

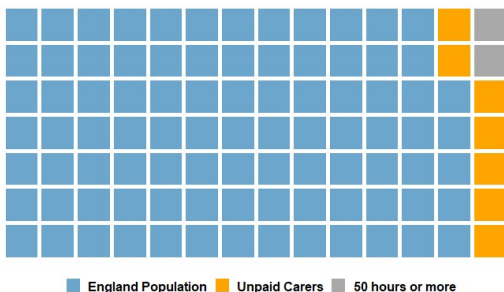
## Carers - adult carers and carers of adults in need of care and support

### 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 gives the same rights to carers as those given to the people they care for.<sup>1</sup> 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 covered in a separate briefing paper.

### Summary



In the 2011 census<sup>2</sup> 11.1% of the Norfolk population were providing unpaid care, approximately 94,700 people in Norfolk. Of those, 46,500 were in part or full-time employment. 2.7% 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 currently estimated to be 600 per day nationally.

According to Carers UK's "The State of Caring in 2019"<sup>3</sup> report the contribution of UK carers is £132bn and can be compared to health spending in the UK which is £134bn. Valuing Carers 2015 report estimated that the care provided in Norfolk by our local adult carers would cost £1.9 billion a year if it had to be paid for by public services.<sup>4</sup> "Despite a number of carers buying or receiving this practical support, however, these figures also reveal the large numbers of carers who are missing out on help. Indeed, as many as 1 in 5 carers (20%) said they receive or buy no support to manage their caring responsibilities"

A total of 7,525 carers responded to the Carers UK's annual State of Caring survey 2019. 81% of carers identified as female and the majority are over 50; just over 50% were aged 45-64 and around 20% are 65 and over.

A survey by Norfolk County Council in 2016 used to inform commissioning of services 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. 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.

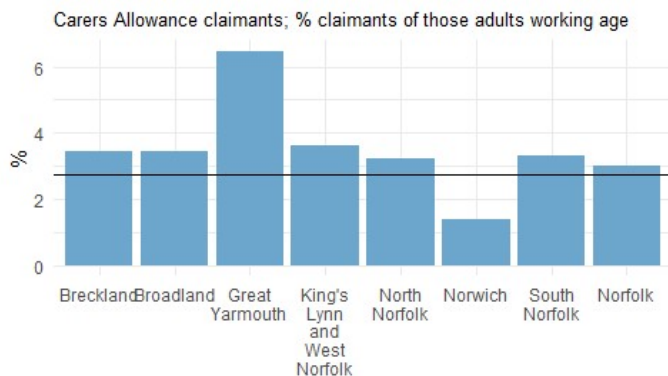
<sup>1</sup> <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

<sup>2</sup> <https://www.ons.gov.uk/aboutus/transparencyandgovernance/freedomofinformationfoi/numbersofcarersintheuk>

<sup>3</sup> [http://www.carersuk.org/images/News\\_campaigns/CUK\\_State\\_of\\_Caring\\_2019\\_Report.pdf](http://www.carersuk.org/images/News_campaigns/CUK_State_of_Caring_2019_Report.pdf)

<sup>4</sup> [https://www.sheffield.ac.uk/polopoly\\_fs/1.546409!/file/Valuing-Carers-2015.pdf](https://www.sheffield.ac.uk/polopoly_fs/1.546409!/file/Valuing-Carers-2015.pdf)

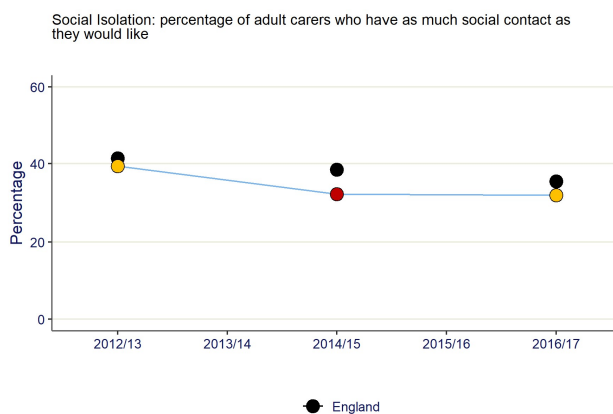
## Headlines



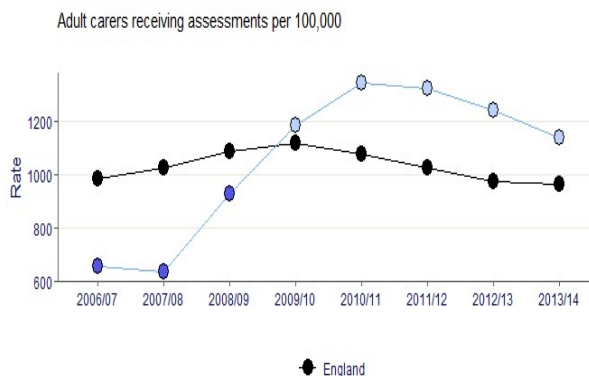
An indication of the impact on the working age population of caring is the % of this population whom claim Carers allowance. <sup>5</sup>This varies across the county with Great Yarmouth the highest Norwich the lowest.

Public Health England Adult Social care data includes several indicators which relate to carers. Carer-reported quality of life (ASCOF, 1D -Carer-reported quality of life) for Norfolk is 7.5%, significantly worse than the rest of England.<sup>6</sup>

Better Care Fund for Carers domain 1.18ii - Social Isolation: percentage of adult carers who have as much social contact as they would like (18+ yrs.) is 32% similar to England 35.5\*% for 2016/17.<sup>4</sup>



The number of Adult carers receiving assessments per 100,000 is approximately 1,100 similar to the English rate 1,000. The proportion of people who use services and carers who find it easy to find information about services is 71.2% similar to England at 73.5% for 2013/14.<sup>4</sup>



## Influences on Health and Wellbeing

Department of Health "Carers Action Plan 2018-2020"<sup>7</sup> paper sets out five primary themes which emerged from their analysis of the responses and these are reflected in the structure and content of their action plan;

- Services and systems that work for carers - Carers often have extensive contact with the health and social care system, so it is important that services value and involve carers. Services and systems need to be aware of the diversity of carers and their circumstances, from an elderly neighbor, to a young adult carer even to someone serving in the armed forces. There is no such thing as a "typical carer". They also need to be responsive and flexible, recognising and supporting carers at different stages in the caring journey.

<sup>5</sup> <https://www.nomisweb.co.uk/datasets/b100ca>

<sup>6</sup> <https://fingertips.phe.org.uk/search/services#page/3/gid/1/pat/6/par/E12000006/ati/102/are/E10000020/iid/90789/age/168/sex/4/nn/nn-1-E10000020>

<sup>7</sup> [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/713781/carers-action-plan-2018-2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf)

- Employment and financial wellbeing - Many carers told us about the difficulties they face balancing work and performing a caring role, and at the same time how they are struggling to make ends meet leading to financial hardship putting further pressure on them. Where an employer is made aware of an employee with caring responsibilities, employers can take simple, but effective action to enable carers to balance their caring and employment responsibilities. It makes good business sense to consider what flexible working practices might help both the employer and employee.
- Supporting young carers - Young carers can suffer with poorer health and wellbeing, often missing out on education and training opportunities. Improved identification of young carers, to enable assessments that identify support needs alongside flexible educational opportunities are vital to providing support so that young carers are able to access opportunities and have the same life chances as other young people without caring responsibilities.
- Recognising and supporting carers in the wider community and society - Many carers will have little contact with services for carers and will not be 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.
- Building research and evidence to improve outcomes for carers - This helps to better understand what solutions would be most effective and helpful for carers, to strengthen areas where we identified gaps in knowledge through our Call for Evidence and to ensure that the development and delivery of future policies are informed by a strong evidence base.

## Social, environmental, population context

Valuing Carers 2015 report estimated that the care provided in Norfolk by our local adult carers would cost £1.9 billion a year if it had to be paid for by public services.<sup>8</sup> Despite a number of carers buying or receiving this practical support, however, these figures also reveal the large numbers of carers who are missing out on help. Indeed, as many as 1 in 5 carers (20%) said they receive or buy no support to manage their caring responsibilities.

Carers UK's annual State of Caring survey 2019<sup>9</sup> gives the proportions of gender and age groups of carers as;

- 81% of carers identified as female
- just over 50% were aged 45-64 and just under 20% are 65 and over.

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).

The State of Caring report 2019 described how over one third of carers (38%) reported that they had given up work to provide care, with a further 18% saying that they had reduced their hours of work in order to support the person they care for. 12% of carers said they had taken a less qualified job or turned down a promotion as a result of their caring responsibilities or that they had retired early in order to provide care. 1 in 6 carers (17%) percent said that they work the same hours as they did before they started caring but that their job has been negatively affected by it as a result of tiredness, lateness, or the impact of stress.

---

<sup>8</sup> [https://www.sheffield.ac.uk/polopoly\\_fs/1.546409!/file/Valuing-Carers-2015.pdf](https://www.sheffield.ac.uk/polopoly_fs/1.546409!/file/Valuing-Carers-2015.pdf)

<sup>9</sup> [http://www.carersuk.org/images/News\\_campaigns/CUK\\_State\\_of\\_Caring\\_2019\\_Report.pdf](http://www.carersuk.org/images/News_campaigns/CUK_State_of_Caring_2019_Report.pdf)

## Burden of ill health and gaps in services

Carers UK “State of Caring 2019”<sup>9</sup> reports that carers continue to see a negative impact on their finances, 39% described themselves as struggling to make ends meet and a further 20% said they are or have been in debt as a result of caring.

Carers can be impacted by their caring role on their own health and wellbeing. The most recent GP Patient survey in England found that carers are more likely to report having a long-term condition, disability or illness – 61% of carers compared to 50% of non-carers. In the same survey 62% of carers reported trouble with day to day activity compared to 57% of non-carer<sup>10</sup>.

Breaks from caring even for a few hours can benefit both if this break helps the carers health and wellbeing enabling them to be happier and more relaxed when they return to their caring role. Caring can impact on the Carers health through worry, lack of sleep, stress and depression, feeling isolated and feeling unable to consider your own needs, also the physical burden of care (lifting, washing and supporting).

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”<sup>11</sup> is a joint strategy co-produced with carers through the Carers Council for Norfolk in partnership with Norfolk County Council, 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, breaks for carers and practical support, advocacy, carer groups and peer support and signposting and awareness raising<sup>12</sup>. This strategy is currently under review by the Health and Wellbeing board to produce a system wide strategy.

In November 2018, Norfolk County Council also launched the co-produced Norfolk Carers Charter.<sup>13</sup>

This recommends standards for:

- Carer friendly practices employers should put in place to help and support employees with caring roles
- Support that schools (and other places of learning) could provide to young carers and young adult carers whose studies and involvement in school and college life might be affected by caring
- Support that the Council can offer, or be part of, to help all carers, regardless of who they are caring for, access their local community and support services

The Care Act places a duty on Norfolk County Council to offer a Carers assessments. Once completed, where eligible for support, Norfolk County Council will agree a Personal Budget and Support Plan. Carers also have the right to a joint assessment with the person they care for or choose to have a carers assessment

---

<sup>10</sup> 2018 GP Patient Survey

<sup>11</sup> <http://www.carerscouncilfornorfolk.org/carers-strategy/>

<sup>12</sup> <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/the-norfolk-care-market/market-position-statement>

<sup>13</sup> <https://carersmatternorfolk.org.uk/wp-content/uploads/2018/12/Carers-Charter.pdf>

separately. "Supporting Unpaid Carers in Norfolk" a statement on the commissioning intentions for Norfolk County Council and the CCGs was published in April 2017.<sup>14</sup>

Carers Matter Norfolk<sup>15</sup>, funded by Norfolk County Council and Norfolk's Clinical Commissioning Groups provide a range of services to unpaid carers including; online and telephone advice, one to one support, counselling, training and education, and support to local carers groups. 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 plan.<sup>16</sup>

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

Carers UK "State of Caring 2019"<sup>19</sup> report is the result of an annual survey of carers, with responses from 7,525 carers or former carers responded to their annual state of Caring survey.

1 in 5 of those providing 50 hours or more of care each week are receiving no support with their caring role. 27% reported having had an assessment in the previous year. Out of all carers who received an assessment in the last year, 20% waited longer than six months for this assessment.

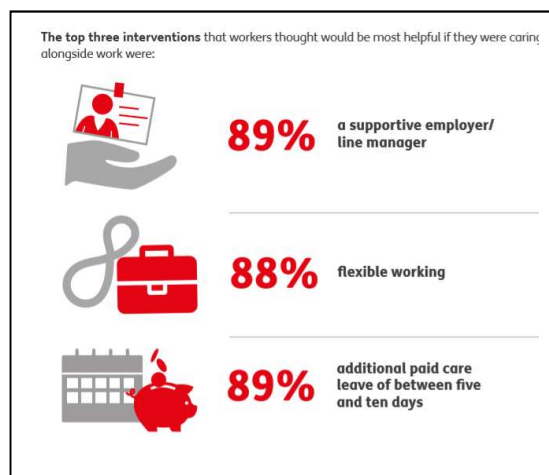
Carers who are struggling to make ends meet cut back on luxuries, with 8 out of 10 in this group reporting doing this. 77% cutting back on hobbies and leisure activities and 64% seeing friends and family. 47% of the group said they were cutting back on essentials such as food and heating to cope.

1 in 4 of the carers responding reported to being in paid work 39%. Overall, over a third 38% had given up work to provide care and a further 18% saying they had reduced their hours.

In the Carers UK report Juggling work and unpaid care report they describe the top three interventions that workers thought would be most helpful if caring alongside work.<sup>17</sup>

The 2016 version of the survey had 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.

Healthwatch Norfolk<sup>18</sup> is an independent consumer voice for health and social care and lists Carers groups, charities and providers with feedback and reviews from users. Healthwatch published a report "Information and support for unpaid carers in Norfolk: feedback from local carers" in partnership with Carers Council for Norfolk in January 2018<sup>19</sup>.



<sup>14</sup> <https://www.northnorfolkccg.nhs.uk/sites/default/files/4.%20Commissioning%20Intentions%20for%20Carers.pdf>

<sup>15</sup> <https://carersmatternorfolk.org.uk/>

<sup>16</sup> <https://www.norfolk.gov.uk/care-support-and-health/care/emergency-care/carers-emergency-card>

<sup>17</sup> [http://www.carersuk.org/images/News\\_and\\_campaigns/Juggling\\_work\\_and\\_unpaid\\_care\\_report\\_final\\_WEB.pdf](http://www.carersuk.org/images/News_and_campaigns/Juggling_work_and_unpaid_care_report_final_WEB.pdf)

<sup>18</sup> <http://www.healthwatchnorfolk.co.uk/>

<sup>19</sup> <https://www.healthwatchnorfolk.co.uk/wp-content/uploads/2018/02/CCN-HWN-Report-Information-and-Support-for-Carers-in-Norfolk-Jan-18.pdf>



Carers Voice Norfolk and Waveney<sup>20</sup> ensures that the voice of carers is heard and listened to in the design and delivery of services for unpaid carers enabling support and services to reflect carers needs and interests. Carers Voice Norfolk and Waveney is a partnership within Carers Matter Norfolk, the commissioned carers support service, ensuring that carers voices are at the heart of the service and that there is representation from carers at all stages. The vision of Carers Voice Norfolk and Waveney is to ensure that unpaid carers throughout Norfolk are valued, recognised and supported with equal access to a good quality of life that is not prejudiced by their caring role. The mission for Carers Voice Norfolk and Waveney is to improve the health and wellbeing of all carers in Norfolk.

A survey commissioned by Norfolk County Council in 2017 was used to inform strategy and commissioning intentions.

## 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 UK<sup>9</sup> 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. 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 coordinated 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/>

## Author and key contacts

Victoria Leigh, Information Assistant [Victoria.leigh@norfolk.gov.uk](mailto:Victoria.leigh@norfolk.gov.uk)

Anne-Louise Ollett, Public Health Information Officer [anne-louise.ollett@norfolk.gov.uk](mailto:anne-louise.ollett@norfolk.gov.uk)

Online feedback: Send us your query or feedback online using our online feedback form at <http://www.norfolkinsight.org.uk/feedback>

Email: [JSNA@norfolk.gov.uk](mailto:JSNA@norfolk.gov.uk)

## Publication date

28 August 2019

---

<sup>20</sup> [www.carersvoice.org](http://www.carersvoice.org)