

# Oldham Carers' Strategy 2018 – 2021

A carers-led vision for the development of carers services in Oldham



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Oldham's Carers' Strategy has been developed in partnership with carers from across the borough and Oldham Cares. Oldham Cares brings together the Clinical Commissioning Group, the Pennine Foundation Care Trust, MioCare and Adult Social Care, working collectively to improve health and social care services across the local borough.

All quotes from Oldham carers were in response to consultation activity in relation to the development of this strategy.

If you have any questions about this strategy or to find out how you can get involved please contact the Strategic Partnership Team via email on [carers.services@oldham.gov.uk](mailto:carers.services@oldham.gov.uk)

## 1. Joint foreword

Unpaid carers play a vital and exceptional role in supporting their loved ones to live as well as possible, with a good quality of life, sometimes under very challenging and stressful circumstances. Carers typically support a loved one who is older, disabled or seriously ill. The purpose of this strategy is to recognise and value that caring role in its many forms and work towards making improvements that will benefit and support carers including young carers in Oldham to lead fulfilling lives.

Although it is fundamentally important to recognise and support carers and young carers in their own right, and that is the main reason for developing a joint carers' strategy, the contribution of carers can extend far beyond their family members, enriching our social and community fabric and generating a direct benefit to the health and social care system. For example, Oldham has many active carers' groups which offer peer support and encouragement to their members in their various caring roles, run entirely by volunteers. Learning and benefitting from the insights of people with previous experience is often incredibly helpful, but many of the groups also offer the opportunity for friendship, companionship, a social forum, and most importantly, a way to avoid the isolation or loneliness often associated with full-time caring.

Oldham also has the Young Carers Service delivered by Positive Steps which offers support and activities to many young people with a caring role and also utilises local volunteer support.

As our population changes and grows and as people live longer with a range of congenital, acquired and progressive long-term conditions, more of us are likely to experience what it is like to provide part or full-time care for our family members. Carers and young carers are often the most immediate source of support, enabling their loved ones to live well, independently, safely and meaningfully in their own homes, but also supporting adherence to medication, helping to avoid the need for hospital admissions, long hospital stays and enabling a quicker recovery from bouts of illness. In their day to day interactions, they make a huge but often unseen contribution to the smooth running of our health and care services, reducing the demand for appointments, hospital beds and emergency services.

It is these many facets and functions of caring that a comprehensive and effective strategy for carers should value and celebrate. It is also important to recognise that caring can be challenging, obliging many to juggle work, education, and family to fulfil their carer role. This can have a significant personal impact, so a strategy for carers must always maintain a clear emphasis on what carers need to support them in their caring role and to achieve their wider personal and life goals.

However, it's important to realise that it is also simple gestures of support, understanding and recognition, which we can all offer to friends, family members, employees, colleagues, students, pupils and neighbours who are providing care that can contribute significantly to creating a carer-friendly community.

We hope you will join us in this shared effort.

Councillor Zahid Chauhan [Cabinet Member for Health and Social Care](#),  
Councillor Amanda Chadderton [Cabinet Member for Children's Services](#)  
and Sarah Newsam [Chair of the Oldham Carers Partnership Board](#)



[Cllr Zahid Chauhan](#)



[Councillor Amanda Chadderton](#)



[Sarah Newsam](#)

## 2. Carer's foreword

"When I became a carer it wasn't a job which I applied for, it was something that suddenly happened when my second child was born with Downs Syndrome.

I was only 31 years old and suddenly I was a carer. Some carers come to the 'job' much later in life and some much, much earlier but we all have the same goal – to do the very best for the person we care for.

Being a carer isn't just about caring but also means understanding what we are entitled to and how to go about getting it. Carers have rights and it is important that we are aware of them. Caring is hard without the added burden of trying to ensure our rights are met.

It sounds simple but as a carer for the last 35 years I have to say it is not. Organisations that I need to deal with are often very complex and the right person can be hard to identify and even harder to talk to. Documents are becoming more complicated and there are too many of them, making completing them a job for experts.

I am grateful for my network of fellow carers and the group I chair, Carers for Positive Change. Knowledge is everything and shared experiences are often both humbling and informative. Caring is a job for life and can often be a very lonely place to be. It is important to know what the future holds and how I can best plan for the day I will no longer be able to care for my son.

I hope that through having a clearly articulated vision for carers in Oldham outlined in our strategy, we will start to address some of the barriers and obstacles that carers can often face."

**Derek Cannon**

Carer and Carers' Partnership Board Member



Derek Cannon

“Personally, I find being a young carer challenging as it is a large responsibility to take on. A large portion of my daily life is dedicated to taking care of my parents and doing activities such as cleaning and going shopping. Along with exams, being a young carer takes a toll on my general mental health. However, I find that I have a lot of people around me willing to support me with any issues I have. The Young Carers' Charity helps as it gives me a break from school and everyday life and allows me to relax.”

EM, Young Carer (Age 16)

## 3. Oldham Cares

We are on a journey to achieve the greatest and fastest possible improvement to the health and wellbeing of the population of Oldham by 2020. To take us on this journey, in 2018 we formed Oldham Cares. Oldham Cares is about everyone taking responsibility and doing their bit to ensure significant improvements in health and wellbeing. It brings together everything that keeps local people healthier for longer and reduces health inequalities.

Oldham Cares is one system and approach which includes:

- **Single Commissioning Function for health and social care**
- **Health, social care, housing providers, employers, businesses and Voluntary, Community, Faith and Social Enterprise (VCFSE) providers working together as part of a single alliance agreement**
- **The wider Oldham public as residents, patients and carers**

Oldham Cares is committed to supporting all local carers whatever their age and the invaluable role they play in Oldham, and this strategy is about outlining how we intend to do this.

## 4. Co-production

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Our carers' strategy has been co-produced with carers and professionals involved in carers' services. Their role has been central to the strategy and its development. By being aware of what carers feel is most important we can ensure that carers' services are effective in their approach to achieving carers expectations and that this local strategy reflects the aspirations for carers' services across the borough.

Carers and professionals will continue to be closely involved in achieving the aim and vision for carers services locally throughout the lifetime of this strategy, to ensure meaningful engagement is a consistent theme in our approach.

The strategy has been informed from consultation with carers across Oldham and aligned with the priorities identified in the Greater Manchester regional approach to transforming services for carers. You can find out more about the Carers' Charter for Greater Manchester in section seven.

Our strategy is a three year plan aimed at improving and re-visioning carers services and will be regularly monitored with carers through its development and delivery.

## 5. Carers and the important role they play in society

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Unpaid carers can be any age or background and many of us are likely to have caring responsibilities at some stage in our lives.

A carer is anyone who provides unpaid care for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

Carers make an enormous contribution to the health and social care system both nationally and locally. The local health and social care economy would not be able to survive without the invaluable contribution of unpaid carers. It is vitally important that we ensure that services for carers meet carers' expectations and requirements, enabling them to continue caring for as long as they wish to do so.

Carers are estimated to save the UK economy £132 billion per year, in Oldham alone this equates to over £380 million worth of support. This support is integral to developing a sustainable health and social care economy where all participants are seen and valued as equal partners.

The Oldham Carers' Partnership Board and Oldham Cares, which includes local health and social care services, share a joint aspiration to raise the profile of carers living in Oldham, ensuring that services meet their needs, enable carers to continue caring and support them in maintaining their own health and wellbeing. Our carers' strategy will seek to ensure that carers are supported in the most appropriate ways and that our focus is on the right issues, at the right time.

With the delivery of health and social care services focussing on how they achieve integrated ways of delivering services, it is more important than ever to have a clear offer and vision for carers' services, which builds on the aspirations and statutory framework of The Care Act (2014) and seeks to ensure parity of esteem with those people who receive care and support services.

The local vision for our children and young people is that Oldham is a 'place where children and young people thrive' and for young carers this strategy will require partners work together to make this happen and ensure that young carers are not disadvantaged in any way.

Our strategy is further underpinned by the Transformation Plan for Adult Social Care, which identified carers as a key priority area, for the Greater Manchester Health and Social Care Partnership.

## 6. About Oldham carers

Oldham's current population is 232,724 and is the seventh largest local authority in Greater Manchester (previously fifth in 2001).

Between 2001 and 2016, Oldham's population increased by 6.5% from 218,537 to 232,724. Oldham has a higher proportion (22.5%) of non-white Black and Minority Ethnic (BME) residents than in the North West (9.8%) and England (14.6%). Oldham is predominantly white (77.5 per cent) with Pakistani heritage (10.1 per cent) and Bangladeshi heritage (7.3 per cent) represented as the largest non-white minority communities.

Research suggests that while all carers face similar difficulties in their caring role, BME carers are known to experience unique challenges in accessing services. These challenges mainly arise from the lack of self-identification as carers among BME individuals, this is often compounded by stereotypical assumptions of how the needs of BME individuals are, or should be, met. BME carers often fail to access support because they are often unaware that such support exists. Raising awareness of carer's issues and available services within BME communities is a critical part of improving the uptake of support.

The age structure of Oldham is relatively youthful with a high proportion of residents aged under 16 (22.6 per cent) and fewer residents aged over 65 (15.8 per cent).

Since 2001, the population across England has aged, with more people aged over 65 and fewer under 16s. This change has certainly been influenced by an increase in the average life expectancy; however the pattern is somewhat different across Oldham with a greater percentage of our local population being younger. This in itself will bring its own challenges and our strategy will need to consider how we also support young people to effectively care and participate in their own growth and development.

Following the 2011 Census it was estimated that there are approximately 24,000 carers living in Oldham. While carers will be able to access a range of services and support, we know that in the last five years only 3,297 carers who care for an adult had come forward to receive a first carers assessment.

Of 7,286 carers who responded nationally to The State of Caring Report 2017 (produced by Carers UK) 19 per cent were aged 65 or over and 21 per cent identified as male. The table below shows the demographics of Oldham carers who care for an adult, who have had a first carers assessment in the last five years. This appears to indicate that Oldham has a slightly higher percentage of older carers and male carers than the national average and should also be a key area of focus in how we support carers locally.

Year		2013/2014	2014/2015	2015/2016	2016/2017	2017/2018
Age	16–64	75%	80%	73%	71%	65%
	65+	25%	20%	27%	29%	35%
Gender	Female	75%	71%	70%	70%	69%
	Male	25%	29%	30%	30%	31%
Heritage	Asian/Asian British	17%	18%	13%	12%	13%
	Black/Black British	1%	1%	1%	0%	1%
	Mixed parentage	0%	1%	1%	0%	1%
	Not recorded	13%	12%	20%	18%	19%
	White other	1%	1%	1%	1%	1%
	White UK	68%	68%	66%	68%	65%

In relation to Oldham's young carers, we know that over 500 are registered with the Young Carers Service at Positive Steps but are aware that there could be many more. We encourage services such as schools and colleges and those agencies working with families to make young carers aware of the services on offer and make referrals as appropriate.

## 7. Greater Manchester Health and Social Care Commitment to carers

In January 2018, the Greater Manchester Health and Social Care Partnership launched a Carers' Charter and Commitment to enhance and develop support and opportunities for carers. The Greater Manchester Health and Social Care Partnership is the organisation overseeing devolution of the area's health and social care budget, and they have launched a Transformation Programme with a specific Workstream called Support for Carers to make real and embed the principles of the charter.

One in ten people are known to be carers in Greater Manchester, yet there are many more who are unknown. Identifying and supporting carers is crucial because together, these individual carers make a significant contribution to Greater Manchester by improving the wellbeing of the people they care for.

Out of 280,000 carers that are known in Greater Manchester, 70,000 (nearly a quarter) spend 50 or more hours as carers. To put this into perspective, 50 hours is more time than most people spend at work. In Greater Manchester 24,800 (circa nine per cent) are young carers under 25 years old - two per cent more than the England average.

Similarly, more than 100,000 (circa 38 per cent) are aged between 25 and 49, four per cent more than the national average. This directly impacts on the health and wellbeing and employment prospects of carers.

Carers, as well as supporting the people they care for, have many needs of their own, which are not always met. The charter outlines how it is important to recognise all carers, including young, adult carers and parent carers, to support them to not feel isolated, improve their health and wellbeing and give them guidance and help to access education and continue employment.

The Charter and commitment has been designed by carers and is supported by 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 Charter shows how organisations will work better together consistently to recognise and support the role of carers in Greater Manchester. It also sets out a plan for the key priority areas for action, to be delivered over the next year and the Partnership will ensure that the roles and needs of carers are recognised by everyone involved in health and social care services in Greater Manchester.

### Principle one – Early identification of carers

Carers should be identified as early as possible to ensure that appropriate support, advice and information are offered. Often carers only seek or are offered support once they reach a crisis point. Early identification can support the carer with the tools and knowledge to enable them to manage their caring role while still having a life of their own and maintaining their own health and wellbeing.

“ So important to identify carers early, personally it took me three years to get a diagnosis for my husband and by that time I was physically and mentally exhausted.”

### Principle two – Improving carers' health and wellbeing

Caring can have a detrimental effect on the health and wellbeing of carers. Carers report significantly higher levels of poor health and levels of stress compared with non-carers. Carers often put their own health second to that of the person they care for. Supporting carers to maintain better physical and mental health will benefit both carer and cared for.

“ Carers should have regular check-ups to see how they are managing.”

### Principle three – Carers as real and expert partners

Carers should be recognised as “experts by experience” and respected as such. Carers often feel excluded from the planning of care for the person they support and feel that this results in stress for both the carer and the cared for. Carers are a valuable resource and can offer experience and knowledge to support co-production of service design, commissioning and quality monitoring.

### Principle four – Getting the right help at the right time

Information, advice and support should be readily available, easily accessible and appropriate to the needs of carers. Information should be provided in a variety of formats, should be easy to find and should be timely for example at the point of diagnosis or at hospital discharge. Having access to appropriate information can give carers the knowledge to allow them to take control of their caring role. Information provided by professionals should be honest and transparent.

The assessment process takes a person centred whole family approach to the person's care and support journey. The Care Act (2014) sets out the criteria which we must follow when carrying out assessments. The assessment will focus on the impact the caring role has on the carer and includes aspects such as the effect on the carer's ability to manage and maintain his/her own health and wellbeing, developing and maintaining other personal relationships and being able to maintain his/her own personal dignity and the right to be treated with respect. A further important aspect of the assessment is to give carers choice over their caring role including the right not to care.

The assessment involves a discussion with the carer (and the cared for if appropriate) and looks at what needs the carer may have and the support needed to meet this. This support could take the form of advice, information and emotional support. A personal budget can also be provided to meet a carer's needs which carers choose to use for a variety of needs including a break or gym membership for example.

### Principle five – Carers in employment

Many carers either cannot get into employment, or have to reduce hours at work or give up work completely to care for a loved one, many others struggle to balance caring with a full time job. Carers who give up full time work to care often report financial hardship, isolation and increased stress levels affecting their health. Support to carers and employers to help carers remain in, or gain, employment benefits carers, employers, the people they care for and the economy.

### Principle six – Young carers

A young carer is a child or young person who, without payment, provides help or support to a parent, sibling or other family member, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Young carers provide levels of care that would normally be undertaken by an adult, therefore impacting adversely on their childhood. The local commitment is that partner agencies will work together and with young carers themselves to ensure that they have the opportunities and life success that we want for all Oldham's children and young people.



“Carers are doing a very hard and stressful job. Their views and opinions should be listened to as very often they understand and know more than the professionals.”

### Oldham Carers Partnership Board

The partnership will focus over the next 12 months on understanding what good support looks like. Carers will be at the heart of this transformation as “experts by experience”. They will be involved in reviewing, designing and checking support is fit for their needs – whether they are a young carer, older carer, parent carer, working carer or caring for someone with a long term condition such as dementia, cancer, HIV, heart and lung problems. Their voice in co-designing and improving carer services matters.

The Charter and Commitment has been signed by Greater Manchester Health and Social Care Partnership organisations including voluntary, community and social enterprise groups.

You can access the Carers' Charter at [www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf](http://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf)

or visit the Commitment to Carers at [www.gmhsc.org.uk/wp-content/uploads/2018/04/GMHSCP-Carers-Commitment-FINAL.pdf](http://www.gmhsc.org.uk/wp-content/uploads/2018/04/GMHSCP-Carers-Commitment-FINAL.pdf)

Alongside embedding the Carer's Charter principles, Oldham are also committed to working closely with Greater Manchester Health and Social Care Partnership our Greater Manchester neighbours, to learn from what works elsewhere, and to share what we have learned here.



“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



## 8. Why do we need a Carers' Strategy?

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A key aim of our strategy is to ensure that carers are supported in the most appropriate and effective way. With a strategy we can outline how we will meet the vision for carers' services across Greater Manchester, but also personalise our approach to ensure it reflects what carers locally are saying they need and expect from vital support services.

## 9. Statutory responsibilities

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The Care Act (2014) came into effect from April 2015 and replaced most previous law regarding support for carers and people being cared for.

It outlines the way in which local authorities should carry out carer's assessments and needs assessments; how local authorities should determine who is eligible for support; how local authorities should charge for both residential care and community care; and places new obligations on local authorities.

The Care Act is mainly for adults in need of care and support, and their adult carers. There are some provisions for the transition of children in need of care and support, parent carers of children in need of care and support, and young carers. However the main provisions for young carers (before transition) are in the Children and Families Act (2014) and the The Young Carers (Needs Assessments) Regulations 2015.

Under the Care Act a carer is entitled to a carer's assessment where they appear to have needs, this matches the rights to an assessment of the person being cared for. The carer will always be entitled to support if they meet the national eligibility criteria.

It is important that everything we do supports the statutory framework for carers and ensures a transparent and equal offer for carers across the borough.



At last, carers will be given the same recognition, respect and parity of esteem with those they support. Historically, many carers have felt that their roles and their own wellbeing have been undervalued and under-supported. Now we have a once in a lifetime opportunity to be truly acknowledged and valued as expert partners in care”.

Dame Philippa Russell,  
Chair, Standing Commission on Carers

## 10. What carers told us

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The development of this strategy could only be completed with the active engagement and co-production of local carers. To inform the development of the strategy, it was important that carers' voices led how it was developed and what they felt were the priorities for carers' services.

During December 2017, 2,805 carers known to Oldham Council were invited to participate in a carers' strategy consultation. 438 carers responded. An additional 33 carers contributed to focus group events.

The focus of the consultation was on the six principles outlined by the Greater Manchester Health and Social Care Partnership, and whether carers felt these fully reflected local aspirations and needs.

To recap, the six priority areas are:

- Principle one – Early identification of carers
- Principle two – Improving carers' health and wellbeing
- Principle three – Carers as real and expert partners
- Principle four – Getting the right help at the right time
- Principle five – Carers in employment
- Principle six – Young carers

Overall, carers were supportive of all six principles although it emerged that principles one, two and four evoked a stronger sense of agreement in terms of both importance and appropriateness.

Carers felt that the promise of a new Carers' Strategy for Oldham was a sound one but that without the actions agreed to implement it, then its value would be diminished significantly.

Carers felt that the six principles were all closely interlinked and for them all to succeed then there was no room for any to fail.

When considering the early identification of carers, carers commented on the negative health impact of the failure of services to recognise carers. Carers felt that communication could be improved in a number of ways to help remedy this situation. The one gap identified by carers was a broad principle around future planning - i.e. - what happens when the caring role ends?

Improving health and wellbeing was seen as a key area, with carers noting the effects of caring on their own personal health and wellbeing. Again communication was seen as being vital in improving this. Carers felt that more should be done to promote wellbeing ranging from social opportunities to the provision of appropriate breaks for carers.

Carers felt that they should be listened to more and involved more actively with care planning, and more actively engaged with professionals on an on-going basis. However, some carers acknowledged that professional expertise was also vital.

Carers felt strongly about the provision of information in a timely fashion, highlighting issues of communication, flexibility and transparency.

Being in employment was seen as less important or appropriate by carers, however a number of issues around access to employment, employee attitudes' towards carers' roles and opportunities for training and education were all highlighted.

Young carers - of the adult carers who aired views; carers felt a sense of regret about young carers having to complete such a task at a young age whilst others were concerned about their lack of experience and knowledge.

The view from local carers was overwhelming in support of the adoption of the six principles as part of our carers' strategy



It is important that the principles are put into practice. Having those principles in theory is pointless if they aren't carried through into practice."

Carer response to the consultation

## 11. Our vision for carers' services

Carers are recognised, supported and encouraged to maintain their own health and wellbeing and provided all opportunities to access further education and maintain employment, should they wish to do so.

The following extract from the Government Carers Action Plan 2018 - 2020 Supporting Carers Today highlights the need for services and resources for carers to be available outside of the statutory sector.

Many carers have little contact with services for carers and are not receiving formal support in their caring role. It is, therefore, vital that we work with partners beyond government to raise awareness of caring among the wider population to build carer friendly communities. Responses to the Call for Evidence emphasised the importance of working with the voluntary and community sector. Charities were highlighted as a source of information and support for carers. There was also a desire for carer-led and community-led support, with carers saying they would value local action groups, social activities and peer support.

The actions set out in this chapter 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. They also seek to encourage innovation, working across government and with our partners in the voluntary and community sector to look beyond statutory services and find creative ways to support carers.

Links with the voluntary sector and community schemes will be strengthened and information on resources available will be developed. This will benefit carers as they will have better choice and control over how they access support, whether this is accessing a local community group to stay socially connected and reduce isolation, access advice and information to help them self-manage their caring role or to request support from health and social care services.

The vision is further underpinned by the six main principles. To fully achieve these principles, it is important that everyone does their bit. The table shows how carers and professionals can work together to achieve our vision and the results if we do these things right.

	#ourbit	#yourbit	#result
<b>Early identification of carers</b>	Identifying carers as early as possible, ensuring access to appropriate support and information	Actively engaging with professionals and services	Informed carers, accessing appropriate services and support
<b>Improving carers health and wellbeing</b>	Developing services across health and social care to improve carers' health and wellbeing	Taking care of your own health and wellbeing	Carers are healthy and able to continue in their caring role
<b>Carers as real and expert partners</b>	Recognising carers as expert partners and acknowledging and respecting their views and opinions	Sharing your knowledge and ideas with health and social care	Carers feel more involved, informed and empowered
<b>Getting the right help at the right time</b>	Ensuring appropriate assessment, information and support is provided at the right time	Engaging with services in an open and honest way and being open to change and new ideas	Carers are supported before reaching crisis point
<b>Carers in employment</b>	Supporting and championing carers' needs across Oldham	Recognising that you can care for someone and be employed	Carers are supported to find or remain in employment
<b>Young carers</b>	Identifying and supporting young carers and offering Early Help assessment to the family if they do not have support in place	Recognising that you are not alone and seeking help when required	Young carers are supported to participate in positive activities and thrive on their journey to adulthood.

## 12. Our priorities

The table sets out our six priorities, the objectives required to achieve these priorities and how we will deliver them

Priority area	Objectives	How we will achieve our priorities?
<p>Early identification of carers</p> <ul style="list-style-type: none"> <li>• Raise awareness of carers across the Oldham so that professionals working with carers are able to understand what a carer is and how they may need supporting.</li> <li>• Promote identification at all levels of health and social care including within acute and community environments.</li> <li>• Increase the number of carers identified on GP registers.</li> <li>• Improve communication between health and social care services so that carers receive an improved experience of services.</li> <li>• Ensure health and social care services work together effectively to refer newly identified carers for an assessment of their needs.</li> <li>• Implement carers' awareness training for all front line staff to equip them with the skills to understand and identify carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Raise awareness of carers within the borough.</li> <li>• Promote identification at all levels of health and social care including acute and community services.</li> <li>• Aim to increase the number of carers identified on GP registers</li> <li>• Improve communication between health and social care.</li> </ul>	<ul style="list-style-type: none"> <li>• Carers link officers have a strong local presence.</li> <li>• Information about carers available in variety of public areas, including GP surgeries and hospital waiting rooms.</li> <li>• Monitoring the number of carers known to us.</li> <li>• Links to the BME community are to be developed to ensure BME carers of all cultures, backgrounds and age are able to access appropriate information, advice and support.</li> </ul>
<p>Improving carers health and wellbeing</p> <ul style="list-style-type: none"> <li>• Promote carers' health checks in partnership with the wider health and social care economy.</li> <li>• Implement carers' awareness training for front line staff and ensure the health needs of carers are recognised along with those of the cared for person.</li> <li>• Develop a universal offer for carers which reflects the GM regional approach, ensuring a consistent offer for carers across the region.</li> <li>• Work with partners across GM to develop a Carer's Passport and transport offer for carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Training for GP staff.</li> <li>• Promote carers' health checks.</li> <li>• Ensure that assessments are conducted in a timely manner and are good quality</li> <li>• Ensure that reviews are undertaken annually.</li> <li>• Ensure that support within the community has been signposted.</li> <li>• Have a working carer register.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop carers champions within GP surgeries.</li> <li>• Increased numbers of carers accessing health checks.</li> <li>• A proactive approach to contacting carers for reassessment.</li> <li>• Promote community resources to help reduce isolation and the resulting health issues.</li> </ul>

Priority area	Objectives	How we will achieve our priorities?
<p>Carers as real and expert partners</p> <ul style="list-style-type: none"> <li>Strengthen our Carers' Partnership Board role within the decision making structure of health and social care services locally.</li> <li>Ensure carers have a strong voice in local and regional decision making through representation, engagement and co-production in the design and delivery of carers' services.</li> <li>Actively engage carers in the development of services for the cared for to ensure experience-led co-production.</li> <li>Seek opportunities to ensure that carers have parity of esteem in the delivery of services, both to them, and the person they care for.</li> <li>Provide consistent messages and reinforce that it is a carer's choice if they no longer wish to maintain their caring role, and they will be fully supported in that decision.</li> </ul>	<ul style="list-style-type: none"> <li>Embracing experience, knowledge and training of carers.</li> <li>Ensure a personalised support plan is created.</li> <li>Care Act duties are met.</li> </ul>	<ul style="list-style-type: none"> <li>Value and embrace the wealth of information held by carers and former carers.</li> <li>Engaging and consulting carers through their representation on a range of boards, such as the Carers' Partnership Board, The Learning Disability Partnership Board and The Dementia Partnership Board.</li> <li>Prioritising a 'whole family' approach to understanding care and support needs</li> <li>Valuing the insight of carers in the personalisation of care and support for themselves and for those they care for.</li> <li>Identify and develop BME groups and contacts.</li> </ul>
<p>Getting the right help at the right time</p> <ul style="list-style-type: none"> <li>Adoption and development to reflect local requirements, of the GM best practice assessment for carers.</li> <li>Whole system review of our existing statutory processes for carers, to ensure they reflect local requirements and effectively engage with the carer, enabling them to lead and co-produce their assessment and engagement with professionals.</li> <li>Adoption of the GM practice standards across the locality to ensure that professional practice is carer focussed in its delivery and reflects the expected values and behaviours.</li> <li>Roll out of training on practice standards for all staff actively working with carers to ensure practice expectations are embedded in practice.</li> <li>Increase the number of carers receiving support each year to maintain their caring role (linked to early identification of carers).</li> </ul>	<ul style="list-style-type: none"> <li>Develop a variety of methods for signposting and information sharing.</li> <li>Be flexible.</li> <li>Be transparent.</li> <li>Improve communication.</li> <li>Ensure information at GP practices is up to date and utilised.</li> <li>Find out how carers want the information to be accessible to them.</li> <li>Ensure carers have access to information when they need it.</li> </ul>	<ul style="list-style-type: none"> <li>Better recording methods to be introduced for the provision of ad hoc information and advice</li> <li>Increased outreach work to be undertaken by the carers' team – including BME Link worker</li> <li>Develop the use of email as an information network</li> <li>Market place events</li> <li>Carers' week.</li> <li>Carers will receive follow up contact after assessments where appropriate and these will be recorded.</li> <li>Develop an information and advice offer that informs carers about the support available to them in an easy, open and accessible way.</li> <li>Provide a direct phone line to the carers' team.</li> <li>Increase support to younger carers (18–30)</li> <li>Identify target group and provide respite, increase numbers of young adult carers who attend.</li> </ul>

Priority area	Objectives	How we will achieve our priorities?
<p>Carers in employment</p> <ul style="list-style-type: none"> <li>• Adoption and adherence to the GM workforce commitment pledge to carers across the local borough.</li> <li>• Development of employer friendly policies with local businesses.</li> <li>• Close working with the local authority and health partners to raise the profile of carers and the value of their contribution to society.</li> <li>• Staff are effectively equipped to support carers through the roll out of practice standards and mandatory training.</li> <li>• Local health and social care services will act as exemplar organisations to promote support to working carers across all of GM with policies in place which reflect flexible working, awareness of carers and which enable carers to work to care, for as long as they choose to do so.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide carers with their legal rights as a working carer.</li> <li>• Give support and information on employment.</li> <li>• Develop methods of sharing information for employers.</li> </ul>	<ul style="list-style-type: none"> <li>• Promote awareness of rights in the workplace for carers.</li> <li>• Develop monitoring for numbers of carers in employment.</li> <li>• Develop support for younger carers in employment.</li> <li>• Identify and develop support for increasing numbers of younger BME carers in employment.</li> </ul>
<p>Young carers</p> <ul style="list-style-type: none"> <li>• Partnership working across education, health and social care to ensure the identification and support of young carers is a priority.</li> <li>• Development of an active in-reach programme to schools in partnership with our young people service to raise awareness of young carers, their rights and the support available to them.</li> <li>• Actively enabling young carers to reach their full potential through effective support to make important life decisions – such as enrolling in further education or taking up or maintaining employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Work with primary schools for early identification of young carers.</li> <li>• To continue working with secondary schools for identification of young carers.</li> <li>• Whole family approach.</li> <li>• To develop hubs in schools to identify and support young carers.</li> <li>• Improve support for young carers transitioning to adult services.</li> </ul>	<ul style="list-style-type: none"> <li>• Oldham’s focus on ‘the voice of the child’ includes young carers</li> <li>• Increase in the number of referrals from schools and colleges</li> <li>• Increase in the number of referrals from Adult Social Care services</li> <li>• Increase in self referrals from young carers.</li> <li>• Increase in the number of young carers who access education, employment or training</li> <li>• Increase in the number of those receiving direct support from the Young Carers service</li> <li>• Increase in the number of BME young carers supported</li> </ul>

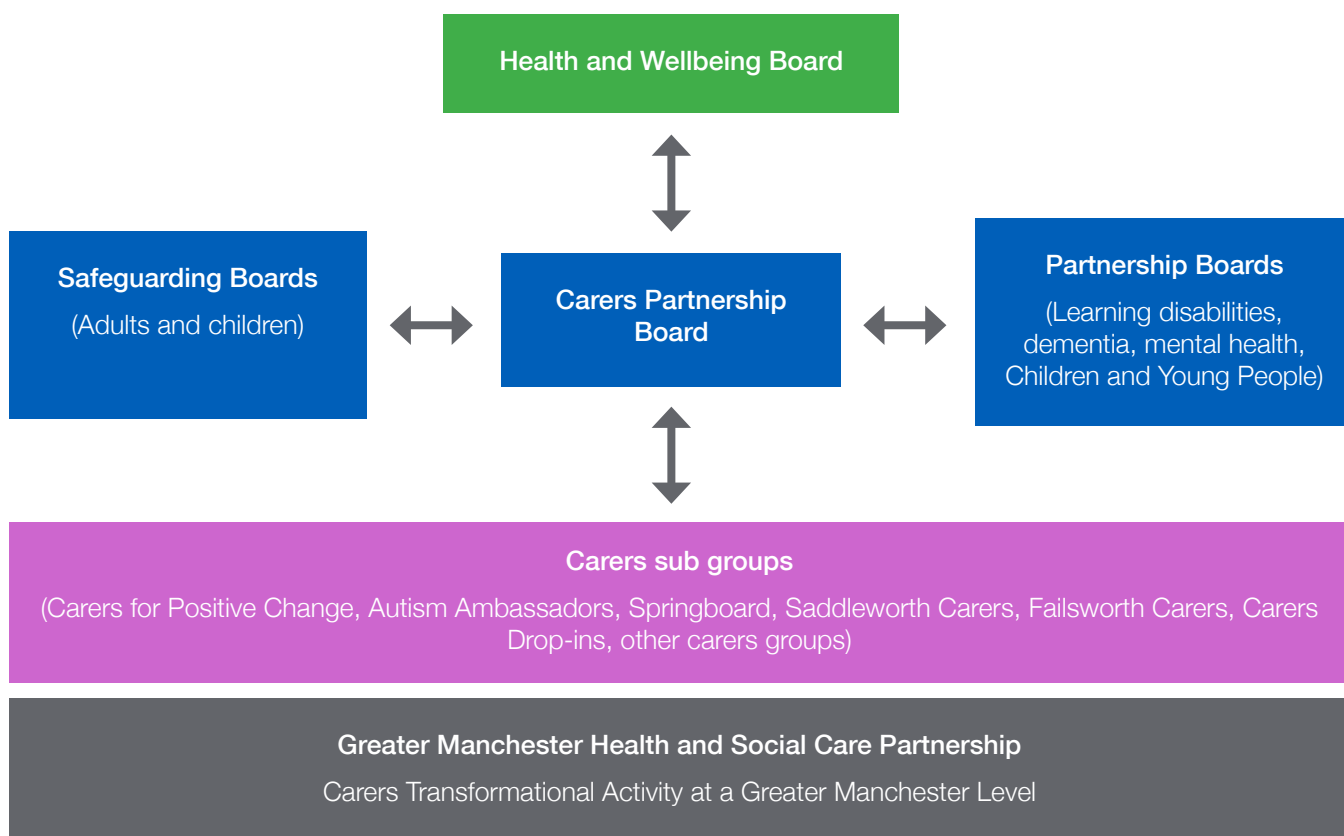
## 13. Achieving our priorities and vision for carers

The success of the strategy will be monitored to ensure that we are achieving our objectives and that we focus on the six key priority areas.

The Carers' Partnership Board will ensure that:

- systems and processes are in place to enable all partner agencies to fulfil the priorities outlined in the carers' strategy
- exercise appropriate influence over the achievement of our local strategy which are carer focussed in their approach
- provide independent, robust and effective challenge on progress
- ensure effective performance management and quality assurance which will support the achievement of the strategy, our priorities and vision for carers, and
- ensure accountable use of resources to deliver the priorities and vision for carers.

The Board will also report into the Health and Wellbeing Board to ensure appropriate oversight and delivery at a local level, aligned with our wider health and social care priorities for the local borough.



## 14. References

Care Act 2014:

[www.legislation.gov.uk/ukpga/2014/23/contents](http://www.legislation.gov.uk/ukpga/2014/23/contents)

State of caring report:

[www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-report-2017](http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-report-2017)

Greater Manchester Commitment to Carers:

[www.gmhsc.org.uk/wp-content/uploads/2018/04/GMHSCP-Carers-Commitment-FINAL.pdf](http://www.gmhsc.org.uk/wp-content/uploads/2018/04/GMHSCP-Carers-Commitment-FINAL.pdf)

Greater Manchester Carers Charter:

[www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf](http://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf)



Oldham Cares brings together Oldham Council, NHS Oldham CCG and other health and social care providers in an alliance to share skills, experience, talent and resources to deliver a better care experience for all.

### Useful contacts

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