

## Joint Local Health and Wellbeing Strategy for Lincolnshire Annual Assurance Report 2022/23

### CARERS JLHWS PRIORITY

### Appendix A

#### Position Statement

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#### Unpaid Carers

Across the UK, 6.5 million people are carers, supporting someone who is older, disabled or seriously ill. That is, 1 in 8 adults who care, unpaid, for family or friends (Source: [Carers UK](#)). There are an estimated 70,391 unpaid family carers in Lincolnshire (Source: [Census 2021](#)). Given the county's ageing population, this number is predicted to increase. The value of labour for Lincolnshire's unpaid carers of all ages is estimated at £1,677 million – more than seven times the annual budget of Lincolnshire's Adult Social Care.

The Joint Local Health and Wellbeing Strategy Carers Priority was developed with carers and sets out the county's commitment to work with carers to understand their needs, and as partners, to collaborate to support the health and wellbeing of all carers in Lincolnshire.

During the COVID 19 pandemic the Carers Priority Delivery Group was stood down due to work pressures on all part of the system. In January 2023 the group was reformed with Councillor Sneath chairing this. Membership has been revised and the group now includes members from all parts of the NHS with Lincolnshire County Council and other partners.

Work is in hand to formalise a new action plan, informed by evidence from the refreshed JSNA topic and national census data. Partners are tasked with making quarterly reports to the NHSE&I on progress in delivering the national NHS Commitment to Carers. Lincolnshire's approach is held as best practice in ensuring that responses are completed collectively providing a system-wide overview and evidencing the strength of local relationships.

#### What we said we would do in 2022/23

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##### Priorities for 2022/23

- Re-launch the Delivery Group, with a new Chairman and revised membership
- Develop and agree a Carers Memorandum of Understanding for Lincolnshire
- Update the Carers JSNA topic to provide a robust evidence base to inform action
- Work together to achieve the NHS Commitment to Carers
- Maximise support for carers working in partner agencies as exemplars for other organisations
- Ensure that support for Carers is integrated across the Integrated Care System (ICS)
- Embed strengths-based approaches and tools in all carers services and processes
- Embed a Whole Family Approach across all agencies
- Use the White Paper Key principles to embed Choice – Control – Living Independently

#### What's Working Well – key Achievements 2022/23

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##### Carers Priority Delivery Group

The first three meetings (to May) of the re-formed group chaired by Councillor Sneath have been very well attended by partners across the health and care system. There is a strong commitment to work together and evidence of initiatives in individual organisations which can be extended across the wider system to ensure

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more consistent approaches for carers. Several group members are involved in regional and national groups and initiatives which is ensuring that Lincolnshire organisations are aware of and can quickly adopt best practice to improve outcomes locally.

The Group's approach to completing the quarterly returns to NHSE&I has been recognised as good practice. As well as using the reporting tool to record work during the previous quarter, the group is using this proactively to plan work which will ensure that the commitment is embedded in practice and delivers outcomes.

### **Integrated Care Board (ICB)**

The ICB has appointed a full-time project officer to support the carers initiatives around raising awareness of what support is available for carers within Lincolnshire, developing a digital platform for carers to network, share resources, create signposting opportunities and give carers a voice that is valued within our organisations. This sits alongside establishing a training mechanism for managers to support their staff meaningfully and appropriately.

ICB colleagues are working with Timewise, to secure the Timewise Flex Positive Accreditation. This will provide each NHS provider organisation with the support, guidance and challenge needed to develop a robust, sustainable flexible working strategy and culture thereby supporting carers in the workforce to manage work and caring roles.

The ICB supported a successful bid by the Lincolnshire charity Every-One to NHS Charities Together Community Partnership to fund a project called *Supporting Resilience and Wellbeing in NHS staff who are informal carers*. Through this, Every-One is facilitating monthly co-production sessions with NHS staff with caring responsibilities and other professionals. The funding has also been used to recruit an 18-month post to support carers across Lincolnshire NHS organisation. The post holder commenced in post at the end of March and will facilitate learning from existing good practice activity; engage NHS staff who have caring responsibilities directly, via networks and through involvement in the separately funded NHS staff with caring responsibilities co-production group; support managers in understanding policies and sharing good practice to enable them to appropriately support staff; raise awareness of and sign up to the carers passport; and share what is learned with other public sector bodies in Lincolnshire through the Delivery Group.

### **Lincolnshire Partnership Foundation Trust (LPFT)**

LPFT has led the way in recent years with its work to support carers. This year, the organisation has:

- Launched new Staff Carer Passport which will supporting working Carers to remain in employment with reasonable adjustments and early identification.
- Launched the new About My Relative Document giving peace of mind to the Carer and making the care more person centred.
- Through its Carers Council, developed new leaflets on Bereavement Common Reactions, Ambiguous Grief, Prolonged Grief, Trauma, Safety Planning, Deliberate Self Harm and Trauma Informed Care. These are going to print shortly and will be available on the Carers Website
- Three carers have been involved in training the new Psychological Informed Practitioners in Carers Awareness.
- Carers First delivered a Carers Awareness session to staff and have two more booked in, to raise awareness of the value of being a carer and the support available to them.

### **Lincolnshire County Council (LCC)**

In October 2022, LCC mobilised the newly commissioned Lincolnshire Carers Service. The Service is delivered by two existing service providers, Serco and Carers First in a revised service model. All interactions with carers are 'strengths-based conversations' which help people to identify and draw on their own abilities and support networks, providing additional support as appropriate. This aligns with wider Adult Care practice.

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The single point of contact is through LCC Customer Service Centre (CSC) Care and Wellbeing Hub which:

- Provides information, advice and guidance
- Supports a Next Steps Plan (measuring the starting point for carer outcomes)
- Ensures Next Steps follow ups (measuring the finishing point for carer outcomes).
- Makes onward referrals to Carers First for those requiring statutory Carers Assessment and Universal Offer where the carer requires support in addition to the advice and information already provided.

Services provided by Carers First include:

- Carer Identification: raising awareness and promoting early identification by referral partners, support to employers and health partners including developing staff carer networks with employers.
- Universal Offer (including peer support, wellbeing advice, access to learning, signposting, volunteering opportunities, carer learning, carer wellbeing activities and support to access community groups) and an annual follow up for this support.
- Carers Statutory Assessments, Support Plans and Reviews
- Personal Budgets for eligible carers
- 1:1 benefits advice and 1:1 employment support for eligible carers
- Hospital In-reach services, providing support at the earliest point of need
- Tailored support for Young Adult Carers
- Promotion of the Carers Emergency Response Service (CERS)

### Carers First

In the last year, Carers First has:

- Supported 5,667 unique carers, from all parts of the county.
- Identified and supported 2,947 new carers, seeking to provide the right level of support as early as possible.
- Delivered 1,002 Wellbeing Group sessions involving 903 unique carers, receiving good feedback on all groups and programmes. Carers indicated that they prefer a blend of activity, learning and social interaction with their peers.
- Provided benefits advice to 949 carers. Given the cost-of-living crisis this service is used widely and within community and online.
- Referred 1,498 carers to other services to support their wider needs where Carers First is not best placed to meet these.
- Supported 239 carers to benefit from carer learning. Carer learning provides an opportunity to learn from experts, including other carers, when a caring role begins or is first recognised.
- Enabled all staff to complete Strength Based Approach Training to support our whole family approach.
- Enabled all staff to undertake Care Act Training to improve their understanding of statutory duties and responsibilities, especially when undertaking assessments.
- Provided 46 carer awareness events and activities in collaboration with partners, including a partnership programme with Lincoln Prison and Probation Service: what is a carer, how do we identify a carer and how to identify the support they may need.
- Recruited 34 volunteers to support 'check in and chat' and 'telephone befriending'.
- Successfully engaged with 79 new male carers through the 'Men Care 2' programme. Currently only 32% of Lincolnshire carers known to the service are male compared with 68% female. Only 13% of the Wellbeing Groups attract males, and men are generally less likely to talk about their caring situation, but the men's groups are turned this around.

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- Continued to strive for continuous improvements through their Quality Assurance Framework and embedded Reflective Practice sessions.
- Supported a range of digital developments:
  - Held 11 carer co-production events to inform service improvements.
  - Increased website sessions by 173%, from 31,042 in Q4 21-22 to 84,799 in Q4 22-23.
  - Increased website users by 200% from 20,952 in Q4 21-22 to 62,872 in Q4 22-23.
  - The website is continuously under improvement and being developed to increase a positive user experience.
  - Increased visits to the help and advice pages by 47%, from 18,923 in Q4 21-22 compared to 27,758 in Q4 22-23.
  - Increased Carers First social media followers by 36% across all channels compared to Q4 21-22, with an additional 148% increase in reach.
  - Increased Carers First Lincolnshire Facebook page followers by 52%

### What is the outcome?

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The refreshed Delivery Group, with a new chairman, clear Terms of Reference, underpinned by the draft MOU creates the infrastructure to align how we support carers, creating greater consistency and quality of experience for carers. The development of a delivery plan for 2023/24 creates a focus for action, under three agreed areas:

- Whole Family Approaches
- Digital Opportunities
- Employment

The NHSE&I provides a planning and evaluation to support collaborative work to achieve the NHS Commitment to Carers across Lincolnshire's health and care system.

The actions of individual organisations set out above demonstrate individual organisation contributions to improve outcomes for carers. Extending these across organisations creates a system that becomes more understanding of and understandable to carers enabling them to secure the support that they need at the time that they need it.

The significant increase in digital activity suggests more carers seeking to self-help, through information which is available 24/7, which makes it easier to access alongside a busy home and or work life.

#### **Carers First Evaluations 22/23 Outcomes from Carer:**

- 87% Maintained/improved their Caring situation
- 89% Felt more confident and informed
- 91% Felt more resilient in their caring role
- 79% An improvement in their lives
- 94% Would recommend Carers First

#### **Carer Feedback on support Groups:**

*"They also offer social contact with others and offer fun things to do, e.g. quizzes, thereby helping to improve the carers mental health."*

*"Facts and fun for everyone."*

*"I attended the finance benefits workshop which was very informative."*

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### ***Carer Feedback on Service staff***

*"I am so grateful for this service. I am at the beginning of this dementia journey for my husband and this support has been invaluable in keeping me going. Thank you so much."*

*"Professional, friendly and helpful."*

*"My support worker is amazing and has helped me through very difficult situations."*

*"Both the support workers I am in contact with are fantastic, couldn't manage half as well without them."*

*"They are always patient and treat you as though you are their only client."*

*"I feel more confident when they listen and care."*

# Joint Local Health and Wellbeing Strategy for Lincolnshire

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### CARERS JHWS PRIORITY - PLANS FOR 2023/24

Action	How will we know it's working?	Relevant Strategy / Action Plan	To be delivered by	Lead Organisation	Lead Officer
Plan on a page to be published and communicated across the system	When we complete next years assurance reporting	JLWHS	Sept 2023	Carers Priority Group	Lisa Loy
Officially sign off MOU and promotion of the Lincolnshire Carers MOU	Evidence of its use to promote a more integrated approach to supporting Carers. The Carers delivery board will use a activities template asking for narrative when its used and how.		Review March 2024	Carers Priority Group	Lisa Loy
Seek owners for the three top priorities. <ul style="list-style-type: none"> <li>• Employment /Workforce</li> <li>• Whole Family approaches</li> <li>• Digital</li> </ul>	Activity update from each working group on a quarterly basis.		Review March 2024	Carers First LCC Other leads to still be confirmed	Lisa Loy Malcom Ryan
NHSE&I System Survey Ensure a collaborative robust process is established	Maturity Matrix		On- going	Carers Priority Group	Lisa Loy
National Commitment to Carers ambitions by 2024. As a collective group identity and agree which ones Lincolnshire can adopt and measure progress	Capturing evidence of outcomes relating to the 5 ambitions.			Carers Delivery Group	
Develop and launch digital platform	Number of users, user feedback, growth in network	ICS System Carers Plan	Launch In June	ICS	Jo Rouston
Define standardised definition of "what is carer"	Improvement in carers support in each organisation. Recognition of carers who didn't see themselves as carers. Standardised Processes and Policies to support Carers	ICS System Carers Plan	June	ICS	Jo Rouston