

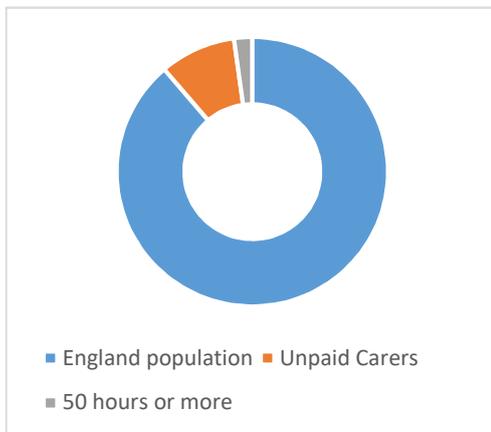
Carers – adult carers and carers of adults in need of care and support

Introduction

Carers or anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support are estimated to be almost 100,000 people in Norfolk. Often these are relatives who find it difficult to think of themselves as carers, who look for support for their caring role only when they reach a crisis, however, if help and support are given early would be able to care for longer and both they and the person they care for would remain well for longer.

The Care Act 2014, for the first time, gives the same rights to carers as those given to the people they care for.¹ Mainly covering adults and adult carers with some provision 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 these groups are mainly provided for under the Children and Families Act 2014 and are cover in a separate briefing paper.

Summary



In the 2011 census 10.2% of the population were providing unpaid care, approximately 94,700 in Norfolk and of those whom were over 16 years old more than 36,000 were in part or full time employment. 2.4% providing 50 or more hours of unpaid care per week. 3 in every 5 people will become a Carer at some point in their lives and 1 in 5 Carers give up work to care.

According to Carers UK's "The State of Caring in 2016" report the value of unpaid carer carers give in the UK is £132bn and can be compared to health spending in the UK which is £134bn.²

"8 out of 10 carers buy or receive some form of practical support with their caring role, equipment, technology, a break from caring or help from family and friends. However 1 in 5 who are providing 50 hours or more of care each week are receiving no practical support with their caring role."²

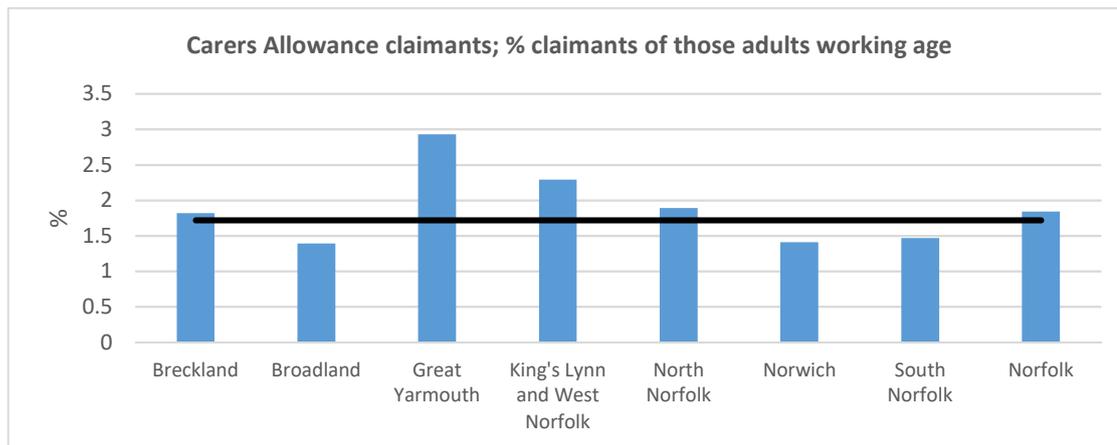
Just over half of carers are female and the majority are over 50; just under 40% are aged 50-64 and just under 30% are 65 and over.

A recent survey by Norfolk County Council asked Carers and interested parties questions around what services they had received or used as a Carer. Understanding the demographics and responses will be used with other information and research to inform the commissioning intentions to be published by the end of December. Approximately 70% of the responses came from Carers and indicated that the majority cared for an immediate family member (parent, partner, child), The largest percentage were caring for someone in the working age group, growing again for those over 75 and 85+. The carers themselves were mainly in the working age group with approximately a quarter in the 65-74 age group and three quarters were female. The respondents indicated the most commonly used service by carers was Information and advice and the most common service used by the cared for were homecare and respite.

¹ <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

² <http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2016>

Headlines



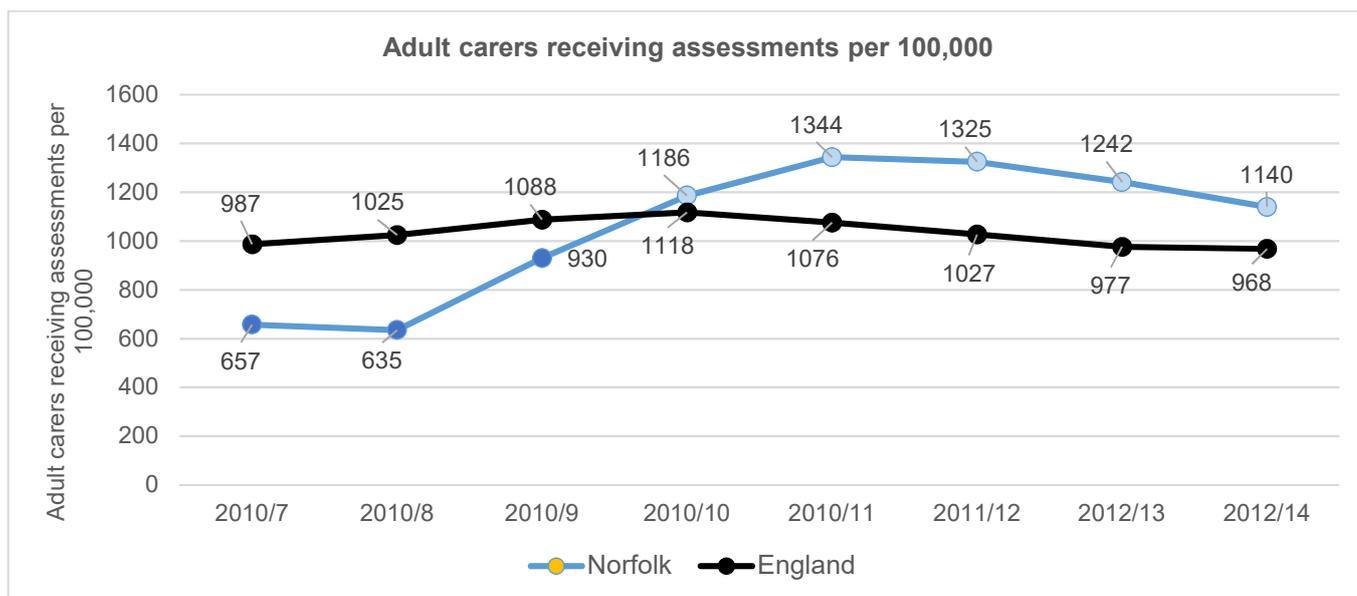
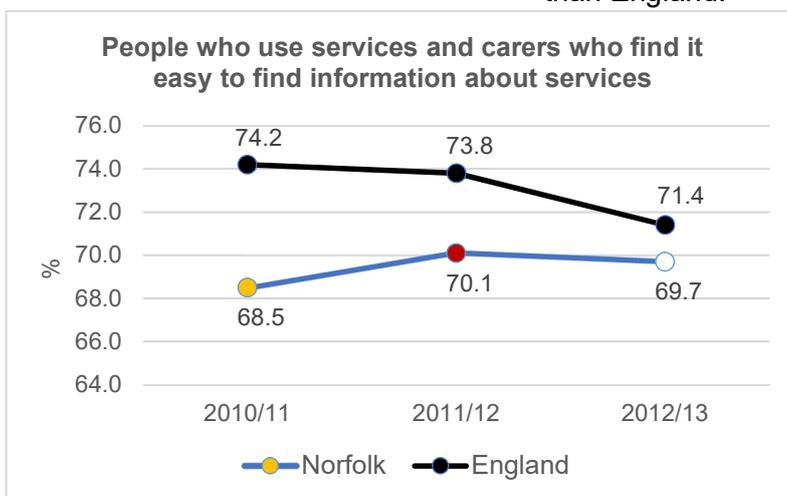
In indication of the impact on the working age population of caring is the % of this population whom claim Carers allowance. This varies across the county with Great Yarmouth the highest Broadland the lowest. Norfolk as a whole is slightly higher than England.

Public Health England Adult Social care data includes a number of indicators which relate to carers.

Carer-reported quality of life (ASCOF, 1D – Carer-reported quality of life) for Norfolk is 8.1%, similar to the rest of the region and England.

Better Care Fund for Carers domain 1.18ii – social Isolation: percentage of adult carers who have as much social contact as they would like for Norfolk is 39.4% similar to England 41.3%.

Ensuring a positive experience of care and support domain includes Overall satisfaction of carers with social services was also similar (44.6%) to England (42.7%) however the number of Adult carers receiving assessments per 100,000 were higher (1,140) than England (968) and the proportion of people who use services and carers who find it easy to find information about services is 69.7% slightly lower than England at 71.4%.



Influences on Health and Wellbeing

Department of Health “Carers and personalisation: improving outcomes”³ paper sets out five areas which will be required to achieve this personalisation and improvement in outcomes;

- Recognising the expertise of and working in genuine partnership with, carers at all levels of service design and delivery
- Enabling carers to design their own support, have access to direct payments and be engaged in the support plan of the person they care for and the assessment where appropriate
- Whenever possible, establish whole family approaches that ensure there is integrated support planning that benefits everyone involved
- Fully recognise the differing social and emotional impacts of providing support to another person and that these do not necessarily correlate to the number of hours spent, or the tasks undertaken, in providing care
- Develop a range of support options and opportunities to match the diverse needs of carers and the outcomes they wish to achieve in their lives

Social, environmental, population context

Over 94,000 people across Norfolk provide unpaid informal care which would cost the taxpayer over £500m to buy. Over half are female, the majority of carers are over 50: 37.8% are aged 50-64 and 27.6% are 65+.⁴ Balancing caring with work can be difficult, employers can make reasonable adjustments or allow flexible arrangements to support carers. Employees have the right to request flexible working to cover hours, times or place of work if they have been employed by the same employer for 26 weeks or more and have reasonable time off for an emergency involving a dependent (paid or unpaid).

Burden of ill health and gaps in services

Carers UK “State of Caring 2016” report⁵ states that carers continue to see a negative impact on their finances, with 48% of those caring 35 hours or more struggling to make ends meet. 1 in 5 of carers providing 50 hours or more support a week are receiving no support with their caring role.

Carers can be impacted by their caring role on their own health and wellbeing. Stress of caring can result in the admission to residential and nursing care in 38% of cases.⁶

Breaks from caring even for a few hours can benefit the carer and the cared for if this helps the carer’s health and wellbeing enabling them be happier and more relaxed when they return to their caring role.

Caring can impact on the Carers health from worry, lack of sleep, stress and depression. Feeling isolated and felling unable to consider your own needs. Support with the physical burden of care (lifting, washing and supporting) can also impact on the health of the carer. Financial concerns can impact on maintaining a healthy home such as staying warm, nutrition and exercise as well as socialising and going out.

Current services, local plans and strategies

The Carers Strategy for Norfolk 2014-17 “Working together to support carers in Norfolk”⁷ is a joint strategy co-produced with carers through the Carers Council for Norfolk in partnership with Norfolk County Council, Norwich, South Norfolk, North Norfolk, West Norfolk and Gt. Yarmouth and Waveney CCG’s and The Carers Agency Partnership, and focuses on nine outcome areas;

- Information on services and support
- Having a life
- Income
- Health and well-being
- having a say in service provision
- Practical support
- Access to services
- Emergency support and having a break

Norfolk County Council has developed a range of services to be provided in a personalised way to support carers in their caring role and enjoy life outside of caring; information, advice, one to one support, befriending,

³ Department of Health Carers and personalisation: improving outcomes
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213806/dh_122383.pdf

⁴ Norfolk County Council, Care and Support Market Position statement 2016/17 <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/the-norfolk-care-market/market-position-statement>

⁵ <http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2016>

⁶ <http://www.healthysuffolk.org.uk/assets/JSNA/16-Dec-2014-Family-Carers-Needs-Assessment-final.pdf>

⁷ <http://www.carerscouncilfornorfolk.org/carers-strategy/>

breaks for carers and practical support, advocacy, carer groups and peer support and signposting and awareness raising.⁸

Carers assessments are offered and where eligible a Personal budget for the carer. Carers have the right under the Care Act to a joint assessment with the person they care for or choose to have a carer's needs assessment separately.

Health and Wellbeing board strategy includes Living well with Dementia which includes a commitment that we have Carers who are well supported.⁹

Carers Agency Partnership, a group of local charities funded by Norfolk County Council and Norfolk's Clinical Commissioning Groups provide a range of services including; one-to-one support, short breaks, befriending, emotional support and grants to help carers continue to do things that are important to them outside of caring. Grants are available for many services to carers including the Disabled Facilities Grant for home adaptations, small grants and the Carers allowance.

Norfolk County Council's Carers Emergency card scheme enable Carers to register with them details to ensure the person they care for will be safe if they are caught up in an emergency by registering an emergency plan¹⁰.

Voice – the perspective from the public, service users, referrers and front line staff

Carers UK "State of Caring 2016" report¹¹ is the result of an annual survey of carers, with responses from 6,149 people who shared their experiences of life for carers that year. 1 in 5 of those providing 50 hours or more of care each week are receiving no support with their caring role. 31% reported having had an assessment in the previous year and of those who had an assessment only 35% felt the support they need to look after their own mental and physical health alongside caring was properly considered. 39% of carers in England caring for someone at end of life waited or have been waiting for at least six months for a carer's assessment. The survey also reported on the transfer of care when the cared for person was discharged from hospital of those whom had experienced this within the previous year a quarter reported they had not been consulted about the process. 1 in 10 (11%) said that because the person they care for was discharged too early, they were readmitted to hospital within a couple of months. Two thirds of carers who are struggling to make ends meet cut back on seeing friends and family to cope and three quarters of carers who are struggling to make ends meet say worrying about their finances is affecting their health. 1 in 9 people working are juggling care and paid work with 70% using annual leave to care and almost half overtime to make up hours spent caring. The top three things carers say would have helped them stay in work alongside their caring were more support from care workers coming to the home of the person they care for, support with household chores such as shopping and support managing or coordinating care.

Your voice¹² is Norfolk County Councils offer to anyone over 16 in Norfolk to take part in focus groups, surveys, mystery shopping and volunteering.

Healthwatch Norfolk¹³ is an independent consumer voice for health and social care and lists Carers groups, charities and providers with feedback and reviews from users.

A recent survey commissioned by Norfolk County Council will be used to inform strategy and commissioning intentions to be published by the end of 2016.

Considerations for Health and Wellbeing Board and commissioners

Supporting Carers to continue in their caring role maintains their health and wellbeing as well as those they care for. The longer a Carer is able to continue in their role the lesser the impact on support services.

Putting in place services which help with the physical burden of caring as well as breaks and ensuring the wellbeing of the carer help to maintain their health and ability to sustain their caring role.

In the State of Caring report by Carers UK¹⁰ the top three things carers say would have helped them remain in work alongside caring were 54% care workers coming to the home of the person they care for, 45% support with household chores such as shopping and 34% support with managing or coordinating care. Of those who did give up work 69% said the stress of juggling work and caring was a contributing factor. Supporting Carers to stay in work benefits them, their employer and lessens the financial impact of caring.

⁸ <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/the-norfolk-care-market/market-position-statement>

⁹ <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/partnerships/health-partnerships/health-and-wellbeing-board/health-and-wellbeing-strategy>

¹⁰ <https://www.norfolk.gov.uk/care-support-and-health/care/emergency-care/carers-emergency-card>

¹¹ <http://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2016>

¹² <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/have-your-say/your-voice>

¹³ <http://www.healthwatchnorfolk.co.uk/>

Waiting for assessments, multiple assessments by different agencies and waiting for services/adaptations to be installed were common issues for carers. Any services commissioned should aim to take an integrated approach and shortest possible delivery time.

Ensuring Carers are involved in consultations when planning services and service development and Carers should be involved in all decisions made regarding the cared for should be considered at all points as this will enable co-ordinated support and may prevent crisis or readmissions.

References and information

Carers Council for Norfolk <http://www.carerscouncilfornorfolk.org/>

Carers UK <http://www.carersuk.org/>

Healthwatch Norfolk <http://www.healthwatchnorfolk.co.uk/>

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