

The new Joint Carers Strategy was launched at an event in Autumn 2023

We told you about the creation of the strategy and what's important to carers

You told us what needed to change to make things better for carers

You gave a pledge of what you'll do to 'think carer'



What you told us we should change - key themes from discussions:

- 1. Flexible support:** Ensure a variety of support is available for carers of all ages and backgrounds, fitting the needs of the whole family.
- 2. Carer-centred support:** Take a carer-centred approach, listening to the carer and viewing them as an individual. Keep the carer involved in decision making and planning
- 3. Fully trained professionals:** All professionals to be fully informed about carers and what's available for them for support. No wrong doors for carers to access the right support.
- 4. Effective communication:** Use clear and varied ways of communicating to reach as many carers as possible.

How will you focus on these key areas to improve support for carers?

If we get this right, you told us that carers:

1. Wellbeing is improved: Improved carer mental health and wellbeing with reduced crisis, stress, frustration and anxiety.

2. Feel listened to: Carers feel reassured they are listened to without judgement and have recognition and value as individuals.

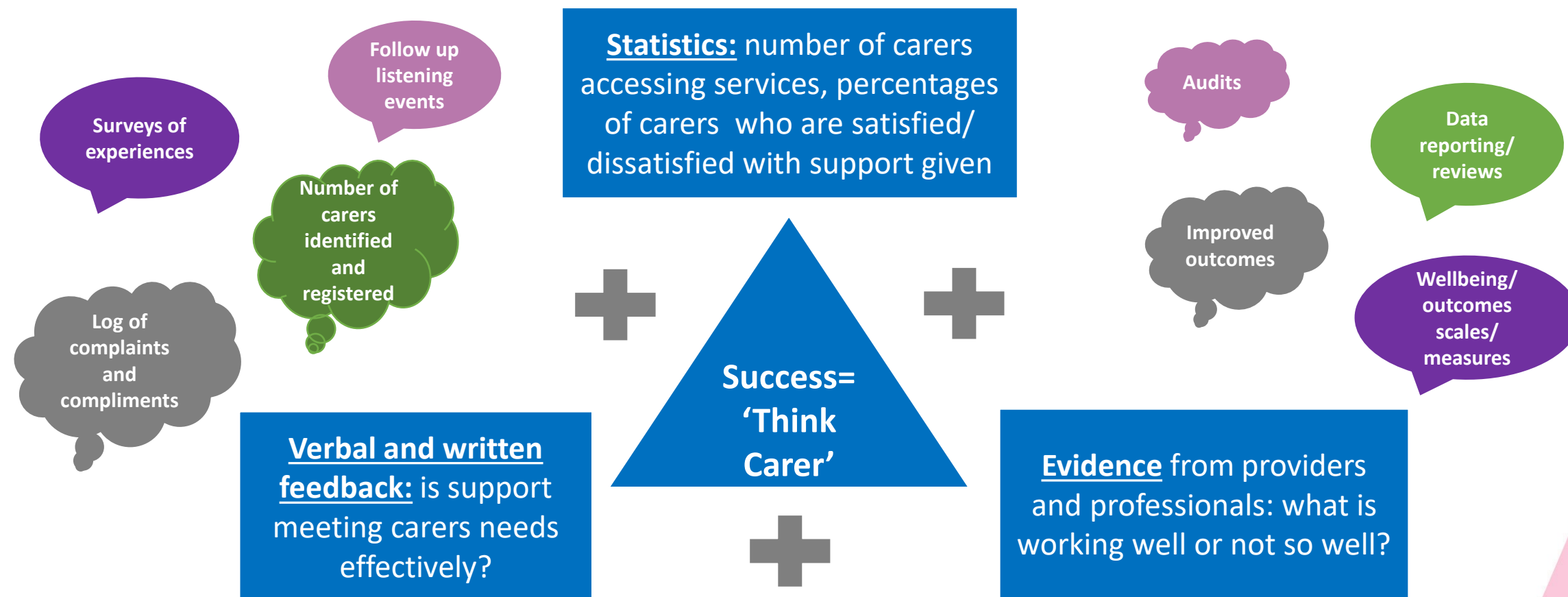
3. Will experience reduced isolation: Carers feel less isolated if able to socialise and have their own identity with time to themselves to spend as they wish.

4. Will access support and information when needed: Carers can access the right support from a central information point before reaching crisis across the system and are able to access the right information and other opportunities

5. Changing needs are met: Carers get access to hands on 'person centred' support to their changing circumstances, from named professionals who'll manage expectations and explain what will happen next.

How will you focus on these key areas to improve support for carers?

Evidencing change and success – your suggested methods:



How will you know that we are making a difference?

Five Key Areas of Focus 2024-2025

Earlier this year, the Carers Strategy Board identified five key priority areas to be addressed, which are:

- 1. GP Practices** (early identification and support - most carers turn up at GP's, who need to get better at identifying carers)
- 2. Support for parent carers** (gaps in support and service provision for parent carers)
- 3. Support for carers of people who are End of Life (EOL)** (support through EOL and bereavement needed)
- 4. Identifying and supporting hard to reach carers including D/deaf carers**
(Deaf carers are underrepresented and find access to support difficult due to lack of BSL)
- 5. Young carers and young adult carers** (to ensure we adopt the national 'No Wrong Doors' approach to provide better pathways to support for young carers)

How will you improve your support in these 5 areas?

Implementing the Strategy - successes and progress to date:

- **Launched the Strategy** ensuring all carer support links back to the strategy/ evidence
- Identified **5 areas of focus for 2024-2025**
- Co-produced the **new carers support services** (Oct 23) Carers Hub Service, Young Carers Notts, Carers Respite, Carers Engagement
- Increased ways to **reach and identify carers in GP practices, schools and colleges**
- Introduced **flexible breaks from caring** (respite/ wellbeing)
- Begun to improve joint working across social care to **support parent carers**
- Introduced the Carers Quality Mark for local employers
- Agreed to adopt National Initiatives e.g. No Wrong Doors for Young Carers
- Established a Carers Discussion Group in relation to the 5 key areas for 2024-2025
- The co-design and co-production of a **new joint Carers Information booklet (to be published shortly)**
- The co-design and co-production of the **Carers Roadshows 2024**
- Project work on the 'plumbing and wiring' of carers **Short Breaks**
- Wider **promotion of the Carers Strategy** and what it means for health and social care professionals
- Exploring and identifying **Digital Support for Carers**
- Changed internal systems to enable **better conversations with carers** when they make contact - so they don't have to tell their story twice
- Introduced '**Carer Champion**' roles in social care
- **Targeted funding bid** for three projects identified which have a carers theme: **Shared Lives, Technology Enabled Care and On-line care and support directory**

Your pledges to carers

We asked participants at the launch event to complete a pledge of what action they'll take away from what they heard and learnt. A total of **51 pledges were submitted** at the end of the event.

Grouped themes collated:

- Promote the strategy
- Involve and engage colleagues
- Support others (carers)
- Get colleagues and peers to 'think carer'
- Share information about support available to carers
- Become involved to make change happen
- Self-help and awareness
- Inform others (carers and/or colleagues)

Follow-up to the pledges you made

Those who gave contact details on their pledges will be contacted and asked the following questions:

- 1. Did you commit to a pledge in 2023?**
 - **If 'YES' please tell us about your pledge and progress you have made**
 - **If 'No' what issues and barriers have you encountered?**
- 2. Let us know what support will you need from Nottingham City and Nottinghamshire County Council's to help you achieve your pledge**

If you didn't make a pledge following the event, you still can, by sending your pledge to: Lisa.talma-smith@nottsc.gov.uk

Your Pledge

My pledge is to:



Please return to: lisa.talma-smith@nottscc.gov.uk

Name:..... Contact e-mail*:

Organisation:.....

**only if you wish to be contacted*

