

DRAFT COVENTRY Carers' Strategy 2016-2019

Improving lives for Coventry carers







Foreword

We are pleased to introduce Coventry's third Carers' Strategy. Carers look after family, partners or friends in need of help because they are disabled, ill or frail. The care they provide is unpaid. This strategy sets out the priorities that local carers have told us are important to them and explains how we are responding to the needs of carers in the city over the next three years.

Carers can be of any age and most of us are likely to be affected by, or have, caring responsibility at some stage in our lives. Caring can be very rewarding but it can also have a major impact on carers' lives and limit the opportunities available to them.

Carers make a huge contribution to the health and social care system in Coventry and we could not cope without the support that they give to their friends and family members. It is, therefore, very important that we plan how we are going to support carers over the coming years to help them in this role. The economic value of the contribution made by carers across the UK is now estimated at £132bn per year. In Coventry this means that carers contribute £680m worth of support¹.

We have made a lot of progress over the years in supporting carers by raising awareness, providing quality information, advice and emotional support, as well as direct support for carers to take a break and get support in emergencies.

This multi-agency strategy builds on these achievements and has been developed in response to carers' views and contributions both locally and nationally. It also reflects some very important national legislative and policy changes. In delivering this strategy it is expected that we will make practical and targeted improvements and changes that make a positive difference to carers in the City and promote a joined up approach between council, health and voluntary services.

You will be able to keep up to date with progress on this strategy on Coventry City Council's web pages.

¹ Valuing Carers 2015 – Carers UK

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£680m
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in Coventry



Introduction

There are nearly six and a half million carers in the UK and this number is expected to rise as people live longer.

The 2011 census identified 32,101 residents in Coventry providing some form of unpaid care, and 3,100 are young carers and young adult carers under the age of 25. About 28% of young carers are under 16 years of age. Many young carers remain hidden from view. A BBC survey in 2010 estimated there are 700,000 young carers in the UK so the number of young people caring in Coventry is likely to be much higher and nearer 5000.

About a quarter of carers in Coventry said they were caring for 50+ hours per week. This is about the same as the England average. But the number of carers is not static - thousands of people become carers every year.

The number of carers in the city has increased since the previous census in 2001 but so has the population. This means the percentage of people who are caring - 10% - hasn't changed much, but those who are caring are providing more hours of support per week on average. Statistics show, the older you are, the more likely you are to be a carer.

Each carer's experience is unique to his or her own circumstances and the care and support they provide can vary. However, carers share many similar experiences and challenges that impact on different aspects of their lives.

For example, looking after their own health; having a life of their own and doing things they enjoy; coping financially; juggling caring roles with education or paid employment; managing multiple caring roles or other family responsibilities and providing care from a distance. Instead of seeing friends, enjoying hobbies and doing homework, children as young as ten are cooking, cleaning, managing medication, shopping and looking after brothers and sisters.

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Developing the strategy

Four key priorities:

- ▶ early identification and involvement
- ▶ fulfilling potential
- ▶ personalised support
- ▶ maintaining health

In 2010 the Coalition Government launched **Recognised, valued and supported: next steps for the Carers' Strategy** identifying four key priorities: early identification and involvement, fulfilling potential, personalised support and maintaining health.

Carers' Strategy: the second national implementation plan 2014 to 2016, published in October 2014, explains the progress that has been made so far and sets out what the Government is doing and intending to do to support carers. It describes in more detail how different pieces of legislation, such as the Care Act 2014 and the Children and Families Act 2014, contribute towards significant improvements for assessing and supporting carers of all ages. It explains how the Better Care Fund presents new opportunities to improve the integration of health and social care and provide more seamless support for individuals and their families.

The implementation plan also puts into context the many projects and policy developments that are influencing the way that organisations work with and support carers of all ages. This includes NHS England's Commitment to Carers and the 'Making a step' change programme for young carers and their families.

Our local strategy is based on the four national priorities. Its development has been led by Coventry Carers' Strategy Steering Group with representatives from across health and social care and the voluntary sector. The group has engaged widely with carers and other stakeholders.

Local provision

Coventry has a proud history of support to carers with innovative schemes, such as establishing one of the first Carers' Centres in the country, the Carers' Response Emergency Support Service (CRESS), training for carers, and the Young Carers' Project funded by Children in Need and the Big Lottery.

Two of our main carer providers, **Crossroads Care** and **Coventry Carers' Centre** merged in June 2015 to form a new organisation called **Carers Trust Heart of England**. This provides a one stop shop for carer support and the local authority has taken this opportunity to develop services further through a pilot project. This includes delegating some of its responsibility to carry out Carers' Assessments under the Care Act 2014

Carers Trust Heart of England provides a wide range of emotional and practical support. This includes: opportunities for carers to talk with an advisor on a one to one basis through drop-in sessions, a telephone helpline and outreach support sessions in community venues such as at GP surgeries; a range of carer support groups and discounted therapy sessions; the Young Carers Project; the CRESS service; a range of training opportunities; Carers' Short Breaks scheme for adults; the Stars Club for young people with disabilities; and domiciliary care services for children and adults.

There are a range of short break options for disabled children, both in the community and through residential respite services. The options include providing direct payments to families to enable them to have more choice and control about the way they are supported.

Services provided by the **Alzheimer's Society** to support people living with dementia and their carers have also been redesigned to make the most of resources available and improve dementia support as outlined in **Coventry's Living Well with Dementia Strategy**. Support available includes advisory support workers, day service, dementia cafés, 'Singing for the Brain' and other activity sessions.

Other organisations, such as **Age UK Coventry**, **Grapevine** and **Macmillan**, also provide carers with essential information, advice and support in relation to older people, people with learning disabilities and people living with cancer.

What local carers tell us

It is really important to all organisations working with carers in Coventry that we listen to what carers have to say and include them in the planning and development of carers' support.

We gather information in lots of ways, including surveys, engagement sessions and focus groups, carer forums and other carer groups. This is across health, social care and the voluntary sector and we are getting better at sharing our information and using it together to plan for the future.

In developing this strategy we have compared what our local carers tell us to what we hear from carers nationally and there are many common themes which are reflected in our strategy objectives.

Here are some of those themes that come up regularly:

- ▶ Raising awareness across the city so that carers are linked up early to the right support
- ▶ The need for high quality information, advice and support
- ▶ Joined up working, especially between health and social care, and between adult and children's services
- ▶ Flexible support to help carers take breaks and help in emergencies
- ▶ Training and learning – a chance to develop skills and knowledge
- ▶ Opportunities to network and get peer support from each other

Young carers have also told us:

- ▶ They want to be listened to by professionals and be involved in discussions and decisions alongside the person they care for
- ▶ They want to be supported at school and for teachers to understand how caring can affect them

Described in this next section are some of the ways we have engaged with carers in the past couple of years, what this has told us and how we are using that information ▶▶▶▶

Surveys

The Council, along with all local authorities in England, carries out a statutory survey every two years to gather people's views and experiences about the support they have received. Providers in the voluntary sector also conduct annual customer surveys to monitor satisfaction levels and report on outcomes achieved. Here are some of the things we learnt from respondents:

Coventry City Council Statutory Survey of ADULT CARERS 2014/2015

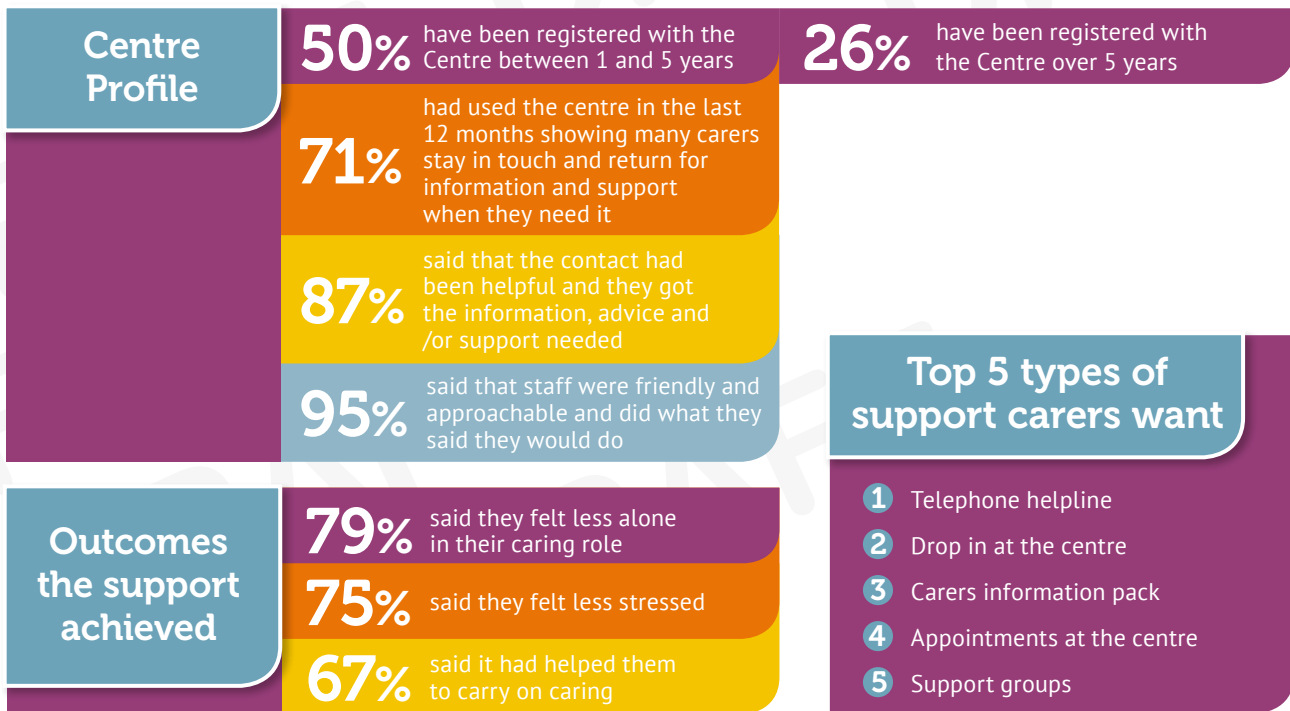
366 responses 45%



Information like this helps us plan our strategy and target resources to those who need it most. It helps us make decisions about how to continue providing support and services that carers value most and where we need to make improvements.

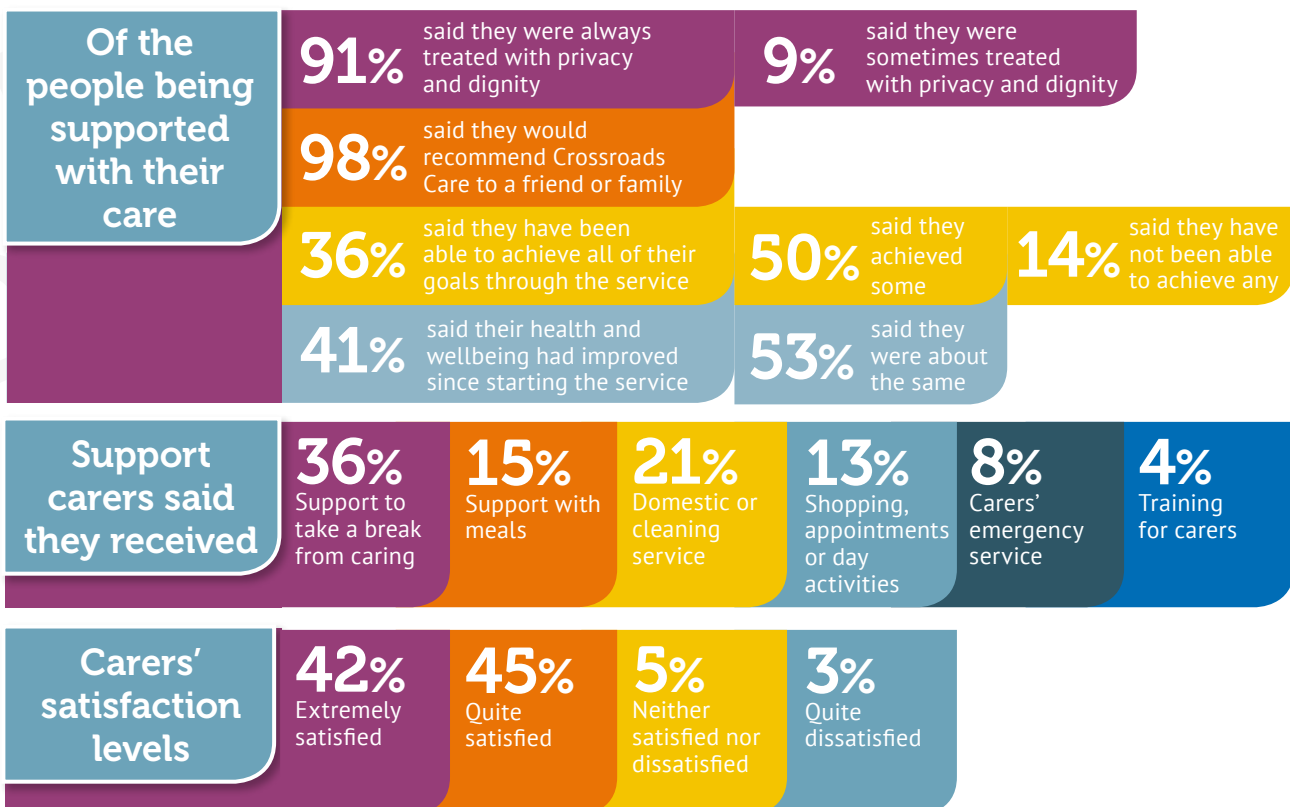
COVENTRY CARERS' CENTRE Customer Survey 2015

296 responses

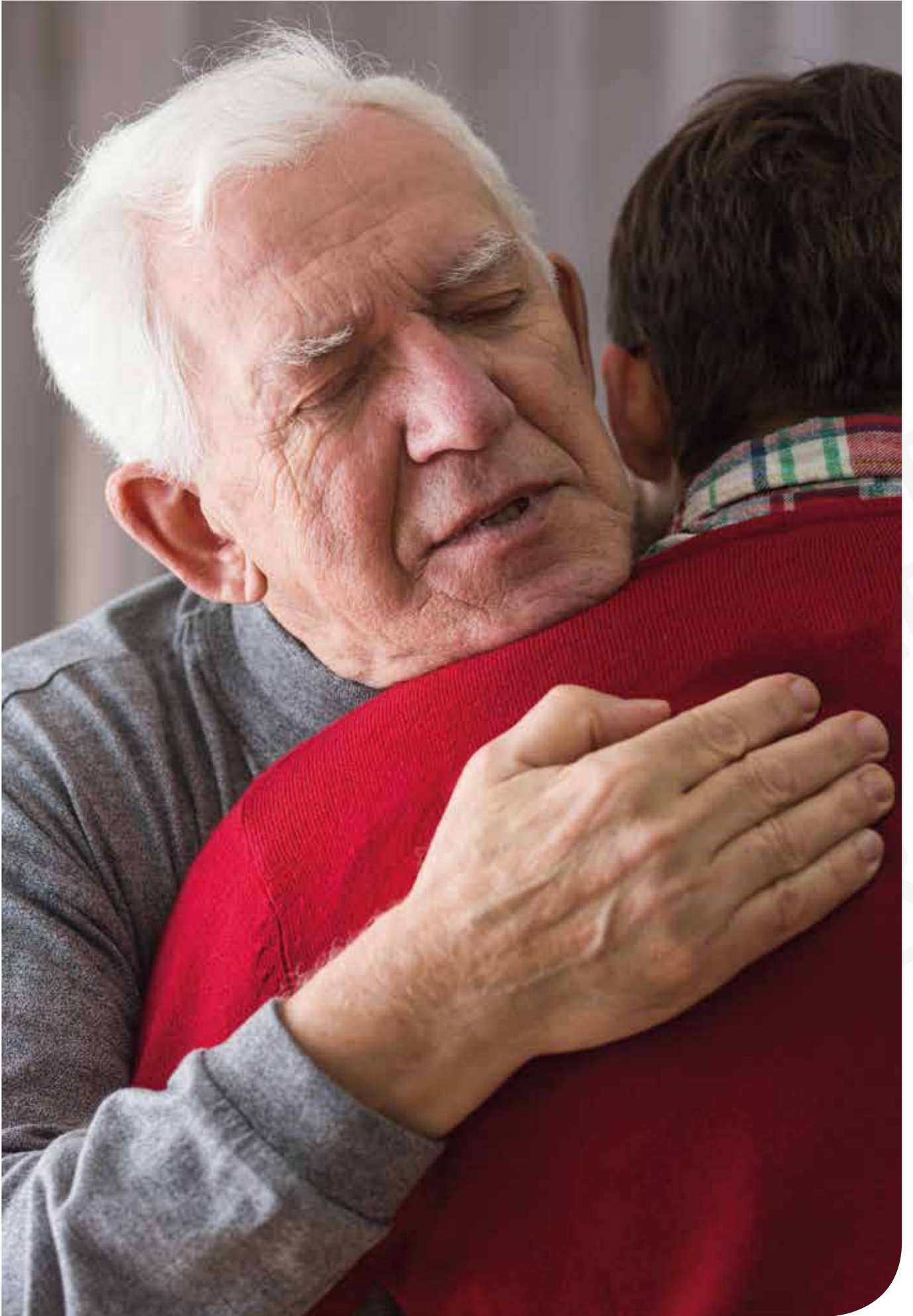


CROSSROADS CARE Customer Survey 2014

124 responses 35.4%



You can find out more details about the national Carers Survey and from Carers Trust Heart of England Annual reports by following the links below. [Carers Survey report from 2014/15](#) Health and Social Care Information Centre. [Carers Trust Annual Report 2014/15](#)



Carer engagement and involvement

Since April 2013, NHS Coventry and Rugby Clinical Commissioning Group (CRCCG) has undertaken significant **community involvement activity** to find out the views of its population about local health services. With the help of patients, carers and the general public, key local health priorities (commissioning intentions) were identified:

- ▶ diabetes
- ▶ dementia
- ▶ urgent care
- ▶ stroke
- ▶ end of life care
- ▶ elective care
- ▶ maternity, children & young people
- ▶ information sharing

Since then, targeted and on going involvement has enabled patients and carers to have input into the improvement of services in each area. A new **Communication and Involvement Strategy** identifies carers as an important group to include when it comes to decision-making about services and the ways people can get involved include regular Community **Health Events**, a refreshed and re-launched **Patient Voice Champion Programme** and standard feedback questionnaires. CRCCG has also carried out significant work to allow patients, carers and the general public to engage via online channels such as social media and its website. CRCCG has already recognised a noticeable amount of feedback from carers regarding a perceived lack of support from local services in helping them to carry out their roles effectively. In 2014/15, carers of people with mental health conditions in particular, seemed to be struggling with the system. As NHS funds become increasingly strained, CRCCG understands that more pressure than ever is likely to fall on carers. As an organisation it has a key role in the implementation of this carers' strategy. In order to help achieve the aims set out in this document and in the NHS Commitment to Carers, CRCCG has factored the needs of carers into its commissioning intentions.

Coventry City Council also regularly involves and engages carers through its carer forums, partnership boards, rigorous consultation processes before major decisions and changes take place, and through working in partnership with voluntary and health organisations to gather carers' views and feedback about particular issues that affect them.

For example, the introduction of the Care Act 2015 requires the Council to implement some changes to the charging policy which are likely to affect service users and carers. For some people the changes will have a positive impact, but not all. To inform the final decisions, a 12 week public consultation was launched and this included inviting all those who are known to be directly affected to attend information sessions to help increase their understanding about the proposals being made. This enabled carers and users to give their views and contribute more effectively to the consultation process.



Reviews of carers' support

Coventry City Council, Coventry and Rugby CCG and Coventry and Warwickshire Partnership Trust have been reviewing short breaks services for disabled children and their families in Coventry to ensure they meet the needs of families, conform to the Special Educational Needs and Disability (SEND) Code of Practice (2014) and are affordable for the future.

Information gathered from surveys and events with young people and their families in 2006, 2008, 2013 and 2014 fed into the review.

Families told us:

- ▶ Short breaks should be more than just childcare – they should be an opportunity for children to develop new skills, such as independence and social skills
- ▶ Short breaks should be accessible, engaging for the child and long enough that the parent actually gets a break
- ▶ Disabled children and their families should be encouraged and supported to get out and be seen in the local community and mix with non-disabled children
- ▶ There should be a variety of short breaks – one size does not fit all

We've used what families have told us to suggest some changes to short breaks for disabled children, which will be consulted on.

Have a Coventry Carers' Pathway - services should be mapped, so that there is a clear picture of what is available

There should be a variety of short breaks - one size does not fit all

Health and social care to work more closely on emergency planning with carers

In 2014 Coventry City Council and Coventry and Rugby CCG carried out a review of Adult Carers' Support and Services.

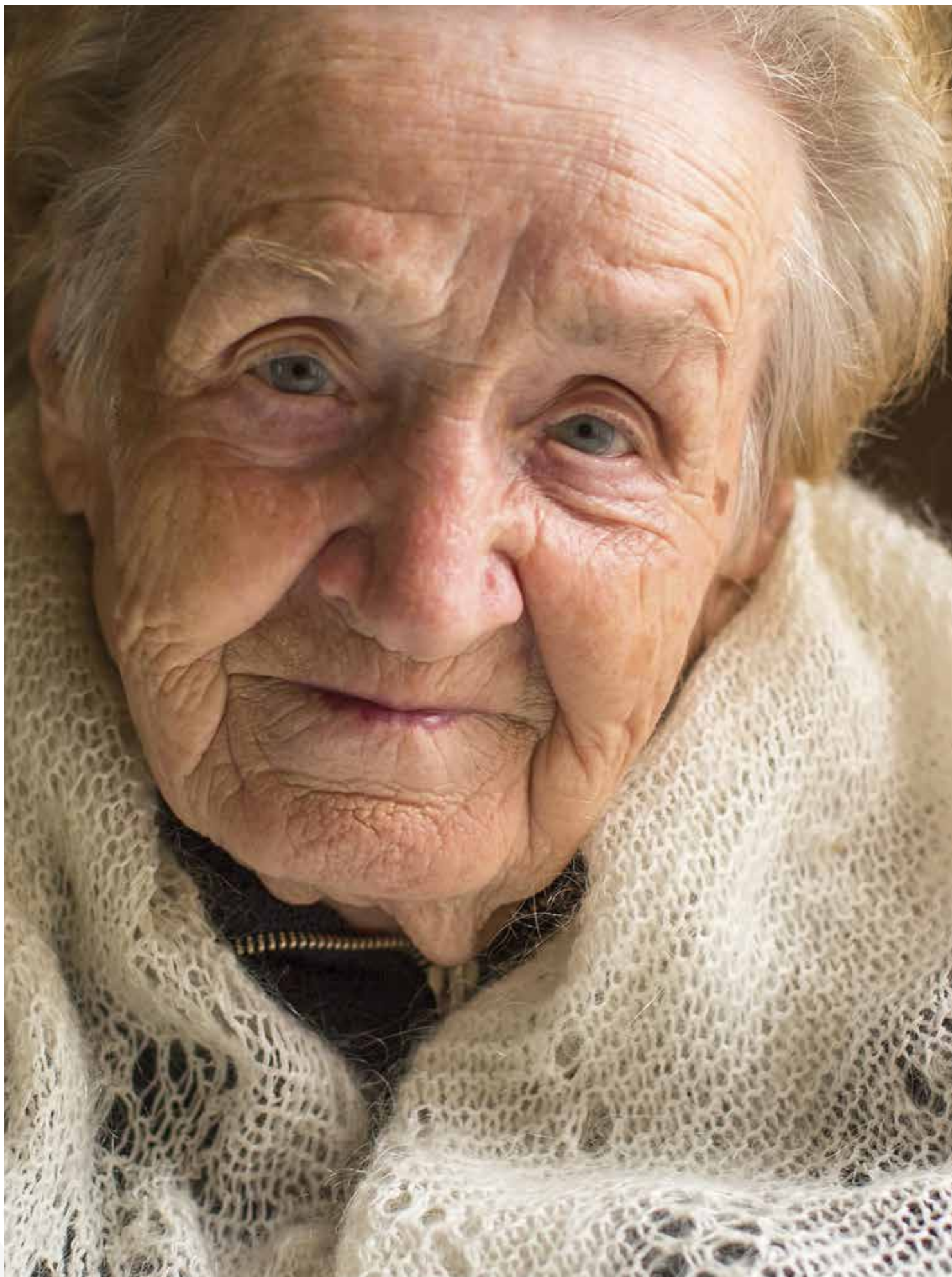
This review looked at the services and support available for carers of adults living in Coventry and helped us plan future commissioning options. The review also looked more specifically at the support for people living with dementia and their carers.


The process included surveys and focus groups during June and July 2014 with carers, staff in health and social care and service providers, as well as taking account of what we already know.

Some of the ideas that came out of this work include:

- ▶ Develop more links between the different agencies offering information/advice at every stage in the pathway so that appropriate referrals are made, and to avoid duplications
- ▶ Have a Coventry Carers' Pathway - services should be mapped, so that there is a clear picture of what is available
- ▶ Health and social care to work more closely together, with primary care having greater involvement as a key role for supporting carers' health and wellbeing
- ▶ Look at different types of breaks being made available – more flexibility, possibility of using housing with care schemes in local areas, opportunities for carers and cared for to go out together, overnight care to manage difficult situations
- ▶ Consider options for pooled budgets with CRCCG to fund break services for people with dementia
- ▶ Health and social care to work more closely on emergency planning with carers
- ▶ Have Emergency Cards for carers with the main contact details and what to do when
- ▶ Calendar of training should be available and should be widely advertised and practitioners briefed and informed about what is available

As a result of this work and the Better Care Fund programme, we have now pooled some of the budgets for carer support and increased funding for emergency support and carers' training to enable Carers' Trust Heart of England to take forward some of the above ideas. Support for carers to take a break will be allocated on a more flexible and individual basis through a combined assessment of the person cared for and the carer in line with the Care Act. This information will continue to feed into the development work and improvements outlined in the strategy.





What we aim to improve and develop through this strategy

We have identified a number of issues to address throughout the duration of this strategy and we want to see noticeable improvements in some key areas aligned to the four national priority areas.

The annual implementation plans will set out the detail about how the improvements will be made and outline the various projects and work plans in progress or planned for the future.

It is important to note that all of these areas relate to carers of all ages and, therefore, the implementation plans will be varied to ensure that we focus on the needs of particular groups such as young carers and young adult carers, parent carers, working carers, older carers, carers of people with mental ill-health and carers from black and minority ethnic backgrounds.

The implementation plans will also be closely linked to the Coventry and Warwickshire Sustainability and Transformation Plan which aims to deliver high quality care which support our communities to live well, stay independent and enjoy life.

As the health economy comes under increasing pressure it is really important health and social care services co-ordinate better to address the challenges of shrinking budgets and rising demand.

Available resources to support carers will be aligned to the priorities set out in the strategy.

Urgent care remains a top priority, working to reduce unnecessary hospital admissions, prevent delayed discharges and help free up resources that can be spent more creatively on community healthcare as well as contribute towards the inevitable savings targets. ▶▶▶▶

The annual implementation plans will set out how the improvements will be made



- ▶ Identify carers
- ▶ Information & advice
- ▶ Involvement

Priority Area 1

Identification and recognition

Background and challenges

People often don't recognise themselves as carers for a number of reasons and this can prevent people from getting access to information, advice and support at an early stage.

Carers do not always self-identify or associate with the term 'carer'. They also don't often come into contact with social or voluntary services that could help. Many young carers remain hidden from official sight for a host of reasons, including family loyalty, stigma, bullying, not knowing where to go for support.

Carers report mixed experiences about receiving information and advice and how easy it is to find.

Whilst a lot of work has been done to improve the information available and raise awareness about how to find it across all sectors there are clearly improvements still to be made to ensure it is more consistent, more joined-up and more widely available. Local venues such as libraries, community centres, places of worship, schools and health centres play an important role in helping to reach hidden carers.

We know that carers do not always feel valued or as fully involved as they should be

The Care Act requires local authorities to carry out assessments and plan support in a way which promotes wellbeing and the needs of the whole family. It places carers on an equal footing with the person they care for and as this improved way of working is put

into practice, it should have a positive impact for the recognition of carers. The Children and Families Act also promotes a whole-family approach and increases the rights to an assessment for young carers and parent carers.

What we have done well

Numbers of carers registering with Carers Trust Heart of England have increased with nearly 1400 new carers being identified and supported in 2015/16

There was an increase in the number of carers being referred or sign-posted following contact with health professionals and an increase in the number of young carers registering.

These improvements are as a result of targeted work in GP surgeries, the local hospital and in schools. Further funding has been secured to work with primary schools to help identify and support more children with caring responsibilities.

There some good examples of how organisations are working to involve carers

University Hospitals Coventry & Warwickshire have developed the **Forget-me-not Care Bundle** for patients living with dementia which has a strong focus on carers as equal care partners.

The Carers' Centre has moved to Central Library giving it a more prominent position in the city centre and adult carers can now have a Carer's Assessment completed by the workers based there giving them access to this support at an earlier stage.

More carers are being signposted much earlier to the Alzheimer's Society as part of the Dementia Diagnostic Pathway.

Coventry and Warwickshire Partnership Trust worked with carers and users to develop the information leaflets about the new Care Clusters system so that it was written in a way that would be most useful to families.

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Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset in designing local care provision and in planning individual care packages

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We will improve:

- a how carers are identified and supported to recognise themselves as carers
- b access to information, advice and support, ensuring this is given at the right time no matter who they talk to
- c carer involvement, on an individual level and in contributing to design of local provision, making sure they are treated as equal expert partners



- ▶ Education
- ▶ Training
- ▶ Employment

Priority Area 2

Realising and releasing potential

Background and challenges

The caring role can impact significantly on educational and vocational opportunities. Managing paid work alongside caring can be tough. The public expenditure costs of carers unable to stay in employment have been estimated to be £1.3 billion a year.

Nearly half of the UK's carers are juggling work with caring and many give up work to care or reduce their hours.

Employers are losing skilled and experienced staff between the ages of 45 and 64 who are in the 'peak age' of caring. Carers UK's **Caring and Family Finances Inquiry** highlighted

the significant concerns among carers about 'the income shock' in reducing working hours or giving up paid work altogether at a time when the family is facing additional costs of ill health and disability, care services, adaptations and equipment, higher household and transport bills.

The Children's Society report **Hidden from view: the experiences of young carers in England** found that excessive and inappropriate caring responsibilities can have a significant and long-lasting effect on education and future prospects.

It highlighted that young carers had significantly lower educational attainment and a greater likelihood of being not in education, employment or training (NEET). Young adult carers not in paid employment

can face significant financial hardship, both in the short and longer term. The average family annual income was £5,000 lower than families who do not have a young carer.

What we have done well

The Young Carers Project run by Carers Trust Heart of England works closely with Coventry schools to raise raising awareness of young carers' issues and ensure these are taken into account in school policies. This service is funded by the Big Lottery and Children in Need.

A wide range of individual learning activities is available for young carers, with the emphasis on encouraging healthier lifestyles and improved skills. Coventry City Council's Passport to Leisure and Learning is issued free to young carers to enable them to

access a wide range of sporting, cultural and educational opportunities at reduced or no cost. The project runs a regular homework and study club which enables young carers to have a quiet space to work and time out from their caring role.

It is really important to help working carers understand their rights in relation to employment and get the support they need to balance work with their caring responsibilities.

We use Carers' Rights Day to raise awareness amongst employees about carer-friendly policies and support available in the city with staff bulletins and drop in advice sessions.

The Job Shop and Job Centre Plus both have links with Carers Trust Heart of England and regularly refer and signpost carers to the information, advice and support service in central library. Job Centre Plus has a team of advisors that handle appointments for people who claim Carers' Allowance so that they are engaging with someone who understands the needs and impact of caring in relation to employment and training.

Coventry City Council works in partnership with Macmillan to ensure that employees who are dealing with a diagnosis of cancer, either personally or who are supporting a loved one, get the help and support they need to help them maintain their employment.

We need to build on this work so that good practice can be rolled out across educational facilities and support can be given to local employers to help improve things further and reach more carers.

A co-ordinated approach through our strategy implementation plan will help maximise resources and have greater impact.

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Enabling those with caring responsibilities to fulfill their education and employment potential

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We will improve:

- a** access to education, training and information that helps them stay in employment or gain employment
- b** the way the needs and wishes of the carer to work or study are considered and respected
- c** how we work with education and employment providers to ensure they are carer-friendly and are able to support carers effectively



- ▶ Preventative support
- ▶ Emergency planning
- ▶ Carers' assessments

Priority Area 3

A life alongside caring

Background and challenges

The caring role can impact enormously on a person's opportunities to spend time doing things they enjoy and maintain and develop friendships and other relationships. Many carers find themselves isolated if they can no longer go out without having support for the person they care for.

This can have a huge effect on a person's emotional and physical wellbeing. Carers' individual circumstances vary enormously and this means that a one-size-fits-all approach to support will not deliver the outcomes that matter most to them and their families. Personalising support so that it fits around the lives, goals and needs of the carer is critical to support them to continue in their caring role, and maintain their own health and well being.

The provision of quality information, advice and support is crucial to make sure families can make informed choices and decisions about the care they are able to provide. We know that wrong assumptions are still often made about the extent and nature of care and support that individuals and families are able and willing to provide, and about the levels of knowledge and preparedness that families have, for example, when a relative is being discharged from hospital or at the end of a period of reablement.

What we have done well

Helping carers and their families to plan and prepare for difficulties or events can help avoid a crisis and is really important. Coventry's CRESS service provides practical support if a carer has an emergency, helping to avoid the need for more disruptive and costly services being put in place, such as an emergency residential placement

Recent years have seen an increase in people using the service, with over 1,000 families registered. The majority of the urgent situations have involved older carers, with over a third of those people caring for someone with dementia. Work is ongoing with GPs and other health services to raise awareness about the service

and identify further vulnerable carers who would benefit.

The Council has been working to update its website and provide more readily available information to assist carers and the people they care for, help them put contingency plans into place and access the support they need.

Technology is developing all the time to manage care needs and health conditions at home but carers still report they are not always made aware of options available.

The initial assessment for carers and the person they care for focusses on identifying where preventative and/or short term support can help to maximise independence and prevent or delay the need for ongoing services. This includes using a greater range of equipment, adaptations and technology

such as Telecare which can assist people to live more independently and in turn, support the carer. There is a need to raise awareness across the whole health and social care and voluntary sectors so that information and products are more widely available.

A whole family approach to assessments allows for more flexible and individually tailored support packages to be put in place, ensuring the carers' needs are considered as part of this process including their need to take flexible breaks.

The assessment can also identify needs that fluctuate enabling support to be used when it is needed; for example, to respond to increased needs when a person's mental health

deteriorates Over the last three years there has been an increase in the number of carers' assessments being completed and support/services provided.

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Personalised support both for carers and those they support, enabling them to have a family and community life

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We will improve:

- a** information, advice and access to preventative support such as Telecare, other equipment and training
- b** support with planning for difficulties and emergencies, building resilience and making sure they can get the right support in a crisis
- c** how carers' needs are assessed, making sure it happens at the right time and gives access to flexible, personalised support, including opportunities to take a break



- ▶ Carer training
- ▶ Regular health checks
- ▶ Support carers in the community

Priority Area 4

Supporting carers to stay healthy

Background and challenges

While caring can be very rewarding and fulfilling it can also be emotionally and physically draining and have a major impact on a carer's health and wellbeing. Family carers play a major role in maintaining people in their own homes and communities but need the appropriate support in place to be able to achieve this.

In Carers' UK **State of Caring Survey in 2015**, 82% of carers report that caring has had a negative impact on their health. Three quarters (74%) of carers find it difficult to get a goodnight's sleep (5% more than last year) while nearly half (47%) struggle to maintain a balanced diet. Four in ten (41%) have experienced an injury or their physical health has suffered as a result of caring.

The 2011 census showed the greatest impact on general health appeared among young male adult carers up to age 24 caring for over 50 hours a week who are four and a half times more likely to report poor health as their peers with no caring responsibilities. A similar pattern of poor health was also apparent among young carers under 18 years of age.

A recent report from Carers UK called **Caring into Later Life**, looks at the pressure on older carers. There are 1.2 million carers over the age of 65 in the UK, with 6,494 recorded in Coventry in the 2011 Census. In just 10 years, the number of carers aged 85 and over had grown by 128% and over half provided 50 or more hours of care a week. Nearly three in five carers aged 85 and over were male. 60% of older carers who provided 50 or more hours of care a week said their health was not good, rising to 72% of carers aged 85 and over.

These statistics show the importance of helping carers to maintain good health whatever their age, but also highlight particular groups where we need to target our work through this strategy.

What we have done well

The specialist information, advice and support services provide much needed emotional support, helping carers to plan ahead and minimise adverse effects on carers' health and wellbeing. Carer support groups, health and social activities, peer support, access to discounted therapies and the Passport to Leisure and Learning all contribute to helping carers stay healthy and reduce stress.

Carers' training and learning opportunities, such as the VIP training (Carers Trust Heart of England) and the CrISP programme run by the Alzheimer's Society, have been very beneficial in helping carers recognise the impact of caring and learn strategies to reduce stress and look after their own health and wellbeing. The Council's Staff Development Centre and Carers Trust Heart of England training programmes have helped carers gain skills in

moving and handling, to use equipment and provide care safely, avoiding injury. This support is specifically tailored to individual needs and provided in the home.

The **Carer's Assessment** focuses specifically on different areas of health and wellbeing to help carers identify how their caring role may be affecting them and where they can make changes or get support to reduce the impact.

As the Carers Trust Heart of England develops closer ties with GP surgeries this helps carers at an early stage, encouraging use of preventative initiatives, such as carers' annual health checks and access to flu jabs.

Public Health have a range of activities aimed at promoting **healthy living and wellbeing** and Carers Trust Heart of England is able to offer Passport to Leisure and Learning to carers, giving them access to many activities at significantly discounted prices.

As the Council and Clinical Commissioning Group streamline

their resources and pool budgets, and work more closely together through the Better Care Programme, this is an ideal opportunity to co-ordinate the different projects that are in place and ensure that carers' health and wellbeing are a key focus across all organisations and departments.

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Supporting carers to remain mentally and physically well

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We will improve:

- a access training and other preventative support, information and breaks from caring to help them stay healthy and care safely
- b support to enable carers to get to their own health appointments and access regular health checks
- c support to carers in the community to help reduce emergency hospital admissions and the need for urgent care





Improving lives
for Coventry carers

How we will measure the progress of this strategy

A yearly Implementation Plan will be developed and shared with partner organisations, to enable the implementation of the themes of this strategy and achieve the areas of improvement. Organisations will be asked to pledge their yearly commitments to help improve the lives of carers in Coventry.

Coventry Carers' Strategy Steering Group will monitor the implementation of this strategy and identify developments and gaps using a range of information.

Carers' feedback (on an individual level, through surveys, focus groups, engagement sessions, complaints systems etc.) will be an ongoing measure used to demonstrate areas of good practice, positive experience and improvement.

Data will be collated and analysed wherever possible, comparing performance against previous years and other cities/regions where relevant. For example numbers of carers receiving an assessment, referrals and signposting information, use of services and support available, and statutory reporting required across health and social care provision.

An update report will be produced at the end of each year to demonstrate what has been achieved and to help shape subsequent implementation plans.

Governance and review

Coventry Carers' Strategy Steering Group will oversee the implementation of Coventry Carers Strategy and report to Coventry's Joint Commissioning Boards, which in turn, are accountable to Coventry's Health and Wellbeing Board. The full strategy and its achievements will be reviewed by December 2019.

Many thanks

Coventry Carers' Strategy Steering Group

If you need this information in another format (including easy read) or language please contact us



024 76833 3212



carers@coventry.gov.uk

For more information about support for carers in Coventry go to

www.coventry.gov.uk/carers

