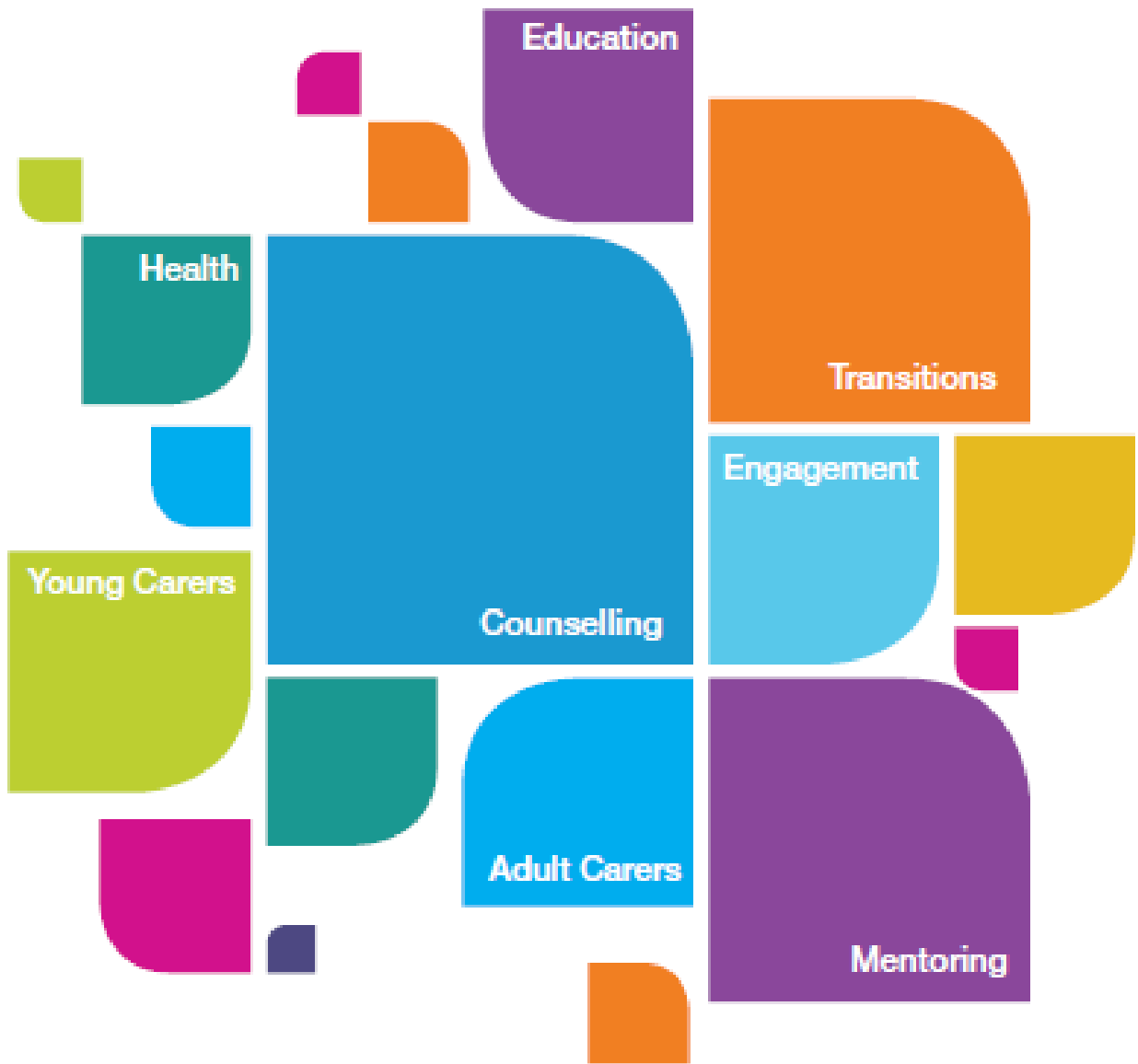


# Carers Conference 2017 Report



## Conference Report



### Introduction

Welcome to the report of the conference Carers Federation organised on 23<sup>rd</sup> November 2017. The day proved a valuable opportunity for professionals to learn from carers and colleagues about the local carers' agenda and key issues they currently face. The day was very well attended and I personally found the speakers inspirational and was impressed with the great work being undertaken to improve the lives of carers in Nottingham and Nottinghamshire. This report gives you a flavour of the day with links to the presentations used. It also incorporates some of the feedback we received and looks forward to the further improvements I hope will materialise from the individual pledges of those who attended. I hope you read the report and feel energised to do more for the thousands of unpaid carers needing support.

Please forward the report on and encourage colleagues to read it.

**Trish Cargill**  
**Chair**  
**Carers Federation**

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**To view the PowerPoint presentations from the Conference, please follow the link below to our Carers Federation news page**

**[Presentations](#)**

## Carer Conference Presentations Recap

Rob Gardiner, CEO Carers Federation, opened the conference, welcomed everybody and briefly ran through the agenda for the day

### Carer Stories

To set the scene for the day a group of carers kindly agreed to share their stories with the group. The talks from each carer described their personal journey and highlighted where carer supports has worked for them, as well as where they feel there is still work to be done.

Thank you to Geoff, Sandra, Trevor and Amy from everyone at Carers Fed.

### Nottingham City and County Care Act response from commissioners

Lisa Lopez - Commissioning manager for Nottingham City Carers services alongside Maggie Pape and Dan Godley from Nottinghamshire County Council delivered a presentation in response to the Care Act and how local authorities are working to support carers in Nottingham city and Nottinghamshire

### The Pathway to Provision for adults and children

Tajinder Madahar – Head of services for City Childrens Duty, Targeted support services and Sue Taylor - Locality Manager Adults Duty and Nottingham Health and care Point, delivered a joint presentation to explain the responsibilities of Local authorities in jointly identifying, supporting carers of all ages both through the Adults and Children's social care pathway to provision.

### Action for Young Carers

**Supporting young carers in Nottingham City** – Francesco Fiorini and Lizzie Benzie shared the work they do to support Young Carers living in Nottingham City through the AYC pathway which includes a referral process, Young Carer statutory assessments, 1-1 support, groups and activities during evenings and weekends alongside awareness raising, multi agency working and sign posting..  
**County activities pilot** – Natalie Knight, Activity co-ordinator for the County pilot project highlighted the work that has been delivered to Young Carers living in the Broxtowe, Rushcliffe and Gedling areas of Nottingham. The project currently offers groups and activities to Young Carers living in the named areas of Nottingham.

### Young Carers Rights in Education

Rebecca Smith and Stephanie Smith introduced the Schools Development Programme delivered by the Education link workers in AYC. Main highlights were young carer's rights in education and the core offer of the programme which is: self-evaluation, training, assemblies, professional network meetings, Champion status.

### Young Carer Champions in Schools.

#### - Young carers awareness training and the impact of the training program on schools

Alix Edwards, Amanda Bostock and Harriet Evans, all carer champions in separates schools shared their experiences working with Young Carer in school and highlighted how having access to training, network meetings and support from AYC increased their knowledge around supporting Young Carers in schools.

### A Young Carers Journey

Joanne Galazka kindly attended the conference to share her own personal journey as a Young Carer being support through AYC, but to also prove that being a Young Carer doesn't mean you are not able to fulfil your dreams ( Joanne works across the UK championing Carers of all ages through parliament)

### Carers Quality Standard

In Rachel Walker's absence Rob Gardiner highlighted the work being undertaken in colleges and with employers to encourage support and greater flexibility for carers. He highlighted the advantages of doing so both in higher education and in the workplace. Carers Federation provide training and an accredited award to those companies and institutions able to demonstrate a care aware / carer friendly culture.

### **Transitions Project**

Naomi Sykes introduced The Young Carers Transitions Project which supports young carers aged 15-18yrs. in Nottingham City, Broxtowe, Gedling and Rushcliffe. The service provides 1-1 mentoring and group activities to develop skills, build confidence, and promote independence to make positive choices about their future.

### **Social Prescribing**

Liz Walker from Lets Live Well in Rushcliffe presented a new project being piloted across the Rushcliffe area. The project works in partnership with GP practices and community organisations to empower people to take back control over their own lives and have more understanding of their own health conditions and how to manage them better.

### **Carers Access to Support in Medical Practices**

Margaret Usher presented Carers Federations Carer Services being delivered across Nottinghamshire South Medical Practices. Carers Federation are commissioned by the local Clinical Commissioning Groups to embed the carers agenda into primary care by supporting medical practices and their Carer Champions. Carers Federation also host carer drop ins across the medical practices for access to information and support.

### **The Pro- Carer Study**

Deborah DeOliveira from the Institute of Mental Health, NUH, shared some of her findings from her research: PROMoting self-care to meet the health needs of family carers of people with dementia. The full results from the study will be available in 2018.

### **Future Pulse**

Tess Hullett, Carers Federation presented the Future Pulse project and how they are working with young people to shape health services

*[Interspersed amongst the serious presentations we were all treated to 2 songs from Rebecca, a very talented young carer from Nottingham. During the lunch break we were shown a film of young carers who had spent a week at the French home of Howard Goodall and his family. Rebecca had been one of those who attended and spent a week immersed in learning more about music and French culture.](#)*

### **A Carers Toolkit**

Rob Gardiner introduced plans to develop a local toolkit for carers with a distinct and separate section for professional working to support carers. The web based tools will have important information, training videos, referral information in one easily accessible location. Carers Federation want to develop this resource with carers and any professionals at the conference who are able to help.

***Are you interested in helping develop the carer's toolkits that were discussed at the conference?***

***The work will be done online / by email.  
You will be asked to contribute your thoughts and views.***

***If interested please reply to Rob at:  
[info@carersfederation.co.uk](mailto:info@carersfederation.co.uk)***

## Conference workshops

### Notes

#### What can be done to improve:

More information online  
Toolkits – carer awareness training for teachers  
Use of school newsletters – Young carer articles – syndicated across school trusts

#### A carer's capacity to manage their caring role

- Could school application forms include asking if the child is a young carer – Early Identification?
- Work would need to be done to reduce stigma / fear of consequences for parents – workshops / info for carers
- Could school intranets be used to help young carers self identify?
- Can Carer Champions play a bigger role in helping other teachers be more aware of Young Carer issues – health monitoring / career advice (+ young care skills – difficult decisions re further education)
- All schools to create a discreet register for young carers
- More resources for each district
- Music workshops to work with schools and put young carers stories into words
- Policies from safeguarding board down to schools- liaise with A.Y.C.
- Community groups and self help support groups
- Splinter groups where carers are welcome

More services to use training, peer support workers

Newsletter info for carers

#### A carer's health

- Ensure we understand the needs of the cared for & support in place
  - Central phone number ( and named person) given to the carer
    - Carers champions provide link to other agencies
- Whoever identifies a carer is responsible for notifying other relevant parties
- Carers champions in GP surgeries follow up sending info packs with a call
  - Carer respite is assessed and offered if needed
- Carer is made aware of financial support and can get help with form filling
  - Peer support is important
- Improve GP interest in carers – a lead GP in each surgery?
  - Carers Champion photos on notice boards
  - All staff have carer awareness training
    - AYC spread the word
  - Supermarkets to have champions
    - Advertise champions
  - Reinstate “Looking after me”
    - Easy access respite
    - Consistent information
- Use carers experience “the knowledge” to move things forward
- Ensure everyone knows what support / services are available
- Patient / carer leaders - GP lead role - ward lead role - Road shows lead role

School nurse do monthly clinics for young carers

6 monthly carer check up

Every professional to send same message

Young carer's online self referrals

Identification of working and young carers training

## **The education and employability of carers**

- How to get the information – tick box or short details on application form
- Raising awareness mainly in primary schools – parent workshops
- Awareness raising at parent evenings – complete questionnaires??
- Flexible working hours
- Access to mobiles- cared for emergencies
- Educate and raise awareness in employment-Culture stigma around colleagues
- E learning for carers and professionals
- Peer support scheme and training
- Assemblies in schools / academies
- Train the trainer
- How to be a friend to a YC
- Changing the culture (promoting positives of caring)
- What's App group for YCs
- Transition support *school – college – uni*
- Early identification and social prescribing / support link workers
- Keeping a supporting & sustainable Champions role- a role for champions in large companies?
- Linking health and education websites
- Double appointments ( carer & cared for) + time out of school to do this
- Carers policies for schools / workplaces
- Carers assessments should be shared with GPs
- More consistency across services
- Data collection to ask “are you looking after someone?”

Have on the toolkit- Personal Budget section  
- What is it? Who will be eligible?  
How to apply?

## **A carer's capacity to lead more fulfilling lives**

- Additional funds for respite
- Recognition of impact of caring on wellbeing to provide services i.e. gym, swimming. People not queried if dealing with obesity
- Provision of supporting carers in work so they can access day care services, transport support
- Access to reemploy
- Transitional process assessment
- Travel passes through carer assessment
- Joined up carer and cared for groups/ peer support
- Carer ID cards made universally available at point of identification.

Self asses and submit own progress of journey

What is safe? Training for the carers of when it is safe and appropriate to step back

-Looking after me course was too generic-no follow up support.

Fear what happens when

-there are money cuts, my support goes away?

Toolkit Section on Death

- talk about it earlier

-practical stuff in place (POA)

-pre planning for death (online forms e.g. Wills, Planning forms, DNR info, plan your own death e.g. where, who with)

Case Studies -Dealing with hospitals, feeling ignored

\*Links on toolkit to social media and carer forums

-Able to submit forms, feedback and consultations.

-Link with Pegasus system – fire service for emergency planning

-Crisis section. E.g. mental health

What happens if carers get refused for various benefits?  
Make toolkit aware?  
Measure impact of refusal?

Home adaptations information

**Survey Feedback**  
what, for you, was most  
and least valuable about  
the Conference?

“Learning new  
information about  
schools and health.  
Inspired”

“The links I made  
within the  
workshop

“Hearing from the  
children’s experiences  
of being a young  
carer”

“The great  
organisation of the  
day, real life stories  
and networking”

“Having our say  
about things that  
work right and  
things that do not”

“There was very little  
about older carers  
who became carers at  
a later stage in life and  
are less able to deal  
with it”

“Too many  
presentations made it  
feel rushed”

“Not enough time  
for questions”

“A wider picture of  
what is out there for  
carers and to know  
people who you can go  
to for advice”

### Further comments...

The young carer’s performance was really difference and great to have at an event like this. The young people were so confident and talented. I want to thank you for putting this together so well and thank them all for sharing such detail from their perspective as a carer. Very inspirational. It was clear to see the passion

I was sad to learn the County was lacking in support for young carers something I will work on with County schools

As a carer, I came away feeling I was less alone, but concerned about the reducing amount of help in the future.

I would hope that all schools have a similar support project across the County. I am personally as Patient Leader going to work with CCGs to ensure PPG's focus on work with Carers at their practices, following the Rushcliffe model. And I am setting up 2 roadshow events in the Spring

Really enjoyed attending, meeting other professionals and carers. Had my attention all day fantastic day. Thank you



## Audio Feedback

On both arrival and departure some of you may have taken a moment with Lizzie Benzie to share your expectations and feedback of the day.

Click on the questions below to be taken to our website and hear the full audio

### *What are your expectations of today?*

“I am hoping to network and take back information to share with the people who come to us for support” – Voluntary sector service provider

“More ideas about good practice” -Nottingham City School

“How we can support young carers into higher education” -University of Nottingham

### *What do you feel that you have learnt from today?*

“It has been enlightening and has highlighted how few young carers especially are being identified”- Carer

“We need to look closely at what we deliver and how we can make it more accessible to carers”- Voluntary sector service provider

“Highlighted the gap and shown what we need to look at when shaping services in the future...do we need to include some of that in the next service specifications that we procure in the future”- Commissioner for carer services

## Question Time



## Networking Stands

Click on the logos below for more information about these services





## Summary

Thank you to all who attended the conference, especially the presenters and those who worked behind the scenes to make it all flow. We may have been a bit overambitious in trying to cram too much in and some of the feedback indicates we could have better prepared for the workshops. All in all though, the feedback has been very positive and we can learn from the day when planning further events.

We can also all remember the pledges we made and review how well we are doing with these. I am about to resume working on what carers toolkits need to look like and wish you all the best in your endeavours to improve the lives of carers in your communities.

Rob Gardiner

CEO

Carers Federation

### **REMEMBER**

*Are you interested in helping develop the carer's toolkits that were discussed at the conference?*

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