

ice

Support for Carers in Coventry

Lunch webinar: 14th August 2020

make
better
happen

hosted by...



Carers Pack: co-designed with carers, for carers

Healthy Lifestyles Service Coventry wanted to provide a tailored resource to enable carers to look after their own health and wellbeing.

On behalf of HLS, ICE Creates conducted **research groups with 53 Coventry carers** and stakeholders, e.g. Carers Trust to explore what would be useful in the Pack.

It includes:

- How to connect with other carers
- How to get 121 support from HLS
- Real life stories
- Top tips for better sleep, eating, exercise, wellbeing
- Information about other services



Available to carers **NOW** to download **FREE**
at: www.hlscoventry.org/carers

Carers Pack: co-designed with carers, for carers

The pack was developed and tested with a further **30 Coventry carers** to evaluate and refine the Pack.

Carers told us:

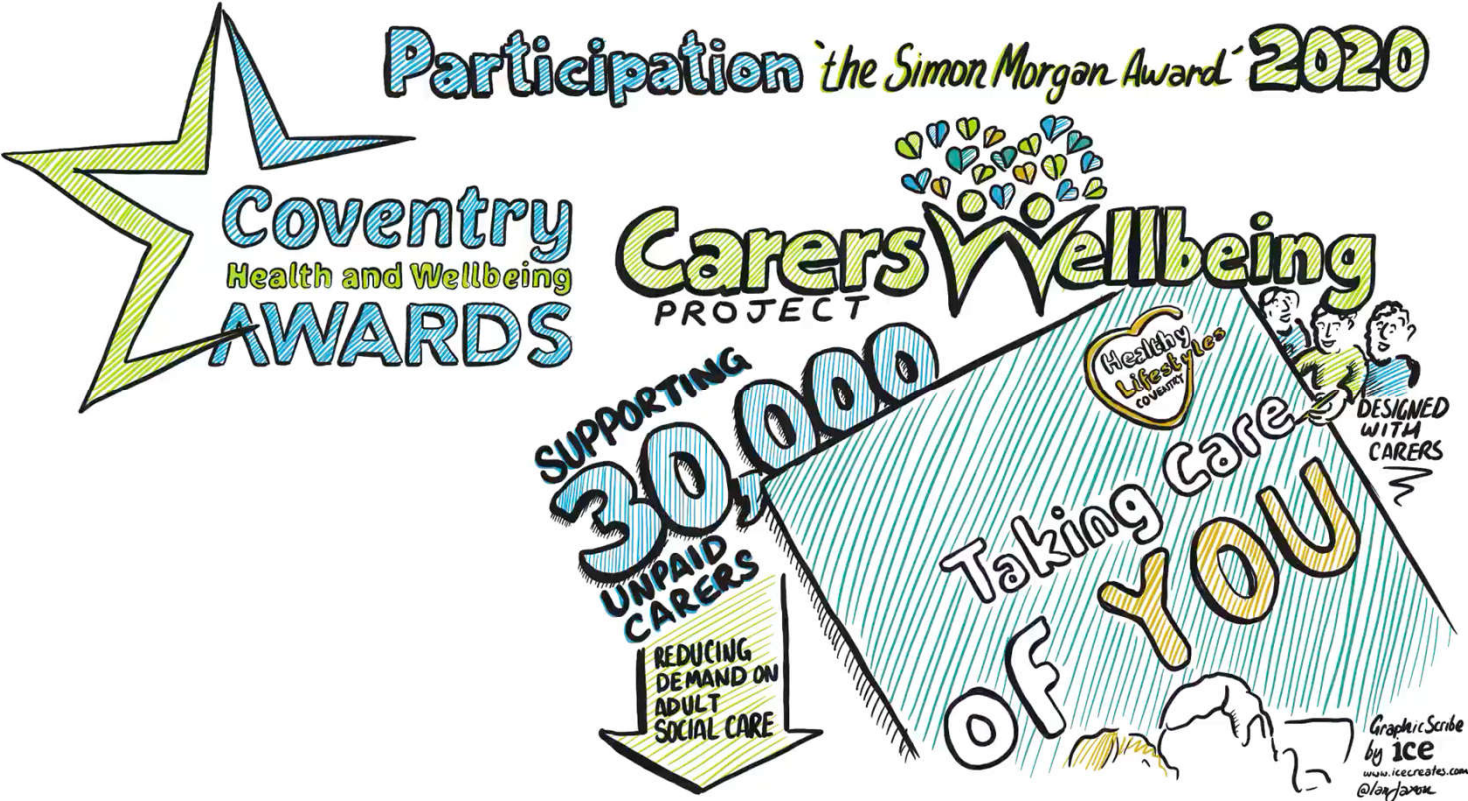
- It was easy to read and had info “all in one place”
- They made small changes to eating, exercise, sleep, had more “me time” and boosted wellbeing

“I first thought I already know all this, but it did remind me to actually do something for me, even if it’s just 10 minutes away from it all”



Available to carers **NOW** to download **FREE**
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Carers Award



Healthy Lifestyle Service Coventry

HLS Coventry is now in its 3rd year of operation

We've had phenomenal success in the last 2 years. Having helped over 1600 people quit smoking, 600 people lose more than 3% their weight & over 700 people get more active resulting in over 180,000 increased minutes of activity per week!

We're extremely proud of the partnerships that have been developed over the last 2 years, particularly working alongside PCNs, GP practices, Pharmacies, and now with the Carer's Trust.

All of which are helping to improve the health & wellbeing of the Coventry population.

Specially prepared for you by team

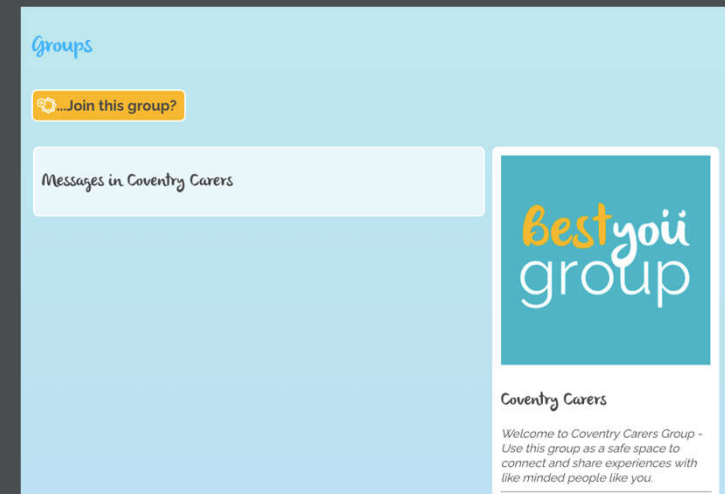
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The Service Offer for Carers

We created a unique Carer's page on the HLS Coventry website (www.hlscoventry.org/carers) and a bespoke Best-You landing page (www.best-you.org/covcarers) that enables carers to join Best-You and be automatically signed up to a private 'Coventry Carers' group – a safe and non-judgemental space to connect with other carers from their own home.

Each Carer can then refer themselves into the full HLS service for more dedicated support on:

- Weight Management
- Physical Activity
- Stopping Smoking
- Reducing Alcohol



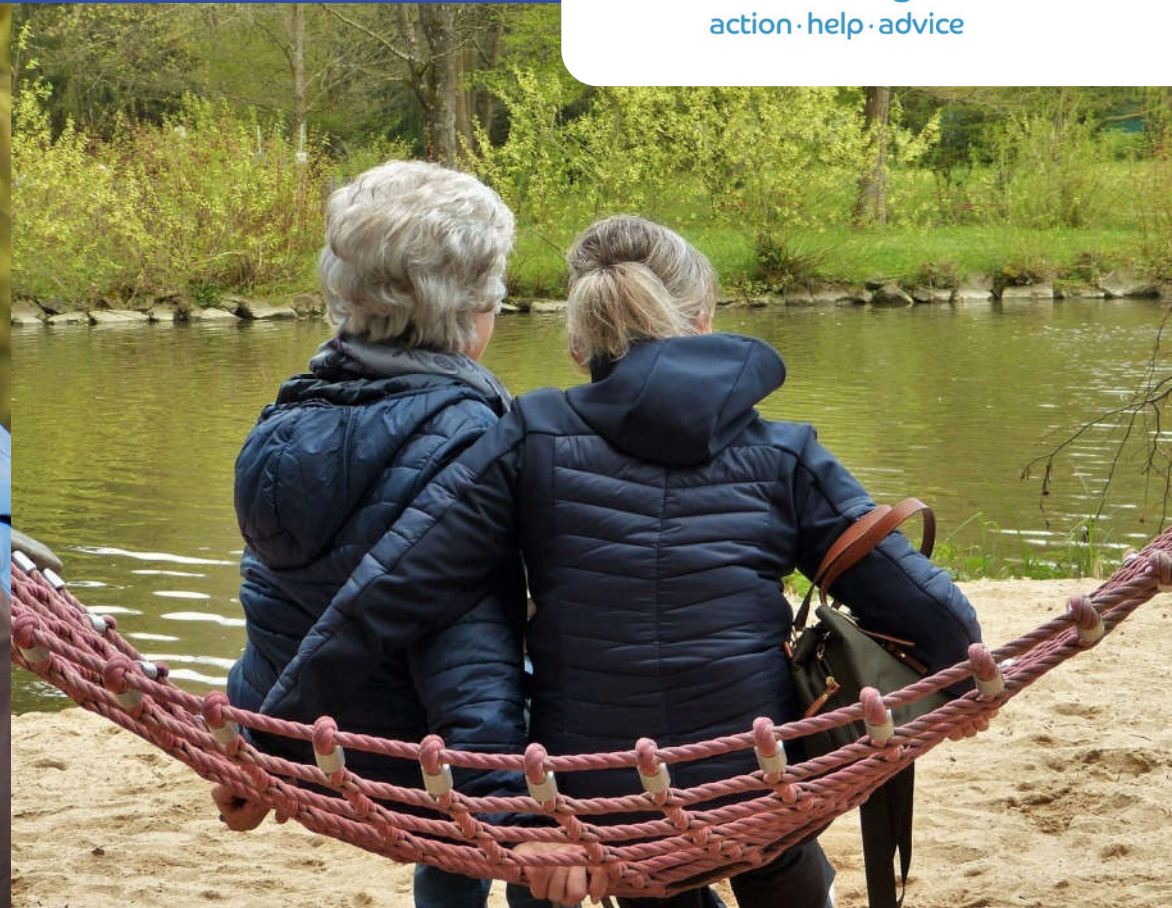
In addition, given the current circumstance regarding coronavirus, we recognised that carers were at an increased risk of being isolated and lonely and in response, we scheduled targeted social media postings and follow up telephone calls with our pilot cohort to check in and encourage carers to tap into the resource and services available to them to support their health and wellbeing during this difficult time.

Specially prepared for you by team **ice**

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#MakeBetterHappen

Who we are and what we do



About Carers Trust

Carers Trust Heart of England's aim is to support carers and those they care for by providing quality, individually-tailored care support services that improve the lives of carers, the people they care for and their families.





What is a Family Carer?

Family carers are people who, without payment, **look after relatives, friends or neighbours** who could not manage alone due to illness, disability, being elderly or frail, mental health needs or substance dependency.

Wellbeing service

Our Wellbeing service offers carers a safe environment to offload and seek expert advice, with an opportunity to join the many community groups and hubs throughout Coventry and Warwickshire.



Wellbeing service

We can support with:

- information on accessing local Health and Social Care services
- assistive technology
- money and benefits (Signposting)
- national and local organisations
- Wellbeing Assessments (Warwickshire)
- Carers Assessments (Coventry)
- emergency planning
- peer support



Carers Assessment

Every carer in Coventry and Warwickshire is entitled to a **FREE Carers Assessment (Coventry)** or **Wellbeing Check (Warwickshire)** to look at the impact that the care and support you provide is having **on your own wellbeing**.





Regulated care services

We provide a range of services to support carers and those they care for in their own home, individually tailored to each person, reflecting their needs and how they want to be cared for.

Breaks for carers

Our CRESS team are able to offer FREE emergency and planned cover to help support carers in the Coventry and Warwickshire area to ensure that their health and wellbeing needs are met.





Young Carers

Our Young Carers team provide:

- One to One emotional support
- 'About me' carers assessment tool
- Free young carers activities
- Family trips and parties
- Support in schools to help them better support young carers



Carers Voice

Carers Voice Coventry and Warwickshire is our user-led forum providing the independent voice of carers.

Have your say in services, policies and decisions that affect you and the people that you care for.

Contact us

For more information on our services, **please contact us** using the below details:

Tel: 02476 632972

Email:

contactus@carerstrusthofe.org.uk

Website:

www.carerstrusthofe.org.uk



Carers

Coventry City Council



Natalie Hall
Maxine Shakespeare

Carers Eligibility – Care Act 2014



Carers Assessments (Adults Carers Assessments)

- Anyone caring for an adult is entitled to a carers assessment (Care Act 2014)
- A carers assessment is a good opportunity for a carer to talk about their own needs, the help, training, support they may need to carry on with their caring role. A good carers assessment will help them explore their own wellbeing.
- As part of a carers assessment the assessor working for Coventry City Council will look at all relevant support, this might be training, support groups, grants, home safety, onward referrals.
- It's important during a carers assessment we ask a carer about what they are willing and able to do as a carer rather than make assumptions.

Carers Trust and Carers Assessments

- Carers Trust Heart of England hold a delegated responsibility to complete Carers Assessments on behalf of the local authority for any carer who is unknown to Adult Social Care, has a closed referral or is now fully health funded.
- The internal Carers Assessment team undertake assessments for unallocated cases, they will often do Needs and Wellbeing assessments where it is identified someone needs replacement care.

Replacement Care.

- Replacement Care – Respite provision, short breaks (sometimes referred to as a sitting services, carers breaks).
- Under the Care Act replacement care is considered a service for the cared for person and therefore is a fully chargeable service.

Service	Description
Carers Trust Heart of England – Short Breaks Service	Can provide flexible hours of support on a weekly basis. Requires a request to panel and a referral form to the Carers Trust
Individual Service Fund to purchase support from an existing Home Support Provider.	Enables families to have a choice over care provider and continuity in care.
Residential Respite	There are a range of providers that can be used to provide residential respite. Brokerage will help practitioners plan for this.
Direct Payment for replacement Care	To enable a family to have ultimate choice over the provision. (Use DP rates guidance to support this).
Direct Payment for residential respite.	To enable a family to have choice over the residential provider.

Links in the Community to support Carers

- Age UK
- Alzheimer's Society
- Carers Trust Heart of England
- Coventry and Warwickshire Mind
- Macmillan Cancer Support

What has the Council we done to support Carers during COVID-19

- Produced Carers Information Leaflet
- Produced rolling FAQs online for Carers (will need to be routinely updated).
- Produced Carer related COVID-19 specific website pages
- Produced letter to support carers to access shopping.
- Produced process and guidance for carers requiring PPE.
- Clarified process for testing for unpaid carers – NOW eligible.
- Worked with Carers Trust, to support carers because of COVID - 19
- Worked with organisational development to enable unpaid carers to provide flexible leave for carers.

Carers Strategy 2020 – Progress to date....

- COVID-19 has seen a huge impact on the caring population and it's likely to impact on both short and long term priorities which means the strategy needs to be postponed until further work with carers can be completed.

To request a Carers Assessment:

CONSENT MUST ALWAYS BE GAINED BEFOREHAND:

1. Contact Adult Social Care – by contacting ASC Direct on 024 7683 3003 or making a referral [online](#)
2. Contact Carers Trust Heart of England Directly – 024 7663 2972
3. A Carer can complete an [online carers self-assessment](#) – this will be followed up by the Carers Trust Heart of England.

Helpful Information

- Carers Leaflet online
- Carers Guidance online
- Carers Bulletin published monthly
www.coventry.gov.uk/carersbulletin
- Any carer registered with the Carers Trust Heart of England can register for a CVGo card (which gives them free and discounted rates to leisure and arts in Coventry).



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Shakespeare, Maxine, 13/08/2020