



**Bolton's  
Integrated  
Partnership  
All Age Carers  
Strategy**

**Making a  
difference**

**2023 -  
2025**

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## Foreword

Every unpaid carer in Bolton whether past, present or future makes an invaluable contribution not only to the person they are caring for but also to their local community and Bolton as a whole.

**I want to thank each and every one of you for everything you unselfishly do, day in and day out.**

More than 25,980\* of us are providing unpaid care in Bolton, often alongside work or education, for someone who otherwise couldn't manage without their help for a variety of reasons, including but not limited to age, illness, disability, addiction or poor mental health.

Being a carer is an enormous challenge at the best of times, but the past couple of years have been exceptionally difficult for both unpaid and professional carers alike. I want to assure you that everyone in Bolton appreciates, recognises and values your continued efforts.

This strategy can't come at a better time and is intended to be accessible to everyone. This strategy demonstrates our joint commitment in working together to ensure that all carers have access to the right information and support at the right time, and in the right way.

\*Office of National Statistics, census data 2021



**Cllr Andrew Morgan**  
Executive Cabinet Member for  
Adult Services and Safeguarding,  
Housing Services and Armed Forces Champion



## Introduction

Carers from across Bolton, our system partners and Bolton Council have come together to develop and re-design a carers strategy for 2023 – 2025 which is focused on:

- What carers have told us matters to them (via various carer engagement sessions, our local workshops and carer and stakeholder consultation)
- What we intend to do to deliver on the challenges identified in this strategy
- How we will know we have made a difference

Our local carers strategy 2023 – 2025 aligns with Bolton's long-term plans. The strategy is based on outcomes that make a difference to people's lives, enabling them to fulfil their own aspirations.

This is summarised by a clear set of Principles and Behaviours which will help us to achieve our collective ambition.

- In Bolton, we are dedicated to ensuring that all carers have a voice and ensuring that carers help shape and design services which matter to them and the person they care for
- This new redesigned strategy will focus on five strategic priorities, with a commitment to deliver on each of the five priorities over the coming two years

## Legislation

**The Care Act 2014** acknowledges that supporting Bolton's carers is just as important as supporting the people they care for. The Act ensures that carers receive support from Bolton Council and also provides support for parent carers and young carers when a young person is in transition to adulthood.

**The Children and Families Act 2014** ensures the rights of young carers and parent carers are covered. Bolton Council must provide information and support to protect young carers from inappropriate caring, as well as providing an assessment for a young carer or a parent carer if applicable.

**The Employment Rights Act and the Equality Act 2010** gives carers rights at work that can help them to manage work and caring responsibilities and protects carers against discrimination or harassment because of their caring responsibilities.

**The NHS Long Term Plan 2019, NHS Commitments to Carers** states that the NHS needs to improve recognition of carers, better identification of carers and support for carers and young carers.

**NICE Quality Standards 2021** nationally, experts have agreed on five key priority areas for action to support carers.

## Investment

Bolton's Carers Integrated Partnership Group will oversee the delivery plan, to ensure each responsible partner carries out their relevant actions. Shared interest and interest for carers in Bolton is everyone's business.

Bolton's Integrated Partnership All Age Carers Strategy sets out actions that are and will take place through current funding streams. However, it is hoped that agreeing shared priorities across a range of system partners will enable new and innovative ways of working which will have both social and wider economic benefits in Bolton.

Bolton's Integrated System Partners are committed to continuing to work together to further develop our local offer around the following areas:

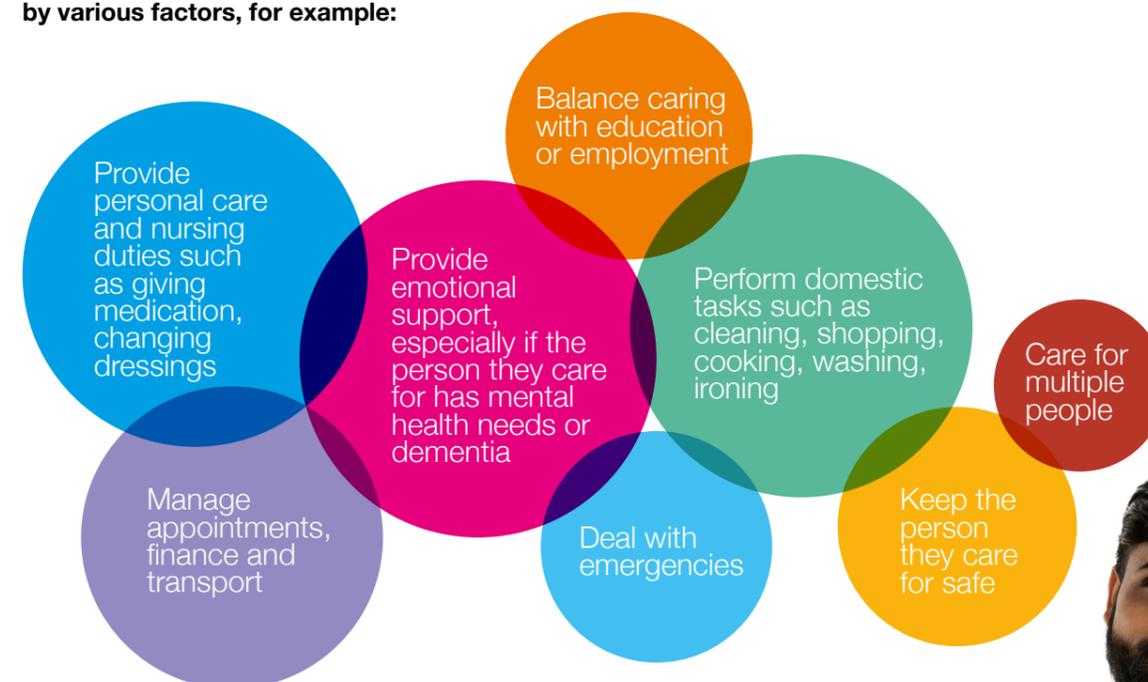
- Carers Assessment
- Annual Carers Health Checks
- Respite Care for Carers
- Shared Lives Opportunities
- Home Care Support
- Day Opportunities
- Continuing Health Care (CHC)
- Community Support\*

*\*via our Carers Support Organisations, Voluntary and Community, Faith Sector partners, Primary Care, Community Healthcare and Acute Care partners.*

## What is a carer and what do they do?

A carer is someone who provides unpaid care, often alongside work or education, for someone who otherwise couldn't manage without their help for a variety of reasons, including but not limited to age, illness, disability, addiction or poor mental health.

**Each caring situation is unique and is influenced by various factors, for example:**



Carers will have many, if not all of the above responsibilities, often leaving little or no time to take care of themselves. Caring for a loved one is often an immensely rewarding and challenging role and we have developed this partnership strategy to help provide more support to carers in Bolton.

# Reducing health inequalities

Health inequalities are ultimately about differences in the status of people's health.

But the term is also used to refer to differences in the care that people receive and the opportunities that they have to lead healthy lives – both of which can contribute to their health status.

Health inequalities can therefore involve differences in:

- Health status**
- Quality and experience of care**
- Behavioral risks to health**
- Access to health and care services**
- Wider determinants of health**



Several carers would like to see specialist support groups, for parent carers, male carers or siblings

Nearly **40%** want more access to daycare and short term respite, such as weekends or evenings, some in their own home



Nearly **70%** of the people surveyed identified as carers. Others who did not stated that they were **“only doing what a daughter should do”** or that as a parent of a disabled child (or adult) they struggled to be identified as anything more than a parent

A third of carers admitted they need time for themselves

A quarter of carers surveyed stated they need more local activities and support, with **10%** finding parking difficult when accessing services and **8%** have tried and are struggling with public transport

**25%** of carers surveyed are struggling with the cost of living and care costs



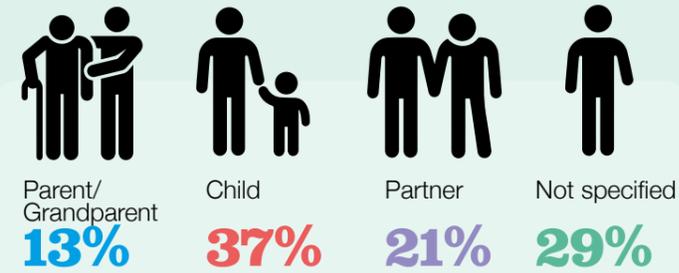
“I want to be heard”

“As young carers we want the same life chances as other young people”

“I want to feel more valued”

## Bolton's key findings...

### Cared for...



**40%** of carers feel isolated in their role



### Out of hours...

Although only **1 in 8** specifically stated that they struggled to get help out of hours, several others also stated that their only option was to dial 999 which was not effective in a mental health crisis or where physical help was needed.

Three in five carers felt they couldn't access the information they needed and didn't know where to look.

“This isn't much use when someone is trying to smash the windows to get out of the house”



Many carers want help in accessing all the benefits they are entitled to, and don't know who to ask.

**12%** can not access the internet. But many would like the opportunity to try, if they could access training.



### Young carers...

“To play with my friends”

“To be able to talk to someone when I'm not feeling too great”

“I need more support from school”

“To be allowed a 'time-out card' at school”

“To have some me time”

“An anonymous young carers helpline, website or app would be good”

Please note: We summarised the views of several responses. Council engagement sessions/other: 26 responses (including an estimated five, which were included with other responses), Bolton Carers Support: 13 responses, Bolton Parent Carers: 15 responses. \*Data collected between March and September 2022. \*Healthwatch Bolton and BLGC high level quotes.

# Bolton's Integrated Partnership All Age Carers Strategy

## Plan on a Page 2023-2025



“ We want to be heard ”

“ I am able to access information and advice ”

“ I am supported to remain in work ”

“ I want to feel more valued for the contribution and recognised as an “expert” in the care I provide ”

“ I am listened to and action is taken to address issues and concerns I raise ”

“ Professionals recognise the importance of the role I provide as a carer ”

“ I am supported to maintain my own health and wellbeing ”

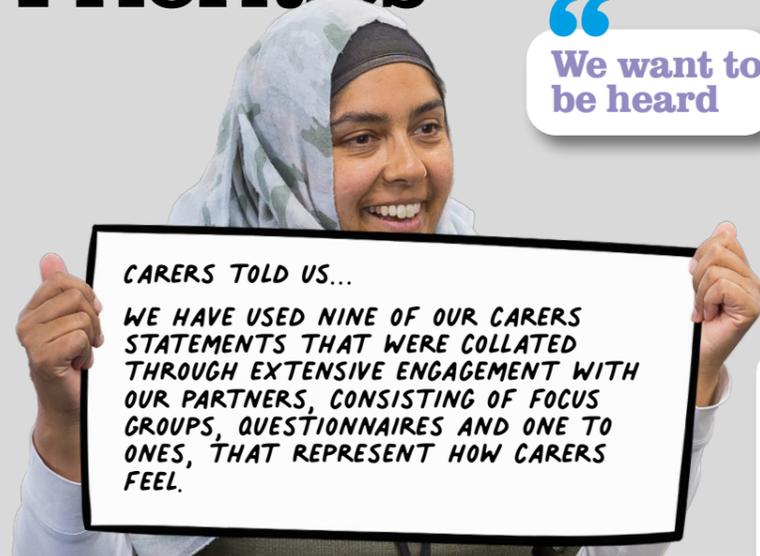
“ I can access a range of quality services and support which meets my needs ”

“ We don't want to repeat our story ”

“ We are identified and assessed within a familiar safe space ”

“ As young carers we want the same life chances as other young people ”

# Priorities



“ We want to be heard

“ I am able to access information and advice

“ I am supported to remain in work

“ I am listened to and action is taken to address issues and concerns I raise

“ I am supported to maintain my own health and wellbeing

“ We don't want to repeat our story

“ We are identified and assessed within a familiar safe space

“ I want to feel more valued for the contribution and recognised as an “expert” in the care I provide

“ Professionals recognise the importance of the role I provide as a carer

“ I can access a range of quality services and support which meets my needs

“ As young carers we want the same life chances as other young people

## We listened...

Engaging with our carers across Bolton, as a Partnership we have identified five priorities, which we have agreed to focus on over the next two years, in collaboration with our carers. Based on engagement feedback, Bolton Partners have agreed on four objectives to support each priority over the next two years.

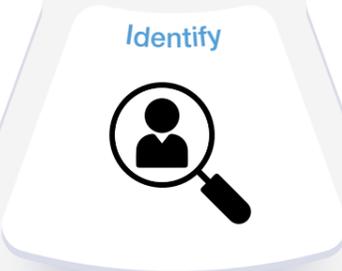
### 1 Recognise and respect carers

1. Establish a carers group/forum
2. Respect and value the carer as the expert
3. Co-design with carers an information pack
4. Support carers to access educational and training opportunities



### 2 Support all carers

1. Increase diverse short breaks packages/options
2. Offer carers and cared for assessments at the same time
3. Improve access to information and services e.g. GPs
4. Enable carers to only have to tell their story once



### 3 Reach unknown carers

1. Promote the role of the carer through local communities
2. Identify unknown carers in the community
3. Work with GP practices, provide carer information packs
4. Work with a wide range of organisations to identify working carers



### 4 Create a culture of trust

1. Provide carers with an opportunity to contribute to decision making
2. Develop carer champions roles
3. Deliver carers events which are planned by carers and partners
4. Ensure regular engagement and deliver on agreed actions

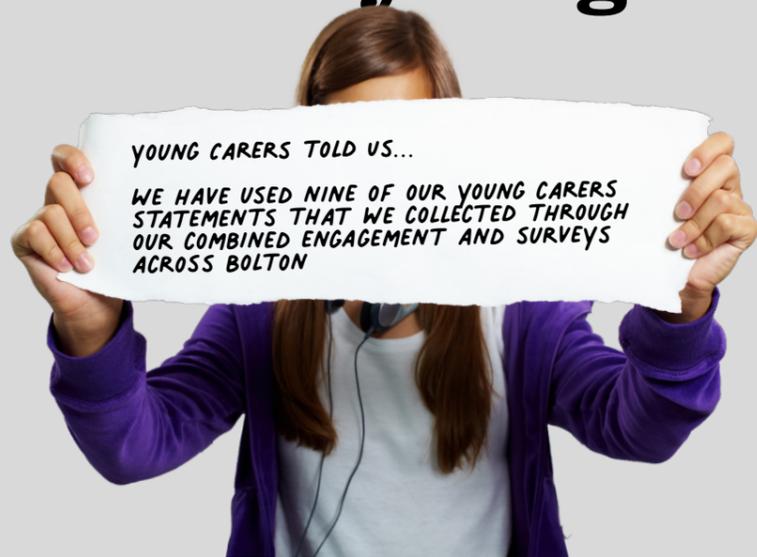
## 5 Priorities and objectives



### 5 Accessible support

1. Ensure information and advice is timely and understandable
2. Make sure young carers are supported during transition to adulthood
3. Ensure information and advice is available in the right format
4. Make additional support available to help keep young carers in employment, training and education

# Bolton young carers pledge



“ To play with my friends

“ I want to feel more valued

“ To be able to talk to someone when I'm not feeling too great

“ I need more support from school

“ I want to be heard

“ To have some me time

“ To be allowed a 'time-out card' at school

“ As young carers we want the same life chances as other young people

“ An anonymous young carers helpline, website or app would be good

## We listened...

Based on engagement feedback with our young carers, Bolton Partners have agreed on 10 aims to focus on over the next two years

- 1 Identify all young carers to ensure they have access to support, and to ensure that their attendance at school is not interrupted by their caring responsibilities
- 2 Strive to improve the mental health of young carers
- 3 Ensure schools report on the number of pupils who have caring responsibilities
- 4 Work to reduce the responsibilities of our young carers
- 5 Hold engagement sessions to raise awareness of the services and support available to young carers

Increase young carer assessments

Support young carers to develop a Bolton pledge



Provide additional support to help keep children in training and education

Ensure children are supported during transition to adulthood

- 6 Work in partnership with young carers to listen to what they have to say in order to ensure that what we offer is what they need
- 7 Professionals will work together to help support the family
- 8 Inform parents/carers about the support services available within the community
- 9 Work with schools and colleges to ensure you have support
- 10 Work with support services to get the support and rewards for our young carers



## Partnership

Bolton Integrated Partnership All Age Carers Strategy recognises that to promote carer health and wellbeing and to reduce the health inequalities that carers experience due to their caring role, it is important that we have shared aims and values across all partners. We are taking a strong partnership approach to ensure that carers in Bolton stay mentally and physically healthy for longer.

*All organisations who are partners to this strategy have agreed to:*

- Continue to acknowledge the contribution that carers and young carers in Bolton make, as well as the impact that caring has on carers' health and wellbeing
- Promote and implement good practice in the identification of carers and young carers
- Work together to deliver on our objectives so that we can make the changes and improvements that carers have asked for
- Work in partnership with others to improve support for carers and young carers
- Ensure that carers and young carers are acknowledged as expert partners in care
- Value the skills, knowledge and expertise of our local carers
- Continue to work towards being 'carer-friendly' employers in Bolton

## How will we know we've made a difference?

Each partner organisation will be responsible for identifying and implementing the actions they will take to support progress against the strategy priorities and objectives. This will be collated into an overarching delivery plan, supported by Bolton's Carers Integrated Partnership Group. It is important that the Carers Partnership has a way of knowing that the actions and commitments being undertaken are making a difference for carers.

*Some of the ways that we will do this include:*

- Carers will be involved in the development of the delivery plan to ensure that identified actions address carers' priorities
- We will invite carers to share their experiences at partnership meetings, ensuring that carers' voices are heard and that they can influence change
- Partners will report progress against the actions they are taking a lead role on delivering
- We will work as a partnership on any statutory, Greater Manchester or regional submissions relating to carers or young carers, ensuring that the voice of our carers is captured in our local returns
- GP practices will make every contact count, will continue to identify carers in a timely manner, and offer an individualised annual health check and appropriate support
- We will ensure commissioned services share a summary of their performance

# Who's who?

**1Point North West (Bolton)** 01204 917739  
office@1pointbolton.org.uk

**Adult Safeguarding** 01204 337000  
Safeguardingadults@bolton.gov.uk

**Age UK** Support for lesbian, gay, bisexual and trans (LGBTQ+) people  
0800 678 1602

**Age UK Bolton** 01204 382411  
enquiries@ageukbolton.org.uk

**Alzheimer's Society** 0333 150 3456

**Asian Carers Forum** 01204 651123  
email@aercbolton.co.uk

**Be Kind to my Mind** www.bekindtomymind.co.uk

**Bolton Carers Support** 01204 363056  
info@boltoncarers.org.uk

**Bolton Council** 01204 333333

**Bolton Intergrated Care Partnership (ICP)**  
0161 742 6023 www.gmintegratedcare.org.uk

**Bolton NHS Foundation Trust**  
PALS 01204 390193 www.boltonft.nhs.uk

**Bolton Lads and Girls Club - Young Carers**  
youngcarers@blgc.co.uk  
www.boltonladsandgirlsclub.co.uk

**Carers UK** 0808 808 7777 advice@carersuk.org

**Caribbean and African Health Network**  
07853 556 591 info@cahn.org.uk

**Child Law Advice**  
0300 330 5480 www.childlawadvice.org.uk

**Childline** 0800 1111 www.childline.org.uk

**Complaints about health, education and social care matters**  
01204 338021 quality@bolton.gov.uk

**Early Intervention Team:** For all new enquiries  
01204 337860 EITTeam@bolton.gov.uk

**North District** General Enquiries: 01204 337240  
Duty: 01204 331149  
AdultsNorthDistrict@bolton.gov.uk

**South District** General Enquiries: 01204 337717  
Duty: 01204 338863  
AdultsSouthDistrict@bolton.gov.uk

**West District** General Enquiries: 01204 337680  
Duty: 01204 333410  
AdultsWestDistrict@bolton.gov.uk

**Empowered Conversations**  
empoweredteam@ageuksalford.org.uk

**GMMH** 01204 483301 / 0800 953 0285 (24hrs)  
See website

**Healthwatch Bolton** 01204 394603  
info@healthwatchbolton.co.uk

**Kooth** www.kooth.com

**Let's Keep Bolton Moving**  
www.letskeepboltonmoving.co.uk  
helloLKB@bolton.gov.uk

**Mind** 0300 123 3393 info@mind.org.uk

**NSPCC** 0808 800 5000 help@nspcc.org.uk

**Patient advocacy and liaison service**  
01204 462022 gmicb-bol.pals@nhs.net

**Qwell** www.qwell.io

**Safeguarding and protecting Children**  
01204 331500 CPU@bolton.gov.uk

**Tell Us Once** 0800 085 7308  
tellusonce.communications@dwp.gov.uk

**Youth Access** 020 8772 9900  
admin@youthaccess.org.uk

The most recent figures for the Bolton Joint Strategic Needs Assessment, sharing knowledge about the health and wellbeing needs of the people in Bolton, are available on [www.boltonjsna.org.uk](http://www.boltonjsna.org.uk)

Please contact Bolton Carers Support if you would like to discuss your caring situation and who is best placed to help.

### Legislation:

- The Care Act 2014
- The Children and Families Act 2014.
- The Employment Rights Act and the Equality Act 2010
- The NHS Long Term Plan 2019, NHS Commitments to Carers
- NICE Quality Standards 2021

### Reducing Health Inequalities:

- Health inequalities

If you are unable to download or access any of the links to further documents, please call Bolton Carers Support **01204 363056** who will be able to help you.



**Bolton's Integrated Partnership  
All Age Carers Strategy 2023-2025**

**Bolton  
Council**