

COMMUNITY COMMISSIONING DEPARTMENT



BRIEFING NOTE FOR HEALTH SCRUTINY

Contact Officer:	Hayley Ashall, Strategic Lead, Integrated Commissioning (Carers, Physical Disabilities and Prevention)
Date of Update:	12 September 2022
Subject:	Support for Carers in Bury

Reason for Briefing Note	Information	Discussion	Decision
	X	<input type="checkbox"/>	<input type="checkbox"/>

Introduction:

Over the past few years, the Community Commissioning team have been working closely with our carers and those who support carers in Bury. An extensive engagement exercise with over 400 carers and those who support carers was undertaken and from that we co-produced the Bury Carers Strategy (2021 – 2024) see appendix 1, a Bury Carers Strategy Action Plan (to ensure the strategy outcomes were achieved), see appendix 2. Along with an emerging set of 8 key themes that everything carer related in Bury centres around, were all developed from the engagement activity.

The below highlights the 8 key emerging themes:



Four Key Priority Statements:

Carers are clear on what is important to them

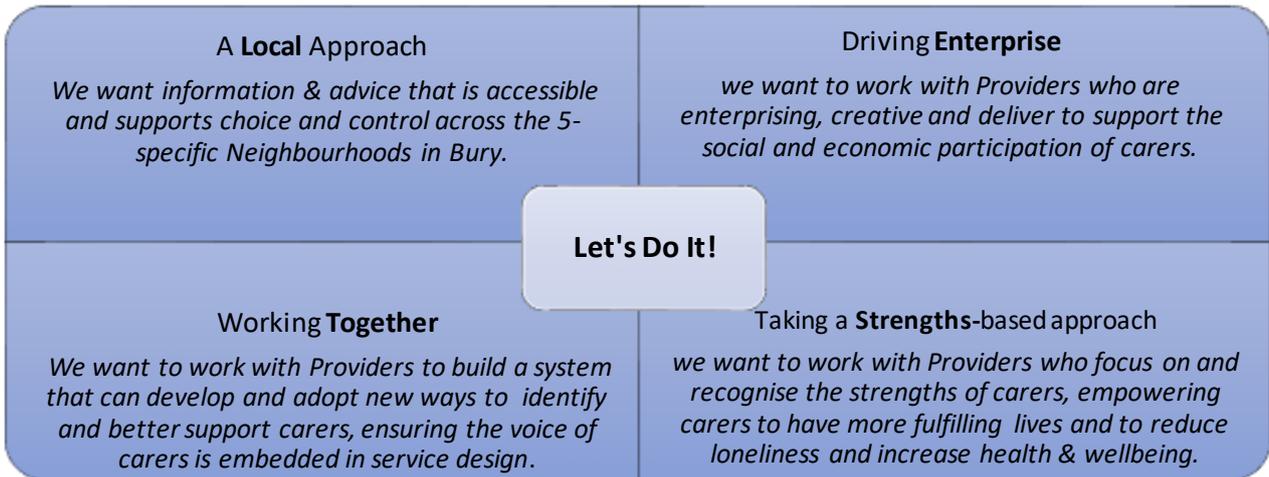
- **‘Balancing my own life with my caring role’**
- **‘Improving and maintaining my personal health and wellbeing’**
- **‘Being recognised, acknowledged and valued as a carer’**
- **‘To be socially active and not become isolated or lonely’**

The strategy in appendix 1, holds the 8 key themes and priority statements at its core. The wording and narrative were developed by carers themselves and we are proud that the carers strategy and action plan has been co-produced.

The carers action plan and strategy are reviewed monthly at a cross system meeting, ‘the Carers Strategy Core Delivery Partnership Group’. Members of the Bury Carers Strategy group come together to monitor progress against the Bury Carers Strategy Action Plan ensuring partners take

responsibility and ownership for strategic development and action delivery. The group is well attended, and we are currently recruiting four carer representatives to ensure the voice of carers is heard and included in all carers activity.

The below diagram shows how the carer principals, themes and feedback of carers links to the Lets strategy.



A market position statement (MPS) for carers is currently being developed and will be made public in the coming weeks, this marks the start of conversations with Providers and potential Providers, to encourage new ideas and to welcome any proposals of doing things differently. The Carers MPS is intended to supplement our 2021 – 2024 Bury Carers Strategy and Action Plan.

Core carer support and services:

As you will see from the key themes above and the appendix, one of the core focusses is supporting carers in the best way possible in Bury. We know from speaking with our carers, carers access a range of support and tools. This ranges from accessing our commissioned carers services, attending voluntary community and faith groups and community assets through to utilising technology enabled care systems to provide additional support and peace of mind for carers.

The below is a snapshot of the core carers offer currently available in Bury.

The Bury Carers’ Hub

The Bury Carers’ Hub is commissioned by the Community Commissioning team and is the primary resource for adult carers in Bury to provide information, advice and a wide range of specialist support services designed to help adult carers caring for another adult to continue in their caring role for as long as they choose and reduce the impact the caring role can have on their own health and wellbeing.

The service is shaped on the main themes identified, following the significant engagement with carers, the community, providers and partners.

Bury now has a model that delivers a service direct to carers as a ‘One Stop Shop / Pop-Up’ approach, in each of the 5-neighbourhoods of Bury, so that carers receive all the support they require via a single point of contact that is recognised and local to them Making it easier for carers to connect with others, to both offer and receive a range of support and to come together to influence service delivery.

- The Bury Carers’ Hub offer volunteering opportunities for carers; fully supported by a Volunteer Co-ordinator.
- 1-2-1 support delivered by method and in location of carers choice.

- Holistic assessment, outcome tools, and support planning employing a strengths-based approach.
- Newsletter – designed by carers.
- Carers Community Network Platform with 1,600+ carer members from across the providers' carer services. Also, digital groups and activities delivered through the platform, including evening offer.
- Carers Help and Talk (CHAT) line available 24/7, 365 days, manned by volunteers.
- Outgoing calls to carers through CHAT Line. Carers are matched to volunteers who offer regular wellbeing calls.
- Carers UK Digital Resource for Carers including Jointly App can be accessed by a code provided by the GP. Supporting GP Practices and carers to deliver this.
- Digital groups and activities delivered on Zoom, including evening offer.
- Closed Facebook group for peer support.
- PenPal scheme.
- Carers clinics, coffee & chats and other activities delivered borough wide.
- Monthly community based walks in partnership with the Stepping Out Project and Manchester & Salford Ramblers.
- Information, advice and signposting to other more appropriate, specific and skilled services, organisations, groups and support networks.
- Service briefings and Carers Awareness Training to professionals across all sectors.

The Northern Care Alliance & The Bury Carers Hub:

- Hospital Discharge Check In and Chat project launched in collaboration with Northern Care Alliance on 1st July 2022.
- Initial 9-month funding.
- 3 hospital wards identified to deliver the service.
- Purpose to identify carers at point of discharge of the patient.
- Project includes a volunteer led check in and chat service for up to 6 weeks, outcome tools, assessment, and support planning, 121 support from a Carers Information and Support officer and a full community and digital based wraparound service.

General Practice

- Practices have access to a range of information via SharePoint site to support them in ensuring carers are identified and supported consistently.
- Carers UK Digital Resource for Carers including Jointly App can be accessed by a code provided by the GP.
- Carers Hub are promoting carers services and support currently with our General Practice to best support carers.

Carers Personal Budgets

Carers Personal Budgets are part of the statutory Carers Assessment process delivered by Bury Council.

Carers Personal Budgets are a response to meet needs identified in the Carers Assessment which cannot be met otherwise and are about giving the carer choice and control over the way that their support is provided, to enable carers to achieve recognised quality of life outcomes which they are unable to achieve due to their caring role.

The FED Volunteer Service – Time for You Project

The Time For You project, based within The Fed's Volunteer services, supports carers in the Jewish Community. This project has been providing this culturally appropriate service to carers for over 20 years.

The service aims to provide carers with a much-needed break from their caring role. They recruit, train and support volunteers who sit with or take out the person being cared for, enabling the carer to have some time away from their caring responsibilities.

The Bury Directory

The Bury Directory is Bury's one-stop information point for advice, support, activities, services and more. Following a number of workshops with carers of all ages, a dedicated carers section is being developed which brings together information, advice and services for carers all in one place. The aim is for this element to be maintained by the Carers Hub and likeminded carers.

Next steps:

We need to identify and support more carers in Bury by embedding 'carer awareness' into the community. We acknowledge that this work must be wide ranging and varied in order to fit the profile of the borough and we will need to tailor the support to meet the needs of the five specified Neighbourhoods in Bury (North, West, East, Prestwich & Whitefield), based on the views and wishes of the carers in those localities utilising co-design and co-production.

To achieve our vision, the Bury Carers Strategy builds on what carers told us is important to them and sets out the local position in Bury; identifying local priorities and how to achieve the priorities. As we are around the mid-point of our strategy we are collectively looking at the strategy and action plan, to identify any gaps or areas for development that will generate the core focus over the coming months. Also recognising we are now at a different time to that when it was written, identifying with carers and partners if there are other priorities and actions that should be added to the action plan.