

# Rotherham Carers' Charter 2012

## 1. Introduction

We have a commitment to carers. Current changes to the NHS architecture and legal framework means we need to review our current strategy in Rotherham to ensure we are able to meet the requirements expected of us and that we continue to deliver the best possible outcomes for carers. In the meantime we have agreed a charter which provides a clear commitment to all carers in Rotherham.

### ***Our Commitments***

- We will review and develop our strategy based on the changes to the NHS and legal framework and carers views
- We will increase the proportion of carers who report that they have been included or consulted in discussion about the person they care for
- We will increase the proportion of people who use services and carers who find it easy to find information about services
- We will improve health-related quality of life for carers

## 2. Why we need to develop a strategy

A review of the last Carers' Strategy (2008 to 2011) was undertaken; involving a wide range of internal and external stakeholders who have contributed information to review the progress made against each of the previous objectives.

This activity identified many positive achievements and outcomes for adult and young carers across Rotherham. However it also highlighted some gaps and areas for continued development which will be addressed through the new strategy.

### **Key Achievements 2008 to 2011**

- Opening of the Carers Centre in 2010, supporting thousands of carers to get the help and support they need in Rotherham.
- Refreshed the Carers Handbook
- Rotherham is one of the best performers in the country for undertaking carers needs assessments and providing support, advice and information, carrying out over 2800 assessments in 2011/12 – all within 28 days.
- Customer satisfaction with carers services in Rotherham is 97.5%
- A range of Information events such as National Carers Week, Carer's Rights Day, Fairs Fayre and Lets Talk
- Targeted information for BME Carers, Carers in rural areas and outreach work
- Producing an NHS DVD and '7 steps to caring' leaflet
- Carers Assessment form amended and improved to include signposting to a wide range of services
- Support to carers offered through a range of healthcare services such as the Memory Clinic, Breathing Space, Continuing Care Service, Macmillan and Rotherham Hospice
- A range of training offered specific to carers such as first aid and moving and handling
- Jobcentre Plus providing carers advisers in Job Centres
- Barnardos delivering a Young Carers Service and inclusion of questions about being a carer in the schools Lifestyle Survey

## ***2.1 Local policy context: Rotherham's Joint Health and Wellbeing Strategy***

Rotherham, through the local Health and Wellbeing Board, has made a commitment to improve the health of all Rotherham people and reduce health inequalities through the production of the Joint Health and Wellbeing Strategy 2012-15. The Strategy is made up of six areas of priority which the Board and health and wellbeing partner organisations have committed to.

To improve the health and wellbeing of Rotherham people:

1. We will focus on prevention and early intervention to ensure Rotherham people get help early to increase their independence
2. We will understand the expectations and aspirations of Rotherham people and ensure services are delivered to a borough-wide standard
3. We will ensure people increasingly identify their own needs to enable them to move from dependence to independence
4. We will ensure people in Rotherham are aware of their own health risks and are able to take up opportunities to adopt healthy lifestyles
5. We will ensure Rotherham people are able to manage long-term conditions to enjoy the best quality of life
6. We will reduce poverty in disadvantaged areas through policies that enable people to fully participate in every day activities and the creation of more opportunities to gain skills and employment

To enable us to deliver this high-level framework, there will be a range of action plans and commissioning priorities which sit underneath. These plans will demonstrate how specific services and agencies will help us achieve the overall vision for improving health and wellbeing in Rotherham. Our Carers' Strategy will form part of this implementation through key actions that relate directly to improving the health and wellbeing of all our carers.

## ***2.2 National policy context: Caring for our future white paper***

The Government have published the Care and Support White Paper and draft Care and Support Bill, which sets out new responsibilities and proposed legislations in relation to providing support and meeting the needs of carers. The two key implications are:

1. From April 2013 the NHS Commissioning Board and Clinical Commissioning Groups will be responsible for working with local authorities and carers' organisations to agree plans and budgets for identifying and supporting carers.
2. The draft Care and Support Bill extends carers' rights to an assessment and for the first time entitles them to have assessed eligible needs met to maintain health and wellbeing

These responsibilities will have implications for the local authority as well as the NHS, and will mean much closer working between the two partners is crucial to ensure better care and support services are available locally for carers. At the root of this partnership working will be the local Health and Wellbeing Board and in ensuring appropriate actions are delivered specific to carers to ensure their voices are heard and they receive what they are entitled to.

## **3. Our priorities for carers in Rotherham**

To develop a set of priorities for our Carers' Strategy, an analysis was done of the outcomes of 30 consultation exercises which have taken place with adult and young carers between 2009 and 2011. A carer's survey was also undertaken in 2011 with over 500 carers. The views from carers were clear that improvements were needed in providing better access to information and advice, although a number of improvements had been made in this area, more work was needed locally.

A working group from the Council, Carers Centre and NHS Rotherham used the information gathered, along with a review of the previous strategy (2008-11) and stakeholder engagement to develop four key themes, which represented what carers had told us. These four themes were validated and ranked in order of priority through consultation with the public during carers' week 2012.

Each of the four priority areas has been developed into an outcome; which represents a desired state for what we want services and support to look like for carers in Rotherham in three years and how this will help us achieve our strategic health and wellbeing priorities.

<b>Priorities and Outcomes for Carers</b>	<b>Impact on HWB priority</b>
<b>Priority 1. Health and Wellbeing</b> All carers will be supported to make positive choices about their mental and physical health and wellbeing	<ul style="list-style-type: none"> <li>• Prevention and early intervention</li> <li>• Promoting healthy lifestyles</li> </ul>
<b>Priority 2. Access to information</b> Accessible information about the services and support available will be provided for all carers in Rotherham	<ul style="list-style-type: none"> <li>• Prevention and early intervention</li> <li>• Expectations and aspirations</li> </ul>
<b>Priority 3. Access to services</b> All carers will be offered and supported to access a range of flexible services that are appropriate to their needs	<ul style="list-style-type: none"> <li>• Prevention and early intervention</li> <li>• Dependence to independence</li> </ul>
<b>Priority 4. Employment and Skills</b> All Carers will be able to take part in education, employment and training	<ul style="list-style-type: none"> <li>• Dependence to independence</li> <li>• Reducing poverty</li> <li>• Expectations and aspirations</li> </ul>

#### **4. How we will achieve this**

To help us achieve an improvement in the specific carers outcomes listed above, we have agreed a set of actions that will bring about change for carers in Rotherham over the next three years.

##### ***Priority 1: Enable all carers to make positive choices about their mental and physical health and wellbeing***

- We will sign-post GPs to use the "Supporting Carers: An Action Guide for general practitioners and their teams"
- We will work with healthcare staff to continue raising the need for people to recognise themselves as carers, and therefore access the help and support they may be entitled to
- We will continue to maintain links with The Rotherham Foundation Trust to progress the implementation of this strategy
- We will offer personalised support to carers, enabling them to have a family and community life
- We will actively speak to carers about ensuring, where possible, that their own health does not suffer as a direct result of caring (e.g. back problems)

##### ***Priority 2. Ensure accessible information about services and support is available for all carers in Rotherham***

- We will make sure that all carers are able to access information, advocacy, advice and support.
- We will improve the offer of information and support to young carers
- We will make sure appropriate and up to date training is undertaken by all staff that work with carers to ensure information can be shared
- We will continue to review the Carers' handbook to ensure the right information is available

***Priority 3. Ensure all carers are offered and supported to access a range of flexible services that are appropriate to their needs***

- We will review the Rotherham Carers' Centre to ensure existing services meet the needs of carers
- We will raise awareness of staff to identify and support young carers
- We will explore potential for low level preventative services to support carers of people with dementia
- We will make sure carers are referred to preventive services at an earlier stage to help prevent them from reaching crisis point

***Priority 4. Enable all Carers to be able to take part in education, employment and training***

- We will support carers to identify their personal goals in work; working with Jobcentre Plus to develop personalised plans
- We will actively support young carers to remove barriers to education, training and employment
- We will actively promote flexible and supportive employment policies that benefit carers

***Underpinning actions***

We also acknowledge that a number of actions will be needed to underpin all of the four priority areas. These will ensure we are able to meet the requirements of the Care and Support Bill and work with all carers to coproduce services to ensure the best quality of life for them and the people they care for:

- we will improve how we identify and work with carers by increasing the number and quality of carers' assessments in Rotherham
- we will involve carers in individual care packages and make sure they are a valued care partner
- we will involve carers in the design and commissioning of services for both themselves and the people they care for

**5. Next Steps**

We will use this Charter to help us develop and implement a strategy to improve the health and wellbeing of all carers in Rotherham.

We will do this by ensuring the views of local carers, which have been gathered through the consultation exercises, translate into appropriate, measurable actions.

We will continue to review our strategy to ensure we meet and where possible go beyond, the requirements of us set out in the draft Care and Support Bill.