

Appendix 2

CITY OF  
WOLVERHAMPTON  
C O U N C I L

**Joint All Age Carer Strategy**

**2016 – 2020**

**Executive Summary**

  
***Wolverhampton  
Clinical Commissioning Group***

## Executive Summary

### Introduction

For the first time The Care Act 2014 and the Children and Families Act 2014 has brought about significant advances in the rights of carers to be recognised and their needs met.

Carers play a critical role in supporting someone who would otherwise be unable to look after themselves; often putting the needs of the cared for person before themselves. There is no age barrier to becoming a carer; some become a carer for the first time at an earlier age, whilst for others it can be later in life.

Often carers will help the person they care for with everyday tasks such as helping someone to bed, getting them to up in the morning, helping them to wash and dress, making of meals and help with toileting.

Many carers take on the role of caring without thinking twice, or noticing the effect it has on their own lives because of the close relationship they have with the person they care for.

### The Strategic Context

The Joint All Age Carers Strategy was developed following a six week consultation exercise with both young and adult carers and is set in the strategic context of:

- The National Vision and Outcomes for Carers
- NHS Commitments to Carers
- Association of Directors of Adult Social Services regional commitment to carers
- Wolverhampton Council's Corporate Plan
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### Wolverhampton by Numbers

There are over 27,000 carers in Wolverhampton. Over half of these provide one – 19 hours of care each week. However, there is a sizable proportion (26%) that provide over 50 hours of care each week

The peak age range for becoming a carer is 50 – 64. Almost one in five people in this age group provide care. However, one in seven older carers aged 65 and over are more likely to provide over 50 hours of care each week.

As people live longer the number of older carers is almost certain to increase as will older people's need for care. Within the lifetime of this strategy the number of older people aged 70 and over is projected to increase by almost 2,400. This includes a 600 increase in the number of people aged 90 and over.

By 2020 the number of people aged 65 and over unable to manage at least one self-care activity is forecast to increase by almost 1,000. Whilst the number of adults

aged 18 – 64 with a moderate or serious personal care disability is estimated to increase by almost 200.

Self-care activities include ability to: bathe, shower or wash all over, dress and undress, wash their face and hands, feed, cut their toenails or take medication.

### The Impact of Caring

While caring can be a very positive and enjoyable experience it can also mean the carer may:

- experience a greater level of stress and emotional strain that may harm their own health;
- find that they cannot keep up their social networks or other relationships and become more isolated as a result;
- be unable to continue working full-time and their income and future pension can be harmed.

### Caring in Wolverhampton – Adults

As part of the consultation process we asked carers about their caring role and how it had impacted on their own lives. Some common themes emerged through our conversations with carers.

- **Being acknowledged and valued as a carer.**
  - The carers we spoke to felt that they were valued and supported until something unexpected happens that interrupts the care they provide.
- **The personal impact of caring**
  - Caring is a full-time job, often carers have put their own life 'on hold' and forego doing the things they want to do.
- **Services are not always responsive and flexible to meet the needs of carers;**
  - Support is not always co-ordinated across health and social, resulting in carers repeating themselves, and respite care is not flexible to meet the needs of carers.
- **Employment**
  - Whilst employment was seen as a 'saving grace' for some, for others they were unable to balance their caring role with employment.
- **Direct Payments**
  - Whilst some carers we spoke to were already in receipt of a direct payment, others felt they were complicated but would like to learn more.

As part of the consultation process adult carers were invited to tell us what their ten priorities for the future were. These priorities can be grouped and described as:

- Closer working between health and social care
- Being recognized and valued as a carer by professionals and in the work place
- More information regarding assistive technology, their legal rights as a carer and telecare
- More opportunities to meet and socialise with other carers

### Caring in Wolverhampton – Young Carers

As part of the consultation process we asked young carers about their caring role and how it had impacted on their own lives. Some common themes emerged through these conversations.

- **Health and Well Being of the Carer**
  - Caring had impacted on their health and well-being; stress and anxiety were common themes;
- **Health and Wellbeing of those Cared for**
  - Young carers told us that they worry about the health and wellbeing of the person they care for, that their illness might get progressively worse and their passing;
- **Time management**
  - Balancing their caring role with school work, homework and exams
- **Education**
  - Attendance at school including arriving late, finishing early or not attending was a concern for young carers.

Young Carers identified a number of priorities for the future that would support them in their caring role. Common themes emerged that are primarily around support to enable them to balance their caring responsibilities with their education.

Young carers also told us that they would like:

- More education for all, particularly in schools, on the role of young carers and the impact it has on their lives.
- Support to achieve their future goals, to access further and higher education and careers advice.
- Information on how to support someone with a disability or long term condition.

- For a smoother transition from a young carer to adult carer with support for young carers aged 18 – 25 years.

### Next Steps – Implementing the Strategy

The implementation of the strategy will be overseen and driven by a Strategy Steering Group made up of representatives of both Wolverhampton Council, Wolverhampton Clinical Commissioning Group and Carers.

Progress reports will be presented to the Health and Well-Being Board, Joint Integrated Commissioning Board and the Council’s Scrutiny Panel.

The following table outlines the priorities of carers, proposed actions and timeframes.

Adult Carer Priorities	What we will do	When
I would like the Council and NHS to work together to develop a set of promises for carers, for example through a ‘Carers Charter’.	We will work with carers to develop a Carers Charter that delivers a set of promises for carers that demonstrate both organisations work closely to enhance the carers’ experience.	December 2016
I want employers to be ‘carer friendly’ recognising that carers may need to work flexibly and for them to recognise the special skills and knowledge carers can bring to them, as employees.	We will work with local employers to promote carer friendly employment practices.	
I want to be recognised as a carer by professionals and my knowledge and experience taken account of.	This priority will be incorporated in the development of a Carers Charter.	September 2016
I would like the Council and NHS to work more closely together to ensure so that I don’t have to repeat myself.	This priority will be incorporated in the development of a Carers Charter.	July 2016
I would like more opportunities to access respite care for the person I care for.	We will review existing arrangements for respite care and where necessary we will remodel existing service provision to ensure transparency and flexibility to meet the needs of carers.	March 2017
I would like someone to talk to, when I need it, to help	We will remodel carer support groups to provide	Remodelling carer support groups is

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<p>me with my caring role.</p>	<p>the opportunity for carers to offer mutual support to each other.</p> <p>We will review current channels of communication designed to promote carer support groups to ensure effectiveness and value for money.</p>	<p>currently work in progress</p> <p>December 2016</p>
<p>I would like more information about assistive technology to support me in my caring role.</p>	<p>We will monitor the take up of assistive technology and support carers to understand the scope of equipment available and how it can help them as carers.</p>	<p>September 2016</p> <p>Process will be reported on quarterly as part of the implementation of the Joint All Age Carer Strategy</p>
<p>I would like to know more about local support services, close to where I live.</p>	<p>We will promote local support services as part of the remodelled community based carer support groups.</p> <p>We will review current channels of communication designed to promote carer support groups to ensure effectiveness and value for money.</p>	<p>September 2016</p> <p>March 2017</p>
<p>I would like to better understand my legal rights as a carer.</p>	<p>The Carer Support Team has been active in promoting the legal rights of carers. We will ensure that a planned programme of events is developed to promote carers understanding of their legal rights.</p>	<p>December 2016</p>
<p>I would like to socialise with other carers for</p>	<p>Remodel existing carer support groups and</p>	

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<p>companionship and mutual support.</p>	<p>encourage and support the development of new groups to reflect diversity and interests of carers.</p> <p>We will review current channels of communication designed to promote carer support groups to ensure effectiveness and value for money.</p>	<p>March 2017</p>
<p>Young Carer Priorities</p>	<p>What we Will Do</p>	<p>When</p>
<p>More education for all, particularly in schools, on the role of young carers and the impact it has on their lives.</p>	<p>We will engage with schools to identify Young Carers Champions and enlist the Peer Support Network to educate peers on what being a young carer means.</p>	<p>December 2016</p>
<p>Reassurance, encouragement and confidence building.</p>	<p>The Young Carers Champions to mentor young carers to make their attendance at school a positive experience.</p>	<p>December 2016</p>
<p>Time management techniques and resources to enable them to organise their lives to reduce the negative impact of caring.</p>	<p>Young carers to develop a means of achieving this priority with the Young Carers Champion and Pastoral Care Teams.</p>	<p>December 2016</p>
<p>Information, advice and support on how to balance caring and education.</p>	<p>A young carer's school week to include a support session so that this priority can be achieved.</p>	<p>December 2016</p>
<p>Support with school work and homework such as a homework club and extra lessons.</p>	<p>A young Carer to be encouraged to attend extra curriculum activities and to tell the Young Carer's Champion if this is proving difficult.</p>	<p>December 2016</p>

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Support to achieve their future goals, to access further and higher education and careers advice.	We will engage with schools and Wolverhampton Connexions to identify ways support could be improved.	March 2017
Information on how to support someone with a disability or long term condition.	We will engage with health professions to identify ways to improve access to information.	December 2016
Therapy and stress management techniques.	We will engage with health professions to identify ways support carers experiencing stress.	December 2016
More opportunities to engage socially.	We will engage with young carers, commissioned providers of young carer services and 'The Way' to identify opportunities for young carers to engage socially.	March 2017
Smoother transition from young carer to adult carer with support for young carers aged 18 – 25 years.	We will work with children and adult social care services to improve the transition process.	March 2017