

Croydon Carers' Strategy Summary 2018 - 2022



Summary

Carers are a valuable part of our health and social care environment. Croydon Council and NHS Croydon Clinical Commissioning Group (CCG) are committed to supporting carers. Carers are experts by experience, and their support ensures that the person they care for is receiving support from the person they would like to receive support from and in the place they would like to receive support.

The Care Act 2014 and Children and Families Act 2014 gave local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs and promote their wellbeing. In addition to this, the Care Act and Children and Families Act require councils to provide personalised support and to prevent, reduce and delay future needs for support.

Carers are people who provide unpaid support to a family member, friend or neighbour. Many carers do not see themselves as carers as they may feel that it is a normal part of life. This support might include: personal care such as assistance with bathing and dressing, help with medication, cooking, grocery shopping and domestic tasks, accompanying to appointments, translating language, transport, help managing finances, emotional support, and telephone support.

In Croydon, carers save the local economy an estimated £654 million per year. Croydon is one of the largest boroughs in London, with an estimated population of 382,304.

Roxanna Kishore-Bigord Parent carer

I believe this strategy will be the start for Croydon to be the borough that people look to for guidance and advice on how to engage with carers and how to coproduce a strategy effectively.

Nicky Selwyn - Parent Carer

I look forward to seeing carers and professionals continue to work together to implement the action plan, as well as to evaluate the outcomes of the plan and of the commissioning principles.

Jonathan Mooney - Young Adult Carer

Generally Young Carers has been a great use to me, it gives me a source of escape and support I'm grateful to have. It's a great service and has helped me in so many ways it's unbelievable, I would recommend to anyone who is a carer in a heartbeat.

Of these, around 33,683 residents in Croydon are carers. This makes up 10% of the population.

Caring can have a negative impact on a carer's health and wellbeing. In Croydon, 72% of carers report feeling tired, 60% report feelings of stress, 60% report disturbed sleep and 35% report physical strain e.g. back pain as a result of their caring

role. In addition to this, 24% of carers report that they have developed their own health condition and 24% report that their existing health condition has been made worse as a result of caring. Providing support to carers is the best way to help prevent a care breakdown, which can otherwise result in an emergency admission for the cared for person and/or the carer.

Support services in Croydon



Summary

Coproducing this strategy

The outcomes, action plan and outcome measurements of this strategy were co-produced with both young and adult carers, professionals and other key stakeholders. In total, 239 carers and professionals were engaged through 22 workshops. This was made up of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of this strategy. This was accompanied by an online survey open for six weeks. Following this period, 9 further workshops were held with a total of 95 carers and professionals to feedback and listen to the community to ensure we had successfully captured the views and experiences of carers in Croydon. This too was accompanied by an online survey which was open for 6 weeks.



Action Plan

From these workshops, the following action plan was created.

Priority one

Continue providing the current level of support for carers, this includes;

- Carer assessments, parent carer assessments and young carer assessments.
- Activity groups, peer support, physical activity sessions, therapy sessions, health and wellbeing sessions, education/ psychoeducation groups which are (where appropriate) targeted towards different groups of carers.
- The Carers Support Centre on George Street.
- Benefits advice, legal advice and other one-to-one information and advice.
- Online information and advice and improve its accessibility and promotion
- Encouraging employers to become carer friendly, support carers into employment and supporting those in employment to stay in work.
- Support for young carers and young adult carers
- Counselling for carers.
- Support eligible carers with a carer's personal budget.
- Keep engaging with carers.

In addition to this, we should focus on:

- Increasing awareness of carers in schools and colleges to ensure they are being supported.
- Ensure funded services are promoted as council funded so carers are aware that they meet a certain standard.
- Review the provision of respite services in the borough and respond to the changing need of carers.
- Increase the promotion of current services to ensure more carers benefit from them.
- Increase identification of carers.
- Improve the Council's online directory of services.
- Promote the positive aspects of caring and in addition to this, initiatives such as opportunities for mentoring.
- Improve integration of services in health and social care.
- Work with the CCG to improve the accessibility of the psychological therapies services for carers in Croydon.

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Priority two

- Showcase examples of successful carers who manage to run a business whilst caring.
- Increase use of information technology for consultations and developed an online community.
- Ensure adult social care provide information packs for carers to include carers information. This should be both online and in paper format.
- Provide more training for carers to reflect the changing needs of carers in Croydon.
- Review support for former carers including bereavement support.
- Ensure staff in the council and NHS are carer aware.
- Support the development of a carer card/passport for young carers and young adult carers.
- Provide discounts for carers in Croydon.
- Work with the NHS to better identify carers, e.g. from general practice.
- Hold more engagement events with young adult carers to allow them to directly feedback.
- Increase awareness of carers in health and social care to ensure carers are identified earlier and involved in discussions. This includes awareness of young carers.
- Support ways to reduce the stigma associated with male carers.



Priority three

Our third priority should be to:

- Encourage businesses to get involved and sponsor events for carers in Croydon.
- Provide physical activity groups that are specific to different ages.
- Produce a policy for Croydon Council staff to enable them to promote services in their emails.
- Work with local pharmacies and dentists to identify carers earlier.
- Work with NHS Croydon CCG to improve information and advice provided at hospital discharge and ensure that carers are consulted in the process.
- Better promote Croydon Council's volunteering policy to enable more staff to volunteer during work time.
- Extend free swimming scheme for under 16s in the holidays to young carers all year round.
- Review schools' and colleges' understanding and support for young carers in Croydon.

Next Steps

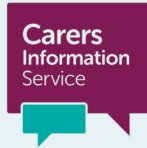
This strategy has been co-produced with carers and professionals in Croydon. Moving this action plan forward will be the task of Croydon Council and NHS Croydon CCG, however there are a number of actions and opportunities for others to get involved in ensuring that these actions are delivered.

To help ensure these actions are delivered, it will be the task of the Carers Partnership Group to scrutinise the actions and where necessary support the delivery of the strategy.

These outcomes will be evaluated annually by Croydon Council to ensure the delivery of this strategy. This will be support and scrutinised by the Carers Partnership Group.



SUPPORTED BY AND CO-PRODUCED WITH:



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