

Wiltshire Health Select Committee

Draft

All Age Carers Strategy and Delivery

Plan

2023-2026

Wiltshire Council

The logo for Wiltshire Council, featuring a green wavy line underneath the text.

NHS

Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

The impact of unpaid care

- We rely on unpaid carers. The care provided by unpaid carers nationally is equivalent to another NHS £162bn per year. (Carers UK and Sheffield Uni 2022)
- Most unpaid care is provided by children or spouses. Research suggests that 1 in 5 children under the age of 18 provide some level of care. (Office for National Statistics)
- Providing care has an impact on the carer. It affects carers' social and family lives, their mental and physical health, their education, work and income.
- There is a significant impact on young carers, who are likely to have lower school or college attendance and attainment rates than their non-caring peers.
- The 2021 Census showed that there are approximately 44,000 unpaid carers in Wiltshire. The proportion of the total population who provide care has dropped since the last Census; however, the number of people providing significant levels of care increased.
- Carers who provide more than 20 hours per week, and particularly more than 50 hours per week, are more likely to experience poor mental and physical health outcomes, lose out in the workplace, and feel unable to cope.

Our current outcomes

- Whilst we have made progress through the previous Wiltshire Carers Strategy, we still have further to go. Each year, carers nationally are asked five questions about their experiences.
- Although carers in Wiltshire report better-than-average satisfaction with the support they get, and often feel part of the decision-making process, they currently report poorer quality of life and social contact than the national and regional averages
- We have hidden need – for example people with a learning disability living at home with older parents are unknowns to us until there is carer breakdown or parents pass away.

	Wiltshire	England	South West
% of carers who said they were extremely/very satisfied with Social Service support for carer or cared-for person	39.3	36.3	37.8
Proportion of carers who report that they have been included or consulted in discussion about the person they care for	65.7%	64.7%	66.5%
Proportion of carers who find it easy to find information about support	58.9%	57.7%	61.5%
Carer-reported quality of life score	6.6	7.3	7.1
% of carers who reported they have as much social contact as they want	16	28	23.9

Developing the Strategy and Action Plan

- Engagement with carers, partners and stakeholders.
- Attended events and carer cafes to obtain input from range of carers.
- Research – local/national statistics, emerging trends to establish the picture and complexities.
- Built upon previous learning
- Working with Carers champions
- Awarded Rosetta Life a short-term contract to support the council with the Coproduction of the Carers service specification
- Rosetta Life will work with Adult carers, parent carers, children & young adult carers, and young carers transitioning to adulthood to gather their experiences of caring in Wiltshire.

What Carers have said during co production



The Vision

We want Wiltshire to be a carer friendly County, where communities recognise and support unpaid carers of all ages , so people do not feel alone in their caring role .

It is important that carers are able to continue to support the person they look after and care about, to a degree of their choosing; and that in doing this , carers are still able to look after their own health and wellbeing.

The 6 priority outcomes agreed by carers

1

I want to access support ,
contribute to and be valued
by my community (inc. work,
education, family & social life)

2

I don't want to be financially
disadvantaged because of my
caring

3

I want good mental and
physical health and wellbeing

4

I want to be recognised as an
expert partner, and be
informed, involved, included
and listened to in decision-
making

5

I want to spend quality time
on myself, away from my
caring role

6

I want to adjust to transition
in life, including a life outside
of caring when the time
comes

Aims of our strategy and delivery plan 1

We will ensure that carers are identified and offered a carers assessment

We will work with schools and colleges to identify and support young carers as early as possible

We will recognise the impact of caring on mental and physical wellbeing and work to improve access to services

We will ensure that carers get the time away from caring they need, via breaks which are creative and personalised

We will promote technology solutions and online resources

Aims of our strategy and delivery plan 2

We will value and hear the diversity of experiences and views of Wiltshire's carers

We will support carers to access community networks and improve social contact

We will provide a range of training to help carers become experts in their role

We will provide support to carers to help them to manage the ending of their caring role

We will listen to carers and act on their views

Principles behind the delivery plan

Community recognition and understanding of the issues faced by unpaid Carers of all ages

The needs of cared for and carer should not be seen in isolation of each other

Readily available information and support to access services for children ,young people and adults

Enabling communities to take into account the needs of carers of all ages for increased social activities and targeted opportunities

Working together to commission a range of easily accessible services to support unpaid carers

Personalised care

Organisations working together

Delivery plan –the basics

Community engagement	Easy access to information and assessment	A range of personalised support	Support during crisis	Support when the caring stops
Arts and Culture project engagement	Online assessment tools with information and support packages	Online resources for workplaces on supporting carers at work and into employment	7 day a week 8am -8pm urgent community response services	Counselling support and mentorship
Community meeting events	Range of assessors including social prescribers , hospital carer liaison , care provider facilitators and school-based champions	Developing flexible at home and residential options for respite care for self directed support	Carers advanced care planning support	Bereavement support
Young carer community projects	WC dedicated web page and links to delivery partners .Financial assessment tools to maximise benefits , financial advice	Training for manual handling and end of life care	Carers hospital based liaison service	Housing and employment advice
Awareness raising projects in workplaces and communities	Broad communications campaigning and events throughout the year to raise awareness on key issues	Expert carers mentor role developed Health checks for all carers Wiltshire Carers passport with wellbeing benefits	Safeguarding for young carers	

Measuring our success

Outcomes	Measures
I want to access support , contribute to and be valued by my community (inc. work, education, family & social life)	<ul style="list-style-type: none"> • % of identified carers receiving carer assessment & review • Satisfaction survey of carer services & experience of being a carer (via survey) • Spend on carer services • Impact of caring on working hours • School attendance/attainment for young carers • Active identification of people with LD living at home with older parents,
I don't want to be financially disadvantaged because of my caring role	<ul style="list-style-type: none"> • Referrals to / uptake of financial advice • Impact of caring on working hours
I want good mental and physical health and wellbeing	<ul style="list-style-type: none"> • PHQ-9 (depression) • GAD-7 (anxiety) • Referrals to / uptake of MH services (inc. counselling, psychotherapy) • Caregiver Strain Index • Number of people registered as a carer with GP
I want to be identified as a carer, recognised as an expert partner and be informed, involved, included and listened to	<ul style="list-style-type: none"> • Access to training • Survey of carers feeling involved in decision-making around the cared-for
I want to spend quality time on myself, away from my caring role	<ul style="list-style-type: none"> • Number of people receiving respite • Number of hours respite provided
I want to be able to adjust to transitions in life, including a life outside of caring when the time comes	<ul style="list-style-type: none"> • Access to bereavement counselling support • Access to employment and financial advice

Timetable

- Phase 1 – Review of existing strategy, research, engagement and development
December 2022
- Phase 2 – Co-production to support delivery of Strategy to commence February
2023
- Phase 3 – Paper and draft strategy to Health Select June 2023 , Cabinet
September 2023
- Phase 4 - Develop Service Specification and procure support service through
open tender process October 2023. New service to be in place by April 2024