



Report of: Leeds Carers Partnership

Report to: Leeds Health and Wellbeing Board

Date: 14th June 2018

Subject: Leeds Commitment to Carers

Are specific geographical areas affected? If relevant, name(s) of area(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

- This report is being presented during Carers Week which is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK.
- It is widely recognised that we need to support carers to continue caring and there are strong arguments for ensuring that identifying and supporting carers is regarded as a high priority for health and social care services, for employers and for the wider community.
- The Leeds Commitment to Carers contributes towards the ambitions in the Leeds Health and Wellbeing Strategy, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improve carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities and are integral to the development of Local Care Partnerships (LCPs).
- In February 2017, the Leeds Health and Wellbeing Board endorsed the Leeds Commitment to Carers which sets out what being the best city for carers could look like.
- The more teams and organisations that make a commitment, the more likely it is that carers in Leeds are being better identified, their role and contribution is being recognised, and the support they need is in place.

- Further development of the Leeds Commitment to Carers will aim to extend reach beyond organisations who are in the health and care sector. In addition, the NHS Leeds CCG funded post at Carers Leeds will support and encourage participation from GP practices.

Recommendations

The Health and Wellbeing Board is asked to:

- Note the progress to date that has been made by the Leeds Carers Partnership.
- Note the opportunity to advance the carers agenda provided by the development of Local Care Partnerships.
- Note that the Leeds Commitment to Carers is not the only way we are improving identification, recognition and support for unpaid carers in Leeds.
- Encourage Health and Wellbeing Board member organisations to promote the Leeds Commitment to Carers.

1 Purpose of this report

- 1.1 This report is being presented during Carers Week which is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.
- 1.2 The purpose of this report is to set out the progress made by the Leeds Carers Partnership in relation to the Leeds Commitment to Carers.

2 Background information

- 2.1 In February 2017, The Health and Wellbeing Board received a report from the Leeds Carers Partnership which introduced the Leeds Commitment to Carers. The Health and Wellbeing Board resolved:
 - To endorse the Leeds Commitment to Carers
 - That the Leeds Carers Partnership be tasked with promoting the Leeds Commitment to Carers and reviewing all action plans
 - That the Leeds Carers Partnership be requested to present a progress report in 2018
- 2.2 The Leeds Commitment to Carers sets out what being the best city for carers could look like as well as recognising the Leeds Carers Partnership as a key strategic influencer and champion.
- 2.3 In order to demonstrate a commitment to carers, teams and organisations are asked to think about and record the things they do well for carers and the things they could do better, and then identify up to three actions they intend to take to make improvements. An action plan is then submitted to the Leeds Carers Partnership who will either approve the action plan or ask for more information. A certificate of recognition is issued when an action plan is approved and teams/organisations are sent the Leeds Commitment to Carers logo which they will be able to use. Everyone who completes an action plan will be asked to provide a short update of the progress they have made.

3 Main issues

- 3.1 The Leeds Carers Partnership started to actively promote the Leeds Commitment to Carers in Carers Week 2017 and held an event on Carers Rights Day (Nov 24th) to promote it more widely, particularly to employers.
- 3.2 11 organisations have made a commitment to carers and have submitted action plans that been approved by the Leeds Carers Partnership. Commitments tend to be focussed around 5 key themes:
 - Improving support for carers who are balancing work and care (working carers)
 - Improving the identification and recognition of carers
 - Providing carers with relevant information and signposting/referring carers to specialist information, advice and support
 - Training and supporting the workforce to be carer-aware
 - Supporting carers to access local resources

- 3.3 Appendix 1 sets out the teams/organisations who have completed an action plan and a summary of the commitments they have made.
- 3.4 A further 5 teams/organisations are currently working towards developing their action plan:
- NHS Leeds Clinical Commissioning Group
 - Leeds Jewish Welfare Board
 - Age UK (Leeds)
 - Relate
 - Laurel Bank Surgery
- 3.5 NHS Leeds Clinical Commissioning Group have agreed to fund a post in Carers Leeds in 2018/2019 to undertake focussed work to support GP Practices to feel confident in signing-up to the Leeds Commitment to Carers. This recognises that primary care services are ideally placed to identify carers, to register them, and to link them to the information and support that is available locally. The new post will build on collaborative work across 5 GP practices in Pudsey, where the way that carers were identified and recorded differed across the practices and has led to the practices establishing a common 'carer' classification. As a result, the numbers of carers recorded within the practices and the number of 'Yellow Card' referrals to Carers Leeds has increased, carers of patients on the 2% list have been proactively targeted and offered flu vaccinations, practice staff have undertaken carer awareness training, and the practices are developing a good practice guide for supporting carers.
- 3.6 The Leeds Commitment to Carers contributes towards the ambitions in the Leeds Health and Wellbeing Strategy 2016-2021, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improve carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities and are integral to the development of local care partnerships.
- 3.7 While the Leeds Commitment to Carers has an important role to play in the development of support for carers in Leeds, there is also significant activity taking place across Leeds which is not reflected in the action plans but is contributing towards making Leeds the best city for carers:
- 3.7.1 **Employers for Carers:** Leeds City Council's holds an umbrella membership of Employers for Carers which means that Leeds NHS partners and SME's in Leeds also can hold membership free of charge. Employers for Carers provides 'behind the scenes' support at an organisational level (for example model policies, e-learning, tool-kits)
- 3.7.2 **Working Carers Employers Forum:** is a network of 12 Leeds based employers who are at the forefront of innovation and who are pro-active in supporting their working carers for the benefit of both the employee and employer.
- 3.7.3 **Working Carers Project:** Leeds City Council have provided funding from IBCF to Carers Leeds to work directly with employers to help managers and HR teams effectively support their working carers, drawing on the experience of employers

in Leeds who have shared their practical experiences of supporting working carers, including the successes and challenges they have faced.

- 3.7.4 **Digital Resource for Carers:** provides free access for any carer in Leeds to a wide range of Carers UK digital products (for example on-line guides, Jointly App, building resilience e-learning and links to local support).
- 3.7.5 **John's Campaign:** Leeds Teaching Hospitals NHS Trust have developed a Carers Charter as part of their support to John's Campaign which is a National campaign that asks for the families and carers of patients to be invited to stay with them in hospital for as many hours as they are needed and as they are able to give. John's Campaign supports care for people who have conditions, such as dementia, where families and carers have the knowledge and skill to work in partnership with ward staff to ensure patients receive care that works best for them. Leeds Teaching Hospitals NHS Trust have also developed their Carers Charter
- 3.7.6 **Triangle of Care:** NHS Leeds and York Partnership NHS Foundation Trust are one of one of 32 mental health NHS Trusts using the Triangle of Care approach to improve support for carers. The Triangle of Care approach recognises that carers play an essential role in supporting people with mental ill-health
- 3.7.7 **Yellow Card Referral Scheme:** The Carers Leeds award winning Yellow Card referral scheme is available in every GP practice in Leeds. The Yellow Card scheme enables a GP practice to register a carer in the practice and to refer a carer to Carers Leeds. Additional funding in 2017/2018 and 2018/2019 has enabled Carers Leeds to expand targeted work with GP practices including carer awareness training and carer clinics in GP practices meaning that carers can be seen closer to home.
- 3.7.8 **Time for Carers Grant:** can provide a carer with a cash sum (up to £250) which must be used to support their own health and wellbeing and in many cases is used to support a carer to take a break. Leeds City Council have increased the amount of funding available in 2018/2019 through the IBCF.
- 3.7.9 **Carer Support Groups:** Carers Leeds support around 35 well attended monthly Carer Support Groups in different locations across the city as well as supporting and attending a variety of volunteer led groups. As well as generic groups there are a number of groups for carers of particular groups of people, for example carers of children with additional needs, carers from BAME backgrounds, carers of people living with dementia and 'interest' groups, for example walking and reading groups
- 3.7.10 **Information, advice and support service for carers:** currently provided by Carers Leeds. Leeds City Council and NHS Leeds Clinical Commission Group will re-commission a service that provides a single point of access to information, advice and support services for adult and parent carers in Leeds. It is anticipated that a new service will commence from April 2019.
- 3.7.11 **Transforming Short Breaks:** Leeds City Council propose new arrangements that ensure, going forward, that the Council's short break offer is fair, equitable and gives proper weighting to those with the greatest caring responsibility.

- 3.7.12 **Frailty:** development of carer outcomes in NHS Leeds CCG frailty programme of work based on what carers say is important to them
- 3.8 The Leeds Commitment to Carers has its own page on the Carers Leeds website and the Leeds Carers Partnership will continue to promote the Leeds Commitment to Carers through a range of approaches, including social media and the networks of its partner members. The Leeds Carers Partnership will also introduce a new toolkit which will make it easy to sign-up and which will include promotion of Employers for Carers and the Digital Resource for Carers. It is an ambition to broaden participation to organisations beyond health and social care.
- 3.9 The Leeds Carers Partnership plan to facilitate a series of Learning Networks to enable teams/organisations to share ideas, report the progress they have made and how this has been achieved, and to encourage others to get enthusiastic and to do the same.
- 3.10 The Leeds Commitment to Carers has attracted both regional and national interest and Leeds Carers Partnership have been invited to lead a workshop at the Carers UK annual State of Caring Conference.

4 Health and Wellbeing Board governance

4.1 Consultation, engagement and hearing citizen voice

- 4.1.1 The Leeds Commitment to Carers was co-produced by members of the Leeds Carers Partnership and is overseen by a steering group made up of partnership members. Membership of the Leeds Carers Partnership and the Steering Group includes carers as well as staff from the public, private and voluntary sector.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 Carers come from all walks of life, all cultures and can be of any age. Many carers feel they are doing what anyone else would do in the same situation that is, looking after a parent, a child, a friend, and simply getting on with it!
- 4.2.2 The provision of unpaid care is an important policy issue because it not only makes a vital contribution to the supply of care, but can also affect the health and wellbeing, employment opportunities, finances and other social and leisure activities of those providing it.
- 4.2.3 The Leeds Commitment to Carers seeks to address inequalities faced by carers by raising awareness and encouraging action at both an organisational and community level to better identify, recognise and support carers.

4.3 Resources and value for money

- 4.3.1 Support for carers has long since moved from simply being an issue of morality, or being 'the right thing to do'. It is now recognised that we need carers to continue caring and there are strong arguments for ensuring that identifying and supporting carers is regarded as a high priority for health and social care services. Research undertaken by the University of Leeds estimates the cost of replacing unpaid care with paid care to be around £1.4billion per year in Leeds. Effective support for carers to enable them to continue caring therefore makes economic sense by helping to manage demand on health and care services.

4.3.2 Forward looking employers now recognise caring as an issue which will have an increasing impact on their employees and on themselves as businesses. Already 90% of working carers are aged 30 plus – employees in their prime employment years. The peak age for caring is 50-64 when many employees will have gained valuable skills and experience. Research by Carers UK has indicated that over 2 million people have given up work at some point to care for loved ones and 3 million have reduced working hours which is a real loss for employers as well as for families. The cumulative costs to an employer of an employee leaving work are estimated to be equal to the employee's last salary, while Hay Group suggests it could cost anywhere from 50-150% of their salary¹. During recent years, and especially during times of economic downturn, more and more employers are recognising the value of retaining working carers rather than incurring the costs of recruiting and retraining new staff

4.4 Legal Implications, access to information and call In

4.4.1 There are no access to information or call-in implications arising from this report.

4.5 Risk management

4.5.1 For many organisations, particularly non health and social care organisations, there is a lack of awareness in relation to carers and caring.

4.5.2 The Leeds Carers Partnership is a well-established local partnership with senior representation from key organisations as well as carers and organisations who represent the carer voice and Carers Leeds has an excellent local and national reputation and is a key and pro-active member of the Leeds Carers Partnership.

4.5.3 The Carers Partnership will be responsible for promoting the Leeds Commitment to Carers and for developing a toolkit which will make it easy to sign-up.

5 Conclusions

5.1 It is widely recognised that we need to support carers to continue caring and there are strong arguments for ensuring that identifying and supporting carers is regarded as a high priority for health and social care services, for employers and for the wider community.

5.2 The Leeds Commitment to Carers contributes towards the ambitions in the Leeds Health and Wellbeing Strategy, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improve carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities and are integral to the development of local care partnerships.

5.3 In February 2017, the Leeds Health and Wellbeing Board endorsed the Leeds Commitment to Carers which sets out what being the best city for carers could look like.

¹ Cited in Supporting Working Carers: The Benefits to Families, Business and the Economy, Final Report of the Carers in Employment Task and Finish Group, HM Government, Employers for Carers and Carers UK (2013)

- 5.4 The more teams and organisations that make a commitment, the more likely it is that carers in Leeds are being better identified, their role and contribution is being recognised, and the support they need is in place.
- 5.5 Further development of the Leeds Commitment to Carers will aim to extend reach beyond organisations who are in the health and care sector. In addition, the NHS Leeds CCG funded post at Carers Leeds will support and encourage participation from GP practices.

6 Recommendations

The Health and Wellbeing Board is asked to:

- Note the progress to date that has been made by the Leeds Carers Partnership.
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- Encourage Health and Wellbeing Board member organisations to promote the Leeds Commitment to Carers.

7 Background documents

- 7.1 None

Appendix 1

Organisation	Actions		
Leeds City Council	<ul style="list-style-type: none"> • Seek to involve carers in all stages of care planning for the person they care for • Consider the impact of the caring role on carer's health and wellbeing • Provide carers with relevant information and signpost carers to specialist information advice and support • Raise awareness amongst staff to support working carers to self-identify • Review and promote carers awareness training • Develop a 'toolbox' for working carers • Develop a resource pack for line managers to enable them to better identify and support working carers • Improve our information about who are our working carers to improve support via 1-2-1 • Include carers wellbeing as a standard agenda item for 1-2-1 meetings • Ensure that feedback supports carers and develops line managers carer awareness • Promote and facilitate events for Leeds City Council working carers 		
Willow Young Carers	Promote whole family approaches for young carers	Support young carers to be healthy and to make informed choices about their caring role	Involve young carers in the development of a new resilience based assessment tool
Department for Work and Pensions	Support DWP working carers	Market and promote local support available for Carers	Support for carers claiming benefits
Primary Care Practices in Pudsey	Improve identification and recording of carers	Educate the practice team on the role of carers in the community	Produce a case study which sets out the 'Pudsey' experience
Leeds Teaching Hospitals NHS Trust	Support carers to access local resources	Support carers to be healthy and to make informed choices about their caring role	Be a carer-friendly employer
St Gemma's Hospice	Consult with and involve carers in the development of services and strategy	Develop more carer groups with both a therapeutic and educational focus	Ensure St Gemma's is a carer friendly employer
Aspire	Provide information for carers	Identify staff who are carers	Deliver carer awareness training

Community Links	Increase (Community Links) visibility for carers	Appoint a carers champion	Be a carer-friendly employer
Morley Elderly Action (MEA)	Actively promote MEA activities to carers	Promote carer related information	Actively seek feedback from carers
Care and Repair	Improve identification and recording of working carers and training and support for line managers to recognise and deal with the issues of working carers	Introduce a Carers Policy within the Employee Handbook promoting the advice and support available to working carers	Improve identification of Care and Repair clients who are carers and ensure they receive information and advice on accessing services
Feel Good Factor Leeds	Improve carer awareness for both staff and customers	Establish a Peer Support Group	Recruit 2 carers to be 'Living Well Champions'

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How does this help reduce health inequalities in Leeds?

The Leeds Commitment to Carers seeks to address inequalities experienced by unpaid carers by raising awareness and encouraging action at both an organisational and community level to better identify, recognise and support carers.

How does this help create a high quality health and care system?

It is widely recognised that good support for carers benefits not only carers by maintaining and promoting their health and well-being, but also the health and well-being of the person they care for. Carers also play a significant role in preventing, reducing or delaying the needs for care and support for the people they care for, which is why it is important that we consider preventing carers from developing needs for care and support themselves.

How does this help to have a financially sustainable health and care system?

Promoting carers' wellbeing and supporting carers to continue caring is an argument that in recent years has moved beyond simply one of morality or even duty. It is now widely recognised that supporting carers delivers economic benefits as well as contributing to managing demand. Research undertaken by the University of Leeds estimate the financial contribution of unpaid care in Leeds to be around £1.4billion per year. Supporting carers to continue caring is therefore equally fundamental to supporting strong families and communities as it is to the sustainability of the NHS and Adult Social Care.

Future challenges or opportunities

N/A

Priorities of the Leeds Health and Wellbeing Strategy 2016-21	
A Child Friendly City and the best start in life	✓
An Age Friendly City where people age well	✓
Strong, engaged and well-connected communities	✓
Housing and the environment enable all people of Leeds to be healthy	
A strong economy with quality, local jobs	
Get more people, more physically active, more often	✓
Maximise the benefits of information and technology	✓
A stronger focus on prevention	✓
Support self-care, with more people managing their own conditions	✓
Promote mental and physical health equally	✓
A valued, well trained and supported workforce	✓
The best care, in the right place, at the right time	✓