

Adult Health and Social Care

Carers Delivery Plan 2022/25

Adult Health and Social Care: Carers Delivery Plan 2022 – 2025

Our Vision and Ambitions for Carers in Sheffield

The Young Carer, Parent and Adult Carer Strategy says that Sheffield is a ‘City where Carers are valued and have the right support to continue to care for as long as they want to.’ This vision is echoed in ‘Living the life you want to live’, which says, ‘Unpaid carers are recognised for their expertise and supported to make the right choices for them and their family.’ Our Delivery Plan for carers will be shaped by the vision and help us achieve its ambition.

The vision is centred around delivery of six Carer Principles; these provide the guidance our multi-agency partnership will follow to improve the lives of carers in our city. This delivery plan will align with and adopt Commitment five of ‘Living the life you want to live’ which states we will ‘recognise and value unpaid carers and the social care workforce, and the contribution they make to our city’.

The identification and support of carers is the responsibility of all partners in the health, education, and social care systems. No single organisation can deliver everything that is needed for carers to feel recognised, valued and supported; for this to happen, it requires a partnership approach that provides ‘a system of support’ as described in the adult social care strategy. ‘The strategy is about strengthening the relationship between the services providing support and the people supported, together with their carers — all as equal members of this system.’

Making the vision a reality

The strategy underpinned by this Delivery Plan and robust governance structures will ensure that we deliver on our vision. Good governance helps to provide strategic clarity, support, guidance, challenge, and accountability. Put simply, effective governance turns policies into results. This is what carers who support someone living in Sheffield want, actions not just words, change, not just the status quo. Carers need to be able to see and understand what is being done to help them; to make this easy for carers, the Delivery Plan lists the actions that will happen; these actions will be overseen by the governance structure, to make sure progress is made. A new governance structure has been designed to review the delivery plan and promote carer awareness in the education, health and social care systems. Figure 1 outlines how this will work.

Carers: Sheffield Governance Structure

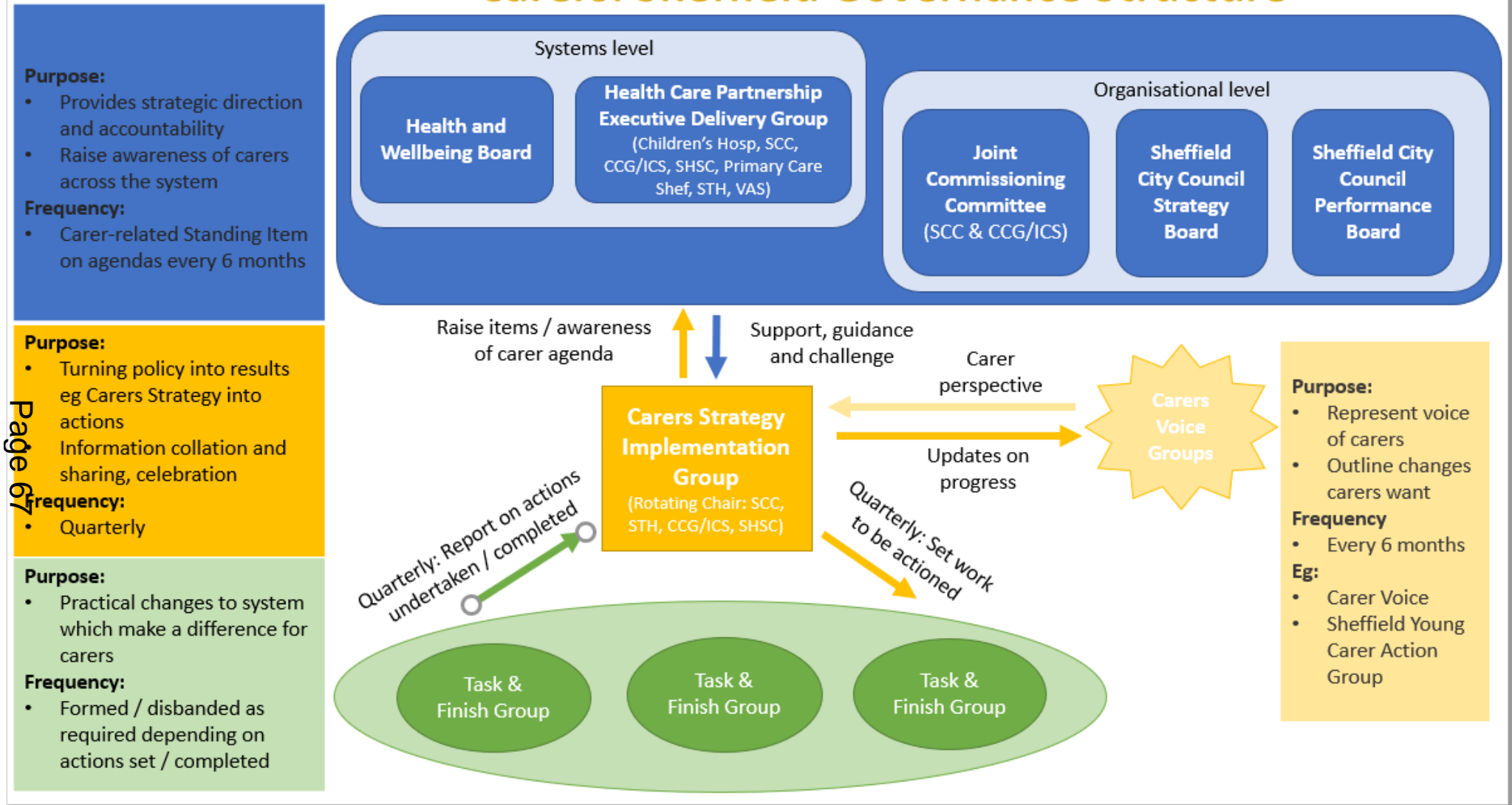


Figure 1.

This Delivery Plan aims to drive activity and achieve outcomes for carers by clearly setting out the milestones/actions that our multi-agency partnership will be focusing on.

Who is a carer?

The Young Carer, Parent and Adult Carer Strategy defines a carer as:

... someone of any age who provides unpaid support to family or friends to enable them to cope and carry on with their day-to-day life as they could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or suffers with mental ill-health or substance misuse'

Within that broader definition, there are specific groups of carers and these are:

- Young carers – A person under 18 who provides or intends to provide care for another person
- Young adult carers - Young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction.

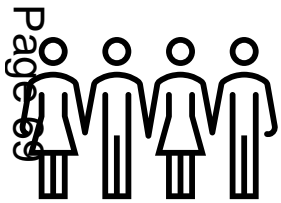
Adult carers – An adult who provides or intends to provide care for another adult (an adult needing care)

Parent carers – A person aged over 18 who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

What does good look like?

The 'Carer Principles' below show what things should be like for carers if the strategy was working i.e. what good looks like.

Carers will say:



1. I have good quality information and advice which is relevant to me and the person I care for.

2. I know what my rights are and how to enforce them.
There are laws that help and protect me as a carer, and they cover things like:

- Employment.
- Protection from discrimination.
- Right to education.
- Social security benefits.
- Assessment of my need(s).

3. The caring I do is valued and I am listened to. This includes:

- My own needs, wants, opinions and feelings as a carer.
- My needs, wants opinions and feelings when talking about the person I care for.

4. I have breaks from caring, meaning I have a life of my own and time for friends and family.

5. My prospects in life are not affected due to me being a carer. I can access education, employment, and training.

6. I am supported to look after my mental/physical health and wellbeing.

What organisations will do to make a difference:

1.	<p>We will:</p> <ul style="list-style-type: none"> • Identify carers and understand that not all people in a caring role will recognise the term carer. • Link up carer registers across Sheffield to make carer identification more effective. • Be proactive, giving carers good quality information and advice when it is wanted or needed. • Give personalised information and advice that is specific to the carer and the person they care for.
2.	<p>We will:</p> <ul style="list-style-type: none"> • Make effective interventions at the right time to prevent, reduce or delay carers' needs developing/escalating. • Recognise carers' rights and support them to: • Balance caring with education/employment. • Avoid inappropriate caring. • Be involved in health/social care planning for the person they care for. • Arrange regular training for staff so they understand carers rights and know what support is available to carers. • Take a whole family approach to assessment and support. This will result in a holistic view of the needs of the cared-for person and their family/network of support.
3.	<p>We will:</p> <ul style="list-style-type: none"> • Listen to carers and support them to participate in decision making with the person they care for. • Recognise and understand the importance of carers who are experts by experience. • Treat carers with dignity and respect. • Enable and empower carers to have a 'voice.' • Work with carers like they are partners in the delivery of health/social care. • Build relationships with carers, recognising that trust is earned. This is particularly important for organisations providing support to the cared-for person. • Help carers to reduce or stop their caring role when that is what the carer wants. • Consider different cultural and religious beliefs. • Co-design/co-produce support for carers with carers.
4.	<p>We will:</p> <ul style="list-style-type: none"> • Signpost or provide carer break support. • Take a personalised approach, asking carers 'what matters to you?' • Be flexible, allowing carers to make best use of their time to give more scope for breaks • Encourage carers to get replacement care via an assessment of the person they care for. • Support carers to be digitally included to help keep in touch with friends and family.
5.	<p>We will:</p> <ul style="list-style-type: none"> • Work together with the carer to raise aspirations and achieve the outcomes that matter to them in their lives. Recognising that this is especially important for young carers transitioning to adulthood. • Be carer aware with carer friendly policies/processes e.g. flexible working.
6.	<p>We will:</p> <ul style="list-style-type: none"> • Understand that caring can negatively impact on a person's health and wellbeing. • Promote self-care so carers are more actively interested in their own health. • Support carers to access services/groups that will promote health and wellbeing e.g. exercise groups/move more initiatives. • Proactively engage at risk groups including carers who are isolated or lonely.

What must we do to support carers?

We know what good looks like, but there is also legislation that states what we must do to support carers. These are predominantly covered in:

- Care Act (2014)
- Children and Families Act (2014)
- Health and Care Act (2022)

The majority of the legal duties are to be discharged by local authorities. There are general duties that apply to carers e.g. section 1 of the Care Act on promotion of wellbeing, section 2 of the Care Act on preventing needs for care and support, section 4 of the Care Act on providing information and advice etc. There are also more specific duties covering identification, assessment and support of carers. For example:

Care Act (2014)

- Assessment of a carer's needs for support – section 10
- Eligibility criteria – section 13
- Duty and power to meet a carer's needs for support -section 20
- Preparing a support plan – section 25
- Allocating a personal carers budget – section 26
- Review of support plan - section 27
- Assessment of a child's carer's need for support – section 60
- Child's carer's assessment: requirements etc – section 61
- Power to meet child's carer's needs for support -section 62
- Assessment of a young carer's need for support – section 63
- Young carer's assessment: requirements etc – section 64

Children and Families Act (2014)

- Young carers – section 96
- Parent carers – section 97

Health and Care Act (2022)

- Hospital patients with care and support needs: repeals etc – section 91
This delivery plan takes into account the above legislation and corresponding guidance/regulations.

What are the key outcomes for carers (national context)?

In 2008, the Government published '[Carers at the heart of 21st century families and communities.](#)' This 10-year strategy built on the first national carers strategy from 1999, 'Caring about Carers.' In 2010 '[Recognised, valued and supported: next steps for the Carers' Strategy](#)' was reviewed and a revised action plan was produced. The '[Carers Action Plan 2018-2020 – Supporting carers today,](#)' set out the Government's short-term programme of action to support unpaid carers, ahead of the social care green paper. This green paper has not yet been published so until it is, the existing 2010 carers strategy aims, and outcomes remain in place. Our carer delivery plan, strategy and 'Carer Principles' are aligned with the national approach and outcome areas listed below.

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.
- Carers will be able to have a life of their own alongside their caring role.
- Carers will be supported so that they are not forced into financial hardship by their caring role.
- Carers will be supported to stay mentally and physically well and treated with dignity.
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop, and thrive and to enjoy positive childhoods.

This delivery plan will also help us focus on the national indicators listed below:

NHS Outcome Framework Outcomes

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- Enhancing quality of life for carers - 2.4 Health-related quality of life for carers (ASCOF 1D**)
- Improving the experience of care for people at the end of their lives - 4.6 Bereaved carers' views on the quality of care in the last 3 months of life

More information on the NHS Outcome Framework can be found [here](#).

Adult Social Care Outcome Framework Outcomes

- Domain 1 – Enhancing quality of life for people with care and support needs
 - (1D) Carer-reported quality of life
 - (1I) Proportion of people who use services and carers, who reported that they had as much social contact as they would like.
- Domain 3 – Ensuring that people have a positive experience of care and support
 - (3B) Overall satisfaction of carers with social services
 - (3C) The proportion of carers who report that they have been included or consulted in discussion about the person they care for
 - (3D) The proportion of people who use services and carers who find it easy to find information about support

More information on the Adult Social Care Outcome Framework can be found [here](#).

Carers Delivery Plan

This Delivery Plan supports the ‘Young Carer, Parent and Adult Carer Strategy’ and ‘Living the life you want to live’, the Adult Social Care Strategy 2022 to 2030. These strategies set our vision, values, and direction, but we need to work with our communities to figure out what comes next together.

The ‘Carers Delivery Plan 2022-2025’ sets out the detail we’ll need to make the carers strategy a reality. We’ll make sure our carers can be involved in helping set these plans and priorities through our governance structure.

Our plan will be published and shared. We will set up ways for people to hear our progress and challenge us where things aren’t working. It will be a live document that carers and partners can add to/amend at any time. A refreshed version will be published on an annual basis. A report on the progress made on the Delivery Plan will be completed on an annual basis and scrutinised by the governance structure outlined earlier.

The actions in the Delivery Plan will be shaped by:

1. The aim of identifying more carers.
2. The ‘Carers Principles’ table in this document.
3. Living the life you want to live the adult social care strategy.
4. Other relevant strategy/policy documents partners have in Sheffield.

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Tasks in orange are taken from the ‘ASC delivery plan’ and have dates that run beyond March 2025, which is when the carers delivery plan ends. Purple in the RAG column indicates an action has not yet begun.

Theme	Milestone/action	By when	Lead	RAG
Strategic	Develop a Joint Health and Care Plan for supporting unpaid carers in the city in partnership with the Carers Strategy Implementation Group.	March 2024	Sheffield City Council	Purple
	Implement the Joint Health and Care Plan and refresh on a biannual basis in partnership with unpaid carers.	March 2024	Sheffield City Council	Purple
	Continue to work collaboratively to organise and participate in awareness raising campaigns for carers. Especially during Carers Week, Young Carers Awareness Day, and Carers Rights Day.	March 2030	Sheffield City Council	Green
	Ensure the Council is meeting our statutory duties appropriately by: <ul style="list-style-type: none"> • Developing a transition assessment for young adult carers. • Ensure completed Young Carer’s Needs Assessments / Transition Assessments are collated and reviewed. 	March 2024	Sheffield City Council	Green

<ul style="list-style-type: none"> • Providing training on completing Young Carer's Needs / Transition assessments to the workforce. • Review and quality-assure Young Carer's Needs Assessments, in order to ensure they are being done appropriately, effectively and are leading to meaningful change for young people. 			
Improve outcomes for carers by influencing and working with other organisations	December 2026	Sheffield Carers Centre	Green
Create a joint carers communication plan using tools like 'stories of difference' and case studies to promote the carer agenda and identify more carers within health and social care.	March 2023	Sheffield City Council/ Sheffield Integrated Care Board	Purple
All partners have systems to capture and report on relevant carer data (each key partner will have its own individual priority actions under this, including health and care systems, education providers etc. All partners have processes to effectively connect carers to the most appropriate local support organisation/group/network (alter Liquidlogic to reflect the Carers Centre's new referral processes as well as explore ways to roll out systems for registering young carers on the Young Carers Register to more settings e.g. health, voluntary sector, etc.).	March 2023	Sheffield City Council	Green
Develop longer term planning for families with ageing carers.	March 2024	Sheffield City Council	Green
Scope options (with Sheffield Integrated Care Board and others) to improve carer identification via data sharing between health and social care. Including reporting on the feasibility of joining up carer registers.	March 2023	Sheffield City Council/ Integrated Care Board/ Sheffield Carers Centre	Green
Work with Adult Social Care to improve our carers Adult Social Care Outcome Framework results.	March 2024	Sheffield City Council	Purple
Increase the number of young carers on the Council's Young Carers Register to better reflect the likely number in the city (through regular promotion with schools, CSC, ASC and other stakeholders).	March 2024	Sheffield City Council	Green
Analyse the new schools census data about young carers (from Spring 2023) and the numbers registered on the city's Young Carers Register to review resource allocation i.e. are we meeting demand for support.	December 2023	Sheffield City Council	Purple

	Carers services will engage with relevant stakeholders to improve the health and wellbeing of carers in the city (e.g. GPs, hospitals, leisure services etc)	March 2025	Sheffield Young Carers/ Sheffield Carers Centre	Green
	Work with all health care professionals to raise awareness of identification of carers	March 2025	Integrated Care Board	Green
57 Operational	Monitor and continuously improve the carer support services delivered by Sheffield Carers Centre and Sheffield Young Carers, in partnership with unpaid carers This will include monitoring our carers services to make sure they reflect our diverse population in Sheffield.	March 2025	Sheffield City Council	Green
	Start the Carers Strategy Implementation Group to oversee, add to and allocate actions for transparency/scrutiny purposes	November 2022	Sheffield City Council	Green
	Promote adult carer's assessments by improving our whole family approach to assessing and supporting carers including referring more carers from adult social care to the Sheffield Carers Centre.	March 2023	Sheffield City Council	Green
	Identify more young carers when assessing adults with care and support needs and implement a new process and guidance.	March 2023	Sheffield City Council	Green
	Promote that the Council identifies carers within the Council via our annual workforce survey, ensure they are aware of the Carers Service and encourage employee carers to join the community of carers at Sheffield Carers Centre	March 2025	Sheffield City Council	Purple
	Support carers to enter and stay in employment within the city through renewing our subscription to Employers for Carers. This adds to our information offer via 'Digital Resources for Carers' provided by Carers UK. <ul style="list-style-type: none"> Recruit carers by promoting benefits in recruitment communications Apprenticeships for carers Employment standards for the city for all carers for businesses /organisations to sign up to Review our policies e.g. Carers Leave (depending on new Bill etc) 	January 2023	Sheffield City Council	Green
	Ensure every school in the city has a named Young Carers Lead who is given dedicated time for this role and is part of SYC's Young Carers Schools Network	March 2024	Sheffield City Council/ Sheffield Young Carers	Green
	Practice Development to engage with ASC teams to increase carer awareness and promote the Carers Centre	March 2024	Sheffield City Council	Purple

	Invite and train carers to sit on recruitment panels for all relevant Council posts (e.g. in ASC, CSC, MAST, carers commissioning posts etc.) Carers to be invited via Sheffield Carers Centre, Sheffield Young Carers and Parent Carer Forum.	March 2025	Sheffield City Council	Purple
	Work with partners to refresh the Carer Voice group to broaden our engagement with carers.	March 2023	Sheffield City Council	Green
	<p>Training and development:</p> <ul style="list-style-type: none"> • All professionals who work with/come into contact with carers have access to introductory level training/resources to provide awareness of carers, the impact of caring and enables them to identify carers, e.g. in the health and care system. (actions for the key organisations to make this available within their own learning and development platforms). For example, all relevant staff to undertake Sheffield Young Carer's e-learning course on identifying and supporting young carers as part of their induction and Continued Professional Development. • All professionals who work with/come into contact with carers have access to training/resources that enable them to signpost and refer to the most relevant local support organisation, group or network. (actions to include our joint training). • Provide training and resources across the city's workforce to build capacity to identify and offer support to carers 	March 2024	Sheffield Young Carers/ Sheffield Carers Centre	Green
	Involve young carers in the design and development of local and national service, policy and practice development (through the SYC Action Group, Young Carers National Voice, Young Carers Alliance etc)	March 2023	Sheffield Young Carers	Green
	Publish Sheffield Teaching Hospitals Carers Policy and publicise across the Trust. Policy to give guidance on identifying carers, working in partnership with carers and referring for further support.	September 2023	Sheffield Teaching Hospitals	Green
	Roll out new online Carers training at Sheffield Teaching Hospitals and promote this and existing training available to all staff who work with carers. Training to give guidance on identifying carers, working in partnership with carers and referring for further support.	September 2023	Sheffield Teaching Hospitals	Green
	ICB Sheffield to raise awareness of Carers within their own organisation	March 2025	Integrated Care Board	Purple

ICB to lead on supporting the delivery of <ul style="list-style-type: none"> the embedding of the Carers strategy with the Council, and Health, the Primary Care Carer Resource packs across GP practices, localities and networks and the identification of Primary Care Carer Champions 	March 2025	Integrated Care Board	Green
To develop closer working relationship with The Sheffield Carers Centre and Sheffield Young Carers in order to further scope mutual support across organisations	March 2025	Integrated Care Board	Green
To look at ways to maximise carers voice in order to feed into planning decisions and services	July 2023	Integrated Care Board	Green
To work with all health care professionals to raise awareness of identification of carers	March 2025	Integrated Care Board	Green
Review impact of Carers Policy and Training at Sheffield Teaching Hospitals via: <ul style="list-style-type: none"> Staff survey to identify if staff feel comfortable with how to identify and work in partnership with carers and know where to refer for support. Monitor number of carers identified via Sheffield Teaching Hospitals patient administration system Lorenzo Monitor number of referrals made to Carers Centre's 	June 2023	Sheffield Teaching Hospital	Green
Annual survey of carers views – including whether they have been involved and consulted in discharge arrangements	June 2022	Sheffield Teaching Hospitals	Green
Deliver services for carers, as contracted with Sheffield City Council, to include information, advice, signposting Carers Assessments, Personal Budgets, support planning, and events	December 2026	Sheffield Carers Centre	Green
Reach 'hidden' carers and ensure they are connected to support through promotional activities and public campaigns (e.g. Carers Week); encourage carers to self-identify and join the community of carers at Sheffield Carers Centre	December 2026	Sheffield Carers Centre	Green
Reach 'hidden carers' and ensure they are connected to support by raising awareness amongst professionals who work with carers and encouraging them to signpost and refer to Sheffield Carers Centre. To include delivering training and information about the service offer and the pathways into the service.	December 2026	Sheffield Carers Centre	Green
Deliver 3 scheduled joint training sessions per year, open to all health and care professionals, with Sheffield Young Carers.	December 2026	Sheffield Carers Centre/ Sheffield Young Carers	Green

	Create and deliver a coordinated joint communications plan, with Sheffield Young Carers, to promote the joint training	December 2022	Sheffield Carers Centre/ Sheffield Young Carers	Purple
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