

Sefton Carers Strategy



2005-2008



2005-2006
Supporting Carers

Sefton Council 

Contents

	Page
Forward by Graham Haywood of Sefton Council	3
The Beacon Council Scheme	3
Working with I&Dea (The Improvement and Development agency).	4
Introduction	5
Who is a carer?	5
What do carers do?	5
Carers in Britain	5
Carers in Sefton	5
Carers and the Law	5
Funding support for carers	6
Ensuring Carers are fully informed	8
The Sefton Carers Strategy Implementation Group.	8
Sefton Carers Strategy and implementation group action plan	9
Recognising and assessing carers needs	10
Who are the Carers in Sefton?	10
What is a carer's assessment?	10
Carers' rights	10
Children and Young People who provide care	10
The Voice of carers in Service planning	13
Sefton Carers Forum	13
Who can use the service?	13
Advocacy Services	13
Opportunities for a break	15
Emotional Support	16
Training and advice to care	17
Financial security/Carers in employment	19
Useful addresses, telephone numbers emails and website addresses	21
Other useful websites	22



Forward by Graham Haywood, Chief Executive Sefton Council.



The First National Strategy for carers was published in 1999 and the Prime Minister Tony Blair said

"What Carers do should be properly recognised and supported and the Government should play its part. Carers should be able to take pride in what they

do. In turn we should take pride in carers. I am determined to see that they do – and that we all do."

The first Sefton Carers strategy was developed in 1999 achieving all its aims and updated following a series of consultation events with carers in 2001.

During the past three years Local Authorities and Primary Care Trusts have been faced with many changes which have been both challenging and exciting in implementing new agendas for care and increasing performance monitoring and accountability.

The contribution of Carers is of tremendous value and the Sefton Carers strategy and action plan has been written using a framework developed by the Kings Fund as a result of research with carers *"Be guided by the compass"* The Quality standards for Carers Services (for further information go to: www.kingsfund.org.uk) which said that the main things that were important to carers are :

Information; Advise and training to care; quality services; emotional support; recognition; having their health needs addressed and financial support to care.

Sefton Council are proud to have been awarded Beacon Status for 2005/06 for their work with carers. The award recognises the strength of partnership working between both local statutory and voluntary organisations for delivering a range of innovative support services to carers. During the year ahead we look forward to continuing to strengthen those partnerships and exchange learning and peer support with other Local Authorities across the Country.

The Beacon Council Scheme

The Beacon Council Scheme is run by the Office of the Deputy Prime-minister (ODPM) and identifies excellence and innovation in local government. The scheme exists to share good practice so that Local Authorities can learn from each other and deliver high quality services to all.

In July 2004 Sefton made an application to the Beacon Council Scheme for round six of the scheme, the theme of "supporting carers"

Over 200 Local Authorities made applications to the scheme for a variety of themes. Only 81 were short-listed (9 for the theme of Supporting carers).

Following short-listing in November two presentations were made to the panel from the ODPM in December 2004 and January 2005. The outcome that Sefton was one of four successful Local Authorities to be awarded Beacon Status for supporting carers was announced on 14th March 2005. (The other successful authorities being: Rochdale; Hertfordshire and Sunderland). The Sefton representatives involved in the application were presented with the award on 21st March by Nick Raynsford Local Government minister.

In order to achieve the award Councils have to demonstrate the following attributes:

The Attributes of a Beacon Council:

(i). A clear vision of where they want to be and a strategy to get there;

The beacons are able to provide clear statements of their main objectives in terms of what they want to achieve for their communities. These objectives are cross-cutting rather than service specific and relate to the general well-being of their communities

(ii). Strong leadership (political and managerial); Nothing will be achieved unless adequate resources are made available and are properly utilised. Each beacon council provides a clear sense of direction and communicates this not only to its staff but also to its partners and the public.

(iii). A strong preference for partnership working; Other local authorities, public bodies, voluntary or private sector organisations will not work effectively with a council unless that council demonstrates a commitment to partnership working. All the beacons see partnership as their preferred way of working, this in turn is reflected in the way they relate to their partners.

(iv). A learning culture and a willingness to innovate;

In order to develop new ways of working there must be a willingness to experiment. Of necessity this involves the risk of failure. Furthermore any established process or system will, on occasion, fail. A beacon council places an emphasis on learning from such failures in order to improve the service for the future rather than simply blaming for the past.

(v). Clear, achievable performance targets with effective processes for monitoring and effective use of benchmarking comparisons. A strong focus on outcomes rather than outputs;

It is vital that the organisation, and the staff within it, knows what is expected of them and how well they are doing in terms of achieving it. Some service areas are more difficult than others so it is also important to know how well the unit is doing in comparison to similar units elsewhere. Within this the beacons are clear that their focus is not simply on whether the service is being delivered (the output) but whether that service is effectively addressing the needs of the local community (the desired outcome).

(vi). Good information base that informs decision-making;

If local authorities are to successfully address local needs they need to have well-informed decision-making processes. Both internal information, regarding current performance, and external information regarding needs and priorities have to be brought together to provide an overall picture on which to base policy decisions.

(vii). Appropriate and effective processes for informing and involving the public and/or service users;

The public and service users, collectively or individually, can be involved in various ways - not all are appropriate to all services. Support for care leavers is an individual concern for the young person, such personal agreements are not suited to waste management. Each of the beacons has

established approaches that are appropriate to the service and effective in that the public is successfully engaged.

(viii). Effective processes for measuring, on a regular basis, public satisfaction with services;

During the assessment process a key issue for the advisory panel was how the local authority knows that it is meeting local needs. The Beacons can all show that they regularly test the level of satisfaction with all their services, not just the service they were being assessed on.

(ix). On the basis of performance monitoring and public satisfaction, a record of sustained improvement or of maintaining a high standard of service provision;

Without the other attributes relating to performance monitoring and public satisfaction it would be impossible to meet this. The issue here is having the evidence to show that the authority is able to sustain improvements over a period of time and/or to maintain a high level of service.

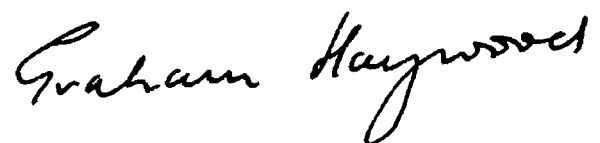
(x). A history and/or a willingness to share practice and learning with others and to learn from their experiences;

The purpose of the scheme is to share experience and lessons to enable other authorities to improve their services. All the beacons have a desire to share their experience with others and to achieve further improvement within their own communities. Some of the beacons were able to demonstrate a history of sharing.

Working with I&Dea (The Improvement and Development agency).

In the year ahead representatives from the Sefton Carers Strategy and Implementation group will work with other Beacon Authorities and I&Dea to disseminate good practise to help other Councils develop their support to carers.

Further information can be found by visiting the I&Dea website : www.idea.gov.uk/beacons



Graham Haywood
Chief Executive

Introduction

Who is a carer?

A carer is someone who looks after a partner, parent, brother, sister, son daughter friend or neighbour who is ill or has a disability and would not be able to live in the community without their help.

A parent carer is a parent or guardian who is likely to provide more support than other parents because their child is ill or disabled. Parent carers will probably support their child for many months or years and this is likely to have a significant affect on the other children in the family.

A Young carer is someone under the age of 18 years who looks after another member of the family or close friend who is ill or disabled. They may be taking on the kind of responsibility that an adult would usually have. This may affect their education or social opportunities.

Caring relationships can be complex and family members may provide different types of care for each other in order to live independently in the community.

What do carers do?

- Carers give practical, physical and emotional support to vulnerable people. They help the person they care for to deal with problems caused by short or long term illness or disability, mental distress or problems resulting from alcohol or substance misuse.
- Carers may supervise someone to keep them safe.
- Caring responsibilities may vary over time and may be difficult to predict from day to day.
- Anybody can become a carer, as a result of a sudden event such as an accident or this may be a gradual process when someone's physical or mental health slowly deteriorates.

Carers in Britain

The latest national census shows that:

- 5.2 million people in the UK are carers;
- There are about 55,000 young carers in the UK;
- 21% of carers look after someone for more than 50 hours a week;
- 25% of carers have been looking after someone for more than 10 years;
- 17% of women and 13% of men are carers;
- Women have a 50% chance of being a carer by the age of 59;
- Half of all carers look after someone over the age of 75;
- By 2037, the number of carers in Britain will increase by about 60%;
- There are approximately 32,701 carers in Sefton.

Carers in Sefton

(According to the 2001 Census)

Out of a population of 282958, 32,701 provide unpaid care. 21,054 provide 20-49 hours a week and 4,077 provide more than 50 hours care each week.

Carers and the Law.

There are laws to protect carers and the people they care for. These laws state what councils must do when working with carers and vulnerable people.

1. **The NHS and Community Care Act (1990).** Means Councils must involve families and carers when making plans for helping vulnerable people in the community.

2. **The Disabled Persons (Services, Consultation and Representation) Act (1986)**

When assessing a disabled person's needs, consideration must be given to whether a carer is able to continue to care for that person.

3. **The Carers (Recognition and Services) Act (1995)** Gives carers the right to have their needs assessed.

4. **The Carers and Disabled Children Act (2000).** This law states that:

- All carers, including parent carers are entitled to an assessment of their need;
- Councils can offer assessments of need to all carers even when the person they look after chooses not to have their own needs assessed
- Direct payments can be offered to those eligible for community care services.

5. **The Children Act (1989).** This law states that the child's safety and well being are the most important things and stresses the importance of helping families who are in need. Children in need are those who may not have the opportunities to achieve or develop fully without help from carers or support services.

6. **The Carers Equal Opportunities Act 2004** (Which comes into force from April 2005) Means that Local Authorities have a duty to inform carers of their rights to an assessment and that the carer's work, leisure and life-long learning needs must be taken into account in the assessment process.

Funding support for carers

In 1999 the Government published a document called "*Caring About Carers*". It describes ways of helping and supporting carers and covers the wide range of issues that affect carers' quality of life. This can be found on the Department of Health Carers' website: www.carers.gov.uk

This includes:

- Proving information;
- Recognising and assessing carers' needs;
- Listening to the voice of carers in service planning;
- Having Quality Services;
- Opportunities for a break;
- Emotional support;
- Training and advise to care;
- Financial security (and support to remain in employment)

The action plan for 2005/06 has been developed using these standards as a framework.

Local Councils have been allocated funding via a grant called the Carers grant. This grant has been used to develop different types of carers support in both the Statutory and Voluntary Sector such as:

- Sefton Carers Centre; (Details can be found on the Sefton Carers website www.sefton-carers.org.uk)
 - Carers Emergency respite (CERT)
 - The Carers Voucher Scheme
 - Hospital Discharge link workers
 - Support to develop the direct payments service
 - Carers life-long learning training support scheme.
- Crossroads respite breaks for carers;

- Making Space; (Mental Health Organisation)
 - Carers support officer
 - Carers stress management breaks scheme
 - The befriending scheme
- The Alzheimer's Society;
- PSS; (Carers breaks and the Sefton Young Carers Project)
- Sefton Carers Saturday club;
- Mencap;
- Scope;
- Community rehabilitation O.T (Occupational therapy) support
- The Sefton Social Services Adults Care management (to provide carers breaks);
- The Childrens' Services Children with disabilities team (to provide carers breaks).

The Carers grant is also used to fund some of the older carers link worker posts working within the Sefton Learning Disabilities team, leisure inclusion officer and short breaks development officers posts working within the Children with disabilities team.

The Council also provides funding to other Voluntary organisations who provide home safety schemes to help vulnerable people live at home such as:

- The Southport and Formby Handy-help and social inclusion scheme
- The Netherton Feelgood Factory Accident prevention scheme.
- Sefton Helping Hand
- Sefton OPERA.

Ensuring Carers are fully informed

Carers can access information in a number of ways for example from Social Services, Sefton Carers Centre, The Councils and Primary Care Trusts web sites and the Councils One-stop Shops.

One of the aims of the Strategy and Implementation group is to ensure that the information is :

1. **Accurate** ; (Information can become outdated very quickly. Organisations need to ensure that leaflets, telephone advice and websites give correct phone numbers and information (for example relating to benefits))
2. **Accessible**; Information needs to be easy to see and to obtain.
3. **Provided when it is needed**; For example on hospital discharge.
4. **Provided considerately**; All organisations providing information to carers should be sensitive to the concerns and anxieties faced by carers.
5. **Jargon free**;
6. **Available in various forms**; including minority languages, easy read (with pictures for people who have a learning disability), on tape or CD, in Braille for people who have visual impairment. Carers may need an interpreter for British Sign Language or other minority languages.
7. **To be able to choose appropriate services, carers therefore need to know:**
 - What is available
 - Whether they or the person they care for qualifies for help
 - Whether there is a charge and how this is calculated
 - How we measure our standards of services
 - How to complain
 - Who to contact if there is a problem

The Sefton Carers Strategy Implementation Group.

This is a multi-disciplinary partnership group who meet every three months to oversee the Carers strategy in Sefton. Since the group first came together in 1999 there have been many changes in legislation and Government service directives aimed at improving the lives of vulnerable people and their carers.

Members of the strategy group are representatives from:

- Social Services (Adults and Childrens Divisions)
- South Sefton Primary Care Trust
- Southport and Formby Primary Care Trust
- Sefton Carers Centre
- Other Voluntary Sector Providers
- The Chair of the Sefton Carers Forum

The group discuss matters such the issues in relation to the National Carers strategy, matter raised at the Carers Forum, information relating to Changes in service delivery and feedback from National and Regional carers conferences.

Sefton Carers Strategy and implementation group action plan

Providing Information

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
<p>To keep carers up to date with current information and carers legislation to help them make informed choices about their caring role.</p>	<p>All agencies:</p> <ul style="list-style-type: none"> • Social Services Department • Primary Care Trusts • Sefton Childrens services Department • All Voluntary and independent Sector agencies providing service to carers. • Sefton Council's Corporate Customer Services Department 	<ul style="list-style-type: none"> • On going consultation • Various planning groups • Through SSD Customer Service Dept • Various Primary Care Health sites (e.g.) GP Surgeries • Through Voluntary Organisations providing carers services • Sefton Social Services departmental business plans 	<ul style="list-style-type: none"> • Strategy and implementation group meetings. • Carers Forum meetings • Web pages on the Council's internet website • Sefton Carers Centre website and Carers newsletters • Numbers of carers on the Sefton Carers Centre database • Information packs • The Learning Disabilities Partnership Board Newsletter • Primary Care Trust websites and newsletters • Sefton Health improvement newsletter

Recognising and assessing carers needs

In order to understand what sort of help carers need, there are two main questions to answer: Who are carers and what do they need?

Who are the Carers in Sefton?

In Sefton there are various agencies that collect information about carers, Social Service departments and Primary Care Trusts being the main agencies. Both Sefton Social Services and the Primary Care Trusts are the main funders of the Princess Royal Trust, Sefton Carers Centre based in Waterloo.

Carers can register their details with the Sefton Carers Centre and can obtain help and support to have their needs assessed. Carers needs differ in a number of ways depending on factors such as:

- The level of support or personal care they provide to the person they care for
- Their relationship to the person they care for
- The illness or disability of the person they care for
- Their cultural needs or those of the person they care for
- Whether the carer is in employment
- If the carer lives a distant from the person they care for.

What is a carer's assessment?

A carer's assessment is made by a professional from Health or Social Services. The assessment will take into account all the things that a carer undertakes to do when looking after a relative, friend or neighbour. It also considers how this affects the carer's health and welfare and whether they can or wish to continue with caring. The assessment is an opportunity for a carer to ask any questions and discuss any worries they have and any help they or the person they care for may be eligible for.

Carers' rights:

- All carers including parent carers have the right to an assessment of their social care needs;
- All carers have the right to have a record of the assessment;
- Carers may choose to have their assessment on their own or with the person they care for or with a friend, relative or advocate (someone who can speak independently on their behalf);
- A carer's assessment should take into account the carer's ability and willingness to meet the needs of the person they care for;
- No assumptions should be made that a carer wishes to continue to care;
- Carers' needs should be reviewed annually or sooner should circumstances change;
- Carers have a right to an assessment even if the person they care for is unwilling to have their needs assessed;
- An assessment should take into account a carer's life-long learning, employment and recreational needs;
- Carers have the right to an assessment even when the person they care for does not live in the same Local Authority.

Children and Young People who provide care.

The Government document "*Caring about Carers*" states:

"The experience of growing up in a family where a parent, relative or sibling is ill or disabled can bring both rewards and difficulties"

Many young carers feel that supporting a parent, grand-parent, brother or sister is only a small step above helping around the house and some families often prefer to manage independently

rather than have formal home care services. However it is important that the child's welfare is top priority and that families know about the range of ways they may be eligible for extra help at home.

Young carers may face a number of difficulties such as:

- Being afraid to ask for help;
- Worrying about their family's future;
- Worrying about their own future;
- Having problems at schools, including missing lessons, or being late for school, unfinished homework which can affect their chance in gaining qualifications;

- Feeling left out by professionals who are focusing on the needs of the person cared for;
- Having feelings of anxiety and responsibility inappropriate to their age when things go wrong;
- Feeling isolated from their peers due to the home situation;
- Not being able to act like a child and enjoy play and recreation.

Sefton Childrens Services Division fund the **PSS Young Carers Project** though their main stream budgets and additional funding is provided via the Carers Grant for support, activities and short breaks for Young Carers.

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
Carers to be recognised as partner providers of care	All agencies	<ul style="list-style-type: none"> • Professionals to listen to carers and acknowledge their expertise • Carers to be fully involved in the assessment process 	<ul style="list-style-type: none"> • Needs led assessments that takes into account circumstances and needs of the carer. • Involvement of carers in all planning groups for areas of development in services.
Carers will be offered an individual assessment of their own needs and be fully involved throughout this as stated in Carers legislation (i.e. The Carers recognition and services Act 1995 and the Carers and (Disabled Children Act 2000), The Framework of assessment for Children in need, and Carers Equal Opportunities Act 2004.	<ul style="list-style-type: none"> • Social Services with the assistance of their Voluntary Sector partners. • Sefton Children Schools and Families division • PSS Sefton Young Carers Project. 	<ul style="list-style-type: none"> • Care Managers to offer all carers an assessment of need. • Evaluate current procedures • Record number of carers assessments and refusals. • Social Services, childrens services and primary care trust to actively promote good practice. 	<ul style="list-style-type: none"> • Through Performance indicators. • Feedback from individual carers and Sefton Carers Centre

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
<p>All carers who provide regular and substantial care for a person with mental health needs on CPA (Care Plan Approach) should:</p> <ul style="list-style-type: none"> • Have an assessment of their caring, physical and mental health needs repeated on at least an annual basis • Carers will have their own written care plan which is given to them and implemented in discussion with them. 	<ul style="list-style-type: none"> • Mersey-care, Social Services (Community Mental Health Teams) CMHT • Making Space • Mainstream Imagine 	<ul style="list-style-type: none"> • Key workers of CPA ensure that the carers assessment is completed and included as part of CPA. 	<ul style="list-style-type: none"> • Through Performance indicators • Monitoring the take up of support schemes such as <ul style="list-style-type: none"> ■ Making Space ■ Mainstream Imagine ■ Sefton Women’s Advisory Network (The SWAN Centre)
<p>Carers will be consulted about the level of care they are able to offer.</p>	<p>All Agencies</p>	<p>Through Carers Assessment and Care Management</p>	<ul style="list-style-type: none"> • Sampling of Carers assessment for quality
<p>To identify the Number of Carers over the age of 70 looking after someone with a learning disability in line with the objectives of “Valuing People” and putting services into place to help meet those needs</p>	<ul style="list-style-type: none"> • Sefton Social Services • Primary Care Trusts • Sefton Carers Centre. • Merseycare 	<ul style="list-style-type: none"> • Sefton Learning Disabilities assessment teams • Sefton Learning Disabilities Partnership Board (Carers Subgroup, • Sefton Adults with Learning Disabilities Database (co-ordinator), • Contracts and Commissioning Teams. 	<p>Monitoring and evaluation of Local Partnership Board Action Plan.</p>

The Voice of carers in Service planning

Sefton Carers Forum

Since 1994 carers in Sefton have been able to express their views and anxieties through the Sefton Carers Forum. Carers from both North and South of the borough can attend the meetings which take place every three months (or sooner if there are issues which carers feel require urgent discussion). The chair is elected annually and is usually a carer or someone who has been a carer. Other people who may attend the forum are:

- Elected members
- Representatives from Social Services
- Representatives from Children Schools and families Division
- Representatives from Primary Care trusts
- Representatives from Health Trusts
- Representatives from other organisations who help carers.

Sefton Council for Voluntary Services have produced a directory of the various partnerships in Sefton such as the Sefton Learning Disabilities Partnership Board or the PALS (Patient and Advocacy Liaison Services) groups in Sefton. Further information can be found on the following website link www.networksefton.org.uk

The Patient Advice Service, (known as) PALS, is part of the government's commitment to ensuring that the NHS listens to patients, resolves their immediate concerns and then uses their views to develop services so they continue to meet the needs of patients, carers and their relatives.

PALS is complimentary to the complaints service, providing an approachable, accessible route to sorting out concerns that a patient, relative or carer might have with the NHS, to identify problems and provide information. PALS is able to feed back these experiences into the trust and highlight potential difficulties, working with staff to ensure that services are shaped around the needs of their patients.

The PALS officer will always be the point of contact for the patient with an explanation of what has happened and let them know what has been done to sort out the problem. If matters are not satisfactorily resolved then the PALS can advise on making a formal complaint, on where to seek specialist advice or independent advocacy.

PALS officers are based in every NHS trust, both within hospitals and within Primary Care

Who can use the service?

Anyone who is a NHS patient can use this service. It is free and confidential.

Advocacy Services.

There are several advocacy services in Sefton whose role is to support people with the decision making process of planning their care arrangements for the future. Sefton Social Services and the Primary Care Trusts provide financial support to they organisations below:

- Sefton Pensioners Advocacy
- People First
- Sefton Advocacy
- Sefton Carers Centre

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
<p>Carers to be entitled to fair and equitable access to services and clarity about eligibility</p>	<p>All agencies</p>	<ul style="list-style-type: none"> • Current assessment and care management reviewed in line with "Fair Access to services", the Green papers "A New Vision for Adult Social Care" and "Choosing Health" (Long terms conditions guidance) 	<ul style="list-style-type: none"> • Evidence of written procedures • Clear eligibility criteria • Clear access criteria
<p>Carers to be treated with sensitivity, with no assumptions being made about the needs of the carer</p>	<p>All agencies</p>	<ul style="list-style-type: none"> • By using the Local Standards for Carers Services. 	<ul style="list-style-type: none"> • Quality assurance reviews with carers. • Monitoring the number of complaints and compliments • Feedback from the carers forums
<p>Carers to be able to have confidence in the way services are delivered, their consistency and reliability and the expertise and competency of staff.</p>	<p>All agencies</p>	<ul style="list-style-type: none"> • Service Specifications which outline standards of care as per Commission for Social Care Standards Commission regulations • Reviews of workforce plans for Statutory , Voluntary and independent providers. • Multi-agency training and development initiatives • Strategic health Authority workforce planning arrangements 	<ul style="list-style-type: none"> • Quality assurance, Contract standardisation and monitoring. • Health and Social Care workforce planning reviews. • Incorporating service users and carer feedback into contract review meetings

Opportunities for a break

Over 4000 carers in Sefton are looking after someone with an illness or disability for more than 50 hours a week. This may be providing help with personal care such as :

- Washing/Bathing;
- Dressing;
- Walking around the home;
- Getting in or out of bed;
- Cooking or keeping the home clean;

- Communication because of hearing, sight difficulties or difficulty understanding;
- Helping with finances or paying bills;
- Collecting medication or making sure someone takes prescribed medication.

Many carers do this whilst trying to work and look after their own families and homes. Taking time off is essential to a carers welfare. Sefton Social Services, and the Children with Disabilities teams (within the Childrens Services department) both purchase and provide a range of break services through Community Care budgets and through the Carers grant.

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
<p>Carers of people who are assessed as being in need of community care services will have the opportunity to access flexible care to enable them to have a break from caring for a few hours, a weekend or longer depending upon the outcome of the assessment</p>	<p>Care Managers and Service Providers</p>	<ul style="list-style-type: none"> • Through an assessment provided under the NHS and Community Care Act 1990 and other carers' legislation 	<p>Take up of:</p> <ul style="list-style-type: none"> • Residential respite • Day Services • Voucher scheme • Adults Placements • Various other Voluntary sector initiatives (within Sefton's menu of services) • Children with Disabilities Team/ Teen clubs Holiday Play-schemes, Saturday Clubs • Carers Emergency Respite • Direct payments • PSS Young Carers breaks • Respite to carers looking after someone with palliative care needs

Emotional Support

Providing care for another individual can be lonely and demanding. Sometimes carers can become socially isolated. Also a carer may find that when their caring role ends (for example if the person they care for becomes in need of higher level nursing care or dies) they find it difficult to adjust

in the change in their life. Different kinds of emotional support may be necessary. Sefton Carers Centre, and Age Concern provide counselling to people in such situations as do a number of other organisations listed in the Sefton CVS directory.

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
To recognise the emotional needs of all carers regardless of gender, race, age, disability, religious beliefs, and sexual orientation.	All Agencies, Statutory and Voluntary	<ul style="list-style-type: none"> • Quality services • Assessments that recognise the need for support • Providing Feedback to carers • Further development of communication methods • Appropriate sign-posting to relevant support services 	<ul style="list-style-type: none"> • Quality Assurance • Focus Groups • Open Dialogue with carers • Involvement of carers in consultation, Local Implementation Teams, and Partnership Boards • Help lines • Counselling services • Bereavement and loss services

Training and advice to care

When a carer is supporting someone who is sick or disabled (especially if they have mobility problems) it is important that they have the right knowledge and training. Without this carers may injure themselves or the person the care for and may become ill through stress, tiredness, or frustration when they do not understand how a person's condition can affect their behaviour.

Person Centred (Care) planning looks at the needs of a person in all aspects of their lives. The plan will include information about what a person likes and dislikes, what sort of things would pose a risk to their safety, what areas of their lives they need support with, how they wish to spend their leisure time, what sort of things would help them to improve their quality of life. A Health Action Plan provides information on the things that people need to do in order to keep healthy such as:

- Eating a balanced diet
- Undertaking appropriate exercise
- Having regular eye checks or hearing tests
- Being able to develop one's mind through education, hobbies or other social activities.
- Being able to keep in touch with other people in person, by phone or via the internet.

Family plans take into account the needs of all

members of a family. Some things may be important to one individual yet this may impact upon another person's rights and choices. This year staff from Sefton Social Services and the Primary Care Trusts have done a lot of work with people who have a learning disability and their family carers to develop individual and family plans.

Further information can be found about Person Centred Planning by visiting the **Valuing People** website at www.valuingpeople.gov.uk or: www.familiesleadingplanning.org.uk

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
<p>Staff will be aware of the particular training needs and caring issues faced by carers from ethnic communities, carers with disabilities, young carers those in the workforce, lone carers and older carers</p>	<ul style="list-style-type: none"> • Sefton Carers Centre. • Merseyside Partners in Policy Making • PSS Sefton Young Carers • Health and Social Care Professionals • Community Development officers (Sefton Council for Voluntary Services) • Social Service and Primary Care Trusts training departments 	<ul style="list-style-type: none"> • Life-long learning co-ordinator roles and responsibilities • Carers needs identified in assessment, and Person Centred planning • Care providers working to National Vocational Qualification standards 	<ul style="list-style-type: none"> • On going performance monitoring • Numbers of carers accessing training in: <ul style="list-style-type: none"> ✓ Moving and handling a person to prevent injuries ✓ Stress Management training ✓ Assertiveness training ✓ Risk assessment for carers ✓ Medical conditions and how to manage medication or challenging behaviour ✓ Training for carers in the use of community equipment such as hoists and wheelchairs ✓ Training for carers with I.T in order that they can access information by the internet ✓ Carers who have had support with person centred plans for themselves and the person they care for

Financial security/Carers in employment

Many carers combine caring with paid work. Although some carers choose to give up their jobs to care full time, many would prefer to stay in work. According to a survey carried out by Carers UK (a campaigning charity which supports carers) paid work is important for the following reasons:

- Financial independence
- Covering the costs of caring
- Personal satisfaction and self actualisation
- Having an external focus and source of satisfaction
- Contributing to society and the economy
- Maintaining social networks and personal self esteem

According to Carers UK one in eight people in the UK workforce is a carer.

Some of the reasons why people reluctantly give up work is because of:

- The stress of juggling work and providing substantial levels of care
- Unsuitability or inflexibility of care services
- Inflexibility of workplace contracted hours.

More information about carers and work can be found by visiting www.acecarers.org.uk

Further information about carers benefits can be found on the following websites:
www.direct.gov.uk
or www.dwp.gov/dwpca/index.jsp

Objectives	Designated area of responsibility	Method (s)	Evidence of outcomes:
<p>Carers to be sign-posted to advisors who will provide them with accurate up to date information on the range of benefits available</p>	<ul style="list-style-type: none"> • Sefton Welfare Rights Team • Sefton Carers Centre • Advocacy workers • Carers Centre I.T. Training co-ordinator 	<ul style="list-style-type: none"> • Benefit advise and up to date assessments of eligibility for financial help with benefits such as attendance allowance, housing benefit, carers premium, disability allowance Independent living fund 	<ul style="list-style-type: none"> • Monitoring of up take of benefits • Numbers of Carers Gaining recognised I.T. Qualifications.
<p>Carers friendly employment policies so carers who wish to be employed and carry out their caring responsibilities</p>	<ul style="list-style-type: none"> • All agencies (With Sefton Carers Centre taking responsibility for awareness training) • Sefton Council Corporate personnel department • The Primary Care Trusts 	<ul style="list-style-type: none"> • Link workers to signpost working carers. • Training for personnel managers 	<ul style="list-style-type: none"> • Sefton Council extending the range of Flexi working arrangements in various Departments • Increased number of working carers on Sefton Carers Database
<p>Community Care and carers assessments will take into account a carers need to work.</p>	<ul style="list-style-type: none"> • All care managers 	<p>Where service users are assessed as being eligible for Community care services, direct payments are discussed with service users and carers.</p>	<ul style="list-style-type: none"> • Direct payments Performance indicators

Useful addresses, telephone numbers emails and website addresses

Sefton Carers Centre

Fingerprint house
39-41 South Rd
Waterloo
Merseyside
L22 5PE
Tel 0151 476 9000
Email: help@sefton-carers.org.uk
Website www.sefton-carers.org.uk

Southport and Formby Primary Care Trust

5 Curzon Road
Southport
PR8 6LW
Tel: 01704 530940
Fax: 01704 387096
Website www.southportandformbypct.nhs.uk

Carers Week

20/25 Glasshouse Yard
London
EC1A 4JT
Tel 020 7566 7608
Fax 020 7253 9831
E mail carersweek.org
Website www.carersweek.org

PSS Sefton Young Carers

62 Coronation Rd
Crosby
Liverpool
L23 5RQ
Tel 0151 924 5544
Email seftonycoffice@pss.org.uk

Sefton at Work

286-288 Stanley rd
Bootle
Merseyside
L20 3ER
Tel 0151 934 2757

Sefton Womens Advisory Network

(The SWAN Centre)
253 Knowsley Road
King George vi Centre
Bootle
L20 5DE
Merseyside
01519333292

Sefton Welfare Rights Team

Merton House Stanley Rd
Bootle
L20 2UU
Telephone 0151 934 3660

Sefton Customer Access Team

7th Floor
Merton House
Stanley Rd
Bootle
L202UU
Tel 0151 934 3757
Website www.sefton.gov.uk

South Sefton Primary Care Trust

3rd Floor, Burlington House
Crosby Road North
Waterloo
Liverpool L22 0QB
Tel: 0151 920 5056
www.southseftonpct.nhs.uk

ACE National, (Action for carers and employment)

Carers UK,
20 - 25 Glasshouse Yard,
London EC1V 4JT
Telephone: 020 7566 7843
e mail: ACE National
Website www.acecarers.org.uk

Sefton Pensioners Advocacy Centre

7-11 Yellow House Lane
Southport
Merseyside
PR8 1ER
Tel 01704 538411

Sefton Leisure Services

Pavilion Buildings
99-105 Lord Street
Southport
PR8 1RJ
Tel 0151 934 2377

Making Space

46 Allen Street
Warrington
Cheshire
WA2 7JB
Tel 01925 571680
www.makingspace.co.uk

Merseytravel (Community Links Access Team)

24 Hatton Garden
Liverpool
L3 2AN
Tel 0151 330 1200
www.merseytravel.gov.uk

Other useful websites

http://www.caresonline.org	Carers online
http://www.mencap.org	Mencap
http://www.familymatters.org.uk	Family Matters
http://www.hft.org.uk	The Home Farm Trust
http://www.scope.org.uk	Scope
http://www.peoplefirst.org.uk	People First
http://www.cafamily.org.uk	Contact a Family
http://www.seftoncvcs.org.uk	Sefton Council for Voluntary Services
http://www.ace.org.uk	Age Concern
http://www.learningdisabilities.org.uk	The Foundation for Learning Disabilities
http://www.surgerydoor.co.uk	Surgery door
http://www.focusondisability.co.uk	Focus on disability
http://www.learndirect.co.uk	Learn Direct
http://www.bbc.co.uk/england/ringaroundcarers	Ring Around Carers
http://www.holidaycare.org.uk	Holiday Care
http://www.dh.gov.uk/carers	The Department of Health carers website
http://www.ilf.org.uk	The Independent Living Fund
www.bild.org.uk	British Institute of Learning Disability
www.housingoptions.org.uk	Housing Options
www.lifetimecaring.org.uk	Lifetime of Caring
www.parkinsons.org.uk	The Parkinson's Disease Society.

www.afbp.org	Action for blind people
www.alzheimers.org.uk	Alzheimer's Society
www.depressionalliance.org	Depression Alliance
www.dsa-uk.com	Down's Syndrome Association UK
www.dsrf.co.uk	Down's Syndrome Research Foundation
www.mentalhealth.org.uk	Mental Health Foundation
www.mind.org.uk	Mind
www.mssociety.org.uk	Multiple Sclerosis Society of great Britain and N. Ireland
www.nsf.org.uk	National Schizophrenia for Epilepsy
www.rnid.org.uk	Royal National institute for deaf people .
www.dyspraxiafoundation.org.uk	Dyspraxia Foundation
www.leonard-cheshire.org	Leonard Cheshire Foundation
www.mentalhealth.org.uk	Mental Health Foundation



For further details please contact Shirley Parker, Planning & Development Officer
Social Services Department • 7th Floor • Merton House • Stanley Road • Bootle • Merseyside • L20 3UU
Telephone: 0151 934 3689
E-mail: shirley.parker@social-services.sefton.gov.uk



2005-2006
Supporting Carers

Sefton Council 