



The Young Carer, Parent and Adult Carer Strategy Update August 2017

There have been many exciting developments in Sheffield in relation to how organisations in the city are supporting our unpaid carers. Sheffield City Council has produced this update to show that what we are doing is driven by what carers have told us. We do value carers' input and expertise and act on it and you can see how we are doing this in the table below.

The Council was involved in creating The Young Carer, Parent and Adult Carer Strategy (the Strategy). We wanted to know what it was like being a carer in Sheffield. This included what was difficult or challenging. Nearly a thousand carers told us via questionnaire, meetings, phone calls and one-to-one discussions what they thought. To respond to this feedback a range of expert partners (including carers/Sheffield Carers Centre) wrote the Strategy which is a plan to improve carer's lives by addressing the challenges/issues that carers told us about. The Strategy sets out the vision that Sheffield becomes a '*City where Carers are valued and have the right support to continue to care for as long as they want to*'. If you would like to read the Strategy in full, the document can be found [here](#).

We Asked

Over the last two years we have been keen to work with carers to get their feedback and use their expertise to help us plan for the future and this included:

1. What should our carers support service look like and how should it work?
2. Who should provide those services?
3. How can the council improve its' adult social care services?
4. What do carers think about carer's assessments?

N.B. The new carers support service mentioned below is funded by the Council. The Sheffield Carers Centre were successful in their application to deliver the service and it started January 2017. The Carers Centre took over the delivery of carers assessments (from the Council) in April 2017 as part of the new support service contract.

Feedback

You Said	We Did
Carers told us:	The Council responded by:
<p>1. Future support services should link with health services to help identify and get information to carers sooner.</p>	<ul style="list-style-type: none"> • Specifying the new service we funded would have to work closely with the health service. Including carer awareness raising sessions for health professionals. • Asking for the new service to explore ways of basing some of their staff at NHS sites e.g. the Hallamshire Hospital/Northern General etc. A pilot using volunteers from the Sheffield Carers Centre will be rolled out in the coming months. • Making it easier for carers to be identified via their GPs by investing in the People Keeping Well programme. • Piloting a new Adults Access Team so we can improve customer services and give all carers the right information in a timely manner. Call 0114 2734567 for more information about this team. • Moving to Locality Working from 4th September, aligning with the NHS model to support better community and person centred services. • Please see the Adult Social Care vision here
<p>2. They wanted to help us design the new carers support service and pick the new provider of that service.</p>	<ul style="list-style-type: none"> • Having service design sessions that carers attended to tell us what they wanted from a carers support service. • Writing the service specification for the new carers support service with carers. (A specification is a document that says what a service should do). • Working with 6 carers to help us score tenders and interview the potential organisations who wanted to deliver the carers support service. This meant carers were an equal partner in decision making. (A tender is a legal document that organisations must complete to do work for the Council).
<p>3. Information should be relevant and timely.</p>	<ul style="list-style-type: none"> • Specifying that our new carers support service should target 1500 new carers (caring for less than 6 months) per year. This means more carers than ever before in Sheffield will get information in a timely way. • Specifying that the new carers support service should provide 'personalised information packs' to carers when they register with the service e.g. information that relates to their cared-for person's condition. • Creating a new online Information and Advice Portal called The Sheffield Directory
<p>4. They want short breaks from caring.</p>	<ul style="list-style-type: none"> • Continuing to fund 'Time for A Break' so that carers can get a break from their caring role. This is part of the new carers' contract. We also said we wanted the new service to have someone who could give advice and guidance to carers on their respite options. • Closing the respite service delivered by making Space as it wasn't fair and equitable. We will be using that money to buy

	<p>new respite services that are based in the community through the People Keeping Well programme. We will provide further updates on this in the next couple of months.</p> <ul style="list-style-type: none"> • Continuing to offer Shared Lives; for emergency and long term respite placements. • Setting up a short breaks advice page on the Sheffield Directory which can be found here.
5. Support to plan for emergencies is needed.	<ul style="list-style-type: none"> • Specifying that emergency planning should continue as part of our new carers support service with a minimum of 1000 plans being created per year. Please contact the Sheffield Carers Centre on 0114 2728362 if you would like any information/support with emergency planning.
6. The Carers Centre newsletter is the most important existing service (showing the value of good information).	<ul style="list-style-type: none"> • Specifying that the new carers support service should include a newsletter which is sent to all carers registered with the service. This is to be available electronically and in hard copy. Copies of the newsletters can be found here.
7. Health and social care systems are difficult to understand.	<ul style="list-style-type: none"> • Having a Carers Service Improvement Forum. Carers attend this group to feedback on adult social care services. • Expanding the Carers Service Improvement Forum so it now has representatives attending from health services so both health and social care issues can be discussed. To find out more please go to: Carers SIF. • Linking to/promoting the NHS Carers Direct Helpline on 0300 123 1053.
8. A number of carers said they don't realise their right to a carer's assessment.	<ul style="list-style-type: none"> • Specifying that the new support service engages 4000 carers per year. This will mean more carers than ever before are aware of their rights to an assessment as well as having one when appropriate. • Outsourcing carer's assessments with our new carers support contract. Feedback from carers was that they didn't know about assessments or they were hard to get or not that useful when done by the Council. (Outsourcing is when the Council buys goods/services from an organisation outside the Council rather than doing it).
9. Caring can have a negative impact financially.	<ul style="list-style-type: none"> • Funding Disability Sheffield to set up and deliver the Carers Access Card. This works by getting organisations to sign up to the card. Then when a carer shows their card to that organisation they can get discounts etc. For further information please look here. • Specifying that Disability Sheffield should let carers know about the Carers UK national carer discount scheme "CarerSmart". More information on this can be found here.

If you have any questions or would like more information on how Sheffield City Council supports carers please contact Lee Teasdale-Smith, Commissioning Officer at: lee.teasdale-smith@sheffield.gov.uk