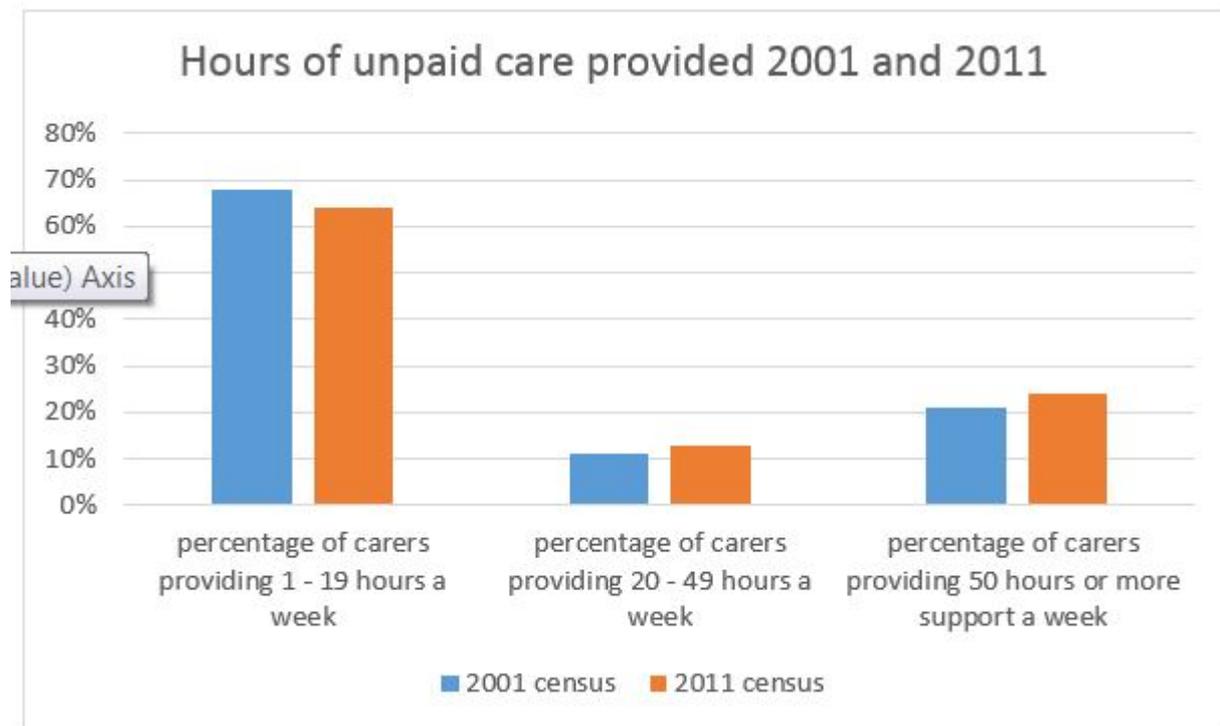
- Refreshed National Carers' Strategy 2017
- National Carers' Strategy and its 4 priorities, which form the basis of the work we will be doing in this strategy.
- The Care Act 2014 which gives carers equal rights as those they care for
- The Children and Families Act 2014 – giving parent carers much more choice and control about the support they and their children receive
- The Children and Families Act 2014 significantly strengthens the rights of young carers
- The NHS Five Year Forward View for more integrated health and care, early intervention and services delivered closer to people's homes
- The Sustainability and Transformation Plan for health and care across Bristol, North Somerset and South Gloucestershire
- Carers' experience of care and support, captured from the annual Personal Social Services Survey of Adult Carers in England.

## The local picture

Data from the 2011 Census shows there are 27,639 carers in South Gloucestershire - 10.5% of the total population are carers, slightly above the national average of 10.3%. The proportion of older adults aged 50 and over who are caring is higher than the national average. There are 524 young carers aged 0 – 15, but this is likely to be an underestimate. There are 817 carers from black and minority ethnic communities in South Gloucestershire.

24% of carers in South Gloucestershire (or over 6,600 carers) provide 50 hours or more a week of support. [\[ix\]](#) Figure one sets out the hours of care provided, as reported in the 2001 and 2011 census:

### **Figure one**



The number of people aged 65 and over in South Gloucestershire who are carers is set to rise – figure two sets out the projected increase.<sup>[x]</sup>

**Figure two**

	Number of people aged 65 and over who are caring	Percentage increase from 2015 figures
<b>2015</b>	7,798	
<b>2020</b>	8,425	8%
<b>2025</b>	9,234	18%
<b>2030</b>	10,442	34%

By 2045, the number of carers of all ages in South Gloucestershire is predicted to rise by 60% to approximately 43,000 carers.<sup>[xi]</sup>

<sup>[x]</sup> 2001 Census

<sup>[x]</sup> Projecting Older People Population Information System

<sup>[xi]</sup> Carers' Trust Webpages – facts about carers

# Our last South Gloucestershire Carers' Strategy: achievements

The South Gloucestershire Joint (council and clinical commissioning group) Carers Strategy 2011-2014 was the second joint carers' strategy for South Gloucestershire and was produced by a partnership of carers' representatives, local organisations and agencies. The strategy set out five key aims, focussing on identification of carers; provision of advice and information; treating carers as expert care partners; enabling carers to have a family and community life and fulfil their potential; carers being supported so that they are not forced into financial hardship; and supporting carers to stay mentally and physically well. Related multi-agency action plans were developed.

Key achievements were:

- We have worked in partnership with carers to listen to their views, experiences and feedback to help inform service changes and developments. We have achieved this through open meetings, consultations and through the representation of carers at the Carers' Advisory Partnership and the Carers' Strategy Implementation Group
- The development of a network of diverse carers groups, with carers making decisions on how they run their groups, who supports them to do this and how they spend the funding allocated to them. There are currently 19 groups plus a carers' choir
- We developed a new way of identifying and registering carers. The number of carers registered continues to rise year on year and the current figure is 4,800 carers. This represents over 17% of the carers who identified themselves through the Census
- We created a carers' assessment process, so that more carers have had access to an assessment and have received support in their caring role. In 2015-2016 726 carers went through the carers' assessment, and 468 of these were first assessments
- Through the work of the health project at the Carers Support Centre the number of carers on practice registers doubled between 2012 and 2015. The creation of a GP app and dedicated support and information have supported this
- We have been supporting carers through the hospital discharge process since 2013. Between April 2014 and September 2016 386 carers were supported in local hospitals, and provided with 1:1 support, advice and information
- We recognise that carers and the person they care for can be at risk of a wide range of abuse and that service providers have a duty to report any safeguarding concerns
- We ran two Celebrating Carers events, a day of debates and workshops to identify new carers and recognise carers for all they do
- A range of community and voluntary sector groups received three year funding from the council, starting in April 2015
- In partnership with the Carers Support Centre we were successful in obtaining funding for two years to support carers to stay in work, as part of a national pilot involving eight other sites across England. The findings will inform national guidance in this area. So far 135 carers have benefitted from information and support to improve their working situation
- The Carers Support Centre secured external funding to support young adult carers, aged 16

– 25.

- The Carers Support Centre developed the Young Carers' Zone, a dedicated space for young carers to meet, develop and receive support
- We supported the development of young carers support groups in schools
- Young Carers' Voice has influenced the development of services and how young carers are supported

## Building the voice of carers and the public into this strategy

The Carers' Strategy consultation asked for views on the draft Carers' Strategy and ran from May to August 2016 alongside consultations relating to the Dementia and Falls Strategies. A questionnaire was available online and in a paper version and people were invited to comment on any of the strategies that were of relevance and interest to them. There was also a separate questionnaire for young carers and young adult carers. Staff from the council and South Gloucestershire Clinical Commissioning Group also had many conversations with carers at specific events, or at regular meetings or groups attended by carers.

The key findings from the 97 responses to the consultation survey were:

- When asked what is currently working well for carers, over half of the comments made referred to the support and activities run by the voluntary and community sector
- When asked what is not currently working well for carers, half of the comments made referred to carers needing more support and information
- The priority 'supporting carers to stay healthy' received the greatest strongly agree score (86%). The priority referring to 'education and employment' received the lowest strongly agree score (56%)
- The majority of respondents felt all actions set out in the consultation document were important.
- When asked what would make a real difference in supporting them in their caring role, the most frequent response was more support (17 comments)
- When asked how we can best identify carers to ensure their needs are assessed as early as possible, the most frequent response was via GPs (22 comments)

An analysis of the comments made in the survey and through the engagement events we held with carers highlighted:

- Lack of joined up thinking across health and social care – sometimes things work well but this is too hit and miss currently. Once someone is diagnosed health staff should automatically register a carer, enabling them to have access to information and support
- Carers and service users can wait a long time for assessments and services from the council
- Issues with the fit and quality of support at home to service users
- Support for carers is needed when the carer stops caring, either as a result of bereavement, or a reduction in caring responsibilities when someone moves into residential or nursing care
- A sense that there is a lack of support when carers really need it

- A lack of recognition for carers
- Carers chase information and sources of support when they are already feeling exhausted – they would like one person to be able to speak to
- A range of views was expressed on the value of the carers' assessment and the support offered as a result of this
- A call for more help and training for the carer on the skills and knowledge required in being a carer
- The importance of having regular breaks, and the current inadequacy of short breaks and emergency support for carers, particularly for short breaks in residential care
- Provision of information can be good, but needs to be good across health and social care; more comprehensive information to be available
- Young carers and young adult carers: support and understanding in school is vital. Young carers value the 13 up club and it needs continued support. Raising awareness and breaking down stigma is very important, and work with employers so that home life and work can dovetail more. Young carers need to continue to have support to meet other young carers and escape from their caring responsibilities
- Parent carers: need clarity on assessments for parent carers, training in their caring role and greater recognition and more positive outcomes for parent carers. They would support further engagement with parent carers to understand their needs and issues

Many of the issues and views above were reflected in responses to the Carers' Surveys in 2014 – 2015. Isolation of carers was a growing issue in the latest survey, with an increasing number of carers reporting they didn't have as much social contact as they would like. Further information on benefits was also highlighted as a need by carers.

An equalities impact assessment (EIA) was produced as part of the strategy consultation, and this has been updated as a result of the responses we heard. This can be seen [at appendix four](#). Further work is needed to understand the needs of young carers and young adult carers; and carers aged 25-44 who were all under-represented in the consultation.

## Our commitment to carers in South Gloucestershire

Our shared commitment to carers is at the heart of this strategy: that carers will be recognised and valued as being fundamental to strong families and stable communities, and respected as expert partners in care. The four priorities of the strategy are based on those from the National Carers' Strategy Second National Action Plan 2014 - 2016 and are:

Priority area 1: Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset in designing local care provision and in planning individual care packages.

Priority area 2: Carers releasing and realising their potential in education and employment. This encompasses support for young carers, young adult carers and carers of working age.

Priority area 3: Personalised support both for carers and those they support, enabling them to have a family and community life alongside caring. Personalising support for carers around the life, goals and needs of the carer and providing good quality information, advice and support.

Priority area 4: Supporting carers to stay healthy and well, mentally and physically.

In working to deliver these priorities, the council and clinical commissioning group will:

- work with NHS services, its own staff and voluntary and community sector groups to identify carers as early as possible in their caring journey, wherever that journey begins.
- ensure carers have access to information on what is available
- support carers to maintain their own health and wellbeing and to achieve a balance between their caring responsibilities and a life outside caring.
- continue to ensure carers are partners in the development of services and that we listen to what carers tell us.

This applies to all carers, regardless of their age, and we will ensure solutions are tailored to the different needs of carers at different life stages.

The aims align with the South Gloucestershire Health and Wellbeing Strategy 2013 – 2016 (currently being revised), whose key principles and priority themes reflect our focus on identifying and supporting carers.

## What we need to do to meet our commitment and make the strategy a success

While there has been considerable progress since the last strategy, there remains much work to do in identifying and supporting carers, delivering the four aims of the current national action plan and responding to the new national strategy when it is available. We will ensure that all we do is in line with the Care Act 2014 and Children and Families Act 2014.

Our overarching plans can be seen [at appendix three](#). The action plan will be led by South Gloucestershire Council and Clinical Commissioning Group, and will be delivered in partnership with local organisations.

Whilst working within current resources, the focus of the action plan will be on working together across the health and social care system and voluntary and community sector to ensure:

- carers are on the agenda for all relevant organisations
- efforts are not duplicated
- organisations share expertise and knowledge
- we work with carers to ensure solutions are tailored to carers' needs
- we particularly focus on those areas that carers say aren't working – initially information, help in a crisis and short breaks
- wherever carers are identified they are able to access further information and support
- the support we give is tailored for carers at different stages of life, from carers of primary

school age to older carers

- that we continue to use contract monitoring to understand the impacts and outcomes for carers of using commissioned services

To support us in how we work together we will be guided by national good practice documents and joint working agreements, such as the Memorandum of Understanding between Adults and Children Services, and NHS England's An Integrated Approach to Identifying and assessing Carer Health and Wellbeing.

The development of support for carers will be overseen by the Carers' Advisory Partnership, which brings together voluntary and community sector organisations with statutory services and carer representatives.

The development of action plans relating to understanding and supporting the needs of carers will be the responsibility of the Carers' Strategy Implementation Group, with input from the Young Carers' Strategy Group. This group reports to the Carers Advisory Partnership and is made up of carers' representatives and partners from the statutory and voluntary and community sector.

As support for carers develops, we will focus on how we measure the impacts of support and any new developments.

During the consultation we also consulted on the dementia and falls draft strategies. There are overlaps with these areas and particularly in developing support for carers of people with dementia. We will ensure we link to other strategies so that outcomes for carers are embedded within our wider cross-cutting work.

Progress on the plans will also be reported to the Health and Wellbeing Board.

## Continuing to hear the voice of carers

As we deliver the strategy, we are committed to hearing the voice of carers on an ongoing basis so that their experiences of support informs our work. The specific mechanisms we have to hear from carers include:

- Carer representatives at the Carers' Advisory Partnership and Carers' Strategy Implementation Group are equal partners and bring the concerns and issues of other carers. Carers in South Gloucestershire have the contact details for carer reps so are able to raise issues directly with them. We are working to include a young adult carer at CAP to ensure that we are hearing from a wide range of carers. The Carers' Support Centre leads on identifying and supporting carer representatives
- Young Carers' Voice influences organisations and services
- Carers' open meetings are held twice a year by the Carers' Support Centre and enable carers to input their views on a range of issues
- Carers' Week takes place in June each year, and is an opportunity to identify carers, as well as to hear from them
- Carers' Rights Day in November and events for young carers and their families are further opportunities to hear from carers

- The bi-annual carers' survey is sent to over 400 adult carers in South Gloucestershire who have had an assessment, and provides a wealth of information
- Carers are invited to comment on their experience of the carers' assessment process
- Organisations supporting carers, including the vibrant network of carers' group facilitators, will be encouraged to feedback on the issues and challenges for carers

We will also explore how we can hear from a wider range of carers, to add different perspectives to what we hear through the bi-annual carers' survey.

## Links to related documents

### Consultation papers and results

- <https://consultations.southglos.gov.uk/consult.ti/carers/consultationHome>

### Joint Strategic Needs Assessment

- <http://www.southglos.gov.uk/community-and-living/stronger-communities/community-strategy/joint-strategic-needs-assessment-jsna/>

### Department of Health Carers' Strategy Second National Action Plan 2014-2016

- <https://www.gov.uk/government/publications/carers-strategy-actions-for-2014-to-2016>

### South Gloucestershire Health and Wellbeing Strategy

- <http://www.southglos.gov.uk/health-and-social-care/staying-healthy/health-strategies/joint-health-and-wellbeing-strategy-jhws/>

### Dementia Strategy

- Under development

## Appendix one – national strategies that have influenced this strategy and action plan

### Refreshed National Carers' Strategy 2017

The Department of Health is currently consulting on a refreshed national carers' strategy, and this is expected in Spring 2017. Whilst it is likely that the priorities of this strategy will remain, other areas for development will gain higher profile. All partners will be involved in understanding the implications of the national strategy and converting any new initiatives or priorities into actions in South Gloucestershire.

## National Carers' Strategy

Since the 2008 Department of Health publication 'Carers at the Heart of 21st Century Families and Communities', there has been consistency in the national strategic vision for carers: there has been a focus on carers being recognised and valued as being fundamental to strong families and stable communities; and on support tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring.

Recognised, Valued and Supported: Next steps for the Carers' Strategy (2010), and the Carers' Strategy Second National Action Plan 2014-2016 have been subsequently published.

## The Care Act 2014

The Care Act represents a significant step forward for the rights of carers, and, for the first time, equal rights with the people for whom they care. Councils have to meet eligible needs for support for adult carers of adults, and understand the outcomes the carer wishes to achieve in day to day life. Carers' assessments must explore whether a carer is willing and able to care and continue to care.

Councils have a duty to promote an individual's wellbeing, for carers and for people needing care and support. This should be done in the context of whole family support. The whole system approach also places a duty of co-operation on councils and all agencies involved in public care.

## The Children and Families Act 2014 – Parent Carers

Parents will have much more choice and control about the support they and their children receive. This includes a local offer of services for all children and young people with additional needs; a more streamlined assessment process; a new Education, Health and Care Plan for children and young people aged up to 25 produced with parents and young people; and the offer of a personal budget for families and young people with an Education, Health and Care Plan.

There is also a more consistent approach to the support for parent carers alongside other carers: parent carers are no longer required to be providing a substantial amount of care on a regular basis to receive an assessment.

## The Children and Families Act 2014 – Young Carers

The act significantly strengthens the rights of young carers. All young carers have a right to an assessment regardless of who they care for, what type of care they provide or how often they provide it. This can be a self-referral or a referral from any professional working with the family. Councils must take a whole family approach so the needs of everyone in the family are considered. This should trigger action from both children's and adults services – assessing why a child is caring, what needs to change and what would help the family to prevent children from taking on this responsibility in the first place. Young adult carers now have a right to a transitional assessment; a separate assessment to look at the needs of the young person as they make the transition from children to adult services. This must establish what support they may need during the transitional period and focus on helping the young adult carers to achieve their goals.

## The NHS Five Year Forward View

People tell us that local health and social care does not always work well for them. It can be complicated and difficult for people to move from one service to another. We also know that many hospital services would be better delivered in the community or the need for admission avoided through people getting help earlier. More integrated health and care and more emphasis on early intervention and services delivered closer to people's homes is supported by NHS England's Five Year Forward View, published in December 2015, outlining a new approach to planning health and care services across England to secure a local health and social care system that:

- improves the health and wellbeing of local people
- improves the quality of local health and care services
- delivers financial stability and balance throughout the local health care system

The 2015/16 Planning Guidance includes an expectation that clinical commissioning groups, alongside councils, draw up plans to identify and support carers.

## The Sustainability and Transformation Plan

To deliver the Five Year Forward View locally each health and care system in England is producing a Sustainability and Transformation Plan to address the challenges of rising demand from an ageing population, at a time of budget restrictions.

Bristol, North Somerset and South Gloucestershire (BNSSG) are working together to develop a plan to focus on three broad themes:

- prevention, early intervention and self-care
- community, primary and social care
- acute care

There will be opportunities for service users, carers and the public to have their say on the emerging plan, and to continue to shape the development and implementation of the plan during the next five years.

The initial plan will use existing feedback from service users, carers and the public to make sure that the plan is being shaped by the issues that the people who rely on our services have told us is important to them.

## Appendix two – what is currently in place to support carers funded by the council, the CCG and other sources

Over the three years of the strategy it is expected that some services and support to carers may change and that there may be revised levels of financial support available.

# Services provided or funded by South Gloucestershire Council

**Support for all carers** - delivered mostly, but not exclusively, by the Carers Support Centre. Provides a wide range of support for carers of all ages, including information, casework support, and volunteering opportunities.

**The Carers' Register, Connecting Carers** to enable identification and communication with carers. Held and developed by the Carers Support Centre.

**Volunteer sitting services** - free, volunteer sitting services are offered by the Carers Support Centre.

**Carers' emergency card** - initially administered by the Carers Support Centre, offers peace of mind to carers should they be taken ill while out. Increasingly a vehicle for offering discounts to carers. The council emergency duty team provides emergency support if the carer is unable to care, until a longer term solution is arranged.

**Carers' groups** - a network of carer led groups are funded by the Council. Includes groups for people from the Chinese and South Asian communities.

**Social opportunities for carers** - Time for Carers receive funding to offer social opportunities to support carers.

**Carers' open meetings** - provided by the Carers Support Centre twice a year, they offer an opportunity for carers to come together, get information and get their voices heard.

**Carers' Assessments, Getting Help and Connected** - this is carried out by staff from the Carers Support Centre.

**Direct payments** - following assessment, one off or ongoing carers' direct payment can be arranged, if the carer's needs are not met by universal services.

**Support for the cared for adult, young person or child** - the council assesses the need of the cared for person and can provide packages of support which give a break to the carer, including sitting services, short break funding and the provision of equipment and assistive technology.

**Carers' planned emergency breaks** - support for the cared for person if a carer is away from the home for a short period.

**Support for young carers** - a range of evolving support is supplied by the Carers' Support Centre, including courses for young carers, supportive activities and the chance for young carers to make their voices heard. Assessments are provided in the council by the access and resource team (ART).

**Advocacy services** - carers may access advocacy services currently offered by the Care Forum.

**Health Team** - The Carers Support Centre team work in GP practices and hospitals to raise awareness of carers' issues and promote the identification and support of carers, as well as working with individual carers.

**Short Intensive Night Sitting Service** - offers night sitting services to carers who are at risk of hospital admission, or if the cared for person is at risk of hospital admission.

**Support to carers of people with learning difficulties** - currently funded through the Learning Difficulties Partnership Board, for carers to make their voices heard and receive peer support.

**Support to carers of people with substance misuse issues** - carer support is part of the package of support for people with substance misuse issues, which is being re-tendered in 2017.

**Programme of support for carers of people attending Paul's Place** - including one to one support, peer support and events.

**Support for carers of people affected by stroke** - the Bristol Area Stroke Foundation provide support to carers and run a regular stroke café for stroke survivors and their carers.

**CURO social prescribing service** - a GP based service which supports patients to get out, meet new people and be more active.

**South Gloucestershire Wellbeing College** - The Wellbeing College offer a range of free courses and taster sessions, to boost wellbeing.

**Support to people caring for people with dementia** - services are funded by the council and the CCG. The Alzheimer's Society offer carer support through their dementia support workers, as do Sirona Care and health's dementia advisors in Filton, Patchway, Almondsbury and Thornbury. There are also Memory Cafes, Singing for the Brain and carers' groups. Information about the support available can be found in the Dementia Guide to Services, Living Well with Dementia roadshows and the Real Life with Dementia - Hints and Tips for Carers course.

## Clinical Commissioning Group Support to Carers

The following services are commissioned by the CCG:

**Carers' Breaks** - The clinical commissioning group contributes to the council budget for carers' breaks, offered via carers' direct payments.

**Talking therapy services** - offer a range of short term therapeutic interventions to help people recover from less complex mental health problems and to learn skills and techniques which will support their ongoing wellbeing.

**Courses for carers** - a programme of courses are offered by the Carers Support Centre, funded by the NHS.

## Sirona support to carers

- A partner in the Hints and Tips for Carers' Course for carers caring for people with dementia.
- The staff Dementia Interest Group raises awareness about the support available to carers, with information, leaflets and tools from the Carers Support Centre helping staff in supporting carers.
- Engaging and hearing from carers - hearing carers' stories through 1:1 interviews about their experiences of caring and of working with Sirona; sharing the outcomes and learning across Sirona from engaging with carers within the community resource centres as part of the Butterfly accreditation with 'Dementia Care Matters'; capturing feedback from carers using the Friends and Family cards; participation in open carers events.
- Membership of the Carers' Advisory Partnership
- Following a review of the carer experience of the End of Life Service, Sirona offers a range of leaflets developed to support carers and people at the end of their life to help improve communication between staff, service users and carers; a new carers' booklet being produced with the support of Dorothy House Hospice; the piloting of a feedback questionnaire across three district nursing teams.
- A range of information on line for carers.
- Sirona staff based in hospitals are receiving training from the Carers' Support Centre Hospital Team about referral pathways.

**Avon and Wiltshire Partnership Trust, North Bristol Trust and University Hospitals Bristol NHS Foundation Trust** - all provide support to carers, in a variety of different ways, and work with partner agencies to develop support for carers.

## Support funded from other sources

**Carers in paid employment** - a test and learn project at the Carers Support Centre, funded by central government to support working carers and employers to keep carers in work.

**Young adult carers** - a project at the Carers Support Centre to support young carers and young adult carers aged 16 – 25 who aren't in employment, education or training.

**Jobcentre Plus** - support for carers looking for employment.

## Appendix three – Equality Impact Assessment (EIA)

Name of strategy being assessed:

Understanding and Supporting the Needs of Carers: The South Gloucestershire Carers' Strategy 2017 - 2020.

This EIA incorporates the learning from the public engagement in 2016, and the gaps in those responses.

Lead Commissioners completing this screening:

Name	Paul Frisby	Denise Swain
Title	Partnership Manager	Commissioning Manager
Dept/Service	Partnership and integration	Children, adults and health
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Approved and signed by relevant director:

Guy Stenson, Director of Partnership and Integration

Please note:

Once this EIA has been approved and signed off, an electronic copy will need to be sent to the CCG's Equalities and Patient and Public Involvement Officer for publication on the CCG website.

Please read the background to the EqIA at the back of this document prior to starting.

## 1. A brief description of the strategy's aims

There are 27,639 carers in South Gloucestershire. Caring can impact significantly on all aspects of a carer's life and wellbeing, and it is important that carers receive information and support in their caring role. We know that the number of carers in South Gloucestershire is growing.

Our priority areas:

- Identifying carers at an early stage, recognising their contribution and involving them from the outset in designing local care provision and in planning individual care packages.
- Carers releasing and realising their potential in education and employment. This encompasses support for young carers, young adult carers and carers of working age.
- Carers have a family and community life alongside caring, personalised support for carers around the life, goals and needs of the carer and providing good quality information, advice and support.
- Supporting carers to stay healthy, mentally and physically.

## 2. Is this strategy:

New	Existing	Refreshed
		X

## 3. Who is this strategy likely to have an impact on?

Patients/service users	Carers	Visitors	Staff	Others
X	XXX		X	The people supported by the carers

## 4. What evidence are you using to inform this assessment?

Source	X	Date	Details of evidence
Demographic (including Census) data	X	2016 2014 2016	See Strategy and JSNA (links as below)
Research findings	X	2016 2014 2016	11 references in Carers' Strategy <a href="https://consultations.southglos.gov.uk/gf2.ti/-/697634/20878597.1/PDF/-/Carers_Strategy.pdf">https://consultations.southglos.gov.uk/gf2.ti/-/697634/20878597.1/PDF/-/Carers_Strategy.pdf</a> <a href="https://edocs.southglos.gov.uk/jsna/">https://edocs.southglos.gov.uk/jsna/</a>
Recent consultations and surveys	X	2012 2014 2016 2016	Caring for Others survey <a href="http://www.southglos.gov.uk/caring-for-others-survey-2012/Carers'_Survey_by_Department_of_Health">http://www.southglos.gov.uk/caring-for-others-survey-2012/Carers' Survey by Department of Health</a> Report on response to summer 2016 public engagement State of Caring <a href="http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2016">http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2016</a>
Results of ethnic monitoring data; any equalities data from LA/ joint/Health inequality data	X		<a href="http://www.healthtalk.org/peoples-experiences/mental-health/mental-health-ethnic-minority-carers-experiences/support-spirituality-and-religion">http://www.healthtalk.org/peoples-experiences/mental-health/mental-health-ethnic-minority-carers-experiences/support-spirituality-and-religion</a> 2016 'Supporting People to Live Well' public engagement response almost exclusively from Christian, heterosexual, White British people.
Anecdotal information from groups and agencies within South Gloucestershire	X	Ongoing	Regular feedback from carers representatives on Carers Advisory Partnership (CAP) and Carers Strategy Implementation Group (CSIG)
Comparisons between similar functions / policies elsewhere	X	Ongoing	Via South West Carers Lead ADASS network The summer 2016 'Supporting People to Live Well' public engagement also covered draft joint Dementia and Falls Strategies
Analysis of PALS, complaints and public enquiries information			To be sought, to inform future development of the Action Plan.
Analysis of audit reports and reviews	X	2015	Carers' Support Centre social return on investment report

## 5. Assessments of the effects of the service/policy/strategy on the protected characteristics (equality groups)

Assess whether the service/policy has a positive, negative or neutral impact on the protected characteristics.:

- Positive impact means promoting equal opportunities or improving relations within equality groups
- Negative impact means that an equality group(s) could be disadvantaged or discriminated against
- Neutral impact means that it has no effect currently on equality groups

Please answer Yes or No in the following table and provide reasons accordingly:

Protected Characteristic	Positive Impact X	Negative Impact X	Neutral_Impact X	Please provide reasons for your answer and any mitigation required
<b>Age</b> [Children and Young people 0 to 19; Older People 60+]	X			Caring responsibilities have a particularly detrimental impact on the lives of young people, and older adults. This is directly addressed in the strategy and the action plan in response to national agenda and the input from local carers.
<b>Disability</b> • Physical/sensory impairment • Mental health • Learning difficulty • Long term condition	X			Many carers will be caring for someone with a disability including parent carers. There is no robust local data on the prevalence of disability amongst carers. Improving support for carers will also benefit carers.
<b>Gender reassignment</b> [Trans people]			X	No negative or differential impact currently identified. Local response plus Sara's Group (Parents and Carers of trans Young People) - See more at: <a href="http://www.allsortsyouth.org.uk/">http://www.allsortsyouth.org.uk/</a>
<b>Race</b>			X	There is potential for a differential impact upon those from non-white British ethnicities. We will ensure that our plans are informed by discussions with people from a range of different communities including Gypsies and Travellers.
<b>Religion or belief</b>			X	We do not have any evidence of the impact religion may have on access to carers support. We will ensure that our plans are informed by discussions with people of faith.
<b>Sex</b> [Male or Female]	X			The patterns of caring are different in men and women. The majority of adults caring are women although the percentage of carers who are men increases with age.
<b>Sexual orientation</b>			X	No negative of differential impact currently identified.
<b>Carers</b> [People with caring responsibilities]	X			Caring has significant implications for all aspects of a carer's life. Given that Carers are the focus of this strategy, it has the potential to have the most significant impact on carers.
<b>Marriage and civil partnership</b>			X	No negative of differential impact currently identified.

## 6. Eliminating discrimination, harassment and victimisation

Some young carers report discrimination, harassment and victimisation by their peers at school. Discussions with them and schools will focus amongst other issues on what we can together do to address this.

The issue will also be raised with adult carers, and actions developed to address them, if this is reported to be an issue.

## 7. Advance equality of opportunity

Advancing equality of opportunity is an objective for this strategy for young carers, carers of working age and older carers.

Encouraging employers to recognise that there is benefit in supporting carers and avoiding losing their skills and experience is the focus of the Carers in Employment project that started in 2015.

The importance of advancing equality of opportunity will be reflected in the action plans for young and adult carers.

## 8. Foster/promote good relations between people

Building individual and community resilience is another focus of the strategy. It too will be reflected in the action plan that will be developed following the public engagement

## 9. Have you set up or arranged for any of the following

Attribute	Yes	No	If Yes, please describe what these are. If No, please give reasons
Equality Monitoring Systems		X	The services or programmes that deliver the strategy have equality monitoring systems in place.
Equality Related Performance Indicators		X	The services or programmes that deliver the strategy have appropriate equality related performance indicators systems in place

## 10. Action plan

Good response to public engagement in summer 2016 but a large majority of this input was from White British older adults. The CCG, local authority and partners will therefore engage with representative groups of other communities and people with protected characteristics to share our proposals and seek their input.

Ref	Issue	Action Required	Milestone	Lead Officer
1	Age	Ensure that young people, young adults, schools and colleges continue to be engaged in developing the strategy. <i>(Strategy actions 1.1 and 1.3)</i>	Sep 2017	Denise Swain/ Sarah Collett
2	Disability	Ensure that the South Glos DEN have an opportunity to comment on the strategy and action plan. <i>(Strategy action 1.3)</i> Accessible versions of Strategy to be provided on request. Seek assurance from providers that they meet the <a href="#">Accessible Information Standard</a> <i>(Strategy action 3.3)</i>	Jun 2017  Sep 2017	Denise Swain/ Paul Frisby
3	Race	Ensure that South Glos REN (Race Equality Network) have an opportunity to comment on the action plan and help develop it. <i>(Strategy action 1.3)</i> Ensure that the Strategy's Action Plan includes requirement for providers to confirm they provide accessible information for people whose first language is not English. <i>(Strategy action 1.3)</i>	Sep 2017  Sep 2017	Denise Swain/ Paul Frisby
4	Lesbian Gay and Bisexual	Ensure Diversity Trust or similar organisation have an opportunity to comment on the action plan and help develop it. <i>(Strategy action 1.3)</i>	Sep 2017	Denise Swain/ Paul Frisby
5	Religion, Faith or Belief	Ensure that service providers are sensitive to the beliefs of carers and the cared for person. <i>(Strategy action 1.3)</i>	Sep 2017	Denise Swain/ Paul Frisby
6	Transgender	Ensure Diversity Trust or similar organisation have an opportunity to comment on the action plan and help develop it. <i>(Strategy action 1.3)</i>	Sep 2017	Denise Swain/ Paul Frisby
7	Sex [Gender]	No issues raised or anticipated, so no action proposed.		
8	Pregnancy and Maternity	Maternity Strategy to be checked to ensure that any issues around pregnant carers are addressed <i>(Strategy action 1.1)</i>	Sep 2017	Denise Swain/ Paul Frisby
9	Marriage or Civil Partnership	No issues raised or anticipated, so no action proposed.		

# 11. Recommendations for the project board/CCG governing body

a) Use this section to also draw attention to any issue where there has been a significant impact, and demonstrate how you either propose to mitigate it [cross reference to action plan] or if you cannot, why you cannot.

No significant impact. There are a number of issues which are addressed in the action plan.

b) Explain how the results of this assessment have influenced your service/policy/strategy

This equality impact assessment and the recent public engagement have identified the need to engage certain groups in shaping the action plan and assist us to improve access and experience of people with different protected characteristics.

## 12. Date EqIA revised

- 6 January 2017

## 13. Review date

- 31 March 2018

## Appendix four – action plan

This action plan is designed to improve support for carers in South Gloucestershire. The actions below draw upon:

- The South Gloucestershire Understanding and Supporting the Needs of Carers' Joint Strategy: 2017-2020
- Feedback from carers and others during the Summer 2016 public engagement and subsequent discussions with carers
- The South Gloucestershire 2016 Joint Strategic Needs Assessment
- The Carers' Strategy National Action Plan 2014-2016 and earlier versions
- The 2014 Care Act and Children and Families Act from the same year, giving adult carers, parent carers and young carers specific rights and placing a number of requirements on councils to support them, and on councils' partners to co-operate
- NHS England's 2016 An integrated approach to identifying and assessing carer health and wellbeing
- The local Sustainability and Transformation Plan's expectation that individuals and communities will, over time be more responsible for their own health and welfare, with services intervening earlier to support them to do so. It also provides a starting point for work

within the NHS and with partners to ensure that the offer to carers is more consistent across Bristol, North Somerset and South Gloucestershire

This local action plan will be reviewed and, if necessary, revised when the 2017 Refreshed National Carers' Strategy is published.

The Carers' Advisory Partnership (CAP) and its Carers' Strategy Implementation Group (CSIG) will oversee the implementation of this Action Plan. CAP reports directly to the Health and Wellbeing Board.

Summary of feedback from public engagement and our response		
Priority Areas	You said	Response in Action Plan
<b>1. Identifying carers at an early stage, recognising their contribution and involving them in designing local care and in planning individual care packages</b>	<p>"Make offer of support clear"</p> <p>"Encourage carers to see themselves as carers"</p> <p>"Raise awareness amongst all communities"</p> <p>"Cared for person does not always recognise carers needs"</p> <p>"Reach us early via our GPs"</p> <p>GP practices poor at involving children and young people</p> <p>"Drs who diagnose should also give out information to carers"</p> <p>"Please listen to us and act on what we say"</p> <p>"Allow carers to be in room when seeing medic or social worker"</p>	<p><b>1.1 Identifying carers at early stage</b></p> <p><b>1.2 Identifying carers in primary care</b></p> <p><b>1.3 Involving carers in service design</b></p> <p><b>1.4 Involving carers in planning care</b></p>
<b>2. Carers releasing and realising their potential in education and employment</b>	<p>Please listen to us and act on what we say"</p> <p>Young carers value Carers Support Centre's role</p> <p>Young carers want more consistent support from schools</p> <p>Parent carers recognise value of young adult project, especially for those not in education, employment or training</p> <p>Carers in employment project very much valued by parent carers</p>	<p><b>2.1 Identifying young carers</b></p> <p><b>2.2 Schools and colleges</b></p> <p><b>2.3 Getting employment</b></p> <p><b>2.4 Staying in employment</b></p>
<b>3. Carers having a family and community life alongside caring, personalised support and good quality information, advice and support</b>	<p>"Need more info"</p> <p>"Help us keep connected and less isolated"</p> <p>"Need more support and respite/ short breaks/ sitting" - strongly identified as an area for improvement</p> <p>"Recognising our contribution boosts our confidence"</p> <p>"Is there emergency support for carers. Contact who in a crisis?"</p> <p>"Having a support plan"</p> <p>"Holiday clubs and child minding"</p> <p>"End of life support for Chinese people and carers?"</p> <p>Parent carers need training in their role as carer for life</p> <p>"Work with mental health services, Wellbeing College and Community Connectors!"</p>	<p><b>3.1 Enhancing family/ community life</b></p> <p><b>3.2 Personalised support for carers</b></p> <p><b>3.3 Good quality information</b></p>
<b>4. Supporting carers to stay healthy, mentally and physically</b>	<p>The highest priority identified by carers</p> <p>"Regular health check-ups for carers"</p> <p>"Avon Fire Service can help reach vulnerable children and adults"</p> <p>"Practical training for carers"</p> <p>Hospitals poor at involving children and young people</p>	<p><b>4.1 Supporting carers to be healthy</b></p> <p><b>4.2 Ensuring access to NHS</b></p> <p><b>4.3 Support in hospital</b></p>

## Priority Area 1 - Identifying carers at an early stage, recognising their contribution and involving them in designing local care and in planning individual care packages.

Ref	Objective	What we will do	Who will lead	By when	How will we measure success
1.1	Identifying carers at an early stage	a) Social media and other campaigns around Young Carers' awareness days, Carers' Week and Carers' Rights Days	Carers Support Centre, South Glos Council (SGC), Clinical Commissioning Group (CCG)	Ongoing	Social and other media campaigns
		b) Target promotions at individuals and groups who are under represented on carers registers e.g. young carers, young adult carers, working carers and people with disabilities, from Black and Minority Ethnic (BME) communities and from Lesbian, Gay, Bisexual and Transgender communities (as identified in Actions 2, 3, 4 and 6 of the Equality Impact Assessment)	Carers Support Centre	Ongoing	Develop and implement plan for Carers' Strategy Implementation Group (CSIG)
		c) Benchmark training across agencies and address shortfalls for groups of health, social care and voluntary sector staff	SGC, CCG and Health and Social Care providers	Ongoing	Reported annually to Carers' Advisory Partnership (CAP)
		e) Explore and pilot innovative ways to 'sell' registration and thereby reach people with caring responsibilities who do not now see themselves as carers, e.g. via pharmacies	Carers Support Centre/ SGC/ CCG	Ongoing	Develop and implement plan
1.2 25/28	Identifying carers in primary care	a) Continue to work to improve carer awareness amongst staff in GP practices, especially young carers and young adult carers	Carers Support Centre/ CCG	Ongoing	Annual report to Carers' Strategy Implementation Group (CSIG)
		b) Develop mechanisms to make routine the gathering of information about caring responsibilities at registration, and other opportunities in practices	Carers Support Centre, CCG, Practices	March 2018	Mechanism agreed, more carers known to practices
		c) Use Flu Clinics to encourage carers to self-identify as carers and seek assistance	Carers Support Centre/ SGC/ CCG	Annually (autumn)	First Contact Referral numbers
		d) Seek and take opportunities with Dentists, Opticians and Community Pharmacies to raise carer awareness amongst their staff	CCG/ Local Committees	March 2018	To be confirmed

1.3	Involving carers in designing local care	a) Maintain and increase current level of carers involvement in designing local care, especially young and young adult carers	SGC/ CCG/ Carers Support Centre	March 2017	Judgement for CAP to make
		b) Map how carers' voices are heard in adult and children's services, and fed back to them		Sep 2017	Demonstrate input and plans to address any shortfall to CAP
		c) Address any significant gaps identified in 1.2 b) above		March 2018	
		d) Engage representative groups of those with protected characteristics (priority groups) to share our proposals and seek their input, as per Actions 2,3, 4 and 6 of the Equality Impact Assessment	SGC/ CCG	Sep 2017	Develop action plan if CSIG agree this is justified
		e) Seek assurance from providers that they provide information in appropriate languages and formats, and have interpretation and translation services	SGC/CCG	Sep 2017	Develop action plan if CSIG agree this is justified
		f) Explore others ways in which to gather feedback from a wider range of carers than those that are included in the bi-annual Carers Survey	SGC	Nov 2017	Action plan agreed
1.4	Involving carers in planning individual care packages	a) Map how carers are involved in planning individual care packages for themselves and the person they care for	SGC/ CCG/ Carers Support Centre/ Health and Social Care providers	Sep 2018	Current status noted by CAP
		b) Address any significant gaps identified in 1.3 a) above		March 2019	Progress reported to CAP

## Priority Area 2 - Carers releasing and realising their potential in education and employment.

Ref	Objective	What we will do	Who will lead	By when	How will we measure success
2.1	Identifying young carers	a) Define and raise awareness of young carers pathway to assessment and support, including transitional arrangements	Carers Support Centre	Sep 2017	Pathway shared with CSIG and CAP
		b) Work with young carers to develop an inter-agency plan to raise awareness and increase the number of young carers known to services, including adult social care	Carers Support Centre / Schools/ Education Dept/ School Nurses	March 2018	Plan signed off by Carers Advisory Partnership
		c) Implement inter-agency plan to raise awareness and increase the number of young carers known to services	Carers Support Centre / Schools/ Education Dept/ School Nurses	March 2019	Numbers of young carers on registers, known to schools and on registers
		d) Progress the Carers Support Centre's Young Adults Project and develop a plan for sustaining this initiative, with particular reference to those not in education, employment or training (NEETs)	Carers Support Centre	Jan 2017	To be confirmed
2.2	Schools and colleges	a) Work with schools and colleges to develop our joint approach to identify and support young carers.	Carers Support Centre/ Schools/ Education Dept/ School Nurses	March 2018	Policy developed and agreed
		b) Work with schools and colleges to implement Policy and offer young carers access to age appropriate, tailored support	Carers Support Centre / Schools/ Education Dept/ School Nurses	March 2020	Policy adopted and implemented by schools and colleges
2.3	Getting employment	a) Job Centre Plus (JCP) to ensure carers seeking jobs are aware of the JCP support available, including Job Club and Group sessions for carers and lone parents offered by Kingswood Job Centre Plus	Job Centre Plus (JCP)	Ongoing	Carers seeking jobs aware of JCP support
		b) Job Centre Plus coaches to be kept informed about support for carers in the local community	Carers Support Centre, South Glos Council	Ongoing	Carers seeking jobs aware of support in the community
		c) Supporting former carers to return to employment	Carers Support Centre, JCP	Ongoing	To be confirmed
2.4	Staying In employment	a) Work with carers and employers to develop more positive culture towards carers balancing work and their caring responsibilities	Carers in Employment Project Advisory Group partners	As per project plan	Successful external evaluation
		b) Explore the use of Assistive Technology to help employers to support carers to continue working			
		c) Develop plans to continue this workstream, or elements of it, after current funding ceases in September 2017		Jun 2017	To be confirmed

## Priority Area 3 - Carers having a family and community life alongside caring, personalised support for carers and providing good quality information, advice and

Ref	Objective	What we will do	Who will lead	By when	How will we measure success
3.1	Enhancing carers family and community life	a) Look at ways to give carers a single point of contact, link it with other support and promote it	Carers Support Centre/ SGC/ CCG	March 2018	Single point of access WellAware info
		b) Work with Community Connectors to encourage carers to make good use of mainstream resources	SGC/ Curo	March 2017	Carers supported by Connectors
		c) Review carers and other support groups to ensure good variety of interests and locations	SGC/ Carers Support Centre/ Curo/ other providers	March 2018	% of communities covered
3.2	Ensure that carers and the people they care for are as safe as possible	a) Continue to offer Carers' Assessments to adult carers and review 'Getting Help and Connected' to ensure that it works for carers and to develop a tiered approach	SGC	Ongoing	Approach confirmed or revised
		b) Confirm assessment and response outcomes for parent carers and revise if necessary	SGC/ Carers Support Centre/ S Glos Parent Carers	Dec 2017	
		c) Review the provision of emergency support to make the best use of available resources	SGC	Dec 2017	Review shared with CSIG and CAP
		d) Develop proposals for a range of innovative short breaks for carers (inc Shared Lives and Personal Health Budgets)	SGC/ CCG	Dec 2017	Proposals considered for 2019/20
		e) Increase numbers of carers with NHS care plans	SGC/ CCG/ other partners	Ongoing	Numbers of carers with care plan
		f) Develop proposal for supporting carers of all ages after caring, especially after bereavement, exploring links with European Social Fund project	Carers Support Centre/ SGC/ CCG / Avon & Wiltshire Partnership (AWP) Trust	Sep 2017	Proposals agreed and implemented
		g) Use contract monitoring mechanisms to understand the impacts and outcomes for carers using commissioned services	SGC and partners	June 2017 and ongoing	Evidence of impacts and outcomes for carers
		h) Lead review of Safeguarding issues involving partners and Carer representatives Address priorities identified by above review	SGC/CCG	April 2018 Sept 2018	Reports to CAP
3.3	Good quality information and advice	a) Review, improve and re-launch materials and website information available locally	Carers Support Centre/ Other partners	March 2018	Annual review WellAware info
		b) Agree how information in key access points is kept up to date and restocked	Carers' Support Centre	March 2018	Annual review
		c) Maintain and expand opportunities to offer carers training - practical tools and helping build resilience (from First Aid to looking after yourself) - to enable them to continue caring and to live well (as per 4.2d below)	SGC/ CCG/ Carers Support Centre/ Wellbeing College/ AWP	Ongoing	Annual review
		d) Seek reassurance from providers that they meet the Accessible Information Standard	SGC/ CCG	March 2017	

## Priority Area 4 – Supporting carers to stay healthy, mentally and physically.

Ref	Objective	What we will do	Who will lead	By when	How will we measure success
4.1	Supporting carers to stay healthy	a) Promote key Public Health messages for carers with GPs, Sirona and other partners	Public Health	Ongoing	Six monthly report on progress to Carers' Strategy Implementation Group (CSIG)
		b) Reduce the number of carers with undiagnosed cardio vascular disease by increasing the number of eligible carers having an NHS Health Check	Public Health/ GP practices	Ongoing	
		c) Explore how it may be possible to offer Health Checks to adult carers under 40 years of age	Public Health/ CCG	Mar 2018	
		d) Explore how it may be possible to offer Health Checks to young carers	Public Health/ CCG	Sep 2018	
		e) Actively involve Health Champions, Community Connectors, Dementia Advisors and others in conveying key health messages to carers	Public Health/ CCG/ Alzheimer's Society/ Sirona Care and Health	Ongoing	
		f) Promote and increase uptake of Promoting Positive Mental Health Sessions	Public Health/ partners	Ongoing	

4.2	<b>Ensuring carer access to community health services</b>	a) Continue to work with GP practices and Sirona to identify carers, support them and promote their interests	Carers Support Centre	Ongoing	Numbers of people on practice carers registers
		b) Promote and increase referrals amongst carers to Wellbeing Therapies Services	Public Health/ CCG/ providers	March 2019	Quantify numbers benefiting
		c) Work with carers and Wellbeing College to develop training opportunities for carers (as per 3.3c above)	Carers/ SGC/ CCG/ Wellbeing College	March 2017	Courses and take up
		d) Offer carers personalised support through Personal Health Budgets (PHBs)	CCG	March 2018	Numbers offered PHBs
4.3	<b>Support in hospital</b>	a) Continue to work with North Bristol Trust (NBT) and University Hospitals Bristol (UHB) to identify carers (especially young carers), support them and promote their interests.	Carers Support Centre/ North Bristol Trust/ University Hospitals Bristol Trust	Ongoing	Annual report to Carers' Strategy Implementation Group (CSIG)
		b) Continue to work with Avon and Wiltshire Partnership (AWP) Trust's community and hospital services to identify carers, support them and promote their interests, especially young carers and carers of working age.	Avon & Wilts Partnership (AWP) Trust/ SGC	Ongoing	Annual report to Carers' Strategy Implementation Group (CSIG)
		c) Increase profile of support to carers through partnership with VCSE colleagues at NBT	CCG/ Carers Support Centre/ Red Cross/ Age UK	March 2017	Update to CSIG