

HEALTH AND WELLBEING BOARD PAPER FORMAL PUBLIC MEETING

Report of: Alexis Chappell

Date: 28/03/2024

Subject: Unpaid Carers – Carers Delivery Plan 2022-25

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Summary:

This report provides an update to the Health and Wellbeing Board on the progress of Sheffield's multi-agency Carers Delivery Plan (2022-2025).

Questions for the Health and Wellbeing Board:

- How can the Health and Wellbeing Board support Sheffield to become a carer friendly city?
- Can unpaid carers be cited in our new health and wellbeing strategy as an important cohort to support?
- Can members of the Health and Wellbeing Board help raise the profile of unpaid carers so we are able to identify more of them in our health social care and education systems?

Recommendations for the Health and Wellbeing Board:

- Recognise the positive progress made on the Carers Delivery Plan (2022-2025).
- State their commitment to reducing health inequalities for people who are unpaid carers across the city, so they feel recognised, valued, and supported.

- Request updates on the Carers Delivery Plan and subsequent carer policies every 12 months to provide assurance and leadership on reducing health inequalities for people who are unpaid carers.

Background Papers:

- *Appendix 1 - Carers Delivery Plan*

Which of the ambitions in the Health & Wellbeing Strategy does this help to deliver?

There are many important reasons that we need to help our carers. Carers provide essential support to some of the most vulnerable people in our society. We need to be proactive and respond to carers' needs or we risk compromising the health and wellbeing of carers and in turn the health and wellbeing of the person for whom they care. Carers are vital to our communities and without this unpaid workforce, our health and social care systems would be severely compromised.

- Starting well – we know that young carers can be disadvantaged by their caring role (see section 2 for further details).
- Living well – Caring is a social determinant of health and can cause financial hardship and poverty (see section 2).
- Aging well – with an aging population, unpaid carers provide vital support to those in our communities plus the health/social care systems.

Who has contributed to this paper?

The Carers Delivery Plan takes a multi-agency approach. Organisations involved are:

- Sheffield City Council
- Sheffield Teaching Hospitals.
- Sheffield Integrated Care Board.
- Sheffield Young Carers
- Sheffield Carers Centre
- Sheffield Health and Social Care Trust
- Sheffield Hallam university

REPORT TITLE – *Unpaid Carers – Carers Delivery Plan 2022-2025*

1.0 SUMMARY

This report provides an update to the Health and Wellbeing Board on the progress of Sheffield's multi-agency Carers Delivery Plan (2022-2025).

The 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.

There are approximately 60,000 carers in Sheffield (1 in 10 of us) with around 7,000 being young carers. The caring population is not static; in Sheffield about 20,000 people start caring and 20,000 people stop caring each year. NHS England says it takes on average two years for someone to acknowledge they are a carer. Academics have calculated that nationally, carers save the economy £162 billion per year, the equivalent spent on the NHS.

A carer is someone, of any age, who looks after a person (a family member, partner, or friend) who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

Evidence is growing that caring is a social determinant of health, it is therefore vital for health, social care and education systems to support carers.

The Carers Delivery Plan (2022-2025) was approved at the Adult Health and Social Care Committee on 19 December 2023. It was developed following consultation with carers and partners, who agreed that the [Young Carer, Parent and Adult Carer Strategy](#) remained relevant however what was needed was a multi-agency Delivery Plan to ensure the strategy was purposeful and delivered on its commitments and principles, which were for carers to:

- Access at the right time, the right type of information and advice for them, their family and the person they care for.
- Understand their rights and have access to an assessment.
- Have a voice for themselves and the person they care for.
- Have regular and sufficient breaks.
- Continue to learn and develop, train or work (if they wish to).
- Look after their own health.

“Carers need all kinds of different support from lots of different agencies, including health services. The health services and social services should know about and look after carers, as well as the person who has the care.”

- Quote from a carer

The Carers Delivery Plan takes a multi-agency approach as partnership working between organisations is vital in order to recognise, value and support our carers. The actions are informed by the six 'Carer Principles' set out in the carer's strategy. Carers told us that they want actions, not just words. The Delivery Plan provides the roadmap for change and action. The full Carers Delivery Plan can be seen in Appendix 1.

Carers supported through the Delivery Plan 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.

2.0 HOW DOES THIS IMPACT ON HEALTH INEQUALITIES IN SHEFFIELD?

2.1 The Carers Delivery Plan aims to identify and support our carers, in doing so, we can start to tackle the health and social inequalities carers face, some of which are outlined below.

2.2 In ‘Caring as a social determinant of health’ (a 2021 report funded by Public Health England), the conclusion was that there is ‘mounting evidence that unpaid caring should be considered a social determinant of health. Carers experience poor physical and mental health, struggle to access services and are at risk of financial hardship.’ Furthermore, The report cites the ‘GP Patient Survey’ to evidence that ‘carers are at increased risk of illness, and specifically musculoskeletal conditions, cardiovascular disease, generalised cognitive deterioration and function, and poor sleep.

2.3 In the ‘NHS Long Term Plan’ (2019) chapter 2 ‘More NHS action on prevention and health inequalities’, the NHS commits to identifying and supporting carers. The rationale for the NHS to support carers is given stating that ‘Carers are twice as likely to suffer from poor health compared to the general population, primarily due to a lack of information and support, finance concerns, stress and social isolation.’

2.4 According to the Joseph Rowntree Foundation, 44% of working-age adults who are caring for 35 hours or more a week, are in poverty. Census 2021 data helps to give us an estimate of what that could be in Sheffield. There are 18,631 people (between 16-64) who are caring for either 20-49 or 50 plus hours per week. Of that population, approximately 8000 will be in poverty. Furthermore, Carers UK state that Carers Allowance (for those caring for more than 35 hours per week) is the lowest benefit of its kind at only £76.75 per week.

2.5 Caring can have a profound impact on our children, including their education, which impacts on their life chances. This means caring can have both an immediate and long-term impact on health for young carers. The [All-Party Parliamentary Group enquiry](#) in 2023 found that:

- 10% of all pupils provide high or very high levels of care – equating to at least 2 carers in every class.
- 13% of all pupils surveyed had caring responsibilities.

- Young carers miss an average of 27 school days per academic year compared to peers without caring responsibilities:
- Higher prevalence of anxiety and depression (13%) compared to non-carers (8%).
- Have a higher prevalence of self-harm (25%) compared to non-carers (17%).
- Of those who self-harm, twice as likely to do so in an attempt to take their own life (17% compared to 7% of non-carers).
- 32% 'always' or 'usually' face additional costs because they are a carer.
- 57% said they are 'always' or usually' worrying about the cost of living and things being more expensive.
- Five times more likely to drop out of college.
- 38% less likely to achieve a university degree than their peers without a caring role.
- 32.9% were not currently in education, employment or training (NEET), compared to 5.3% who were not carers.
- 40% of registered carers and 31.3% of unregistered carers had spent over 18 months being NEET.
- 40% say caring 'always' or usually' affects how much time they can spend with their friends.

3.0 IMPACT OF CARERS DELIVERY PLAN

3.1 *"...Please make carers feel valued & respected, including hidden carers..."*

- *Quote from a carer*

3.2 The Delivery Plan is an essential tool to make our carers strategy vision a reality. Our vision states 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.

Our significant achievements against the Carers Delivery Plan, are highlighted below:

Theme	Key Achievements in 2023
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Strategic	<ul style="list-style-type: none"> • Delivering Sheffield's first 'Carers Roadshow' in which 33 support agencies held stalls, enabling 1728 contacts between carers and support organisations and 2041 pieces of information to be given out. There were 71 mini health checks completed on the day by community nurses. • Launching the multi-agency Carers Strategy Implementation Group that governs, scrutinises, and evolves the Carers Delivery Plan in collaboration with adult and young carers. • Adult Care and Wellbeing improve its Adult Social Care Outcome Framework (ASCOF) scores for carers in 4 out of 5 measures. • Sheffield Carers Centre creating their 'Involvement Network' which currently has approximately 100 active members who share their lived experience to shape services and policies. • Young people and staff in Sheffield Young Carers worked with Paul Blomfield MP, alongside other national partners, and MPs, to ensure young carers were included in the Health and Care Act, which gave Integrated Care Boards and hospitals new duties relating to young carers. • Sheffield Integrated Care Board started a carer support group for its staff who are in a caring role. • the Young Carers National Voice submitting a collective video giving evidence to the All-Party Parliamentary Group Inquiry on Young Carers and Young Adult Carers. Sheffield Young Carers took a young adult carer to Parliament for the launch of the report from this inquiry on 14th November. • A full programme of activities for Carers Week created and delivered in a multi-agency way. • Adult Care and Wellbeing referred more carers to the Carers Centre than ever before: <ul style="list-style-type: none"> ○ 750 in 2023 (62.5 carers per month) from 458 in 2022. ○ That is a 63.8% increase in referrals from 2022 to 2023.
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Operational	<ul style="list-style-type: none"> • Changing the Council’s Liquid Logic system to enable easier referrals to the Carers Centre and Sheffield Young Carers. • Sheffield Teaching Hospitals creating a ‘Carer Passport’ which it has piloted on several wards. • Sheffield Teaching Hospitals worked with the Carers Centre to produce a discharge guide/animation to get support information to carers and better connect health / social care systems. <p>Sheffield Teaching Hospitals created prompts in the admission and discharge checklist on the patient administration system - this prompts staff to ask if a patient has a carer and asks whether this is a young carer – a check box enables monitoring of this.</p> <ul style="list-style-type: none"> • Sheffield City Council’s Community Youth Services have worked on their database / forms to ensure they routinely identify young carers and link into the Young Carers Register. • Sheffield Health and Social Care Trust benchmarking in-patient services for the ‘Triangle of Care’ accreditation. • Sheffield Young Carers and Sheffield Carers Centre delivered three training sessions per year (open to health and social care professionals) to raise carer awareness. • Dedicated training on unpaid carers for social care teams.
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3.3 A highlight of the year was the first ever Sheffield Carers Roadshow. A public event held at the Winter Gardens. The concept was to put carers at the centre of the day and wrap a range of complementary services, advice workshops and information sharing around them, all in one place, making it as accessible as possible for carers. The event evidenced the power of multi-agency working between Sheffield Integrated Care Board, Sheffield City Council, Sheffield Carers Centre, Sheffield Young Carers and Carers UK as they worked together to plan and coordinate the day. The approach embodied the Council’s core values, specifically, ‘people are at the heart of what we do and ‘together we get things done’.

The Roadshow also raised carer awareness with notable attendees to help promote the carer agenda including Paul Blomfield MP; Colin Ross, the Lord Mayor; John Burkhill, Sheffield’s own ‘Man with a Pram’ and many of our local Councillors.

Feedback on the day was incredibly positive and this was further supported via a short follow up questionnaire. 100% of respondents said the roadshow made them feel valued and supported.

3.4 A substantial action within the Carers Delivery Plan was to ‘improve our carers Adult Social Care Outcome Framework (ASCOF) results’. ASCOF measures how well Care and Support Services achieve the outcomes that matter to people. There are five carer specific measures, with a Local Authority’s scores being determined by responses to the Survey of Adult Carers in England (SACE).

The table below gives Sheffield’s scores for the carer measures in 2021/22 and

2023/24, plus national and regional scores for context. We have made sizable progress on four out of five outcome areas which is extremely positive considering the ongoing cost of living crisis. There is still work to do but the evidence from 577 carers (who responded to the SACE), tells us that carers' quality of life is improving, which is exactly what the Strategy and Delivery Plan aim to do.

Measure Description	Sheff 2021/21	Sheff 2023/24	National 2021/22	Y&H 2021/22
Carer reported quality of life	7.3	7.4	7.5	7.7
Proportion of carers who reported that they had as much social contact as they would like	30.0%	33.9%	32.5%	35.8%
Overall satisfaction of carers with social services	34.7%	31.2%	38.6%	40.1%
The proportion of carers who report that they have been included or consulted in discussions about the person they care for	62.4%	66.7%	69.7%	70.7%
The proportion of carers who find it easy to find information about services	53.2%	56.0%	62.3%	63.4%

3.5 Priorities for the next 12 months

“Some people can shout and make others understand what they need . Others find that hard. None of us ever thought we would be carers. That's our job. Just make sure you are all doing yours right for people like me.”

– Quote from a carer

The Carers Delivery Plan is already having a positive impact on the lives of carers. There is evidence that tells us carers feel valued and supported and that their quality of life is improving, however, whilst partners should be proud of the achievements over the last 12 months, there is no room for complacency.

The priorities for the next year are set out in the full Delivery Plan in Appendix 1, however our agreed priority goals include:

- **Identification** - Identify more carers, ensuring they are linked to appropriate support, advice, and networks.
- **Awareness** – Updating and providing information for the public to assist people to recognise themselves as carers, including further campaigns.
- **Equality** – Reach and engage with diverse communities to identify more carers and work with communities to develop support which is personalised.
- **Governance and Partnership** - Review the governance and membership of the Carers Strategy Implementation Group, particularly ensuring that carers voices remain central to driving and informing improvements.

- **Personalised and Joined Up Support** - Work with partners to improve the connectivity of services and enabling personalised support.
- **Young Carers** - Ensure more young carers get added to our Young Carers Register and review / improve the service offer to young adult carers.
- **Involvement** - Expanding the membership of the 'Involvement Network' at Sheffield Carers Centre.
- **Strategy** - Completing the Carers Centre's Carers Strategy.

As we continue to embed and further implement our Carers Delivery Plan, our ambition is that Sheffield becomes a Carer Friendly City. We want Carers to be recognised, valued, and supported for what they do.

4.0 QUESTIONS FOR THE BOARD

- 4.1 How can the Health and Wellbeing Board support Sheffield to become a carer friendly city?
- 4.2 Can unpaid carers be cited in our new health and wellbeing strategy as an important cohort to support?
- 4.3 Can members of the Health and Wellbeing Board help raise the profile of unpaid carers, so we are able to identify more of them in our health, social care and education systems?

5.0 RECOMMENDATIONS

It is recommended that The Health and Wellbeing Board:

- 5.1 Recognise the positive progress made on the Carers Delivery Plan (2022-2025).
- 5.2 State their commitment to reducing health inequalities for people who are unpaid carers across the city, so they feel recognised, valued, and supported.
- 5.3 Request updates on the Carers Delivery Plan and subsequent carer policies every 12 months to provide assurance and leadership on reducing health inequalities for people who are unpaid carers.
- 5.4 Sign the Carers Trust's [Young Carers Covenant](#).

NB the Young Carers Covenant sets out 10 outcomes that are key to improving young carers lives. Any organisation or individual who feels they can help achieve the outcomes is urged to sign up. Of particular interest to the Health and Wellbeing Board are the outcomes:

'Have good physical and mental health' and 'Live free from poverty'.

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