

A carer is..... "Someone of any age who looks after a child, relative, partner or friend in need of help because they have an illness, disability, frailty, mental health condition or a substance misuse problem. The care they provide may be personal, emotional or supervisory and is unpaid".

It is expected that the carers support service will be based at a central 'hub' in NEL with satellite 'spokes' throughout the county in local communities (GP surgeries, community centres, libraries etc.) to ensure carers are identified, recognised, valued and supported to have a life outside of caring. This will enable carers to pursue work, education, leisure and social activities as well as being supported in their caring role to reduce the impact of caring and sustain the caring role wherever possible.

Carers of any age will be supported who care for someone of any age living in NEL or registered with a NEL GP.

Key elements of the service

The service provider will:

- Operate the service to cover **as a minimum** and with the exception of UK bank holidays and the period between Christmas and New Year:
 - Monday to Friday - 8:00am until 5:00pm
 - Evenings - a minimum of 1 late night opening session until 7pm
 - Saturday provision - 10:00am until 2:00pm
- Deliver a service in line with legislation, guidance and research relating to carers as well as local carers needs.
- Ensure the service is carer led by working in partnership with all carers and their representatives.
- Provide a service that is appropriate to people's needs and does not discriminate on the grounds of their disability, race, culture, religion, sexuality, age or gender, either in terms of support services profession or participation.
- Undertake on-going publicity, promotion and awareness raising activities across North East Lincolnshire to identify hidden carers in the community and raise the profile of carers and the issues carers face to promote a carer friendly NEL.
- Provide awareness raising/training activities to a range of professionals to improve their knowledge and understanding of carers and caring and ensure they identify, recognise and support carers appropriately.
- Identify carers including those that are hard to reach/ seldom heard.
- Provide/facilitate a wide range of support services within the carers support service and where appropriate across NEL.
- Hold a carers' register.
- Record and monitor carers' outcomes.
- Promote and support carers to prepare for full carers' needs assessment through social care where necessary.
- Administration, delivery and promotion of the annual carers rights day and carers week activities.
- Ensure a level of volunteers required to effectively deliver the service.
- Operate an effective quality and performance framework to demonstrate compliance against the contract.
- Administer and support the NEL Carers Forum as an independent arm of the carers support service to be an active voice for local carers.
- Consult as appropriate with all other well-established forums.
- Encourage participation from all carers groups in the development and improvement of local services, providing a conduit for a strong collective carer voice.
- Have effective working relationships with relevant organisations and agencies.

- Be a key member on the Carers Strategy Group and complete all relevant targets/ actions contained within the NEL Carers Strategy Action Plan in a timely manner.
- Provide a dedicated Carers Project Lead post to support the carers' agenda.
- Work in partnership with all carer groups and relevant partners to source additional funding/ resources to support carers in NEL.

Services and support available

The following services are available to all carers where appropriate to meet need:

- Comprehensive information, advice and signposting service which utilises a range of methods and media to communicate with carers.
- Specialist advice service – benefits/carers rights.
- Carers support groups.
- Access to a 'carers' fund' which provides small one off payments to hidden carers (not known to social care) to meet need.
- A carers training programme and lifelong learning opportunities (including but not limited to; confidence building, stress management, assertiveness, legal matters, emergency first aid, looking after your back, healthy eating cooking IT tuition, specialist condition awareness i.e. Parkinson's/ stroke/ dementia/ diabetes/ autism.)
- One to one support.
- Outings/ carers breaks.
- Specialist interest activities to provide a carers' break as well as opportunities for learning new skills/ hobbies.
- Carers' advocacy.
- Support to access wider services supportive to carers' needs.

Adult and parent carers will also have access to the following to meet need:

- Holistic Therapies.
- Befriending.
- Emotional and practical support through a carer case leader programme.
- Counseling.
- A specialist carers' support worker to support those carers providing care/support to an individual/s with a substance misuse problem and/or their children.

Adult carers will in addition have the following to meet need:

- A 'carer short term replacement support' facility for carers with replacement care needs during opening hours (subject to prior booking and eligibility), where carers attend appointments for support and services, bringing with them their cared for person, who will be supported during the carers appointment to allow them to attend.

Consultation Questions

1. Do the above requirements cover all of the key things we would want from a carer's support service?
2. Is there anything else that you would like to see delivered in the carers support service post April 2019?
3. Do you have any other comments?

Please send your feedback to Tanya Burnay by email to: tanya.burnay@nhs.net or via telephone on: 0300 3000 428. The closing date for responses is 5pm Friday 13th April 2018