

VISIBLE. LOCAL. MAKING A DIFFERENCE.

Bury Carers' Hub

Impact, lived experience and delivery of Bury's Adult Carers Strategy



STRATEGY OVERVIEW

Adult Bury Carers Strategy 2025-2029

The Adult Bury Carers Strategy reflects carers experiences, recommendations and feedback.

Oversight is provided by the Bury Carers Strategy Group, which includes representatives from health, social care, public health, council colleagues, carers, Bury VCFA, the Bury Carers' Hub, Healthwatch and providers.

The vision is that we want Bury to be a place for people who provide unpaid care to be:

Recognised and valued for the care they provide and are supported, both in their caring role and as an individual. Carers will be able to get the support they need, when they need it and in the way that works best for them.

OUR COMMITMENTS

- ✓ To identify and support carers as soon as possible.
- ✓ Carers can access the right support and information when they need it, in the way that works best for them.
- ✓ To raise the profile of carers. Carers will be encouraged to recognise their role and have their rights championed and protected.
- ✓ To reduce inequalities by improving identification and support to carers from under-represented groups.

WHO WE ARE

One front door. A whole network of support.

WHO WE SUPPORT

Adult carers supporting an adult in Bury, including young adult carers aged 18–24 and carers moving into adult services.

HOW WE HELP

Information, advice, one-to-one support, groups, training, wellbeing, emergency planning and referrals.

HOW PEOPLE CONNECT

At home, in the community or online, with referral routes by form, email, freepost or phone.

OUR PARTNERSHIP ROLE

Awareness briefings and Carer Champions help professionals identify and support carers earlier.



Connecting with our community
Jinnah Community Centre

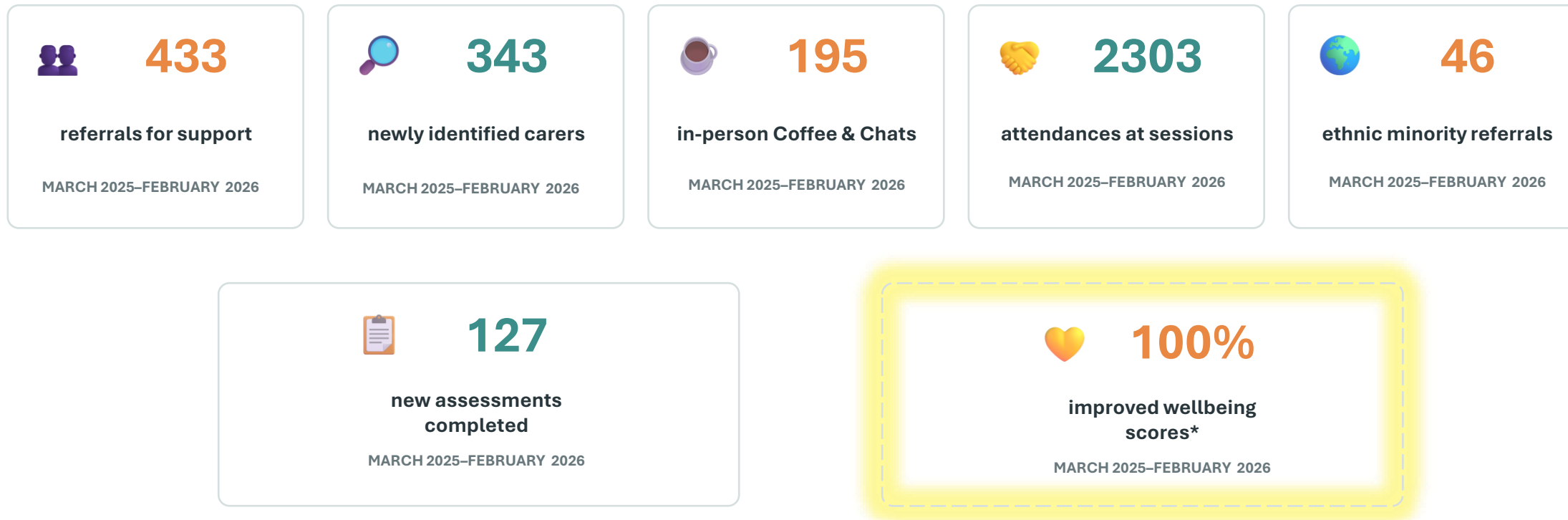
CARER VOICE

Co-production brings lived experience into service design and wider system development.

CURRENT SERVICE OFFER

SERVICE SNAPSHOT

Reach, activity and outcomes



**Among carers whose support plans ended as planned and who completed outcome measures.*

REPORTING PERIOD: MARCH 2025 – FEBRUARY 2026

MEET ONE OF OUR CARERS

What support looks like



Bury Carers' Hub Carer

DIRECT ALIGNMENT

We are delivering the strategy, not sitting alongside it

1 IDENTIFY EARLY

Outreach, hospital links, primary care, awareness briefings and champions.



2 RIGHT SUPPORT

Flexible information, advice, peer support, training and breaks.



3 RAISE THE PROFILE

Carers' rights, campaigns, professional awareness and lived experience.



4 REDUCE INEQUALITIES

Targeted local engagement and culturally relevant partnership work.



IMPACT STORY- CASE STORY

From overwhelmed to listened to, supported and giving back

LISTENED

A self-referring carer was supported to identify personal needs.

CONNECTED

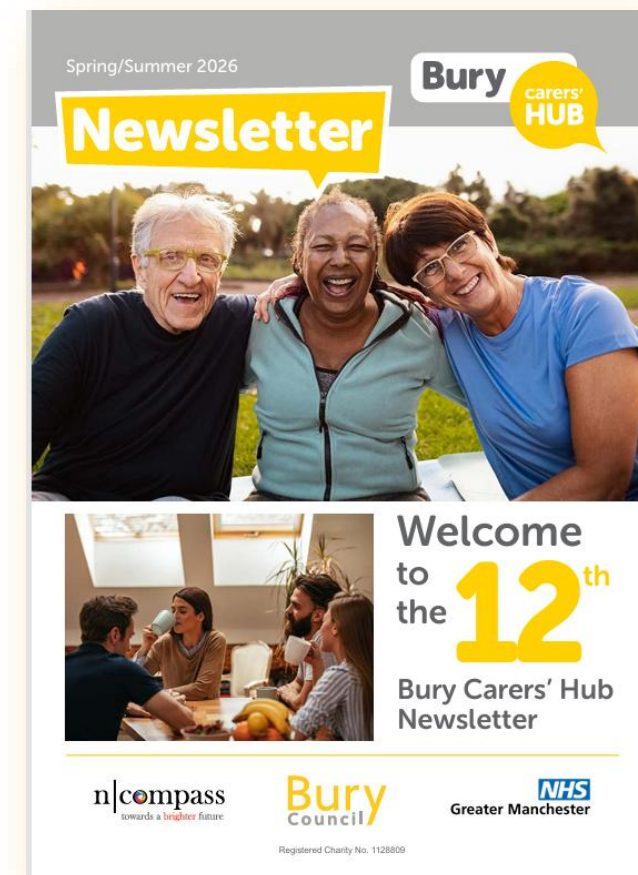
Referrals addressed statutory assessment, housing, mental health and legal concerns.

CHANGED

Increased support enabled respite and specialist help reduced anxiety.

GIVING BACK

The carer became a Hub volunteer and now wants to raise awareness.



“I can’t thank Jim enough... I really felt listened to.”

CASE STUDY REPORTED MARCH–MAY 2026

GOOD NEWS STORY – POPPY MAKING!

More than crafts: reducing isolation and building confidence



16

carers attended



47

poppies created



14

feedback forms returned



79%

reported feeling less isolated

One carer used the activity as an ice-breaker to attend a carers group for the first time.

“It was easier than I expected and made me feel more skilled when I saw the final poppy.”

REDUCING INEQUALITIES

Local relationships open doors that services alone cannot

JINNAH COMMUNITY EVENT

Around 150 attendees and 3 new registered carers in March 2026.

SAHARA MEMORY CAFÉ

15 attendees and 4 new referrals in April 2026.

WOMEN'S WELLBEING GROUP

10 attendees, 2 registered carers and 2 new referrals in May 2026.

QUARTER IMPACT

18 ethnic minority referrals across March–May 2026.

Take support to people, not people to support.

REPORTING PERIOD: MARCH–MAY 2026

Carer Champions and Carer Friendly Communities

CARER CHAMPION TRAINING

Members of Fairfield General Hospital's Mental Health team attended Champion Training and registered as Carer Champions.

POSITIVE PROFESSIONAL FEEDBACK

Training feedback was positive. Professionals highlighted greater awareness of the support available to unpaid carers.

TRUSTED COMMUNITY PARTNERS

Links with the Jinnah Centre, Sahara Project and AFRICAB are strengthening engagement. Women Connect creates opportunities to reach hidden carers.



Jinnah Centre • Carer Friendly community



AFRICAB

~60

attendees at the Jinnah Centre's heritage celebration

4

registered carers attended • 27 August 2026

CO-PRODUCTION IN ACTION

Carers are shaping what comes next



HEAR

Coffee mornings, outreach and the Co-production Network gather lived experience.

SHAPE

Carers identify gaps and describe support that fits real lives.

ACT

A peer-led evening group for parents and carers of autistic people is being explored.

LEARN

The insight informs service priorities and wider strategy delivery.

ACTIVITY REPORTED MARCH–MAY 2026

THE WIDER HUB OFFER

Practical support, in person and online

PEER CONNECTION

Coffee & Chat, Carers Community Network, CHAT line and Pen Pal scheme.



INFORMATION & DIGITAL

Magazine, online support, moderated communities and digital resources.



PRACTICAL PLANNING

Carer's Assessment support, Emergency Cards, contingency planning and signposting.



WELLBEING & SKILLS

Training and wellbeing activities that help carers take time for themselves.



**Art For
Wellness**



**Self Care &
Staying Well**



**Reflexology
For Wellness**

BREAKS

Referral to eligible short-break opportunities through community partners.



CREATING A CARER-FRIENDLY SYSTEM

Awareness briefings and Champion Training for professionals and community groups.



14

carer training sessions

JUNE 2025–MAY 2026



79

Carer Champions trained

JUNE 2025–MAY 2026

CURRENT SERVICE OFFER

ACTIVITIES IN ACTION

Connection, creativity and wellbeing across Bury



Activities are the doorway. The outcomes are connection, confidence, respite and wellbeing.

ACTIVITIES IN ACTION

Carers connect through creativity and shared experiences



Community pride



Music and movement



Creating connections

Activities are the doorway. The outcomes are connection, confidence, respite and wellbeing.

CARERS' VOICES

Carers describe life-changing support

CONNECTION & BELONGING

“For me, being part of this group and the wider work of Bury Carers Hub has been nothing short of life-changing.”

Valerie, carer and lead crafter

A BREAK THAT WAS OUT OF REACH

“Without this incredible service, we simply wouldn’t have been able to afford a holiday.”

Rachel, Carefree break recipient

FEELING HEARD & VALUED

“It feels good to be able to share my experiences and know that my views are being listened to.”

Mrs B, Co-Production Network participant

Bury Narrative Report BCH Q1, June–August 2026 | Selected verbatim excerpts

CARERS' VOICES

Support makes a difference to carers' everyday lives

ACCESSING FINANCIAL SUPPORT

“Without your suggestion and referral to Age.UK Bury, (Diane filled out the form for me) this wouldn't have happened.”

Betty, following an Attendance Allowance award with a backdated amount



Music and Movement • 10 June 2026

GETTING OUT AGAIN

“we never thought Ken would be able to leave the house and here he is dancing and watching live music”

Carer feedback at the musical event

RELIEF FROM STRESS

“I find it really helpful to get away from the stress of everything at the moment!”

LC, carer

Bury Narrative Report BCH Q1, June–August 2026 | Selected verbatim excerpts

A SERVICE WORTH CHAMPIONING

Take away

VISIBLE



Finding carers through neighbourhoods, health partners and community relationships.

RESPONSIVE



Support shaped around the person, caring role and what matters now.

CONNECTED



Practical help, peer support, statutory pathways and specialist partners.

ACCOUNTABLE



Clear reporting periods, measurable outcomes and delivery aligned to strategy.

The Hub turns Bury's commitments into visible, local action, helping carers sustain caring without losing sight of their own lives.