

Supporting Carers in Bolton

Everyone's Responsibility 2009 – 2012

Executive Summary



Easy Read

Bolton
Council

Partners

We are working in partnership to plan, develop and deliver services for carers across Bolton.



Cllr. Cliff Morris
Leader of the Council
and Chair Royal Bolton
Hospital NHS
Foundation Trust



Tim Evans
Chief Executive NHS Bolton



Sean Harriss
Chief Executive
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Jane Harrison
Carers Champion
Carers Impact Group



John Rutherford
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Greater Manchester
West Mental Health
NHS Foundation Trust



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Greater Manchester West Mental
Health NHS Foundation Trust



David Fillingham
Chief Executive
Royal Bolton Hospital
NHS Foundation Trust



Karen Minnitt
Chief Officer
Bolton Community
and Voluntary Services

Introduction



Bolton's Local Strategy has been developed by listening to and working with carers and key partners.

The strategy says what will be done over the next 3 years, to give better support to carers.

There are 28,385 carers in Bolton with 10,000 people new to the caring role each year and around the same number each year for whom the caring role comes to an end.

The following 10 issues were seen as important to carers in Bolton.

1. Recognition

What carers said

What we will do



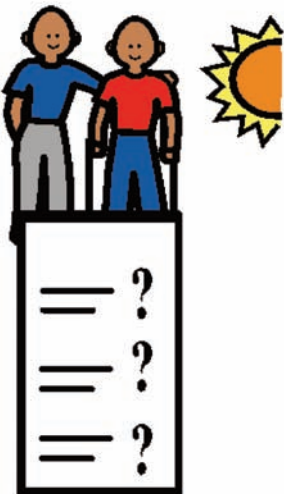
Carers in Bolton want to be respected and valued for the vital role they play.



Carers



There will be carers' champions who will raise awareness.



Carers want to know more about what a Carers' Assessment is and how to get one.

Make it easier for people to make use of Carers' Assessments and services.

Carers
Assessment

What carers said

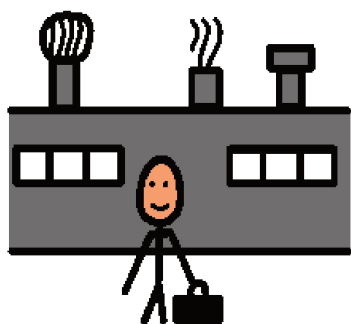
What we will do



Working together

Carers should be more involved when professionals are looking at the needs of the person cared for.

Develop a joint approach to training on carers' issues.



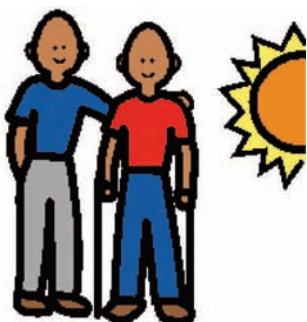
Staff

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Employers should recognise that staff may also be carers.

Carers should be part of training staff about carer issues.

Work with large employers to support carers in the workforce.

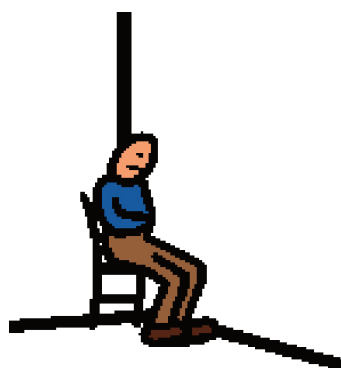


Carers

2. Carers' voice



Have not been listened to.



Not included



Contact

What carers said

Carers feel that professionals ...

- Have not really listened to what they think
- Used jargon
- Did not always include them in the decisions made about the person they care for.

What we will do

Make sure listening and including carers is an important part of the way we work.

More should be done to contact and speak to...

- Young people who look after someone in their family
- Carers from black and minority ethnic groups
- Older carers
- Carers of people with a mental health illness
- Carers for people with a long term illness.

Raise awareness of carers in Bolton through a targeted publicity campaign.

3. Information and advice

What carers said

What we will do



Information and Advice

Information and advice is most important when you first become a carer.

Work with housing services to support carers with their housing needs.

Carers in Bolton want information about services and support for carers.

Make sure there is co-ordinated, consistent advice and information service for carers.

Information that is -



Easy to read

- Easy to understand

- Up-to-date

- Applies to them

- Consistent

- In plain language

Scope the potential for a Carers' Resource Centre.



Carers Resource Centre

- Available in different formats and languages

- With the same standards across agencies.

Located in a Carers' Resource Centre that offers face to face and telephone advice seven days a week.

Ensure carers can access 24 hour helpline support.

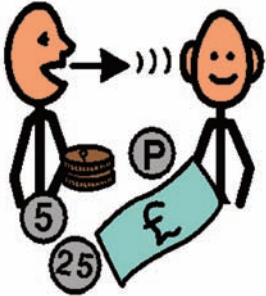


Su M T W

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7 days a week

4. Benefits and finance



Advice and support

What carers said

Carers need good advice and support to help them to get the correct Benefits.

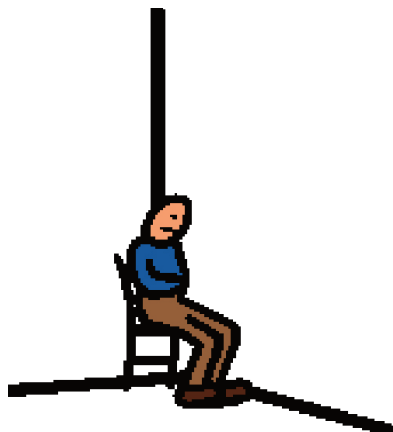
Carers want regular drop-ins for Benefits advice and more information about what Benefits carers can claim.

What we will do

Work with partners to make sure carers know what financial help is available to them and are supported in accessing it.

Encourage the take up of Benefits advice as part of the carers' promotional campaign.

5. Emotional support



Not included

What carers said

Carers can feel very much on their own with no-one to turn to.

Carers need to know what support groups or one to one support there is and how easy they are to contact.

What we will do

Carers in Bolton want to see more:

- Counselling services
- Befriending schemes
- Professional advocacy
- Social support groups
- Emotional support needs to be seen as important in Carers' Assessments.

Strengthen the emotional support provided through group, befriending and counselling services.

Work with relevant professionals to make sure they recognise and support carers as part of their basic role.

Develop advocacy support services that can be used by all carers.



Support groups

6. Time away from the caring role



Breaks away from caring

What carers said

Carers in Bolton want access to more regular, flexible breaks for individuals and families.

Regular breaks away from their caring role allow carers to...

- Have a life of their own
- Look after their own health and wellbeing
- Access employment, education and leisure
- Carers need control of the support they are entitled to, so they can make decisions that are right for them
- More information on the benefits of Direct Payments as an option.

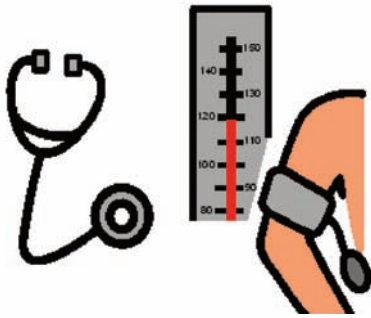
What we will do

Extend the choice and availability of breaks to ensure all carers are clear on what is available to them.

7. Health and wellbeing

What carers said

What we will do



Health and wellbeing

Caring can often affect the health and wellbeing of the carer.

Include carers into all relevant health promotional work.

- Carers and the person cared for, should take priority for GP and Hospital appointments
- Carers should be offered breaks so that they can attend them
- Health professionals should check carer's health and wellbeing routinely
- More holistic and therapeutic services should be given to carers rather than prescribing drugs to alleviate stress and depression.

Ensure carers are able to get a yearly health check.



Health checks

8. Training to care



Training

What carers said

Because looking after someone is a skilled task, it would be very helpful if carers could be offered training to care at the right time.

- Training needs to be at times and places that fit in with the caring role
- Training should meet the needs of new and more experienced carers.

What we will do

Deliver a local Caring with Confidence Scheme that is flexible and accessible to all.

Support carers and former carers to assist with training other carers and professionals.

Work with young carers to support them in the choices they make as they become adults.



The right time

9. Support in emergencies

What carers said

What we will do



Problem

Carers need to know that someone is easily and quickly available to support the person they care for in times of crisis.

Promote a single access number in emergencies.



Help and support when needed

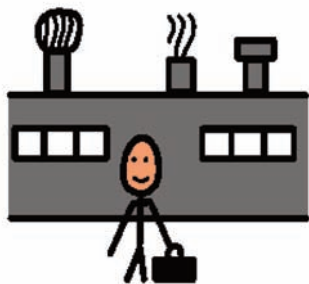
- That it will be free and tailored to the needs of the person they care for
- Carers want support from people they know and in their own home where possible.

Provide a home based emergency support service to carers that is responsive and accessible to all.

10. Employment, learning and leisure

What carers said

What we will do



Work



Learn



Leisure

Everyone has a right to work, learn and have time for leisure opportunities.

- Employers need to be flexible and aware of what caring involves and support carers' needs
- Costs of training courses and the lack of flexibility can be a barrier to carers
- 65% of working age carers in Bolton may need support to return to work
- There is no dedicated support from any employment services to help carers back into work
- Carers need regular breaks if they are to use learning and leisure opportunities.

Work with relevant services to target those who are looking to enter or remain in employment or education.

Actively pursue discounted leisure opportunities for carers in Bolton.

Key themes across all 10 priorities

Whilst the focus has been on developing the ten priorities for carers, there are three key themes that cut across all areas and should be a requirement for every service that supports carers.

1. Services and support for carers should be provided based on the needs of the individual and should not discriminate against them on the basis of gender, age, disability, race, religion, sexuality or caring status. Monitoring mechanisms need to be in place to measure equality of access.
2. It is also essential that we focus on supporting the most socially excluded people in our communities to ensure we reduce the inequalities in wealth, health and wellbeing.
3. All services provided to carers should meet a required quality standard that can be checked and monitored by listening to what carers who use services say.

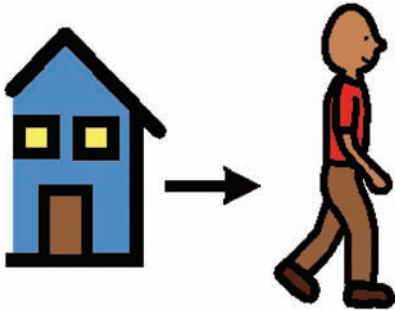
What we are going to do next...

1. Identify and target support to carers living in the most socially deprived communities in Bolton.
2. Develop consistent customer feedback for all carer services so we can evidence the difference they make.

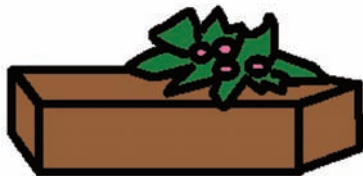
When caring comes to an end

What carers said

What we will do



Moves on



Caring can come to an end when the person who is cared for moves on or dies.

- It is important that carers are offered support as feelings of loss and isolation are very real during this time
- Bereavement support and counselling for carers needs to be increased.

Extend support to carers following bereavement.

Guidance needs to be provided so carers can develop their own life around employment, learning, leisure or social opportunities.

Develop stronger links to existing provision.

Making it happen

The Carers Impact Group that represents carers and all the key carer organisations in Bolton will be responsible for making sure the actions in the strategy are delivered across the partner agencies and will report into the Local Strategic Partnership.

Linked to this document is a more detailed action plan that gives more detailed information on plans for the next three years. It is a working document that will be updated and revised each year to track the progress made.

The current version is available to view at **www.bolton.gov.uk/carers**

Document Title:

Supporting Carers in Bolton
Everyone's Responsibility
2009 – 2012

Description

Documenting the key priorities and actions over the next three years for individuals and families who have caring responsibilities for persons over the age of eighteen and in response to the National Carers Strategy: 'Carers at the heart of 21st century families and communities'.

Parent carers of children with disabilities are specifically detailed in Bolton Council's Parenting Strategy and the multi-agency publication: 'Every Child Matters in the Bolton Family'.

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Document review

January - March 2012

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