

Supporting Informal Carers

Brent Carers Strategy

2024 - 2027

Today

- Recap the journey so far
- Explore the content of the strategy in more detail
- The six commitments (inc. 'No Wrong Doors' MoU)
- Next Steps
- Discussion

The Vision

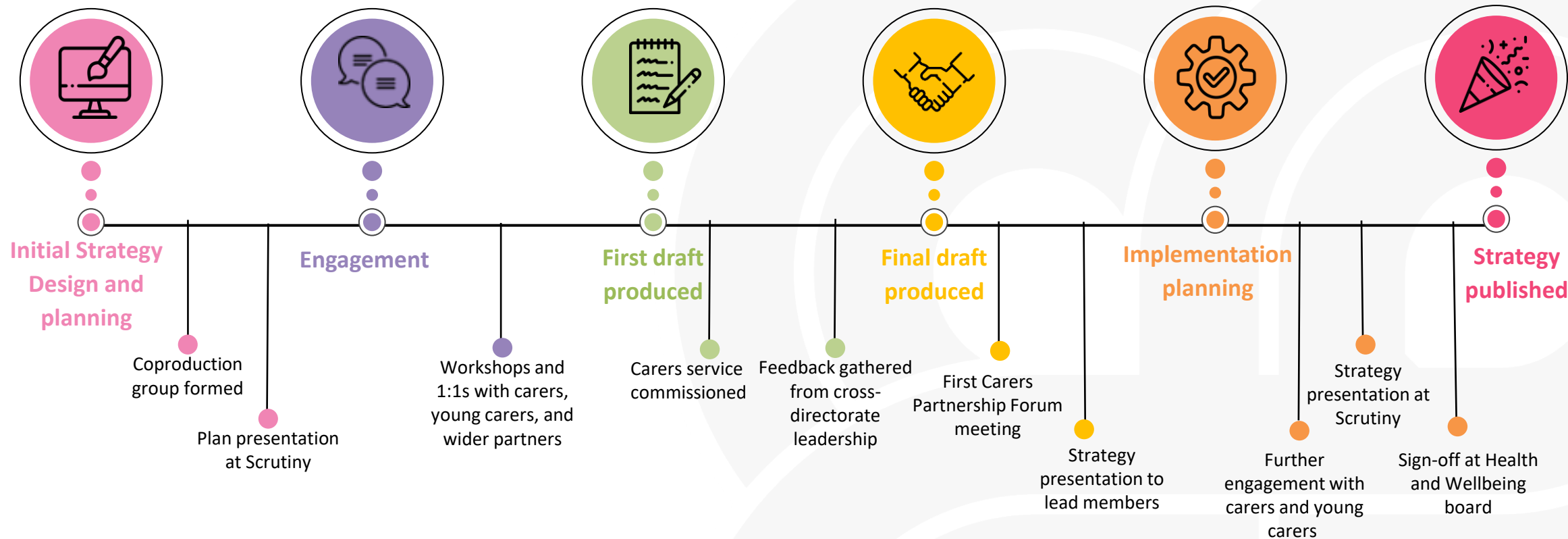


Throughout the development of this strategy, we have kept the values of the Brent Integrated Care Partnership (ICP) in mind; putting the resident at the heart of its development, working in partnership, and really listening to our community of people who care to understand what matters to them, and what will have the biggest impact for them, whilst also considering the sustainability of the health and care system. This strategy takes its roots in what carers have told us they want, rather than the vision of what has been set out by the Health and Care system.

Although some of the conversations were hard, they were necessary given that they highlighted the requirement for Health and Social Care services to do more to support and appreciate carers in Brent. Those conversations helped us to develop a shared vision. Collectively, we agreed that we want Brent to be a place where people who provide unpaid care are:

- **Seen and heard when accessing services**
- **Supported as individuals, with more opportunities to be themselves**
- **Valued for the care they provide**

The journey so far



'No Wrong Doors'



- **'No wrong doors'** is a memorandum that Brent Council intends to commit to and implement in the coming years.
- The principle underpinning this nationwide memorandum of understanding is that there should be **"no wrong doors"** for young carers and their families. Young carers should be identified, assessed and supported regardless of which service is accessed in the first place.
- It is necessary given that there is evidence to suggest that the caring role has a negative impact of caring responsibilities on mental health, education and life opportunities for young carers
 - 1 in 3 'always' or 'usually' struggle to balance caring with education
 - Young carers are significantly more likely to report severe psychological distress, self-harm, and make attempts on their own life
 - Young Adult Carers are 38% less likely to achieve a university degree, and significantly less likely to enter employment.

Our six key commitments



Based on the vision in the strategy, we have crafted **6 key commitments**, which we intend to implement in the next 3 years.

Brent Council's commitments are based around the following themes:

Access to information

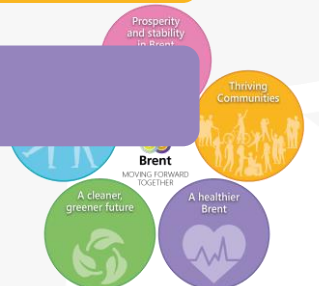
Partnership working

Supporting wellbeing

Carer awareness

Reaching into communities

Supporting young carers at the start of their caring journey



Our six key commitments



Access to information

- **Create a single carers resource**, that brings together information from health, social care and Brent's communities in one place.
- **Promote how and where information can be accessed** in a wide range of health settings, such as community buildings, libraries, and places of worship.
- **Maintain "Carers Hubs"**
- **Hire a carers engagement officer** within the council's Adult Social Care team

Partnership working

- **Create a Carers partnership forum**, attended by all the organisations who support people who care.
- **Explore the creation of a "consent passport"**.
- **Host quarterly care forums**, alongside Brent's health partners, to enable the voices of all carers to be heard.
- **Build on the co-production of this strategy** to put carers at the heart of service delivery, such as monitoring our new carers contract, and overseeing the delivery of this strategy

Supporting wellbeing

- **Create a local offer for carers in Brent**
- **Continually listen to the challenges that carers tell us they are facing** and aim to develop services and resources that will make real, long-lasting differences to their lives.
- **Clarify the various elements of our respite offer.**
- Use the new Carers' hub to **deliver a range of support services and wellbeing therapies**
- **Develop tailored support to help unpaid carers** through transition periods in their caring role
- We will continue to provide **Mental Health First Aid Training**
- **Develop an improved 'carers card'**
- Work with Brent Health Matters to offer a **'one stop shop'** for health in communities
- **Utilise the council's position in the local economy/community to bring in benefits for carers.**



Our six key commitments



Carer awareness

- **The development of a carer awareness course**, based upon the principles of our Making Every Contact Count (MECC) approach, that can be delivered by our commissioned provider to community groups, all front-line roles within the council and health and partner organisations.
- **Improve our training offer for health and social care staff**, which will set standards for adult and young carer assessments, implement the triangle of care, and make best use of tools such as the Carers Trust hospital discharge toolkit

Reaching into communities

- **Changing the language, we** use to make caring more recognisable
- **Using our local offer** to be clear about the benefits of being identified as a carer
- **Developing a comprehensive communications campaign.**
- **Building better connections with community faith groups**
- **Improving access to local authority carers assessments.**
- **Develop more opportunities to celebrate carers** and reduce stigma.
- Brent Council will build on our statutory duty to carers and will endeavour to routinely identify carers when they access services, assess impact on carers of any policy or service change, and monitor equality of access as we would for other groups who are known to experience inequalities.
- The Council will adopt a leadership role in **setting a standard for recognising carers in the workplace.**

Supporting young carers at the start of their caring journey

- **Developing an awareness programme** to educate teachers, school staff, and healthcare professionals about how to identify young carers
- **Adapt our training offer and roll it out amongst teachers**
- **Establish communication channels and set up regular meetings** so that information can be shared, and young carers identified quickly
- **Developing a comms campaign** and raising awareness amongst students at schools about the role of young carers and the support available to them

Implementation: granular planning

Here is an example of content from the more detailed implementation plan including timelines:

Ref	Activity	Owner	Start	End	Status	01/04/2024 April	01/05/2024 May	01/06/2024 June	01/07/2024 July	01/08/2024 August	01/09/2024 September
	Access to information										
1	Create a single carers resource		01/04/2024	13/09/2024	On track						
1.01	Review the carers resource created by Hasmita and update if necessary		01/04/2024	31/05/2024	Completed						
1.02	Review available online platforms to publish the resource		01/05/2024	31/05/2024	On track						
1.03	Publish online on various platforms, including the Brent council website		01/05/2024	30/06/2024	On track						
1.04	Print copies and use as an ongoing engagement tool		01/07/2024	30/09/2024	Not started						
1.05	Identify opportunities to host the resource, e.g. in Brent Carers Centre, GP surgeries, Brent Council buildings, libraries, hubs		01/07/2024	30/06/2024	On track						
1.06	Develop a comms plan to outline how the resource will continually be promoted, Easy Readversion, Braille, Languages, sign language video		01/06/2024	31/07/2024	Not started						
1.07	Secure commitment from Carers Partnership Forum to promote the resource		01/06/2024	30/06/2024	On track						
1.08	Implement the resource as a standing agenda item at the Carers Partnership Forum		01/06/2024	30/06/2024	Not started						
1.09	Agree a schedule to review and update the resource		01/07/2024	31/07/2024	Not started						
1.1	Attend outreach events with Brent Health Matters to increase reach into communities		01/07/2024	30/09/2024	Not started						
2	Promote how and where information can be accessed		01/04/2024	13/09/2024	Not started						
2.01	See above actions for 'Create a single carers resource'		01/04/2024	13/09/2024	Not started						
3	Hire a Carers Engagement Officer		01/04/2024	20/09/2024	On track						
3.01	Identify and agree budget for post		01/04/2024	30/04/2024	Completed						
3.02	Produce job description, agree length of contract, and get sign-off from HR		01/04/2024	30/04/2024	Completed						
3.03	Advertise the role, using the council website, guardian jobs and others		30/06/2024	31/07/2024	Not started						
3.04	Review applications and shortlist candidates		01/08/2024	15/08/2024	Not started						
3.05	Interview prospective candidates		20/08/2024	28/08/2024	Not started						
3.06	Agree hire		01/09/2024	01/09/2024	Not started						
3.07	Create workplan for Engagement Officer		01/07/2024	01/09/2024	Not started						
4	Support maintenance of carer hubs		01/04/2024	30/09/2024	Not started						
4.01	Establish location and set-up of Carers hubs		01/04/2024	31/05/2024	Completed						
4.02	Ensure understanding of support offered by each hub		01/05/2024	30/06/2024	Completed						
4.03	Establish what support is required to maintain the Carer hubs		01/05/2024	31/07/2024	Completed						
4.04	Create maintenance plan		01/04/2024	31/05/2024	Completed						

Next Steps: Beyond Strategy Sign-off



Discussion



- Questions?

