

West Yorkshire & Harrogate Health and Care Partnership

An approach to improve the support for
unpaid carers in West Yorkshire and
Harrogate

April 2018



A vision for unpaid carers

An approach to improve the support for unpaid carers in
West Yorkshire and Harrogate

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Supporting carers in West Yorkshire and Harrogate

The West Yorkshire and Harrogate Health and Care Partnership (WY&H) was formed in 2016. The Partnership includes health services, Local Government, community organisations and independent sector organisations. Collectively we serve 2.6 million people and spend around £5.5bn each year.

We estimate that there are around 260,000 carers in West Yorkshire and Harrogate. As the population ages, the number of people who become carers is increasing. This combined with changes in retirement age, means the demographic of unpaid carers across the country is altering too. This will become more complex as the changes in the retirement age means people will be working until much later than is currently the case and therefore juggling work and caring for others longer.

Across our area there are a significant number of carers, many of whom struggle to cope with managing their caring responsibilities alongside work and /or other caring responsibilities. There is substantial evidence that people who are carers can have poorer health than those who are not. We aspire to be a place where carers are identified, recognised and supported.

As a partnership we recognise that carers are significant in delivering and supporting health and care. They are recognised in a number of our workstreams and our next steps document. We want to raise their profile and share the excellent work taking place across the area. In addition we also want to celebrate the difference this is making in our communities on a regional and national level – and most importantly ensure that this is applied for all carers no matter where they live in West Yorkshire and Harrogate.

It's important to note that we are at the beginning of this work, and are building on the good work to date. We are planning further conversations which will take place over the coming months with carers and organisations that represent them.

About our Partnership

Our Partnership is built from the bottom up and we remain steadfast in our thinking that change and improvement needs to happen as close to carers as possible. This means everything gets done locally and that our plans are formed from a combination of local plans in each of the six places (Bradford District & Craven; Calderdale, Harrogate & Rural District, Kirklees, Leeds and Wakefield). Work is only done at West Yorkshire and Harrogate level, where it makes sense to do so, for example sharing good practice and resources.

The work in our local places is driven through our Health and Wellbeing Boards and their Health and Wellbeing Strategies. You can find out more at www.wyhpartnership.co.uk

Working with NHS England

WY&H have been identified by NHS England as an exemplar site and there are various projects already delivering support for carers in partnership i.e. Clinical Commissioning Groups (CCGs), local authorities and voluntary sector. There is an overarching WY&H project team who are working with NHS England to establish a transformational approach to carers support.

This includes:

- Facilitating sharing of what works and what doesn't through 'learning by doing'.
- Sharing examples of good employment practice.
- Supporting STP peer exchange.
- Promoting and developing work to support WY&H priorities so that carers are considered in the design and develop of options.
- Ensuring we target unpaid carers in engagement and consultation activity, both staff and public.

The case for change

Caring can have a significant impact on health, with the pressures of providing care taking a toll on both carers' physical and mental wellbeing. Those providing round the clock care are more than twice as likely to be in bad health as non-carers.*

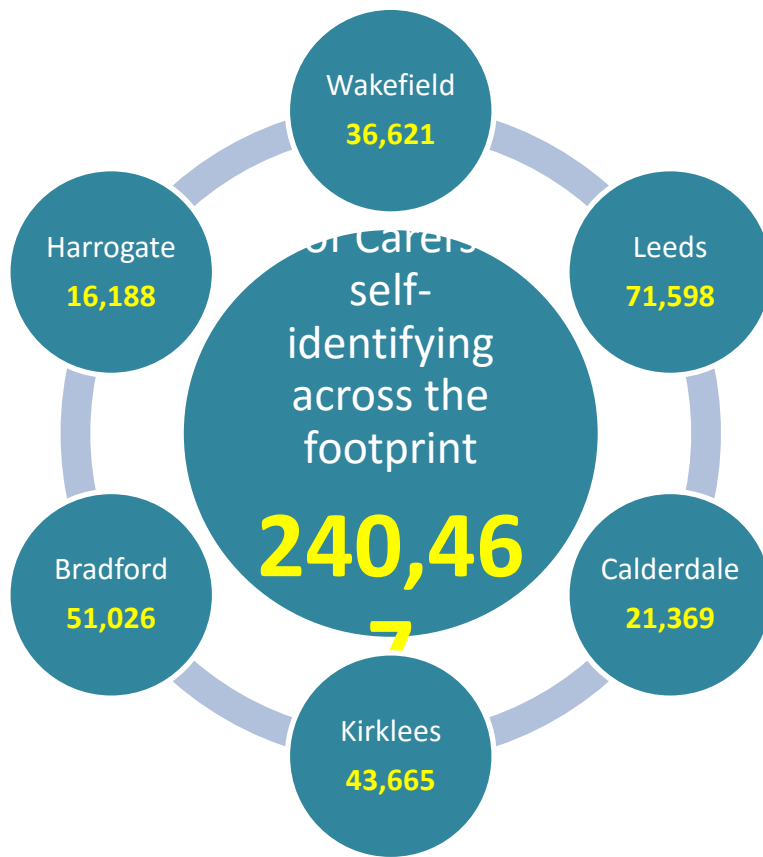
Many carers including a number of children and young people are hidden; caring for a loved one with a long-term condition often providing the majority of care without formal support.

There is emerging evidence that suggests that investing in support for carers can contribute significantly to the sustainability of health and social care. In particular that early intervention and targeted support for carers reduces carer breakdown and thereby limits the use by the cared for person of in-patient services, social care and institutional care.

Investment in supporting carers is a systematic and transformative way can be a key enabler of prevention and of self-care which can in turn enable carers to stay in work, to the benefit of the wider local economy.

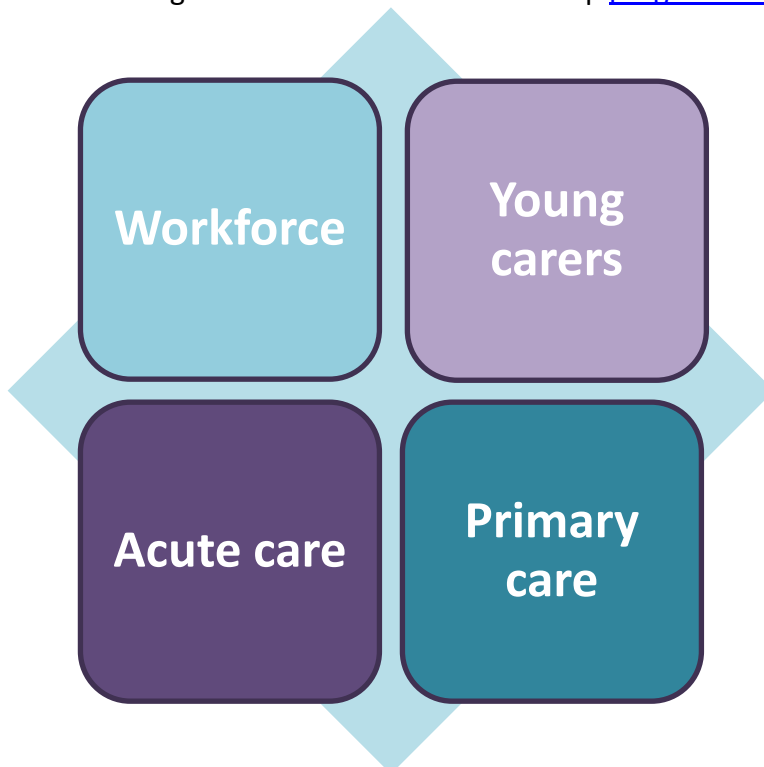
An impact assessment published by the Department of Health (October 2014) estimates that each **£1.00** spent on supporting carers would save councils **£1.47** on replacement care costs and benefit the wider health system by

Below is a breakdown of the carers population segmented by place taken from the 2011 census.



Work streams

Our approach is to initially focus on four areas to embed wherever possible within the West Yorkshire and Harrogate Health and Care Partnership [programme priorities](#).



Workforce

Our Vision is to support working carers health and wellbeing enabling them to remain in work and to progress.

Work streams involved

1. Enabling programmes – workforce
2. Acute care collaboration
3. Innovation and Improvement / Digital

Enabling programmes - workforce

- Utilising existing good practice to create a bespoke and simple standard for NHS and social care employers to aspire to.
- Link into workforce strategy to identify and support working carers more consistently.

Acute care collaboration

- Support the adoption of Employers for Carers in all the hospital trusts across WY&H
- Support the adoption of the Working carers passport

Innovation and Improvement / digital

- To adapt and develop an e-learning carer awareness module and implement across the organisations within the partnership.
- To work in collaboration with the Yorkshire and Humber Alliance Science Network to further develop the evidence based case for change to support carers.

Children and young people carers

Our vision is to improve the experience of young carers across West Yorkshire and Harrogate.

Work streams involved

1. Innovation and improvement / digital
2. Local authority
3. Harnessing the Power of Communities

Innovation and Improvement / digital

- Utilisation of apps to enable carers to manage their caring role more effectively,
- Heighten the profile of young carers across existing communication channels, i.e. vlogs
- Utilisation of apps to develop peer support mechanisms for young carers
- Virtual peer support networks?
- Heighten the profile of young carers across existing communication channels, i.e. vlogs

Local authority

- Encourage each of our six local areas to develop and promote peer support for young carers

- To work in collaboration with local authorities and independent organisations who support young carers to champion 'Carers Charter' in schools

Harnessing the power of communities

- Work more with voluntary organisations to harness the power of communities

Cancer

- To include young carers in the work of supporting people living with cancer - ensuring the citizen panel within the cancer alliance has young carer representatives.

Acute care

Our vision is to support all acute trusts to ensure that whichever trust a carer comes into contact with they can expect the same treatment.

Work streams involved

1. Mental Health
2. Cancer
3. Stroke
4. Acute care collaboration

Mental health

- To ensure that as many organisations as possible within the acute sector sign up to John's campaign supporting people living with dementia and their carers.
- That engagement and consultation includes the involvement of carers living with mental health issues.
- Mental wellbeing of carers is highlighted.
- That carers are welcomed and supported to be involved in the care of their loved ones.
- Suicide – to be confirmed.

Cancer

- To support the cancer alliance to take in consideration the identification and support of carers within their work.
- That they are involved in the care planning and decisions particularly end-of-life.
- That there is a holistic approach to supporting people living in cancer which takes into consideration the effect psychologically of carers caring for somebody living with cancer.
- Particularly focus on young carers of people living with cancer and supporting them.

Stroke

- That the carers of people living with stroke are identified and supported
- That engagement and consultation includes the involvement of carers living with stroke.

Acute care collaboration

- Adoption of Johns Campaign to enable carers of people living with dementia the opportunity to stay with them in hospital, in the same way that parents stay with their sick children.
- Most of the acute trusts across West Yorkshire and Harrogate have made the pledge to John's campaign making the commitment that carers of people living with dementia are able to stay with their loved one in hospital like parents of young children.
- Build on the adoption of the Carers Passport within acute trusts. This is to replicate the success of the use of the Carers Passport which has been a success in hospital trusts like Mid Yorkshire Hospital Trust.
- Unpaid carers' passport to be implemented across two pilot sites in West Yorkshire and Harrogate.

Primary care

Our Vision is to support Primary care to identify carers systematically and signpost them to relevant information and advice.

Work streams involved

1. Primary and Community Care
2. Harnessing the power of communities

Primary and community care

- To support John's campaign within primary care encouraging carers to remain during consultations of patients living with dementia.
- To ensure across West Yorkshire and Harrogate there are schemes that routinely identify carers and signpost them information and advice services in their place.
- To work in collaboration with NHS England to develop quality markers for Carers in primary care.

Harnessing the power of communities

- To facilitate the development of a network of carer support organisations across west Yorkshire and Harrogate – virtual / physical

What are we doing to support carers across West Yorkshire and Harrogate?

Over 60 representatives from community organisations including, Carers Count, Carers Wakefield and District, Carers Leeds and Carers Resource attended an event in December 2017 supported by health services, local councils and Carers UK to find out how they can contribute to the West Yorkshire and Harrogate vision for carers. You can read the event findings here.

In January 2018 we carried out a carers organisation survey and received responses from 52 organisations across West Yorkshire and Harrogate. The survey highlights the difference and range in the number of services provided in each of our six areas and who these services are provided for.

This work has given us the platform to strengthen the way we support working carers together. From the responses received, the most common services provided were information and advice, followed by activities and support groups.

This included:

- Emotional wellbeing support
- One to one support
- Drop-in service
- 24 hour advice line
- Dementia Café and Memory Lane Café
- Individual, group and online therapy
- Complementary therapy
- Bereavement support
- Social work support
- Advocacy - help carers to have a voice so they are heard
- Opportunities for carers to individually get involved
- Raise awareness of carers rights and issues
- Mobility, living aids and Shopmobility services
- Home helpers and handyperson service
- Community nursing support
- Memory support workers
- Admiral nurses
- Epilepsy specialist nurses and specialist paediatric epilepsy nurse
- Funding for third sector organisations supporting carers

A key part of our work is how we embed the carers' agenda into all [nine of our West Yorkshire and Harrogate programmes](#), including mental health, stroke and cancer. What we hope to see over the coming months is a natural shift in the way we consistently support carers at both a local and West Yorkshire level.

Our plans for the future

We will work closely with hospital and other provider trusts as key employers so they have a wider understanding of who carers are and their caring responsibilities.

This is a critical part of our vision and we will be creating an e-learning carer awareness training module for all NHS staff which will be rolled out across all NHS organisations - it will be similar to the one already used in Scotland. We also aim to adopt the 'Carers Passport' across all hospitals following its successful implementation at The Mid Yorkshire Hospitals NHS Trust. Hospitals are some of our biggest employers and there is the potential to reach 43,000 employees. The 'Carers Passport' will be piloted in two of our hospitals – enabling further employee support for those who also have a caring role.

We are also encouraging those hospitals who haven't signed up to the 'John's Campaign' to do so.

The aim of the campaign is to give the carers of those living with dementia the right to stay with them in hospital, in the same way that parents stay with their children. Most of our acute trusts have signed up to the campaign, including; Leeds Teaching Hospitals NHS Trust, Mid Yorkshire Hospitals NHS Trust; Bradford Teaching Hospitals NHS Foundation Trust; Calderdale and Huddersfield NHS Foundation Trust; Harrogate and District NHS Foundation Trust and Airedale NHS Foundation Trust.

We are working with those who haven't yet done so. Working as a partnership to support all NHS organisations to access the resources for 'Employers for Carers' so we can enable them to access support and information at any time is also high on our agenda. This will build on existing good practice that exists in Trusts such as Harrogate Rural District Hospital Trust who provide flexible leave arrangements for their working carers.

There is emerging evidence that suggests that investing in support for carers can contribute significantly to the sustainability of health and social care. In particular that early intervention and targeted support for carers reduces carer breakdown and thereby limits the use by the cared for person of in-patient services and social care. It also enables carers to remain in work, benefiting their household income and local economy.

Carers are therefore recognised for the work they do in our workforce plan.

This includes:

- Developing better ways to identify and support carers
- Consulting with working carers on ways to support them so they remain in employment
- Increase or maintain their participation rate
- Access flexible retirement options
- Improve their health and wellbeing
- Take a cross sector approach to sharing best practice in terms of policy and procedure in order to identify opportunities to adopt/implement a consistent approach across the partnership.
- Explore the potential to utilise this approach in partnership wide recruitment initiatives.

The role of clinicians as community carer champions at a local and West Yorkshire and Harrogate level is critical to the work we are doing and we have plans to develop a broader strategic approach. The Clinical Forum, which is made up of GPs, medical directors and nurses are supportive of this work and are in the process of identifying clinical carer champions. We know that carers, alongside our staff are our biggest asset and we will continue to work together to share their knowledge and skills, so that we can improve quality and importantly identify and address carers needs sooner rather than later – so they can remain in employment.

This will ultimately mean the cost of care is less and the positive impact on people's lives is greater. By working more closely together we can put people, rather than our organisations, at the centre of what we do, and make sure we use all our resources – skills, expertise, and money – for maximum positive impact across our local areas and wider West Yorkshire & Harrogate work. Our ultimate goal is to make sure every carer receives the support they need to stay healthy and live longer – regardless of age or where they live.

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