

Tameside Carers Strategy 2024-2027

Supporting you, while you support your loved ones



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Blue boxes explain words or phrases that some people may be unfamiliar with, giving everyone the chance to understand our strategy no matter what they know about Adult Social Care.



Foreward

We are excited to share our Carers Strategy for 2024-2027, a joint three-year plan outlining our commitment to you, our Carers.

Caring can be very rewarding, and the role Carers play is one to be celebrated. But providing care often comes at great personal cost to those sacrificing their own time, energy and money to carry this out. For many, caring can have a detrimental impact on their physical and mental wellbeing.

The past few years have been exceptionally difficult for Carers, and this continues with the cost-of-living crisis. It is therefore essential that we all recognise the impact of caring to support you to have a life, alongside caring selflessly for your loved ones.

It is important that the Carers Voice runs throughout our strategy and that it is written by Carers, for Carers. We gained valuable insight from many Carers who took part in a range of events and surveys throughout the last year as well as day-to-day feedback.

We look forward to continuing to work alongside you and the other organisations who also support you. We will ensure our priorities and commitments turn into actions that make a real difference to you, and in turn to those you care for.

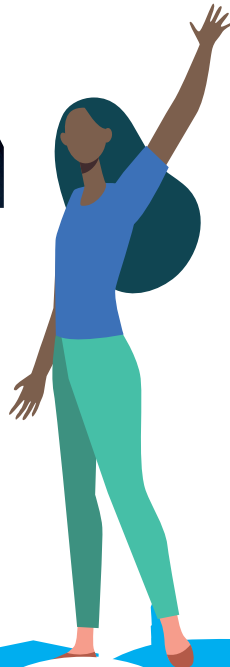
We continue to be so grateful to our community of Carers, and we appreciate, recognise and value your efforts. Thank you for your crucial feedback and involvement in crafting this key strategy so we can make sure we are supporting you, while you support your loved ones.



Cllr John Taylor
Executive Member (Adult Social Care,
Homelessness & Inclusivity)



Stephanie Butterworth
Director of Adult Services



Who is a Carer?

A Carer is a person who provides informal and/or unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a Care Worker, who is paid to support people. For this strategy, we will use 'Carer'.

You may be looking after a parent, partner, child, family member, friend or neighbour. This could be for many health reasons such as mental and/or physical health issues, frailty, long term illness or substance misuse issues.

You may help them with arranging their finances, personal and emotional support, shopping, cooking meals, getting dressed, medication and supporting them to access services and support.

We know that being a Carer may have a significant impact on your own wellbeing, physical health, ability to work and your finances.

At Tameside's Carers Centre, we are here to support you in your caring role. We offer a Carers Assessment, along with a tailored package of support and peer support groups.

To find out more, please contact us –

CarersCentre@tameside.gov.uk or visit our webpage
www.tameside.gov.uk/adults/support/carers

You might hear the terms '**informal carer**' or '**unpaid carer**' being used and they mean the same thing as being described in this section.

A **Parent Carer** is a parent of a child or young person with Special Educational Needs and Disability (SEND). It could be a sibling of a child with SEND who is a Young Carer.



We asked you how Caring for somebody can feel...

- 'You're stuck in a rut and you never relax.'
- 'You feel guilty when you leave them because you know they want you to stay.'
- 'I never mentally switch off or relax.'
- 'It's like you're in a lockdown situation, a parallel universe almost.'
- 'It's really stressful and mentally draining.'
- 'I can't remember the last thing I did for myself to be honest.'
- 'Everywhere I turn it's like someone wants something from me.'
- 'And finally you get to bed and shut your eyes and go to sleep... until the next day when it starts all over again.'

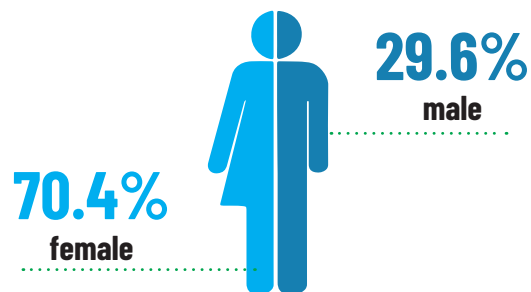
We want you to know that you are not alone.

The Tameside Carers Centre is here to help you and your loved one's cope with the impact caring can have on your lives. Whether that is somebody to talk to, referrals, signposting to support or meeting other carers.

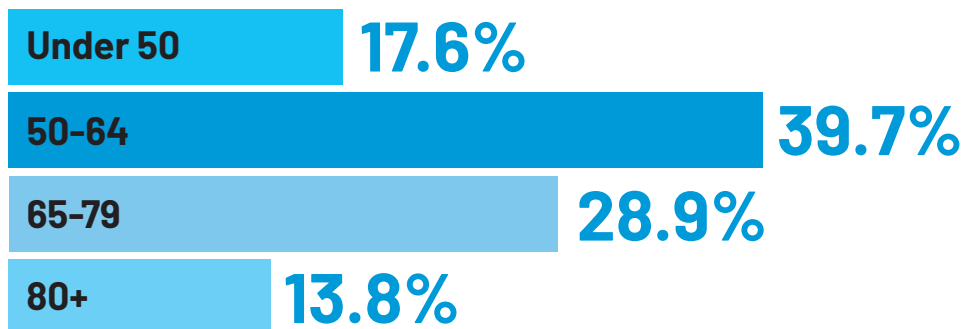


Tameside Carers Population

2022/23



How this made up by age group



Numbers of Carers assessments completed

Separate Carers Assessments
173

Joint Carers Assessments
87

National Carers Survey 2021/22

26.4% reported that they had as much social contact as they would like

32% of carers said they were satisfied with the social care support they received

58.2% reported that they have been included or consulted in discussion about the person they care for

49.4% said they find it easy to find information about services

Our Vision

We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.

Our vision for people living well at home is one where people are supported to be a part of their local communities to live long, healthy and fulfilled lives. This vision describes the social care future for Tameside and sets our intention for how we want to develop our services to make sure everybody can achieve their aspirations.



Our vision for Carers...

Our vision for Carers is one we want for all people in Tameside; where people can thrive, be confident and reach their full potential.

We use a 'person-centred' approach; this means the support we provide to Carers is based on what each person needs.

We know that when Carers feel supported, valued and recognised in their caring role, they are able to better support the people they love and care for.

Person-centred care is a way of thinking and doing things that sees the people as equal partners in planning, developing and monitoring care to make sure it meets their needs. This means putting people and their families at the centre of decisions and seeing them as experts, working alongside professionals.



We asked...

you throughout 2022 and 2023 how you felt about your caring role, what impacts you and how we can support you in a more meaningful way.

You said...

that a Carers Strategy was important to you, but that commitment to delivering this to Carers was what was essential. You told us that Carers need to get the right support at the right time, be treated like the expert and as equal partners.



We did...

co-produce the Tameside Carers Strategy and made sure that the priorities set out in the strategy meant the most to you, as Carers.

Co-production is when people with experience are involved as an equal partner in designing the support and services you receive.

Co-production recognises that people who draw on social care services, their families and Carers have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need care.

Going forward...

we are committed to improving the lives of Carers across Tameside. At the end of each year this strategy is in action, we will tell you how we have met the priorities using our website, newsletters, and social media. We will ask Carers to continue to be involved in our work and feedback to us about how we are doing!

The 'Voice of Carers' in Tameside

Throughout 2022 – 2023, we consulted Carers across Tameside to understand what is most important to them.

Having a voice in my support as a Carer means a lot, it's good to talk and say how I am feeling.

In **your assessment** we asked you about your caring role and how our service can support you.

We asked for feedback about our service and how we can improve what we do.

In January we started **Carers Coffee Mornings**; this has been a great way for us to consult with a wide range of Carers by using feedback forms, flip charts, group and 1-1 conversations. This gives us the chance to hear about your experiences and how our can meet your needs.

The **Carers Forum** is a chance to come together and have a voice in the development of service priorities. We look at everything from Carers experiences to the leaflets we provide.

We worked with an **independent research consultancy firm**. They held individual and group interviews with Carers to talk about being a Carer in Tameside. The research focused on the priorities and the vision that Carers felt were most important to them.

Feedback forms in the Carers Centre and in Carers Packs ask you about what would help you the most and what you know about the service.

The Big Conversation is an online survey that allowed us to have a final check with you that we had correctly captured all the information you told us was most important to you through all the other methods of listening to your voices. It allowed us to finalise your vision and priorities.



What matters to Carers?

We asked you to tell us what was important, and then we grouped all that information together into key themes. We then checked back and consulted with you on what the main priorities for the strategy should be and if we captured your views correctly. The result of that work is the **six priorities** that we will focus on over the next three years.

Priority	What you told us
1. Identifying and Recognising Carers	'I didn't realise as I was a Carer, I was just doing what I had to do to take care of my loved ones'.
2. Carers as real and expert partners	'It's important that Carers are listened to, we know the person we are caring for inside out and often know when there are changes in their health'.
3. Supporting Carers to stay health and well	'At the start of helping Carers to have a social life, access opportunities for training and education and getting them the right support and information at the right time. Helping Carers to network with each other if they wish to'.
4. Getting the right help at the right time	'I didn't know about Carers support when I started caring, and I wish that I had have done as it would have really helped at the beginning'.
5. Younger Carers	'Supporting young carers in their educational settings. School settings to be more aware of situations that young carers face on a day-to-day basis. Reasons they could be late for school. Reasons why they might be disengaged in their learning. Taking Young Carers' feelings into consideration and looking to support them to reduce their worries'.
6. Carers in/into employment and training	'Often Carers find it difficult to be employed due to the number of appointments and inflexibility of employer's or hospitals'.



Priority 1 – Prioritising and recognising Carers

WE WILL...

- Recognise the support that you give to your loved ones and advocate for Carers Rights.
- Work with partner agencies to help them recognise Carers, and refer them for support.
- Further develop the pathways into our Carers Service, to prioritise support for you.

I know that I can request support and a carer's assessment at the time I need it.

A **pathway** is a word to describe what needs to happen for people to get the support they need.

I will feel that services understand my role as a Carer and make sure I get to the right support.

I feel recognised in all that I do within my Caring role and know I will be supported.

As a parent of a child with SEND I know I will be able to get support.



Priority 2 – Carers as real and expert partners

WE WILL...

- Work with you to co-produce our services, have a voice, and feel empowered to share your experiences.
- Understand your individual caring role, tailoring support to meet your needs.
- Understand that you are the expert in both your own life and the person you care for.

I will feel that services are respecting my role as a Carer.

I will be able to share my experiences, to help inform change.

I feel listened to and that the package of support I receive is tailored to my needs.



Priority 3 – Supporting Carers to stay healthy and well

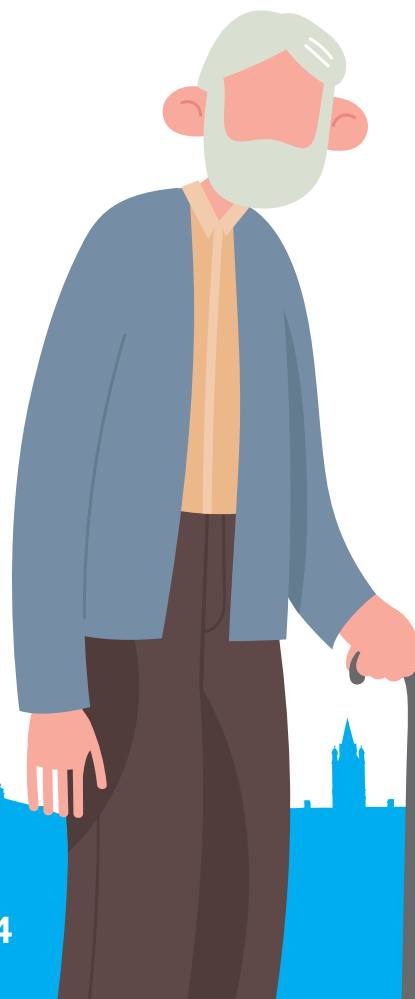
WE WILL...

- Promote our services and what support is available in local communities across Tameside reaching all Carers.
- Co-produce targeted Information and advice about keeping well both mentally and physically.
- Make your wellbeing a priority within our service, offering 1-1 support and activities to improve wellbeing.

I know I can access information and advice about my health and wellbeing.

I will be able to talk about how I feel, in a safe and supported environment.

I can access support that is tailored to my needs, helping to improve my health and wellbeing.



Priority 4 - Getting the right help at the right time

WE WILL...

- Offer timely assessments and offer support when it is needed.
- Make sure that our service is accessible to all and we provide personalised support.
- Refer to the right services that will support you with your own health and wellbeing needs, including support in a crisis.

I know I can access support and ask for a Carers assessment in a time that works for me.

I will be able to attend events and outreach services across Tameside.

I feel able to say when and where I want my support to take place.



Priority 5 – Young Carers

WE WILL...

- Make sure we work with Young Carers Services to help you develop a plan for your future.
- Have a seamless transition from Young Carers to Adult Carers Services, making sure there is no gap in support.
- Co-produce and develop the offer for young adult Carers.

I will feel supported in my caring role and able to talk about my future aspirations.

I know that I will be supported in the transition from young to Adult Carers services and that I can access support.

I can access support about wellbeing, education and training and meet other young carers who have similar experiences.

Priority 6 – Carers in/into work and education

WE WILL

- Offer courses and information sessions that will support your caring role.
- Empower you to explore your own aspirations and interests.
- Encourage employers to support Carers in the workplace.

I can look at what interests me and be supported to look at different options.

I will be able to access advice and information, helping me to talk to my employer about my caring role.



I will understand my rights as a working Carer.

I will be able to increase my knowledge to support my caring role.

Real Lives of Carers

Hearing from people with lived experience is what brings the story of being a Carer alive. We asked some of our Carers to tell us about their lives and the impact caring has on them.

Adult Carers Story



After my wife had a life changing accident at work, becoming a full-time carer was instant. The immediate problem - aside from having no care experience - was the loss of both our incomes. Caring is hard both physically and mentally. I became a nurse overnight, administering medication alongside all other physical aspects of caring.

The worst problem I had was my own physical issues. The Carers Centre has provided much needed vital support. For me personally, being able to talk to other Carers at monthly meetings, hearing their experiences and how they cope has been very helpful.



Young Carers Story



I look after my mum because she suffers from debilitating conditions such as a vascular dementia, arthritis, and cerebral palsy. I live with my mum, dad, and my dog. I help by doing most of the cooking, cleaning, and care for my dog too. I also regularly collect my mum's medication.

There have been times where I have had to cancel plans because my mum is ill or feeling down, so I can stay home and support her. To look after her mental health, I like to take her out to places she enjoys. The Carers Centre has helped me to make friends who have been through what I've been through. I've been able to connect with others who look after someone who share similar disabilities to my mum.



Going forward...

We will continue to ask Carers to co-produce our work to tell us what is important and if something is or isn't working within our services.

If you would like to help us shape our services and have a voice in what we do, please contact us!

Visit the Tameside Carers Centre:

The People Place @ Tameside One
Market Place
Ashton-under-Lyne
OL6 6BH

Weekday drop-in times can be found on

www.tameside.gov.uk/carerscentre

By phone:

0161 342 3344

By email:

carerscentre@tameside.gov.uk

More information on Tameside's Adult Social Care services can be

found at www.tameside.gov.uk/Adults

PEOPLE PLACE





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