

Lincolnshire Carers Quality Award

Impact Evaluation

October 2020



Contents

A Note from our Chief Executive	3
Executive Summary	4
Introduction	5
About Every-One.....	6
Background – Why do we need the CQA and Carer Awareness?	7
The Carers Quality Award	9
CQA Facts	10
Carer Champions	11
Sector Impact – What we have learnt	12
A Carers Experience	14
Carers' Support from <i>Age, Care, Advice</i> , - Case Study	18
Pharmacies.....	18
Education	19
Invite to Carers Café	20
Voluntary Organisations	21
Statutory Sector	22
Business Sector	22
Carer Awareness Training.....	24
Employers for Carers (EfC)	28
Working in Partnership and Co–Production	30
Case Study One – Co Production	30
Case Study Two – Co Production	31
CQA Assessment.....	32
Volunteers and Students	36
Students	38
A few words from Community Partners and Stakeholders	38
Our Learning	40
Lessons Learnt	41
Going Forward	43
A Few Words – Carer Advisor	45
The Final Word – A Carer	47
Contacting Us.....	49

A Note from our Chief Executive



The recognition of unpaid family Carers are dear to me both professionally and personally, having seen my dad care unquestionably for my mum for many years. I saw the strain it placed on my dad's wellbeing and that of the whole family as we worked together to do our best for mum.

Until I took on this role in 2015, I had never really considered my dad to be a Carer and I know he certainly never did either. If I had ever had chance to attend a Carer Awareness Training session it would have been a very different story, with perhaps a conversation and the acceptance of help at an earlier stage, rather of the standard reply of "we'll manage duck".

As Chief Executive of Every-One, I have been amazed by the resilience of Carers and the patience and care they show their loved-ones, but also by the sheer exhaustion they feel, the loneliness and the resignation to it all just being their lot.

I am proud of what has been achieved through the Carers Quality Award and associated activities and our determination to ensure it is built on the foundations of quality, positivity, and inclusion. A Carer is a Carer, whether they are a service user, a volunteer or a member of staff and whilst most Carers do not chose their role, they do it with so little recognition – this is something we want to change and get others to change with us.

A handwritten signature in black ink, appearing to read 'Vicky Thomson'.

Vicky Thomson

Chief Executive, Every-One



Executive Summary

Unpaid family Carers are often overlooked, undervalued and unaware that they have a caring role or that support is available for them.

The Lincolnshire Carers Quality Award and Carer Awareness Training has made significant improvements to the understanding, recognition and awareness of unpaid Carers and the Lincolnshire Carers Service but maximising this impact requires a continued and consistent approach.

We hear through conversations, evaluation, and data collection that there has been a massive rise in the number of Carers identified increased referrals for Carer support and a heightened sense of Carer awareness across the County. This impact has been across a wide range of sectors and includes adult, young, working, and former Carers. All people involved experienced an exceptionally positive effect from participation.

There is no, one size that fits all in Carer awareness and key to our success is offering bespoke support based on individual needs and circumstances. Through our work, we have improved the quality of support and care for unpaid Carers, by focusing on Carers as individuals and using a combination of tools to build a Carer Friendly Lincolnshire.

Every-One is a registered Charity based in Lincolnshire with a strong background in supporting unpaid family Carers and those they care for. Every-One designs and delivers bespoke and targeted improvement initiatives and services, in partnership with people, service providers and commissioners.

Originally grant funded by the Lincolnshire Health and Wellbeing Board the Carers Quality Award (CQA) has subsequently been funded via Lincolnshire County Council (LCC) through the Better Care Fund. Participation in the CQA is voluntary, accessible to all employers, groups, organisations, businesses, CIC, and SME's. The award is unique in that it is the only Carers Award which covers people as both service users and working carers.

The impact evaluation shares the stories and successes of those involved and asks the question - the Lincolnshire Carers Quality Award - so what?

Key Findings

- The CQA ensures that there is consistency across Lincolnshire in Carer support.
- The CQA and Carer Awareness Training builds a network of trained and knowledgeable Carers Champions
- The CQA means that more Carers are identified earlier and before they reach crisis.
- Carer Awareness Training is a vital ingredient to understanding, supporting, and signposting Carers
- The CQA and Carer Awareness Training has been integral to the significant number of employers signed up to Employers for Carers.
- The CQA has:
 - Increased the number of G.P. Carer Registers and registered carers within Primary Care
 - Increased referrals to the Lincolnshire Carers Service
 - Increased the profile of Carers within Lincolnshire.

We will continue to use a combination of research, surveys, and interviews, so that we can strengthen and expand our evidence base of what a good Carer Friendly Community looks like and build a Carer Friendly Lincolnshire for our future and yours.

Introduction

This report shares the journey of the Carers Quality Award (CQA). It tells the story by illustrating the impact of the award through appropriate evidence and case studies, profiling and showcasing the project and how it has positively changed lives.

The following were reviewed and engaged with in order to demonstrate the impact of the work of the CQA and Carer Awareness Training delivery:

- Impact statements submitted from organisations that had completed the CQA since 2017
- Carer Awareness Sessions evaluation forms since 2018
- Face to face interviews with participants and key stakeholders
- Impact statements and evaluation forms

Every-One was originally grant funded by the Lincolnshire Health and Wellbeing Board to establish a Carers Quality Award (CQA) for Lincolnshire in 2015.

It was subsequently funded via Lincolnshire County Council (LCC) through the Better Care Fund, funding which is secured until November 2020.

Special thanks to the Carers, staff, residents, colleagues and professionals all of whom gave their time to share their stories and successes.

Our thanks go to organisations such as Lincolnshire Community Health Services, Sage Gardener, Lincolnshire Partnership Foundation Trust (LPFT) and North West Anglian Foundation Trust (NWAFT), University of Lincoln, Bishop Grosseteste University who gave their time to share the impact that the quality award and Carer awareness training has had within their organisations and therefore on the lives of unpaid carers.

There is much work to be done, we have seen much growth within the work of the CQA and also challenges but this in turn gives rise to opportunities.

About Every-One

Every-One is a Lincolnshire based charity, that works inclusively with everyone, ensuring carers and people that are cared for are at the centre of their own wellbeing.

Every-One do this by developing and delivering a range of person-centred services and projects.

Our Vision

To empower people to be in control and at the centre of their own wellbeing

Our Mission

Making Wellbeing Personal

Every-One currently employs 3 FTE team members to deliver and support the Carers Quality Award (CQA), Carers and Employment Programme, (EfC) and a Programme of Carer Awareness Training delivery.

As an organisation Every-One is aware of the challenges of the funding climate and continue to look at ways in which projects can be developed and existing projects continue. We look at different ways of delivering projects and services, the development of technology and how we can increase reach in project delivery as well as providing opportunities for added value.

In June 2020, Every-One were proud winners of the East Midlands Charity Awards '**Small Charity - Big Impact**' Award in recognition of how we deliver above and beyond.

For more information about our work, visit www.every-one.org.uk

Background – Why do we need the CQA and Carer Awareness?

There is no such thing as a typical Carer. Services need to be responsive and flexible, recognising and supporting Carers at different stages in their caring journey.

There are many consultations which have looked at the wishes and needs of carers. Most of these result in the same responses with regards to carers needs, examples are:

- I am recognised and respected as a carer
- That information is shared with me and other professionals
- I am signposted to information for me and help link professionals together
- I have flexible care, available to suit me and the person I care for
- People think about the whole family, including young carers and young adult carers
- It is recognised that I also may need help both in my caring role and in maintaining my own health and well-being
- People respect, involve and treat me as expert in care
- People treat me with dignity and compassion
- I can access respite care
- I have support for emergency care and planning
- I have support for planning for the future
- I am supported at work

There are many national and local surveys and strategic documents which demonstrate what is important to carers and what they tell us, for example:

- NHS Commitment to Carers
- State of Caring Report 2019
- Carers Action Plan 2018-20
- National Carers Strategy
- Lincolnshire Carers Strategy

Recognising and Supporting Carers in the Wider Community and Society

Many Carers will have little contact with services for Carers and will not be receiving formal support in their caring role. It is therefore vital that we work with partners, to raise awareness of caring among the wider population to build Carer friendly communities.

Employment and Financial Wellbeing

Many Carers have difficulties balancing work and performing a caring role, and at the same time they are struggling to make ends meet, leading to financial hardship putting further pressure on them. Where an employer is made aware of an employee with caring responsibilities, employers can take simple, but effective action to enable Carers to balance their caring and employment responsibilities.

Supporting Young Carers

Young carers can suffer with poor health and wellbeing, often missing out on education and training opportunities. Improved identification of young Carers, to enable assessments that identify support needs alongside flexible educational opportunities, are vital, enabling young carers to access opportunities and have the same life chances as young people without caring responsibilities.

**It is estimated that in 2019 there are as many as
8.4 million adult Carers in the UK
and 700,000 Young Carers**

(Carers UK Facts about Carers Policy Briefing 2019)

The CQA supports in providing a unique opportunity for Lincolnshire to have a clear set of standards which enables organisations to have a greater awareness of and consistency in Carer support. The CQA relates to both Adult and Young Carers. Raising awareness of and ensuring promotion of the Lincolnshire Carers services enables Carers to be provided with the support they need and contributes to a Carer friendly Lincolnshire.

**Every day another 6,000 people take on a caring responsibility
– that equals over million people each year**

58% of Carers are women and 42% are men

(Carers UK – Facts about Carers Policy Briefing 2019)

The Carers Quality Award



The CQA is a voluntary accreditation scheme, accessible to all employers, groups, organisations, services, businesses, CIC or SME. To be accredited, several requirements will be met. Support is provided throughout this process. Whilst the award is Lincolnshire based and funded, the nature of cross border working means that the award is offered to border Counties where Lincolnshire residents are treated. The award covers both adult and young carers.

CQA sets out key standards in the recognition, value, and support of Carers. It ensures the profile of unpaid Carers in Lincolnshire is raised and organisations are recognised for the support they provide.

The CQA supports and underpins the five key principals of the Lincolnshire Carers Charter.

These are:

1. Identify, Recognise and Value Carers
2. Engage With and Involve Carers
3. Inform, Advise and Support Carers
4. Respect and Enable Carers
5. Support Carers in Education, Training and Employment

The Lincolnshire Carers Charter was developed at the beginning of the project process and was co-produced with Carers across Lincolnshire. Carers shared what was important to them and what they felt they would need from any organisation they may be involved with or use and on the back of this a set of standards were produced resulting in the Lincolnshire Carers Charter and the set of standards for the Carers Quality Award.

The award was developed around the following principles:

- It is a supportive but challenging process
- It embeds positive change
- It is about building a relationship with organisations to facilitate change and development
- It is not a 'tick box' exercise, but about reflection and improvement
- It is a consistent approach regardless of nature of organisation

The award offers a positive experience for organisations, supporting and strengthening organisational effectiveness by recognising the valuable way organisations can support people, including staff, who have caring responsibilities.

Upon completion of the CQA, successful organisations will be invited to hold an awards ceremony to be presented with a plaque and an award certificate as well as the award logo which they are encouraged to display. Staff/volunteers will also be issued with CQA badges and stickers. The organisation's Carer Champion(s) are also presented with Carer Champion badges. To maintain the award status, re-accreditation is required on an annual basis and all are encouraged to complete this.

Benefits of Participation

The key benefits of participating in the CQA are to:

- inspire **pride** in the organisation
- provide a **benchmark** for good practice
- raise **awareness** of unpaid Carers
- demonstrate and celebrate a **commitment** to quality in Carer recognition and support
- create a culture of continuous **improvement**
- provide a structure for **development**
- build and develop **teams**
- **enhance** the Lincolnshire Carers Service
- contribute to a '**Carer Friendly Lincolnshire**'.

CQA Facts

Key Outcomes and Outputs

OUTCOMES	OUTPUTS
225 Accreditations	322 Accreditations
150 Reaccreditations	246 Reaccreditations
50 Carer Awareness sessions	113 Carer Awareness sessions
750 people trained in Carer Awareness	1,682 people have attended a Carer Awareness session
50 mentoring sessions	216 mentoring visits undertaken

Further Facts:



CQA re-accreditation rate, averaging at 99%



The average time to complete the CQA is approximately 22 weeks



Each registered organisation will receive at least three mentoring visits



CQA staff spend on average 15 hours supporting individual organisations



On average, 3 new organisations register to complete a CQA per month

(July 2020)

Carer Champions

Each CQA accredited organisation, currently 322, is required to identify a Carer Champion. Each accredited organisation will have at least one but in most cases at least two Carer Champions. If a Carer Champion leaves the organisation they are replaced by another staff member thus ensuring continuity. The Carer Champion will be a point of contact for the organisation and ensure that information is up to date, relevant and available both to service users and staff members. As a result of the identification of Carer Champions we are now able to look at the development of Carer Champion Networks within Lincolnshire building on the opportunities already in place. We do not have data other than Impact statements to demonstrate improvement for Carers however this is something which can be developed.

**Over 500 Carer Champions appointed
by CQA accredited organisations
and now working to support
Carers in Lincolnshire**

As a Carer Champion you are saying,

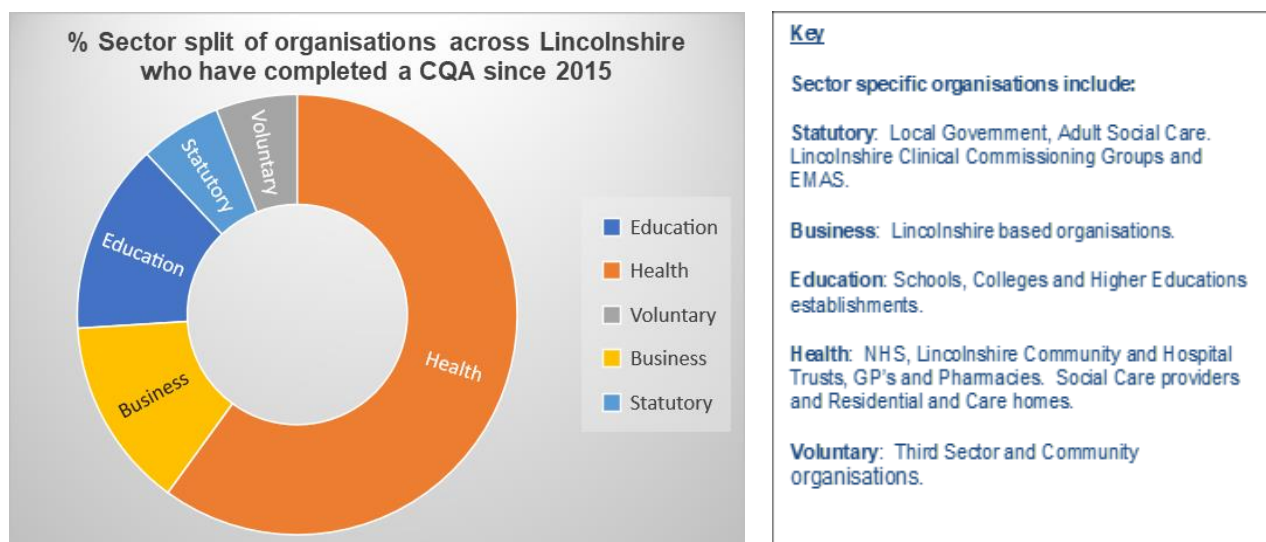
***'I am available if you would like me to
hear your story, being a Carer is
unpredictable and I am here for you'.***

(Carer Lead, BGU)

Sector Impact – What we have learnt

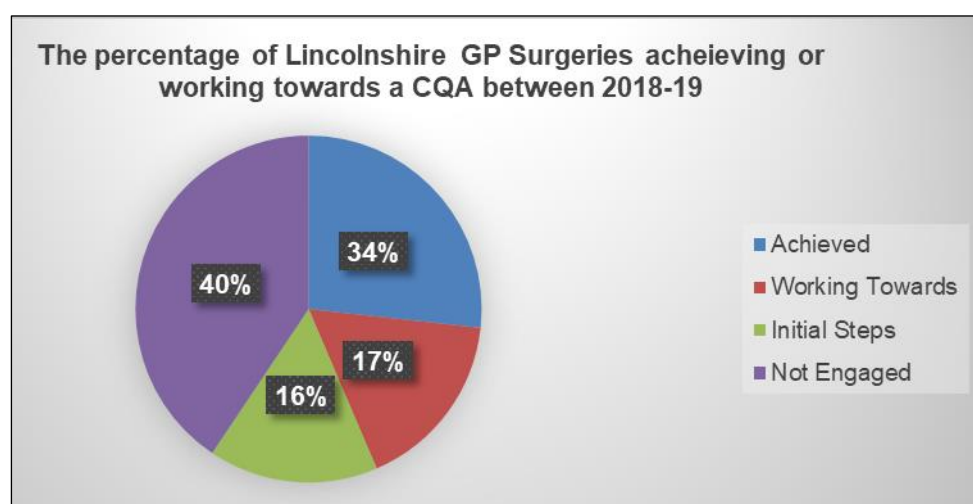
Data indicates that over 60% of completed CQA accreditation has been by health-based organisations.

The accompanying key assists in identifying those organisations within each sector.



Health and Social Care

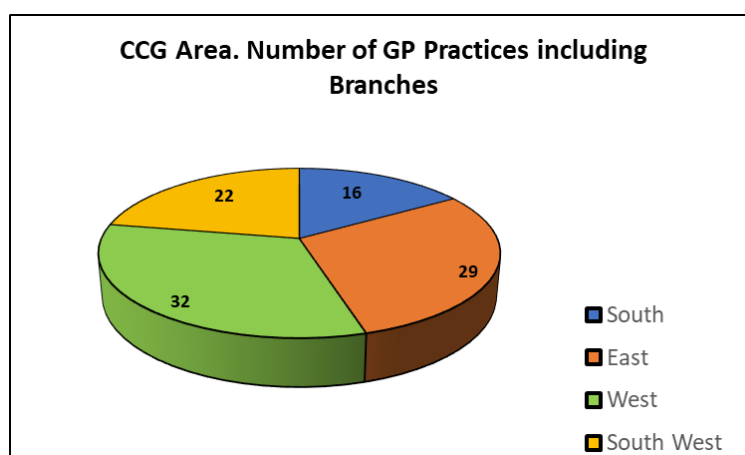
Within the health sector to date GP Practices have undoubtedly been the area with the most success and impact. GP's are well placed to identify Carers, however, pressures on time and resources, often mean these opportunities are missed.



We can determine from data which areas have been the most successful and which need to have more focus. This enables us to target areas of need.

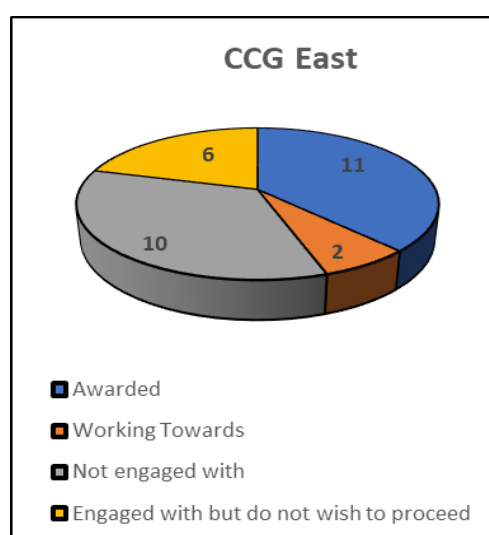
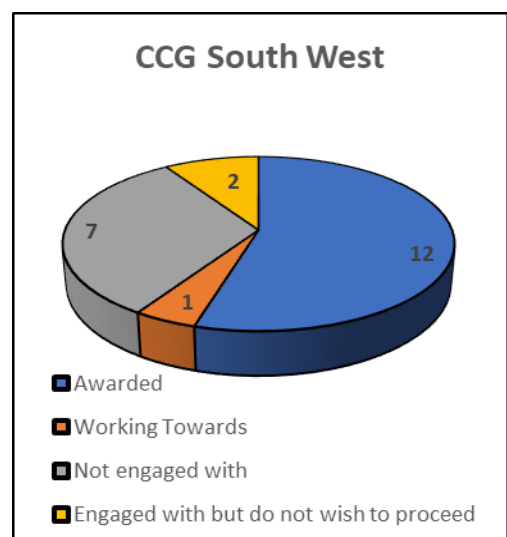
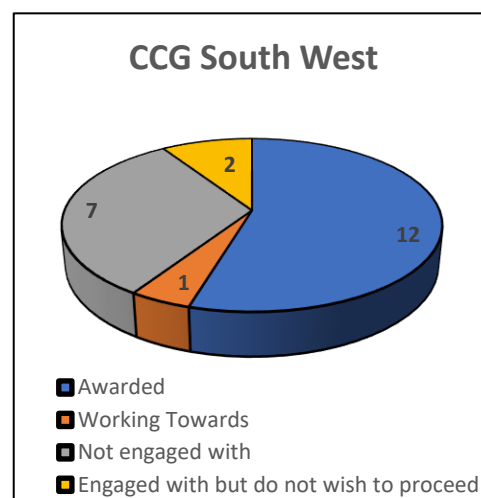
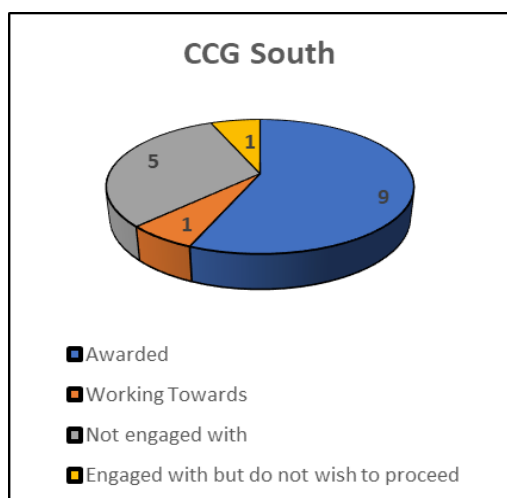
Uptake of the CQA within GP Practices differs across Lincolnshire, this is despite support for the CQA from all four Clinical Commissioning Groups who recommend the scheme to their practices. This disparity may be addressed following the merger of the 4 Lincolnshire Clinical Commissioning Groups (April 2020).

The number of GP Practices vary across all four areas of Lincolnshire.



Data demonstrates that there are areas of the County where GP Practices are more engaged in the CQA process and therefore the practice of supporting a carers is stronger in those areas. Reasons given for non-engagement are:

- Lack of time
- No one to take the work forward
- Lack of understanding of the Carers agenda
- Lack of appreciation of the Care Quality Commission (CQC) requirements regarding Carer identification and support.



Further marketing, attendance at Practice Manager meetings and testimonials and recommendations from accredited practices are having a positive impact on the numbers of non-engaged practices becoming registered to undertake CQA. In addition, partnership working with Neighborhood Teams, Primary Care Networks, Social Prescribers and Link Workers is highlighting benefits and providing a gateway into non-engaged GP Practices.

Prior to participation in the CQA it was estimated that only 20% of Lincolnshire GP practices held a Carers Register. All CQA accredited practices must hold a Carers Register and those working towards accreditation will put a register in place at the start of the process. All registers must be up to date and accurate. It is a requirement of the Care Quality Commission that all GP Practices must hold a Carers Register.

It is also a requirement that GP Practices must have opportunities in place to identify unpaid Carers, offer effective support and signpost to relevant agencies. The standards of the CQA enable support to Practices to put these requirements into place.

**The CQA has supported an increase in Lincolnshire GP Practices
that now hold an accurate Carers Register**

51% of Lincolnshire GP Practices now hold a Carers Register

A Carers Experience

Via email – *“My experience at Billinghay Surgery has been wonderful and I wanted to let you know. They have an informative Carers notice board in the waiting area and when I went in with Steve last week the GP asked me how I was managing and was extremely understanding. I know they are CQA accredited. Please can you pass on my compliments.”*

(CQA accredited Practice with previously no Carers Register / support in place.
All staff including GP’S attended Carer Awareness training.)

NHS partners suggest that an increased uptake of the CQA has had a positive impact on:

- Increasing the number of registered Carers – **so more Carers can be supported.** Impact Evaluation data indicates that each GP Carers Register holds between 200 and 300 Carers. Numbers depend very much on area demographics and numbers are buoyant as patients or circumstances change. Prior to CQA in Practices where Carers registers were held, many were not data cleansed, up to date and held very small numbers. Impact statements demonstrate often less than 0.5 % of the practice list which is considerably lower than the expected 10%
- Since the start of the CQA project in a further 31% of Lincolnshire GP Practices, 30 out of 99 Practices, a register has been developed, when previously there was none – **so more Carers have been identified**

- Assuring that all primary care staff had a good understanding of the challenges a Carer faces – **ensuring that consistent and accurate messages are given**
- Supporting the CQC inspections and in some cases re-inspections – **ensuring Carer identification and support as a regulatory requirement of the CQC**
- Practices became more confident in how to support and care for Carers in their practices – **staff have up to date knowledge and understanding of the Carers agenda**
- Increased support for the carer and those they care for - **supporting / lowering unplanned admissions**
- Supporting in hospital discharge / lowering hospital re-admissions. Providing support to carers helps the person they are caring for, bringing clear benefits for health professionals as they work towards the best outcomes for patients, both during their stay in hospital – **better outcomes and avoidance of unnecessary re-admissions following discharge.**

Research undertaken by NICE indicates that carers can play a significant role in helping patients to return home after a hospital admission. It is therefore important that they are involved in decisions about the person's discharge planning. They can provide information about the person's needs and circumstances beyond medical conditions or physical needs. This means discharge planning can be more comprehensive and is likely to reduce the likelihood of the person being readmitted to hospital (National Institute for Health and Care Excellence – Supporting Adult Carers NICE Guidelines 150 – January 2020)

“We would like to take the opportunity to thank you for all your support in working towards our Carers Quality Award.

Prior to this work we had no Carers Register in place and so Carers were not being identified and therefore not supported but now Carers at St Johns Surgery are held on a register, which has so far identified 144 carers within just a few weeks of starting the work.

Additionally, we are now also better equipped to support staff members who may have caring responsibilities and support them to remain in work if that is their wish.

This work means carers now benefit from up to date information on how to access support. Their caring role is identified on their records and flexibility is being offered with appointment times. patients are starting to identify themselves as carers because of this work.”

St Johns Medical Practice - Grantham

Impact evaluation data gathered from participating GP Practices suggests that on average GP practices identify 100 Carers within the 6-month period of working towards CQA accreditation. This then continues and it is not unusual for this to have increased by, on average, another 100 plus at reaccreditation 12 months later.

We can demonstrate by data the total GP practices currently accredited with the CQA in Lincolnshire as **44 out of 99 Practices**, therefore, if we look at average numbers of Carers identified and therefore supported throughout the CQA process this is likely to be approaching 9,000 people.

The recent development of the NHS GP Quality Markers for Carers has asked GP's to demonstrate that they are identifying and supporting Carers. Successful CQA accreditation incorporates all elements of the GP Quality Markers requirements (and more) therefore by supporting Practices to demonstrate that they are doing this, they are more likely to successfully meet the Quality Markers.

**Approaching 9,000 Carers identified and supported
within GP Practices who have undertaken CQA**

Within the Health and Social Care sector, local NHS trusts have chosen to take a ward by ward / service by service approach to accreditation. The reason identified for this is that whilst the identification and support of Carers is generic there are areas where this differs greatly. Examples of this are End of Life Care, Rehabilitation, Acute Care, Adult Frailty, Occupational Therapy, Mental Health Services and addiction. Within differing areas there are many specifics for the greater or lesser involvement of Carers and the intensity of Carer support. The individual areas of accreditation have not only ensured that the support is specific to the area but has afforded the opportunity to develop a network of Carer Champions within the Trusts.

CQA Carer Champions have all undertaken Carer Awareness Training and have in depth knowledge of the Carer referral process, available support both within their Trust and also within the County. They are familiar with the National Carers agenda and are a point of contact for colleagues relating to Carers support. This means that there is a consistent approach to Carer support across the Trust and that Carer support is visible and available.

**56 hospital wards / services
CQA accredited**

An example of outstanding practice is Lincolnshire Partnership Foundation trust where 32 services have been successfully CQA accredited.

**32 Carer Champions in place at
Lincolnshire Partnership Foundation Trust plus Carer Lead
and appointment of Carer Governor,
as a result of CQA participation**

Social Care initially proved to be the most challenging area within the Health and Social Care Sector to engage, however this is an area which has developed, and Care Homes and Domiciliary Care are now starting to become more involved due to increased marketing and involvement of partner organisations.

The first Domiciliary Care organisation to be accredited was *Age, Care, Advice*, where the reach to unpaid Carers is vast, stretching across East and South Lincolnshire as well as border Counties.



Age, Care, Advice, currently provide support to 84 families and within each of these families there are one or more family Carers. *Age, Care, Advice*, have really embraced the Carers agenda and have shown commitment and passion with the development of Carers packs, Carers information via their website and a Care Hub with opportunities for information sharing, peer support, information, and advice.

In addition to supporting the families with whom they work and their Carers, *Age, Care, Advice*, have also been proactive and committed in supporting those staff members who have caring responsibilities.

“Working towards the Quality Award has given us the ability to communicate in a different way with unpaid family carers to ensure that the experience receive from our service is responsive, positive and allowed them to feel involved and included.

We are so proud that we have successfully achieved the Lincolnshire Carers Quality Award”

Toni Barwell – Care Coordinator

Carers' Support from Age, Care, Advice, - Case Study

Age, Care, Advice support families to remain as independent as possible, in their own homes and as a family and recognise that Carers are an integral and essential part of that process, recognising that a Carer is always in demand, from the person that is cared for, from family and often from work.

Age, Care, Advice also recognise that caring can be a full time 'job' and see this throughout family visits and from conversations undertaken with families.

Age, Care, Advice have always endeavoured to support unpaid Carers however, working towards the Lincolnshire Carers Quality Award, has enabled staff to develop their knowledge of unpaid Carers and the Lincolnshire Carers Service, enhance the ability to communicate in a different way with unpaid carers (husbands, wives, sons, daughters, siblings, neighbours, friends, etc.), to ensure that the experience they were receiving from our service was responsive, positive and continually allowed them to feel involved and included and to ensure that all information given is up to date and correct. All staff, as part of the award work have received Carer Awareness Training.

Age, Care, Advice have been able to develop work to support people and their unpaid carers, and have launched a Community Facebook group, *Age, Care, Advice - The Care Hub*, with the purpose of supporting those who navigate health and social care systems and enable the sharing of experiences with others in a similar situation. *Age, Care, Advice* Carer's Support service is available 12 hours per day, 7 days per week

Carer Support systems have been developed as a result of the CQA work:

Navigating 'the system' – *Age, Care, Advice* offers an affordable service to find the right services for Carers, which will ensure that the most support possible from organisations is received.

Respite for carers - Caring is tough and at times social circles can decrease because you are focused on caring. *Age, Care, Advice* offers a respite service which offers both short and longer-term breaks from the caring role.

Pharmacies

Community Pharmacies are an area who are well placed to identify carers in the Community and positive work has been embraced by this sector.

Positive partnership work between GP Practices and Pharmacies have seen the development of Carer messages on prescriptions, information for Carers within pharmacy stores, appointment of Carer Champions.

42 pharmacies accredited

Education

The Carers Quality Award and Carer Awareness Programme is funded with a primary focus on Adult Carers, however value - added work has been undertaken within the education sector. This has enabled the raising of awareness of Young Carers and Young Adult Carers and supported transition as well as signposting to the Lincolnshire Young Carers Service. This has enabled work to be undertaken with Schools, Colleges and Universities as well as further value - added work in terms of raising the awareness of Carers with student teachers which means that teachers will have increased Carer awareness at the start of their careers.

Children and young people who care for a family member are at risk from missing education, are more likely to drop out of college and have poorer mental and physical health than their peers.

Schools, Colleges and Universities play an important role in helping to meet the needs of young carers to give them the best possible experiences and life chances and those which identify and support Young Carers and Young Adult Carers can help make a real difference to academic success and wellbeing for these learners.

Within Lincolnshire the biggest success has been with the County's Universities, both of whom are CQA accredited. This has had a major impact on both the identification and support of student carers but also on staff members with a caring responsibility.

'The number of carers who are out there, that if we are not on this continuum will potentially get lost is worrying so we are committed to staying focussed producing a yearly updated plan.'

Bishop Grosseteste University - CQA accredited

The number of Carers, both students and staff members with caring responsibilities at BGU, who have been identified because of the CQA work, has grown considerably with over 50 newly identified carers being supported. The campus-wide information ensures opportunities for Carers to be identified / identify themselves, the Carers Top Tips and the ever popular Carers Café. The Carers Cafe gives those with Caring responsibilities the opportunity to meet the Carer Champions and have an informal chat over coffee ensuring that support is available. The Carers Cafes take place at least once per term and have continued virtually during the unprecedented times of the Coronavirus pandemic.

Invite to Carers Café

"We are aware being a carer is unique and at times may be challenging, so we would like to invite you to a virtual 'Together but apart' Carers Café.

**Please drop in anytime during the hour.
We are aware during these unprecedented times some of you may be a temporary carer so please join us as we are here for you all."**

**For more information contact: leanne.mchugh@bishopg.ac.uk
Bishop Grosseteste University - CQA accredited - Carers Café
Monday 20th July 2020 – over Zoom**

The work with Carers at Lincoln University has also been impressive in terms of what has been developed and is now in place to support Carers across the University. As part of the CQA work several of the University Schools have become particularly involved, for example Student Wellbeing, Health & Social Care and HR. A positive aspect of increased Carer awareness through work with the Universities has resulted in student placements hosted by Every-One and we now host students at all levels of study. To date 6 students have undertaken placements at Every-One.

"The support available to students created because of the award process, but also knowing what was available to staff as well was a good to hear.

Training for all staff members to be more Carer aware has really helped the team's understanding of what it is to be a Carer."

Student Wellbeing Team – Lincoln University

Whilst there has been success at only one secondary and one primary school, both of which hold the CQA which has had considerable impact within both schools, in the main schools within Lincolnshire tend to undertake the Young Carers in Schools award. This does mean that children and Young People with caring responsibilities are being supported however this also means that this is not necessarily the case with staff members who have caring responsibilities. This is being considered in partnership with the LCC Young Carers Team.

**More than 100 Young Carers
identified and supported in
2 accredited schools**

**2 proactive and well used
Young Carer Groups set up in
2 accredited schools**

Voluntary Organisations

Voluntary organisations are very well placed to identify and support Carers. The challenges are that very often they are run by volunteers and they can have limited time. Whilst the take up of the CQA has been limited within the voluntary sector it is an area which is now much more engaged. Considerable success and impact have been demonstrated through impact statements by those voluntary organisations who have engaged and as a result a growing number of Carers are being identified and supported through these groups. Examples of this are 45 new carers at Buddies, 40 at Sage Gardener and 30 at Assist. These are all newly identified Carers and numbers continue to grow.

“The award shows the commitment everyone at Buddies has to provide a secure warm friendly place for the carer and people living with dementia to come to and enjoy engaging activities, events and advice where necessary.”

45 new carers identified during award process

Buddies Dementia Group

“The achievement of the Carers Quality Award has brought unexpected publicity, wider recognition and has enabled us to apply for other funding to further support Carers with evidence that we can and do support those within the carers field.”

Sage Gardener

Assist is a charity that works in the north Lincoln villages providing support to those who are in difficult times including mental health issues, dementia, the elderly and lonely and the many unpaid family Carers who support them.

**Assist was pleased to achieve the
Lincolnshire Carers Quality Award in November 2019.**

“It helped us develop our work with unpaid carers and it was great to receive recognition for the valuable way Assist helps those carers with whom it works whether it be in our “one to one” work or our support groups.”



Statutory Sector

It is pleasing that as the CQA has become more recognised and the benefits acknowledged the Statutory sector has become more involved.

Of the previous four Clinical Commissioning Groups (CCG), two have been awarded the CQA. The further two had made commitment however due to the merger of Lincolnshire's Clinical Commissioning Groups the decision has been made to undertake the award as a collective and work has already started with the delivery of Carer Awareness training for all staff, several sessions of which have already been held. This demonstrates a commitment to the Carers agenda and the CCG's have been proactive in encouraging and supporting Lincolnshire GP Practices to undertake the award. CCG's are in the strategic position to influence and ensure that the Carers agenda is built into policy and practice and considered at commissioning level.

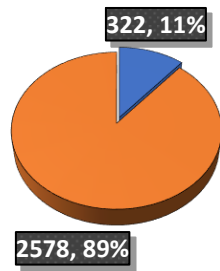
All departments at Lincoln City Council have successfully achieved and been accredited with the award and have undertaken Carer Awareness Training and this will have huge impact not only for service users but also for those staff who have Caring responsibilities. Lincolnshire County Council and District Councils are starting to show interest in the award however have yet to start the process. The work in this area has been challenging to achieve and there remains much work to do however, it is vitally important for Local Authorities and District Councils to influence key stakeholders, for example housing, planning, community and economic development in order that the Carers agenda remains at the forefront and is embedded into future decisions ensuring a Carer Friendly County.

East Midlands Ambulance Service have been accredited and it is hoped that Lincolnshire Police and Fire and Rescue will follow. Ensuring that Emergency Services understand Carers issues means that during periods of crisis and emergency a Carer, and those they care for can be supported when they most need help. It is vitally important that Emergency Service workers have knowledge of, for example, the CERS Card.

Business Sector

An outstanding success in this sector has been the accreditation of Lincolnshire Coop. Across Lincolnshire Coop all services within their business have been accredited including, retail, pharmacy, funeral services, HR and post offices. These are all areas Carers can be identified and supported. The Coop have been outstanding in their commitment to the identification and support of unpaid Carers. It is impossible due to the vast numbers to be exact in the amount of Carers reached but it is estimated to be many 1000'S. In addition, the support the Coop have in place to support staff with caring responsibilities is also outstanding with flexible working, dependents leave, time off for appointments, and carer knowledgeable managers developed as a result of the award work. Whilst the Coop have always been proactive and supportive of both members and staff their starting point in terms of specific Carer identification and support was low and as a result of the award work and training they have quickly and dramatically developed in this area to one of outstanding practice. The graph below demonstrates impact.

1 in 9 People have caring responsibilities



- Employees who have identified themselves as having caring responsibilities and are now able to access support.
- Employees who have not currently identified themselves as having caring responsibilities.

Research tells us that 1 in 9 working people will have caring responsibilities
Carers UK 2019

Lincolnshire Coop have 165 outlets and 2,900 employees

Therefore, Lincolnshire Coop's CQA accreditation means 322 carers now have access to support

Carer Awareness Training

Carers UK research shows that despite the high numbers of Carers in society, just over half (51%) of the UK public do not think they have a friend or family member providing unpaid care. Of those, who know a friend or family member who is a Carer, 3 in 5 (58%) have not suggested to them where they could find information on caring.

Not all of Lincolnshire's estimated 84,000 Carers will be aware of the information and help that is available for them.

This demonstrates the need to continually raise the profile and awareness of Carers and develop greater awareness within all sectors of communities. There is also the challenge that not everyone recognises when they are a Carer themselves. Taking on a caring role can come upon you without you quite realising what is changing. The term Carer is sometimes perceived negatively.



With the recent Coronavirus Covid-19 pandemic experiences, the focus has been on Carers, however this has come to mean paid Carers.

The 2020 Carers Week message was about 'Carers Behind Closed Doors', demonstrating the need to make unpaid 'Caring Visible'. This again demonstrates the continued need for awareness raising of unpaid Carers.

Every-One provides differing levels of Carer Awareness Training to support businesses, organisations, services, communities, and groups to:

- Understand the needs of unpaid Carers as employees, volunteers, customer's and service users
- Explore how to proactively engage with, increase identification of and provide support to Carers.

The Carer Awareness sessions cover areas such as:

- The Care Act
- Understanding what is meant by the term 'Carer'
- How to identify unpaid Carers and know the type of roles they may undertake
- Consider the challenges that Carers face and the support they may require
- How to encourage Carers to access support
- Know where to refer people to locally for further support
- What is a Carers Assessment?
- Consider an action plan for how improvements can be developed to support Carers

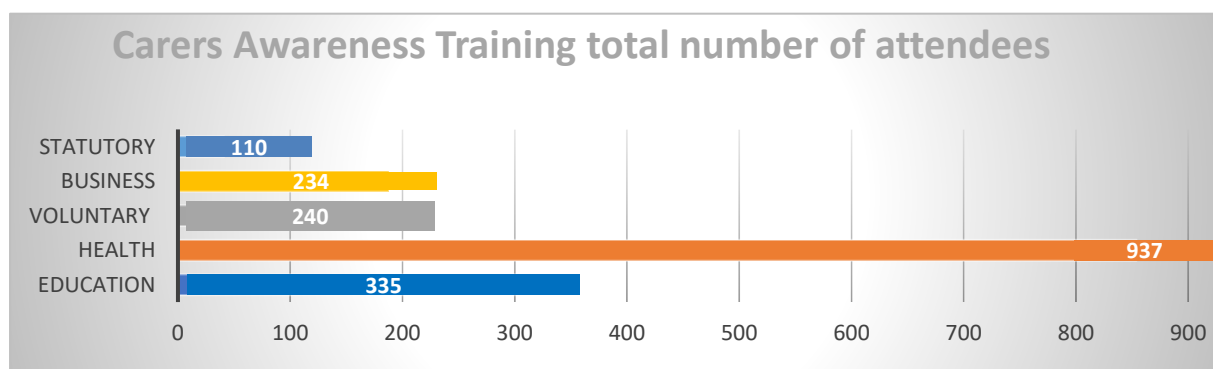
within your organisation

- Know legal responsibilities to Carers in employment and / or under equal opportunities legislation.

Carer Awareness sessions are currently free and are delivered at flexible locations across the County. As well as the 2.5 hour and one - hour bite size sessions, bespoke sessions are available upon request, for example for Health and Social Care students, student nurses, student practice nurses, GP practices.

***“Informative, inclusive and well delivered. An excellent course.
The training left staff inspired and motivated to volunteer as Carers Champions.
This work means Carers now benefit from up to date information on
how to access support”***

GP Practice - Lincolnshire



Many Carers believe that understanding of Carers, their role and its effect on their lives, should be built into training and education for everyone likely to come into contact through their work with Carers, and those who are likely to employ staff with caring responsibility and that greater awareness amongst the general public is also needed.

Developing informed awareness is widely seen by Carers as an essential element in achieving the vision of the Carers Action Plan 2018/2020 and other key policy areas going forward.

When Carers are asked what difference they thought this kind of training would make to the lives of carers, they stated that they believed it improves understanding of the caring role and leads to improvements in health, well-being and wellbeing and Carer support.

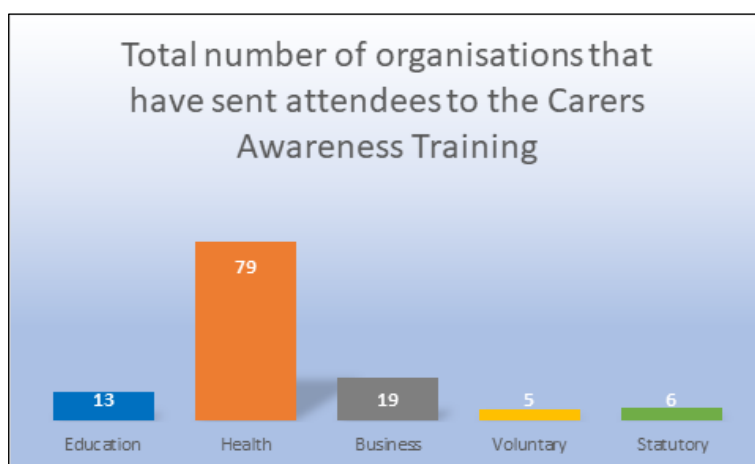
Carer Awareness Training also supports carers of the future, as when people take on a caring role themselves, they will be better informed because of participating in the training.

“We aren't asking for much, simple things can make a huge difference, it makes a huge difference to be listened to and understood”.

Lincolnshire Carer

300 Lincolnshire Womens Institute members attended a bite size Carer Awareness workshop during their annual conference

Carers are 'experts in the caring role' so they should be involved in training professionals. The element of lived experience that Carers bring to Carer Awareness Training is invaluable. Within the Carer Awareness sessions delivered by Every-One, the lived-experience voice is included in different ways, by Carers accompanying trainers to sessions and through video and audio inclusion within the sessions.



Whilst the health sector has attended the most sessions and has had the most attendees it should be noted that this covers a wide range of different organisations, for example GP Practices, Health Trusts, Health and Social Care and Domiciliary Care.

This demonstrates that we need to look at further ways of supporting unpaid Carers outside of mainstream health and care services and have a targeted approach to those sectors who are traditionally less engaging in Carer support. Further sectors have however recently become more involved and this is an area which continues to grow.

To consider how we can better target organisations to undertake Carer Awareness, we need to understand barriers and how these can be addressed. For example:

- **Target organisations** – understand their needs/barriers to engagement
- **Tailored messages** – develop messages that are motivating and wide reaching
- **Stakeholder Involvement** – build partners in promotion
- **Communication** – identify tools and channels to achieve maximum impact
- **Accessibility** – work to widen reach, through in-house, community and E-Platforms

Awareness raising ensures that compassion, consideration, empathy, understanding and tolerance of the caring role provides better health and wellbeing for Carers and better partnership working between Carers and professionals, employer's and the community and helps to increase awareness of Carer issues.

"Identification of Carers can be challenging – this session will help me to be more confident in having conversations with those who may be Carers and have not identified themselves."

"An amazing session, all interesting and good to know. We had no idea of this service; it is good to know this is available. Very beneficial to support our organisation"

Awareness of unpaid Carers is higher since the outbreak of the 2020 coronavirus pandemic according to the public. Half (48%) of those who had never been a Carer said they were either more aware or much more aware of unpaid Carers. 21% of the public were much more aware. (*Carers Week 2020 research*) however this means that there are still large numbers that remain unaware of unpaid Carers and the impacts of the unpaid caring role.

One of the main recommendations of the Carers Week 2020 research is that there should be an increase in awareness of the role of caring and unpaid Carers and this can be achieved by the continuation and enhancement of Carer Awareness sessions across all sectors. This is also beneficial in ensuring that the support available to unpaid Carers and how that can be accessed is well publicised.

The impact of raising awareness of those in frontline services at the start of their career ensures that awareness of unpaid Carers becomes embedded in communities, stigma is reduced, and Carer support services accessed.

**200 Student Nurses
and
25 student Practice Nurses
received Carer Awareness Training**

Many Carers believe that an understanding of Carers, their role and its effect on their lives, should be built into training and education programmes for everyone likely to come in contact through their work with Carers and that greater awareness amongst the general public is also needed.

It is therefore vital that we work with partners to raise awareness of caring among the wider population to build Carer friendly communities.

Carers also feel there is a need to raise awareness among employers, the public and professionals so that people are more aware of what Carers do and how important their role is for the community and the economy. They described some of the practical frustrations they face when trying to use businesses and services. This can include fitting appointments around caring responsibilities and difficulty accessing businesses and services flexibly to reflect the fact that caring roles do not fit within regular working patterns. Many of these may not seem substantial in themselves, but collectively and over time make some caring roles more

challenging than they need to be. The actions set out aim to raise awareness of caring, to build Carer Friendly Communities that recognise Carers, and better support them, including in employment and in combating loneliness.

Developing such informed Carer awareness is widely seen as an essential element in achieving the vision of the Carers agenda.

(Carers Action Plan 2018-20 – Section 4, Helping Everyone to Support Carers)

**135 Lincolnshire Health & Social Care students
have received Carer Awareness Training
in their 1st year of training**



Employers for Carers (EfC)

Standard 5 of the Lincolnshire Carers Quality Award concentrates on Supporting Carers in Employment, Education and Training and how organisations can best support those Carers who fall into one of these categories.

Excellent partnership work between the CQA and Employers for Carers (EfC) means that organisations, as part of the CQA process, are offered the opportunity to register with EfC and access the free resources available to support working Carers.

**1 in 9 in a workforce will be caring for someone
who is older, disabled or seriously ill.**

Carers UK 2019

By fostering an environment where every member of staff feels supported and comfortable in the workplace is good employment practice. An organisation that has 'Carer Friendly' policies

and working practices will also help to reduce levels of stress and sickness absence as well as increasing staff morale and productivity levels. A workplace should have a supporting and comfortable environment where there is no stigma attached to Carers identifying themselves.

We know that the right support and often small adjustments in the workplace can help employees who may be juggling paid employment with unpaid caring responsibilities.

**1 in 6 carers
give up work
or reduce their hours to care**

Carers UK 2019

**Many of these employees will be the
most valuable staff,
the 45 – 64-year olds,
at the peak of their careers.**

Carers UK 2019

Working in partnership with Carers First within the EfC project we are able to provide practical support and advice, tailored to individual business organisations around the County, helping them to support unpaid Carers in their workplace, offering assistance to develop and implement “Carer Friendly” policies, good practice, policies, and procedures, complimented by the free Carer Awareness sessions. This ensures that whilst undertaking the CQA not only are service users with caring responsibilities supported, but also working Carers.

Membership of Employers for Carers is free under the Lincolnshire County Council's umbrella membership of EfC for those organisations undertaking the CQA.

**Of the 92 organisations signed to EfC, 87 are CQA accredited
and engaged with both projects.**

Those 87 have signed to EfC because of their involvement with CQA.

Sector Split of Lincolnshire organisations signed to Employers for Carers



Health 47



Voluntary 17



Business 14



Statutory 4



Education 5

There is good evidence to suggest that Carers who are supported to work have better health. Additionally, there are economic, social, and moral arguments that work is the most effective way to improve the well-being of individuals, their families, and their communities. There is also growing awareness that (long-term) worklessness is harmful to physical and mental health.

(Carers UK 2019)

Working in Partnership and Co-Production

Every-One facilitates several co-production groups with people with lived-experience. We have over 50 people signed up to working with us on co-production across the groups, each of which has a particular focus such as Personalisation, Social Prescribing, Cancer. People with lived - experience include those with direct personal experience of a condition, but also their family / Carers. We ensure that through this work, we advocate the vital role that Carers play and ensure that they are explicitly identified in work that is co-produced with system Leads and that services, processes, procedures and guidance includes them at every opportunity.

As part of taking on the development and delivery of County Carers, we have formed a Steering Group of people with lived - experience. This group is effectively co-producing the design and work programme for County Carers which supports families with an adult with learning difficulties and / or Autism. The personal experiences these people bring create a shared understanding and knowledge base on which we will build family leadership principles to support Carers in Lincolnshire

Case Study One – Co Production

The Challenge

People with complex and enduring health conditions and their Carers consistently say having to repeat information to multiple agencies leads to duplication, gaps, and frustration with limitations on person-centred approaches because of restrictive templates.

Working with Health and Social Care colleagues, the Lincolnshire Strategic Co-production Network devises a single, summary, personalised Care and Support Plan template that can be used across multiple agencies, but which is 'owned' by the person themselves. The challenge was getting consensus on a template that meets multiple professional, system and technical needs as well as that of the person themselves.

The Action

The Co-production Network developed their joint vision for what a good personalised care and support plan would look like. This enabled them to reach a clear group consensus as to the core components of a plan that ensured personalisation at its heart. A range of agencies were invited to bring their current templates to the table, to unpick the core contents and to identify key headings that would be of consistent benefit for anyone working with an individual. From this a jointly agreed core plan was grown and members of the Co-production Network worked together with system leaders to create a first draft template for trial purposes.

The Outcome

This template plan is currently being trialled and feedback is brought back to the Co-production Network. System leads confirmed that the experience of working with the members of the Co-production Network was positive and valuable and gave excellent insight and perspective that could otherwise have been missing from their work in developing the plan. The members of the Co-production Network felt listened to, valued and satisfied that their input was taken on board and will make a difference to the people of Lincolnshire. Without the involvement of the Co-production Network, there was a risk that the template plan would be service focussed and inaccessible for people to use creating more frustration and duplication.

Case Study Two – Co Production

The Challenge

A member of one of our co-production groups was encouraged to come along with support from a Link Worker. Whilst they lacked confidence to speak, they attended and listened intently. No expectations were put on the individual to speak other than as part of introductions at the start of the meeting.

The Action

After a few weeks in, they found the confidence to speak up and offer a very valuable point. The individual was listened to and further discussion was had on the point raised, without making too big a deal of it.

The Outcome

The individual felt able to contribute and speak in future and at a pace that was appropriate to them.

Partnerships between services are critical to the success of working broadly. Successful partnerships strengthen the capacity of projects and services to broaden their reach, engage more stakeholders and achieve shared objectives.

Every-One works widely with Carers and a variety of organisations, for example commissioners, stakeholders, organisations, health professionals, patients and families which enables significant benefits in outcomes, an example of this is the work with North West Anglia Foundation Trust whose hospital in Peterborough is just over the Lincolnshire border but treats Lincolnshire patients. Much work has been undertaken to ensure cross border patients and their families and Carers are provided with correct information and support.

Partnership working/ Co Production benefits from sharing experiences, including the lived experience. The opportunity to consider what works and what does not, and more importantly, why, means a reduction in the amount of trial and error when starting something new or developing existing work.

This has been beneficial in the development of both the CQA and Carer Awareness programmes.

CQA Assessment

Carers and former Carers sit on the award assessment panel as well as a variety of people from the Statutory and Voluntary sectors. All assessors work on a voluntary basis and we are very grateful for their contribution to the CQA process.

The Carers Quality Award is an evidence - based award and participants can submit either electronically or hard copy.

The Assessment process for CQA is undertaken using two assessors for each submission. The submission will be viewed and assessed by each assessor independently. Assessment will be undertaken across the 5 award standards. Assessors are required to complete their own assessment sheet and judge on if to accredit or defer. An organisation must meet all 5 standards to be successful for accreditation. Where there is a deferment outcome, feedback will be given to the organisation and award mentor and the organisation will be invited to submit further evidence.

Regular assessor updates ensure that there is consistency within the assessment process. Assessments are viewed regularly and randomly for Quality Assurance by the CQA Lead.

Where there is not agreement by both assessors a third assessor will carry out assessment without viewing the previous assessments.

There is a robust process in place where an organisation may not agree with the result of assessment if this should result in deferment. Where this is the case an organisation can request clarification/reasons, and this will be assessed by the Quality Development Lead and Every-One CEO/Chair of Trustees.

As a Carer for 19 years I was really impressed when I heard about the introduction of the Lincolnshire Carers Quality Award 'You Care – We Care' and I was also very pleased to be invited to take part in the assessment process.

I believe that it brings about much needed commitment by organisations to provide recognition and support to people who are Carers. I hope that this will not only relieve some of the great stress that Carers face in fulfilling their roles such as Carer and Employee, but also bring about an understanding of the daily demands and pressure a Carer is met with, when juggling their caring role with employment, education and other responsibilities of daily life.

Carers frequently give up their careers and employment to meet the demands of their caring role. As more organisations join the Lincolnshire Carers Quality Award, I hope that more support and flexibility will be provided by organisations and employers, improving Carers physical and mental health.

In addition as a Carer it is important to me that I am able to obtain up to date information and that organisations have an awareness of the challenges faced by unpaid Carers, through the assessment process I have been able to see that organisations have, through the award, ensured that they have up to date processes in place and through the training that staff have good awareness I feel that this not only has positive implications for Carers in Lincolnshire, but as news continues to spread of the Lincolnshire Carers Quality Award, Carers, and organisations too, will be able to benefit

Lincolnshire Carer & CQA Award Assessor

Carer voices are a central vein running through any work undertaken which supports the needs of Carers. We are grateful for the wide participation from Carers who have contributed to the work of the CQA and CA training.

Carers involved in:

- CQA development
- CQA delivery
- Sharing their lived - experience

Stakeholders have highlighted a great number of successes during the last four years. Most talked about how the CQA and Carers Awareness Training have raised the level of awareness across all sectors within Lincolnshire.

A key success reported by stakeholders was how the CQA and Carers Awareness Training had raised the profile of Carers and the plight of “hidden Carers”.

One stakeholder praised the approach Every-One had taken towards workforce development and employers. The collaboration of Every-One, the CQA and the EfC project, meant that organisations and employers could support and develop their workforce better. They had gained a greater understanding of the role of Carers, their needs and how to empower and support them better. This ensures that organisations are able to take a holistic approach to the support of Carers who are service-users and those that are working Carers.

***“Informs the development opportunities that an organisation may have.
Educates and raises awareness and helps employers understand the outside
responsibilities that their staff may have”***

(University of Lincoln with over 3,500 employees)

Health Professionals need to be far more aware of unpaid Carers and the role they undertake in maintaining the health and well-being of those they care for, although it is not always easy for any professional to be aware of when a person under their care becomes a Carer. The CQA and Carer Awareness training has gone a long way to addressing this.

***“Carers are often unrecognised, however they contribute so much.
Lincolnshire needs this kind of work, making sure the profile of
Carers continues to be raised”.***

Lincolnshire LEP

All professionals need to receive training that is relevant and person-centered to adequately assess whether a person is a Carer and to initiate support or referral.

“Helping support Carers, their families and friends is pivotal to my role, the CQA and Carer Awareness Training has really helped me understand how my organisation can make a positive difference.”

(Carer Advisor, NWAFT)

Generating awareness of unpaid Carers and their vital role depends on making sure that there is clear and accessible information in prominent locations, such as GP surgeries, healthcare centre's, libraries, community cafés and workplaces etc.

The CQA, EFC and Carer Awareness Training programs are a preventative measure for ensuring Carers' wellbeing in terms of raising awareness of the caring role, the challenges which Carers face, what impact the role may have and the support available whilst also being a measure for supporting people who might be in crisis. The work raises the profile of Carers and highlights, supports, and feeds the Lincolnshire Carers Service.

Wider partnership work has been successful in raising the profile of the work of the CQA and Carer awareness training in Lincolnshire and therefore the work of the Lincolnshire County Council Carers Strategy. Examples of this are work with NHS England and Carers UK.

“The CQA compliments and supports the NHS's vision of identifying and supporting Carers; the approach and level of detail really supports GP's and can only be seen as a positive partner to the GP Quality Markers”

(NHS England Quality Improvement)

It is important, to develop work, work with partner organisations and work cross border that we are aware of partner initiatives. Lincolnshire have many residents who are treated outside of Lincolnshire but reside within Lincolnshire. In addition, there are many quality schemes relating to Carers which may cover just one aspect of the Carer support requirements, for example either service user / students or staff. Collaborative working enables a good Carer experience whatever their situation. Examples of working in this way are:

- **Carers Tick accreditation** – covers employees only and not service users
- **Young Carers in Schools Award** – covers students but not working Carers
- **GP Quality Markers** – focusses on holistic support but not area specific

All the above have been / are being undertaken in Lincolnshire but by undertaking the Lincolnshire Carers Quality Award organisations ensure that they are able to provide and be recognised for their wide support for Carers with local knowledge.

The statement below demonstrates the impact of the Lincolnshire Carers Quality Award and of the importance of partnership working.

St Barnabas Hospice Lincolnshire have been committed and Proactive in undertaking the Carers Quality Award for all Lincolnshire Services and, also for staff Carers.

St Barnabas Lincolnshire have undertaken a series of Carer Awareness sessions and have been successfully accredited with the Lincolnshire Carers Quality Award in all their services County wide.

Our support at St Barnabas Hospice includes caring for the carers of palliative patients from initial referral into our services through to bereavement. Their needs are often complex, but their health and wellbeing are an essential part of our commitment to end of life care in the County. We were very fortunate to work with Julie and her team in partnership to review our carers offer, deliver training to staff, create carers champions and improve support to staff who also have caring responsibilities.

The award provided us with a framework to review our current offer, identify gaps in provision and strengthen our support across all areas of the Trust. Working in partnership enabled us to build on the experience of others, be guided throughout the process, deliver high quality training and was an extremely positive experience for us.

Unfortunately, due to the current COVID-10 pandemic we have not been able to meet to thank the team in person and highlight the very positive difference they have made to our organisation. We look forward to continuing our partnership

Mandy Irons – Head of Wellbeing Services, St Barnabas Hospice

Volunteers and Students

Every-One provide volunteer opportunities in a variety of areas. Volunteers serve in many capacities within the organisation by contributing time and talents that help to fulfil the organisation's mission. Our volunteers generate enthusiasm and interest and help to create a positive image of the organisation in the community. They can focus on subject areas and bring new insights, energy, and time to the work. Volunteer opportunities include:

- Sharing your stories and lived experience to help others
- Sitting on recruitment panels
- Co-production support
- Event support
- Speaking at training sessions
- Assessing Carers Quality Award applications
- Board member

At Every-One we believe that people are the experts in their own health and wellbeing and that those with lived-experience are best placed to influence service improvements and to help others.

Our volunteers are very important to us. Five Carers/former Carers are currently on the CQA assessment panel and many others are undertaking other areas of work within Every-One. Examples of this are, Carer volunteers involved in Co - Production, Carer volunteers involved in 'Telling my Story' and Lived Experience, Carer volunteers involved in running Stardust, a drama group for young adults with disabilities.

Our volunteers bring a wealth of practical and emotional help to an organisation, whether it is their personal or work-based skills, life experiences or knowledge about practical matters or condition specific information.

Volunteering also offers the opportunity to learn new skills and support into employment or training. Our volunteers make a real difference to the work we do.

Before joining Every-One (E-O) I was stuck in a rut and socially isolated by my caring role. My whole reason for existing was to care for others. I missed out on even basic human contact with others and had little motivation to go outside and be a part of the wider community.

Volunteering for E-O has given me a sense of purpose. Once again, I was able to apply myself to a cause I am passionate about.

I especially appreciate my role as an Assessor for the Carers Quality Award. I would like to think that my years of experiences of being a Carer for service users in the local mental health system and more recently for someone who has physical health condition has given me some unique insights into how the system works and how it can help but also hinder the role of the Carer.

To be able to help review how organisations see the role of the Carer and recommend ways to support other carers is a real honour. To know that I can directly influence and improve the lives of other carers and raise the profile of their daily struggles gives my own struggles as a Carer meaning. Carers often hover in the shadow of the person they care for. Almost an afterthought, invisible to the world that they still wish to be a part of.

Within a few weeks of joining E-O I was invited to an Awards Evening, which, was an honour and a new experience for me. It was also the first time I had been able to attend an event socially outside of my carers role in approximately 10 years. I was treated like one of the team, as if I had been there for years. It was an extraordinary evening and one I will remember and look back on as one of the best events I have ever attended.

Daniel Fleshbourne – Carer and Volunteer with Every-One

Students

Every-One work in close partnership with both of Lincoln's Universities and offer the opportunity for student placements for health and social care students, student nurse, social work students and student practice nurses as well as delivery of workshops, training, and seminars to students. This enables students to receive Carer knowledge at the start of their careers.

Each year we welcome students in year one, two and three of degree courses and enable opportunities for them to participate and gain knowledge in a wide variety of areas of work, examples include:

- Carers Quality Award
- Employers for Carers
- Carer Awareness
- Personalisation
- Mental Health and Wellbeing
- Co-Production
- Direct work with organisations

Before I came on placement with Every-One, if the word carers were mentioned to me, I would have thought of someone who cared for a disadvantaged person who needs assistance with everyday life. I assumed that all carers were paid, and that they did it as a job. But ever since my placement at Every-One my eyes have been opened to the experiences of unpaid carers, the struggles that they face, both mentally and the support they receive in employment and the admirable work that they do alongside their paid jobs. I think that the work that Every-One does raising awareness of what unpaid carers go through is outstanding, with what they help employers put into place. Just seeing the transformation of organisations that have taken part in the CQA, is incredible. I never realised what a change it would make to a carer to have flexible working hours, and such as having their phones with them to ensure that the person who they care for at home is alright. I now realise what unpaid carers do and the struggles they face, I think that unpaid carers are admirable, wonderful people and working with Every-one has really opened my eyes to this.

In addition to experiencing things such as the CQA and carer awareness training in action, I also attended a co-production meeting. Initially I thought that this would be people coming from the council to work alongside service users to try and dictate a plan for their best interest. But when I left the meeting, I had a completely different perspective on the whole topic."

Jake Coles – BGU Student

A few words from Community Partners and Stakeholders

Every-One excel at partnership working and this truly facilitates the process of undertaking both the Quality Award and the delivery of training. In applying for the award, Every-One worked closely with us, making visits, explaining the process, and helping us focus on areas for development as well as helping us recognise where we were already doing a good job. They were able to share with us their wealth of experience and this helped us develop supports and processes in our organisation. For me this is true partnership working, as it creates a joint facilitatory process rather than a purely monitoring one. This partnership way of working was the same when it came to renewing our award, where again the team visited and helped us recognise our ongoing work as well as suggesting ideas for future developments.

In terms of the training, the team were flexible in arranging dates, and the training was delivered in a way that encouraged the engagement and understanding of all people present, again this for me demonstrates good partnership working.

At any point I have felt able to contact Every-One and have always received a timely and supportive response. This has been invaluable, and has contributed to the feeling that this was a partnership process at every stage

Heather Saunders – University of Lincoln

LPFT (Lincolnshire Partnership NHS Foundation Trust) has worked in partnership with Everyone with regards to the Quality Award and training for the past 3 years

The Partnership working has proven to be most successful with 17 wards and crisis teams successfully achieving the Carers Quality award for the past three years. With the support of Everyone the award was made an enjoyable process with wards and teams being able to demonstrate their ongoing work with carers and their future plans.

Everyone also provided numerous free training sessions for staff which was met with exceptional evaluations from the staff attending which supplemented the existing staff online training already provided by the Trust, but with the personal feel of the Everyone training staff delivering the information in a personal way which staff felt to be powerful and enlightening.

LPFT continue to work in partnership with Everyone to ensure Carers of our Service Users receive the best possible support and education to assist them in their caring role

Donna Bradford – LPFT Carers Lead

Nettleham Medical practice started to work towards the Carers Quality Award a couple of years ago with support provided by Everyone. This support included fantastic and enlightening training sessions for all staff on Carer awareness and also regular meetings with the managers at the practice in order for us to implement new ideas in the practice whilst working towards our successful achievement of the Carers Quality Award.

Helen Lunn – Practice Manager

Our Learning

All Carers deserve to be offered opportunities to recognise that they are Carers and be afforded every possible opportunity to identify themselves or be identified as a Carer, and once identified to be able to access high quality, accessible support and information.

The main causes of difficulty appear to be that awareness of unpaid Carers and the challenges they face are not widely known. In response, it is vital that investment into well-run programs that effectively assist Carers and the wider population to be more aware of the nature of the unpaid caring role and the support mechanisms available is imperative.

A successful quality award and awareness raising delivery model should be one which recognises, rewards and shares good practice and should include elements of positive culture, building, include positive engagement, the best designed processes and systems will only be effective if carried out with effective engagement. Success is dependent on effective design and management of the model and supporting an organisation to fulfil their mission must be the foundation of any service provider partnership.

Constantly evaluating how organisations and partners perceive service delivery is important for continuous success and consideration must be given to the sustainability of the model and the impact it has.

The Lincolnshire Carers Quality Award and Carer Awareness Training Programme has consistently exceeded the targets set by commissioners and data collection included within this report demonstrates the impact the projects have had and continues to have. The work contributes greatly to the objectives and targets set by The Lincolnshire Carers Action Plan and the wider National Carers agenda.

As the Lincolnshire population profile ages, and the number of Carers is set to increase, a greater emphasis on prevention and early intervention is needed; upskilling more people and developing professional expertise, or Carer Champions will be essential. Also, with the increase in numbers comes a decrease in resources and funding due to austerity measures and the likely impact of post-Covid savings. This increases the need for the enhancement of self-care, self- management, and whole family approaches to encourage independency within the whole population. To support this, a multi-agency approach is needed with all partners using their resources smartly to build Carers into their agendas as business as usual. The Carers Quality Award and Carer Awareness Training helps to make Carers everyone's business and less reliant on service delivery.

The CQA and the Carer awareness program provides positive personalised outcomes; it offers an excellent level of assurance, governance, and creditability.

There remain opportunities for continued growth and development of both the CQA and Carer Awareness Training to support a Carer Friendly Lincolnshire.



Lessons Learnt

Accreditations

Carer involvement within the development of the project proved vital. Carers were able to inform the development of the award standards through lived experience and the sharing of what was important to them. One area for development and a lesson learnt is that we need to have more Carer advocates to promote the importance and benefits of the award and Carer Awareness.

At the start of the project, blanket marketing regarding the award and the benefits took place. It quickly became clear that a more targeted approach and focus was needed and as the project progressed this took place. Whilst the award continues to be marketed widely using a variety of platform's we have through clear data collection been able to be more focused and target those areas less engaging. An example of this would be the Care sector who did not engage at all initially, through a targeted approach this sector is much more engaged. Hard to reach sectors, for example the business sector, were very difficult to engage however we have learnt to use the partnership between the work of the CQA and EfC to benefit engagement in this area. We have also been able to use the positive experience and good practice of accredited organisations to reach out to those less engaging.

The fact that the award and training is free has been a massive benefit, it very quickly became clear that organisations were far less likely to engage if this was a charged service. Many organisations initially, due to a complete lack of awareness of unpaid Carers, failed to see the benefit of such work. Much work was, and continues, to be undertaken to ensure that unpaid Carer Awareness is enhanced across Lincolnshire through training, events, presentations which has increased take up of CQA.

An initial concern was the fact that the award is evidence based and this may prove a barrier to organisations. In fact, the opposite is demonstrated through award evaluation. Most organisations actually embrace that this is not 'a tick box' exercise, and that it gives opportunity for embedded practice and reflection.

Reaccreditations

Whilst 99.9 % of accredited organisations have re-accredited, we continue to look at the timeframe for reaccreditation. Reaccreditation currently sits at annually. One positive of this is that we are able to monitor effectiveness of the programmes, for example , the rise in identified Carers within an organisation, however this is labour intensive and also affords little opportunity for organisations to take ownership/responsibility for their own Carer support development. The process has recently changed with organisation being offered the opportunity for E Re-accreditation. This has worked very well with positive feedback and will continue to be evaluated.

Carer Awareness Training

The impact of Carers Awareness training is highly demonstrated with data collection on Carer/Carer Service knowledge before and after sessions. Initially at the start of the project a two-hour session was offered. It very quickly became obvious that this needed to be developed to offer different sessions to meet the needs of organisations. Examples of this are in many cases a short bite size session is required and we are currently developing an e Learning module to meet need and suggestions from organisations. As a result of feedback and evaluation we are now able to offer several different sessions according to the needs of the organisation. We have continued to evaluate Carer Awareness delivery and have worked with partner organisations to ensure that content meets need, for example addition of further Young Carer information. At the start of delivery very little lived experience was included in training delivery however this had been developed and is now heavily included in all training , the lived experience message is extremely powerful and we continue to develop this aspect.

Mentoring sessions

It quickly became obvious that many organisations had no knowledge of unpaid Carers or the Lincolnshire Carers Service. This is a theme that has been constant throughout this work. Mentoring an organisation through the six month award working towards process is very labour intensive and there is a worry that organisation will not take responsibility, however it is also clear through award impact evaluation that it is an aspect of the award that is positive and is embraced by participating organisations. We have however as the project progressed looked at different ways of mentoring and this has very much become a mix of face to face, video and telephone rather than the initial total face to face mentoring.

Our Key Learning Points are:

- Carer Awareness Training is vital to ensuring that the unpaid Carer role and the Lincolnshire Carers Service is known and understood and that carers are signposted to the most appropriate support
- The CQA ensures that there is consistency across Lincolnshire in carer support
- The CQA and Carer Awareness Training ensures that organisations have appropriately training and knowledgeable Carers Champions
- Carer Awareness Training is demonstrated through training evaluation as significantly increasing knowledge of unpaid carers and the Lincolnshire Carers

Service. Approximately 95% of participants demonstrate a rise in knowledge from 1/2 to 4/5. This is also demonstrated in the training evaluation comments sections.

- The CQA and Carer Awareness Training have a positive impact on ensuring that Lincolnshire employers support working carers and has increased sign up to EfC. Of the 92 organisations signed to EfC 87 are CQA accredited and engaged with both projects. Those 87 have signed to EfC because of their involvement with CQA
- The CQA has increased the number of carer registers and registered carers within Primary Care. On average throughout the six - month CQA working towards period a GP Carers register increases by 100 and a further 100 at reaccreditation.
- The CQA and Carer Awareness Training has increased knowledge of the Lincolnshire Carers Service.
- The CQA and Carer Awareness Training has increased the profile of Carers within Lincolnshire
- The CQA means that more carers are identified earlier

Going Forward

Every-One are committed to using the insights from Carers, service users, stakeholders, organisations, students, and volunteers in understanding how we can secure the greatest impact for all Carers.

We do this by aligning our programmes with what Carers, research and evaluation say will be needed in the future, ensuring greater preparedness for both adult and young Carers in successfully navigating their changing need.

It is clear, from the impact statements and those interviewed for this report, that the CQA and Carers Awareness Training has and continues to have a very positive impact on people's lives now and in the future. It dispels the myths around Carers and the vital role of caring, whilst offering practical advice and guidance in an empowering way.

The CQA has had a real impact on upskilling and raising awareness across Lincolnshire, with organisations directly benefitting from undertaking the award.

The Carers Awareness Training offers the proactive preventative upskilling that is essential for supporting Carers across the county. Both the CQA and the Carers Awareness Training support and feed into the Lincolnshire Carers Service provision, by offering signposting, upskilling and promoting greater awareness across all sectors.

We will continue to use the learning gained from evaluating our projects. Using a combination of research, surveys, and interviews, we can strengthen and expand our evidence base of what good Carers friendly communities look like.

As an organisation that is built on strong values of personalisation, facilitation and co-production, Every-One has provided added value to the Carers Quality Award and EFC through its wide networks, facilitated groups and knowledges, skills and experience in other areas such as co-production. The recent relaunch of County Carers under the umbrella of Every-One brings a further dimension and scope for increased roll-out of awareness raising and engagement of families with caring roles in Lincolnshire.

We will continue to raise awareness of Carers by taking the following actions:

Action	Outcome	Evidence of need
Securing sustainability of the Carers Quality Award we have built	<ul style="list-style-type: none"> Maintenance and introduction of knowledge, commitment and positive practice in organisations working towards a Carer Friendly Lincolnshire. Continued increase in the profile of Carers in Lincolnshire. 	<ul style="list-style-type: none"> There are still some sectors which need to be targeted A steady flow of organisations signing to CQA
Developing a greater suite of carer awareness training including an e-platform and opportunities for Countywide open Carer Awareness sessions	<ul style="list-style-type: none"> Increased awareness and access to training. Increase in available carer awareness sessions Increase in carers awareness across Lincolnshire 	<ul style="list-style-type: none"> Continued take up of Carer Awareness training The need to develop differing levels, refresher, and e-learning Evaluation tells us that impact is great and that differing levels would be well received
Increasing the amount of CQA accredited organisations	<ul style="list-style-type: none"> Increase in carer referrals from Primary and Secondary care Increasing the number of carers identified via Carers Register in primary care. Increase support for carers within the business sector 	<ul style="list-style-type: none"> The continued CQA registrations The significant impact demonstrated by accredited organisations
Further building the relationship and working between CQA and EfC	<ul style="list-style-type: none"> Increase in identified working carers Increase in carer friendly/aware employers 	<ul style="list-style-type: none"> Demonstrated need to increase carer awareness amongst employers
Increasing the amount of Carer Champions in Lincolnshire	<ul style="list-style-type: none"> Increased support opportunities for cascading of knowledge and information 	<ul style="list-style-type: none"> More CQA accredited organisation ensures more carer champions. Impact Evaluations demonstrate that Carer Champions have a great impact within organisations
Support to increase awareness of the Lincolnshire Carers Service and Lincolnshire Young Carers Service	<ul style="list-style-type: none"> Increase in referrals to the Carers Services Increase in carers/young carers being supported 	<ul style="list-style-type: none"> Evidence that there remain gaps in knowledge of the Lincolnshire Carers Service

A Few Words – Carer Advisor

North West Anglia Foundation Trust (NWAngliaFT)

Teresa is the Carers Advisor. Hospital teams make referrals to Teresa, when they feel a Carer and or a staff member would benefit from specialist carers support, guidance and or signposting, Teresa supports Peterborough, Stamford, and Hinchinbrook hospitals. NWAngliaFT currently employ over 6000 staff across the three sites.

Teresa undertook the CQA on behalf of NWAngliaFT to ensure:

- NWAngliaFT policies and procedures meet the needs of the Carers being referred into the service.
- Maintaining and supporting best practice.
- Raising the profile of Carers and their needs across the hospitals.
- Providing support for staff members who have a caring role.
- Supporting staff with changes that enhance the hospital experience for Carers.
- Encouraging and embedding a consistent flexible Carers approach across all three NWAngliaFT sites.

Teresa shared with us the following positive examples of where the CQA and Carers Awareness Training has benefitted:

“By promoting greater Carers awareness, the hospital wards have embraced greater flexibility towards their visitors particularly relatives who support someone with a Dementia diagnosis. The wards now offer:

Flexible Open Visiting- *this allows visitors to see patients when they wish. For patients, with dementia and their Carers this has proven to be a very popular offer. Allowing Carers and visitors to come onto the ward as and when they want; has reduced patient stress levels and enabled the nursing staff to work more closely with the Carer and the patient, helping support in a more personalised way the patient’s routines and needs.*

Overnight Stays – *The wards now provide flexible sleeping arrangements for Carers on the ward. If a patient must stay in hospital, the Carer can stay on the ward with the patient overnight. This has proven hugely beneficial for both the Carer and patient. Staff also have the opportunity to spend more time with both the Carer and the patient, this allows staff to have a better understanding of the care situation and offer more practical help, guidance and support especially at discharged.*

NWAngliaFT have also adopted a positive signposting campaign across all three hospital sites; this includes Carer Awareness stands in foyers, notice board bulletins and updates as well as developing a Carers pack, which includes lots of useful, relevant information for patients and Carers. Teresa also promotes the CQA logo on all her emails and external communications.

Teresa is currently working with department leads to develop Carer Awareness training “taster sessions” for staff members. These are planned to be included in the clinical update training days. These sessions help raise awareness and support Carers in the hospital NHS workforce, as well as, providing the hospital staff with practical ways to help Carers who attend hospital with the patients.

The CQA and Carer Awareness Training has been a very positive experience, something which has offered real value in terms of supporting our workforce, patients and their nearest and dearest.”



The Final Word – A Carer

Sarah's personal story highlighting the benefits of the Carers Awareness Training.

Sarah, 56, Full time mum and Carer – this is Sarah's personal story; it outlines the impact and the difference the Carers Awareness Training made to her and her family.

I did not think I was a Carer; simply being a good daughter.

I recently attended the Carers Awareness Training; I was unsure about the training and what I might learn!

I have been visiting mum once or twice a day for the past four years; the longest we have been apart is three nights. It is hard when you must balance family life as well as seeing to mums needs, constantly balancing the demands and the guilt.

After listening to the trainer and getting most of the questions wrong! I was starting to relate things back to mum and our situation.

I could not believe how many Carers there are in Lincolnshire alone.

I did not know about Carers Assessments; Carers Emergency Cards and benefit support; these were things for Carers: I am not a Carer!

About a week after the training, I made the decision to pick up the phone and get a Carers Emergency Card, I had never thought about what would happen to mum, if I had an accident or something: I cannot tell you how much this has taken the pressure off me.- it was so easy.

I am also thinking about having a Carers Assessment.

The Carers training has really helped and has changed my life, it provided me with the steer, advice and push I needed; truly opening my eyes.

It has also helped both me and mum communicate better, by doing the emergency card application it opened a conversation that mum and I had never had. I now know mums wishes, giving us both peace of mind.

I am now a Carer, mother and daughter. Thank you.

Sarah attended the Carers Awareness Training in Spring 2019.

Note: Names have been changed for this case study.



Contacting Us

Address: No 5, The Stables,
Wellingore Hall
Wellingore,
Lincoln
LN5 0HU

Tel: 01522 811582

Email: hello@every-one.org.uk

Website: www.every-one.org.uk



@EveryOneUK



@Every_OneUK



Every-One

Registered Charity No. 1164639
Registered in England No. 08548267
Registered Office: No 5, The Stables, Wellingore Hall, Wellingore, Lincoln, LN5 0HU