



Lambeth Carers' Strategy: 2008 - 2013 Overview

Who are Carers?

Carers provide unpaid help and support to people across the community who, due to disability, illness or frailty cannot live at home without help. It can mean having physical, practical and/or emotional responsibility for the care of another person.

There are both Adult Carers, who look after other family members, partners, relatives, friends and children, and Young Carers (aged under 18), who have responsibility for looking after someone else.

Why do we need a Carers' Strategy?

There are at least 18,500 Carers in Lambeth, yet fewer than 20% are accessing any formal help.

Being a Carer affects people's lives in many ways. It's an unpaid and informal role so, typically, Carers don't receive much recognition or support; they don't get time off and they can be excluded from social, education and employment opportunities. They often suffer from health problems, including stress, and financial insecurity.

Lambeth Council and Lambeth Primary Care Trust (PCT) recognise that we need to do much more to support the crucial contribution Carers make to life in Lambeth.

We have worked with voluntary sector partners and Carers themselves to further understand their challenges, issues and needs. This research has informed Lambeth's new Carers' Strategy.

This leaflet summarises what we plan to do over the next five years to give Carers the recognition and support they deserve.

Recognition and Respect

What Carers need

	Recognition of their role and needs
	Support to continue caring
	Their skills, expertise and knowledge to be recognised and taken into account in planning and policy-making
	Formal assessment of their needs and appropriate support
	Genuine choice in whether to continue as a Carer

What we will do

- Provide opportunities to influence decision-making and representation on relevant bodies
- Launch a new Carers' Hub
- Raise the profile of caring through events like Carers' Week and Lambeth Carers' Awards
- Develop the Carers' Forum and its role
- Ensure potential impacts on Carers are recognised in shaping future policies and developments
- Launch a Carers' Charter for Lambeth

What impact we hope to make

- Improve Carers' satisfaction with the choices, responsiveness and flexible options offered to them
- Grow the number of people on Lambeth Carers' Register to 8,000
- Increase awareness amongst the public and health and social care professionals of the role of Carers

Carers' Hub

We will invest in a new, central centre where Carers can drop in for advice, information and support. It will be a dedicated venue to offer Carers' Assessments, specialist benefits advice and other services. The Carers' Hub will be a 'one stop shop' solely for Carers. It will operate at times to suit Carers' lifestyles, and will also offer telephone and online support.

Information & Advice

What Carers need

	Relevant, up-to-date and accessible information
	Advice and support when and where they need it

What we will do

- Continue to fund a wide range of voluntary sector organisations to give specialist advice, information and support directly to Carers
- Launch a centralised general advice service through the new Carers' Hub
- Ensure Carers have the best possible access to up-to-date advice and information services
- Provide clear information and advice which signposts Carers to new opportunities and specialist services

- Develop a new Carers' information pack
- Produce a new directory of services for Carers

What impact we hope to make

- Give advice and information to at least 300 Carers per month
- More Carers feel better equipped to continue caring
- More people recorded as Carers (who automatically get information and advice) on Lambeth Carers' Register

Clear and Accessible Assessment of Carers' Needs

What Carers need

	Assessments at times and places to suit their lifestyles
	Logical and appropriate assessment procedures
	Carers' assessments to cover all their needs and all the opportunities available to them
	Opportunities to access personalised services for themselves and to play a role in support planning for the person they care for
	A copy of their assessment and care plan

What we will do

- Double the number of Carers' Assessments over the coming years by:
 - ensuring more health and education staff know when to refer Carers for assessments
 - enabling more staff to deliver Carers' assessments
 - developing a self-assessment system for Carers
 - introducing new systems for the voluntary sector organisations to better manage assessments
- Offer a greater number and range of services to Carers after their assessment

- Carers receive full information on their assessment and care plan, and those of the person they care for
- Carers are fully aware of the criteria, processes and options available to them through FACS (Fair Access to Care Services)

What impact we hope to make

- Increase Carers' Assessments by 20% each year
- Provide services to 20% more Carers year on year

Carers' Assessments

We need to understand Carers' individual circumstances and needs. Assessments give Carers the chance to explain their situation, discuss their needs and consider a range of opportunities available to help improve their well being. We are aiming for a big increase in the number of Carers' assessments - ensuring many more Carers benefit from targeted services and support.

Staying Healthy

What Carers need

	Help with maintaining their own good health
	A joined-up approach from the PCT and Council to tackling their needs
	Specialist services to support their health
	The people they care for to be looked after when Carers have medical appointments or health issues
	Someone to talk to for support when they need it

What we will do

- Provide health assessment and services through GPs' practices
- Provide more training in lifting people safely
- Develop a Carers' Card scheme to alert emergency services and ensure people being cared for are looked after if a Carer is ill, has a serious accident or is called away
- Provide better healthcare support and direct Carers to specialist health services

What impact we hope to make

- Reduce hospital admissions for Carers and the people they look after
- Increase the number of Carers receiving healthy lifestyle advice to 6,000 a year
- All Carers with long-term health conditions will have their own care plan and a Carers' Card to ensure emergency action is taken when needed

Breaks from Caring

What Carers need

Flexible and emergency breaks
Breaks with or without the person they care for
Financial support to organise their own breaks
Confidence in the respite care on offer
Specialist breaks for Parent Carers and Young Carers

What we will do

- Continue to provide breaks including:
 - community-based sitting service for 200 Carers for 4 hours per week
 - residential respite breaks for 300 Carers per year
 - respite arrangements with other families
 - holiday and leisure breaks
- Offer more flexibility for Carers to take breaks including through Self-Directed Support
- Offer a range of specialist break options for Carers
- Offer flexible grants of £200 a year for 900 Carers
- Use assistive technology to give Carers more flexibility and mobility, and avoid risk to those being cared for

What impact we hope to make

- Increase the number of Carers taking breaks to 1,800 per year
- Fewer people entering residential or nursing home care due to Carers being unable to cope
- More Carers receiving breaks when and where they need them

Respite Breaks

We will increase both the number and range of breaks and respite options provided to Carers, giving them valuable opportunities to rest and enjoy more independence. This includes holidays and leisure breaks to meet distinct needs of Carers and those they care for, respite care in the home, sitting services and flexible local options, and investment to provide more planned breaks and emergency breaks.

Helping Carers work and continue education/training

What Carers need

More genuine opportunities and support to stay in employment
Schools to be more understanding of Carers' needs
Flexible working or training arrangements to recognise their caring commitments
Support for Young Carers to remain in education while caring

What we will do

- Ensure Carers' assessments address employment opportunities
- Provide flexible and planned breaks so Carers can continue working or learning
- Develop a specific Young Carers' strategy
- Provide better advice and support on courses and training to help Carers return to work
- Develop local links with the Department of Work and Pensions to help Carers back into work
- Install assistive technology to give Carers time away from the person they care for

What impact we hope to make

- More Carers remain in employment
- More Carers are helped back into employment or training/education
- Improve the educational achievements of Young Carers

Carers' Charter

We have introduced a new Carers' Charter, setting out our Values, Aims and the Commitments we are making to improve the lives of Lambeth's Carers. Please contact us for a copy or visit: www.lambeth.gov.uk/carers

Help Carers participate in their communities and enjoy a social life

What Carers need

	Flexible and responsive transport options for them and the person they care for
	More information on accessible transport options
	Access to leisure facilities and adapted facilities if needed for the person they care for
	Support networks

What we will do

- Continue to fund a range of transport schemes
- Introduce new sports-based leisure breaks for Carers (where the person they cared for is looked after)
- Provide sitting services so Carers can take part in community activities
- Aim to secure Carers discounted entry to leisure facilities

- Launch local support groups, initially targeting communities with the most Carers

What impact we hope to make

- More Carers participating in sport
- More Carers enjoying community activities
- Reduced levels of depression in Carers

Financial Advice

What Carers need

	Access to specialist high quality advice on benefits for them and the person they care for
	Support to ensure they and the person they care for receive all the benefits they are entitled to

What we will do

- Continue to invest in general advice services provided by various local organisations
- Fund 'Every Pound Counts', a central welfare benefits and tax credits advice service, particularly targeting Carers

- Ensure the new Carers' Hub provides quality financial advice

What impact we hope to make

- More Carers receive Carers' Allowance payments
- More Carers access increased financial benefits

Flexible Housing Solutions

What Carers need

	Organisations responsible for housing allocation, home improvements and housing policy to appreciate their role and needs
	Availability of more, suitable accommodation for them and the person they care for, such as ground floor flats, adapted flats and two-bed properties

What we will do

- Continue to take Carers' needs into account when allocating accommodation for those receiving care
- Invest in more adaptations to properties so Carers can continue to provide care in their own home, and provide transitional care facilities so the Carer and the person they care for can live together while work is carried out
- Give Carers better access to suitable available accommodation
- Develop a new system to identify all adapted properties

- Include specifications for Carers' needs on the housing register
- Ensure housing options are included in long-term care planning

What impact we hope to make

- More people cared for at home
- Reduce admissions to residential and nursing home care
- Fewer delayed hospital discharges due to no available suitable housing

Your Care. Your Way.



For copies of Lambeth's Carers' Strategy, further copies of the Overview, or the Carers' Charter, please contact:

Customer and Community Relations
Adults' and Community Services
London Borough of Lambeth
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 5555

www.lambeth.gov.uk/carers

If you would like this information in large print, braille, audio tape, in pictures and symbols, or in a community language please call **020 7926 5555**.

Spanish

Si desea esta información en otro idioma, rogamos nos llame al 020 7926 5555

Portuguese

Se desejar esta informação noutro idioma é favor telefonar para 020 7926 5555

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 5555

Somali

Haddii aad ku jeclaan laheyd macluumaadkaan luqad kale, fadlan wac nambarkaan 020 7926 5555.

Hindi

यदि आप यह सूचना किसी और भाषा में चाहते हैं, तो कृपया 020 7926 5555 पर फोन करें।

Urdu

زبان میں چاہئے تو برائے مہربانی 020 7926 5555 کال کریں۔ اگر آپ کو یہ معلومات کسی دیگر

Twi

Se wope saa nkaeboy yi wo kasa toforo mu a fre 020 7926 5555

Yoruba

Tí ẹ ba fe ìmoràn yíí, ní èdè Òmíràn, ẹjò, ẹ kàn wà l'ágogo 020 7926 5555

Gurjarati

જો તમને આ માહિતી અન્ય ભાષામાં જોઈતી હોય તો, કૃપા કરીને કોલ કરો 020 7926 5555.

Arabic

بلغة أخرى، الرجاء الاتصال بالرقم: 020 7926 5555. إذا رغبت في الحصول على هذه المعلومات

Bengali

যদি আপনি অন্য কোনো ভাষায় এই তথ্যটি চান, তাহলে অনুগ্রহ করে 020 7926 5555 নম্বরে টেলিফোন করুন।