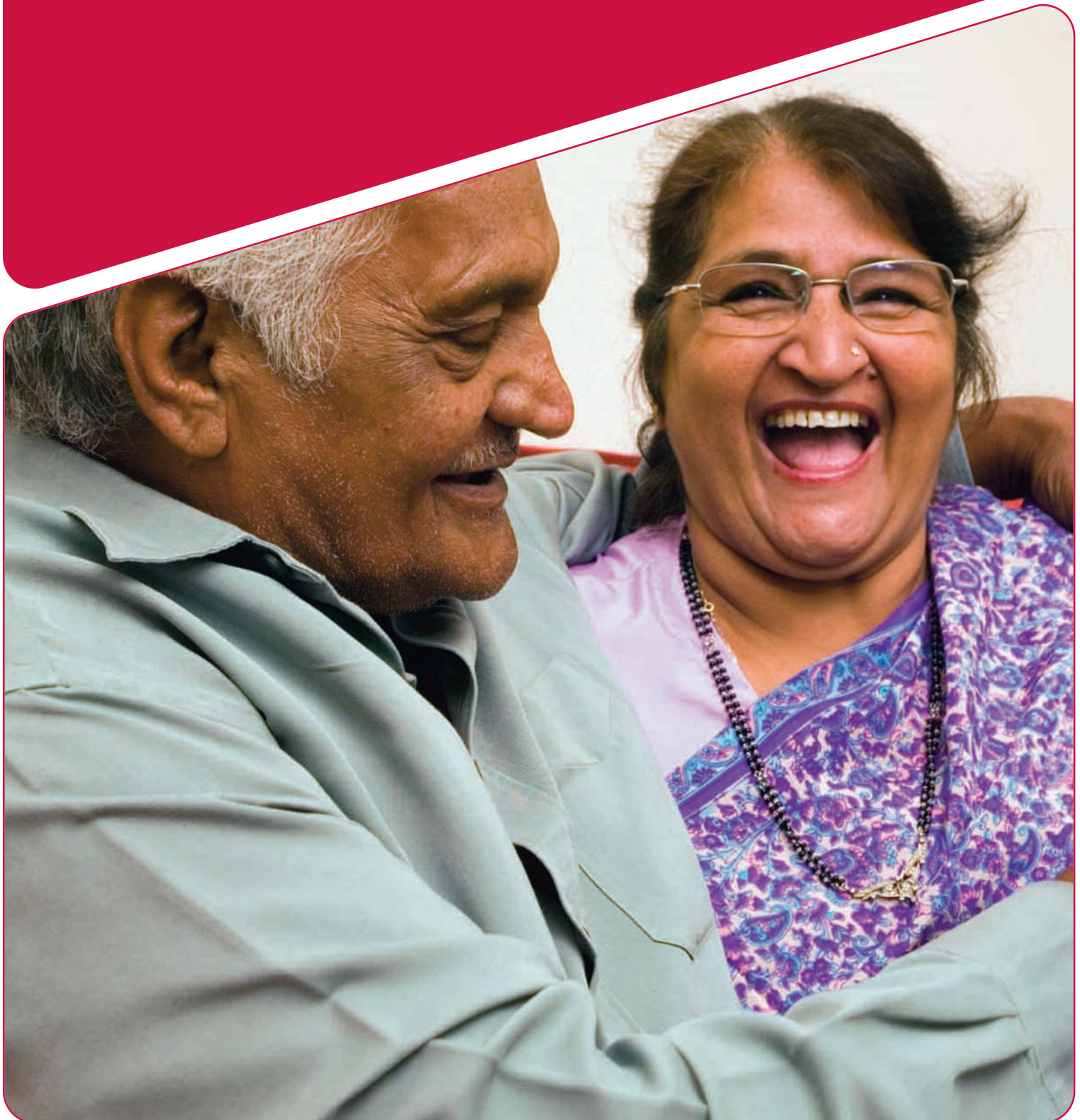




London Borough  
of Hounslow

# CARERS STRATEGY

2008 - 2011



# Hounslow Carers Strategy Contents

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# 1. Introduction

## **Aims of strategy**

London Borough of Hounslow, along with its local partners in health and social care has built up a solid portfolio of information, support and services for carers. London Borough of Hounslow has a key role in facilitating services to carers and wishes to formalise its continued commitment to carers as invaluable partners in the care process and through this strategy, Hounslow will set out its vision and pledge to carers in Hounslow for the next three years.

This is a time of rapid change for Carers services with the Governments New Deal, bringing about many changes and new developments for carers services, which will be underpinned by the much-awaited new National Strategy for Carers.

In Hounslow we strive to ensure that carers receive full recognition for the valuable contribution they make to the community. That all partners are able to recognise carers, acknowledge the role they play and signpost them appropriately. Thus demonstrating that by providing information and advice they will empower carers to make choices that will best support their needs and those of the person they care for enabling them to maintain control and independence.

The strategy will seek to ensure that all carers in Hounslow are:

- given a meaningful role in the community, ensuring carers are recognised for the invaluable role they play.
- empowered to exert influence over decisions that are made in the way services are delivered both for them and, more importantly the people they care for
- positively encouraged to live full and healthy lives maintaining their independence, exercising control over the way they live their lives
- enabled to exercise choice about the way they provide care and to work in full partnership with both statutory and voluntary providers
- provided with appropriate support to ensure equal opportunities in accessing employment, education and training which will ensure their financial security and future well-being

### Hounslow Vision:

***“That the contribution carers make to the community is valued appropriately and that their role is given the status and recognition it deserves. They should be given the optimum level of information and support to ensure that they can access high quality and flexible services, which meet their diverse needs, maintain their health and well-being and facilitate their ability to have a life of their own and equal opportunities for employment, education and training.”***

The development of carers and commitment to carers from Hounslow’s Adult Social Care Department has been recognised during its annual assessment process.

The Summary Report of 2006-07 Annual Performance Assessment of Social Care Services for Adults Services for Hounslow by the Commission of Social Care Inspection saw Hounslow Social Care Services being awarded a three star rating. The following observations were made in relation to local carers services. \*1

Key strengths noted:

- Information, fora and consultation with clients and carers
- Carers strategy
- Carers week and Carers Rights day
- Caring in Hounslow magazine
- Contingency planning and voucher scheme
- Dedicated carers staff
- Services provided to carers
- Sitting services
- Spend on breaks for black and minority communities

Particular attention was given to the fact that Carers are supported through a strategy, and through a varied range of services and initiatives such as the Expert Carer Programme, multi-agency Carers Action Group, Carers Vouchers & Direct Payment schemes; carers support groups; emergency respite; information days highlighting carers rights to an assessment.

## 2. What do we mean by 'Carer'?

**“Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.”\*2**

A Carer is someone who gives help and support to a relative, child, spouse, partner, sibling, parent, neighbour or friend who, due to disability, illness or frailty, is unable to manage living in their own home without help.

Carers are unpaid, may be of any age and they may live with, or apart from, the cared for person.

### **Carers fall into the following categories:**

- **Adult Carers:** an adult caring for another adult such as a husband or wife, partner, friend or relative
- **Parent Carers of Children with Disabilities:** an adult who cares for a child with a long-term illness or a disability
- **Young Carers:** a young person under the age of 18, who is in some way affected by the need to take physical, practical and/or emotional responsibility for the care of another person.

Carers UK estimate that: “Three in five people will become a Carer during their lifetime.” \*3

This means that many of us are or will take on some form of caring role during our lifetime. We may not identify ourselves as carers but rather as daughters, sons, wives, husbands, brothers, sisters or grandparents looking after family and loved ones.

### **What do carers do?**

Carers support the person they look after in a variety of ways which help them to maintain the welfare, social inclusion and, where possible, maintain their independence.

The tasks they undertake include:

- Washing
- Dressing
- Toileting
- Feeding
- Shopping
- Laundry

- Administering /monitoring medication
- Assisting with exercise
- Supervising the cared for person
- Providing companionship
- Maintaining contact with family and friends
- Dealing with correspondence
- Looking after finances and legal affairs
- Taking to hospital and GP appointments

### **How does becoming a Carer affect people's lives?**

Research by Carers UK, reflecting the experiences of Carers providing very substantial amounts of care, found 77% of respondents stating that they had become worse off financially since becoming Carers. \*4

Some of the other major effects on a person who undertakes a caring role may include:

- Lack of recognition and status
- No pay
- No time off
- Fewer or no work and education opportunities
- Financial hardship
- Stress, both physically and mentally
- Health problems such as backache
- Isolation, loss of friends, family and social activities
- Sense of bereavement (*for the loss of the person as they once were, the expectations that they had and the life they had*)
- Sleeplessness and exhaustion
- Depression, anxiety, guilt and resentment

### **Valuing our carers**

**A new report shows a 52 per cent increase in the value of unpaid care – more than total annual spend on NHS \*5**

The value of unpaid support that carers provide has now reached £87 billion a year according to a new report by Carers UK - more than the annual total spend on the NHS, which stood at £82 billion in the year 2006-7.

The new figures, calculated by the University of Leeds for Carers UK - the leading charity for people caring for their sick, disabled or frail relatives and partners, are 52 per cent higher than previous estimates of how much carers save the UK. The average carer is saving the nation over £15,260 a year.

**These figures show that Hounslow Carers save £272.2 million in 2006/2007. \*5**

These figures clearly demonstrate how our national and local economy relies on the help provided by carers and indicates that, if only a small number of carers were to give up caring, the impact on the economy could be disastrous.

The report stresses urgent need for better recognition and support for carers because many carers remain isolated and unsupported, with thousands living in poverty and unable to take up paid work or have a normal social life.

Imelda Redmond, Chief Executive of Carers UK says, "When you put a monetary value on Carers contribution to the economy, it shows the stark reality of the true costs. It is clear that without carers, our NHS and social care systems would collapse. Indeed their input is so vast that it has kept pace with the extra investment put by Government into the NHS.

"It is ironic, given the billions they contribute to the economy, that so many carers are forced into poverty and a low quality of life."

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## References

\*1 Source: *Annual Performance Assessment of Social Care Services – Hounslow. Social Care Inspection. September 2007*

\*2 Source: *Without Us, Calculating the Cost of Carers Support, - Emily HOLZHAUSEN, 2002 Carers UK*

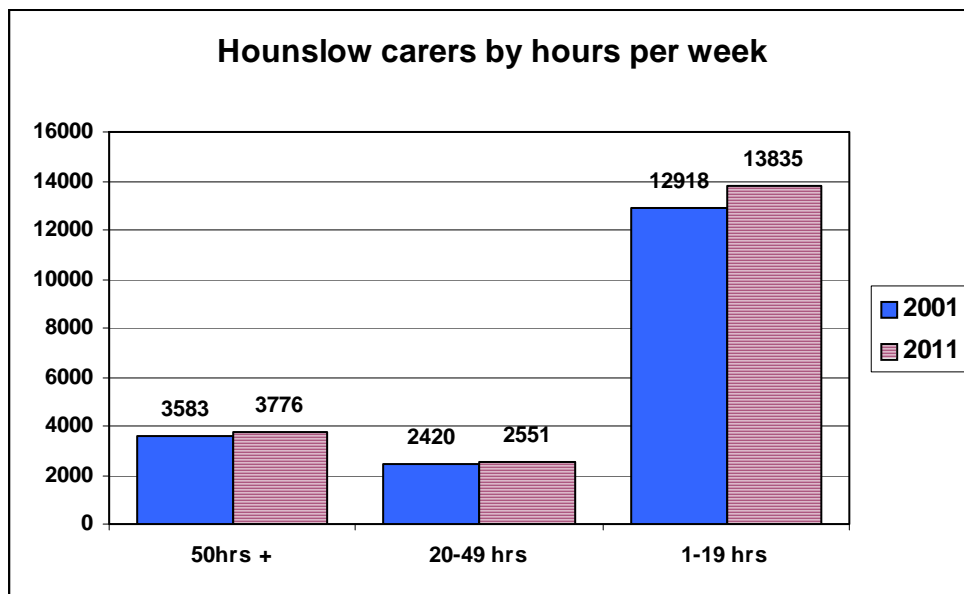
\*3 Source: *Real Changes not Short Change: Time to deliver for carers, Carers UK May 2007*

\*4 Source: *Real Changes not Short Change: Time to deliver for carers, Carers UK May 2007*

\*5 Source: *Calculating the Cost of Care, Dr Lisa BRUCKNER, and Sue YEANDLE of University of Leeds – September 2007*

### 3. Carers in Hounslow

1. In 2001, the last date for which we have reliable statistics, 8.9% of Hounslow residents reported in the Census that they provided unpaid care. This is a rather higher proportion than the average for London boroughs (8.5%).
2. The actual Census figure for Hounslow was 18,921. Of these:
  - 12,918 provided care for 1-19 hours per week
  - 2,420 provided care for 20-49 hours per week
  - 3,583 provided care for 50 hours or more per week
3. Numbers seem likely to increase, if only because Hounslow's population is projected to increase. Applying population projections produced by the Greater London Assembly to the Census results would produce, on an all-other-things-being-equal basis, the following comparisons between 2001 and 2011:



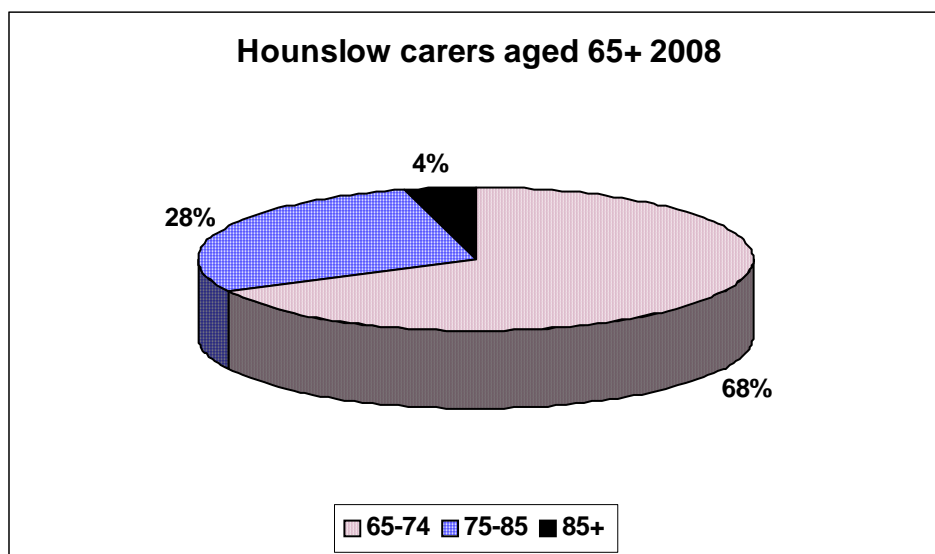
source: 2005 GLA population projections (issued 2006) applied to 2001 Census data

4. In other words, we might expect to have 1,022 more carers in Hounslow in 2011 than in 2001. Looking further ahead, by 2020 we might have another 321 carers on top of the 2011 figure. The projected change between 2008 and 2011, the years covered by the strategy, is less pronounced, up just 25 carers, but we know that population estimates are an inexact science.
5. This would also ignore factors that seem likely to add to numbers of people who will need care. For example:
  - the increasing proportion of very elderly people (aged 85+) occurring in Hounslow's population;

- the increasing number of physically disabled and learning disabled adults surviving childhood and then living to old age.

It seems possible, perhaps probable, that more individuals and families will find themselves taking on a caring role than the above projections might suggest.

6. We also know that the demands on elderly carers are likely to grow as people live longer. One analysis of the 2001 Census<sup>1</sup> figures for Hounslow, applying lower projections developed by the Office for National Statistics (ONS), is that in 2008 already around one carer in seven is aged 65 or over (2629 in total). Almost a third is aged 75 or over, an age many people might find difficulties in coping with long-term caring tasks.



source: POPPI 2007

7. We have additional insights from an ONS survey of just over 1,000 carers in 2002<sup>2</sup>. Some of the answers provided by those surveyed were as follows:

carers providing care for 100+ hours per week	7%
carers providing care for 5+ years	54%
carers providing personal care e.g. washing	23%
carers providing physical help	25%
health affected a little or a lot of the time	76%
caring had led to smoking/ drinking/ using drugs more	17%
adverse effect of caring on friends, social life, leisure	32%
adverse effect of caring on partner or children	34%
female carers	68%
person cared for = parent or parent-in-law	48%
person cared for = aged 75+	55%

<sup>1</sup> Projecting Older People Population Information System (POPPI), Care Services Improvement Partnership, Department of Health 2007

<sup>2</sup> 'Mental Health of Carers, Office for National Statistics 2002

## 4. National Policy & the New Deal for Carers

### New Deal for Carers - Improving support for carers

In February 2007 Ivan Lewis, the then Minister for Care Services, launched a new multi-million pound package of support for carers. Details of the Government's New Deal for Carers, announced a range of measures designed to recognise the essential work that carers carry out across the country.

Ivan Lewis, minister for Care Services said:

***"Millions of people in this country are hidden heroes who keep families together through their support and devotion. Our carers often provide care 24 hours a day, 7 days a week, taking on that precious role that enables a friend or family member to stay at home and live with the dignity, independence and security the rest of us take for granted. " \*6***

This programme of work was a commitment in the Department of Health's 2006 White Paper 'Our Health, Our Care, Our Say'. The New Deal for Carers is aimed at improving support for carers through a range of measures. The Department has been working on the following key commitments: \*7

#### **1. Updating and extending the Prime Minister's 1999 strategy for carers.**

*Gordon Brown described the strategy review as "the most far-reaching national consultation ever on the future of carers" when he announced £33m funding for carers projects in February 2007" \*8.*

The strategy covers the whole area of government responsibilities where these impact on carers, and is being reviewed as a partnership between a number of government departments. Four work streams and associated task forces will be established covering income, employment, health and social services and equalities (including equality of opportunity).

#### **2. Establishing a helpline to offer advice to carers**

Up to £3 million will be made available to fund a help/advice line to provide an authoritative source of information on a wide range of issues or relevance to carers.

#### **3. Emergency Respite**

Ensuring that short-term, home based breaks support to carers in crisis or emergency situations is established in each council area.

Under new provisions to be launched in October 2008, £25 million is to be made available to local authorities in England to help them to provide cover for carers when an emergency occurs.

#### **4. Expert Carers Programme**

Allocating specific funding for the creation of an expert carers programme, which will provide training for carers to develop the skills they need to take greater control over their own health, and the health of those in their care.

'Our health, our care, our say' detailed the establishment of the Expert Carers Programme. The Programme will provide vital training to carers. The first training to carers is expected to take place in August 2008. The Department of Health is making £5m a year available to fund the programme.

### **Our Health, Our Care, Our Say**

In preparation of the White Paper, Our health, our care, our say, the Department of Health conducted an extensive public consultation. This revealed considerable support for carers and the Department responded by announcing a New Deal for Carers.

#### **Legislation:**

There have been four Acts of Parliament specifically for carers:

#### **The Carers (Recognition and Services) Act 1995**

The Carers (Recognition and Services) Act 1995 for the first time, gave carers the right to an assessment of their own needs.

This Act gave carers important new rights and a clear legal status. Under the Act, individuals who provide or intend to provide a substantial amount of care on a regular basis are entitled to request (at the time the person they care for is being assessed for community care services), an assessment of their ability to care and to continue caring.

Local authorities are required to take into account the results of that assessment in making decisions about the type and level of community care services to be provided to the person receiving care. The assessment under the 1995 Act is of the carer's ability to provide care and of his or her ability to sustain the care that he or she has been providing. The 1995 Act applies to carers of all ages.

### **The Carers and Disabled Children Act 2000**

The Carers and Disabled Children Act 2000 extended the right to an assessment for adults and extended the right to 16 and 17 year old young people as well as parents of disabled children.

This Act applies to carers over 16 and made the following principal changes to the law:

- it gave local councils mandatory duties to support carers by providing services to carers directly
- it gave carers the right to an assessment independent of the person they care for
- it empowered local authorities to make direct payments to carers
- it enabled councils to support flexibility in the provision of short breaks through the short break voucher scheme

### **The Carers (Equal Opportunities) Act 2004**

This Act made three main changes to the existing law around Carers services as follows:

- it placed a duty on councils to inform carers, in certain circumstances, of their right to an assessment of their needs
- it stated that when assessing a carer's needs, councils must take into account whether the carer works or wishes to work, undertakes or wishes to undertake education, training or leisure activities
- it facilitated co-operation between authorities in relation to the provision of services that are relevant to carers.

### **The Work and Families Act 2006**

The Work and Families Act 2006 and the Employment Rights Act 1996 give working carers rights to help them manage work and caring including the right to request flexible work and leave entitlement. (In Northern Ireland they are called The Work and Families (Northern Ireland) Order 2006 and The Employment Rights (Northern Ireland) Order 1996).

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#### **References:**

\* 6 Source: *Ivan Lewis MP, Parliamentary Under Secretary of State for Care Services, February 2007 New Measures to Support Carers*

\*7 Source: *Our Health, Our Care, Our Say Department of Health, February 2006*

\*8 Source: *Gordon Brown, MP, Chancellor of the Exchequer February 2007 New Measures to Support Carers*

## 5. Carers - What they have told us they want

In Hounslow we have established various systems to listen and respond to the views of local carers including:-

- Regular Carers Forums
- Carers Groups
- Feedback from Carers Support Packs
- Providing Information , News letter - Caring in Hounslow and the Postal Forum for Carers of Older people
- Response to consultation conducted via the Carers Register

The most recent consultation with carers was the ideas trees consultation.

### **Ideas Tree Consultation:**

Opinion Leader, an independent research company, was commissioned by the Government to conduct a wide-ranging consultation to ensure that Carers voices are at the heart of the Government's 'New Deal for Carers. As part of this consultation an online Ideas Tree where **adult carers** can state what would make a positive difference to their life as a carer.

In Hounslow we decided that, whilst we wanted to promote this consultation and encourage carers to participate, we were concerned that national consultations often prioritise different needs to those identified at a local level. We wanted to get a clear picture of what carers in Hounslow actually want and ensure that we are working to develop services that satisfy local needs. We therefore sent copies of the consultation to the 436 carers enrolled on the Carers Register and a further 80 copies to Carers UK Hounslow branch.

We asked carers to return the completed consultation documents to us, (in envelopes provided) and we undertook to forward all documentation to Opinion Leader once we had made a record of their responses.

We received 195 responses as recorded below. The responses have been sorted and collated into the following categories: -

<ul style="list-style-type: none"> <li>▪ <b>Health</b></li> <li>▪ <b>Mental Health</b></li> <li>▪ <b>Social Care &amp; Support Services</b></li> <li>▪ <b>Voluntary &amp; Independent Sector</b></li> <li>▪ <b>Housing</b></li> <li>▪ <b>Training</b></li> <li>▪ <b>Time-off</b></li> <li>▪ <b>Finance</b></li> <li>▪ <b>Holidays</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Employment</b></li> <li>▪ <b>Equipment &amp; Adaptations</b></li> <li>▪ <b>Transport</b></li> <li>▪ <b>Recognition</b></li> <li>▪ <b>Contingency Plans</b></li> <li>▪ <b>Leisure Services</b></li> <li>▪ <b>Information</b></li> <li>▪ <b>Children's Services</b></li> <li>▪ <b>Counselling</b></li> <li>▪ <b>General Carers comments</b></li> </ul>
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## **Kings Fund**

The Kings Fund is an Independent Charitable Foundation working to improve health, they developed a carers compass as a tool to help local authorities and NHS providers to improve services and support to carers.

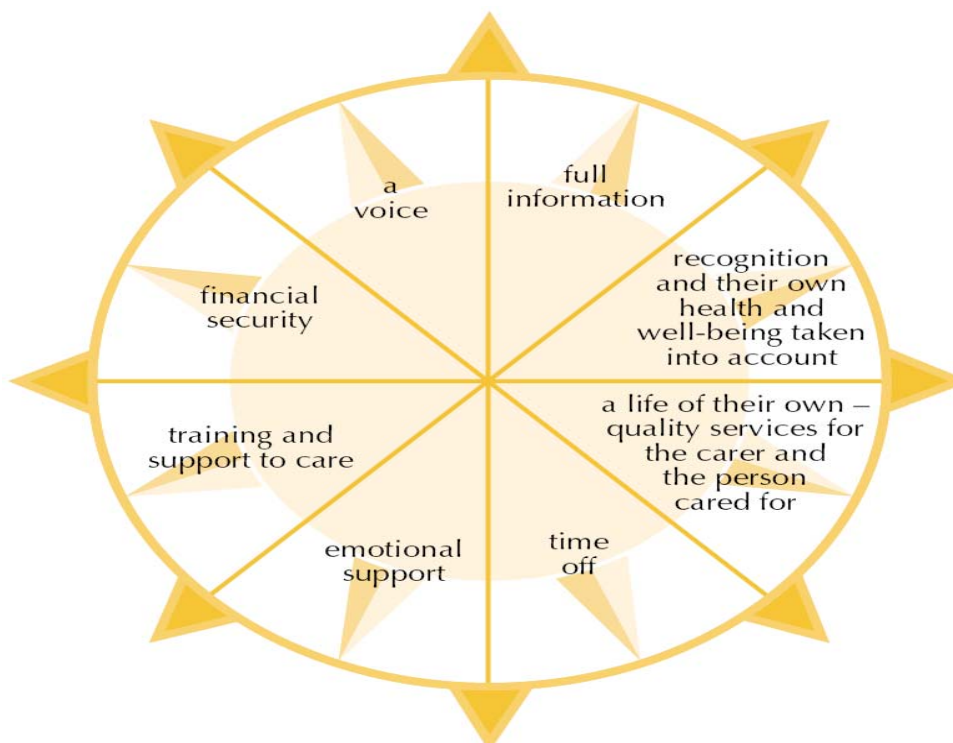
### **What should a carer's service look like?**

This strategy incorporates the principles of Government guidance 'Caring about Carers' and of the 'Carers Compass', developed by Kings' Fund. The Carers Compass sets out the different policies and practices that need to be in place to support carers and to meet the 8 key outcomes that carers have identified as important to them.

These are:

- 1. Full information**
- 2. Recognition and their own health and well-being taken into account**
- 3. A life of their own – quality services for the carer and the person cared for**
- 4. Time off**
- 5. Emotional Support**
- 6. Training and support to care**
- 7. Financial security**
- 8. A voice**

### **The carers compass**



A full break-down of Hounslow's response to the Kings fund Compass can be found in appendix

## 6. Achievements: What have we delivered for carers in Hounslow?

Since our last strategy in 2003 Hounslow has seen many developments in our approach to carers, our infrastructure to plan and deliver services to carers, and the range of services in place for carers.

### **Some of our key achievements: -**

#### **Short breaks**

Hounslow provides a range of services to give carers a break. A short-term break can be achieved in many ways and does not necessarily mean going away from home.

What is important is that both carer, and the cared for person, are happy with the arrangements.

Options available include:

- Residential care
- Day centres
- Care in the home
- Vouchers
- Direct Payments

Sometimes, the choice may be limited or there may be a wait, it is important to find out the availability of services and how to access them.

#### **Vouchers & Direct Payments**

Direct Payments for Carers have been available in Hounslow since March 2002. To date 96 local carers have received a direct payment to commission services to support them in their caring role.

Direct Payments can be used to buy services from an organisation or to employ somebody to provide assistance. Carers can use direct payments in lieu of social service provisions and to purchase the services they are assessed as needing. This can include services to help maintain their health and well-being.

Direct Payments can be made to carers aged 17 or over (including people with parental responsibility for a disabled child, and disabled people aged 16 or over).

Direct Payments –for arranging care and services – are not the same as Direct Payment - pensions and benefits paid directly into an account.

## **Vouchers**

Carer Break Vouchers were launched in Hounslow in 2006, so far 46 local carers have received a voucher. Vouchers offer carers a flexible way to book and pay for alternative care for the person they look after while they take a break.

The vouchers, which are like shopping vouchers, have money-value, and can be used as full or part-payment to arrange residential, homecare or any other carers break service offered by approved providers.

## **Expert Carers Programme**

The first Expert Carers Programme was launched in 2007 and so far we have organised two nine week courses. It is a free course for adults who care for someone living with a long-term health condition or disability. The course is designed to assist the carer to look after their own health needs and take more control of their situation.

## **The Carers Education Training Programme (CETP)**

Carers Education and Training Programme has been run very successfully across the country and we looking to organise the first course locally by June 2008.

The CETP is an 11 session programme aimed at carers of people with a mental illness and is co-led by carers and developed in consultation with carers, psychiatrists and Rethink. Rethink, the leading national mental health membership charity, works to help everyone affected by severe mental illness recover a better quality of life.

The programme aims to provide carers with information surrounding mental illness including topics such as causes and treatments, medication and side effects, early warning signs and what to do in a crisis whilst at the same time allowing carers the opportunity to work together in a relaxed, social and fun atmosphere, sharing expertise and experiences with each other.

### **CETP Objectives**

- To provide relatives and carers with information about cause, treatment, management and recovery in mental illness
- To help relatives and carers to identify problems in the management of their relative
- To help relatives and carers to develop management strategies to deal with problems
- To enable relatives and carers to communicate in a positive, uncritical way
- To enhance the autonomy and independence of family members
- To provide relatives and carers with the opportunity to develop emotional and social support outside the immediate family.

## **Carers Register**

The Hounslow Carers Register is a voluntary register of Carers in Hounslow. We currently have 451 carers enrolled on the register.

The register enables:

- The distribution of relevant, customer group specific information to carers borough-wide.
- Cost effective, meaningful consultation with carers about service provision and development.

## **Hounslow Carers Charter**

The Carers Charter advises carers of their rights and provides contact details for appropriate advice and support.

The Charter has been jointly agreed by London Borough of Hounslow, West Middlesex University Trust, Carers UK Hounslow Branch, PALS and Richmond Carers Centre. It has been adopted by West Middlesex Hospital, and is displayed on the wards and included in staff induction.

West London Mental Health Trust has also adopted a charter agreed between PALS, London Borough of Hounslow and Carers UK.

A draft Carers Charter has been put forward to the PCT for adoption.

## **Carers Supports Packs**

Carers Information and Support Packs were introduced across Hounslow in 2005. The packs were created in partnership with local carers and carers organisations.

The packs are available to be given out at the time of assessment. Practitioners are expected to go through the information pack with the carers to ensure they understand the information given and know where to go for help.

The following carers support pack are available:

- **Older People**
- **Physical Disability & Sensory Impairment**
- **Learning Disability**
- **Mental Health**
- **Children & Disabilities**

The support packs have been reviewed and updated in accordance with feedback from carers.

In addition to these a hand book for young carers has been developed by the Hounslow Young Carers Project.

## **Caring in Hounslow Newsletter**

Caring in Hounslow gives carers, professionals and local community care organisations a regular dedicated communication focussed on carers. Quarterly newsletters provide up to date national and local information directly affecting carers, including changes in legislation, new developments, service updates and support.

Carers are encouraged to write in with their views as well as share information.

Hounslow is also committed to providing information to hidden carers those not currently receiving or engaged with local services. There are dedicated features for carers in the Hounslow Matters borough magazine.

## **National Carers Week – Campaigns**

To mark Carers Week and Carers Right Day Hounslow holds key events for carers in partnership with statutory, voluntary and private sector providers annually to provide information and advice to carers. These events raise awareness of the needs of Carers and help them to recognise the important role that they play.

## **Carers Support Groups**

There are Carers support groups held at locations across the Borough run by Adult Social Care services mainly for the carers of older people. Mental health services in partnership with Tasha UK also run regular Carers groups across the borough. Other voluntary organisations run Carers groups or family groups. All groups are listed in our Carers Support Group booklet.

## **Carers Forums**

Regular Carers Forums' are held where carers can get up to date information about services, advice and support available. Carers are provided with the opportunity to make their views and opinions known. Links are established with other forums, minority ethnic groups and community groups.

Separate forums are held for carers of people with learning disabilities, carers of people experiencing from mental health difficulties and parents of children with special needs.

There is also a Pan Disability Evening Forum which includes carers from all customer groups and a Postal Forum for Older Carers.

## **Carers Assessment Training**

Specialised training for staff has been running since 2004 and is available for all staff groups.

Training and guidance for staff covers:-:

- Preparation for a carers assessment
- Completion of carers assessment and care plan
- Carer awareness
- Carers legislation
- Carers issues
- Signposting carers to services

### **Multi Agency Carers Action Group**

The Multi Agency Carers Action Group provides a forum for the exchange of information between statutory, voluntary and independent sectors.

The Group aims to:

- represent carers across all client groups
- to maximise carer awareness
- raise the profile of Carers issues
- identify specific gaps in service provision and delivery
- feed information back at a strategic level.
- ensure carers receive support and services in accordance with their legal rights
- that services reflect the multicultural nature of our community
- carers are represented, involved and consulted in all service delivery, development and planning

### **Dedicated Carers staff**

The London Borough of Hounslow fund a number of posts dedicated to carers these include:-

#### **Carers Development Manager**

This post is responsible to:

- Ensure that throughout health & social care, the needs of carers are addressed at a strategic level.
- Ensure that in the planning and delivering of local services, the needs of carers, including young carers, are fully addressed and consulted on
- Work actively with key partners to improve the range of flexible responsive carers services in Hounslow.
- Work with closely with local services providers to ensure that local services meet the diverse needs of Hounslow carers.

## **Carers Information Officer**

This post is responsible for:

- Producing, promoting, distributing, monitoring and updating carers information packs.
- Maintaining, promoting and updating the Carers Register
- Preparing and distributing newsletters, targeted mail shots and consultations
- Collating feedback from carers
- Coordinating training for carers including Expert Carers Programme and CEPT.

## **Mental Health Carers Assessors**

Hounslow has two full time posts based with the Community Mental Health Teams. These posts are responsible for carrying out separate carers assessments and preparing care plans for carers of people on Enhanced Care Programme Approach or on request.

## **A Mental Health Carer Support Worker**

This post is employed in the voluntary sector at the Tasha Foundation. It is funded from the Carers Grant to provide individual carers support, organise and co facilitate carers groups across the borough and run network meetings. It also trains and supports carers representatives to attend meetings.

## **Carers Rights Worker**

This post is employed by Hounslow Crossroads and funded by the Carers Grant to: -

- accept referrals
- provide information and advice regarding carers rights and to assist carers to access their rights.
- ensure that carers are referred to appropriate agencies
- help carers navigate services
- provide welfare benefit advice.

## 7. The Carers Grant

### **Carers Grant**

The Government recognised that caring can have a negative impact on a person's health and well-being. This is why it introduced the Carers Grant in 1999 to help councils to provide breaks and services for carers in England.

The Carers Grant is no longer ring fenced though it does remain targeted for the development of carers services. This is part of an overall government initiative to support councils' needs for the flexibility and freedom to focus on their key targets.

### **Carers Grant 2008-2011**

The Carers Grant will be paid as part of the new Area Based Grant from April 2008. This is a new non-ring fenced general grant. As such, local authorities are able to determine locally how best to spend the Grant in order to deliver local and national priorities in their areas.

Whilst there are no conditions attached to the Carers Grant money for 2008/09, the CSCI Self Assessment Survey will continue to monitor the provision of services to support carers.

### **Policy Intentions**

The Government's objective is to build on the expertise achieved in commissioning carer support and encourage councils to continue developing personalised, innovative and high quality carers services in response to local needs. This should be done in partnership with carers, relevant voluntary organisations, the local NHS and other statutory agencies.

In particular to:

- set up systems to ensure carers can have immediate access to services
- provide planned breaks for carers who provide substantial amounts of care
- provide planned breaks for disabled children and their parents
- provide support such that young carers do not take on an inappropriate levels of care
- support children and young people (under 18) who are carers in having a break from caring;
- fund voluntary organisations to provide breaks directly on the basis of their own assessments.
- facilitate carers networks and support groups

## **Future Funding for Carers Services**

From April 2008 the Carers Grant will no longer be a separate grant but will be paid into an "Area based grant" which is managed by the Local Strategic Partnership (LSP). About 40 grants from DCSF, DH, DCLG, DFT, Defra will be paid in this way. The LSP have agreed that for the financial year 2008/9 all these grants will be treated as if they remained in departmental budgets whilst a system for deciding priorities is set up. However in future years the intention is that all this funding be used to progress LSP priorities. It is important therefore that carers issues are an LSP priority and it has been agreed that Carers are one of the 28 Hounslow priorities in the Local Area Agreement.

## **LAA – Local Area Agreement Target**

The Hounslow target for carers has been developed from the national indicator for carers which is:-

**Carers receiving needs assessment or review and a specific carer's service, or advice and information (N135)**

Hounslow local target will be :- **Providing support, information and services to family carers providing unpaid care to sick and vulnerable family and friends.**

## Carers Grant 2008/2009

<b>Carers Grant Allocation 2008/2009</b>	<b>£952,000</b>
Children's Services	100,000
Children's Emergency Respite Service	23,200
Young Carers Service	37,147
Crossroads Hounslow	118,726
Age Concern Feltham	6,336
Roshni / BME Elders	38,411
Alzheimer's - Outreach worker	37,334
Physical Disabilities and Sensory Impairment Respite Services	22,000
Carers Development Manager	44,000
Carers Information Coordinator	35,000
Crossroads Carers Rights Worker	40,000
Expert Carers Training Programme	14,000
Mental Carers Assessment worker - Full Time	37,000
Mental Health Carers Assessment worker - Part Time	15,000
Tasha Mental Health Carers Support service	31,104
CETP Training - Mental Health Carers Training Programme	7,000
Learning Disability Respite Services	96,238
Learning Disability Short breaks Coordinator	40,000
Carers Voucher Post	20,000
Care Management Costs	80,000
Emergency Respite Service	92,800
Carers Information	6,704
Carers Week & Rights Day & Forums	10,000
<b>Total Funds allocated</b>	<b>952,000</b>
<b>Additional spend:</b>	
Carers services for Carers of Drug & Alcohol users	10,000
New Deal For Carers Implementation	10,000
Carers Strategy Work	10,000

## **Services Funded by the Carers Grant**

### **Hounslow Crossroads**

Hounslow Crossroads is jointly funded by both the London Borough of Hounslow via the Carers Grant, and by Hounslow PCT.

Crossroads service enables Carers to have a break from their caring role. The service is offered regularly and is tailored-made to meet individual needs, respecting lifestyles, personal choice and cultures. Hounslow Crossroads is an independent charity offering a free service to Carers in the London Borough of Hounslow.

### **Hounslow Alzheimer's Society**

The Hounslow Branch of the Society is a specialist support service, which is dedicated to improving the quality of life for people with dementia, their families and carers.

#### ***The Hounslow Branch:***

- ***Promotes best practice in person-centred dementia care.***
- ***Contributes to campaigns and lobbies for improvements in services to support people with dementia, their families and carers.***
- ***Raises awareness about dementia in the community.***
- ***Influences local practice and policy development.***
- ***Provides practical advice, emotional support, information and advocacy for people with dementia, their families and carers.***
- ***Delivers education and training in dementia care.***

***Provides consultancy to professionals working with people with dementia, their families and carers***

### **CHOICES Project - TASHA Foundation**

The CHOICES Project will contribute to the Hounslow Carers Strategy by providing a range of supportive services to carers of mental health service users.

This will include the following:

- 1-1 support sessions – emotional/practical support and advocacy
- Monthly CHOICES Carer Led Group
- Three monthly Borough wide Carer Groups – Brentford/ Hounslow/ Feltham
- CHOICE Carer Network – To support clients promote the needs of carers at a strategic level
- Support the running of the Carers Forum
- Respite - Coordinate social events for carers to attend

Within the project carers are supported to know their rights, access carer assessments, as well as access training and employment opportunities.

## **Children's**

### **Holiday Play schemes**

There are a number of holiday schemes commissioned for families of children with disabilities aged 2- 19year olds.

#### **Tiny Tots; ( two schemes)**

Children with mixed disabilities (moderate/ profound and complex including challenging behaviour) aged 2- 4 years.

The projects runs during the **summer holiday** for four days per- week for a four-week period.

This project was developed in consultation with families of young disabled children and has been designed to give families whose children attend pre-school during term time the much needed respite during the long school holiday.

**Term time** programme provides two sessions per week for children with a disability aged 18mths to 4years who do not have a nursery or pre – school placement but the family would benefit from some respite.

Future developments for these schemes fall into two main agendas within children's services.

- **Integration agenda.** For the service to become more inclusive and less of a specialist segregated service.
- **Children's centre agenda.** With the completion of phase 2 and the development of phase 3 for children's centre's in Hounslow. There is scope to develop some local accessible provision for disabled children and their families.

### **ADHD - Attention-Deficit Hyperactivity Disorder**

There are a number of schemes for children and young people with ADHD

Easter Programme ( 4 days) 8-16 years

Summer programme

1. 20 days children and young people 8 -13yrs
2. 20 days young people 14-19yrs

Christmas programme ( 4 days ) 8-16yrs

These projects are always very well attended. Hounslow has a high number of children and young people diagnosed with ADHD.

The young peoples (14–19yrs) programme, which runs during the summer, has undergone some great change. The staff have been trained in “Life Coaching” to try and engage young people in being more independent and supporting the development of everyday life skills out side of school and home.

The future developments for this scheme fall into two main agendas within children’s services and CAMHS.- Child and adolescent mental health services

- **Extended schools agenda:** With the continuing development of extended schools activity, there will be the opportunity for more inclusive local provision for children and young people with ADHD
- **NICE guidance** - National Institute for Health and Clinical Excellence. The proposed changes in the NICE guidance for children with ADHD to offer a more systemic approach to their care.

#### **Autistic:**

Holiday play provision for children and young people with Autism 5-11yrs and 12 – 19yrs

The projects run during the summer for the two age groups.

Due to the very high demand on this scheme and the increased prevalence of children diagnosed with Autism nationally, future schemes will need to look at working with extended schools and the inclusion agenda to ensure maximum capacity for places is obtained.

#### **Hearing loss:**

Holiday support for children with a hearing loss aged 5-11yrs

The project runs during the summer holiday only

Additional BSL signing support is provided within mainstream play provision to enable families of deaf or hearing-impaired children to access the schemes therefore getting some much needed respite.

#### **Reflections:**

Holiday play provision for children and young people with profound complex disabilities and extreme challenging behaviour. 5-11yrs and 12 – 19yrs

1. Easter Programme ( 4 days) 5-19 years
2. Summer programme 20 days children and young people 5- 19yrs
3. Christmas programme ( 4 days ) 5-19yrs

This scheme is in very high demand and supports a number of families who have very children and young people with very high complex caring needs.

The scheme is based in a specially designed building offering a programme of extensive sensory stimulation.

Future developments can fall within the agendas of Extended schools and inclusion, but also in with the wider children's trust arrangements ;

- **Aiming high:** short breaks for children with disabilities
- **Joint funding:** working with health and looking at pooled budgets to meet these children and young people's very complex care needs.

### **Young Carers Project**

***The young carers project is in the process of transition.***

Firstly with regard to the current provider KIDS not being successful in securing a new contract, it has therefore been agreed to bring the service in house into Children's services and life long learning within the London Borough of Hounslow

This process will be complete by 1<sup>st</sup> April 08. We anticipate no loss in service and the current staff will be able to transfer under TUPE law.

Secondly the project as from 12<sup>th</sup> April 08 will have a new location within Southville children's centre, which is based within the west area of the borough. This new location will allow the young carers project to have its own designated space for the sole use of the project.

The changes have come through consultation with the young carers currently using the service.

They requested that the service be developed to provide:-

- Homework support and computer access
- After school drop in sessions
- Some inclusive sessions with other young people
- More holiday activities including more residential activities
- Sessions run in more central locations.

### **Work this year:**

- Launch of the young carers handbook.

This has been developed with young carers and their families; they had full control over the content and design of the handbook.

The handbook has proven to be a very useful resource for new young carers and answers frequently asked questions.

- ICE (in case of emergency) key rings

These were developed in conjunction with the young carers handbook. They are to be completed by the families stating the emergency contact number to be used if for any reason the young carer will be late home or had some type of accident.

We are undertaking a review of these key rings and want to look at :

1. re-design of the key rings - which will be designed by young carers them selves. There will be choice of design.
2. How these can be linked into schools and extended schools activities, to support the needs of young carers.
3. Also links to adult emergency care plans. The ICE phone number should/ could activate the adult emergency care plan.

## 8. Priorities and Actions for the future

### Introduction of Emergency Respite Service

The New Deal requires us to establish an emergency respite service. The requirement is that short-term, home-based, emergency cover is established in each council to provide support in crisis or emergency situations.

The service will aim to provide reassurance and confidence for the carer, that should anything happen to them to prevent them providing care at very short notice, then arrangements have been made such that alternative care can be put in place. Wherever possible the care will be provided in the cared for person's normal home to cover the period or to provide sufficient time to make alternative arrangements.

Carers have long been telling us that they have grave concerns about the consequences of something unexpected happening to them which will prevent them from providing care. They have expressed a desire for a back up system which will be provided by the Emergency Respite Service

### Hounslow has identified 5 priority areas for continued improvement.

#### 1. Information, Recognition and Inclusion of Carers

**Target: Continued investment in local information systems, to develop more access to online information for carers.**

All information for carers must be:

- Accurate
- Accessible
- Provided when it is needed, in required formats and languages
- Jargon free
- Variety
- Shared information or clear signposting between agencies

We will actively work with partner agencies to ensure that the above standards are met and to develop a joint information strategy that includes methods of getting information to all carers including those that do use computers.

We must strive to Improve partnership working and coordination across care agencies and service providers.

We must continue to recognise that carers are not only the responsibility of Social Care, but also other partner agencies and services have key roles in supporting carers. These include health, housing, leisure, employment and education.

## **2. Carers Health**

**Target: Ensure that GPs and Primary Care Workers are carer aware and understand carers issues. Continue to encourage carers to self identify through the 'Tell Your Doctor You Are a Carer Campaign'.**

Confirm that primary care professional know when to refer a carer to social services using the pads provided and monitor these referrals.

To work with primary care to identify new carers and encourage them to come forward and put their name on the Carers Register so as to access information about support services.

Actively promote the Carers Charter to ensure it is included in all staff induction and displayed in all health settings thus ensuring that carers are aware of their rights and know whom to contact for advice and information.

Use the Quality and Outcomes Framework to encourage GP practices to identify carers and to make referrals for assessment of their needs as a carer.

## **3. Care Management**

**Target: To insure that Carers Assessments become part of the holistic approach to care.**

Improve the assessment process pathways and communication with carers and ensure that outcomes are reported to carers.

Improve performance by increasing the number of carers receiving services as a result of a Carers Assessment. Improve care plans that support the cared for person by incorporating the health and well being of the carer, allowing time for the carer to meet their own health, leisure, employment and education needs.

Ensuring that the needs of Young carers are taken into account and identified by adult practitioners. Ensuring joint working protocols are practised.

## **4. Carers Finances & Employment**

**Target: To help carers maintain their financial security by increasing their awareness of benefits, enabling easier access to their entitlements.**

BY Working in partnership with benefit agencies to review and appeal benefit assessments and holding regular advice sessions.

Introduce agreed working policies for carers who work for the London Borough of Hounslow, and promote awareness about working carers and carer-friendly practices. Work with the LSP to encourage local employers to encourage, support and facilitate the return of carers to employment through flexible working policies and practice.

#### **4. Flexible Services and breaks for carers**

**Target: to evidence that breaks are always discussed during a Carers Assessment by monitoring carers feedback from Carers Support Packs.**

Publicise the full range of break services available including flexible options available via direct payments and vouchers.

Maintain, update and publicise the Directory of Low Level Services for use by practitioners and carers to source providers. Raise awareness of services that carers can access directly not via statutory services e.g. Crossroads

#### **New Areas for Service Development**

- 1. Research good practice in working with carers of Substance Abusers and set up pilot support project in partnership with the Hounslow Drug and Alcohol Team.**
- 2. Introduce Carers single modules Training -- moving and handling – medication management –challenging behaviour – back to work**
- 3. Pilot individual budgets for carers.**

## 8. Action Plan

This section will set out some of our key objectives for the next three years, further objectives will be added when the New National Strategy for Carers is published and further strands of work from the New Deal for Carers emerge.

### Objectives for all Carers

OBJECTIVE	DESCRIPTION	TIMESCALE & LEAD
<b>1. Increase the number of Carers Assessments completed.</b>	To actively encourage carers to request an assessment of their needs, to increase the number of carers receiving a carers specific service.	Ongoing
		Hounslow Community Care Management Team.
<b>2. To implement an Emergency Service for carers across all customers groups.</b>	To agree the process and protocols for carers to access an emergency service, to ensure that carers are offered an opportunity to complete contingency plans and that they are able to access a service in the case of emergency.  To develop a service that is able to respond to carers emergencies by implementing recorded contingency plans.	May 2008
		Carers Development Manager & Hounslow Community Care Management Team.
<b>3. Carers Training Programmes</b>	Expert Carer Programme – to implement an Expert Carer Programme in line with guidelines to be launched in August 2008.  CETP -To provide Carers of Mental Health users with specific training.  Moving & Handling -To provide singular training modules in response to carers needs.	September 2008
		Carers Development Manager & Care Management Staff
<b>4. Information</b>	To ensure that carers are kept informed of local services, new developments and their rights.  To develop an information strategy to coordinate information across agencies.	September 2008
		Carers Information Officer

**Care Group specific objectives**

**Young Carers**

<b>OBJECTIVE</b>	<b>DESCRIPTION</b>	<b>TIMESCALE &amp; LEAD</b>
<b>5. Increase the identification and service provision to Young Carers.</b>	To work with Children's services to establish robust procedures for identification assessment and support is in accordance with Young Carers Strategy.	December 2008
	<p>Ensure service widely advertised Internally and externally.</p> <p>Ensure adult teams, health and education professionals are aware of the need to identify young carers and how to make appropriate referrals.</p> <p>Ensure that agreed protocols are observed to ensure adult service users are enabled to fulfil their parenting roles.</p>	Carers Development Manager & Children's Commissioning

**Physical Disability & Sensory Impairment**

<b>OBJECTIVE</b>	<b>DESCRIPTION</b>	<b>TIMESCALE &amp; LEAD</b>
<b>6. Identify and increase provision to carers of those with Physical Disability &amp; Sensory Impairment.</b>	Ensure that carers are identified and offered carers assessments as early as possible.	January 2009
	Develop flexible respite service for carers in line with needs identified through the assessment process, carers forums and partnership work.	Carers Development Manager & Independent Living Team

### Learning Disabilities

<b>OBJECTIVE</b>	<b>DESCRIPTION</b>	<b>TIMESCALE &amp; LEAD</b>
<b>7. To improve the planning and provision of services to carers, with particular attention to those carers entering the service and older carers.</b>	To create a formal database of carers.	January 2009
	<p>To create robust transition procedures to ensure that cares are assessed and provided with information about services and support available.</p> <p>To ensure that the needs of older carers already identified are regularly reviewed and that existing support continues to meet their needs.</p> <p>Carers should be reviewed as they reach 60 years to ascertain their current needs and plan for long term needs.</p>	Carers Development Manager & CTPLD Staff

### Drug & Alcohol Services

<b>OBJECTIVE</b>	<b>DESCRIPTION</b>	<b>TIMESCALE &amp; LEAD</b>
<b>8. To identify local carers and seek to develop services to support carers of those that abuse substances.</b>	To work with DAAT team to identify and assess carers.	April 2009
	Work with the carers to develop support and services to meet their needs	Carers Development Manager & DAAT

### Older People

<b>OBJECTIVE</b>	<b>DESCRIPTION</b>	<b>TIMESCALE &amp; LEAD</b>
<b>9. Engage with older people to assist them identifying caring who fail to recognise the role they play.</b>	To provide older people through the support group and postal forum with information and support services to aid them in their caring role.	May 2009
		Carers Development Manager & Carers Information Officer.

## Appendix 1

### 1. Full Information

<p><b>What we have done in Hounslow to provide information to carers.</b></p> <p>Carers support and information packs for carers of</p> <ul style="list-style-type: none"><li>• Older People</li><li>• Physical Disabilities &amp; Sensory Impairment</li><li>• Learning Disability</li><li>• Mental Health</li><li>• Children with Disabilities</li><li>• Young Carers Handbook</li></ul> <p>Other information initiatives:</p> <ul style="list-style-type: none"><li>• Now You Are A carer – revised and updated</li><li>• Carers Register</li><li>• Newsletters &amp; dedicated features in HM Magazine</li><li>• Press releases</li><li>• Information days</li><li>• Carers Forums across care groups</li><li>• Ask for a Carers Assessment</li><li>• ‘Tell your Doctor You Are A Carer campaign’</li><li>• GP referral pads for Carers Assessments</li><li>• Carers Notice Boards at GP surgeries</li><li>• Carers Representatives</li><li>• Carers Charter at West Middlesex University Hospital and WLMHT</li><li>• Carers Rights Worker post established.</li></ul>	<p><b>Feedback from Hounslow Carers:</b></p> <p>More information required:</p> <p>At time of assessment about:</p> <ul style="list-style-type: none"><li>• Benefits and Pension entitlement and where to go for advice</li><li>• Direct Payments</li><li>• Carers Breaks</li><li>• Contact and out of hours numbers</li></ul> <p>At time of diagnosis about:</p> <ul style="list-style-type: none"><li>• condition</li><li>• medication administration /side effects /non-compliance</li><li>• treatment</li><li>• organisations that can help</li></ul> <p>At time of hospital discharge about:</p> <ul style="list-style-type: none"><li>• the discharge procedures and their role in the process</li><li>• the choices available to them as carers</li></ul> <p>Carers still not acknowledged by all professionals</p> <ul style="list-style-type: none"><li>• as a valuable resource</li><li>• as experts</li><li>• as partners in care</li><li>• as advocates for the person they care for</li></ul>
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<p><b>What this has Achieved:</b></p> <p>Carers are now able to access a wide range of information from Carers Support Packs and other sources which signpost them to services and support.</p> <p>'Now You Are A Carer' has been updated to providing carers with a vital tool with which to navigate services</p> <p>Newsletters and specific or updated information is regularly circulated to carers enrolled on the Carers Register</p> <p>Raised awareness about services and support available.</p> <p>Carers made aware of their rights</p>	<p><b>What still needs to be done:</b></p> <p>Frontline staff to receive training and guidance including:</p> <ul style="list-style-type: none"> <li>• carer awareness</li> <li>• carers issues</li> <li>• familiarisation with carers support and services available</li> <li>• signposting carers to services</li> </ul> <p>Outreach to hidden carers</p> <p>Appropriate updated information to be provided to the Carers Information Officer and the Carers Rights Worker by all commissioned carers services for inclusion in</p> <ul style="list-style-type: none"> <li>• Support Packs</li> <li>• Now You Are A Carer</li> <li>• Staff Training</li> </ul>
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## 2. Recognition and their own health and well being taken into account.

<p><b>What we have done to promote the recognition of Carers own health and well- being taken into account.</b></p> <ul style="list-style-type: none"> <li>▪ Tell your Doctor You Are A Carer campaign</li> <li>▪ GP referral pads for Carers Assessments</li> <li>▪ Carers Notice Boards available in selected GP surgeries across Hounslow.</li> </ul>	<p><b>Feedback from Hounslow Carers:</b></p> <p>The need for regular Health Checks for carers</p> <p>GP need to be trained in carer awareness</p> <p>Carers experience difficulty getting appointments at times when they can leave cared for person</p>
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<ul style="list-style-type: none"> <li>▪ Carers Rights Worker piloting outreach sessions in two health centres in Chiswick and Feltham.</li> <li>▪ Draft Carers Charter is aimed at increasing recognition of carers.</li> </ul>	<p>The need for onward referrals to other services e.g. counselling, physiotherapy</p> <p>More appropriate information about services available both for themselves and the person they care for.</p>
<p><b>What this has Achieved:</b></p> <p>GPs more aware of patients who having caring responsibilities.</p> <p>Carers can request practices to note on their file that they are a carer.</p> <p>Identified carers can be recorded on GP Practice Carers Register</p> <p>GPs referring carers for services, and make onward referral to Social Care for assessment.</p>	<p><b>What still needs to be done:</b></p> <p>Carers Health checks need to piloted</p> <p>Priority given to timing of Carers appointments</p> <p>Support and training at health centres</p> <p>Regular flu jabs for all carers</p> <p>Make more information available in practices</p> <p>Encourage GPs to provide patient information leaflets</p>

### 3. A life of their own – quality services for the carer and the cared for person.

<p><b>What we have done to assist carers in having a life of their own.</b></p> <p>We have introduced a variety of initiatives aimed to give carers more control</p>	<p><b>Feedback from Hounslow Carers:</b></p> <p>Employers need to understand and recognise Carers needs.  Promotion prospects should not be affected as result of caring role.  More services which will accept Direct Payments and Vouchers</p>
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<ul style="list-style-type: none"> <li>▪ Direct Payments for Carers</li> <li>▪ Directory of Low level services</li> <li>▪ Carers Voucher</li> <li>▪ Information on employment rights</li> </ul>	<p>Day services to open longer i.e. 8:30 – 5:30 to accommodate work commitments</p> <p>Recreational activities and therapies for Carers to help them de-stress and relax. Free entry or concessions for carers at leisure centre etc.</p>
<p><b>What this has Achieved:</b></p> <p>Carers made aware of the choices available and able to access provision which is more flexible</p>	<p><b>What still needs to be done:</b></p> <p>More flexible services to meet carers needs</p> <p>Campaign to get carer friendly policies implemented by employers</p> <p>Free or reduced rate education courses for carers</p> <p>Concessions for carers at leisure facilities</p> <p>Increased promotion of Direct Payments and Vouchers</p>

#### 4. Time off

<p><b>What we have done in Hounslow to give carers time off.</b></p> <p>We both provide and commission a broad range of services that allow carers to take time away from their caring role. Day centres, residential care, respite care and the introduction of flexible options for carers including direct payments and carers vouchers.</p> <p>In addition we commission services from the voluntary sector e.g. Hounslow Crossroads</p>	<p><b>Feedback from Hounslow Carers:</b></p> <p>Increased choice available to carers, with increased flexibility. Further information and support is required to fully appreciate and access the new flexible options available.</p> <p>Adequate residential respite for all customer groups.</p>
<p><b>What this has Achieved:</b></p> <p>Carers have greater control over the care that is provided; they</p>	<p><b>What still needs to be done:</b></p> <p>Full information about what options are available and assistance</p>

<p>are able to have increased choice and flexibility of services that meet their individual needs.</p>	<p>provided in making choices that meets the needs of the service user and the carer.</p> <p>Acknowledgement of respite requirement in commissioning strategies for all customer groups</p>
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## 5. Emotional Support

<p><b>What we have done in Hounslow to provide emotional support to carers.</b></p> <p>We provide and commission support services to carers. These include:-</p> <ul style="list-style-type: none"> <li>• Carers Groups for carers of older people in Heston, Feltham and Chiswick run by OP Teams.</li> <li>• Support groups run in partnership with Tasha Foundation in Brentford, Hounslow and Feltham for carers of people experiencing mental health difficulties</li> </ul> <p>Other support services include:-</p> <ul style="list-style-type: none"> <li>• Voluntary sector carers societies for carers of adults with Learning Disability including specific groups for BME</li> <li>• Young Carers Project</li> <li>• Carers Newsletters</li> <li>• Carers assessment and support workers mental health</li> <li>• Kids Information and support project for parents of</li> </ul>	<p><b>Feedback from Hounslow Carers:</b></p> <p>There are not enough support groups for all care groups across the borough</p> <p>Groups are not held at time that suit working carers</p> <p>Need to know who to contact for additional support/information</p> <p>Need to be able to speak to practitioners about matters that concern them</p> <p>Channels through which shared concerns and enquiries can be raised</p> <p>Groups where the cared for person can be accommodated in a separate room</p>
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<p>children with disabilities</p> <ul style="list-style-type: none"> <li>• Directory of Carers Support Groups</li> </ul>	
<p><b>What this has Achieved:</b></p> <p>Carers feel less isolated, and are assisted to establish social networks and take part in activities</p> <p>Carers given opportunity to share experiences and engage in problem sharing and solving with peers</p> <p>Information provided about support and services available</p>	<p><b>What still needs to be done:</b></p> <p>Support groups for carers of physical and sensory disabilities, substance abuse and autism are required across the borough.</p> <p>Issues raised fed into carers forums for carers representatives to take forward at a strategic level.</p> <p>Regular and meaningful reviews of carers to enable them to identify additional support needs /concerns.</p> <p>Practitioner’s signposting to appropriate support and making referrals to carers groups.</p>

## 6. Training and Support to Care

<p><b>What we have done in Hounslow to training and support to care.</b></p> <p>We have successfully piloted the Expert Carer Programme with additional modules on moving and handling and medication management.</p> <p>Limited places made available to carers on mainstream courses.</p> <p>Carers assessments show needs for training and for mainstream education/ study reflected on care plans</p> <p>Carers access to rolling training programme run by Learning</p>	<p><b>Feedback from Hounslow Carers:</b></p> <p>Training for moving and handling, medication management and challenging behaviour requested separately.</p> <p>Specific training for Mental Health and Autistic Spectrum Carers</p>
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<p>Disability service.</p> <p>We have commissioned the Carers Educational Training Programme - CETP for Mental Health Carers in Hounslow</p>	
<p><b>What this has Achieved:</b></p> <p>First Expert Carer Programme very successful. Carers said it had helped them enormously.</p> <p>We have been able to respond to carers requests for training.</p>	<p><b>What still needs to be done:</b></p> <p>Practitioners to discuss training needs and forward candidates for waiting lists for future training.</p> <p>Revised shorter Expert Carer courses in line with awaited government guidelines.</p> <p>Separate half day training for moving and handling, challenging behaviour and medication management.</p>

## 7. Financial security

<p><b>What we have done in Hounslow to promote the financial security of carers.</b></p> <p>We have commissioned a Carers Rights Worker to signpost to appropriate benefits and organisations that will assist with applications.</p> <p>Welfare benefits and pension service advisers have attended carers events and forums to ensure carers are receiving all of their entitlements.</p> <p>Advised working carers of their right to request flexible working arrangements</p>	<p><b>Feedback from Hounslow Carers:</b></p> <p>Benefits information and signposting required at time of assessment.</p> <p>Day centres opening times should cater for the needs of working carers.</p> <p>Colleges should run holiday schemes for students with disabilities to enable parents maintain work commitments</p>
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<p><b>What this has Achieved:</b></p> <p>Carer benefits maximised</p> <p>Carers manage to remain in work and maintain caring role</p>	<p><b>What still needs to be done:</b></p> <p>Practitioners to ensure benefits information given at time of assessments and carers sign posted appropriately</p> <p>Day services to review provision</p>
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## 8. A Voice

<p><b>What we have done in Hounslow to give carers a voice.</b></p> <p><b>We have developed various systems to ensure that carers are given a voice including:-</b></p> <ul style="list-style-type: none"> <li>▪ Carers Forums</li> <li>▪ Postal Forum for Older Carers</li> <li>▪ Carers Newsletter invites feedback</li> <li>▪ Feedback via Carers Register</li> <li>▪ Feedback form in Carers Support Packs</li> <li>▪ Carers representatives</li> <li>▪ Representation on partnership boards</li> <li>▪ Carers Rights Worker</li> </ul>	<p><b>Feedback from Hounslow Carers:</b></p> <p>Carers have welcomed the increased access to information and the opportunity for discussion and expression of their views.</p> <p>Most carers feel that their caring role prevents them from being more actively involved.</p>
<p><b>What this has Achieved:</b></p> <p>More informed service planning and development. Carers feel more involved and valued as partners</p>	<p><b>What still needs to be done:</b></p> <p>Carers advocacy service Work to find hidden carers so that their voice is also heard.</p>

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