

# Joint Havering Carers Strategy

2016 – 2019



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# Foreword : I am a CARER! Are you one too?

The reality that I am a carer dawned on me one day, 4 years after I began looking after my husband who had suffered a stroke. He progressively developed a series of other health problems each year onwards. I had continued to hold a full time job, nevertheless determined to cater for the needs of my husband when I returned home at the end of a workday.

Looking back on it, and now retired, I just don't know how I managed then, and how I manage it all now. I did not realise that I was spending more hours in the day catering for his needs than my own. Life as a Carer was, and is, a rollercoaster, a 24/7 phenomena! On most days I was/am very tired and exhausted, lonely and very often depressed. However, what a Carer is, today, has a legal definition, and by law, there is an appreciable amount of support that can be accessed. Thankfully help is at hand.

The 'carer' role and what it involves, has often not been recognised, because it is, by default, mistaken, ignored, confused, dismissed and taken for granted by those who care for someone, and, by society at large, where to care for someone is almost expected, because of the 'caring' element so inherent in human nature. The very fact that it took me so long to realise that I am a Carer reflects this. It is also certainly the case, especially, if the carer is a female. This is because the female is a natural 'carer' with those inherent

talents and qualities of caring, of making time through sleepless nights, with endless quantities of patience, selflessness, and considerations, to provide that devoted caring.

I must note that this does not take away the significant role of male carers, who equally shoulder the needs of their loved ones with awesome and admirable compassion, love, strength and perseverance, in our society. This care-giving role becomes even more challenging when the society we live in now, is at variance as to how best it can provide adequate and appropriate support for vulnerable and disadvantaged people, including those who are fulfilling the gaps.

The crucial aspect of being the Carer as opposed to any other roles, is the 24/7 nature of the services that a carer provides – to be there when they wake; to correctly administer and ensure all medicines are taken at the appropriate times; to facilitate bathing and washing as and when needed; to assist and help with personal care and hygiene, with respect and maintaining his/her dignity; to plan and facilitate hospital and GP visits. There is more - to hold hands and reassure that he/she is not alone; to ensure that food and drinks are specially prepared; to listen to and dance to music together; to go out for walks and outings; These are crucial to the well-being and happiness for the person being cared for. The person being cared for has a deep need to be

listened to and is a demanding presence.

Our culture has become very focused on rapid, digital technology, but in caring relationships we often need a 'together time', a space to reflect – not only to discuss fears but to reminisce about the good times too; to laugh at and with each other, to moan and cry and complain together, to be there when it matters most...this is the 24/7 role of the carer. The most difficult part of the caring role is that the cared for is an individual in her/his own right, yet very dependable on the person who is the CARER.

So being a Carer means 'getting into the world' of the cared for. This can be frustrating at most times, heart wrenching at other times and rewarding at the best of times. It is overwhelming, and sadly, the Carer can forget about her/his own needs and wishes to the detriment of her/his own well-being.



Can you identify with the above? As I mentioned earlier on, the Carer can now access help and support in her/his own right from the Local Authority. The Care Act 2014, legislates that a Carer's role is recognised and assessed, and support and help be made available appropriately. Our Local Authority is very keen to raise the profile of Carers.

A lot of work and effort is going on to engage with Carers and involve them through consultation meetings, Carer's Forums, Carer's Rights Day, and the commissioning of funding for projects and services with the distribution of information that would be of benefits to Carers. This can mean that in accessing help and support, the Carer can continue to provide the same quality of care, if not better, because she/he will be able to access and secure services for their loved ones and also secure services for self-care in many ways, and hence promote their own wellbeing and comfort.

The Carer need not be alone, but, in a happier place to ensure that their loved for is well looked after. As I began to access these services, I have made many friends, I am less lonely, I can laugh again, and I feel more confident in my caring role. So don't be shy, don't be reticent. Reach out. Being a Carer can be a mutually happy experience.

**Marie Joseph**

*Havering carer and member of Havering Carers' Partnership Board*

# Introduction

## Development of the Joint Havering Carers Strategy

The Joint Havering Carers Strategy 2016 to 2019 has been developed by carers, jointly with Havering Council and the Havering Clinical Commissioning Group (CCG) and sets out our plans for the next three years.

The priorities that we are focusing on and the outcomes that we are seeking for carers of Havering residents have been informed through a period of consultation and engagement, spanning over a year, including through

- Carers consultation events
- Carer workshops with Adult Social Care staff
- Carers and the Care Act presentations to carers and discussions thereafter
- Carer workshops with independent facilitators
- Meetings with Community and Voluntary partners funded by Havering Council and the Havering Clinical Commissioning Group
- Carers individual and group discussions
- Dedicated carers focus groups and events for people caring for people with specific needs
- Survey of Adult Carers in England 2014-15 and the responses from carers of Havering residents

- Havering Carers survey 2015 in relation to GP support for carers
- Havering Carers Week event
- Quarterly Havering Carers Forum meetings
- Dedicated work with an independent external agency, FutureGov, who engaged directly with carers around their experiences and with providers of services for carers
- Discussions with carers at the recently established Havering carers consultation group.

This Strategy serves to demonstrate Havering Council and the Havering CCG's continued commitment to carers and aims to develop and co-ordinate multi-agencies working together to support carers and ensure that carers are treated as expert partners in care.



## Who is a carer?

A carer is someone who, without payment, provides or intends to provide help and support to a friend, neighbour or relative who could not manage because of frailty, illness, disability, mental health needs or issues with drugs and/or alcohol.

Carers can be from any race, faith or social background, of any gender, ethnicity and of any sexual orientation. Carers can care for more than one person, maybe studying, working or unemployed, and may have their own disabilities or illnesses.

Carer is the term that we use in line with legislation, Government strategies and policies. We recognise that some dislike the term and that it can cause confusion with paid care workers, Personal Assistants, Shared Lives carers or volunteer carers so will try to be as sensitive and clear as possible when using the term.

In fitting with the Care Act, this Strategy focuses on carers aged over 18 providing care and support for another adult. The Action Plan also takes into account, carers of any age caring for someone of any age including parents who may have caring roles for disabled children and young carers.

Parent carer means a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

Young carer means a person under 18 who provides or intends to provide care for another person. Young carers might look after a parent or care for a brother or sister.

The national charity, the Carers Trust explained that "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."

***"I am not a carer, I am mum. My son doesn't like me being called a carer because it changes our relationship with one another."***

*Havering carer*

# Carers in the UK

Nationally, around 6.5 million people in the UK are carers. Each year millions of people take on caring responsibilities while caring comes to an end for millions of carers as the person they care for recovers, moves into residential/nursing care or passes away.

Some 60% of the population will be carers at some time in their lives, most during their working lives, and it is projected that the number of carers will increase by 60% by 2030 due to:

- *an ageing population and more people living longer with disability as a result of advances in medical technology; an ageing workforce, with fewer young people entering the job market and later retirement and State Pension ages*
- *restricted public sector budgets for care services increasing the pressure on families and friends to care*
- *more people therefore needing to work and care longer.*

## Key Facts

- *There are an estimated 700,000 young carers in the UK (Source: BBC survey)*
- *Based on Census figures, there are estimated to be at least 376,000 young adult carers in the UK aged 16-25.*



# Carers in Havering

Carers in Havering similarly play an essential role. According to the 2011 Census, 25,214 people, 11% of Havering's residents provide unpaid care, an increase from 23,253 in 2001.

While these figures are very high it may yet be an under representation of the numbers providing a caring role because we recognise that a significant number of people with caring responsibilities do not readily identify themselves as carers.

Of those providing unpaid care in Havering, the 2011 Census data also captured that:

- 13,552 carers were recorded as being employed; 835 unemployed or studying and a further 10,368 were 'economically inactive' i.e. people who are not in employment or registered as unemployed
- 1,494 people who were providing unpaid care described themselves as being in "bad or very bad health" and of these 710 were providing more than 50 hours of care whilst 200 were providing 20-49 hours.

Generally, the responsibilities of unpaid caring falls more on women and this is consistent with the figures for Havering where 14,694 (12%) of all women were recorded as unpaid carers whilst 10,504 (9%) of all males were.

In terms of the age of carers in Havering, as shown in the following table, caring responsibilities increase progressively into people's 50s/early 60s and then tail off again.

Age	1-19 hrs	20-49 hrs	50+ hrs	Total	% of age group providing care
Age 16-24	955	198	107	1,260	4.63%
Age 25-34	1,280	297	353	1,930	6.62%
Age 35-49	4,362	855	1,340	6,557	13.26%
Age 50-64	6,492	1,133	1,600	9,225	20.61%
Age 65+	2,647	758	2,394	5,799	13.72%

The following table groups together the main ethnic categories:

Hours of unpaid care provided	Ethnic Group				% of age group providing care
	White	Mixed/multiple ethnic group	Asian/Asian British	Black/African/Caribbean/Black British	
1-19 hours	955	198	107	1,260	4.63%
20-49 hours	1,280	297	353	1,930	6.62%
50+ hours	4,362	855	1,340	6,557	13.26%
Total	6,492	1,133	1,600	9,225	20.61%

There are 2,330 claimants of Carers Allowance in the Borough and in the past year, 1,936 carers had an assessment of their needs carried out by Adult Social Care. This represents 9 per cent and 8 per cent respectively, of the number of carers identified in the 2001 Census.

## National Adult Carers Survey - Havering carers' response

Carers are a key policy area within the Department of Health (DH) and the Care Quality Commission (CQC). A national carers survey is now being undertaken every 2 years, to better understand whether services received by carers are helping them in their caring role and their life outside of caring, and about their perception of services provided to the person they care for.

The most recent national carers survey was undertaken from October to November 2014.

130,000 carers were invited to complete the survey. 57,000 carers responded. The survey targeted carers aged 18 and over, caring for a person aged 18 or over, and where the carer had received a carers assessment or review in the past 12 months.

The aim of the survey was to seek carers' opinions on a number of topics that are considered to be indicative of a balanced life alongside their caring role.

Over 300 Havering carers took part. The full survey results are available at: <http://www.hscic.gov.uk/sace1415> and we have presented key questions and responses from Havering carers at appendix I.

## National carers strategy: Carers at the heart of 21st century families and communities (2008)

The Carers Strategy: Second National Action Plan 2014-16 builds on the National Carers Strategy of 2008 and the Coalition Government's update in 2010, and reiterates the national vision for recognising, valuing and supporting carers, that:

*'Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside of caring, whilst enabling the person they support to be a full and equal citizen.'*

The national outcomes for carers are that:

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- Carers will be supported to stay mentally and physically well and treated with dignity
- Carers will be supported so that they do not experience financial hardship because of their caring role
- Carers will be able to have a life of their own alongside their caring role
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive.

In 2015, the Secretary of State for Health, Jeremy Hunt announced that the Minister for Community and Social Care Alistair Burt will be developing a new carers strategy that looks at the best of international practice and examines what more can be done to support existing carers and the new carers that will be needed in the future.



## The Care Act and carers

The Care Act has been the biggest change to English adult social care law in over 60 years. For the first time, carers are recognised in the law in the same way as those they care for.

The Care Act 2014 replaced and consolidated a number of laws and regulations. Nine pieces of legislation were replaced by the Care Act 2014

The previous law treated carers differently from the people they care for. It was developed stage by stage, became complicated in places and difficult for some carers to understand how to get support themselves.

Previously, carers received discretionary support but did not have a legal right to it. The Care Act 2014 legally defines an adult caring, or intending to provide care, for an adult, as:

“(3) “Carer” means an adult who provides or intends to provide care for another adult (and “adult needing care”); but see subsections (9) and (10).

(9) An adult is not to be regarded as a carer if the adult provides or intends to provide care

(a) Under or by virtue of a contract, or

(b) as voluntary work.

(10) But in a case where the local authority considers that the relationship between the adult needing care and the adult providing or intending to provide care is such that it would be appropriate for the latter to be regarded as a carer, that adult is to be regarded as such (and subsection (9) is therefore to be ignored in that case).”

The Care Act also requires local authorities to focus on young carers by improving the recognition and support through transitional arrangements as they move from Children’s to Adult services. Local authorities can also assess a young person’s needs through adult care systems when they are nearing adulthood. This can help them understand what might be available to them and whether they are likely to be eligible for care and support when they turn 18 years of age.

## Children and Families Act 2014

In addition to the Care Act which focuses on adults, the Children and Families Act 2014 has brought in new duties for local authorities that strengthen the rights of parent carers and young carers.

Young carers have the right to be identified by the local authority, offered information, receive an assessment regardless of who they care for or how often, and to be supported in the context of the whole family.

There is recognition too, that assessments and services must promote the wellbeing of parent carers.

The Havering Carers Strategy and Action Plan is informed by the requirements of the Care Act and Children and Families Act.



# Where do we want to be?

## Priorities and outcomes for carers of Havering residents

The Havering Carers Strategy Action Plan responds to the requirements of the Care Act 2014 and responds to outcomes identified by carers of Havering residents. There are 7 priorities and areas of focus:

- Focus on Wellbeing and Prevention
- Focus on Information and Advice
- Focus on a range of high quality support for carers
- Focus on working with GP practices
- Focus on working to raise awareness and access to carers assessments and reviews
- Focus on carer involvement in the Hospital Discharge process
- Focus on safeguarding.

These 7 areas of focus will address the 8 key outcomes identified through our engagement with carers of Havering residents.

They are:

1. Carers to have access to information, advice and support
2. Carers to feel less alone
3. Carers to balance the caring role and have a life outside of caring responsibilities
4. Carers to stay healthy
5. Carers to get enough sleep
6. Carers to manage stress and anxiety levels
7. Carers to have the skills, tools and confidence to carry out caring responsibilities
8. Carers to feel reassured about the health and well-being of the person(s) cared for, when carers are not with them.



# The Havering Carers Strategy Action Plan

## Wellbeing and Prevention

The Care Act presents Wellbeing and Prevention as two of the key principles.

We are currently reviewing the services that we commission for carers.

Whilst this is limited by funds and other priorities the areas we are considering include a training and development programme for carers.

## Havering Carers' Wellbeing and Prevention programme

We will provide and/or commission a Carers' Wellbeing and Prevention programme which supports carers to have the skills, tools and confidence to carry out caring responsibilities.

We will design the Carers' Wellbeing and Prevention programme in partnership with carers and the content may include workshops and/or information and advice sessions on:

- Carers and your rights: Introduction to carers rights and entitlements, support available and how to access a carers assessment
- Emotional side of caring sessions including introduction to stress management tools and techniques
- Condition/disability specific sessions for carers
- First aid training
- Moving and handling guidance
- Continence management
- Tissue viability
- Introduction to Telecare and assistive technology
- Falls prevention
- Introduction to Direct Payments
- When caring comes to an end
- Healthy living, including diet, nutrition and smoking cessation advice

- Benefits advice
- Working and caring – coping well with work and caring responsibilities
- Legal advice sessions including wills and power of attorney
- Safeguarding awareness
- Information Technology including surfing the internet and Skype
- Oral hygiene information sessions
- The Care Act and what it means for carers sessions.

We will also provide local employers with information about carers, to encourage them to identify staff who may have caring responsibilities and to encourage employers to develop/review their carer friendly policies within the workplace.

## Havering Carers' Connect programme

Many carers have told us that they wish to be able to have more opportunities to meet with other people who have caring responsibilities for people with similar needs and/or with carers who have similar interests as them.

We recognise that carers are at risk of being socially isolated. Some carers may give up or lose friendships because of their caring role, lose the motivation for going out and meeting with friends and some may be housebound or feel housebound because of their caring role.

We will work with carers and service providers to develop a Havering Carers' Connect programme, which could be a network of facilitated and/or self facilitated peer support groups for carers, i.e. carer led informal meetings, to support carers to feel less alone, develop confidence, improve their social inclusion and provide them with opportunities to meet with other carers, to share advice, experiences and to share and develop interests.

# The Havering Carers Strategy Action Plan

## Information and Advice

The Care Act requires local authorities to provide comprehensive information and advice about care and support services in their local area.

We recognise that good information, which is current, relevant and accurate, is essential for all adults including carers.

Key actions that we will commit to include to commission and/ or provide the Havering Carers' Information and Advice Programme which will include a Havering Carers Information and Advice Pack.

We will develop the content of the Havering Carers' Information and Advice Pack with carers and actively look for opportunities to include additional useful information. As a minimum it will contain:

- Havering Carers' mailing list form, a form for carers to fill in to go onto a mailing list so that we can keep in touch and send carers from time to time, information about service developments in the borough
- Havering Carers' newsletter containing information about key health, social care and voluntary and community based services, details of new services and advice on key issues that are important to carers
- Havering Carers' information booklet, a guide providing carers with an overview of the range of services available and details on how to access to further information

- Havering Carers' Forum leaflet, providing dates for upcoming Havering Carers Forum meetings where carers have opportunities to access information and advice, to visit service provider information stands during the lunchtime period and hear presentations from service providers
- Information on the Havering Emergency Carers' Card scheme to support carers with emergency situations
- Information on how to raise a safeguarding concern
- Information on how to access Havering Care Point, the key information and guidance service in the borough
- Information for carers who work or who want to get back to work and continue to care
- Other relevant information at the time of providing a carer with the pack, e.g. invitation flyers to upcoming carers events in Havering such as Carers Week in June.

## Telephone information for carers

Carers have indicated that they would like a single telephone number to contact for carers' queries.

We will widely promote the telephone number for Havering Care Point, a key Havering service commissioned to support all Havering residents including carers.

Care Point staff are available to provide immediate information and advice or guidance and signposting to alternative support.

We will require that our commissioned information services provide carers with easy access to up to date and accurate information.

## Ensure wide availability of information

We wish to reach more carers, especially those who do not know that support is available, nor how to access it. We will ensure that the Havering Carers Register form, for carers to complete to receive the Havering Carers Information and Advice Pack, is widely available, including at key Council offices, GP practices, hospital wards, the Memory Clinic, libraries, in voluntary and community based organisations and local pharmacies.



# The Havering Carers Strategy Action Plan

## A range of high quality support for carers

The Care Act requires local authorities to help develop a market that delivers a wide range of sustainable high quality care and support services, that will be available to our communities, and to consider how the services will promote the well-being of people receiving them.

Havering Council and the Havering Clinical Commissioning Group currently have funding arrangements in place with local voluntary and community organisations to provide a range of services including support groups for carers, social activities for people with dementia and their carers and befriending services i.e. dedicated befrienders to provide company and support to people, whilst carers take a break.

Key actions that we commit to include:

### **We will review current respite and breaks opportunities available.**

We recognise that carers often need breaks from their caring role and that the types of breaks and respite support that carers wish to access vary according to individual circumstances.

### **We will continue to invest in Telecare, assistive technology.**

Many carers have expressed the importance of Telecare, in providing them with reassurance about the safety of the cared for person and supporting them to have a life of their own alongside caring.

### **We will re-launch the Havering Emergency Carers Card scheme**

We will re-launch the Emergency Carers Card scheme, raising awareness to carers that they can apply for a free card to carry with them, to give peace of mind that the Card would raise the alert that someone depends on the carer, and that they would be supported if there was an emergency situation and the carer was unavailable to care.

### **We will review all Council funded carers support**

- We will comprehensively review all services available for carers in Havering that are funded by Havering Adult Social Care Services
- We will consult with the service providers and with carers that use the services to ascertain whether the current services fit with the outcomes that carers are seeking and with the Care Act requirements
- We will review how much Havering Council Adult Social Care and Havering CCG spend on carers services and look to increase the proportion of spend available on carers services.

### **We will introduce new Service Standards for carers services in Havering, to contracts with service providers**

In partnership with an external agency, FutureGov, engaging directly with carers and providers of services, new 'service standards' have been developed for carers support.

The Standards, outlined on the next page, act as a set of 8 principles for providers to observe.

Online guidance will be developed on a new digital platform:  
[www.haveringforcarers.co.uk](http://www.haveringforcarers.co.uk)



# The eight Service Standards

## Principle 1

**Offer services with clear, easy-to-understand benefits**

## Principle 2

**Help carers meet people to share their experiences with**

## Principle 3

**Reassure carers that their loved ones are looked after**

## Principle 4

**Be there for your carers**

## Principle 5

**Know how you help solve problems**

## Principle 6

**Help carers to better meet their own needs**

## Principle 7

**Maintain a flexible, sustainable business model**

## Principle 8

**Gather feedback and let your services evolve**

# Specific and specialist support for carers

We commit to:

**ensure that carers have access to general support and specific and specialist support including carers aged 18 or over who are carers for people aged 18 or over who are elderly and/or frail, have learning disabilities, mental health needs, dementia, physical and/or sensory issues and a long term condition.**

We recognise that carers benefit from general services that are accessible to carers across Havering, caring for people with a range of needs. We also know that carers may need specific and specialist advice and support depending on their individual circumstances.

We are working with many services to develop targeted action plans to respond to carers' outcomes, including:

## **Carers of people with learning disabilities and autism**

We will review support available to families where carers may be elderly and frail and caring for adults with learning disabilities and autism, and where they may need support for planning for the future, for when the carer reaches the end of their life and the support for the adult with learning disabilities thereafter.

## **Carers of people with mental health needs**

Support for carers has been identified as a key priority within the Havering Mental Health Partnership Board work plan. Consultation work has commenced with carers of people with mental health issues in Havering, to develop tailored support for carers of people with mental health needs.

## **Young carers, young adult carers and parent carers**

We are working with relevant partners to recognise, identify and provide awareness of support to young people who have caring responsibilities, parents who are caring for children aged under 18, and young adults caring and to support with the transition process into adulthood.

## **Carers of people with dementia**

We will ensure that people with dementia and their carers have access to a range of support which is relevant to their needs. Support will be influenced and developed in partnership with people with dementia and their carers, the Havering Dementia Action Alliance and with the network of Havering Dementia Champions.

We commit to:

**supporting carers to access personal budgets for carers.**

Where carers are assessed (have a carer's assessment) or are reviewed by Adult Social Care Services and meet the eligibility criteria for statutory support, personal budgets will be discussed as carers may wish to identify and purchase their own services to meet their own specific needs as carers:

We also commit to:

**developing a Havering Carers Events Programme which:**

- will offer events for carers at a range of locations across Havering including places where people ordinarily go, for example, Romford Market and GP practices
- will enable carers to meet with a wide range of service providers across the borough
- will include large events and a range of initiatives in Havering during Carers Week (June) and Carers Rights Day (late November/early December)
- will look to involve a range of partners participating and/or supporting with awareness of carers events including GP practices, pharmacies, local supermarkets, local businesses, for example, cafes, cinema, gyms etc
- will offer general and focused events for specific groups of carers
- will include the continuation of the current quarterly Havering Carers Forum meeting.

# The Havering Carers Strategy Action Plan

## Working with GP practices

We recognise that GP practices are well placed to identify people who have caring responsibilities and to provide them with information, advice and signposting to support for carers.

Carers in Havering have shared that they would welcome increased recognition from GP practices and more information. GP practices are working with Havering CCG and Havering Council to respond to this.

**We will continue to develop the Havering GP Carers Recognition and Support Programme, carer recognition at GP practices, practice based support and signposting to services.**

We will:

- distribute Havering Carers Information Booklets to GP practices across Havering
- design and produce a 1 page leaflet for GPs to hand out to carers, to give carers key service contact details in Havering
- design and produce Havering carers posters for GP practices to display to identify new and 'hidden' carers
- encourage every GP practice in Havering to hold a dedicated 'carers day' at their practice
- work with GP practices to flag and record patients who have caring responsibilities and to provide flexible appointments for carers as per the Royal College of General Practitioners guidance
- identify a carers champion in every GP Cluster
- work with GP practices to encourage pilots of annual carers health checks and to identify patients who have caring roles within existing health checks
- work with GP practices to embed carer recognition within existing patient health checks.



# Awareness and access to carers assessments and reviews

The Care Act 2014 places a duty on local authorities to assess carers' needs for support, or those considering taking on caring responsibilities, and determine whether those needs are eligible for support services. This replaces previous law which said that the carer must be providing "a substantial amount of care on a regular basis" in order to qualify for an assessment. This means more carers are able to have an assessment, comparable to the right of the people they care for.

We will raise awareness of the opportunity to have a carers assessment, or a review of needs, and how to access/request a carers assessment/review.

A carer's assessment can ascertain:

- whether the carer is able and/or willing to provide and continue to provide the care
- the impact on the carers well-being
- the outcomes the carer wishes in day-to-day life
- whether the carer works or wishes to participate in education, training or recreation
- what carers' wishes are in emergency situations, if the carer was unable to undertake their caring role
- We will ensure that carers are advised of the process taken by care assessors when they offer/receive a request for a carers assessment/review, including whether there may be a waiting time so that carers are informed

We will ensure that staff in Havering Adult Social Care Services, undertaking carers assessments receive refresher carers needs assessment training

A carer's assessment can take into account the extent to which the carer is willing, and is likely to continue to be willing to provide care. The social worker/carers assessor does not assume that a person is willing or able to take up caring roles.

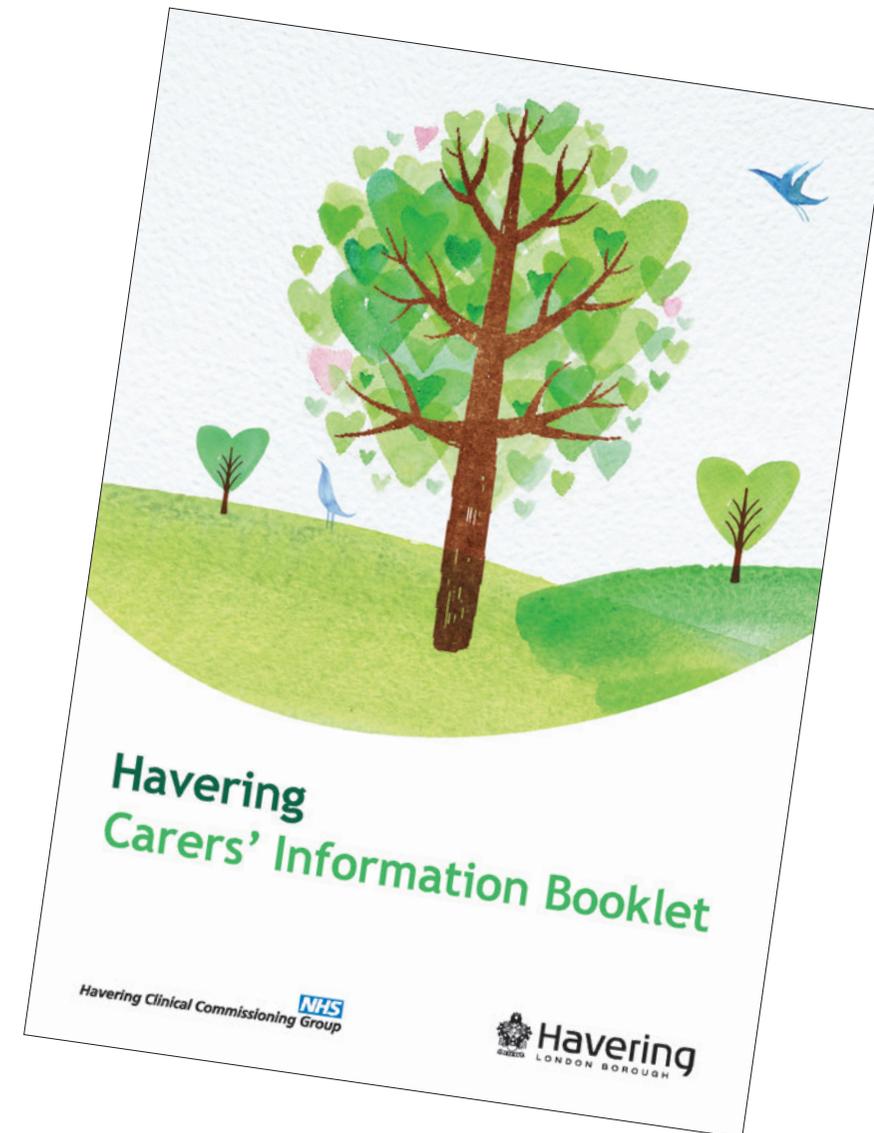
**To enable carers to prepare for their assessment, Havering Council will offer carers in advance, in an accessible format, the list of questions to be covered in the assessment.**

The carer's assessment will normally be undertaken by a social worker or other member of Adult Social Care who is suitably competent in undertaking needs assessments.

**We will ensure that staff in Havering Adult Social Care Services, undertaking carers assessments receive refresher carers needs assessment training.**

**We will widely advertise Havering's independent advocacy service to carers, a service independent from Havering Council and Havering CCG which is available to help carers to express their wishes and feelings, to support carers in weighing up their options and to assist in making their own decisions.**

**We will advise carers who are assessed by Adult Social Care as having eligible unmet needs are aware of direct payments (personal budgets) for carers.**



# The Havering Carers Strategy Action Plan

## Carer involvement in the Hospital Discharge process

During consultation with carers and partners on the draft Joint Havering Carers Strategy, carers have requested to better understand and to be involved in the Hospital Discharge process.

Carers wish to feel recognised, listened to and valued as partners in the discharge process.

- They wish to be provided with information about services and to know how to access equipment to support them in their caring role.
- They wish to be involved in discharge planning from the earliest possible opportunity, to understand the care and support needs before the person they will care for is discharged.

We will review the Hospital Discharge Policy in partnership with carers, and will re-launch and actively distribute the Policy thereafter.



# Safeguarding

Safeguarding is a key area in the Care Act 2014 and a priority for Havering Council and the Havering Clinical Commissioning Group.

Our main emphasis is around making safeguarding personal

We are committed to raising awareness of how people who have any concerns about safeguarding issues or abuse, know how to speak to someone in confidence and/or raise an alert.

## What is safeguarding?

An 'adult at risk' is someone who is 18 years or over who may be in need of community care due to a mental health problem, learning disability, physical disability, age or illness. As a result, they may find it difficult to protect themselves from abuse.

## Types of abuse

- Physical abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Neglect and acts of omission (including self-neglect)
- Discriminatory abuse
- Institutional abuse
- Modern day slavery

- Domestic violence including honour based violence and forced marriage
- Human trafficking
- Hate crime
- Self neglect.

The Care Act emphasis is on principles around wellbeing and making safeguarding personal.

This means that people are able to access support and protection to live independently and have control over their lives.

The person at risk will remain paramount and decisions made where possible be made with them not about them.

The maxim 'no decision about me without me' should govern all decision making.

Where someone needs support to navigate them through the safeguarding process then we will offer them the services of an independent advocate.

Our starting point is that an adult at risk is the best person to judge their own situation and outcomes.

All decisions should be proportionate response to the risk or possible harm.

Where some lacks capacity then the Mental Capacity Act 2005 should be used and all decisions will be made in the best interest of the person at risk.

In order to deliver better outcomes for adults at risk, Havering is researching how the use of Family Group Conferencing could support adults at risk to achieve better outcomes. Family Group Conferencing enables practitioners to empower adults at risk to focus on their strengths and abilities in order to achieve individualised outcomes and work out solutions to their own problems. This approach enables adults at risk to exercise more control and choice over their situation and decisions made.

## Reporting abuse

Please report it. If you see, hear or suspect that an adult at risk is being abused call:

Havering Safeguarding Adults Team:  
Tel: **01708 433550**  
Out of office hours tel: **01708 433999**  
Text phone: **01708 433175**  
Fax: **01708 432497**  
Email:  
**safeguarding\_adults\_team@havering.gov.uk**

Contact the Metropolitan Police  
Non-emergency Tel: **101**  
Emergency Tel: **999**

## Safeguarding for Children

Havering Council's Children and Young People's Service (CYPS) is responsible for the children's social care statutory functions of the Council including child protection, looked after children, youth offending and children in need services. It is also responsible for Early Help Services including Children's Centres, targeted Youth Service and the Havering's Troubled Families programme.

Children's Services  
Triage, MASH and Assessment Team  
Tel: **01708 432222**

We recognise that carers can be affected by safeguarding issues.

## We will increase awareness of Safeguarding by:

- Providing information on Safeguarding in the Havering Carers Information Booklet
- Holding Safeguarding awareness sessions for carers
- Providing Safeguarding awareness sessions for providers of carers' support
- Providing Safeguarding awareness for Adult Social Care staff.

# How we will monitor our progress?

## Havering Carers Strategy Action Plan – Measures of Success

We will use ‘Measures of Success’ to understand achievements and progress towards meeting the 8 outcomes identified by carers:

1. Carers have access to information, advice and support
2. Carers feel less alone
3. Carers balance the caring role and have a life outside of caring responsibilities
4. Carers stay healthy
5. Carers get enough sleep
6. Carers manage stress and anxiety levels
7. Carers have the skills, tools and confidence to carry out caring responsibilities
8. Carers feel reassured about the health and well-being of the person(s) cared for, when carers are not with them.

The proposed Measures of Success that will be used in 2016 to 2017, captured on a monthly basis and their usefulness reviewed on at least a 6 monthly basis are:

1	Number of carers on the Havering Carers Register
2	Number of carers with the Emergency Carers Card
3	Number of carers requesting a carers assessment with Adult Social Care
4	Number of online carer Self-assessment forms received
5	Carers receiving direct payments/carers personal budgets
6	Carers receiving needs assessment or review (both separate and joint assessments) and a specific carer’s service, or advice and information
7	Carers receiving needs assessment or review (separate assessments only) and a specific carer’s service, or advice and information
8	Carers receiving needs assessment or review (Joint assessments only) and a specific carer’s service, or advice and information
9	Carers attending the quarterly Havering Carers Forum
10	Carers attending other Havering based Carers events
11	Carers identified/flagged by Havering GP surgeries
12	Carers receiving Carer Health Checks at Havering GP surgeries
13	Carers attending GP/Health based Carer events
14	National Adult Carers Survey – Havering Carers responses
15	Havering consultation group feedback and attendance
16	Feedback from Havering Carers forum

## Updating the Strategy

We recognise that this Strategy will evolve and develop as we proceed and that we may need to establish new and additional Measures of Success or recognise new challenges because we choose to change direction. Alternatively external influences, like government policy or change to national strategies, may also have an impact and require us to have to adapt or change what we are doing. On going input and influence from carers will also inform whether the current priorities are accurate.

As we develop closer working with carers who have lived experiences of services, we want to make sure that our Carers Strategy is alive to a changing landscape, both for carers, the people they care for and services that support vulnerable people (both statutory and voluntary). To help us do this, our Carers Strategy will be available as an online document (which we can print for people who prefer hard copies), so that we can keep the strategy updated as our plans progress.

# The Havering Carers Partnership Board

The Havering Carers Partnership Board will be responsible for overseeing the delivery of the Action Plan and will monitor the Havering Carers Strategy Action Plan Measures of Success.

In addition, the Board's purpose is to:

- provide strategic leadership and develop and maintain high quality carers support in Havering through a partnership approach
- oversee implementation of national guidance and policy at a local level relating to carers
- develop multi agency and joint working
- oversee development of pathways for carers to support
- ensure that carers are listened to and are involved in planning, influencing commissioning and service development.

Members of the Board include:

- Manager of the Joint Commissioning Unit, Adults, Childrens and Public Health
- Head of Integrated Services, Adult Social Care
- Senior Locality Lead, Havering CCG
- Service and/or commissioning manager, Childrens Services
- Commissioning manager for Carers and the Voluntary Sector, Adult Social Care
- Public Health lead
- Adult Social Care Lead
- Carers Lead for North East London Foundation Trust (NELFT)
- Carers of Havering residents.

The Board is actively seeking carers aged 18 or over, caring for someone aged 18 or over, to join the Board, to work with senior managers to oversee the delivery of the Havering Carers Strategy Action Plan, to address any issues and to influence service delivery and commissioning intentions.

If you would like to work more closely with us and would like further information, please come along to a Havering Carers Forum meeting to find out more or get in touch:

Telephone: **01708 433113**

Email: [carersservices@haverling.gov.uk](mailto:carersservices@haverling.gov.uk)  
or [michelle.brown@haverling.gov.uk](mailto:michelle.brown@haverling.gov.uk)



# Havering Carers' Register

Are you a carer? Do you look after a relative or friend who lives in Havering, who depends on you for care and support? They might have a disability, illness, condition or be frail.

Please complete this form if you would like to join the Havering Carers' Register so that we can keep in touch with you.

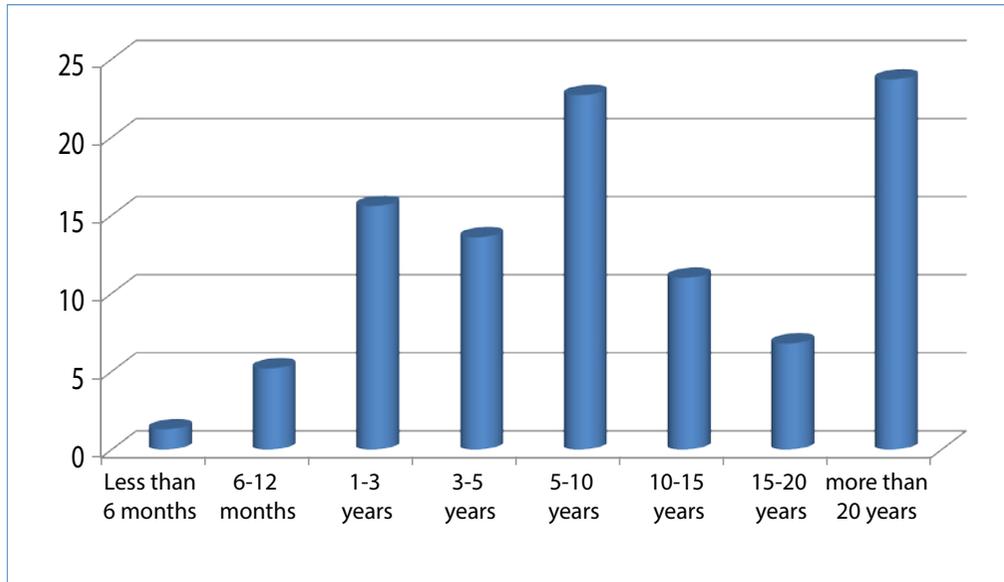
- We will send you updates about developments to services and support, the quarterly Havering Carers' Newsletter and other information which may be of interest to you.
- Invitations to carers' events including the Havering Carers' Forum and Carers Week.
- Occasional invitations to complete surveys to influence new services for carers.

The Havering Carers' Register will be kept confidential in accordance with the Data Protection Act 1998.

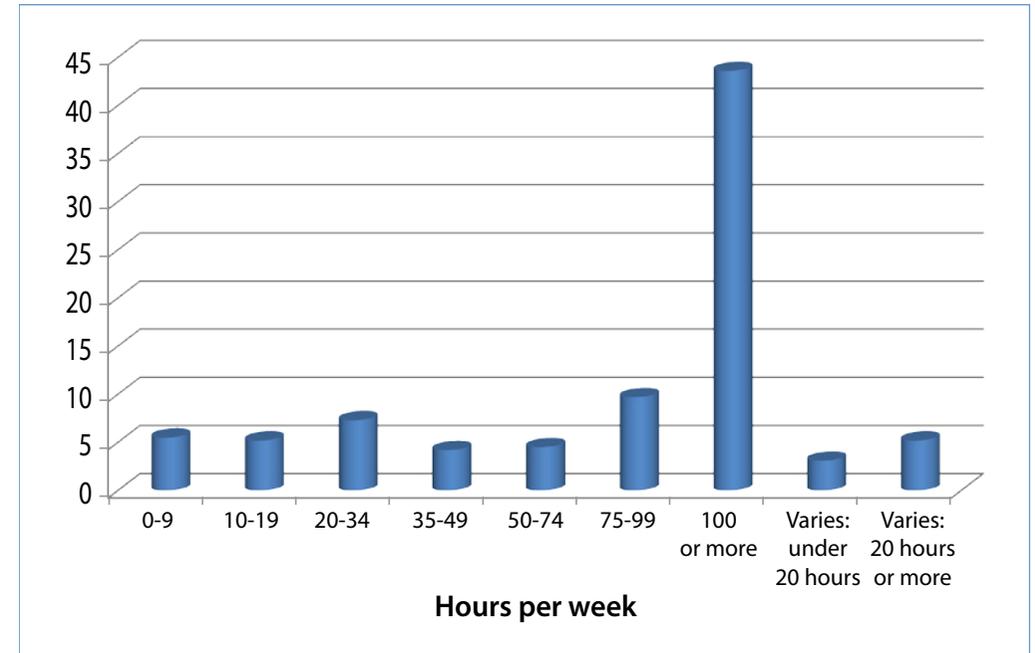
<b>About you</b>	
Your name (Title/First Name/Surname)	
Your address & postcode	
Your landline/mobile telephone number	
Your email address	
Your date of birth	
<b>About the person you care for</b>	
Their name (Title/First Name/Surname)	
Their address & postcode (if different from above)	
Their date of birth	
Their disability, illness or condition / the reason why they need your care and support	
Their relationship to you	
<small>The Council holds personal information about its customers and clients and Havering's residents. All the information about you that we hold is protected under the Data Protection Act 1998. The Act refers to users of personal information as "Data Controllers" (such as the Council) who must work within the requirements of the Act when receiving and using information about you.</small>	
<b>Return form to:</b> Front Door Team – Yew Tree Resource Centre, 20 Yew Tree Gardens, Romford RM7 9AA email: <a href="mailto:adultsocialcare@haverling.gov.uk">adultsocialcare@haverling.gov.uk</a>	

This form is available in accessible formats. Contact the Council for details.

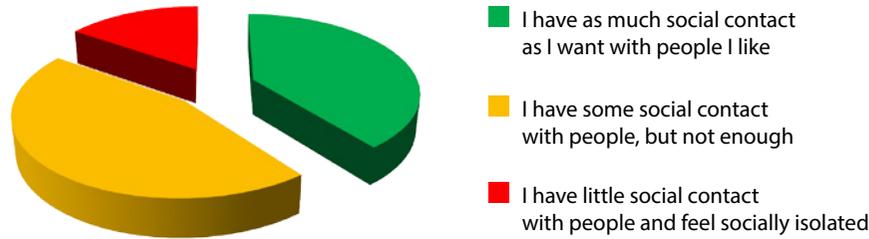
**How long have you been looking after or helping the person you care for?**



**How long do you spend each week looking after or helping the person you care for?**

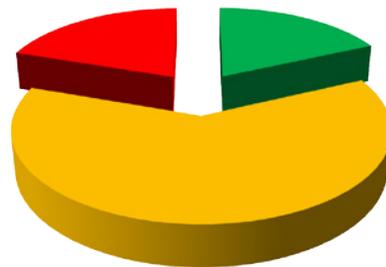


## How much social contact do you have with people you like?

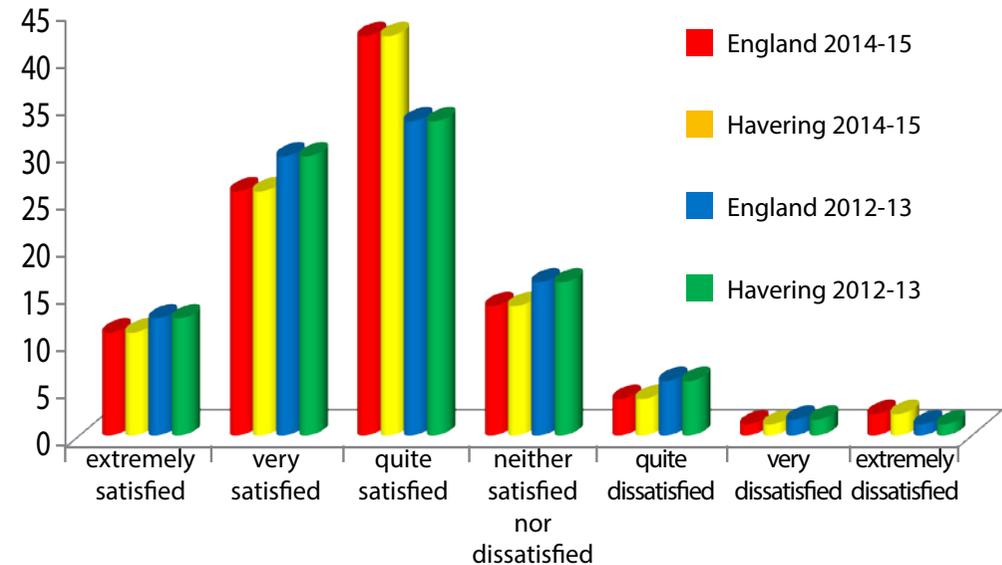


## How do you spend your time?

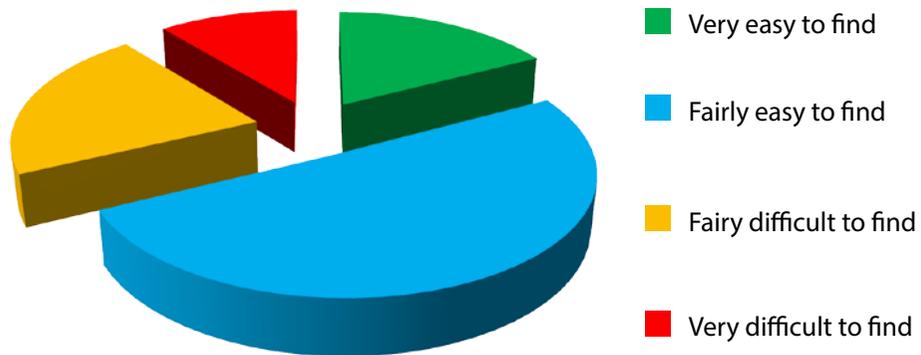
- I'm able to spend my time as I want, doing things I value or enjoy
- I do some of the things I value or enjoy with my time but not enough
- I don't do anything I value or enjoy with my time



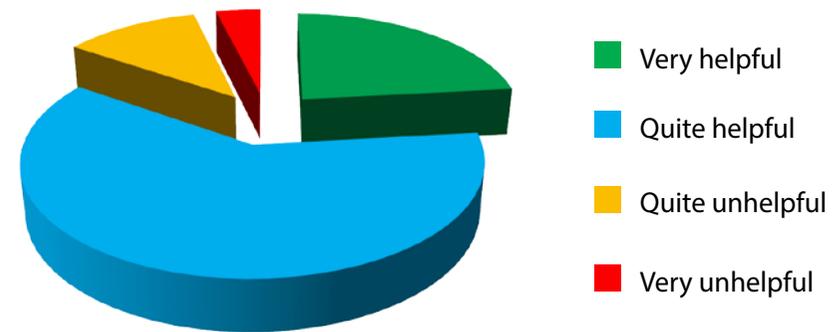
## Carer Satisfaction with support for carers



## Have you found information and advice about support, services or benefits easy to find?



## ...and helpful?



**This document is available in accessible formats.  
Contact the Council for details.**

