

The Carers' Journey



The 'Carers' Journey Quality Framework', developed by NDTI (National Development Team for Inclusion), is intended to be used by both local authorities and carers. This is consequently a useful structure to explain the preventative and other work undertaken by Suffolk Family Carers in supporting carers.

Smaller grants and donations

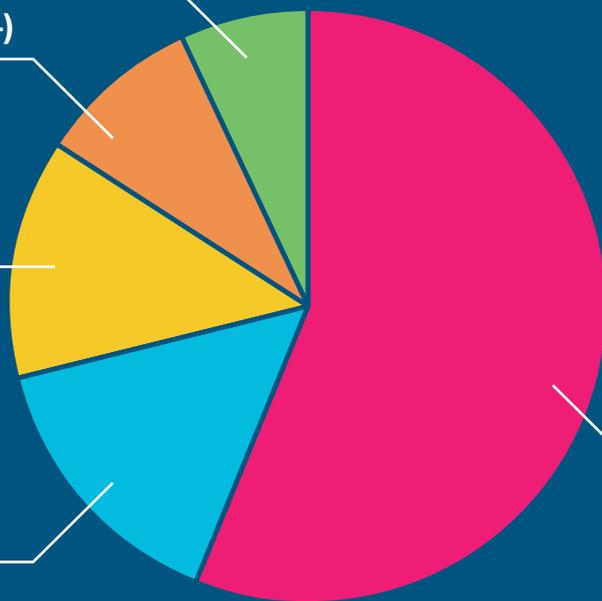
Large grants (£20K+)

Partnerships & Contracts

NHS

Our Funding 2017/18

Suffolk County Council





Identify as a family carer

For many people looking after an ill, older or disabled relative is “just something I do.” Becoming a carer of someone living with a terminal illness is often a gradual process, like the illness affecting the person being cared for, the work of caring gradually impacts more and more on the carer's life. Hence, most people will identify themselves as ‘just a wife/husband/daughter/son/friend’, rather than as ‘a carer’. By not recognising they are caring out a caring role can be a real barrier to accessing vital support.

Early identification of carers and providing appropriate support can significantly improve their health and wellbeing, prevent carer breakdown as well as having positive benefits for the person being cared for. For young carers early identification is vital to enable them to access opportunities and have the same life chances as other young people without caring responsibilities.

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Links with GP practices** – raise awareness in GP surgeries about family carer issues; build links and networks; encourage warm handovers; information, advice, guidance and signposting
 - Over 700 carers made 1:1 appointments with a Suffolk Family Carers GP worker at their local surgery during 2017/18
- **Hospital based support workers** in all 3 acute hospitals (Ipswich, West Suffolk & James Paget University Hospital) – raise awareness and build relationships across the hospital; embed the Carer Friendly Hospital Award; identify carers on the wards and in hospital environments; provide carers cabin support
 - Over 900 carers identified and supported by Suffolk Family Carers staff during admission and discharge during 2017/18
- **Schools work** – raising awareness of young carers in schools/colleges; running drop ins which are open to new young carers
 - 49% of all YC referrals generated from schools. Delivery of assemblies, CPD training, PSHE, Parents or Open evenings, Young Cares Awareness Day activities.
 - Young carers team have built relationships with school staff in over 200 schools and colleges across Suffolk.
 - In a recent OFSTED inspection at Sidegate Primary School, Ipswich the inspector concluded: “The school's work to promote pupils development and welfare is Outstanding. “The most vulnerable pupils, including young carers, are well known to all staff. The school has a culture of care and highly effective family liaison.”
 - Over 90 schools and colleges have signed up to the Suffolk Family Carers Schools Award

Added value received by family carers funded through partnership working or grant funding:

- **Professional training lead** – delivered training or awareness raising sessions to over 780 professionals to help to identify family carers at the earliest opportunity.
- **SAGES** (Suffolk, Advice, Guidance and Emotional Support) – Working in partnership with Suffolk Libraries and Suffolk Mind this service identifies families caring for people living with mental wellbeing issues.
- **Suffolk Family Carers Bus** – identifying carers who may not identify as carers themselves out in the community and at events across Suffolk.
- **Community Connector scheme** – social prescribing in Shotley & Holbrook peninsular to find out ‘What matters to you?’ rather than ‘What's the matter with you?’
- **Better practice forum/information sessions** – working with a wider group of professionals to encourage the identification of carers.
- **Work with Suffolk Chamber of Commerce and employers** (e.g. UK Power Networks) – raising awareness to encourage the identification of carers in the workplace.
- **Working with other VCS/other partners** – raising awareness widely across Suffolk; part of the Suffolk Information Partnership and warm handover; attend CCG forums and other statutory meetings.
- **Substance Misuse Service**- Working in partnership with Turning Point in the Suffolk Recovery Model, family carers/affected others of those misusing substances are identified.
- Through our new **MOD serving families project** we are working with the Military bases in Suffolk to identify Family Carers
- **Under 9s** – 200 referrals received. Big Lottery funds 30% of the staff hours across the team and therefore provides increased delivery to primary schools - 36 additional primary schools signed up to schools award.



Information and advice

Our Advisers provide listening and understanding to family carers so that they receive tailored information, at the time in which it is needed, and in a format which makes sense to that person. Information, advice and guidance are vital to empower family carers to make the right choices both for themselves and the person they care for.

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Information line** – over 11,000 calls handled by the team every year. “Without the advice I was given about my Dad’s dementia and services available locally, I would not have been able to cope for as long as I did and give him the best support.”
- **Suffolk Family Carer advisers** provides Young Carers school & college leads with information and advice to enable them to support their Young Carers (YC’s) & Young Adult Carers (YAC’s)
- **Information, advice and guidance** provided to YC’s & YAC’s in schools and colleges via drop in’s, one to ones using YC leads.
- **Talk and Support** – volunteer-led befriending service providing information and conversation to isolated carers. During 2017/18 1390 hours of support was provided to family carers.
- **GP drop ins** and one to ones “This year especially has been hard for me. I was happy my Doctor noticed this and suggested I met with the Suffolk Family Carers worker at the surgery where I felt comfortable.”
- Hospital wards have **family carer information packs** and Hospital workers provide information, advice & guidance support on the wards or in quieter areas of the hospitals.
- **Leaflets and factsheets** – a library of information leaflets and fact sheets are produced for family carers.
- **Newsletters** – carers connected a monthly newsletter sent to nearly 4,000 family carers. Professionals connected a quarterly newsletter sent to over 300 professionals.
- **Website** provides information, advice and answers to FAQ’s. Receives on average 5,000 visitors per month.
- **Live chat** facility provides instant access to Advisers for information, advice and guidance
- **On-line community**, twitter and our Young Adult Carers and Adult Carer closed Facebook groups provide digital platforms for carers to share information with each other and answer queries or concerns.
- **Caring with Confidence programme** delivered to 120 family carers during 2017/18. “The course was excellent and really helped me to see my caring role more clearly.”

Added value received by family carers funded through partnership working or grant funding:

- 30% additional support to **primary school staff**
- 57% more support provided to **colleges** through regular college network meetings
- CPD training, leaflets, assemblies, posters, policies, templates and best practice shared with **schools and colleges**
- **Youth Mental Health First Aid** training course
- **SAGES** (Suffolk, Advice, Guidance and Emotional Support) information and advice delivered to 221 mental health family carers through Suffolk libraries and ‘open space’
- **Community connector social prescribing scheme** - ‘I just wanted to say thank you for your help over the last few weeks. I wouldn’t have joined the walking group without your support and encouragement.’
- Working in partnership with **Turning Point** we provide a range of support and information for families caring for people affected by substance misuse.
- **Wellbeing Suffolk** – Information and advice about wellbeing
- Attendance at **Health related conferences, workshops and partnerships**
- **Training programmes** – a wide range of grant funded interventions based on Family Carers request/feedback
- **MOD serving Families Project**- offering information and advice and working within the Armed Forces Covenant.



Preventative community based support

The Care Act recognises that if you can help people maintain their wellbeing you can help prevent them from needing to use formal services, or for their caring role to break down. Suffolk Family Carers recognise the importance of carers staying well mentally and physically and good preventative support comes in many guises. With the following support many carers live well in their own local communities.

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Caring with Confidence programme** “The course has made me feel much better as I was feeling low with over 20 hospital appointments for my husband. I’ve met some lovely people and realise now I need to prioritise my own health and wellbeing and I’ve had an insight into the lives of other carers and feel less isolated as a result.”
- **Schools work** – young carers team provide drop in’s and one to one appointments in over 200 schools and colleges across Suffolk. “The support I get from the Young Carers Adviser at my school is brilliant, I can easily talk to him about what is going on at home and he really cares about how I am feeling.”
- One to one appointments available in over 30 **GP surgeries** across Suffolk. “It helped me clarify what we need to do as a next step and how we could do this. It is great knowing someone is there for Carers.”
- **Family carer user groups** based in other communities e.g. hospital – advisers attend
- **Moving and handling training** - occupational therapist tuition sessions were provided to 164 family carers in their homes, helping them prevent risk of injury to themselves. (SCC fund half of this project)

Added value received by family carers funded through partnership working or grant funding:

- **Carers Champion co-ordinator**
- **SAGES** – open space groups and one to one sessions “I feel less stressed and more ‘on top of things’ and pleased there is support for me when I need it.”
- Working with partners to provide **community support** to YC’s and YAC’s
- Adult family carers **peer support groups** across Suffolk (approx. 25)
- **Monthly clubs** for young carers, 1131 total attendance during 2017/18
- YAC’s receive a monthly **social and monthly peer support groups**
- YAC’s have the opportunity to attend a 6 weekly **book group and other ad hoc activities**
- Partner working with **Suffolk Assembly of Youth (SAY)**
- **Wellbeing for Me courses** (and follow up peer support groups)
- **Who’s in Charge? training** and many other training options (e.g. Navigating the Road to Recovery,)
- **Turning Point Contract** – work with family carers of those with substance misuse issues
- **Wellbeing Service** – family carers with wellbeing issues – to include Community Development Workers and Peer workers
- **Facebook closed groups** – peer support
- We work with **Healthy Living Pharmacies** and implemented awards that recognise their support for family carers.
- Social prescribing through the **Community Connector bus**
- 10 advisers and 2 volunteers trained in **health coaching**
- Working in partnership with **Total Voice Suffolk**, Suffolk Family Carers team have delivered 2585 hours of advocacy support.
- 2017/18 saw the implementation of a new **Relevant Person’s Representative team** within the Advocacy service to review Deprivation of Liberty Standards with individuals in care home settings.
- Part of the **React Team** in East Suffolk
- Part of the **Early Intervention Team** in West Suffolk Hospital
- Stakeholder engagement with **Connect project** and integrated neighbourhood teams
- Working with **parent carer network** and other organisations
- Relationship with **NSFT**, in particular wards and Carers Leads
- **MOD families in stress project**- provides intervention to avoid escalation



Assessment and eligibility of need

The Care Act gives the right to have an assessment, which seeks to identify whether they have support needs and whether they are eligible for formal support from care services. Suffolk Family Carers Advisers complete nearly half of carers Assessment with the family carer in their home, giving emotional support, specific information, signposting and health coaching techniques.

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Full registration** of family carers to include everything that impacts their health and wellbeing
- **MACA and PANOC assessments** of young carers and young adult carers
- **Carers Assessments** on behalf of Suffolk County Council – over 1,000 completed during 2017/18 “The carers assessment process has really allowed me to take control of my life and your understanding and support has gone a long way to improving how I feel – thank you!”

Added value received by family carers funded through partnership working or grant funding:

- Under 9's family **needs assessment** in their homes
- Service delivery teams help family carers understand **eligibility criteria** for voluntary and statutory services.
- **Championing armed forces covenant** in Suffolk to ensure that serving families are not disadvantaged with regards to assessment and access to services.
- Information line team provide **£105 added value** to every family carer that has a carers assessment
- Experienced and knowledgeable team of Advisers understand the **Suffolk system** for carers support provision.
- Extensive knowledge of **community service provision** used to advise family carers of services in their locality.





Personal budget and respite

Under the care act, a carer with eligible support needs is entitled to a carer's personal budget. This is a sum of money paid by councils adult social care department to help a carer to pay for things, which will help them in their caring role.

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Recommendations** made to Suffolk County Council re: Cares Assessments

Added value received by family carers funded through partnership working or grant funding:

- **Neurological care break** scheme provided 54 separate episodes of respite allowing family carers, caring for someone with a neurological condition, a break from their caring role.
- **Respite on Prescription** - 49 family carers were referred by GP surgeries in West Suffolk for respite care so that they could attend a medical appointment or have clinical procedure of their own.
- **Hardship fund** (miscellaneous grants)
- One off applications to **Carers Trust** and others
- Applications made to **external funders** on behalf of family carers e.g Rope Trust & Rotary
- **Monthly clubs** attended by 1,131 young carers and young adult carers during 2017/18. "Going to club has meant I have new friends who are in the same situation as me and I have fun and a break from home."
- **Kessingland caravan breaks**
- **Respite activities and workshops** organised for 1,891 young carers and young adult carers. Feedback from a young adult carer following the Pioneer sailing trip; "Sometimes when you are a carer you don't think about yourself as much but here you can work on yourself, and when you notice yourself not being nice to yourself you can work on it. You only have time for yourself on these trips... it helps you see the possibilities in yourself rather than the worries. I want to make something of my life and I shouldn't feel bad about that."
- 12 x families with registered young carers used the caravan for **family breaks**; one Parent said "A massive thanks for letting us stay in the caravan. We has an amainx time, and a well needed break fro my family. without your help we couldn't have gone away. the last year has really been tough for us as a family with my health. seeing my kids happy has meant more to me than anything.
- **Duke of Edinburgh award scheme** – 14 x young carers currently working towards their bronze award
- **Life skills respite for transitions age group** "It's thanks to you that I'm not this young bullied girl who wouldn't ever take her hat off due to lack of confidence, because you worked with me, and with patience, I've now grown into someone who imagines what the future actually holds instead of wishing there wasn't any, its thanks to Suffolk Family Carers that I know I'm not finished climbing yet, I want to climb higher, and I know I will."
- **Swimming confidence** for primary aged young carers
- **Karate confidence** sessions for primary aged young carers





Person centred support plan

Support plans focus on ensuring that a family carer's wellbeing is considered as well as the support they need to continue in their caring role. Our teams are skilled in using person centred practices to help family carers identify the outcomes, which matter to them in their lives. Regular reviews with family carers about how the plan is working for them and the person they care for enables changes to be made if something isn't working for any member of the family.

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Full registration** and individual needs identified.
- Approximately three quarters of **carers assessment** conducted by our advisers result in family carer receiving a carers budget
- **Hospital discharge support planning**
- **One to ones** with young carers and young adult carers "Today has given me new coping methods for dealing with stress and what I can use to help me with self-love... it has opened up my thinking to how I might think and why I might go straight to negative thoughts, and how to prevent it."

Added value received by family carers funded through partnership working or grant funding:

- **Social prescribing** solution focussed personal plans. "The support I have received has enabled me to reduce my feelings of anger and guilt and I have more good days than bad. It has been such a lifeline pointing me in the right direction, thank you."
- **Navigating road to recovery** support plans - "These sessions have been invaluable in helping me find strategies to cope with my family situation and make it better for us all. I am feeling more able to move forward positively and to make sure I take appropriate actions and to be assertive."
- Under 9's **whole family approach support plans**





Support to live life well and care

Funded by Suffolk County Councils strategic partnership with Suffolk Family Carers:

- **Caring with Confidence** – Only 23% of course attendees felt confident in their caring role before attending the course. Having completed the course 93% of carers reported that they felt confident in their caring role.
- **One to one's** – solution focussed tailored support
- **Carers assessment reviews**

Added value received by family carers funded through partnership working or grant funding:

- **Wellbeing for Me** – delivered to 53 carers “This course has been incredibly worthwhile. I have met lots of new people who I have made really good friends with and I know we will support each other in the future.”
- **Caring for confidence** – ADHD & ASD “Brilliant facilitator. Highly recommend. All the support from Suffolk Family Carers has helped us to cope with the situation.”
- **Youth Mental Health First Aid** “The course was great. It gave me lots of useful information and a valuable qualification.” 99% of attendees rated the course facilitator as either good or very good.
- **Who's in charge?**
- **A friend in me – self confidence course** for primary school young carers
- **Bespoke workshops** on specific subject's e.g sleep and feelings
- Primary school based **Sibling carer workshops**
- **Be Your Own Best Friend course** – YC and YAC
- **Leadership for Life course** – YC and YAC
- **Structured clubs** for young carers on emotional wellbeing topics within primary schools
- **Social prescribing** – asset based community development
- **Peer support** and self-management support
- **Fact sheets and carers toolkits** on the website
- **Specific information, advice and signposting on cared for's condition**

Future Developments

- Ongoing developments with care providers, employers and others
- Legacy fund – providing respite to family carers of all ages
- Improved digital offer including Information, Advice and Guidance & training courses
- New Carer focused community development worker and peer support worker within the Suffolk Wellbeing Service
- Lead now – leadership for life course for primary school age group
- Swimming lessons for primary aged young carers
- Increase use of public transport as part of respite activities to increase Young adult carers confidence and independence
- New 14-18 yr old club in Lowestoft and Ipswich
- Multimedia sessions for young carers and young adult carers in partnership with the smokehouse
- Family respite activities
- Duke of Edinburgh Silver award
- Young Adult Carer ID card to be used with medical professionals in hospitals across Suffolk
- Development of social prescribing scheme in new areas of Suffolk