

HEALTH & WELLBEING BOARD

Subject Heading:

Strategy for those who provide informal and unpaid care in Havering, 2023 - 2026

Board Lead:

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The subject matter of this report deals with the following themes of the Health and Wellbeing Strategy

<input checked="" type="checkbox"/>	<p>The wider determinants of health</p> <ul style="list-style-type: none"> • Increase employment of people with health problems or disabilities • Develop the Council and NHS Trusts as anchor institutions that consciously seek to maximise the health and wellbeing benefit to residents of everything they do. • Prevent homelessness and minimise the harm caused to those affected, particularly rough sleepers and consequent impacts on the health and social care system. 										
<input type="checkbox"/>	<p>Lifestyles and behaviours</p> <ul style="list-style-type: none"> • The prevention of obesity • Further reduce the prevalence of smoking across the borough and particularly in disadvantaged communities and by vulnerable groups • Strengthen early years providers, schools and colleges as health improving settings 										
<input checked="" type="checkbox"/>	<p>The communities and places we live in</p> <ul style="list-style-type: none"> • Realising the benefits of regeneration for the health of local residents and the health and social care services available to them • Targeted multidisciplinary working with people who, because of their life experiences, currently make frequent contact with a range of statutory services that are unable to fully resolve their underlying problem. 										
<input checked="" type="checkbox"/>	<p>Local health and social care services</p> <ul style="list-style-type: none"> • Development of integrated health, housing and social care services at locality level. 										
<input type="checkbox"/>	<p>BHR Integrated Care Partnership Board Transformation Board</p> <table border="0"> <tr> <td>• Older people and frailty and end of life</td><td>Cancer</td></tr> <tr> <td>• Long term conditions</td><td>Primary Care</td></tr> <tr> <td>• Children and young people</td><td>Accident and Emergency Delivery Board</td></tr> <tr> <td>• Mental health</td><td>Transforming Care Programme Board</td></tr> <tr> <td>• Planned Care</td><td></td></tr> </table>	• Older people and frailty and end of life	Cancer	• Long term conditions	Primary Care	• Children and young people	Accident and Emergency Delivery Board	• Mental health	Transforming Care Programme Board	• Planned Care	
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SUMMARY

Recognising the invaluable contribution that those who provide unpaid and informal care to friends and relatives on a daily basis contribute, partners in Havering, under the Place based Partnership, have jointly undertaken development of a Strategy for those who provide informal and unpaid care to ensure that we deliver improved experiences and outcomes for Carers in the Borough.

This paper sets out how the strategy was developed with partners and local people, how the priorities have been articulated as 'I' statements so that it's really clear how local carers will experience improvements, and includes the full strategy and action plan which clearly articulates how the strategy will deliver improved outcomes for local carers.

This paper seeks endorsement of the strategy, and support to establish a Carers Board, which will evolve from the Carers strategy working group, and will be responsible for overseeing the delivery of the strategy action plan.

RECOMMENDATIONS

Health and Wellbeing Board members are asked to:

- Review and endorse the Strategy for those who provide informal and unpaid care in Havering, 2023 – 2026
- Endorse establishment of a Carers Board, which will report into the Havering Place based Partnership and Havering Health and Wellbeing Board, and will be responsible for oversight of the delivery of the strategy action plan

REPORT DETAIL

1.0 Introduction

- 1.1 Unpaid and informal carers provide invaluable support for loved ones and friends on a daily basis. The recent Covid Pandemic further highlighted the significant role that they play in supporting people to remain well at home. They coordinate care and appointments, provide personal care, and improve the wellbeing of those whom they look after. It is important that health, care and the community and voluntary sector support unpaid carers to continue to provide the invaluable tasks that they carry out every day.
- 1.2 NHS England describes a carer as “anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.”
- 1.3 In the context of the developing Havering Place based Partnership, which brings together health, care and the community and voluntary sector in



Havering with a focus on integrating services and support for local people in a way that is meaningful to them, partners in Havering have jointly undertaken development of the Strategy for those who provide informal and unpaid care in Havering, 2023 – 2026, to ensure that we deliver improved experiences and outcomes for Carers in the Borough.

2.0 Development of the strategy

- 2.1 The language that we have used throughout the strategy; ‘those who provide information and unpaid care’ – reflects feedback from local Carers, for many of whom the word ‘carer’ does not resonate with the role that they undertake. The strategy itself highlights a significant gap between the number of potential carers in the Borough based on recent census data, and the number actually registered for support with our Carers Hub, and Imago (for young carers). There is a strong focus throughout the strategy on seeking to address this gap.
- 2.2 We have sought to embed our Havering Place based Partnership ethos from the inception of the strategy development; first speaking to those whom the strategy is targeted at supporting, and seeking their views on the key areas they think need to be improved. A real life case study of an informal carer in Havering is the key focus of the strategy, highlighting how services and support need to improve for local carers. The strategy itself is a partnership product, developed by a working group of leads from across the partnership, spanning the Community and Voluntary Sector, Health, Care and the Local Authority.
- 2.3 The strategy builds on the previous strategy (2017-2019) and reflects learning since the Pandemic that a greater focus on support for informal/unpaid Carers is needed. This strategy also takes into account that ways of living and working have changed dramatically since 2019. Following engagement with local carers, it seeks to address shifts in needs of carers, whilst expanding scope of the strategy to range across all ages. This has been an opportunity for carers to design their strategic vision with the Council and wider partners, and directly contribute to the action plan which will be owned and delivered by partners across Havering.
- 2.4 Based on the support local Carers have told us that they need, our main strategic priorities for carers moving forward include:
1. Improved Identification and assessment of informal Carers
 2. Easier access to information and advice, including wider wellbeing services
 3. Improved links into primary care and other services, and better coordination of services
 4. Access to Respite and carers breaks, that is more flexible



We have framed these priorities in the form of 'I' statements in the vision section of the strategy, to clearly articulate how outcomes will materially improve for those providing informal and unpaid care in Havering.

- 2.5 How the partnership will deliver these outcomes is set out in the 'action plan' section towards the end of the strategy.

3.0 Monitoring of the strategy action plan

- 3.1 To ensure that we achieve the outcomes and goals that we have set within the strategy, we will develop a dashboard with key indicators for those who provide informal and unpaid care in Havering. Both qualitative and quantitative data will be collected within this.
- 3.2 The partnership working group established to oversee development of the strategy will evolve into a Carers Board, who will oversee the delivery of the action plan within the strategy. It is our intention that this board will be comprised of local informal/unpaid carers, as well as partnership leads, and that the board will be Chaired by a Carer.
- 3.3 £100,000 of Health Inequalities monies has been secured via the Havering Place based Partnership to support delivery of a number of key elements of the strategy action plan, including:
- Text message to be sent to all informal carers coded as such with their GP practice in Havering – circa 5,000 people reminding them that they can register with the Carers Hub to access a Carers Assessment and further support and guidance
 - Training for front line staff, run as virtual webinars, alongside dedicated sessions at the Havering GPs Protected Time Initiative, and the Havering Practice Managers Forum, to improve identification and coding of unpaid and informal carers on the primary care system, and increase the number of unpaid and informal carers being referred to the Carers Hub
 - Additional capacity within the Carers Hub to undertake dedicated Carers Assessments
 - One off additional capacity in the carers hub to support a potential influx of people requesting to be added to the Carers register and requiring support
 - Training for unpaid and informal Carers; The aim is to develop a package of information and training (online and in person, both in and out of 9-5 Monday-Friday working hours) to enable those undertaking informal/unpaid caring duties to feel more supported/confident in their roles. We will be working with the Carers hub to support local people



to recognise that they are undertaking Caring duties, and register as Carers to access this training. We will be providing tailored sessions for conditions such as frailty, Dementia and other conditions as identified. We will ensure that onward referrals are made to social prescribing link workers as required, to support carers who may need additional support. We will create a link with the Carers Hub to ensure that carers who are newly identified are accessing all of the support and benefits to which they are entitled.

- 3.4 Other projects which the Havering Place based Partnership will be undertaking, such as the roll out of a single database of health and care services across Havering, will support delivery of the action plan within the strategy.

4.0 Author

- 4.1 Emily Plane, Head of Strategy and System Development – BHR
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IMPLICATIONS AND RISKS

Resource is a key risk in terms of delivery of the strategy. The Integrated Care Board, and Council are both undertaking consultations that will seek to reduce their running costs. The Havering Place based Partnership are dedicated to working together across the system to ensure that we make best use of the resource that we have, and ensure that it is directed to the right place to deliver improved outcomes for local people.

BACKGROUND PAPERS

- Attachment 1 Strategy for those who provide informal and unpaid care in Havering, 2023 – 2026
Attachment 2 DRAFT Equality & Health Impact Assessment (EqHIA)