

# Cambridgeshire & Peterborough All-Age Carers Strategy 2022-26

## Photos



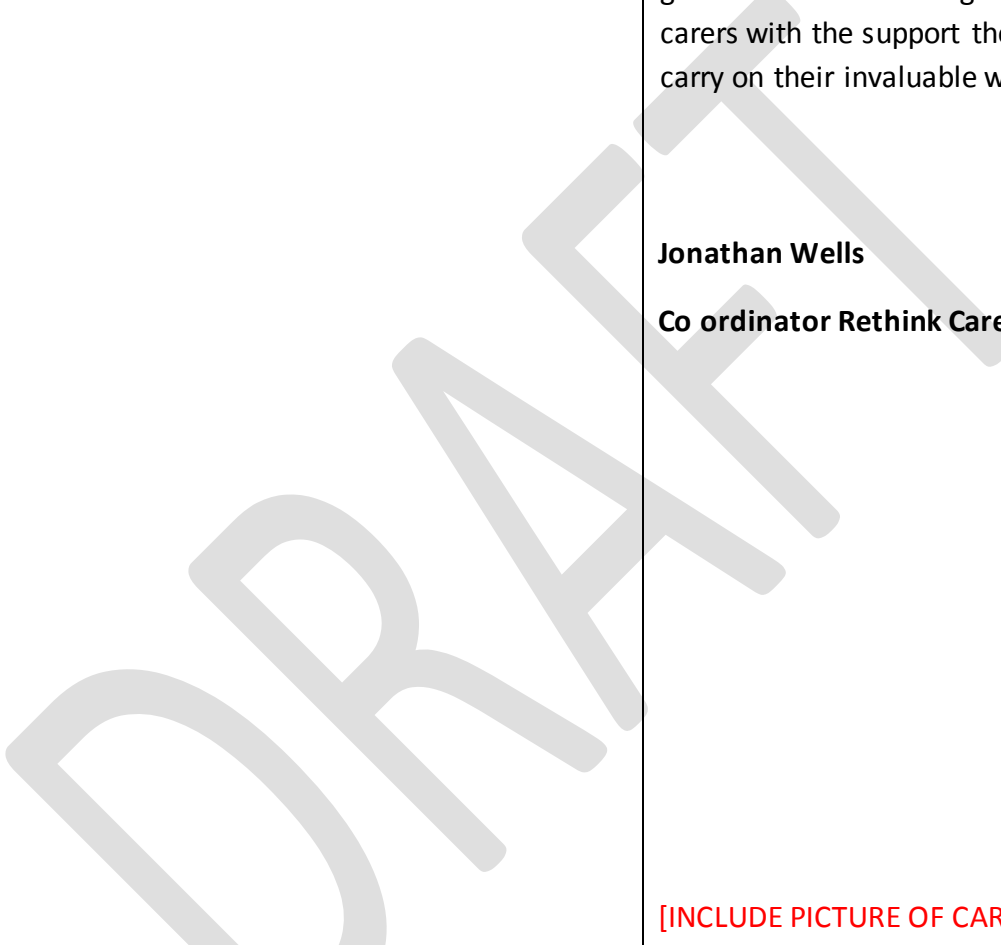
## Contents

Foreword .....	3
Introduction .....	5

What is our duty to you: why do we need an All-Age Carers Strategy?.....	9
What We Said / What We Did .....	11
1. Joint working across health and social care for all Carers .....	11
2. Early identification of all Carers .....	12
3. Access to information, advice and support .....	13
4. Carers work/training/education - life balance .....	14
5. Improved Carer/professional relationships.....	15
6. Reduced breakdown of care at home .....	16
7. Young Carers are supported when moving into adulthood .....	16
8. Carers have access to advocacy when you need it .....	17
9. Carers have a voice in how services are designed and developed .....	18
Young Carers .....	19
Recommendations .....	22
Next Steps and Delivery Plans.....	24
Experts by Experience Summary .....	24
NICE Guidance.....	25
The National Picture .....	<b>Error! Bookmark not defined.</b>
Unpaid Care.....	8
Our approach going forward – Strategic Intentions .....	26
Strategic Intention 1: .....	27
Strategic intention 2.....	29
Strategic Intention 3: .....	30
Strategic Intention 4: .....	31
Strategic Intention 5: .....	32
Strategic intention 6.....	33
How we will implement this strategy .....	35

## Foreword

<p>From DASS CCC/PCC:</p> <p>It is a pleasure to contribute to the All Age Carers Strategy 2023-26 and to convey the key message to all carers in our local communities, which is that <i>'we care about you, and we value what you do'</i>.</p> <p>There has been a lot of input and work behind the scenes to develop this strategy and we see this as a major step towards improving the services and support for all carers throughout Cambridgeshire and Peterborough. Our teams have worked hand in hand with statutory and voluntary organisations, along with health partners and with carers themselves – the true experts by experience to co design this strategy and its associated strategic intentions.</p> <p>We look forward to seeing the strategy come to life and ensuring that our strategic intentions for the future help us to shape an offer which will provide support and services which can improve the lives of our carers and their families.</p> <p>[INCLUDE PICTURE]</p>	<p>From Expert by Experience:</p> <p>As a carer representative who has been closely involved in development of this strategy, I am grateful to have the chance to introduce it. The local authorities have involved carers themselves in several ways in identifying priorities for improving carer support over the next three years and we are pleased to know that our voices have been heard.</p> <p>Whilst some carers are very happy with the services they get, whether from Adult Social Care or the excellent voluntary organisations commissioned to provide support, others can be frustrated by the lack of care for their loved one and by the barriers to getting help. Often the carers I meet have fairly simple needs - such as for straightforward practical conversations with people who assess them, a sense of being understood and easy access to resources. Many carers still don't identify themselves as such and so are invisible to the statutory services. Splits between health and social care also make it harder to get help. Carers will be hopeful that the renewed commitment to joint working across health and social care for all Carers will result in the next iteration of this strategy being fully integrated.</p> <p>Writing a strategy is not too difficult but agreeing the necessary actions for improvement and implementing them in a timely manner is often harder. The measure of the success of this strategy</p>
---	--

	<p>will be in how much difference it makes for carers - young, middle aged and old - and how soon the differences are felt. The carers I know are desperate to see rapid progress in making support accessible and adaptable to their needs. This work still lies ahead of us. I for one am determined that this strategy generates a sense of urgency in providing carers with the support they need to carry on their invaluable work."</p> <p><b>Jonathan Wells</b> <b>Co ordinator Rethink Carer Support</b></p> <p>[INCLUDE PICTURE OF CARER/LOGO OF ORG]</p>
---	--

V5 DRAFT



## Introduction

This All-Age Carers strategy document was created in collaboration with Experts By Experience and our Health Partners in conjunction with carers of Cambridgeshire and Peterborough. It builds on our successes, sets out where we can make improvements and draws together the views of carers, local organisations, and community groups. We know that carers are people of all ages, so this strategy includes Adult Carers, Young Carers up to the age of 18 and Parent Carers. It does not consider people who are employed as carers, either in a paid or volunteer capacity.

The Carers Trust produced a report<sup>1</sup> in November 2022 '*I feel like I've disappeared*'. It heralded '*a call to action from the UK's unpaid Carers*'. It urges the government to prioritise support for unpaid carer due to the extra costs of caring. This strategy will aim, wherever possible, to take steps towards answering that call.

---

<sup>1</sup>Carers Trust (2022). I feel like I've disappeared. Retrieved from: <https://www.caringtogether.org/wp-content/uploads/2023/02/ct-report-i-feel-like-i-have-disappeared.pdf> on 13/05/23



Whilst carers tell us caring can be a rewarding and a fulfilling experience, there are some barriers. The report highlights four key messages that came through very clearly from you:

- 1) Caring can have a detrimental impact on your health and wellbeing,
- 2) You can feel that neither you, nor the vital role you play in supporting the person/people you care for are recognised
- 3) You would like better communication from and with professionals, and
- 4) You and the person/people you care for do not feel you are getting the support that you need.

Added to that, is the issue faced by you and your peers in that you either do not recognise yourself as being a Carer or are reluctant to step forward and be identified as a Carer. For example, an informal carer could also be a mother, father, brother, sister, daughter, son, husband, wife, partner, or friend. You might help a family member or loved one to wash, dress, eat, to get to medical appointments, keep appointments, manage their finances or deal with many other aspects of daily living. You may also keep them company when they feel lonely or anxious.

Whatever stage you are at on your caring journey, we want to support you. We understand that looking after someone else can be rewarding but also have an impact on your own wellbeing and opportunities.. We know that providing support can often come about unexpectedly and the level of support may increase or decrease over time. Although you are supporting someone else, you may also be receiving care yourself and you may be in receipt of Carers Allowance. We know that taking on a caring role is often unpaid and underestimated which can lead to you feeling undervalued and unappreciated.

We recognise that carers are the experts of their own experience. That is why this strategy has been co-designed by Cambridgeshire County Council and Peterborough City Council with partners who have worked with Carer experts by experience. The aim of the strategy is

move further towards ensuring that you have the right information, at the right time and the support that you deserve.

## Cambridgeshire and Peterborough Census Overview

The Office of National Statistics (ONS) Census conducted in 2021 gives us an updated overview of the Cambridgeshire and Peterborough population. This helps us to plan support for carers as it includes details about how many people live in our area, how healthy people report they are and how many people define themselves as being disabled.

In Cambridgeshire the resident population has grown by 9.2% to 678,600, an increase of 57,400 from Census 2011 (population 621,200). In Peterborough the resident population has grown by 17.5% to 215,700, an increase of 32,100 from Census 2011 (population 183,600).

The topic summary for Health, Disability and Unpaid Care is available as a slide presentation<sup>2</sup>. In summary it tells us that:

- In line with national trends, the proportion of Cambridgeshire and Peterborough residents reporting very good health (non-age standardised) have increased from 48.2% to 48.6% while the proportion of residents reporting good health have fallen slightly from 35.3% to 34.9%. This trend is reflected across most districts, however there were falls in very good health in South Cambridgeshire (52.5% to 52.2%) and East Cambridgeshire (48.8% to 48.3%) between 2011 to 2021.

Nationally there was a fall in bad or very bad health from 5.5% to 5.2%. This trend was not reflected locally with Cambridgeshire and Peterborough rising from 4.3% to 4.4% and all areas other than Cambridge City and Peterborough seeing an increase from 2011 to 2021.

Information from the ONS also included age standardised data for 2021 (This helps us understand population changes whilst considering the different age profiles). The data shows that good or very good health is reported as being highest in South Cambridgeshire (85.9%) and East Cambridgeshire (84%), this is higher than England (81.7%) and the East of England (82.9%).

The lowest level of good or very good health is reported in Fenland (79%) and Peterborough (79.3%). Conversely bad or very bad health is highest at 6% in both Fenland and Peterborough. This is higher than England 5.3% and the East of England

<sup>2</sup> Cambridgeshire Insight (2023). Health, disability and unpaid care summary for Cambridgeshire and Peterborough. Retrieved from: <https://cambridgeshireinsight.org.uk/population/census-2021/topic-summaries/population-census-2021-topic-summaries-health/> on 13/05/23

**V5 DRAFT**

4.6%. Bad or very bad health is lowest in South Cambridgeshire (3.4%) and East Cambridgeshire (3.9%).

**Unpaid Care**

Unpaid care data reveals that the number and proportion of residents providing care has fallen from 9.7% to 8.1% across Cambridgeshire and Peterborough between 2011 and 2021. This is reflected across all areas of Cambridgeshire and Peterborough. This is in line with the national trend which fell from 10.2% to 8.8% in the same period. It is accepted that this data should be treated with caution as many unpaid carers are not known to any agency.

Estimates from the data indicate there are 68,480 people identifying themselves as a Carer in Cambridgeshire and Peterborough. This includes 5,125 people being under the age of 25.

Of those people providing unpaid care, the proportion of residents providing 20+ hours of care has increased from 33% to 47% between 2011 and 2021. Of note Peterborough and Fenland are the two areas with the highest proportions of residents providing over 20 hours of care a week. This is broken down into Peterborough having 24% of carers providing 20 to 49 hours of care and 31% providing 50 or more hours. Similarly, 21% of the carers of Fenland provide 20 to 49 hours of care and 35% providing 50 hours or more.

**Disability**

In the Census 2021, the question about disability was changed to collect data that more closely aligned with the definition of disability in the Equality Act (2010)<sup>3</sup>. For this reason, this local summary has not compared the 2021 results to the 2011 results.

Cambridgeshire (16.4%) has lower percentages of residents reporting as disabled. South Cambridgeshire (14.8%) and East Cambridgeshire (15.9%) have the lowest proportions of residents reporting as disabled. These compares against the East of England (16.6%) and England (17.7%).

However, Fenland has the highest proportion with 19.6% of residents reporting as disabled, and Peterborough 18.3%, these are higher than the England average of 17.7%.

Peterborough has the highest number of residents reporting as disabled with 35,180.

East Cambridgeshire has the lowest number of residents reporting as disabled with 14,166.

The Census also revealed the number of disabled people in a household. Cambridgeshire (30.1%) and Peterborough (31.6%) have a lower proportion of households with a disabled person resident than nationally (32%). Fenland (35.7%) has the highest percentage of homes with at least one disabled person resident and is the only area higher than England.

<sup>3</sup> Equality Act (2010). <https://www.legislation.gov.uk/ukpga/2010/15/contents>



**V5 DRAFT**

The census showed that the majority of disabled people live in households where you are the only disabled person. This is reflective of the national average of 79%.



Further information from the Census 2021 is expected to be released later in 2023. This will include ethnicity data by age and sex. The ONS is also beginning to add ward level data to the topic summaries.

Useful links to Census data include: [Cambridgeshire Insight – Population – Census 2021](#) webpages on Cambridgeshire Insight<sup>4</sup>, Census 2021 data published on the ONS website<sup>5</sup> and on [NOMIS](#)<sup>6</sup>

## **What is our duty to Carers: why do we need an All-Age Carers Strategy?**

The rights of Carers are protected by the law. The Care Act (2014)<sup>7</sup> brought into effect some key legislative changes in the way that Carers are assessed, and how support is provided. We know you want the best possible statutory care for your loved one(s) and we want to make it as easy as possible for you to access. It is essential that we support you appropriately for you to continue in your caring role and in doing so take in to account any impact your caring role has on your health and wellbeing.

<sup>4</sup> Cambridgeshire Insight (2023). Census 2021, Retrieved from <https://cambridgeshireinsight.org.uk/population/census-2021/> on 13/05/23

<sup>5</sup> Office for National Statistics (2023). Census 2021, Retrieved from <https://www.ons.gov.uk/census> on 13/05/23.

<sup>6</sup> Nomis (2023). 2021 Census. Retrieved from [https://www.nomisweb.co.uk/sources/census\\_2021](https://www.nomisweb.co.uk/sources/census_2021) on 13/05/23.

<sup>7</sup> Care Act (2014). <https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

---

***The Care Act 2014 defines a carer as:***

*‘Someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally or through a voluntary organisation.’*

---

In addition, the children and Families Act 2014 sets out our responsibilities to ‘identify young carers under the age of 18’. It also states the conditions for parent carers of a disabled child to have an assessment.

The Care Act 2014 places a duty on local authorities to assess Young Carers before they turn 18. This is referred to as a transition assessment. The Care Act also sets out the preventative focus for supporting children through a ‘whole family approach’.

Where carers already provide or intend to provide care for another adult the Council will offer to have a Carer’s conversation. This will explore the caring role being undertaken and identify any opportunities for advice or signposting to one of our many partner agencies. Depending on individual circumstances, the council may then undertake a carers assessment. This could be to explore a complex situation or where it may be beneficial for the council to support the carer to achieve their preferred outcomes by putting more formalised services in place. Any carer can request a carers assessment from the council.



**V5 DRAFT**

A Carer's assessment explores a range of aspects of the carer's day to day life, such as how they are coping with their caring role, how it affects physical and mental health, opportunities to work, engage in activities outside of the caring role and relationships.

We know that many carers are unaware of the support available, reluctant to ask, or not sure who to ask. This strategy intends to continue to work to bridge that gap and address some of the barriers that may prevent carers from accessing support. It also aims to identify areas where we are planning improvements for the future and how we plan to implement them.

We have a duty to support carers in discharge planning under the Health and Social Care Act 2022<sup>8</sup>. This applies in situations where an adult patient is likely to need care and support after their hospital discharge, and the trust considers it appropriate to involve them or their carers in planning their hospital discharge. The new duty states that this should be done as soon as is feasible after the trust begins making any plans relating to the patient's discharge.

## What We Said / What We Did

This section will touch upon the outcome for each of the 9 Strategic Intentions that were noted in the All-Age Carers Strategy 2018-2022. Many of the planned intentions were successfully achieved, although it is worth noting that because of the unprecedented circumstances of recent years due to the covid pandemic, there has been a delay in the delivery of this refresh document and delivery of some of the intentions. The 9 strategic intentions were:

### 1. Joint working across health and social care for all Carers

To provide the best possible support to Carers, we worked jointly with many departments within the health and social care, along with partners in the charity sector, the NHS, Healthwatch, and a variety of commissioned services.

How have we done that?

We commissioned an All Age Carers Service to support carers across Cambridge and Peterborough. This service provides a holistic and accessible range of support to adults, carers of adults with mental health conditions and young carers. This service has been in place since 2020.

We have launched Care Together, a local programme for co-production of services and solutions with stakeholders in each community across Cambridgeshire. The aim is to support older adults to live happily and healthily at home for longer and a key element of this vision is supporting carers by identifying local activities and services that help prevent carer breakdown. In East Cambridgeshire, a co-funding agreement is in place with Ely Primary Care network for a Neighbourhood Carers Social Prescriber post, serving the whole district for a 3-year period from 2023. In other localities, the Care Together team is working with local partners and engaging

---

<sup>8</sup> [Health and Care Act 2022 \(legislation.gov.uk\)](https://legislation.gov.uk)

with older adults themselves, to identify other gaps and opportunities in support for carers. Further information regarding this can be found on the relevant page of the Council's website<sup>9</sup>:

By having the Care Together programme engaged in the community we able to gather your feedback more often and ad-hoc in a communal space. This provides a valuable platform for health and social care to find and fill gaps present in the current services.

In Peterborough there have been recent efforts to improve awareness of Carers and there needs with a focus on additional joint training for health professionals. One such example is a Safeguarding Matters Carers Identification and Support training that was developed by a coalition of health, Peterborough City Council and Voluntary and Community Sector (VCS) partners and delivered to the Greater Peterborough Network.

---

*[Carer Voice]*  
*From our recent 'Experts by Experience' survey we are aware that*  
*49% of respondents said that you were*  
***'not aware of how to access support available to carers in an emergency'***

---







## 2. Early identification of all Carers

In addition to the methods already employed to identify Carers, a study was commissioned to undertake a 3-month media campaign to connect with hidden Carers. The campaign used social media to target carers and offer them online support. This was a successful project in which the targets were exceeded in the three areas of Engagement, Support and Insights and resulted in identifying 4,418 new Carers who could then be offered access to support. The value this project generated highlights the importance of renewed campaigns to target those who remain hidden. Whether that is because you are new to caring since the last campaign or are reluctant to come forward for a variety of reasons. Subsequent campaigns will also look to understand why we had been unable to reach you previously.

The feedback that you provided to us made it clear that there can be confusion of which relationships can count as a 'caring role'. Question 13 from the 'Experts by Experience' survey explores the wide variation in the types of Carer relationships.

---

<sup>9</sup> CCC (2023), Care Together. Retrieved from <https://www.cambridgeshire.gov.uk/council/communities-localism/care-together> on 13/05/23

13. Relationship to person cared for (If you care for more than one person, select all relevant options)				
Answer Choices			Response Percent	Response Total
1	Spouse		47.59%	89
2	Parent		35.83%	67
3	Sibling		1.60%	3
4	Child		20.32%	38
5	Other relative		2.14%	4
6	Friend		2.14%	4

---

*[Carer Voice]*

*From our recent 'Experts by Experience' survey we are aware that 54% of respondents said 'I don't know what support I may be eligible for'*

---

### 3. Access to information, advice, and support

We understand that you sometimes find it difficult to access information, understand what support is available to you, or how you can engage with services. We have commissioned services to bridge this gap and will continue to make this a key area of focus in our Strategic Intentions going forward.

We supported Charity Fundraising Ltd to undertake an independent evaluation of our commissioned services to support carers. This evaluation targeted carers who had accessed commissioned support for carers. All respondents were known to our commissioned providers and had accessed support. Those who engaged felt more able to manage their caring role safely, with overall attainment of 86% for this outcome. As part of this evaluation, we are now aware that:

- 91% reported increased knowledge about where to access appropriate information, advice, signposting, and support services
- 89% reported better access to their entitlements, information, and support
- 80% reported feeling better supported in their caring role

---

*[Carer Voice]*

*'If you can't help, you will connect us with someone who can'*

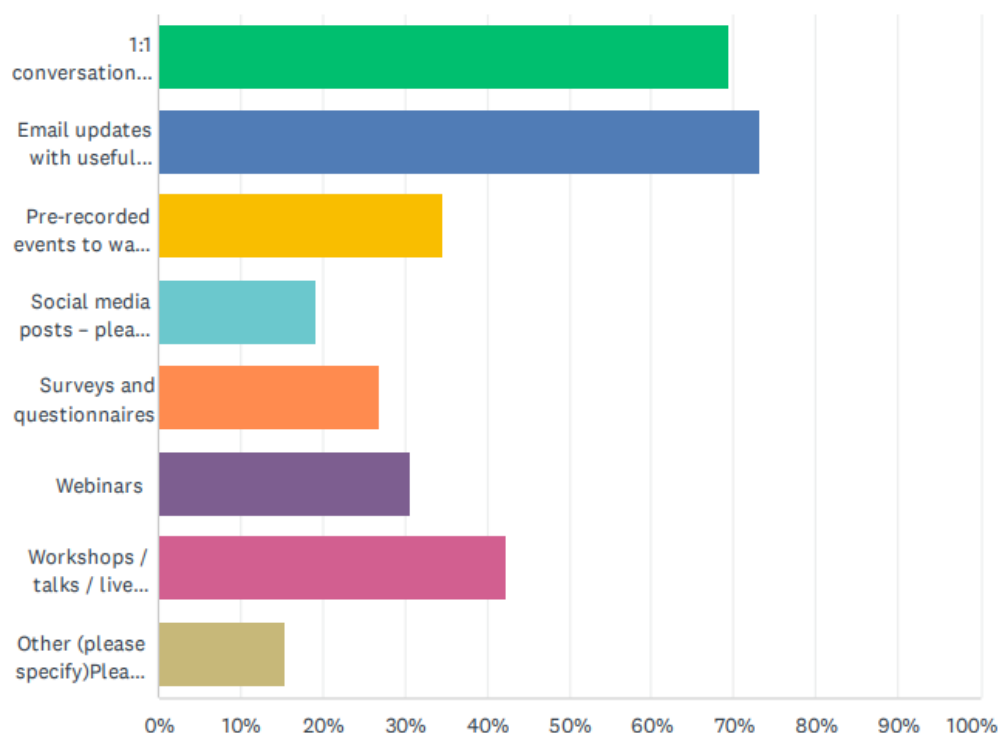
*91% reported increased knowledge about where to access appropriate information, advice, signposting, and support services*

---

**A key priority for us is to make sure that you can easily access information, advice, guidance, and support.** In January 2023, parent Carer forums, with support from Caring Together, put together a survey to obtain views from parent Carers.

## V5 DRAFT

Results to Question 15 from a survey issued by Caring Together in January 2023:  
**‘What is the best way to communicate with you as a parent carer?’**



#### 4. Carers work/training/education - life balance

The Caring Together Carers directory gives easy access to support across Cambridgeshire, Peterborough and further afield, you can view their Carers Directory<sup>10</sup> online to find useful information and support including work, training, and education as well as emergency support, and a wealth of advice and information for Carers

*[Carer Voice]*

*From our recent ‘Experts by Experience’ survey we are aware that 40% of respondents said you **‘had received information, advice and guidance’** however, only 11% of respondents said you **‘had received support with education, employment or training’***

We know that there can be an impact upon Carers work and life balance with 26.3% of you in Cambridgeshire and 19.7% of you in Peterborough telling us that you are not in employment owing to your caring responsibilities. The data below is from the Survey of Adult Carers 2021-22.

<sup>10</sup> Caring Together Carers (2023), Carers Directory. Retrieved from <https://www.caringtogether.org/carers-directory/> on 13/05/23

	Cambridgeshire County Council (CCC)	Peterborough City Council (PCC)
Retired	54.3%	63.8%
	(81.9% nationally)	
Employed / self-employed	21.9%	21.3%
Not in employment due to caring responsibilities	26.3%	19.7%
No health condition or disability	33.8%	33.6%
Biggest impacts on health	76.6% Tired 68.1% Disturbed sleep 65.7% Stress	79.2% Tired 73% Disturbed sleep 71.7% Stress
Depressed (increased in both)	49.6%	50.3%

## 5. Improved Carer/professional relationships

We have made a significant change to how we engage with you since 2018. We have moved away from a one size fits all model of undertaking carers assessments and reviews as a way of understanding what you need. This is in acknowledgement that most often a lengthy assessment is not what you want. As a result, the majority of interactions with you are now in the form of conversations, often with externally contracted partners, which can lead to a wider variety of tailored outcomes. Accordingly, less of you have received a formal carer assessment in keeping with our deliberate shift towards more nuanced and more timely conversations.

Between Autumn 2018 and Autumn 2021, **(in Peterborough) 14.8%** of you have been jointly assessed or reviewed with the person you care for, which is down from **36%** in 2018. However, **58.2%** of you received a separate carers assessment, up from **52%**, this is likely to be a reflection of our target of assessing those of you who are providing support to people with high level care and support needs who may need more formalised support, especially during the pandemic. **(In Cambridgeshire) 86.5%** of you had not had a formal assessment or review in the year compared to **42.4%** in 2018. Again, this reduction is due to our intention to engage with you less formally than previously.

Satisfaction with services received by the cared for person improved overall. In Peterborough and Cambridgeshire Those who were either extremely, very satisfied, or quite satisfied rose from **54.6%** to **59.9%**. There was a marked decrease in those that said you had not received any support at all, which was down from **25.7%** to **14%**

Locally we have an excellent network of professionals who are committed to supporting you in accordance with their own areas of specialisation, they also have links with other providers to provide a solid network of support and understanding. Thereby giving you a listening ear and

**V5 DRAFT**

guide through your journey. Help can be reached via a Carer advice line on 0345 241 0954 or by emailing [hello@caringtogether.org](mailto:hello@caringtogether.org)

## 6. Reduced breakdown of care at home

Family life is unpredictable, it can be wonderful, supportive, fun, tiring and fulfilling all at the same time. We understand that being a Carer isn't the same every day, it can bring unexpected challenges and also that your own needs are just as important. We have commissioned a variety of services to help you through and to reduce the breakdown of care hidden at home.

We understand from what you have told us in the Survey of Adult Carers 2021-22 that you often prioritise the needs of the person you are caring for above your own. In answer to the question 'I look after myself' only **46.8%** in Cambridgeshire and **39.4%** in Peterborough answered positively and **20%** of respondents from Cambridgeshire and **23.2%** from Peterborough indicated yes to 'I feel I am neglecting myself'.

Another consideration for us is that the 2021 Census highlighted that Cambridgeshire has both a growing and ageing population. With a 26% rise in residents aged 65+ (versus the national average of 18.6%), we cannot expect all carers to care indefinitely, increasing the need to plan for all eventualities.

Following on from the last carers strategy, we have commissioned the services of 3 Rapid Responders to offer agile and responsive support for activated '*What If*' plans. As a result, we can report that **610** emergency plans were registered with Caring Together during 2021/22 and that **102** '*What If*' plans were activated. This is a free service funded by Cambridgeshire County Council and Peterborough City Council, to look after adults with care needs during an emergency involving their Carer. This is done by getting in touch with nominated contacts, with back-up support available, if essential. [Emergency care planning | Caring Together](#)<sup>11</sup>

## 7. Young Carers are supported when moving into adulthood

We commissioned Centre 33 to provide young adult carers aged 16 to 25 with a transition service. Young carers tell us it can be difficult to navigate moving to adult services.

We know that young adult carers often do not engage with adult service professionals. Centre 33 are piloting this young adult carers project from the 1<sup>st</sup> June 2023 and will report their initial findings in June 2024 with a full evaluation in 2025.

### Emergency planning



Because carers need to have the comfort of knowing who will be there when they can't be to stop an emergency becoming a crisis.

- **610 emergency plans registered in 2021/22.**
- **102 'What If?' Plans were activated.**

<sup>11</sup> Caring Together (2023). Emergency care planning. Retrieved from <https://www.caringtogether.org/support-for-carers/adult-carers/emergency-planning/> on 13/05/23



**V5 DRAFT**

This transition service focuses on empowering young adult carers navigate access adult carer support services provided by Caring Together and Making Space. It will help young caring adults consider their options in relation to education, training, and employment.



### **8. Carers have access to advocacy when you need it**

Independent Care Act advocates support you to understand your rights under the Care Act and to be fully involved in decisions about any care and support that you need. This includes local authority assessments, care reviews, care and support planning and safeguarding processes.

We have commissioned the services of Voiceability to support our local Carers. Via Voiceability, **advocacy is free** independent support to involve you in decisions about your health, care, and wellbeing. An advocate is an independent professional who is on your side. Who will support you to have your say and will know your rights. Advocates don't work for the council, the NHS, or care providers.

---

*[Carer Voice]*

*In January 2023 Voiceability issued a satisfaction survey. In response to the question "Did your advocate make you feel more confident to speak up for yourself in the future?" 80% of service users who responded reported yes to this question.*

---

Alongside this there will be support and guidance to empower you with greater self-determination and self-advocacy wherever appropriate. This will be achieved by helping you develop your own independent support systems including self-advocacy to assist you towards improved independence and social inclusion.

Voiceability are committed towards increased self-advocacy and facilitating community advocacy delivering greater independence through a range of community development approaches that will ultimately help to prevent your needs from escalating.

## 9. Carers have a voice in how services are designed and developed

We seek to engage with you and welcome your input; as such we established an Experts by Experience group to be regularly involved in the development of this strategy. We also drew on learning from the 'Speak Out' platform that was part of our commissioned services from Caring Together.

We have commissioned Healthwatch to organise and develop five Partnership Boards in Cambridgeshire and Peterborough. Each board's role is to support and improve care for people who use health and adult social care services. They do this by including some of the people who use these services in their design, delivery, and evaluation. Social care includes providing social work, personal care, protection or social support services to children or adults in need or at risk, or adults in need due to illness, disability, old age, or poverty.

---

### *[Carer Voice]*

*Carer Voice is hugely important to us and to the effectiveness of services, throughout this strategy you will see 'Carer voice' highlighted to indicate key elements of co-production and collaboration with Carers.*

---

Each Partnership Board is made up of:

- Service user representatives - called Independent Members
- Voluntary sector service providers
- Statutory services such as health and social care

The aim is for half of the members on each board and its Chair to be health and/or adult social care service users.

One of these is the Carers Partnership Board<sup>12</sup> which meets every two months. The role of the Carers Partnership Board is to act as a critical friend. Assisting in the development, co-ordination and monitoring of services and support delivered to Carers across Cambridgeshire and Peterborough.

Overall, from the Survey of Adult Carers 2021-22, you have told us that you feel consulted about the care and support of the cared for person, although there was a 3.4% increase in Peterborough and 2.2% increase in Cambridgeshire in those reporting that you never felt consulted.

---

<sup>12</sup> CCC (2023). Adult social care forum and partnership boards. Retrieved from <https://www.cambridgeshire.gov.uk/residents/adults/adults-services-strategies-and-policies/adult-social-care-forum-and-partnership-boards> on 13/05/23

**V5 DRAFT**

Question 18 of the Survey of Adult Carers 2021-22: *In the last 12 months, do you feel you have involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person?*

	Cambridgeshire	Peterborough
There have been no discussions that I am aware of in the last 12 months	21.7% (Decrease)	26.3% (Decrease)
I always felt involved or consulted	33.2% (Increase)	24.4% (Decrease)
I usually felt involved or consulted	23.7% (Increase)	19.9% (Increase)
I sometimes felt involved or consulted	15.4% (Increase)	22.4% (Increase)
I never felt involved or consulted	5.9% (Increase)	7.1% (Increase)

## Young Carers

The 2021 Census indicated that nationally 120,000 under 18s have caring responsibilities as Young Carers, 1,825 of whom live in Cambridgeshire and Peterborough. Young Carers provide support which includes practical tasks like cooking, physical care such as helping someone out of bed, and emotional support. Whilst most Young Carers provide under 20 hours of care each week some provide significantly more. These caring responsibilities can have positive impacts for some Young Carers but will often negatively impact their education, employment opportunities, and friendships. Our aim is to support Young Carers to have the same opportunities as their peers through removing the negative impacts and enhancing the positive aspects of their caring responsibilities.

Young carers are defined by Section 96 of the Children and Families Act 2014<sup>13</sup> as “a person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work).”

Young Carers have the same rights and should have access to the same opportunities as all, enjoying healthy and positive childhoods. You should be able to learn, achieve and develop friendships in the same way as other children and young people.

### Types of Caring

The experience of organisations working with Young Carers suggests that as a group you are most likely to primarily be caring for one or both of your parents (59%), most commonly your mother, followed by your siblings (36.5%), We know that 21.5% of Young Carers in Cambridgeshire and Peterborough currently care for more

“ A Young Carer is someone who might have someone in their family that is ill, maybe with a disability or mental Health problem, and a Young Carer supports that adult or a sibling ”

<sup>13</sup> Children and Families Act (2014). <https://www.legislation.gov.uk/ukpga/2014/6/section/96/enacted>

**V5 DRAFT**

than 1 person, with more than half (54.6%) of all you who access the support service caring for someone with multiple conditions.

In the period August 2021 – July 2022, 838 Young Carers received a Young Carers Needs Assessment in Cambridgeshire and Peterborough. Of these, 28% fell into the high need tier, 40% in the mid-need tier and 32% in the low need tier.

### Impact of Caring on Young Carers

Young Carers as a specific group may experience significant long-term effects on your physical and mental health, wellbeing, and/or education as a result of your caring role. Data from the **2021 Health Related Behaviour Survey in Cambridgeshire** tells us that Young Carers were more likely to have tried smoking and drugs; more likely to have drunk alcohol in the last seven days; more likely to be sexually active; were more likely to have experienced bullying; and more likely to report low levels of resilience.

*“ I don't tell [my friends] because I feel like some people are going to start bullying me at school. One of my friends [also a Young Carer] spoke to people and then he got bullied.”*

The Childrens Society<sup>14</sup> state young Carers are more likely to have lower attendance and attainment at GCSE level, equivalent to nine grades lower than their peers. Further the Carers Assessment<sup>15</sup> suggests you are also more likely to go on to be ‘not in education, employment or training’ (NEET) when you become young adults. Those of you that do go on to higher education or work may have difficulties in juggling these aspects of their lives with their caring role as a Young Adult Carer.

<sup>14</sup> The Childrens Society (2018). Young Carers and School. Retrieved from <https://www.childrensociety.org.uk/sites/default/files/2020-10/young-carers-and-school.pdf> on 13/05/23

<sup>15</sup> Cambridgeshire

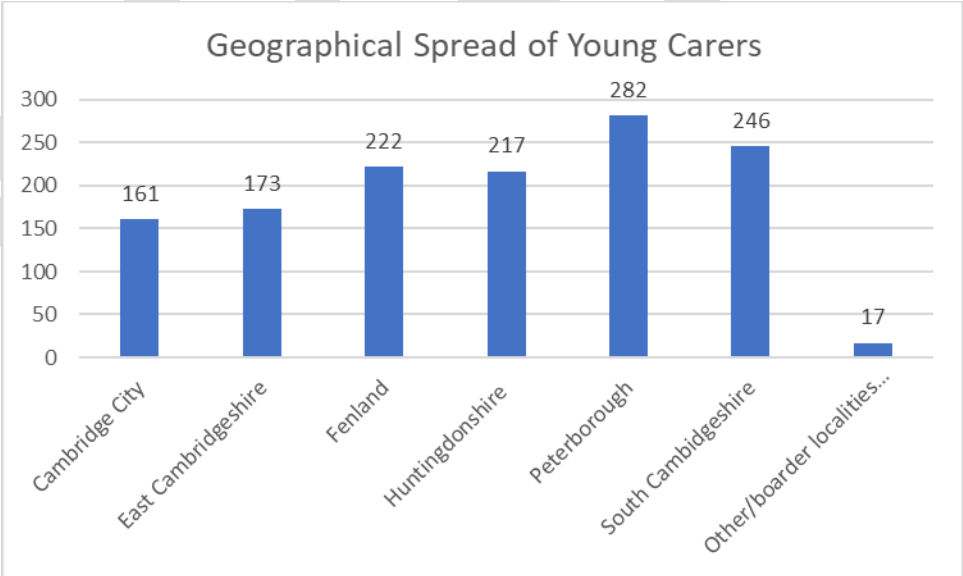
Joint Strategic Needs Assessment (2014). Carers 2014. Retrieved from <https://cambridgeshireinsight.org.uk/wp-content/uploads/2017/08/Carers-JSNA-2014.pdf> on 13/05/23



**Identification and Support for Young Carers**

In year 2 of the current Young Carers support contract (August 2021 – July 2022) there were 620 referrals into the service with a total of 1,318 Young Carers receiving support. 58% of you have been female with 42% male.

Peterborough has the largest number of you being supported, which is expected due to the higher population in this area.



**The Young Carers Voice**

The voice of Young Carers has been captured in a series of videos created by Centre 33 (below). These videos powerfully highlight the lived experiences of Young Carers in Cambridgeshire and

**V5 DRAFT**

Peterborough focusing on their experiences as Young Carers, what it feels like to be a Young Carer and what it means to them. This includes experiences with professionals, both generally and within the Young Carers Support Service, and their views on how our support could be further improved. We are grateful to each Young Carer who was willing to share with us.

**Primary Aged**

Part 1



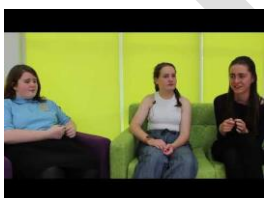
Part 2



Part 3

**Secondary Aged**

Part 1



Part 2



Part 3

**Parent Carers**

The Children and Families Act 2014 defines parent carers as “aged 18 or over who provides or intends to provide care for a disabled or a physically or mentally ill child for whom the person has parental responsibility.” They carry out, often on a regular basis, significant or substantial caring tasks which are more than parents would usually expect to do for a similar aged child without additional needs.

The Act sets out the entitlement to an assessment as follows: ‘A local authority in England must, if the conditions in subsections (3) and (4) are met, **assess whether a parent carer within their area has needs for support** and, if so, what those needs are.

The criteria set out in subsections 3 and 4 are essential in understanding this entitlement:

**V5 DRAFT**

*“The Local Authority either receive a request from a parent carer for assessment, or that the Local Authority believes the parent carer to have needs for support*

**And**

*‘The Local Authority are satisfied that the disabled child cared for and the disabled child’s family are persons for whom **they may provide or arrange for the provision of services under Section 17**”*

We currently offer parent carers an assessment where appropriate and in line with this guidance.

We are committed to ensuring that there is consistency of provision for Parent Carers across Cambridgeshire and Peterborough. To this end we have developed a strategic intention with a focus on reaching and identifying Parent Carers.

## Recommendations

In 2021, Caring Together commissioned Charity Fundraising Ltd (CF Ltd) to undertake an external evaluation of its local authority-funded work as part of the All-Age Carers Service (also comprising Making Space, who support carers of adults with mental health problems, and Centre 33, who support young carers).

Priority recommendations for the remainder of the contract are as follows:

### **Raising Awareness**

Giving you a greater awareness of existing support hubs and events, strengthening community links, and decreasing vulnerability and demand on ad hoc services.

### **Rural Opportunities**

Sustainable links for those of you who live rurally, provide ongoing peer support and reducing pressures on psychological support services.

### **Short Breaks for Carers**

Facilitation of trips/visits/short respite breaks for you to support a reduced breakdown of care at home and enable you to access your own appointments and responsibilities thus promoting your own health and wellbeing and reducing any of your emergency support requirements.

### **Training and Learning Opportunities**

Supporting you with identifying and accessing any available training and learning opportunities, raising your awareness, and increasing your self-confidence.

### **Reach, Intersectionality, and Inclusion**

Increase community presence and utilise opportunities for multi-disciplinary working to engage with and support any Carers from under-represented groups.

**V5 DRAFT****Volunteering Opportunities**

Increased volunteering opportunities across the region with a view to improving provision capacity, self-confidence, and pathways into employment.

**Parent Carers**

Partnership building to provide balanced support and mirroring established pathways to ensure consistency across Carer groups.

**Monitoring and Evaluation**

Methods of data capture, monitoring and evaluation that offer reliable and adaptable reporting options.

[\[Full page infographic showing all available services?\]](#)

**Next Steps and Delivery Plans**


---

*[Carer Voice]*

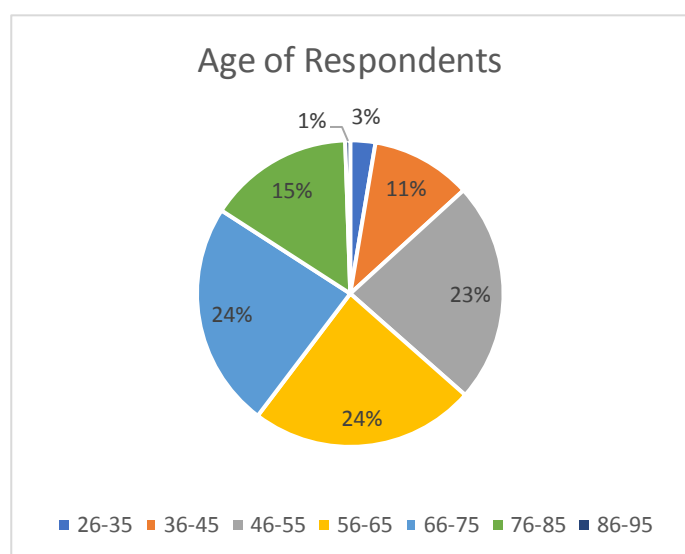
*In 2022 a Carers Experts by Experience panel was brought together to inform and guide the development of a systemwide Carers Strategy.*

---

**10. Experts by Experience Summary**

In 2022 a Carers Experts by Experience panel was brought together to inform and guide the development of a systemwide Carers Strategy. Some members of the panel also attended the Carers Strategy Task and Finish Group where they contributed valuable steer and challenge. We are incredibly grateful to all who have given their time to contribute to the groups and Experts by Experience Virtual Workshops. In the first workshop, a discussion was had around what is important to the Carer population and how best we could gather your views. The Experts then brainstormed some survey question ideas which were then widely distributed amongst the wider Carer population, staff, and provider networks including the Carers Partnership Board, Think Communities, staff/provider newsletters, and social media).





*The 'Experts by Experience' Carers' survey disseminated by Charity Fundraising Ltd in August 2022 had 178 responses. No responses were received from Carers aged 25 and under (and data does not necessarily cover the experiences or views of young adult Carers) or over the age of 95 (with 1 response from a Carer aged 86+).*

The Experts by Experience panel came together for a second workshop to begin to discuss the NICE Guidelines for Supporting Adult Carers. Following this a prioritisation form was created and distributed through the Carers Partnership Board plus stakeholder networks to identify three priority areas from the NICE guidelines for Supporting Adult Carers to focus on as we continued to develop this systemwide All Age Carers Strategy. In February 2023, two further surveys were shared, one via a staff practitioner network and one via Caring Together.

*[Practitioner Voice]*

*A further survey was shared via staff practitioners in February 2023 to gather views from staff who work with Carers – this also helped to re-affirm prioritisation of the NICE guidelines for supporting Adult Carers, and also allowed us to gain valuable feedback from those at the heart of care.*

## National Institute for Health and Care Excellence (NICE) Guidance

Underpinning the strategy are some key guidelines known as NICE guidance and these guidelines should be read together with the Care and support statutory guidance<sup>16</sup> under the Care Act 2014 and the Children and Families Act 2014.

Based on feedback that we gathered via a series of online surveys collating your views as carer and also practitioners, the top 3 priorities voted for are in bold below:

### Recommendations from the NICE guidance<sup>17</sup> for Carers:

<sup>16</sup> DHSC (2023). Care and support statutory guidance. Retrieved from <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance> on 13/05/23

<sup>17</sup> NICE guidance (2010). Supporting adult carers, Recommendations Retrieved from <https://www.nice.org.uk/guidance/ng150/chapter/Recommendations> on 13/05/23

- **Information and support for carers: overarching principles**
- **Identifying carers**
- **Psychological and emotional support for carers**
- Assessing carers' needs
- Helping carers stay in, enter, or return to work, education, and training
- Social and community support for carers
- Training to provide care and support
- Support during changes to the caring role
- Support for carers during end-of-life care and after the person dies

### **Our approach going forward – Strategic Intentions**

We have set out above a summary of what carers have told us, information about our local carer population and a review of our work since the last strategy refresh. We will continue to prioritise support for carers and have set out below how we intend to continue to improve how we do that over the next three years. These intentions will be developed into detailed actions plans following publication of this strategy.

**Strategic Intention 1a:** Reaching and Identifying Young Carers

Why this is important	Actions
<p>Young Carers say that they often start caring from a very young age and do not realise that they are doing anything different to their peers until much later.</p> <p>Young Carers say that they would like to be identified as Young Carers as early as possible, believing that during Primary School is usually the best time.</p>	<p>Workshops and forums, incorporating representatives from local Carer support organisations.</p> <p>To ensure those conducting assessments are able to capture the needs and desired outcomes of parent Carers as well as the child/young person</p> <p>Assessments to not just be an end in itself but to lead on to relevant support</p> <p>Evidence whether Early Help Assessment (EHA) is the most accessible method for working with parent Carers to complete whole family assessments</p> <p>Additional training to ensure that once families have an EHA, if appropriate, you will be linked in with the 0-25 disability team</p> <p>Support development and expansion of Young Carer Champions in schools.</p> <p>All teachers in school to have more understanding of Young carer issues.</p> <p>Tackle bullying of Young carers</p> <p>A range of support options, both universal and targeted, to enable Young Carers to enjoy their childhood, achieve their potential and transition to adulthood.</p>

**Strategic Intention 1b:** Reaching and Identifying Parent Carers

Why this is important	Actions
<p>We know from listening to you that some parent Carers have found the route of obtaining an assessment to be unclear</p> <p>To meet Care Act duties to support Parent Carers with a whole family approach</p> <p>We also identified that some Parent Carers may not realise that they could be entitled to support from the 0-25 disability team</p>	<p>We will work regularly with the Parent Carers Forums (Family Voice and Pinpoint) to find opportunities for Parent Carers to engage and have their voices heard.</p> <p>We will work regularly with Carers Support providers to find opportunities for Parent Carers to engage and have their voices heard.</p> <p>To ensure those conducting assessments are able to capture the needs and desired outcomes of parent Carers as well as the child/young person</p> <p>Assessments to not just be an end in itself but to lead on to relevant support</p> <p>Evidence whether Early Help Assessment (EHA) is the most accessible method for working with parent Carers to complete whole family assessments</p> <p>Parent Carers who already have an EHA should be invited to attend regular Team Around the Family (TAF) meetings, where you can discuss your needs within a supportive, experienced, and understanding environment</p> <p>Additional training to ensure that once families have an EHA, if appropriate, you will be linked in with the 0-25 disability team</p> <p>Support development and expansion of Young Carer Champions in schools.</p> <p>All teachers in school to have more understanding of Young carer issues.</p>

	<p>Tackle bullying of Young carers</p> <p>A range of support options, both universal and targeted, to enable Young Carers to enjoy their childhood, achieve their potential and transition to adulthood.</p>
--	--

**Strategic intention 2: Young Carers are supported when moving into adulthood**

Why this is important	Actions
<p>Promotes a smoother transition for you as a Young Carer and the person you are caring for</p> <p>To ensure that you have choices regarding the next stage(s) of your life, enabling you to move on to further education or employment</p> <p>To meet Care Act duties to provide you with a transitions assessment</p>	<p>Young Carers assessments to particularly focus on your needs between 16 and 18 to ensure key transition points are successfully negotiated and delivered</p> <p>Ensure Multidimensional Assessment of Caring Activities (MACA) and Positive and Negative Outcome of Caring (PANOC) assessments are completed to gain a fuller understanding of the needs of the you and your family</p> <p>Engage with you early to build up relationships so services can work with you during transitions which is a crucial time as a Young Carers</p> <p>Improved communication with schools and educational establishments</p>

**Strategic Intention 3: Supporting Carers at risk of domestic abuse**

Why this is important	Actions
<p>While caring for a friend or relative is by nature an act of care and support, it can unfortunately sometimes lead to either the Carer or cared for person being at risk of abuse.</p> <p>The Home Office (March 2022) state that in 8% of the Domestic Homicide Reviews analysed, the victims were carers and in just over half of these, the perpetrator was the person being cared for. None of these carers had had a carer’s assessment.</p> <p>Abuse within the caring situation can include:</p> <ul style="list-style-type: none"> <li>• Domestic abuse<sup>18</sup> – be that emotional or physical in the relationship between a parent and child, or a partner or someone you live with</li> <li>• Financial abuse<sup>19</sup> – the mistreatment of someone in terms of their money or assets, such as their property</li> </ul> <p>No one should feel forced to be a Carer, there is a choice regarding being a Carer and we do not assume family members will automatically take on this role.</p>	<p>A focus on prevention by encouraging a Carers assessment which focuses on the ‘whole family’ rather than solely on the cared for person and their needs and facilitating the professional conducting the assessment identifying any risk of abuse</p> <p>Build into the review processes of the cared for person and the promotion of support services available to you.</p> <p>Promotion of information available through different methods such as social media, GP Gateway (Primary care) and Carers meetings/events</p>

56

<sup>18</sup> NHS (2023). Getting help for domestic violence and abuse. Retrieved from <https://www.nhs.uk/live-well/getting-help-for-domestic-violence/> on 13/05/23

<sup>19</sup> Age UK (2023). Financial abuse. Retrieved from <https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/protection-from-abuse/financial-abuse/> on 13/05/23

**Strategic Intention 4: Supporting the emotional and psychological wellbeing of carers**

Why this is important	Actions
<p>To meet Care Act duties to promote wellbeing for all Carers</p> <p>We understand that Carers are more likely to have a long-term condition, disability, or illness (63% as opposed to 51% of non-carers) - 2019 GP Patient Survey. Carers Week research found that:</p> <ul style="list-style-type: none"> <li>○ 72% had suffered mental ill health as a result of caring (2018)</li> <li>○ 61% had suffered physical ill health as a result of caring (2018)</li> <li>○ Carers are 7 times more likely to say you're lonely vs the general population (2019)</li> </ul> <p>Young carers mental health is considered and supported appropriately by all professionals working with the family.</p>	<p>Make promoting wellbeing a key focus</p> <p>Ensure commissioned provisions can provide emotional and psychological support for you</p> <p>Populate our webpages with relevant information and links</p> <p>Create a regular newsletter with positive messaging along with updates and reminders for services that promote and support wellbeing</p>

**Strategic Intention 5: Joint working across health and social care for *all* Carers**

Why this is important	Actions
<p>You have told us that you don't feel your knowledge and experience is valued by professionals</p> <p>You have also told us that it takes a long time to get a response from professionals, including results of Carer assessments and Direct Payments</p> <p>The Young Carer population currently do not feel heard or valued by adults working with their cared for</p> <p>Potential to pool budgets to ensure appropriate service are commissioned</p> <p>Avoids the duplication of services</p> <p>Streamlined services for smooth transitions across pathways of support and care</p> <p>Addresses Carers elements from relevant strategies and legislation</p> <p>Young carers have their voice heard and are involved in coproducing policies and the support services that they access</p> <p>You say you often struggle to understand the respective roles and responsibilities of health and social care</p>	<p>Focus on a 'no wrong door' approach. You should not have to repeat your information when liaising with different professionals</p> <p>Clear action plans for all the different Carers groups</p> <p>Intent to enter a Memorandum of Understanding with the relevant organisations</p> <p>Recommissioning of All Age Carers Service</p> <p>Undertake a practice review of the model of Carers assessments and conversations undertaken by the council, including whether there is more need for formalised support and direct payments for carers.</p> <p>Clarify when a Carers assessment is needed</p> <p>Explore improved ways to keep in contact</p> <p>Improve joint working between Cambridgeshire County Council, the CCG, CPFT, Peterborough City Council, Peterborough City Hospital, Addenbrookes and Hinchingbrooke e.g., through a Forum for strategic leads and an agreed working structure</p>



**Strategic intention 6: Ensuring easy access to information**

Why this is important	Actions
<p>You tell us you do not know where to go to find information for yourselves, or where you find it is not in a form that is easily understood</p> <p>Empower you and increase your self-confidence by enabling you to increase your knowledge of your rights, and what is available to you</p> <p>To meet Care Act duties to provide all Carers with universal access to good quality information</p> <p>You tell us that you would like more regular contact, using a range of communication methods</p>	<p>To clearly define the existing support offered</p> <p>Make all information more accessible</p> <p>To create a visual diagram which is then available as part of the Carers support information and on the Local Offer. This might include an overview of our commissioned services and key providers</p> <p>Update the Council webpages, including FAQ, in line with relevant guidance</p> <p>Social media campaign to publicise awareness of a ‘one stop shop’ for the information</p> <p>Ensure that our Care Act duties, approach, and what triggers an assessment and carers conversations are easy to find and understand for Carers</p> <p>Regular streamlined communications to providers to increase information circulation</p>

**V5 DRAFT****Future Strategic Intentions**

These intentions are not exhaustive and representative of all the support you as a carer will receive over the duration of the Strategy. You will continue to receive support through various avenues. We will also continually evaluate ways we can improve the support across the county. The following examples are improvements we have identified already with a view to improve.

- Improve the update of the Health You Programme – A programme which looks to improve your health and wellbeing of those of you who care for those with a long term illness or dementia. It provides one to one support to help reduce stress and improve your physical health.
- Improve the support offered to carers who are currently not employed
- Increase the number of assessments or conversations. Which achieve results you feel are beneficial
- The achievement of sustainable lives in employment

**V5 DRAFT****How we will implement this strategy**

Further work will be undertaken following the production of this strategy to ensure that Carers and partner organisations work together to formulate a clear action plan for all groups of Carers. This will enable the system to deliver and improve your support and satisfaction by addressing the needs identified against each of the Strategic intentions in section 8 of this strategy. We will agree the action plan within 4 months of the strategy being approved.

The plan will break down the actions for the different Carers groups, to ensure each group's needs are addressed.

We will publish the action plan(s), with clear timescales for implementation, through a variety of media channels including on-line, all partner organisations and the Carer's Partnership Boards. We will report progress to appropriate forums, both internally to senior management teams in Cambridgeshire County Council, Peterborough City Council, Integrated Care Board and externally through the channels mentioned above.



## V5 DRAFT

## Case Studies

<p><b>Who are the Carers:</b> A couple, David, and Catherine.  <b>Who is being cared for:</b> Family member (Aunt)  <b>Reason for care:</b> Dementia  <b>Which support service:</b> Caring Together – Caring First Steps Workshop</p>	
<p>David and Catherine attended our Caring First Steps workshop and also signed up to attend Caring My Steps also. They will be invited to our Peterborough Carers Christmas ‘meet up’ and have the contact details for our Specialist Helpline in case they need further support.</p> <p>Catherine and her husband David are caring for their Aunt who was recently diagnosed with dementia.</p> <p>One of our Carer advisors attends the Dementia Resource Centre, on a monthly basis, where she met with Catherine and David for the first time.</p> <p>They had been referred by their GP to meet with the Alzheimer’s Society and with ourselves. During the one to one meeting, together with our advisor, they discussed Lasting Power of Attorney, mental capacity, and signposting for Attendance Allowance for their Aunt. Both Catherine and David are working Carers and their rights and entitlements were discussed, including how they can approach discussing their caring role with their employers. They set up a What If plan and signed up for our Inside News e-bulletin.</p> <p>Our advisor then followed up with some further signposting and information over email where she also invited David and Catherine to join our Caring First Steps workshop.</p>	<p>Catherine said:</p> <p>“I cannot believe almost a week has gone past since we saw you at the Dementia Resource Centre in Peterborough, it was really great to meet you.</p> <p>Thank you so much for your follow-up email as well as your time, support and guidance which is really appreciated in these early days after our Auntie’s Alzheimer’s diagnosis.</p> <p>The amount of help on offer for patients with dementia and in particular their Carers is absolutely amazing, and we will be sure to embrace all the assistance and support we can get.</p> <p>After we saw you on Wednesday, we went over to speak to Home Instead about the support they can offer, which we think we will now explore thanks to the information you gave us.</p> <p>We will also look into the technology you told us about that might help.</p> <p>Thank you also for sending through the link to the Carers workshop taking place, I have signed us up and really look forward to attending.</p> <p>We are planning to make full use of all the activities and support on offer, not only for Auntie but for ourselves too as we have found the staff to be amazing and such a great support.</p> <p>There is such an overwhelming amount of information to take onboard, especially as we both are working and caring full-time too, but it is all positive, so we are embracing all of it.</p> <p>We thank you again Arda, for steering us in the right direction to enable us to get the support we need to enable Auntie to get the best care possible going forward.</p>

	<p>We will see you at the workshop and in the meantime, sending best wishes from here.”</p>
<p><b>Which support service:</b> Caring Together – Caring First Steps Workshop. You can find out more by visiting their website <a href="https://www.caringtogether.org/events/adult-Carers-caring-first-steps/">https://www.caringtogether.org/events/adult-Carers-caring-first-steps/</a></p>	

<p><b>Who is the Carer:</b> Sharon  <b>Who is being cared for:</b> Family members (Husband and Daughter)  <b>Reason for care:</b> Stroke and mental health  <b>Additional information:</b> Carer is suffering with anxiety  <b>Which support service:</b> Caring Together – Caring First Steps Workshop</p>	
<p>Sharon recently attended our Shelford hub – this was our first Shelford hub in person since before Covid times and Sharon stated that this was her first independent outing in over 10 years.</p> <p>“It was big step for me to come to a group the other day. I was very nervous, but you all made me feel so welcome and relaxed and it was a relief to be around such kind caring people. I left there feeling relaxed and happy”</p> <p>Sharon cares for her husband who is a stroke survivor; she also supports her daughter who has mental health difficulties.</p> <p>During Sharon’s visit to our hub, we had an in-depth conversation about her caring role. Sharon explained that her caring role has impacted her mental wellbeing greatly. We explored the areas of concern for Sharon and how we could minimise the impact on her mental health and wellbeing. We outlined the support from Making Space available (in light of her additional caring role for her daughter) and from the Stroke Association (in light of her husband’s condition). We have arranged for a What If plan to be set up for Sharon to give her peace of mind.</p>	<p>Sharon said:</p> <p>“Thanks for our lovely chat and for giving me time and for listening. Also, thanks for sending me the links. I’ve had a look and would love to do the art therapy, but I don’t think I can stretch to it. But thanks for thinking of me. Maybe there’s one when I wouldn’t have to pay?”</p> <p>We suggested to Sharon that she could apply for a bursary to fund her classes. Sharon has now applied for a bursary through our Carer Choices fund and is in the process of applying for a course.</p> <p>“I feel hopeful again and not so alone”</p>

**V5 DRAFT**

Sharon stated that the hub gave her hope that she needn't feel so alone in caring and has joined our hub to attend every fortnight.

When asked what Sharon herself thinks might improve her mental health and wellbeing, she identified that a local art class would be beneficial. Art is something she very much enjoys but feels since she hasn't been prioritising herself for a long time, she hasn't found any time or space to engage in anything like this.

Following the conversation, our Carer Advisor conducted a local search for art & craft classes in her area. Links were sent to Sharon, but Sharon felt that these courses were not within her budget.

Carers hubs are supported by the National Lottery Community Fund and supported by Carers Trust with funding from the Government's Community Match Challenge charity package **#CommunitiesCan**

**V5 DRAFT****SECTIONS THAT COULD BE USED ON WEB PAGES INSTEAD OF IN THIS DOCUMENT****NB: ALSO NEED AN EASY READ VERSION****Information from Caring Together**

**A key priority for us is to make sure that all Carers can easily access information, advice, guidance, and support.**

Caring Together<sup>20</sup> supports Carers of all ages across Cambridgeshire. They provide:

- Support in case of an unplanned event or emergency where you are unable to look after the person you care for
- Information and advice – helping you understand your rights as a Carer and the local and national support available
- Groups, events, and workshops – both face-to-face and online
- Help if you are feeling overwhelmed or need support to attend your own medical appointments
- A regular magazine and email newsletter with local news and information for Carers
- Homecare

**Avoiding Carer Burnout**

We appreciate that some of these case studies can highlight the difficulties and stresses faced daily by unpaid caregivers. There are lots of resources available, some of which are highlighted on the Councils websites:

- (Cambridgeshire County Council) [Looking after someone - support for Carers - Cambridgeshire County Council](#)<sup>21</sup>
- (Peterborough City Council) [Caring for someone in Peterborough \(Adults\) | Peterborough Information Network](#)<sup>22</sup>

For those wanting to read more, this case study also includes some tips and suggestions for avoiding Carer burnout [Healing and recovery after a caring crisis \(mobiliseonline.co.uk\)](#)<sup>23</sup>

**How we support Carers in Cambridgeshire and Peterborough**

Our vision for the future builds on the good work of previous strategies in Cambridgeshire and Peterborough; and the excellent support mechanisms including commissioned services and pathways that already exist.

<sup>20</sup> Care Together (2023). <https://www.caringtogether.org/>

<sup>21</sup> CCC (2023). Looking after someone - support for Carers. Retrieved from <https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone> on 13/05/23

<sup>22</sup> PCC (2023). Caring for someone in Peterborough (Adults). Retrieved from <https://fis.peterborough.gov.uk/kb5/peterborough/directory/adult.page?adultchannel=8> on 13/05/23

<sup>23</sup> Mobilise (2023). Healing and Recovery after a caring crisis. Retrieved from <https://www.mobiliseonline.co.uk/post/healing-and-recovery-after-a-caring-crisis> on 13/05/23

**V5 DRAFT**

The current provision includes services provided by:

- Age UK
- Alzheimer's Society
- British Red Cross
- Cambs Deaf Association
- Camsight
- Care Network
- Caring Together
- Centre 33
- Dementia Carers Support Service
- Family Voice Peterborough
- Healthwatch
- iCARE
- Making Space
- Mobilise
- PinPoint Cambridgeshire
- Rethink Carer Support
- Voiceability

It is fully appreciated that Carers, those with lived experience, are the experts and all Carers can be involved in shaping local services through Carers Partnership Boards, Patient Participation Groups and events run specifically for Carers. There are also training opportunities and Carers Ambassadors are available for support and mediation.

#### Why is a Carers Assessment Needed?

**This is still not clear. Carers still ask "when is a carers assessment needed?" and I still cannot give a satisfactory answer.**

A Carers assessment is for you. It is free of charge and although there is no legal requirement for you to have one, it is for your benefit and if you care for someone, **you have a legal right to have your caring needs assessed**. A Carer's assessment should look at all your needs. This includes the things you would like to be able to do in your daily life. It will ask how you're coping with caring and how it affects your physical and mental health, work, free time, and relationships.

A Carer's assessment is different from a needs assessment, which is for **the person you are caring for**. You can have you both done at the same time if you want.

It is important for Carers to know that you can undergo a Carer assessment for the purpose of their own wellbeing without having to disclose their finances.

Your Carer's assessment may indicate that your caring role is having an impact on your wellbeing and preventing you from meeting some of your own needs. This will be discussed with you along with the options available to you, including any support identified to meet your needs, and you will receive a Carer's support plan. We will tell you about other sources of support.



**V5 DRAFT**

To re-cap, the Carers assessment is so that we can support you if we need to, it will not:

- assess the quality of the care that you provide
- include a financial assessment
- assess the needs of the person you care for, unless you request a care needs assessment at the same time

**Parent Carer Support**

If you are a parent Carer you can find lots of useful information on our [Support, advice and information for parent Carers and Carers - Cambridgeshire County Council](#) page. If you are caring for someone aged 18-65 with mental health issues in Cambridgeshire or Peterborough **Making Space** are able to provide you with support. Those of you who are Young Carers can be supported by **Centre 33**.

**How do I get a Carers Assessment?**

For **adult and young adult Carers** assessments or any queries about Carers assessments

- **Cambridgeshire:** [Carers assessments - Cambridgeshire County Council](#)
- **Peterborough:** [Caring for someone in Peterborough \(Adults\) | Peterborough Information Network](#)

Centre 33 provide **young Carers assessments** to young Carers aged under 18 in Cambridgeshire and Peterborough – visit [centre33.org.uk/help/caring/](http://centre33.org.uk/help/caring/) or email [youngCarers@centre33.org.uk](mailto:youngCarers@centre33.org.uk) for more information.

**Carers Assessment Tool**

This strategy will ensure that there is consistency across the areas for Carers assessments. The assessment will be proportionate to the needs of the Carers to avoid any delays in accessing the right support.

As a system, our aspiration is to embed the assessment tool in GP Practices, Primary care, and Acute care settings, as these services normally act as a first point of call for Carers and their families.

Moving forward, the strategy will ensure that Carers remain at the heart of the services, so that you are the focal point for all intentions.

**Supporting Carers at Risk of Abuse**

While caring for a friend or relative is by nature an act of care and support, it can unfortunately sometimes lead to either the Carer or cared for person being at risk of abuse.

**Factors to consider in relation to abuse:**

- Domestic abuse – be that emotional or physical in the relationship between a parent and child, or a partner or someone you live with

**V5 DRAFT**

- Financial abuse – the mistreatment of someone in terms of their money or assets, such as their property
- The risk of abuse can increase when Carer is isolated
- There may be unrealistic expectations by cared for person on the Carer meaning that the cared for person does not treat the Carer with respect and uses emotional strategies to control you
- The cared for person may reject outside help from other family members and will not engage with any attempts to provide formal help.
- The Carer may not have an independent source of income; meaning that their income relies on you remaining a Carer
- Is there an imbalance of power with regards to finances and accommodation
- Does the Carer or cared for person have a history of substance abuse
- Does the Carer or cared for person have a history of domestic violence

No one should feel forced to be a Carer, there is a choice regarding being a Carer and we do not assume family members will automatically take on this role.

To form an effective caring relationship with the appropriate support and safeguards in place for all concerned, a Carers assessment should focus on the 'whole family' rather than solely on the patient and their needs.

#### **Support for those who are concerned about domestic abuse:**

If you have a concern, suspicion, or allegation that an adult is being subjected to harm, abuse or neglect you should contact:

#### **Non-urgent referrals**

*For people who live in **Cambridgeshire**:*

- Tel: [0345 045 5202](tel:03450455202) (hold for adult social services)
- Out of hours: [01733 234724](tel:01733234724)
- Email: [Cambridgeshire Referral Centre](mailto:CambridgeshireReferralCentre)
- [Referral Form](#)
- Website: [Cambridgeshire Adult Safeguarding](http://CambridgeshireAdultSafeguarding)

*For people who live in **Peterborough**:*

- Tel: [01733 747474](tel:01733747474) (option 1 for adult social services)
- Out of hours: [01733 234724](tel:01733234724)
- Email: [adultsocialcare@peterborough.gov.uk](mailto:adultsocialcare@peterborough.gov.uk)
- [Referral Form](#)
- Website: [Peterborough Adult Safeguarding](http://PeterboroughAdultSafeguarding)

#### **Urgent referrals**

If you are worried that someone is in immediate danger, or you think a crime has taken place, you may call the Police on 101 for non-emergencies or 999 in an emergency.