

Report to HEALTH AND WELLBEING BOARD

GM Carers Charter and Commitment to Carers

Portfolio Holder:

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Purpose of the Report

To outline the Greater Manchester Carers Charter and Commitment to Carers and seek formal commitment from Oldham Health and Wellbeing Board to delivering on the ambition of support to Carers locally in Oldham.

Recommendations/Requirement from the Health and Wellbeing Board

That the Health and Wellbeing Board formally approve and adopt The Greater Manchester Charter and Commitment to Carers.

GM Carers Charter and Commitment to Carers

1. Background

- 1.1. In February 2017, the Greater Manchester Social Care Partnership charged the Adult Social Care Transformation Programme with delivering four transformation priorities, one of which was to re-shape the current offer and support available to unpaid carers across GM. A summary of the history of the GM support for carers programme with list of key dates is attached at appendix one
- 1.2. The Commitment to Carers (appendix two) was developed to encourage the commitment of organisations to improve the experience of unpaid carers. The Commitment outlines a vision for carers across Greater Manchester and sets out, through collaborative working, how we will improve the offer to Carers across the region.
- 1.3. The Carers Charter (appendix three) was designed by carers, voluntary, community and social enterprise groups, councils, NHS England and NHS organisations in Greater Manchester. It builds on the aims of the Care Act 2014 and agrees to acknowledge, respect and provide support and opportunities for carers.

“The Greater Manchester Charter is a real commitment to the people who dedicate themselves to helping others and often have to fight every day to get the help they and their loved ones need. Carers play such a vital part in the health and wellbeing of those they care for, so it is only right that we should help and support them as well.

To help enable carers to get the support they need to live their lives, or to continue or get back into work, this charter is a major step and will help everyone involved. Greater Manchester is taking a lead and is putting better support at the heart of our integrated health and social care system.”

Andy Burnham, Mayor of Greater Manchester



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- 1.4. All partners were tasked to bring together best practice from local and national reviews into a comprehensive resource that all localities could use to inform their local delivery models and the GM Exemplar Model for Carer Support was developed.
- 1.5. The Exemplar Model for Carer Support (appendix four) focuses on 6 critical priorities of support for carers and a workstream was set up for each priority area. Commissioners, providers and the voluntary sector have worked together, informed and supported by carers, to re-shape the current offer and support available to unwaged carers across Greater Manchester (GM). The priority areas are:
- Early identification of carers;
 - Improving health and wellbeing;
 - Carers as real and expert partners;
 - Getting the right help at the right time
 - Young carers and young adult carers
 - Carers In Employment
- 1.6. These 6 critical priorities were adopted as the basis for Oldham Carers Strategy 2018 – 2021 (appendix five), which was approved by the Health and Wellbeing Board in September 2018.

2. Current Position

- 2.1. In Greater Manchester the key aim in 2019/2020 is to support the implementation of the GM Exemplar Model in Localities. A GM Carers Delivery Group is now in place meeting quarterly and the focus will include:

Programme Wide

- Assurance on the implementation of the GM Exemplar Model
- Development of performance dashboard

Health and wellbeing / right help at the right time

- Pilot and roll-out of the national GP quality markers for carers
- Carers in secondary care
- Support the rollout of the Carers Passports across different care settings
- Social prescribing and carers

Carers in and into employment

- Implementation of Working Carers Toolkit - self assessment and action planning
- Implementation of EfC (Employers for Carers) Digital Platform

Young and young adult carers

- GM virtual young carers hub
- Minimum standards for young carers support

2.2. In Oldham, the Carers Partnership Board continues to meet quarterly and aims to deliver actions to improve the experience of carers in Oldham across the areas of life identified in the Greater Manchester commitment and Charter. Current work for the Board includes:

- Development of The Lifecycle of a Carer – a one-page summary of what is important at critical moments within a caring role
- Launch of universal membership of the Employers for Carers (EfC) digital resource to support working carers in the Local Authority and across partner organisations.
- Working with the Council's Human Resource department regarding the internal Council workforce and with Get Oldham Working, to promote working carers with external employers, and ensure carers are effectively supported in the workplace.
- Working with Oldham Clinical Commissioning Group and Primary Care to promote carers services and support.
- Increasing the numbers of carers known to Oldham Carers services accessing a carers assessment, as well as more informal support, information and advice.

3. Data and Intelligence

3.1. There are 280,000 carers known across the ten Greater Manchester authorities and over 24,000 of those are Oldham residents.

3.2. A poll published by Carers UK suggested there may be as many as 8.8 million adult carers in the UK compared with 6.3 million recorded in the 2011 census. If the same increase is applied across sub-regions, in Greater Manchester this would give a new figure of over 391,000 and there could now be locally, over 33,000 residents who are adult carers in Oldham.

3.3. Research by Carers UK suggests that the number of people juggling work and care is now 4.87 million compared with 3 million identified in the 2011 census. This equates to one in seven workers in the UK having caring responsibilities. 38% of the carers responding to the State of Caring report said that they had given up work to care and 18% had reduced their hours. These figures correlate with known negative impacts for carers including financial hardship, loneliness and isolation.

4. Links to Health and Wellbeing Outcomes

4.1. The Commitment to Carers and the Carers Charter align with the outcomes of the Oldham Cares Outcome Framework, the NHS England Carer's Toolkit and the National Carers Action Plan; ensuring carers are afforded parity of esteem with the cared for and receive support and information at the right time, and in the right place.

5. Key Issues for Health and Wellbeing Board to Discuss

- 5.1. For Health and Wellbeing Board to take note of the developing approach and model of support for carers at both a regional and local level.
- 5.2. For Health and Wellbeing Board to seek assurance that the GM Commitment to Carers is being met locally in the Carers Partnership Board strategic plans.

6. Key Questions for Health and Wellbeing Board to Consider

- 6.1. For the Board to seek assurance that the GM Carers Exemplar, Charter and strategic approach is being aligned at a local level.
- 6.2. For Health and Wellbeing Board to understand the impact of the caring role on local residents who are carers.
- 6.3. For Health and Wellbeing Board to confirm their commitment to realising the GM Commitment to Carers in Oldham.

7. Appendices

Appendix one – GM support to carers programme – summary

Appendix two - The Carers Commitment

Appendix three – Carers Charter

Appendix four – GM Exemplar Model

Appendix five – Oldham Carers Strategy