



CALDERDALE CARES
PARTNERSHIP

Calderdale Cares Carers' Strategy 2022 to 2027

“Carers need caring too”

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Foreword

By Councillor Josh Fenton Glynn, Lead Member for Adults & Wellbeing Services, Adam Wilkinson, Lead Member for Children & Young People's Services and Robin Tuddenham, Place Lead, Calderdale Cares Partnership.

We have a long-standing commitment to carers and recognise their vital role in our communities. We know that carers face some difficult challenges, and we recognise them as experts in supporting their loved ones.

Calderdale Cares Partnership is working to realise our vision to create a place known to be enterprising, talented, resilient, kind, and distinctive.

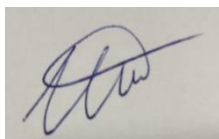
We will only achieve this if we continue to enable carers to maintain positive relationships with their family and friends, to continue to participate in the diverse communities of Calderdale and to feel valued and supported in their caring role.

This strategy produced through co-production by partners across the health and care system alongside of carers. It outlines the developments for carers over the last five years and the priorities for the next five years.

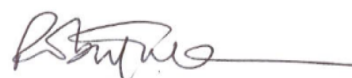
The Carers Strategy Group are responsible for ensuring a Carers Strategy and Action Plan is co-produced every few years to demonstrate the support given to carers in Calderdale, and to monitor the implementation of local and national policies for carers.



(signature)
Councillor Josh Fenton Glynn



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Councillor Adam Wilkinson



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Facts about carers in Calderdale

According to the 2011 census, there are **21,369** people in Calderdale who provide unpaid care for their loved ones and identified themselves as carers (it is likely this number has increased since 2011).

When comparing this number to the health and social care professionals who work in Calderdale, approximately:

- 1,925 work for Calderdale Royal Hospital,
- 447 work for South West Yorkshire Partnership Foundation Trust (based in Calderdale)
- 95 work for Calderdale Cares Partnership (West Yorkshire Integrated Care Board),
- 550 work for the council's Adult Services & Wellbeing, and;
- 460 work for the council's Children and Young People's service
- 3,305 number of paid carers (across care homes and domiciliary care settings)

This totals 6,782 and shows the health and care workforce could equate to 32% of the number of carers in Calderdale.

1. Co-production of the strategy

This strategy was co-produced through the engagement and involvement of representatives from partner organisations including Calderdale Metropolitan Borough Council, Calderdale CCG, Voluntary and Community Sector, providers of carer services, Carers Strategy Group, West Yorkshire Integrated Care System Carers Programme, South West Yorkshire Partnership Foundation Trust.

The strategy is based on the views and concerns of carers themselves, outputs from engagement with the regional carers group, the 'listening to unpaid carers' local event and feedback from service providers on what has been heard from the carers they support. Carers as well as health and care staff attended a workshop in June 2022 and contributed to agreeing the vision and priorities for this Calderdale Cares Carers Strategy 2022 to 2027.

2. Who has caring responsibilities?

A carer is anyone, both children and adults, who spends time looking after or helping a family member, partner or friend, or neighbour who, because of their health and care needs would find it difficult to cope without their support, regardless of age or whether they identify as a carer. This strategy focusses on unpaid carers of all ages. Within the broad category of an unpaid carer, there are different cohorts. Carers can be in more than one category at once and can move between categories.

Those with caring responsibilities:

- **Young carer** – carer aged below 18 who provides care for a loved one often alongside schooling
- **Young adult carer** – 18- to 25-year-old who provides care for a loved one
- **Adult carer** – A carer aged 18 or over who provides care for another adult
- **Older carer** – aged 65+ taking on caring responsibilities for a loved one
- **Parent carer** – a carer aged 18 or over who provides care to an ill or disabled child for whom they have parental responsibility, continuing into adulthood
- **Working carer** – employees with caring responsibilities that have an impact on their working lives (definition according to [Employers for Carers](#))
- **Sandwich carer** - a carer who provides care for more than one person, for example a dual carer could provide care for both an elderly parent and a young child.
- **Former carer** – someone who no longer provides care due to a change in circumstances. Some former carers can find it difficult adjusting to a life after caring, especially if they have been providing care for many years

3. Why caring for carers is important?

Research shows that more and more unpaid carers are supporting loved ones and at times putting on hold their life ambitions. When someone becomes a carer, it is usually unexpected, and they are often ill prepared. It is also common for those with caring responsibilities to neglect their own needs whilst they care for a loved one. According to [Future Care Capital](#) caring can be the hardest job somebody may experience in their lifetime, often taking a huge physical and emotional toll. Being a carer can be stressful and is known to have a major impact on the individual's health, relationships, education, and employment. Many carers are 'unknown' [Carers UK suggests 1 in 7 are new carers] and 'unpaid' and provide most of the care without formal support. Calderdale cares about this and wants to set in motion actions to ensure carers in Calderdale can also be full of hope, thrive and live a larger life. [The National Carers Action Plan 2018-2020](#) highlights there is no "typical carer", and therefore services and systems need to be aware of the diversity of carers and their circumstances.

The strategy adopts an approach that values carers as assets and as partners in a collaborative relationship with health and care partners. In Calderdale, we take the [Life Course Approach](#) which targets the wider determinants of health to improve overall health by targeting improvement of the conditions into which people are born, develop, live, and work, and age taking into consideration critical stages, transitions,

and settings where large differences can be made in promoting or restoring health and wellbeing. The key elements of this strategy include what the local carer needs are, what support is available already, what is not available, and how we intend to plug these gaps. The strategy covers carers of all ages.

4. What we know about the needs of carers

4.1 Needs of carers, nationally

The 2011 census highlights approximately 5.8 million people in England were providing unpaid care, which represented just over 1/10 of the population. Almost a quarter of these unpaid carers identified that they provided 50 or more hours of unpaid care per week.

- **Almost half of carers combine work and unpaid caring.** This works out as 1 in 9 of the UK workforce
- Half a million people **gave up work** due to caring
- **Peak age of caring is between 50-64.** Over 2 million people in this age bracket are carers in the UK
- 2011 census showed that there are **just under 600k Black, Asian, and Minority Ethnic (BAME)** carers in England and Wales
- **Two thirds of people with dementia live at home** and are supported by unpaid carers

Adult carers' experiences

Carers UK [facts and figures webpage](#) details that carers save the economy an estimated £132 billion per year (about £19,336 per carer). Carers UK [State of Caring 2021 report - Carers UK](#) saw 8500 carers respond and key findings were:

- **One in five unpaid carers** are worried they may **not cope financially over the next 12 months**
- **One in four carers (23%)** may not have enough money to cover their monthly expenses
- Carers spend an estimated **£1,370 a year on average on services or equipment for the person they care for**
- **Over half of carers (52%) feel anxious or stressed about their finances**

Young carers' experiences

The [Children's Society 'Young Carers and School' report](#) highlights:

- A quarter of young carers said they were **bullied at school** because of their caring role
- As many as **1 in 12 secondary school-aged children could be young carers** (2 in every class)

- 27% of young carers (aged 11-15) miss school or **experience educational difficulties**. This figure is 40% where children care for a relative with drug or alcohol problems
- Young carers have **slightly lower attainment at GCSE level** – the difference between nine B's and nine C's
Young carers are more likely than national average to **not be in education, employment, or training (NEET)** between ages 16 and 19

4.2 Needs of carers, locally

Engagement within Calderdale

To identify our vision and key priority areas, we have consulted in different ways with many key stakeholders.

As part of the strategy development, we engaged with:

- Carers Support Commissioning Service Leads
- Calderdale's Carers Strategy Group
- Anti-poverty Programme Team
- West Yorkshire Integrated Care System (ICS) regional colleagues
- SWYPFT (Mental Health Trust)
- CHFT (Acute hospital)
- Calderdale Integrated Care Board
- Voluntary and Community sector Alliance
- Listening events (engagement carers who openly shared their views and experiences about the support they receive)
- Healthwatch Calderdale
- Lead the Way
- Carers Wellbeing Services (adult carers service)
- Young Carers Service
- Unique Ways (parent carers service)
- West Yorkshire Health and Care Partnership
- Noahs Arch Centre
- Calderdale Council
- Healthy Minds
- NHS England and NHS Improvement
- Voluntary & Community
- North Point
- Calderdale CAN (Community Anchor Network)
- Healthwatch Calderdale
- VSI Alliance
- Pennine GP Alliance (Calderdale)

Carers' strategy development workshop. A workshop was held on 15th June 2022 jointly hosted by the CCG, Calderdale Council and VSI Alliance. It was aimed at presenting primary results of a draft strategy following initial engagement with various stakeholders. The workshop facilitated part of a broader objective to work jointly across all 'Calderdale Cares' health and care partners, to ensure this update on the Calderdale Carers Strategy is coproduced.

A wide range of speakers from regional and local teams shared with attendees an overview of the case for change, local demographic context, national, regional policy contexts, and the experiences of carers. The outputs from this event were an agreement in principle on a vision and priorities for the carers' strategy. The workshop was well attended with nearly 50 attendees including some carers. Attendees were divided into breakout rooms themed around the different cohorts of carers and facilitated by the service providers and service leads: (1) Young Carers; (2) Adult / Working Carers; (3) Older Carers (65+); (4) Parent Carers; (5) Carers from Marginalised and BAME Communities; (6) Carers of loved ones with Mental Health needs. The invaluable exchanges in each breakout rooms were captured by facilitators and incorporated into this strategy.

[The Equality Delivery System \(EDS\)](#) was commissioned by the national Equality and Diversity Council in 2010 and launched in July 2011. It is a system that helps NHS organisations improve the services they provide for their local communities and provide better working environments, free of discrimination, for those who work in the NHS, while meeting the requirements of the Equality Act 2010 [8]. As part of a two-year action plan informed by the Equality Delivery System (EDS), Calderdale's aim has been to improve our reach with a particular focus on certain groups or people who are currently under-represented. As part of this work on Calderdale initiated the 'improving engagement with specific equality groups including Black, Asian and Minority Ethnicity (BAME) communities, and unpaid carers'. There is also an action plan which details the actions taken. It was work undertaken as part of the CCGs equality objectives: [Joint Engagement Equality Objectives Implementation Plan Calderdale, Greater Huddersfield and North Kirklees CCGs - NHS Calderdale Clinical Commissioning Group \(CCG\)](#)

Carers Survey 2019. 78 carers responded to Calderdale Council's Carers Survey for adult carers in 2019. Although respondents were not reflective of diversity in the wider carer cohort identified in the Carers Wellbeing Service database, the information gained is still considered significant.

When asked about what areas carers most needed support with, 5 in 8 carers said:

- Support for the carer's own physical, mental, and emotional wellbeing

- Recognition of the caring role and the impact it has on the carer

When asked about what aspects of the carer's life caring affects most, 7 in 8 carers said their mental and emotional wellbeing was one of the areas most affected by caring.

Figure 1: What carers shared about the impacts of caring on their lives

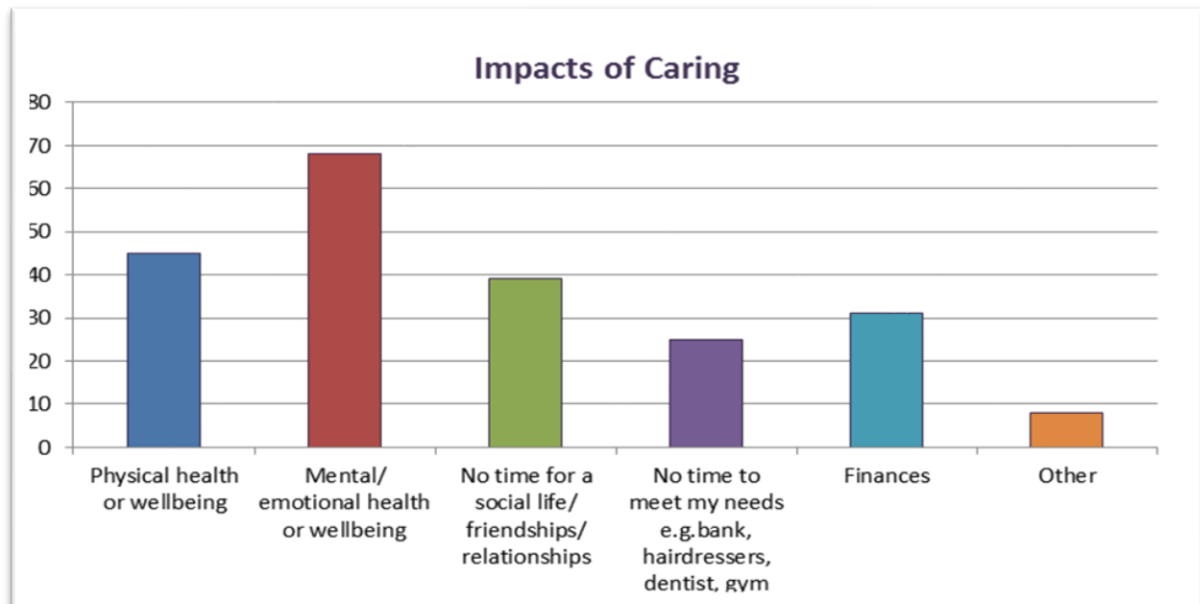


Figure 1 shows:

- 45 carers said caring affects their physical health or wellbeing
- 68 carers said caring affects their mental / emotional health or wellbeing
- 40 said caring meant they had no time for a social life / friendships / relationships
- 25 said caring meant they had no time to meet their needs e.g., go to the bank, hairdressers, dentist, or gym
- 30 said caring responsibilities affects their finances

Follow up report regarding 2021-22 survey of adults' carers in England

Calderdale's Carers Wellbeing Service agreed to do follow up calls with carers who had completed the 2021-22 Carers survey and said they were happy to be contacted. OF the 34 carers contacted, 14 went on to provide further comments. The feedback sheet asked 2 questions of carers (!) Would you like to elaborate on any of the comments you made in the carers survey? (2) What 3 key things could social services do to improve quality of life for carers.

Through this follow up exercise, Carers Wellbeing Service, contacted carers unknown to them. These carers were then sent information about the service and 7 were referred to the service and have been offered support to meet their needs.

Key findings:

- Carers highlighted feeling like their own needs were neglected mentally and physically.
- Carers were not always aware of what support is available to them
- It is not always clear how to access help for themselves or the person they care for.
- It is difficult for carers to attend groups etc without temporary care being provided for the person they care for.
- This also applied to carers own health appointments as did difficulties with transport to and from health appointments.
- Their role is often 24 hours a day, however support is often only available 9-5 Monday to Friday. One suggestion focused on a 24-hour support line for moments of crisis and overwhelm.
- Carers would prefer to have their individual needs assessed separate from the assessment of the person they care for.
- Carers struggle with the turnover of staff and lack on continuity in support.
- Carers need clearer communication from social services about what is available, how to access it and how their changing needs will be met.

Listening to unpaid carers

A series of listening events were organised by the Calderdale's Voluntary and Community Sector (VCS) between July 2021 and January 2022. 35 unpaid carers and 12 stakeholders who support carers were engaged with. [A report on the findings](#) from a series of listening events with carers was produced.

Several groups of carers shared their views:

- Dales Carers Group (carers for people with mental health needs)
- Making Space Carers Support group (carers for people with mental health needs)
- Making Space Sukoon Carers Group (South Asian ladies-only group, caring for people with mental health needs)
- Carer Leads Network (carer representatives)
- Alzheimer's Society Virtual Dementia Carers Group (carers for people with dementia)
- Memory Lane Café (carers for people with dementia and other conditions)
- Lead the Way carers group (carers for people with learning disabilities)

They talked about what the health and care system could do to better engage with unpaid carers and carers shared their experiences of being an unpaid carer during the pandemic. Organisers talked to 35 unpaid carers and 12 people who support carers and this is a summary of what they shared as depicted in table 1:

Table 1: What carers have shared with us

Carers said they feel invisible	Carers are experts by experience	Carers want to make a difference
Most carers told us they don't feel listened to by health and care professionals. Several carers said they felt like they were "invisible"	Carers told us they hold a lot of expertise / knowledge about the needs of the person they care for, but many don't feel that this expertise is heard or valued	Several carers told us they had tried to share their views directly with staff or in meetings, but didn't feel they were listened to as it seemed like nothing changed as a result

During the pandemic

There was an upsurge in the numbers of people coming forward to identify themselves as carers. Issues that have arisen due to the pandemic have to be considered as part of the support package for carers. The Adults Health and Social Care Scrutiny Board commissioned a review of the system's response to COVID and noted that the pandemic threw up multiple demands on carers.

The Scrutiny Board recommended that the Health and Wellbeing Board oversee the development of a comprehensive Carers Strategy for Calderdale to ensure appropriate support is offered to carers. Several services that are commissioned to support carers in Calderdale responded flexibly to offer different types of support and new service lines were developed as part of existing services to respond to COVID-19 and support carers.

5. Carer demographic context in Calderdale

According to the 2011 Census, there were 21,369 adult and young carers in Calderdale, which makes up 10.5% of the population. At the time of publication, the results of 2021 census has not been released.

Calderdale's adult 'Carers Wellbeing Service' statistics (April 2022)

A database of carers in Calderdale is held by the Carers Information, Advice and Support Service which is commissioned by Calderdale Council. As of July 2022, there are 2175 carers on the database. A demographic picture of carers in Calderdale is being gathered from the carers registered with the service.

Figure 2: Age ranges of carers registered with the Carers Wellbeing Service

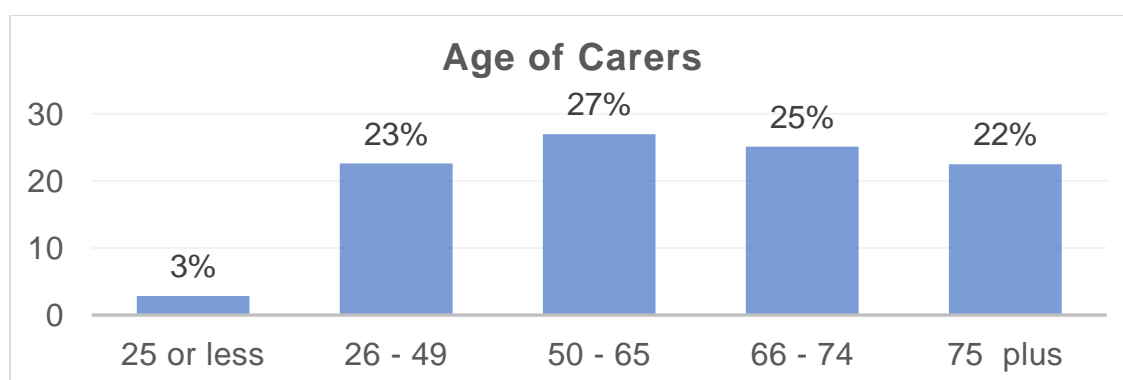


Figure 2 shows:

- 3% are 25 years of below
- 23% are between 26 and 49 years old
- 27% are between 50 and 65 years old
- 25% are between 66 and 74 years old
- 2% are 75 years plus

Figure 3 : Ethnicity of carers registered with the Carers Wellbeing Service

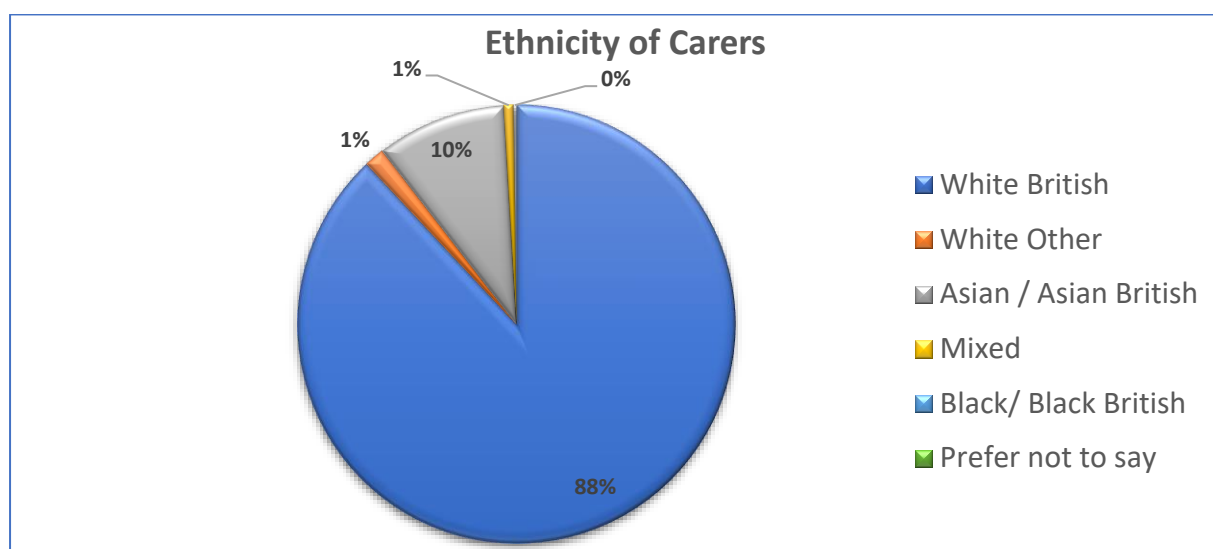


Figure 3 shows:

- 88% are white British
- 1% are white other
- 10% are Asian or Asian British
- 1% are of mixed race
- Less than 1% are black or black British

Figure 4: Gender of carers registered with the Carers Wellbeing Service

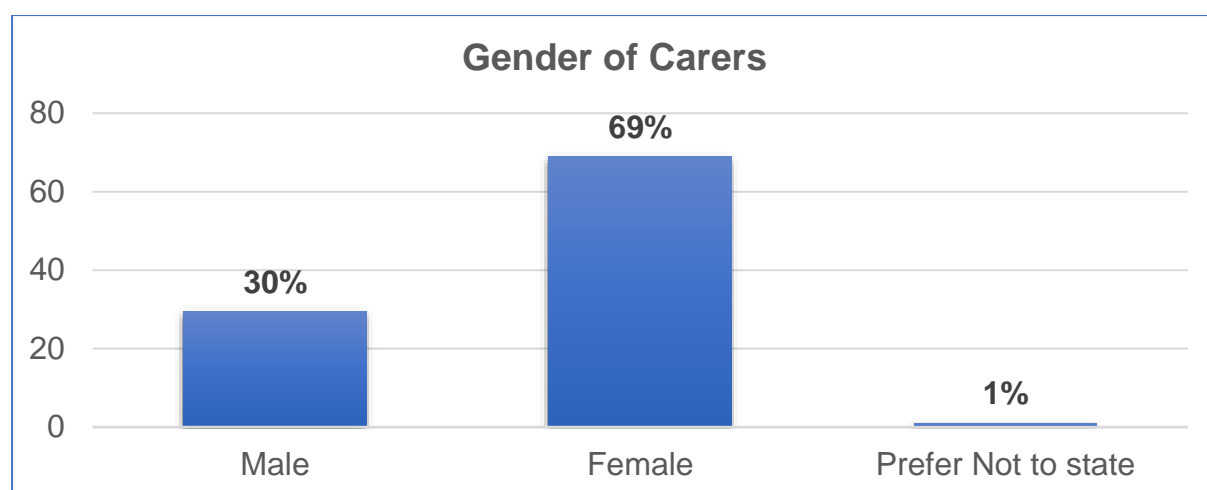


Figure 4 shows:

- 30% are male
- 69% are female
- 1% preferred not to say

Figure 5: Disability or long-term health condition of cared for individual

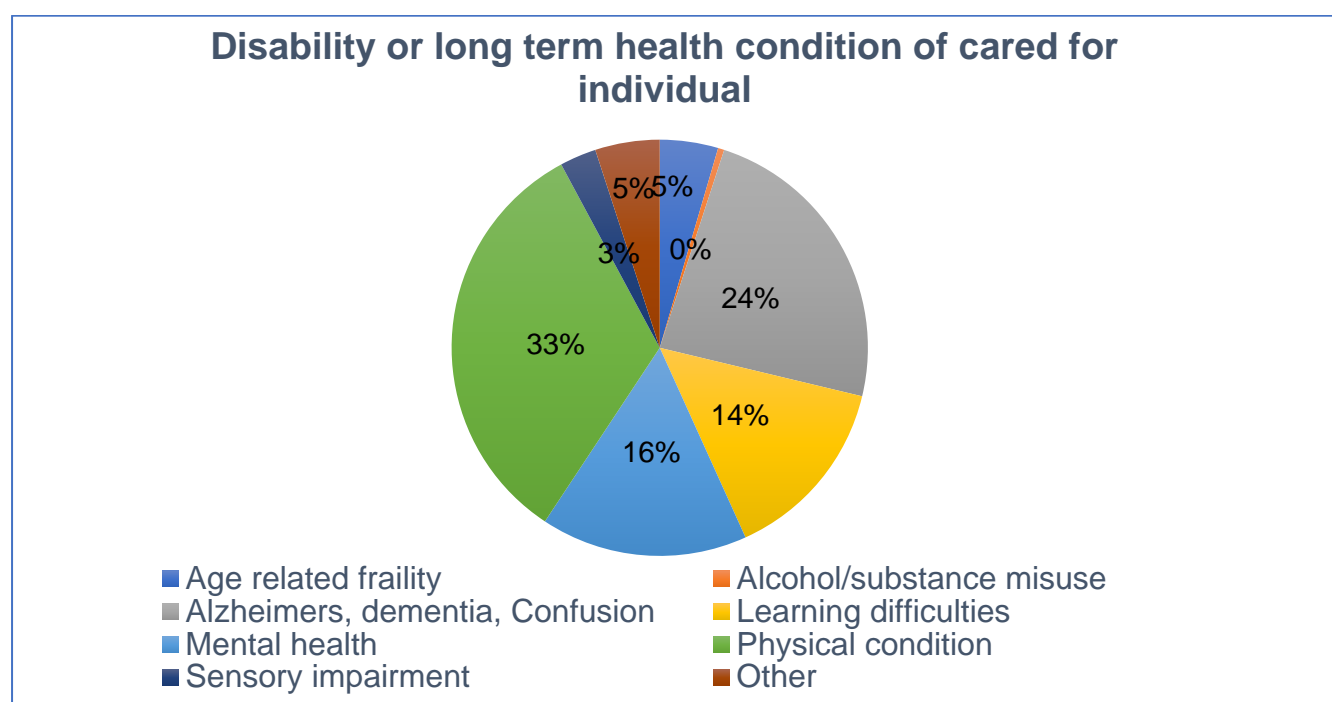


Figure 5 shows what those registered with the Carers Wellbeing Service have said the long-term condition of the person they care for is:

- 5% said it was age related frailty

- 24% said it was Alzheimer's, dementia, or confusion
- 16% said it was mental health
- 3% said it was sensory impairment
- Less than 1% said it was alcohol or substance misuse
- 14% said it was learning difficulties
- 33% said it was a physical condition
- 5% opted "other"

Table 2: Number of people claiming Carers Allowance by Ward (November 2021)

Wards	Number of people
Park	581
Ovenden	354
Warley	333
Illingworth and Mixenden	273
Town	197
Todmorden	180
Skirtcoat	156
Elland	154
Sowerby Bridge	145
Brighouse	133
Rastrick	128
Ryburn	124
Luddendenfoot	117
Hipperholme and Lightcliffe	115
Greetland and Stainland	113
Calder	109
Northowram and Shelf	98

Less than 16% of the 21,369 carers in Calderdale (2011 census) claim carers allowance.

Calderdale's Young Carers support service statistics (May 2022)

Calderdale Young Carers Service works with carers aged 8 to 18 providing a safe space in which to meet other young carers, respite from their caring role and tailored support to address needs identified through a statutory Young Carers

Assessment. In the UK it is estimated that there are 800,000 young carers aged 5 – 17 and that 1 in 3 young people are a young carer. The total number of young carers registered with the service as of May 2022 is 352.

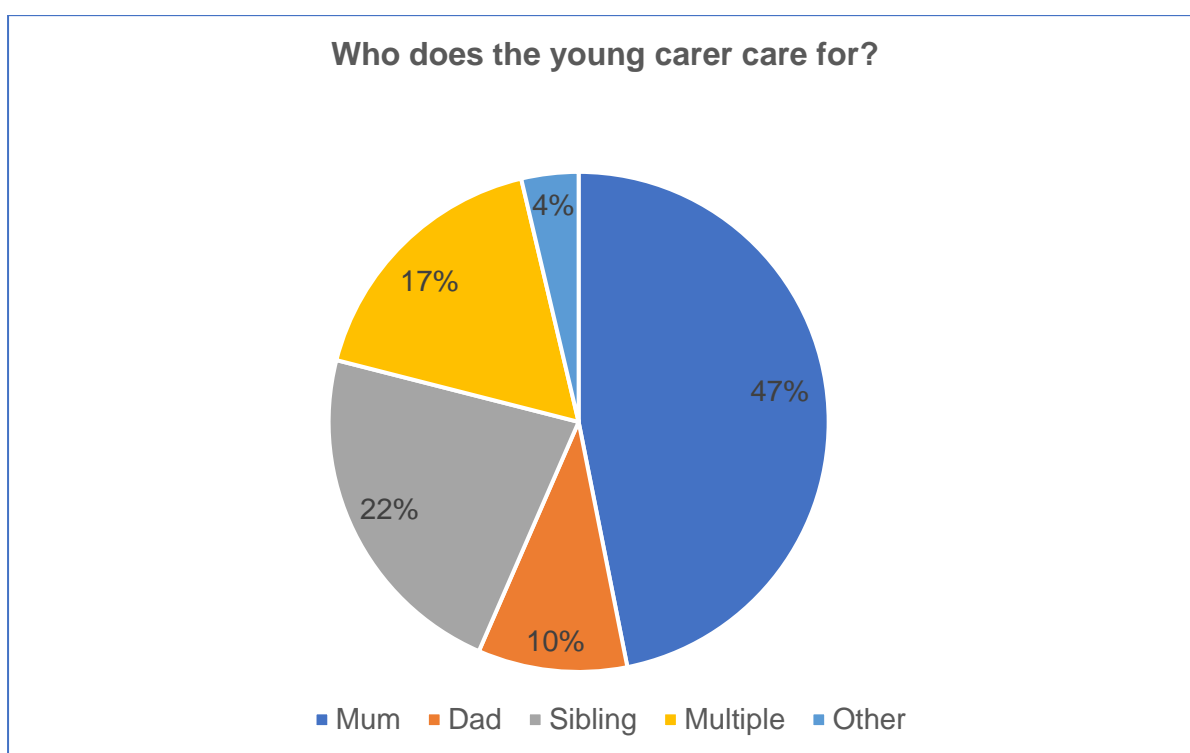
Table 3: Genders of carers registered with the Young Carers Service in Calderdale

Male	Female
166	186

Table 4: Age range of carers registered with the Young Carers Service in Calderdale

8 – 14-year-olds	15 – 18-year-olds
216	150

Figure 6: Who do young carers care for?

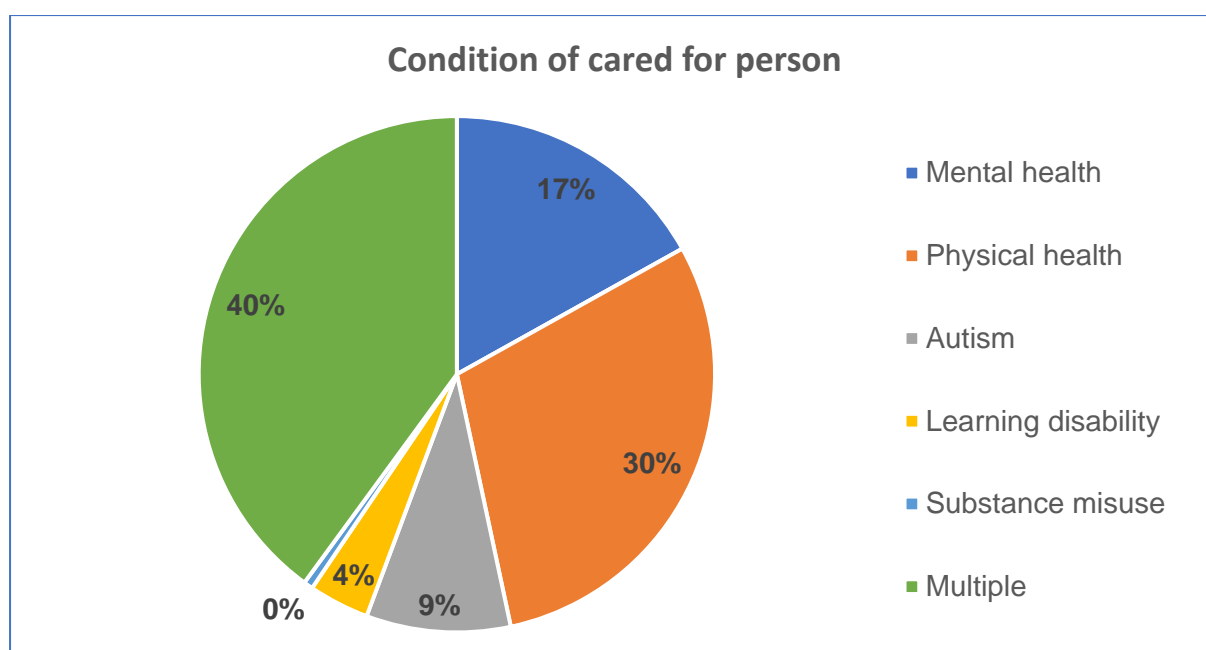


Responses from carers registered with the Young Carers Service in Calderdale

Figure 6 shows who carers registered with the Young Carers Service; say they are caring for:

- 47% care for their mum
- 22% care for a sibling
- 17% care for multiple family members
- 10% care for their dad
- 4% noted 'other' in their response

Figure 7: The condition of the person young carers care for



Responses from carers registered with the Young Carers Service in Calderdale.

The 352 young carers were asked how about the conditions of the person they cared for: 58 stated that they cared for someone with mental health difficulties

- 102 stated that they cared for someone with physical health difficulties
- 31 stated that they cared for someone with ASD
- 13 stated that they cared for someone with a learning disability
- 2 stated that they cared for someone with substance misuse
- 137 of the 332 cared for people with multiple health difficulties

Figure 8: What young carers say is the impact of caring for them

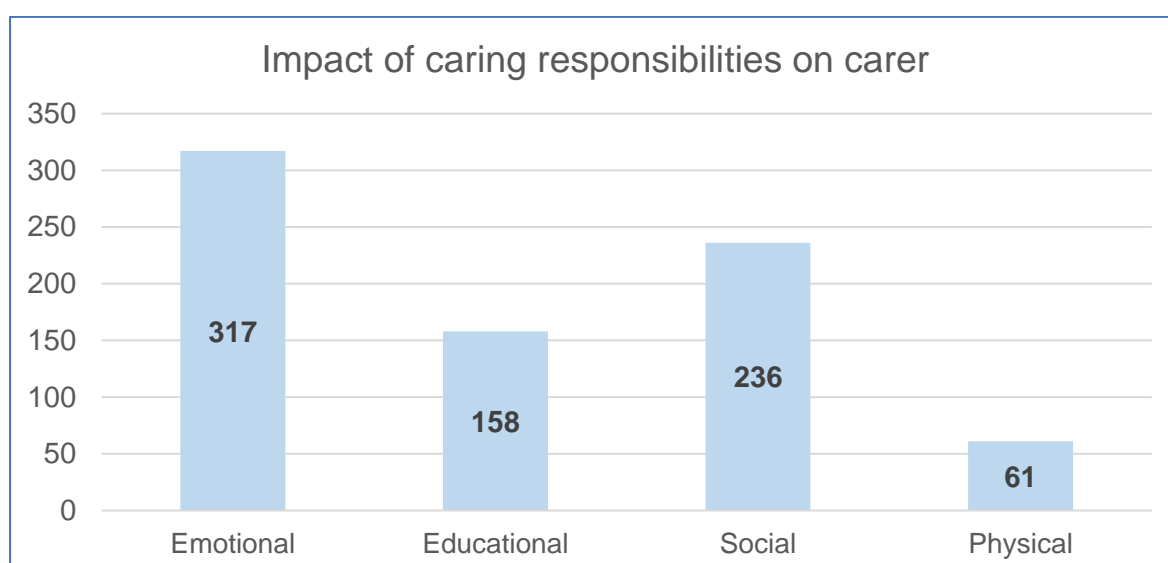


Figure 8 shows:

- 317 young carers say caring impacts their emotions
- 158 young carers say caring impacts their education
- 236 young carers say caring impacts their social life
- 61 young carers say caring impacts them physically

Calderdale's parent carers support services statistics (June 2022)

In Calderdale, Unique Ways charity offers support, guidance, and a range of free services to families with disabled children / additional needs (aged 0-25). The service team includes parent carers which makes them able to relate to the service users they support. There are 1567 parent carers of children and young people aged 0-25 with a disability or additional needs. Annual survey from Unique Ways produced these results and depicted in table 2:

Table 5: Questions and responses from the parent carers' survey

Questions	Responses
I feel that my family can manage financially	67% said they were satisfied
I feel I have choice to be able to take up paid employment	60% said they were satisfied
I am able to take a break from my caring responsibilities	52 % said not
I can take time to look after my own physical health	46% said not
I am able to take time to look after my own mental health	48% said not
My daily life is not too stressful	53% disagreed
I am able to regularly get a good night's sleep	53% again disagreed
I am able to maintain relationships with my friends and family	68% said they were able
We are able to maintain family life and undertake activities together	74% agreed they were
I am able to maintain a balance between caring for my C/YP and spending quality time with my C/YP	71% said they were

Questions	Responses
I am able to maintain my own life over and above being a parent carer of a C/YP with disabilities/additional needs	51% said they could

6. The Policy Context

The policy context looks at how the local, regional, and national context come together to inform the strategic intent for carers in Calderdale.

6.1 Local Context

What is ‘Calderdale Cares’?

Calderdale Cares is the health and care partnership, bringing together our workforce and our communities to achieve our shared vision for all of Calderdale: for our individuals, for our five localities, and for our whole place. The principles of Calderdale Cares are:

- We start with prevention and invest in keeping people as well as they can be
- We take a person-centred approach in all we do, joining up services around the needs of citizens
- We value and support Calderdale’s unique health and wellbeing assets and help people to benefit from them
- We work together with people and communities and help empower them to be healthy and independent
- We work relentlessly to reduce inequalities in health and wellbeing

The values upon which Calderdale Cares operates are honesty and integrity; compassion and kindness; trust and respect. These are values we wish to live up to when working with carers.

Calderdale Health and Wellbeing Strategy 2022-2027

This strategy is about how we (individuals, families, communities, organisations, and local politicians) can make Calderdale a place where people live longer, safer, healthier lives. The strategy promotes joint working and these 4 principles:

- Joining up services to change lives for the better
- A focus on prevention – enabling people to be well and preventing ill health
- Addressing health inequalities – tackling the root causes of ill health

- Empowered and resilient communities – making the most of what exists in our communities.

Figure 9: To achieve these aims there is a priority goal for each life stage

Starting well. Children are ready for school	Working and living well. Working aged people have good emotional health and fewer suicides
Developing well. Every 15-year-old has hope and aspiration	Ageing well. Older people have strong social networks and live in vibrant communities

We recognise that carers as a marginalised group, are more likely to be disadvantaged and may therefore need more support than non-carers to ascertain the priority goals. As part of the strategy, we will seek to ensure carers have the support they need to be able to fulfil these life stage goals.

Carers and supporting local strategies and plans

Calderdale has several key strategies and plans that are support the agenda for carers as depicted in table 6.

Table 6: Key Calderdale strategies and plans

Strategies and plans	Descriptions
Involving People Strategy	Refers to Calderdale involves local people so that's their stories are part of the Calderdale Cares objectives Involving People Strategy
Anti-poverty programme and inclusive Economy strategy	<ul style="list-style-type: none"> • Anti-poverty programme includes actions on how to better support carers • Inclusive economy strategy aims to have a more locally inclusive economy as part of Vision 2024. Inclusive Economy Strategy Calderdale Council
Emotional Health and Wellbeing	<ul style="list-style-type: none"> • Provides a wealth of resources, advice, information, support and signposting on local and national emotional health and wellbeing services that help children, young




Strategies and plans	Descriptions
	<p>people and families who are going through a difficult time. Openminds in Calderdale</p> <ul style="list-style-type: none"> Calderdale Wellbeing strategy Calderdale Wellbeing Strategy 2019-2024
Children and Young people (CYP)	The council provides a number of services for CYP which are publicised Children and Young People Calderdale Council
Carers and Dementia	A 3-year strategy is being developed around 4 pillars: diagnosing well, supporting well, living well, and dying well. Work will be done to link all 4 pillars to support for carers
Carers and Social Prescribing Link Workers	This is a primary care resource that is proving to be invaluable in identifying and signposting carers to where they can get support
Active Calderdale	A programme of work aiming to embed movement in everyday life with a focus on making this accessible for people who experience health inequalities. VCSE organisations can apply for funding for this Getting Active Active Calderdale
Healthy Futures Alliance	A delivery of health services to school aged people i.e., school nursing service Early Years, Childcare and Family Services Directory Healthy Futures Calderdale

Carers and South West Yorkshire Partnership NHS Foundation Trust (SWYPFT)

SWYPFT are local partner to Calderdale, providing services for people with mental health needs and learning disabilities. The trust has made a commitment to ‘family, friends and carers’ which was developed jointly by the Trust, family, friends, carers, third sector and partners. The Trust views carers as having a protected characteristic and has begun to change its systems and policies to reflect that position

Figure 10: SWYPFT's commitments to carers

These are our three commitments to carers:

- 1**  **We will work with you as a partner**
- 2**  **We will support you to get help and assistance when you need it**
- 3**  **We will train our staff to be aware of carers' needs**

The Trust has also developed a Carers' Passport for those in a caring role to keep contact details, useful information about themselves and the person they care for, and details of local carer support groups and services in a handy document. [The carers' passport.](#)

The Trust employs over 4500 staff and 1 in 7 are full time carers. there are over 70 staff who act as carers champions who support the trust with many awareness events and support carers to identify themselves. They host a Staff Carers Network which was launched in 2020. Feedback from the sessions have supported reviews of key policies and provided a voice for staff carers in all aspect of the Trust including the Trust Board and Equality and Inclusion. The trust achieved the 'Carer Confident Accomplishment' award in March 2022 highlights their efforts to build a positive and inclusive workplace for all staff who are or who will become carers.

Carers and the Community Mental Health Transformation Programme

Calderdale has a plan to deliver the NHSE national community mental health framework for Adults & Older Adults. Calderdale is one of 3 sites in England to pilot an Emotional Health and Wellbeing worker model which based on a Brazilian model of 'Community Health Workers' to deliver health and wellbeing support in a unique way. An overview of the model can be found at [NAPC Community Health Worker](#) As part of this work, there will be a great opportunity to meet carers from the BAME and marginalised communities and offer them support.

Calderdale Emotional Health and Wellbeing (EHWB) workers

The Calderdale Emotional Health and Wellbeing workers project has been initiated as part of Calderdale's plan to deliver the NHSE National Community Mental Health

Framework for Adult & Older Adults. The project is based on how health and wellbeing provision is delivered in Brazil and there are 3 principles:

- Universal offer – workers visit 200 households to all in identified geographic area (400 households each PCN), not identified by need, referral, or diagnosis.
- Comprehensive – approach health and wellbeing holistically rather than targeting a specific health issue, taking a life course approach to all ages
- Embed in primary care – by involving mental health ‘hub’ and use networks, intelligence in a targeted way to benefit the individual

The pilot project will be across the 5 Calderdale Primary Care Networks and will have the:

- the community Emotional Health and Wellbeing (EHWB) workers acting as trusted point of contact to work people in their communities
- EHWB workers employed by Healthy Minds
- EHWB will be employed from, and located within their communities as local experts, part of the community
- key connectors into the neighbourhood Mental Health Hubs and Teams
- serving 200-300 households per worker
- working with adults / older adults / and their carers / family

6.2 Regional Context

Carers and the Integrated Care System (ICS): West Yorkshire (WY) Health & Care Partnership

West Yorkshire and Harrogate has been identified as one of 12 regions to work in partnership with NHS England to develop an approach to better support unpaid carers across our area. The ICS’s primary ambition is to address the existing health inequalities gap widened by the pandemic and increasing recognition and support for carers.

The partnership produced a report of finding in April 2019 which summarises a wide range of feedback collated from carers and the voluntary and community sector organisations that support them. It highlights view on what is working well and what isn’t in respect to supporting [Carers' findings report](#). Key themes were around support for working carers, raising awareness of carers, support identifying carers, support before a crisis and taking a family centred approach to the carer’s agenda.

WY ICS developed a strategy called ‘[Caring for Carers](#)’ which sets out a 5 year plan detailing priorities for supporting the 260,000 unpaid carers in the region. Calderdale are part of the West Yorkshire Health & Care Partnership alongside Bradford,

Kirklees, Leeds, and Wakefield. The council are involved with their Unpaid Carers Programme which has a few workstreams that align with the NHS Long Term Plan.

Table 7: West Yorkshire Integrated Care System programme workstreams

Workstreams	Description
Identification	<ul style="list-style-type: none"> ➤ Map the current provision for carers across the region's Integrated Care System, Local Authority, Voluntary and Community Sector Enterprises ➤ Focus on vulnerable communities by extending the 'Mind The Gap' projects ➤ Promote the offer of Working Carers in the NHS
Quality Markers	<ul style="list-style-type: none"> ➤ Build and maintain a regional hub of good practice ➤ Roll out primary care Quality Markers across the region's Integrated Care System
Passports	<ul style="list-style-type: none"> ➤ Build and maintain a regional hub of good practice ➤ Support rollout of carers passports across the region's Integrated Care System
Young Carers	<ul style="list-style-type: none"> ➤ Roll out GP Top Tips across the region's Integrated Care System ➤ Support the Health Champions network
Contingency	<ul style="list-style-type: none"> ➤ Build and maintain a regional hub of good practice ➤ Support the roll out of contingency planning across the region's Integrated Care System ➤ Support the roll out of Carer's UK jointly owned App through PCNs

The Long-Term Conditions and Personalisation Team works at a regional level to support the 5 Places (including Calderdale) with their efforts to support carers. There are several initiatives that we wish to specify here:

Table 8: West Yorkshire Integrated Care System initiatives to support carers

Regional projects	Descriptions
Contingency planning	Dedicated to reviewing all carers who have a contingency plan to ensure they are up to date and introduce contingency planning to newly identified carers. Health and care professionals can refer carers into these services

Regional projects	Descriptions
Message in a Bottle	A simple but effective way for carers to keep personal and medical information of their loved one in a safe place.
Support for working carers	Providing guidance for managers to support working carers Promoting working carers passports Organising health and wellbeing webinars
Primary Care Resource Pack Guidance for Primary Care Staff	To identify and support unpaid carers including young carers
Young carers Bite Size learning materials	Raising awareness of the NHSE top tips for GPs Review of school and their confidence in supporting young carers One-minute guides, shot films, local young carer service resources
Young carer films	Young carers sharing their experiences of caring demonstrating some of the challenges faced and but also opportunities due to their caring role
Young carer Support App	Calderdale Young Carers involved in planning, design, promotion, and ongoing feedback of the Young Carers Support App. Over 600 downloads to date!
Young carers 'Let's Cook eBook'	Calderdale hosted a launch event for the Cookbook and young carers enjoyed making pizza and playing games!

6.3 National Context

Nationally, there are Acts, strategies and plans across the health and care sector that make commitments towards supporting carers. they are shared here:

The Cares Act 2014

[This Act](#) has given carers in England significant new rights and put carers on an equal legal footing with people with disabilities. It includes:

- ❖ A focus on promoting wellbeing.
- ❖ A duty on local councils to prevent, reduce and delay need for support, including the needs of carers.
- ❖ A right to a carer's assessment based on the appearance of need.
- ❖ A right for carers' eligible needs to be met.
- ❖ A duty on local councils to provide information and advice to carers in relation to their caring role and their own needs.
- ❖ A duty on NHS bodies (NHS England, clinical commissioning groups, NHS trusts and NHS foundation trusts) to co-operate with local authorities in delivering the Care Act functions.
- ❖ Local authorities must carry out a transition assessment for young carers and adult carers of a young person

The Children and Families Act 2014

Alongside The Care Act 2014, [The Children and Families Act 2014](#) ensures the needs of the entire family are met and inappropriate or excessive caring by young carers is prevented or reduced.

Young Carers

A 'young carer' is defined in section 96 of the Children and Family Act 2014 as '...a person under 18 who provides or intend to provide care for another person.' This children and Family Act 2014 amended the Children Act 1989 to make it easier for young carers to get an assessment of their needs and to introduce 'whole family' approaches to assessment and support.

Parent Carers

Local authorities have a duty to provide an assessment to a carer of a disabled child aged under 18 if it appears that the parent carer has needs, or the parent carer requests an assessment.

NHS Long Term Plan

The NHS Long Term Plan states that carers are twice as likely to suffer poor health compared to the general population and this is said to be due primarily to lack of information and support, finance concerns, stress, and social isolation. The NHS Long Term Plan says that the NHS needs to improve identification and support for carers and young carers. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top tips for supporting young carers, and make sure that carers benefit from wider use of social prescribing.

[The NHS Long Term Plan](#) makes further commitments:

- ❖ to continue to identify and support carers, particularly those from vulnerable communities
- ❖ to ensure that more carers understand the out-of-hours options that are available to them, and they have appropriate back up support when they need it
- ❖ to ensure young carers do not feel they are struggling to cope on their own, roll out 'top tips'; to general practice developed by Young Carers

National Carers Strategy Action Plan 2018 – 2020

[The 2018-2020 Action Plan](#) outlined the cross-governmental programme of work to support carers in England building on the National Carers Strategy. The strategic vision for recognising, valuing, and supporting carers was retained. In 2016, the government launched carers 'call for evidence consultation' and five primary themes emerged:

- ❖ Services and systems that work for carers
- ❖ Employment and financial wellbeing
- ❖ Supporting young carers
- ❖ Recognising and supporting carers in the wider community and society
- ❖ Building research and evidence to improve outcomes for carers

Carers UK - Vision 2025

Carers UK is the UK's national membership charity for carers and is supportive community for carers and an advocate for change. Much work has been done by the charity over the past 50 years to raise the voices of carers in the UK. [Carers UK Vision 2025](#) sets 3 core goals to ensure carers are better valued:

- ❖ to create a society that requires carers to be treated equally in all aspects of their lives
- ❖ to connect carers so that no one has to care alone
- ❖ to halve the time, it takes for carers to recognise themselves as carers and get the support they need.

Carer Trust and Carers Society 'Young Carers in School' initiative

['Young Carers in School'](#) initiative is free England-wide, run jointly by Carers Trust and The Children's Society, to make it as easy as possible for schools to support young carers, and award good practice. The Young Carers in School initiative offers:

- ❖ **Young Carers in School Award** – to enable schools to gain recognition from several leading charities for effective practice
- ❖ **Young Carers in Schools** – a step-by-step guide for school leaders, teachers, and non-teaching staff
- ❖ **Professional Development Events** – half day events to bring schools and those working with them together to tackle common challenges

- ❖ **A Termly newsletter** – spotlights good practice, relevant policy developments and updates

7. The vision for carers in Calderdale

Our vision in Calderdale is that the partnership of health, care, voluntary and community organisations will work together to support people who carry out the role of an unpaid carer, to feel recognised and valued within our health and care community. This will be enabled by ensuring services for carers, support their physical, mental, social, and financial needs so that they can assume the caring role alongside a fulfilled life.

8. Objectives and priorities

Objectives for supporting carers in Calderdale have been produced with the support of key stakeholders. Focus is on raising awareness of carers and young carers, identifying hidden carers, health and wellbeing support for carers, link with GPs and other health professionals, support for carers who work, financial support, and support for carers of people from diverse communities. The intent is to incorporate on the local carer voice, the current local, regional, and national contexts, and deliver a working strategy through co-production and partnership working.

Objective 1: the partnership will work together with carers to reduce inequalities

Through the listening events, we heard carers in Calderdale say they want the impact of caring on their lives to be recognised, they have reported feeling invisible and unheard by health care professionals and feel they do not have access to the right information ([listening event report](#)). They would like all health and care professionals to be able to identify carers.

What we do now:

- ❖ Work is being done by individual organisations with Calderdale to support carers as noted throughout this document.
- ❖ There is a good working relationship between the social prescribing link workers and the Making Space carers wellbeing service
- ❖ **Carer Lanyard** – ‘see me and support me’ – came about because of difficulties carers have said they face when accompanying their loved on to appointments.
- ❖ **Engagement with regional team** – use of resources such as contingency planning, young carers app, message in a bottle

What we aim to do:

- ❖ We will review existing capacity to support resource for 'Carer Support Coordinator' to support carers through hospital discharge process ensuring carers assessments are undertaken before caring responsibilities start
- ❖ Review the existing capacity in the system to identify a place-based resource for a 'Carers Strategy Implementation Manager' to accelerate implementation of the carers strategy action plan and coordinate partnership working.
- ❖ Work on the principle of 'no wrong door' by raising awareness of carers with statutory and voluntary agencies including linking in with Social Workers to help them understand their roles and types of support available to carers
- ❖ Promote the nationally driven quality standards and quality markers for carer-friendly GP practices
- ❖ Review referral and care pathways between services such as Primary Care, Secondary Care, support services, to make it easier for carers to navigate the system
- ❖ Carers to be treated as 'experts by experience' – agreeing a principle across health and care organisations to involve carers, not just the cared for person in decision making, in engagement for policy changes and development, design, and delivery of services
- ❖ Revise the short break statement and parent carers needs assessment
- ❖ Keep pace with technology and digitise the carers assessments to improve accessibility
- ❖ Adoption of the SWYPFT's 'carer champion' model across other partner organisations
- ❖ Increase the number of adults, parent and young carers represented in each GP practice's Patient Participation Group
- ❖ Each carer support provider (Carers Wellbeing Service, Young Carers Service, Unique Ways) to ensure feedback from the breakout sessions at the June 2022 workshop is used to inform changes to service provision

Objective 2: support all aged unpaid carers physically, mentally, socially, and financially in their caring role

We are acknowledging that carers need help and support for their own well-being and will actively seek to improve the health and wellbeing of all aged unpaid carers.

2.1 Appropriate back up and support for carers in emergencies

Feedback from carers highlights that they want practical advice and support before crisis point. They need for support and advice to help carers plan for the future of the person for whom they are caring and for themselves including the transitions to not being a carer after bereavement or moving to different accommodation

What we do now:

- ❖ The Carers Wellbeing Service supports carers to put together emergency plans and have the expertise here – driving referrals will support this
- ❖ Carers Trust Mid Yorkshire are one of the more used providers
- ❖ An assessed and chargeable ‘sitting’ service for the cared for person to be looked after for period so the carer can have a break.

What we aim to do:

- ❖ Drive referrals to the Carers Wellbeing Service to support carers to access support in emergencies
- ❖ Support the establishment or sustainability of care providers who offer services for the cared for loved one so carers can take a break
- ❖ Apart from the support for breaks provided by the Carers Wellbeing Service, either promote the paid for ‘sitting service’ or subsidise it to provide carers with short breaks or crisis support
- ❖ For working carers, promote a ‘carer-friendly’ workplace which will allow flexible working and granting extended leave where necessary

2.2 Financial support for all aged carers

[A survey by 'Carers Trust'](#) suggests a lack of financial support for unpaid carers and “many unpaid carers are being driven into acute financial hardship because of their caring role”. There are increases in care charges recently which is compounding the effect of rising living costs for people who receive care and their families

What we do now:

Calderdale carers wellbeing service offers an add on to support carers to access financial support e.g., benefits, grants, carer personal budgets, debt management, energy efficiency schemes (more information in appendices).

What we aim to do:

- ❖ Source funding to help formalise the support package to help carers access financial support
- ❖ Encourage uptake of Attendance Allowance, Personal Independence Payments, and Carers Allowance to carers especially those from seldom heard backgrounds
- ❖ Promote Carers Allowance encouraging people to provide a paid carers role, enabling someone to stay at home and live independently and/or support them after discharge (Home First)
- ❖ Review as a system, the financial impact on carers during this post pandemic time to support decision making
- ❖ Align carers strategy implementation with Anti-Poverty action planning
- ❖ Focus financial support awareness in areas with higher inequalities
- ❖ Increase in number of people from a BAME background registered on Carers Wellbeing Support Service so they access financial support.

- ❖ Include information and advice sessions on finance, benefits, and debt management at carers support groups

2.3 Improving support for working carers

[The Chartered Institute of Personnel and Development \(CIPD\)](#) share that there is an estimated 3.7 million working carers in England and Wales who are playing a dual role in balancing their jobs with their caring responsibilities. Employers are encouraged to support working carers to help carers stay in employment. Without the right support many carers will have to give up work or reduce their working hours.

What we do now:

- ❖ **Employers for Carers (EfC)** – West Yorkshire ICS and Calderdale Metropolitan Council and members of this Carers UK business forum which recognises and accredits carer-friendly workplaces
- ❖ **Working carers passport** – [Working carers passport :: West Yorkshire Health & Care Partnership \(wypartnership.co.uk\)](#)
- ❖ **SWYPFT** – have a great support package for their employees who are also carers
- ❖ **Making Space** – carer support and wellbeing service offers of support for working carers
- ❖ **Calderdale Wellbeing Service (CWS) offer** – out of hours support, activities, support groups [Calderdale Cares 4 Us \(CC4Us\) - Healthy Minds \(Calderdale Wellbeing\) \(healthymindscalderdale.co.uk\)](#)

What we aim to do:

- ❖ Work with local businesses in Calderdale to help promote ‘carer-friendly’ workplaces, advocating for them to seek for the ‘Employers for Carers’ accreditation
- ❖ Partners organisations in Calderdale to aim for the ‘Carer Confident Accreditation’
- ❖ Work with health partners and employers in Calderdale to raise awareness of carers issues and promote flexibility in the workplace
- ❖ Work with employers across Calderdale to consider adopting working carers passport
- ❖ Filming and releasing training videos to help managers identify carers within their teams
- ❖ More out of hours support to accommodate working carers
- ❖ Promote carer support services in the workplace

2.4 Better understanding the difference in support needs for excluded, marginalised and ethnic minority carers

The National Carers Action Plan 2018 - 2020 refers to the fact that there is no “typical carer”, and that services and systems need to be aware of the diversity of carers and their circumstances the different support needs, more engagement with this cohort is needed. The strategy seeks to prioritise support for this group of carers.

What we do now:

- ❖ The council commission a protected role through the Mental Health carer support service to support carers from ethnic minority backgrounds
- ❖ Healthwatch have done some focused engagement with this group of people in Kirklees [The experiences of ethnic minority carers - Healthwatch Kirklees](#)
- ❖ **Emotional Health and Wellbeing workers** – a pilot has been initiated in Central Halifax targeting those most disadvantaged. A small number of households will receive support for the entire household (including carers). The support worker is recruited from the local community
- ❖ **Work on Core20Plus** – building more of a comprehensive local picture of racial inequalities
- ❖ **Equality Objective from Equality Delivery System** – improving engagement with specific equality group

What we aim to do:

- ❖ Promote the stories and experiences from this group which is being put together as a film by the ICB Patient Experience team.
- ❖ More engagement with carers from excluded, marginalised and ethnic minority backgrounds to better understand their circumstances
- ❖ Improve monitoring in NHS and Council services and use of data to undertake equity audits of services
- ❖ Link in carers strategy work with the work being done by the Community Mental Health Team on Emotional Wellbeing Support Worker
- ❖ Source funding to have a protected post for the Carers Wellbeing Service

2.5 Improving support for young carers

Calderdale will prioritise supporting young carers from inappropriate caring and provide the help they need to realise their potential. Aligning this ambition with the Health and Wellbeing strategic goal for Developing Well that every 15-year-old has hope and aspiration.

What we do now:

- ❖ **Young carers service** – Calderdale Council provided support for people aged 8 to 18 [Young Carers Service | Calderdale Council](#)

- ❖ **Young carers passport** – initiative launched 2012 enables the passport holder to access to additional support in school
- ❖ **Young carers assessment** – young carers service provider worked with young carers to develop the assessment www.facebook.com/YoungCarersCalderdale/
- ❖ Support for young people [Calderdale Mental Health Support Team \(MHST\)](#)
- ❖ [Young Carers Support App](#) – West Yorkshire ICS
- ❖ **Calderdale Therapeutic Service** – for Children Looked After (CLA) – Calderdale Council

What we aim to do:

- ❖ Review backlog / waiting times for young carers assessments and work to reduce this
- ❖ Raise the profile of young carers to encourage more to register for the young carers service
- ❖ Enable young carers to be involved in co-producing solutions for service delivery
- ❖ Stronger links with schools to ensure young carers are supported in education and during key transitional years
- ❖ Upskill teachers and school nurses and highlight good practice
- ❖ Promote wellbeing of young carers in schools, community centres
- ❖ Carer ID cards or Lanyards could be used to access free transport or discounts
- ❖ Improve recognition of young carers through Health Needs Assessment
- ❖ Connect young carers to the young adult carers service when they reach 18 and ensure a seamless transition
- ❖ Young Carers Service being aware of which schools have the Mental Health Support Team offer
- ❖ Young Carers Service providing training to MHST on young carer friendly mental health support so they can better support schools

2.6 Supporting carers to transition at different stages of their caring journey

There may be a transition experienced by carers at different stages in their lives, for example, when the person they care for deteriorates; when the carer grows from a young carer to an adult carer; and when people come to the end of their caring role. This strategy aims to support carers through transitions including providing accessible information.

What we do now:

- ❖ **End of carer journey** – Overgate Hospice have a carers group and provide some bereavement support
- ❖ **Young adult carers support** – from Making Space, support carers from age 18 – 25

- ❖ **Calderdale Council website** information on the 'carers needs assessment', breaks for carers and link to the carers wellbeing service [Breaks for carers | Calderdale Council Carer's Assessment | Calderdale Council](#)
- ❖ **Links to skills and employability support** – referring carers when ready to the Employment Hub, to gain one to one support on upskilling and careers advice about future job opportunities
- ❖ **Carers Wellbeing Service** – offers support to ex-carers 2 years post bereavement

What we aim to do:

- ❖ Map out this need for carers in Calderdale to better understand how to support carers
- ❖ Build stronger links to services and offer better communication around employment and skills options for carers

2.7 Promote established support groups and consider new groups where necessary

Calderdale will work to ensure all the different cohorts of carers feel valued and know they have the support within their communities.

What we do now:

- ❖ Absolute Specialist Wellbeing offer 3-5 sessions of counselling for carers
- ❖ Calderdale Wellbeing Service (CWS) – offer support groups across Calderdale and social groups
- ❖ Carers Wellbeing Service with Lead the Way jointly run a group for carer of adults with Learning Disabilities
- ❖ Unique Ways have a specialist sleep service that parent carers can access
- ❖ Calderdale support groups details in (appendix 1)

What we aim to do:

- ❖ Encourage existing carers to join support groups and new carers to register for support services
- ❖ Work with providers such as CWS, Young Carers Service and Lead the Way, to explore joint support groups
- ❖ Convene an Adult Carer's Forum and Young Carers Forum (like Family Voice Calderdale) to develop and strengthen the carer voice in helping to improve quality of services in Calderdale

2.8 Improving the health and wellbeing of all aged carers

We know that carers often neglect their own health and wellbeing as they are busy caring and thinking about the person they care for. It is important that carers can look after their own health, both physically and emotionally. Talking about how they feel also helps them to manage any difficult feelings. Calderdale has several services that support carers with their health and wellbeing. We will seek to improve on these

What we do now:

- ❖ The Carers Wellbeing Service offer support courses on health and wellbeing for carers
- ❖ Carers Wellbeing Service has a counsellor who provides free counselling to a small number of carers
- ❖ Carers support groups (see appendix one for a list of support groups available in Calderdale)
- ❖ Carers can self-refer for free NHS counselling (through VitaMinds provider)
- ❖ Free bereavement counselling through CHIBS
- ❖ Young Carers Service support
- ❖ Unique Ways - parent carers service

What we aim to do:

- ❖ Source funding to secure resource to undertake yearly check-ups for carers
- ❖ Use sources of information which are consistent, credible, simple, and accessible to give carers the best chance of knowing what is on offer
- ❖ Provide information in a range of formats and where possible languages
- ❖ Review our personalisation offer for carers to support carers to improve their wellbeing by having more influence over their lives
- ❖ Explore the possibility of having a Carers Wellbeing Service's carer support worker for each locality to be linked in with primary care networks and Social Prescribing Link Workers
- ❖ Align carers strategy work with ongoing work from Community Mental Health transformation programme to establish Emotional Health and Wellbeing worker pilot (see pg. 16)
- ❖ Improve training for parent carers – more medical training, training on pressure sores, on moving & handling, on financial impact of caring to give parent carers knowledge and more confidence and reduce the chances of reaching crisis point

Objective 3: improve information, advice, and guidance for carers – to reach those we currently do not reach

According to [Carers UK](#), it takes 2 years on average for carers to identify as such and during that time, their own health, wellbeing, and financial stability suffers. Therefore, early intervention is best and with carers it has the added benefit of positively impacting the person they care for.

3.1 Equip people to be able to recognise themselves as carers

To support carers to recognise themselves more easily as carers so that they can receive support at an earlier stage. “By raising awareness of caring the ultimate goal is for caring to be understood by individuals before it affects them personally” Carers UK Vision 2025.

What we do now:

- ❖ Carers UK have a self-advocacy guide in their digital offer, which is available in Calderdale
- ❖ Calderdale participates in Carers Week every year and hosts a few activities for carers
- ❖ Calderdale collaborates with the West Yorkshire regional team on their awareness initiatives – such as recording videos clips of carer experiences as promotional material

What we aim to do:

- ❖ Develop a multi-agency communication plan to raise the profile of carers and help residents to identify themselves as carers. The plan will also consider the different types of carers in the borough, so information is targeted and appropriate for the intended audience.
- ❖ Increase identification and support through primary care and work with our partners to implement the NHSE (National Health Service England) GP Quality Markers for carer-friendly GP practices.
- ❖ Co-produce a carer’s Charter highlighting key commitments from organisations so carers can know what to expect

3.2 Professionals from health, social care, and voluntary, community and social enterprise (VCSE) organisations, will be able to identify carers

According to Carer UK’s vision for 2025, all setting where carers may present should make a deliberate effort at identifying and recognising carers: GP practices, Pharmacists, carer friendly workplaces, schools, and media. Some carers have said that they may be recognised in one setting but not another, we want to change this in Calderdale by working as a system jointly. Building on current awareness campaigns, Carers Week and Carers Rights Day, Calderdale can take opportunities to promote the awareness of carers and increase individual champions.

What we do now:

- ❖ Carers UK have a self-advocacy guide in their digital offer, which is available in Calderdale
- ❖ South West Yorkshire Partnership Foundation Trust (SWYPFT) has a carers charter and provides carer-led training

- ❖ Primary Care quality Markers – resource pack to support practices in identifying carers
- ❖ **Pilot ‘carers’ project** – review of the QOF list for Dementia patients to identify next of kin and making contact to check if they are a carer
- ❖ Monthly reports run in GP surgeries to identify coded carers – checking for see increase
- ❖ Participation in Cares Week from service providers especially during Carers Week and Carers Rights Days
- ❖ Engagement events with different cohorts of carers
- ❖ In reach work with seldom heard communities

What we aim to do:

- ❖ Work with schools regarding the introduction of lessons on caring
- ❖ Support the roll out of the carers’ lanyards in Calderdale
- ❖ Through training staff and the ‘Carer Lanyard Initiative’ ensure any setting that a carer presents themselves, they are recognised
- ❖ Improve coding accuracy for carers on the primary care clinical system to support with identifying carers
- ❖ Expand SWYPFT’s ‘Carer Champions’ model across all partners
- ❖ All GP Practices signed up to deliver carers quality markers
- ❖ Invite health professionals to attend support groups to promote health and wellbeing initiatives
- ❖ Promoting carer support services in neighbourhoods seldom heard from
- ❖ Seek commitment at a partnership level to support these promotional efforts through funding so that when more carers are identified, there will be staff available to respond to the increased demand

9. What does good look like for Calderdale?

Throughout the development of this strategy, we have heard from carers in different ways. From the workshop, listening events, surveys, and feedback from service users of our Adult, Young and Parent carer services. If we want to describe what good carer support looks like for Calderdale, we must listen to what carers and partners are telling us. We have heard:

- Carers want definitive and consistent information with common access routes irrespective of the initial point of contact whether through GP or another public/voluntary agency
- Carers want support and advice to help plan for the future of the person for whom they are caring and for themselves including the transitions to not being a carer after bereavement or moving to different accommodation

- Specific support at transition points when a carer stops being a carer due to bereavement or other important change in circumstances – life event approach needed
- Stakeholders want to see strategy specific reference and plans to better understanding and supporting carers in South Asian and Black and Minority Ethnic Communities – understanding of cultural differences
- Training for parent carers to give them more confidence and prevent reaching crisis point – medical training, pressure sores, moving and handling, financial impact of caring, neurodiversity, young people's mental health
- Improve the identification of carers through a range of mechanisms for contact with people across Calderdale especially primary care
- Carers want to see improved integration, sharing of data and systems to ensure coordinated and collaborative approach to identification and referral to appropriate parts of the support system
- Carers want health and care staff to provide support for navigation through the system
- Carers want to be kept engaged and involved
- Carers want to be asked "how are you?"
- Carers feel that funding changes to VCSE sector are disruptive because it negatively affects the support they can provide to carers
- Carers want employers to better understand caring responsibilities and support them through flexible working
- Young carers want financial support – carers grant scheme in Scotland but not England
- Carers want statutory and voluntary organisations to be models for good practice as employers of carers
- Carers want all organisations that support them (support organisations, NHS, the council, voluntary and community organisation) to collaborate genuinely with each other to prevent blockages – especially better links with personalised care team and doctors' surgeries
- Carers need caring too – they want to be recognised for their differences (carer cohorts) and to be supported physically, socially, mentally, and financially to live a fulfilled life outside their caring role.

10. Measuring success

An implementation plan had been codeveloped with members of the carers' strategy group with deliverables across the 5 years.

1. The Carers Wellbeing Services, Young Carers Service and Unique Ways will increase the number of carers registered by to their service by 10% each year
2. The Carers Wellbeing Service, Young Carers Service and Unique Ways will increase the number of registered carers from a BAME background by 10% each year

3. At the end of every year, carer support services will survey their registered carers to help service providers understand whether carers are happy with the changes made (how it has made a difference to the service provision) and where there are more improvements needed.
4. At the end of every year, carer support services will survey their staff to help understand whether they are happy and where there can be improvements made.
5. The Carers Strategy Group (CSG) will be refreshed with new terms of reference to ensure representatives from all partners of Calderdale Cares to drive implementation of the Carers Strategy Action Plan. The strategy action plan will be a standing item at every meeting for updates. The governance structure will include reporting lines from the CSG into the Calderdale Community Collaborative Partnership Board (3CPB) which will report into the Health and Wellbeing Board.
6. We will also monitor progress using measures from the Survey of Adult Carers in England year on year

11. Appendix 1 - Support for carers in Calderdale

Support offered in Calderdale, by carer cohort

All carers

- ❖ **Carers' lanyard 'see me and support me'** – Healthwatch Kirklees and Calderdale
- ❖ **Carers personal budgets** – provided by Calderdale Council (all carers over 18)
- ❖ **Offers from general practice**
 - Carer friendly practice scheme – [NHS England website Quality Markers](#)
 - Personalised Care - Social prescribing Link Workers and Health coaches
- ❖ [Our commitment to family, friends, and carers](#) – South West Yorkshire Partnership Foundation Trust
- ❖ **Calderdale Mental Health Carer Support** - South West Yorkshire Partnership Foundation Trust
- ❖ **Carers Passport** - South West Yorkshire Partnership Foundation Trust
- ❖ [Staying Well Hub](#)
- ❖ [Calderdale and Kirklees Recovery Wellbeing College](#)
- ❖ **Calderdale Dementia Hub** - calderdaledementia.com partnership between Community Links and Age UK Calderdale & Kirklees to support people with dementia and carers/families
- ❖ **Daytime support + respite services** - statutory and VCS e.g., Calderdale & Kirklees Age UK, weekend care, Our Place, Dementia Cafes
- ❖ **Family voice** – Unique Ways - a forum of parent carers to work with statutory service providers to influence the design of services
- ❖ [Better Living Service](#) - provides support with stopping smoking, drinking less alcohol, weight management, physical activity, and exercise.
- ❖ [Shared Lives | Calderdale](#) – provides respite for families and carers

Young Carers

- ❖ **Young carers service** – Calderdale Council provided support for people aged 8 to 18 [Young Carers Service | Calderdale Council](#)
- ❖ **Young carers passport** – Calderdale metropolitan council initiative
- ❖ [Young Carers Support App](#) – West Yorkshire unpaid carers programme
- ❖ **Calderdale Therapeutic Service** – for Children Looked After (CLA) – Calderdale Council

Parent carers

- ❖ **Unique ways** - parent-carer support organisation commissioned by Calderdale council [Home - Unique Ways](#)
- ❖ **Parent carers workshop and training** – emotional health and wellbeing
- ❖ **Mental health helpline for parent carers of children and young people** – Night Owls
- ❖ **Lead the way** – carers support for parent / carers of adults with a learning disability
- ❖ **Open Minds** – partnership of mental health and wellbeing [I'm a parent or carer « Openminds in Calderdale \(openmindscalderdale.org.uk\)](#)

Working Carers

- ❖ **Employers for Carers (EfC)** – carer confident accreditation. West Yorkshire ICS and Calderdale Metropolitan Council and members which includes membership of the Carers UK Digital Resource for Carers
- ❖ **Working carers passport** – Calderdale and Huddersfield Foundation Trust

Adult carers

- ❖ **Carers Wellbeing service** – provide support for carers aged 18 or over
- ❖ **Making Space** – Mental Health carers service
- ❖ **Unique ways** – support for parent carers

Table 9: Support offered in Calderdale, by need

Financial support	Other grants and support	Support for Family carers of people with a learning disability / autism:	Support for Older carers and carers of older people	Support for carers during End-of-Life care and after the person dies	Carers of people with cancer
<ul style="list-style-type: none"> • Carers Needs Assessment applied through Gateway to Care - Carers Needs Assessment 2021 (calderdale.gov.uk) • Carers Need Fund – Calderdale Council fund for carers to apply for specific support e.g., to pay for a cleaner 	<ul style="list-style-type: none"> • Calderdale Council Community Living Support (CLS) grant – for people in receipt of benefits to pay for household items to support care in the home - Community Living Support (CLS) Calderdale Council • Age UK Calderdale & Kirklees – stock of incontinence products 	<p>Lead the Way provide support for adults with a learning disability/autism and their family carers</p>	<p>Age UK Calderdale and Kirklees provides a range of services to older people that can provide regular breaks for carers such as help in the home, befriending, wellbeing centres and activities.</p>	<p>Carers Wellbeing Service provide support for carers after the person they are caring for dies</p>	<p>Macmillan Information & Support Service at Calderdale & Huddersfield (CHFT) run Macmillan Coffee Time, a Macmillan Singing Group, and a Macmillan Health Walking Group.</p>
<p>Support with Carer's Allowance, Carer's Credit, Universal Credit, Pension Credit, Carers Personal Budget</p>	<ul style="list-style-type: none"> • Food support - Food support Calderdale Council • Macmillan Grant – one off £300 for 	<p>Unique Ways provide support to parent carers of children and young people aged 0-25 who have a disability</p>	<ul style="list-style-type: none"> • CalderdaleForum50plus provides information and representation for people over 50 living in Calderdale including 	<p>Overgate Hospice have a carers group for carers of all patients involved with</p>	<p>Living Well - Calderdale Women's Carer Support Network is for women from Calderdale and</p>

Financial support	Other grants and support	Support for Family carers of people with a learning disability / autism:	Support for Older carers and carers of older people	Support for carers during End-of-Life care and after the person dies	Carers of people with cancer
	cancer patients and family/carers	including a learning disability and autism	details of social, activity and wellbeing groups <ul style="list-style-type: none"> • Staying Well work with individuals and communities in Calderdale to help people feel less lonely and isolated. 	Overgate Hospice Carers' Group - Overgate Hospice	all surrounding areas with, or who have had cancer, but family members and carers are also welcome.

Table 10: Carer peer support groups available in Calderdale

Support group	Communities supported	Best contact	Location	Frequency
Dales Carers Group	Carers for people with mental health needs (Dales ward)	Gemma Foster Gemma.Foster@swyt.nhs.uk	Predominantly central Halifax	Last Mon or 3rd Thurs of every month
Making Space Carers Mental Health Support group	Carers for people with mental health needs	Louise Heys louise.heys@makingspace.co.uk	Central Halifax	Thursdays at 1pm

Support group	Communities supported	Best contact	Location	Frequency
Making Space Carers Support group	Any carers	Janet Rayner janet.rayner@makingspace.co.uk	Halifax, Todmorden, Sowerby Bridgehouse, Online evening	Monthly
Making Space Sukoon Carers Group	South Asian ladies-only group, caring for people with mental health needs	Natasha Malik natasha.malik@makingspace.co.uk	Central Halifax	Every other Thursday, 10am - 12 noon
Carer Leads Network	Carer representatives, professionals supporting carers	Aboobaker Bhana Aboobaker.Bhana@swyt.nhs.uk	West Yorkshire-wide	Quarterly, online
Memory Lane Café	Carers for people with dementia and other conditions	June Harvey june@memorylanecafe.org	Boothtown and Sowerby Bridge	Boothtown - 2nd & 4th Saturday Sowerby Bridge, - 1st & 3rd Wednesdays
Lead the Way carers group	Carers for people with learning disabilities	Mikala Hitchen mikala.hitchen@leadthewaycalderdale.org	Predominantly central Halifax	2nd Wednesday of the month, 11am
Unique Ways Family Voice	Parent carers for disabled children and young people	Heidi Coney heidi.coney@uniqueways.org.uk	Predominantly central Halifax	
Unique Ways Peer Support	Parent carers for disabled children and young people	Heidi Coney heidi.coney@uniqueways.org.uk	Predominantly central Halifax	Monthly
Overgate Hospice Carers group	Carers for people at the end of their lives	Angela Curran angela.curran1@nhs.net	Calderdale-wide	Every other Tuesday evening from 6-8:30pm

