

OUR COMMITMENT TO CARERS 2019-20



Introduction and foreword by John Biggs, Mayor of Tower Hamlets, Cllr Amina Ali, Cabinet Member for Health, Adults and Wellbeing, and Amy Gibbs, chair of Tower Hamlets Together.

As a carer you make an immense contribution to health and social care and to the Tower Hamlets' community. The hours that you give up selflessly while caring for a loved one is valued and our commitment to carers demonstrates how we will support carers in their caring role and how we will improve our own services in social care, GP practices, hospitals etc. Our priority is that carers are better identified and recognised and receive support early on rather than at crisis point.

The time and commitment you give to a loved one, who depends on you, be it family, a friend or neighbour is invaluable. We know caring can feel overwhelming and your own health and well-being may be affected, therefore in Tower Hamlets health and social care we have committed to making carers everyone's business.

Our commitment to carers details what we will be doing until June 2020 and is closely linked to the Carers Dignity Charter and the National Carers Action Plan 2018-20. We have reflected on the journey we have been on since 2017 by looking at what we said we would do, what we have done and what we will do till June 2020 that improves services for carers.

We want to help those currently caring to self-identify as a carer even if your relationship is as a father, a sister or a friend. We want to improve our information and advice

to carers, we want to be visible in places carers are; supermarkets, GPs, hospitals and community buildings and we will continue to train our staff to better identify, value and respect carers.

As we continue to deal with the rising demands and financial challenges in health and adult social care services - supporting our older or vulnerable residents, often with multiple health needs - we know that carers are taking on a lot of these responsibilities and we don't want you to neglect yourself. Please contact the Carers Centre Tower Hamlets for a carers assessment, to see what support and help you need or could need in the future in your caring role.

We are on a journey and we have invested in improving carers services, some of which have been seen as best practice. We're not there yet but we are closer than we were before. Thank you for all that you do, we may not say it enough but we value everything you do in your caring role.

If you would like to contact us or make any improvements or suggestions, please do get in touch. Contact details are on the last page.



John Biggs Amina Ali Amy Gibbs

Identifying and recognising carers

Our goals

We said we would raise awareness in order to identify and encourage more carers to come forward for advice and practical support.

We would provide our staff the knowledge and tools so they are better at identifying carers and understand the experiences of carers and involve carers in decisions.

We would commission a service to raise the profile of carers as expert and equal partners of care; and carry out outreach work to identify more carers. We would provide our staff the knowledge and tools so they are better at identifying carers and understand the experiences of carers and involve carers in decisions.

What we have done

We provided information, advice and practical support to approximately 1500 carers in 2018/19

We commissioned Carers Centre Tower Hamlets to provide a range of free services to carers.

The Carers Centre Tower Hamlets will deliver services from GP practices, supermarkets, Royal London Hospital etc.) to identify and reach out to more carers. Rethink Mental Illness deliver services from Mile End Hospital.

We have advertised in Our East End, on outdoor posters and on plasma screens in council buildings including Idea Stores

to inform residents about the range of free support services available at the Carers Centre Tower Hamlets.

Priorities for the future:

By September 2019 - We will look at how and where (Idea Stores, hospitals, council website, and partner websites) we publish information for carers and keep this updated.

The council is supporting Barts Health Trust as they refresh their carers policy in a collaborative approach with the London boroughs of Newham, Waltham Forest and Hackney.

By November 2019 - We will publish guidance for health and social care staff on how to identify and support carers.

The Carers Academy will provide borough wide “how to identify a carer” training sessions to professionals.

In February 2020, we will look to implement a self-assessment toolkit for teams to review how carer aware they are and share good practices.

Realising and releasing the potential of carers

Our goals:

We said we would look at how the council, health services and small/medium sized employers in the borough can make it easier for their employees in a caring role.

We would celebrate Carers Week and mark Carers Rights Day

We would commission a Carer Academy to offer training and/or accredited qualifications on budgeting, access to education, caring safely, employment, stress management and wellbeing.

What we have done:

We purchased the 'employers for carers' resource from Carers UK for council, health and small/medium sized employers in Tower Hamlets. This resource enables employers to proactively identify and support employees who are carers.

The council and the Carers Centre Tower Hamlets are involved in a cross-government project led by DWP (and co-funded by DHSC and GEO) which seeks to understand the wants and needs of working carers and what type and level of information, advice and guidance carers need to make informed decisions.

In April 2019, the Mayor and Cabinet Member opened the Carers Academy to deliver and coordinate a range of training programmes to help carers.

Priorities for the future:

August 2019 - The Carers Centre Tower Hamlets will support a phased roll out of the 'employers for carers' resource digital kit and encourage health and care partners to sign up so that employees who are carers can be identified, recognised and supported and offered flexible working options.

September 2019 – Deliver a course via the Carers' Academy to help carers find or get back into employment.

September 2019 - The Carers Centre Tower Hamlets will support carer's who want to find apprenticeship/employment opportunities.

In Autumn, the council will apply for accreditation to become a level one Carer Confident employer – the 'employers for carers' benchmarking scheme.

January 2020 - Review and refresh the Carers Academy training programme for 2020/21 and publish the programme in March 2020.

A life outside of caring

Our goals:

We said we would enable carers to use technology that can make their lives easier

We would produce information for carers on a range of important topics to carers and keep it updated.

We would commission a new service for adult carers to give carers person-centered, tailored information, advice and advocacy on issues that are important to them.

What we have done:

The digital resource for carers includes information for carers and how technology can support them.

In 2018, carers received support to claim approximately £350k in benefits.

We have arranged for 120 free spaces including overnight countryside retreats for 60 carers and day trips for 60 carers, to take a break from their caring role.

The council has introduced a one off direct payment of a maximum of £250 for carers experiencing difficulty and for whom caring is having a noticeable impact on their wellbeing. This one off payment can be used for the carer to take a break

The Carers Centre Tower Hamlets provides a range of information, advice and advocacy support to adult carers.

Rethink Mental Illness has recruited four carers into volunteering roles.

Priorities for the future:

From October 2019, the council aims to adopt a trusted assessor/prescriber model in the community to increase the use of assistive technology. This will reduce waiting time for some technology.

We aim to increase the take up of direct payments for eligible carers. Where possible, provide a prepaid card, delivering choice and control for carers.

By September 2019 - We will publish a series of factsheets with useful and accessible information for carers.

By February 2020 – we will review the carers' relief service and explore options for alternative services that provide flexible carers relief.

Improving the health and wellbeing of carers

Our goals:

We said we would work with GPs to promote the uptake of NHS health checks for carers.

We would provide space - online and through services - for carers to come together and share their experiences

What we have done:

We trained more than 20 health care assistants, carrying out NHS health checks to look for common signs that help identify and recognise carers who don't self-identify as carers.

We commissioned a Carers Academy to provide a range training that promotes carers' health and wellbeing.

We will have a range of forums available at the Carers Centre Tower Hamlets and have also purchased access to Carers UK's online forum.

The Carers Centre Tower Hamlets can receive direct referrals from GP practices for carers who request this now.

Priorities for the future:

We will extend training to GP practices. From May 2019, staff from the Carers Centre will be linked into the GP networks to raise the profile of carers. We will publicise information in GP practices and host information and advice sessions for carers.

The Carers Academy will recruit carer volunteers who will obtain a mentor qualification.

The Carers Centre Tower Hamlets will have a range of peer support groups including condition specific groups - so carers can come together and share their experiences, in particular supporting new carers as they start what is often a complex journey.

Carers Centre Tower Hamlets will provide training to online forums so that Carers can access and get support online via Carers UK digital resources (from 1 July 2019).

Promote the uptake of health checks for carers aged 40-74 years. old and work closely with practice managers and health care assistants.

Transitions: providing seamless care between children and adults services

Our goals:

We will make sure that support options are available to young carers and the options available to adult carers are clear

We will produce new information for young carers on how they can be supported when they approach adulthood

What we have done:

The Carers Centre Tower Hamlets will signpost young and parent carers to relevant services at the first point of contact. It will also provide information to young adult carers (16-25 years old).

Priorities for the future:

We will produce information for parents of disabled children, setting out what they can expect from adult social care and what to do if their child is ineligible for support from adult services

We will consult key stakeholders including schools, parents, carers and young people.

In August 2019 we will hold an event to re-launch the young carers service. We are aiming for 30 young carers to attend the event.

We will design a new, dynamic, inclusive and engaging programme with and for young carers including one-to-one and group work.



Outputs

This is a summary of our priorities for the future:



Identifying and recognising carers	<ul style="list-style-type: none">● We aim to provide information, advice and support to a minimum of 2500 carers● We aim to complete at least 750 carers' assessments● We want to ensure carers are not repeating their story for care services by giving the Carers Centre Tower Hamlets access to our case management system to record assessments● Provide 300 information and advice sessions from Tower Hamlets including from Royal London and Mile End Hospital, Idea stores, GP practices and community buildings
Realising and releasing the potential of carers	<ul style="list-style-type: none">● Carers' Academy to train 100 carers in a variety of health and care conditions● Aspire to recruit two carers per year as part of the council's apprenticeship programme● Celebrate National Carers Week with a programme of activities hosted by health and care partners
A life outside of caring	<ul style="list-style-type: none">● Promote choice and control for carers who are eligible for one off direct payments or ongoing direct payments through the use of a prepaid card● Provide overnight countryside retreats to a minimum of 60 carers and day trips to a minimum of 60 carers● At least 80% of carers reporting that carer related information and advice is easy to find
Improving the health and wellbeing of carers	<ul style="list-style-type: none">● Issue carer emergency cards to a minimum of 400 adult carers● At least 65% of carers reporting that they feel less socially isolated as a result of receiving support
Transitions: providing seamless care between children and adults services	<ul style="list-style-type: none">● By the end of March 2020, we will develop a carer pathway for young/parents carers in transition between children and adult services● By September 2019, we will consult with a minimum of 100 participants (young carers, parents, practitioners) to design the young carers offer

FAQ:

Who is a carer?

If there is someone that depends on you, this could be due to their; age, physical or mental illness, addiction or disability, you could be a carer. A carer is anyone who provides unpaid care to one or multiple people who cannot manage without this help. You could care for someone for one hour a week or more than fifty hours and you don't have to live with them.

Can I get help as a carer?

Yes. Many carers can manage without help but we also know that many other carers need support in their caring role. We can help with this. In fact, the 2014 Care Act means we have a legal duty to help carers who need support.

What does the law say?

The Care Act 2014 and Children and Families Act 2014 strengthens the right of carers to plan see what support and help you need or could need in the future in your caring role, this is called a carer's assessment/young carer's assessment.

What help/support is available?

A range of help is available – it depends on what you need. A dedicated service for carers caring for someone in Tower Hamlets, Carers Centre Tower Hamlets can offer you free information and provide advice and support so you can look after your own health and wellbeing.

The Council also offers free digital support to carers in Tower Hamlets via Carers UK. Please create a new account on <https://carersdigital.org/login/index.php> and use the access code DGTL7196.

There is also a national Carers Direct helpline you can contact on 0300 123 1053.

I want to talk to someone

We recommend you contact the Carers Centre Tower Hamlets in the first instance on 0207 790 1765.

I need urgent advice and support:

Please contact the Carers Centre Tower Hamlets .If you need urgent support on bank holiday, weekend or weekdays from 5pm to 9am please contact Adult Social Care out of hour's duty on 0207 364 2131

I need benefit advice as an adult carer

Please contact the Carers Centre to speak to the Benefit Advisor. Further information is available on <https://ccth.org.uk/benefits/>

Contact us

Please contact the Carers Centre Tower Hamlets in the first instance on 0207 790 1765.

- Carers Centre Tower Hamlets,
21 Brayford Square, London, E1 0SG, enquiries@ccth.org.uk <https://ccth.org.uk>

Opening hours are:
Monday, Tuesday, Thursday and Friday; 9.30am - 5pm,
Wednesday; 9.30am - 7pm, Saturday; each second Saturday of the month 11am - 3pm.
- For specific information on the Carer Academy please email academy@ccth.org.uk
- For specific Mental Health carers support please contact Rethink Mental Illness on 020 8981 2645
email: towerhamletscarers@rethink.org
- For adult carers services please contact:
Shuheda Uddin, Integrated Commissioning, email: Shuheda.uddin@towerhamlets.gov.uk
- For young carers services please email: young.carers@towerhamlets.gov.uk
- For parent carers services, please contact the Parent Advice Centre on 0207 364 6489,
email: pac@towerhamlets.gov.uk