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Lincolnshire Health and Care
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Recognising, valuing
and supporting carers
in Lincolnshire



Joint Carers Strategy 2014-18
By Carers For Carers

Lincolnshire
COUNTY COUNCIL
Working for a better future



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Foreword



A message from Councillor Patricia Bradwell, Deputy Leader of Lincolnshire County Council

Welcome to the 2014-17 Lincolnshire Carers Strategy. Together, we will work to recognise, value, include and support a greater number of Lincolnshire's carers.

This strategy provides insight into the issues facing unpaid family carers in Lincolnshire, and a vision of how together we can resolve them.

This strategy identifies how much has improved for carers since 2010. This is in no small part due to the successful collaboration between the Council, the various organisations that support carers in the County, the Carers Partnership and of course the efforts of the many carers who give of their time so generously.

The voice of carers has influenced and driven this strategy. Carers have told us their needs and ideas on many occasions during 2013-14 – at Lincolnshire Carer's Partnership Meetings, Working Groups, Trusted Assessors, Engagement Meetings and Consultations.

One of our most pressing priorities is to make sure that carers are **recognised** – by their GP, at school or college, or by their employer. **Carers are everyone's business.** We all have a role to ensure carers get the support they need to do their incredible job.

Many Lincolnshire people don't recognise they have a caring role, although the 2011 census tell us that over 20,000 people provide unpaid care for someone in their household for more than 50 hours per week. Many carers do not consider themselves to be a carer when they feel they are just looking after a parent, spouse, child or friend – just getting on with it and doing what anyone else would in the same situation. Anyone can become a carer: carers come from all backgrounds, from all ethnic groups, and can be men, women or children.

Our challenge is to help identify, offer information and support to all those who are caring, when they need it. Lincolnshire County Council and Lincolnshire Carers and Young Carers Partnership are determined to build on the excellent support for carers which has already made a difference to over 8,000 people.

We are proud to continue to support the Lincolnshire Carers and Young Carers Partnership, the county's unique & pioneering carer led organisation that brings together carers of all ages and all walks of life to work with those concerned to support the caring role.

Councillor Patricia Bradwell,
Deputy Leader of Lincolnshire County Council,
Lead for Adult Care, Public Health and Children's Services
- which fund Carers Services.

Introduction



A message from Pauline Mountain, MBE, Chair of the Lincolnshire Carers and Young Carers Partnership

I would like to acknowledge and thank Carers for their tremendous time and energy to co-produce, improve and develop carers' services, from completing questionnaires and participating in working groups, to championing and raising awareness of carers needs.

The Lincolnshire Carers and Young Carers Partnership brings all partners together to ensure that Lincolnshire carers are supported in their caring role. This strategy is the result of that work. It considers the caring journey and identifies opportunities for effective preventative services, carer learning and to support the caring role.

Achieving our vision set out in this strategy and meeting the challenges will require a continuation of the excellent partnership working already established in Lincolnshire - with carers and colleagues in health, social care, education and the business community.

The way forward is together, as together we can make caring in Lincolnshire a truly inclusive partnership.

From extensive engagement and consultation in 2013-14, we have heard what you've said. This has helped develop the strategy.

Key messages from Lincolnshire carers

1. We want all carers to be recognised, included and valued – especially at the point of diagnosis, in hospital and at discharge.
2. We need timely information that equips us for the caring role and empowers families for the future.
3. We want a whole family approach to care and support - that recognises the impact of caring on children, young adults and relationships.
4. We need early support and planning to prevent crisis.
5. We want pro-active checking on carers' physical health and mental wellbeing in primary care.
6. We want every GP surgery in Lincolnshire to be Carer Friendly - to identify and support carers including Young Carers.
7. We want every school in Lincolnshire to be Young Carer Friendly – to identify and support Young Carers and Young Adult Carers.
8. We want a single point of access for support for carers.
9. We need a balanced quality of life with a life outside the caring role.
10. We want to get information and help to support ourselves and other carers in a similar situation.
11. We want better promotion of the help, information and education available for carers.

What Lincolnshire Carers have said in 2013-14

Priority 1: Carers being recognised and valued

Families and friends looking after someone rarely consider themselves to be a 'carer' until, often a professional or another carer, uses the term. Typically they don't access information, support, and training or benefit entitlement until they have been caring for some time, or until they ask for help for the person they care for. It is vital that all professionals understand their role in identifying carers early. This helps improve the caring experience and prevent crisis. Carers in Lincolnshire say how important it is for GP's to recognise them as carers, to help them get the information and support they may need - in order to manage a new caring role.

Priority 2: Carers feeling supported

Carers want to care, but they need support to do so. This might be talking to someone who understands what they are going through, support from other carers or learning about the condition and advice on how to manage it. They want to plan for the future and make good financial decisions. Lincolnshire carers are not always aware about the range of support that is available. They want it to be easier to find out about support for carers.

Priority 3: Carers have a balanced quality of family and personal life

All carers need life outside of the caring role. Carers want to be able to enjoy family life but not be exhausted and trapped by the demands of caring. Carers may juggle professional, educational, family and caring responsibilities in addition to managing their own health needs.

Young carers need time to be children - free of adult responsibility, so that caring does not have an impact on the rest of their life.

Young adult carers tell us it is essential to have a life outside of caring – to pursue academic or vocational goals and be able to develop their own careers.

Lincolnshire carers want a range of reliable and quality breaks. Carers want to enjoy time with a loved one but also to be able to plan holidays in advance. Carers need a balanced life so there is less likelihood of break down.

Priority 4: Carers are informed

Carers want good information in timely ways when they need it - at diagnosis and at discharge. Carers of people with dementia have asked for specific information to meet their needs. Information needs to come in different formats and to meet everyone's different needs – leaflets, web and social media. Carers want the professionals involved in the care to be well informed.

Priority 5: Carers being respected, included and involved

Carers want their role to be recognised and respected. Without a carer, there is no discharge from hospital; there is no-one to care at home. Inclusion in decisions about the treatment, care and support for a loved one is a fundamental part of respecting the caring role. The carer has expert experience to contribute to the diagnosis and plans for care and support.

Priority 6: Carers enjoy good mental and physical health

A high proportion of carers experience depression, stress and anxiety associated with the caring role. Carers should always talk about these problems with their GP. Carers can also self-refer for emotional support and counselling through Lincolnshire Partnership Foundation Trust single point of access.

Priority 7: Carers feeling confident in the future

The Carers Emergency Response service is hugely popular, offering peace of mind to over 4000 Lincolnshire carers. Carers want to feel confident about the care of a loved one when they are no longer there – including young carers, young adult carers and parent carers

Priority 8: Carers are financially informed

Carers want better information about the costs of care and how to plan financially for the future. Carers value benefits and financial information and advice that takes into account the circumstances of the whole family. Carers want easily accessible information about any financial help for which they may be eligible.

Carer Story

“I'm not just a carer; I am a human being”

Six months ago a carer from Lincoln changed her outlook on her life just by going along to the Rethink Support Group. She has had the opportunity to share her views, make friends, gain confidence, learnt a new hobby, and had time for herself, as a human being.

It all started by having a Carers Assessment. This then led to being informed of the local support group, attending the Carer Event in June, experiencing therapies, information on services, learning a new hobby, and

going on a day trip to Bridlington. This carer feels she has more confidence in herself and feels empowered to put herself first. This is liberating and has never happened before. She also didn't feel so isolated anymore. “There are people who are just like yourselves but so different, and from all walks of life to share experiences with and learn from. The groups provided valuable information, service advice and most importantly a lifeline for all carers.”

The Impact of Caring

Caring has an impact on the physical health and mental wellbeing of carers. Initial findings from a survey by the Carers Partnership suggests that lack of sleep, physical and verbal abuse, limited community awareness of the difficulties associated with caring, and limited support networks, all contribute to the carer feeling isolated and unable or unaware of how to access help. Family pressures and carer breakdown are all too common; - resulting in marital strife, poor educational achievements for young carers and increased often avoidable, hospital admissions

“I need more support from schools to get my homework done, some time out and more emotional support”

Young carers need to be protected from inappropriate caring, beyond the everyday relationships of family life. Young carers may help care for a sibling with a disability, parent or grandparent with a long term condition, life threatening illness, mental health, drug or alcohol problem. Big responsibilities and worries can lie on young shoulders. Holistic support for the whole family that identifies children and the impact of caring on them is essential. Lincolnshire young carers tell us they need a life of their own, time to be carefree, time to be children, time to study, time to dream and time to be a family having fun. They value the peer support of other

young carers, and teachers and support workers who understand their lives. They need to be recognised as a carer by health and care professionals involved in supporting the family, or by schools. Too many are still not.

Young adult carers need to be able to pursue academic, personal and professional goals, and dreams of independence. They need the peace of mind that their parent or relative has the support they need, and that emergency help is available in a crisis. The impact of caring can be poor mental health, unfulfilled academic hopes and goals, early pregnancy or academic & career choices that are local, focussed on the caring role, or choosing a caring profession.

Parent carers want to get the balance right between the quality of family and personal (including professional) life. It is vital to have regular time for oneself and recharge one's batteries to sustain the demands of caring, and to maintain positive mental and emotional health. Families want to have enough time and energy to relax, have fun, and be an ordinary family together. Families want to be able to choose whether to have a professional life, knowing that child care is competent and reliable, whatever the age of the young person needing support. Being a parent carer can result in financial hardship as these choices get curtailed, causing problems later in life. National research evidences the importance of a life outside of

caring in order to maintain caring relationships, and enjoy good mental and physical health.

“We need joined up support for the whole family so we can be a family!”

Adult carers have an enormous variety of needs. **Older adult carers** may experience health issues themselves, and need adequate home care or personal care for their spouse. A spouse **caring for a spouse with dementia** may be experiencing the loss of a life partner with whom they could share responsibilities, company, worries and joys, as well as learning to cope with the impacts of a serious degenerative illness.

‘Sandwich carers’ may be caring for elderly parents as well as still raising children of their own, trying to juggle professional life. This is not an exhaustive list. There are many reasons for becoming a carer. Everyone will experience caring and its impacts differently.

Caring for someone with **enduring mental health problems** may be a lifelong role. Long term caring for someone can result in a shrinking of social networks and social isolation.

An **older carer caring for a son or daughter with a learning disability** may have unresolved worries for the future, and may also be cared for in return by their son or daughter. The caring role can be thrust upon us without warning, such as the experience of **stroke, heart failure, brain injury** or other

catastrophic injury or gradually with the onset of progressive degenerative disease such as MS or Parkinsons.

Serious illnesses such as **cancer can make carers out of us** at any point in our lives. Caring for someone at the **end of their life** is challenging and intense, needing sensitive and robust support.

Often there is a financial impact on families, due to the caring role. However there are many carers who do not claim benefits that they are entitled to, and nationally more than 36,000 carers miss out on available financial support, totalling over £1.1 billion, which in so many cases, having that additional money would make a great difference to the carer.

What do we know is that every year in the UK, 2 million of us become carers and stop being carers.

Most of us will either care for someone, or be cared for at some point in our lifetimes. Caring will always be a part of our lives but together we can make the experience easier.

Who Are Carers?

A Carer is a person of any age - adult or child - who provides unpaid support to a partner, child, relative or friend who couldn't manage to live independently or whose health or wellbeing would deteriorate without this help. Those receiving this care may need help due to frailty, disability or a serious health condition, mental ill health or substance misuse.

Young Carers are children and young people who assume inappropriate responsibilities to look after someone who has an illness, a disability, or is affected by mental ill-health or substance misuse. Young Carers often take on practical and/ or emotional caring responsibilities that would normally be expected of an adult.

Carers In Lincolnshire – Facts and Figures

79,000 Carers in Lincolnshire – 10.9% of the county's population. 20,000 care for 50 or more hours a week. (Source: 2011 Census)

4,000 are Young Carers or Young Adult Carers aged 5-25, of which 1800 are under 16. 9,525 are parent carers.

About 5,500 of these receive support from Carers Support Services.

Half of the carers Lincolnshire supports are caring for a spouse or partner.

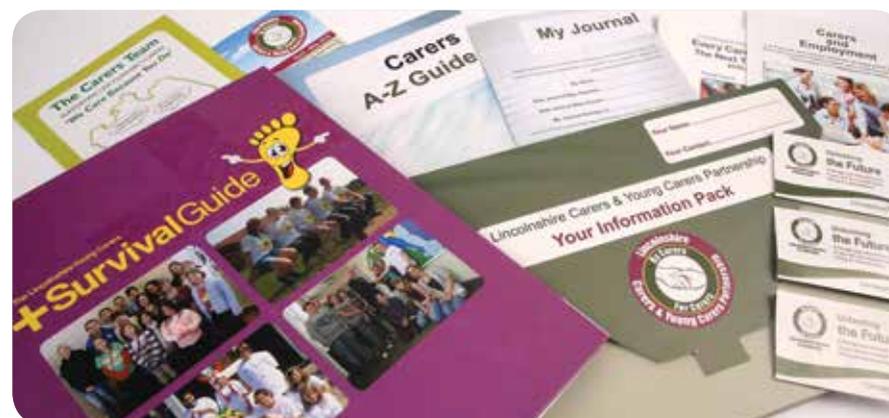
By 2037, Lincolnshire is estimated to have 100,000 carers. As Lincolnshire's population ages (over half the population will be over 65 in 2030), the numbers of carers will correspondingly increase.

Lincolnshire carers are estimated to save Health and Social Care £1,385,475,000 (Source: Carers UK)

Without the support of these unpaid carers, the health and social care systems in the UK will be stretched even more. Current estimations show that carers contribute £119 billion to the economy.

What's Been Achieved Since 2010?

- Carers Information Pack with Carers A-Z and Carers Journal
- Dedicated Young Carers and Young Adult Carers Service
- Young Carers Card
- Young Carers Survival Guide
- Young Carers Cook Book
- Young Carers 'Hart's Ladder of Participation'
- Dedicated Carers Team at Customer Service Centre
- Virtual Carers Centre – a countywide support service for carers
- Macmillan Palliative Care Project



- Dedicated Service for Carers of people with Mental Health
- Increased choice of Trusted Assessors with staff trained in 8 organisations
- Over 5,500 carers a year supported, with over 4,400 Carers Assessments
- Nearly 4000 carers supported with a Carers Personal Budget in 2013-4
- 1000 carers supported with Education, Employment and Learning
- 60% of carers supported have a Carers Emergency Response Card and Plan
- Nationally Lincolnshire is in the top three shire counties for carer choice and control
- Touchstone Customer Surveys 90% satisfaction for adult carers
- Co-production and carer engagement at the centre with Lincolnshire Carers and Young Carers Partnership established as an independent organisation
- United Lincolnshire Hospitals Trust Carers Policy
- Carers Newsletter to over 10,000 carers
- Carers Leaflet for Employers
- 25% of Lincolnshire surgeries 'Carer Friendly' and 50% working towards a 'Carer Friendly' Model
- Advocacy 'Total Voice' service from Voiceability

Still To Do List

- Raising awareness of carers needs
- Helping more carers to help themselves
- More schools getting Young Carers Healthy Schools Award
- Carer Friendly Surgeries
- Carer Champions
- Develop holistic support for families living with dementia
- Better information about short breaks
- Support for carers of younger people with dementia to develop sustainable long term support to improve their lives
- Carers being everyone's business – a whole community approach

A Vision for a Carer Friendly GP Surgery

Frank Blades, a Lincolnshire carer, pioneered the idea of a Carer Friendly GP surgery, as a result of his own caring experience. Together with other carers with similar experiences, supported by the Lincolnshire Carers Partnership, their idea grew into a concept known as 'Frank's Model'. The aim was to help practices identify carers and to give information and support the needed quickly and easily.

Frank's Model

A. An exceptional surgery will meet at least one criterion from each of the three priority areas:

1. Referrals for Carer Assessment **or** referrals for information and advice
2. Carer flag on the system **or** a flexible appointment system for carers
3. Host carers drop in sessions **or** appoint a volunteer carers champion **or** engage Patient Participation Group in carers support

B. A practice working towards Frank's model will be completing some activities as listed below but will not yet be achieving one from each area to establish them as exceptional:

- Access to carers information is available either in the waiting room or online or both.
- A practice carer champion is appointed.
- The surgery team have met with Carers Team workers to find out how the referral network operates.
- Carers are offered health checks annually.
- We have received positive feedback from carers about the surgery.
- The surgery can state how many carers are registered there.

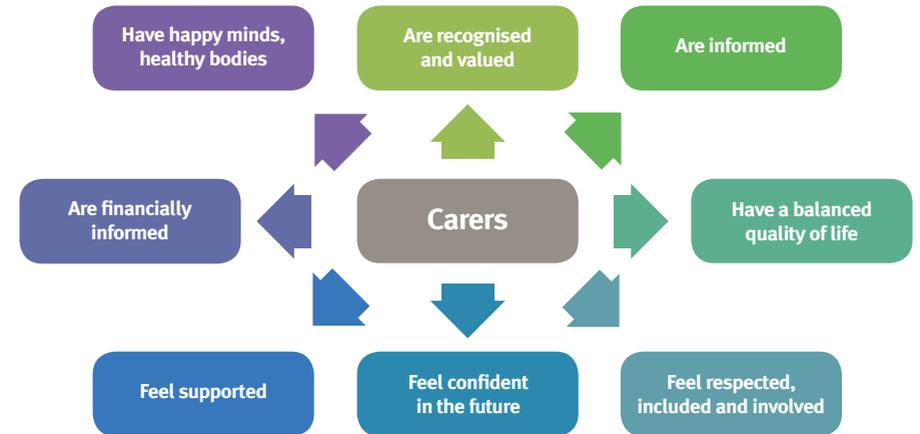
'Frank's Model' became the GP Liaison Project, which, by the end of 2012, had engaged with every practice in the county. 50% of practices began to work to 'Frank's Model' and 25% were regarded as exceptional. We would like the legacy of Frank and his fellow carers to be that every GP practice in Lincolnshire become 'Carer Friendly'.

Carer Priorities

Carers have redesigned 8 new Carer outcomes to reflect what is most important to them, strongly endorsed in

wider consultation. These outcomes will now form the new commissioning priorities and guide future actions.

8 Refreshed Carers Outcomes



Carer Story

Tony is a long term parent carer for two young adults with an autism spectrum disorder. Tony didn't see his children as disabled, and so didn't claim DLA. Tony cared for the children as a single parent for five years, and due to caring pressures had to give up full time work.

In Tony's own words, 'We learnt as we went along. I fought for everything'. Information was ad hoc, and finding out about support was extremely difficult. He wasn't aware of other parents that he could talk to and felt very alone.

Tony wasn't aware that assessments and support were available. In the last year or so Tony has had a carer assessment, and discovered that it can open the doors onto many other things. Tony urges all carers to have an assessment

Tony is now a director of LCYCP, and vice chair of the governing body at St Christopher's School, where he feels his knowledge and experience helps other parents.

The Carer Journey

Recognition of the caring role

- Carers can expect to be recognised by their GP, school, college, employer, Adult Care, hospital and other health settings to help signpost information and support.
- We will help you and your family to recognise your caring role and its impact.
- Activities in National Carers Week in June will promote Carer Awareness.

Prevention and early intervention

- We will make it easy for you to get the information and help you need.
- Carers can find information on website www.lincolnshire.gov.uk/carers, the Carers Information Pack, the Carers Team at the Customer Service Centre.
- Caring well means looking after your own health first. Don't put off a problem and do make time to see your GP if you need to.
- The Carers Team offer a Carers Emergency Response Plan and a Carers Assessment.
- Carers emotional needs can be supported by using '12 Positive Steps to promote Mental Wellbeing'.
- The Wellbeing Service will support families and individuals to improve independence.

Support to care

- A new Carers Support Service in 2015 will offer Carers Support Workers in neighbourhoods, holistic support to families, Carer support groups, Carer Learning, Carer Benefits Advice, Carer Discount scheme and support for carers caring for people with specific conditions.
- Information & support to help carers have a break.
- Lincolnshire Carers and Young Carers Partnership keeps carers connected and informed encouraging carers to shape services and support other carers through the newsletter, forums and action groups, events and social media.
- Support for carers' health and well-being from the GP.
- Access to emotional support and counselling.
- Self-referral to Telecare and Telehealth through the Wellbeing Service.

Support in a crisis

- The Carers Emergency Response Service enables Carers to plan ahead in the event of a crisis and ensure replacement care is in place.
- Carers Support Workers
- The Carers Team and Emergency Duty Team at the Customer Service Centre
- Urgent Carer Assessment
- Macmillan Palliative Carers Support

Confident in the future

- Carers Emergency Response Service gives peace of mind to the carer and the person they look after
- Taking care of yourself over the long term with a Carers Assessment and Carer Review
- Planning and short breaks for older carers of a person with a learning disability
- Financial information and and benefits advice to prevent financial hardship
- Information to plan for the future to allow the carer to be independent
- Feeling resilient and coping with the help of peer support networks
- Ongoing opportunities to shape services with the Lincolnshire Carers Partnership
- Holistic support for the family in Neighbourhood Teams

Priority 1: Carers are Recognised and Valued

You said that people providing unpaid care and support rarely identify themselves as a carer, or are not recognised as a carer,

meaning they miss out on valuable information, advice and support.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
We will work with employers, health, social care, pharmacies and education professionals to ensure more carers are identified, and the family as a whole is supported.	2014-18	All Clinical Commissioning Groups (CCG), Lincolnshire Carers and Young Carers Partnership, Lincolnshire County Council	Number of referrals for Carer Assessment by type of referrer Number of Carer Friendly GP surgeries More carers are supported Number of carers supported preventatively <ul style="list-style-type: none"> I feel recognised and valued by my GP and my employer I feel supported I was offered support for my caring role by my GP 	
We will promote awareness of Carers rights	2014-18	Lincolnshire Carers and Young Carers Partnership, Carers Support Services	Carers Week June, Carers Rights Day November Annual conference Media campaign Newsletter, Outreach, Marketing & Promotional activities <ul style="list-style-type: none"> I am aware of my rights and what support is available 	
We will promote the Young Carers Card and Healthy Schools Award for Young Carers. We will raise awareness of Young Carers in transition to adulthood	2014-18	Lincolnshire Carers and Young Carers Partnership, Spurgeons, All Clinical Commissioning Groups and Healthy Schools Team	All Young Carers have a Young Carers Card High level of professional awareness of Young Carers Card Young Carers report good experiences at school and with Health. More schools are awarded the Healthy School award for Young Carers. Identify and engage young carers aged 16-18 <ul style="list-style-type: none"> I am recognised and valued as a Young Carer by my teachers, my family & professionals who support my family 	

Priority 2: Carers Feel Supported

You said carers want to care but need to have the right support to do so.

You want it to be easy to find information and help from one place.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
We will commission a new Carers Support Service with a single telephone number and a wide range of support, including peer support, to help carers manage the caring role and promote their wellbeing. We will work with our partners in Lincolnshire Health and Care to ensure all support services join up to support the family as a whole.	April 2015	Lincolnshire County Council, Lincolnshire Carers and Young Carers Partnership	A new Carers Support Service is in place for April 2015. More carers are supported. New Carers Assessments are carried out within 28 days. Quicker and easier to get the help carers need. Numbers of carers supported who don't need Adult Care. <ul style="list-style-type: none"> I feel supported I am satisfied with my support 	
We will continue to commission a Young Carers and Young Adult Carers service that protects children and respects the contribution of young adult carers, treating them as adult.	March 2013 ongoing	Lincolnshire County Council	A Young Carers and Young Adult Carers service is in place. Numbers of young carers and young adult carers supported. Outcomes achieved for young carers and young adult carers. <ul style="list-style-type: none"> I feel supported I am satisfied with my support 	
We will meet the requirements of the Care Act and Children and Families Act, promoting carer wellbeing, carers assessments and support.	April 2015 onwards	New Carers Support Service, Lincolnshire County Council	Numbers of carers supported. Numbers of carers assessments, including parent carers and young carers. <ul style="list-style-type: none"> I feel supported I am satisfied with my support 	
We will continue to work with carers to develop new ways of support, using new technologies and social media.	April 2015 onwards	Lincolnshire County Council, Lincolnshire Carers and Young Carers Partnership, Carers Support Service	Ideas of local carers are developed. New initiatives, including new media and new technologies, are pioneered and evaluated. <ul style="list-style-type: none"> I feel supported 	

Priority 3: Carers Have a Balanced Quality of Family and Personal Life

You said carers want to enjoy their family, have a personal life and be able to achieve in education and employment. You felt carers should not be exhausted or isolated by the

demands of caring, leading to stress or illness. You also wanted cost effective and varied ways to have a break.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
<p>We will promote the wellbeing of carers and promote ways for carers to have time out.</p> <p>We will target carers at risk for support to help maintain family relationships.</p>	2014-18	Lincolnshire County Council, Carers Support Service	<p>Carers with a Carers Personal Budget</p> <p>Dementia carer targeted breaks scheme</p> <p>Evaluation of targeted breaks</p> <p>Identification of carers at risk</p> <p>Fewer emergency admissions to hospital or residential care due to carer breakdown</p> <p>Carers attending support groups</p> <p>Range of carer courses and attendance</p> <ul style="list-style-type: none"> • I feel supported • I feel confident about caring at home • I have a balanced quality of life 	
<p>We will review the effectiveness of Carer Personal Budgets in helping carers feeling supported.</p>	2014	Lincolnshire County Council, Lincolnshire Carers and Young Carers Partnership	<p>Evaluation report on carers personal budgets to include ideas about alternative ways to support carers such as short breaks by GP prescription.</p> <p>The new Personalisation Outcome Survey Tool (POET) will tell us how carers experience</p> <ul style="list-style-type: none"> • I feel supported • I have a balanced quality of life 	
<p>We will co-design a programme of social, peer support and break activities with young adult carers and young carers.</p>	2014-18	Spurgeons, Lincolnshire Carers and Young Carers Partnership	<p>Young Carers Partnership meetings</p> <p>Young Carers and Young Adult Carers co-design support and breaks activities</p> <ul style="list-style-type: none"> • I feel supported • I am satisfied with my support • I have a balanced quality of life 	
<p>We will ensure young adult carers have access to training and employment opportunities</p>	2014-18	Spurgeons	<p>Number of young adult carers accessing training and employment opportunities</p> <ul style="list-style-type: none"> • I feel supported • I have a balanced quality of life 	

Priority 4: Carers Are Informed

You said carers want good information when they need it, in a variety of formats to suit their needs.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
<p>We will continue to work with carers to produce a good range of information and advice.</p>	Ongoing	Lincolnshire Carers and Young Carers Partnership, Lincolnshire County Council	<p>A range of information products and communication channels (web, carer information packs, leaflet, care directories, social media) that carers use and value.</p> <ul style="list-style-type: none"> • I find it easy to get the information I need 	
<p>We will make it quicker and easier for new carers to get the information and advice they need over the phone and online.</p>	Ongoing	Carers Team Customer Service Centre	<p>More carers get information and advice. Performance targets are met.</p> <ul style="list-style-type: none"> • I find it easy to get the information I need 	
<p>We will promote the information available to carers and professionals</p>	Ongoing	Carers Support Service, Lincolnshire Carers and Young Carers Partnership	<p>Carers and professionals are aware of how to find information to help families. Targeted Young Carers campaign.</p> <ul style="list-style-type: none"> • I find it easy to get the information I need 	

Priority 5: Carers Feel Respected and Included

You said your role should be recognised and you want to be included in the care of the person you look after.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
We will work with health and social care professionals and care providers to ensure carers are listened to early on and involved in the care of the person they look after.	2015-18	Lincolnshire Carers and Young Carers Partnership, Lincolnshire County Council, All Lincolnshire Clinical Commissioning Groups, All Help Care providers	Use of Young Carers Card Workforce development – Carer Awareness. Health and care policies and strategies that include carers. Personalisation Outcome Survey Tool (POET) will report on the carer experience. • I feel respected, included and involved	
We will work together to improve hospital discharge pathways to involve carers.	2015-18	Lincolnshire Carers and Young Carers Partnership, United Lincolnshire Hospitals NHS Trust, Lincolnshire Partnership NHS Foundation Trust, Lincolnshire Community Health Services NHS Trust	Explore ways to improve hospital discharge pathways that include carers. Workforce development - Carer Awareness. • I find it easy to get information • I feel supported • I feel respected, included and involved	
We will invite all carers to become involved in the Carers Partnership. We will listen to what is important to young carers through the Young Carers Partnership.	2014-18 2014-18	Carers Support Services, Lincolnshire Carers and Young Carers Partnership	Young Carers Partnership meetings and working groups Young Carers ideas are developed. • I feel respected, included and involved	

Priority 6: Carers Enjoy Good Mental and Physical Health

You said that carers want happy minds and healthy bodies but can't always take the time to look after themselves

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
We will ensure that the health needs of carers are recognised by GPs and that carers can access timely emotional support and further help should they need it.	2015-18	Clinical Commissioning Groups, Lincolnshire Partnership Foundation Trust, Lincolnshire Carers and Young Carers Partnership	Explore ways to identify carers and improve carer health in primary care Carers access timely emotional support Mental Wellbeing Project (Lincolnshire Carers and Young Carers Partnership) Improved Health and Care data capturing impact of caring on carers' mental and physical health including young and young adult carers Numbers of young adult carers supported with mental health. Fewer carers report depression and anxiety. • I feel healthy and well • I feel supported and am able to cope	
We will support GP practices to implement a 'Carer Friendly' surgery (see page 14)	2015-18	Clinical Commissioning Groups	Number of Carer Friendly GP surgeries Numbers of referrals for carers services from GPs Information Prescriptions • I feel recognised and respected by my GP	
We will include young carers in Lincolnshire's Anti-Bullying campaign	2014-18	Lincolnshire County Council, Lincolnshire Carers and Young Carers Partnership, Spurgeons	Number of awareness sessions rolled out to schools Young carers included in campaign • I know how to look after myself • I am satisfied with my support	
We will support the health of Young Adult Carers via awareness activities, one to one support and specialist referrals.	2014-18	Spurgeons, Lincolnshire Health providers	Number of young adult carers accessing activities • I know how to look after myself • I am satisfied with my support	

Priority 7: Carers Are Confident In The Future

You said that the Carers Emergency Response Service works really well as it

provides peace of mind for both you and the person you look after.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
We will support more carers to take up a Carers Emergency Response card.	2014 -18	Carers Support Services	Number of carers with an Emergency Response Plan Number of successful activations • I have a system in place so that I can get help at an early stage to avoid a crisis. • I feel satisfied with my support	
We will promote the 'All About Me' document to carers of people with dementia.	2014 -16	United Lincolnshire Hospitals Trust	High awareness, availability and use of 'All About Me' by carers, hospitals and care providers www.allaboutme-lincolnshire.org.uk	
We will support carers of a learning disability to plan for the future, including Circles of Support.	2015 -18	Lincolnshire County Council, County Carers, University of Lincoln	Number of older carers supported. Numbers of Circles of Support Fewer emergency admissions to care • I feel supported • I feel satisfied with my support • I feel confident in the future • I have a plan for my family's future care needs	
We will co-design and deliver a range of Carer Learning that makes most difference to the caring role.	2014 -18	Carers Support Services, Lincolnshire Carers Partnership, Lincolnshire Foundation Partnership Trust	A range of courses shaped by carers A range of E-learning Well advertised and easy to book onto. High attendance and satisfaction rates. • I feel supported • I feel satisfied with my support • I feel confident in the future	
We will work in partnership to include Carers in Lincolnshire Emergency Planning and Winter Plan.	2015 -18	Lincolnshire County Council Public Health	Carers included in Emergency Planning Links between Carers Emergency Plan and County Emergency Plans Working in partnership with key organisations • I am prepared and have a system in place so that I can get help at an early stage to avoid a crisis.	

Priority 8: Carers Are Financially Informed

You said you want better information about the costs of care and support and how to plan financially for the future. You told us

that information about financial help for the whole family is the most effective approach.

What will happen?	When	Who will do it?	How do you know it is being done? How do you know it is working?	Has it worked? Your comments:
We will help carers get the benefits information and support they need.	2014 -18	Carers Support Services	Benefits take up Number of families helped/ able to help themselves • I am satisfied with my support	
We will signpost to expert financial information and advice	2015 -18	Carers Support Services	Information available about finance and financial advisers • I find it easy to get the financial information I need • I am satisfied with my support • I am informed and have a plan for my family's future care needs	



Carers - The Local and National Picture

Lincolnshire has worked hard to improve outcomes for Carers. The first Carers Strategy was produced in 2007, resulting in the creation of the Carers Partnership in 2008. The second Carers Strategy, 'Every Carer Matters 2010 - 13' made significant achievements in improving support for carers in Lincolnshire (see page 12).

In April 2013 four Clinical Commissioning Groups (CCG) replaced the Lincolnshire Primary Care Trust. These are West Lincolnshire CCG, Lincolnshire East CCG, Lincolnshire South CCG and Lincolnshire South West CCG. The four CCG's are committed to joint commissioning with the local authority.

Carers, and the importance of the caring role, are a cross cutting theme throughout the Lincolnshire Health & Wellbeing Strategy 2013 -18. Carers lie at the heart of plans to integrate Lincolnshire Health and Care services from 2014 onwards.

Funding to support carers in Lincolnshire is managed by Lincolnshire County Council in a joint Carers Budget. Funding for carers comes from national government to both the Local Authority and Health, which also makes specific investment in carers support.

The Care Act (2014) and Children and Families Act (2014)

The Care Act and Children and Families Act, simplify and strengthen the law in relation to carers. All carers, including parent carers and young carers, now have the right to an assessment of their own needs, regardless of the level of care the carer is providing. Carers have a new right to have eligible support needs met following an assessment. They also have the right to be consulted on the assessment of the person needing care. There is a general duty to promote the wellbeing of carers and adults receiving care.

The NHS Operating Framework identifies carers as an area requiring particular attention, actively encouraging joint working across the NHS and local authorities, particularly in relation to agreeing local plans and providing carer breaks.

NHS England published its 'Commitment to Carers' in 2014 with actions to raise the profile of carers, education and training, and develop person centred co-ordinated care and primary care.

Getting in Touch and Involved

If you have any comments to make this plan for carers or would like to become involved in the work of the Lincolnshire Carers Partnership please contact Emma or Peta.

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Help for Carers

If you are a Carer and require help and assistance, please contact the Carers Team.

The Carers Team

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