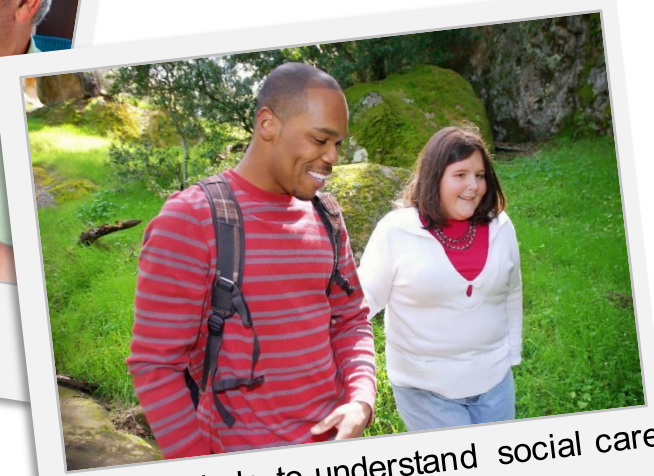




“Respect me & listen to me”



“The right information at the right time”



“I need help to understand social care”

# Derbyshire Carers Strategy

A commissioning strategy for  
Derbyshire 2020-2025  
(2022 Refresh)



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# Introduction

Three in five people will be carers at some point in their lives and almost everyone will know family members, friends and colleagues who are carers. There is not a 'typical carer' and everyone's caring role is unique. Carers come from a range of backgrounds, situations and age groups. Some carers move in and out of the role many times and provide various types of care, often to more than one person.



Caring can be very rewarding, and carers provide invaluable assistance to those depending on it. It is estimated that carers in Derbyshire contribute over £998 million to the local economy and collectively represent the largest provider of care and support.

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 physical and mental wellbeing, with many giving up a lifestyle and opportunities that non-carers take for granted. It is therefore essential that we all recognise the impact of caring in order to support carers effectively and assist them to maintain their role whilst having a life alongside caring.

Carers UK (2019 & 2021) State of Caring  
NDTi (2019) Supporting Carers

# Scope

This strategy is for all unpaid carers supporting someone who lives in Derbyshire, regardless of the condition of the person depending on them. It includes adult carers, working carers, parent/family carers, young adult carers and young carers under 18 and recognises that all carers have a diverse and unique range of needs, priorities and interests.

This strategy was developed by Derbyshire County Council and Derby and Derbyshire Integrated Care Board as a joint approach to strengthening early intervention and integrated support. It seeks to respond to the issues that have been highlighted locally and outline how everyone across the system can specifically work together to improve the lives of all carers.

## 2022 Refresh

In light of the pandemic, it has been necessary to update this strategy mid-way through the strategy cycle to reflect the impact Covid-19 has had on carers and to include key changes in national and local policy, including system-wide plans and strategies, to ensure our vision for supporting carers remains fit for the future.

The pandemic forced Carer Support to work in different ways, including a shift to online support and the delivery of new services, for example, offering wellbeing checks via telephone or Zoom, and supporting the Council with the delivery of PPE, Winter Covid Grants and the Household Support Fund to carers. The Young Carers Service were also involved in the delivery of wellbeing packs and online activities and wellbeing sessions.

Although many services have resumed, overall support for carers across the health and social system has not returned to pre-pandemic levels and this will need to be further understood locally to ensure that equality, effective support and recognition for carers is not lost. The priorities outlined in this strategy will continue to inform the design of future support and the key areas we need to concentrate our joint resources and actions on, to preserve and improve the health and wellbeing of carers until the next strategy refresh in 2025.

# Who is a carer?

A “carer” is an adult who provides or intends to provide care for another adult (an “adult needing care”).

A “young carer” is a person under 18 who provides or intends to provide care for another person.



Carers in  
Derbyshire

Carers may not recognise themselves as carers and may prefer to continue to identify primarily as a husband, wife, partner, sibling, parent, child or friend rather than a carer. It is important for carers to consider themselves carers<sup>1</sup> so their role can be recognised and their contributions acknowledged.

A “parent carer” means a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.

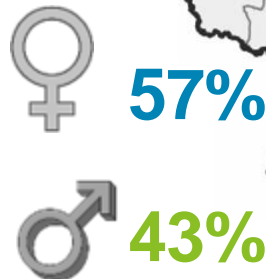
# Carer demographics in Derbyshire

Carer numbers are not static. Whilst some carers are taking on caring responsibilities, for others the role is ending. It is this turnover that means **3 in 5 of us will become a carer** at some point in our lifetime. (Carers UK)

## Young Carers

There are an estimated **1643** young carers aged 18 and under in Derbyshire. The average age of young carers in the UK is 12. (2011 census)

The 2011 census highlights that women are more likely to be carers than men, with **57%** of women and **43%** of men providing care in Derbyshire. The impact of caring will fall disproportionately on women as the demand for informal care increases.



## Carers living in Derbyshire

According to the 2011 census, Derbyshire has a population of **93,000** carers. ONS Population Projections predict that by 2043 the county's population will have increased by **13%**, which could lead to a population of at least **100,347** carers.

**60%** of carers in Derbyshire are aged 50 or older.

## Working Carers

An estimated **52,165** people combine the provision of care alongside **paid work** in Derbyshire (2011 Census)

## BAME Carers

4.2% (33,7030) of Derbyshire residents are from Black and Minority Ethnic groups. Across England & Wales there are 719,684 BAME carers, which is **12.5%** of the national number of carers. (2011 census)

# National and local policy and guidance

 Local policy /guidance

 National policy/guidance



**NHS Long Term Plan  
2019**

**NICE Guidelines 2020**

**NHS England  
Commitment to Carers  
2014**

**People at Heart of Care  
White Paper 2021**

**Joining Up Care for  
People, Places and  
Populations White  
Paper 2022**

**Health and Care Act  
2022**

**Children and Families  
Act 2014**

**Care Act 2014**

**Derbyshire County  
Council Plan Refresh  
2022-2023**

**Joined Up Care  
Derbyshire – Strategy  
Delivery Plan 2019-  
2024**

**Derbyshire Health &  
Wellbeing Strategy  
2022 Refresh**

Funding support for carers who provide care to an adult comes from central Government through to the Council and Integrated Care Board, to form a joint carers budget that is currently managed by Derbyshire County Council through the Better Care Fund.

# How this strategy was informed

We recognise the importance of talking to carers about what matters to them. This strategy reflects what a range of unpaid, family carers and those who depend on carers, have told us to inform our understanding of what carers want.

This strategy has also been informed by many partner organisations in the local health, social care and voluntary sector who frequently support carers. These include Creative Carers, Healthwatch Derbyshire, Derbyshire Carers Association, Links CVS and the National Development Team for Inclusion. The Council took part in the biennial NHS Digital Satisfaction Survey for Adult Carers in 2021/22 and in 2019, completed a national self-assessment on the progress of supporting carers in Derbyshire which included an on-line survey and a key engagement event.

Supporting carers remains a priority for Derbyshire's health and social care system. The priorities and actions within this strategy complement and link with the priorities of the Health and Wellbeing Board and the Joined-up Care Derbyshire plan to help us adopt a comprehensive, whole system approach to identifying and supporting carers.

We have also taken learning from national sources so the priorities set out in this strategy support the delivery of the Department of Health and Social Care Carers Action Plan (2018) and the objectives for carers outlined in the NHS Long Term Plan (2019), which have been strongly endorsed in our discussions with carers locally. For further information about what carers have told us visit:

[www.carersinderbyshire.org.uk/what-carers-tell-us](http://www.carersinderbyshire.org.uk/what-carers-tell-us)

## Twitter

Twitter posts included throughout this strategy are a sample of the 'live tweets' posted during the Derbyshire Carers Engagement Event to capture the views and opinions of the carers (67%) and professionals who attended. The event was held on 28 November 2019 in South Normanton and was led by [Sortified CIC](#).

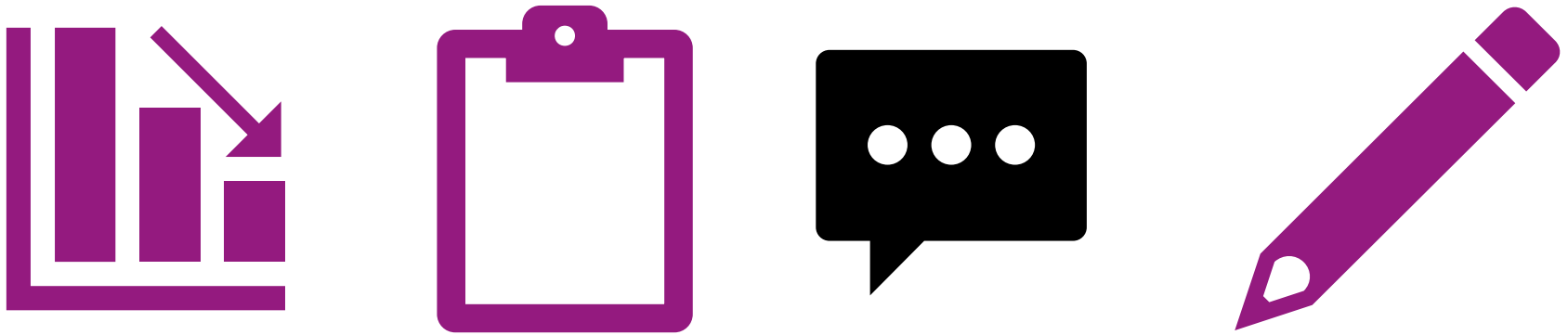




# Strategy achievements January 2020 - September 2022

- An **increase in the number of carers receiving information, advice and support** on a range of issues connected to their caring role
- New service offer that has **increased the number of carers accessing digital information and on-line peer support**
- **Reliable, up to date information cascading in a variety of formats through the commissioned carers services and the Carers in Derbyshire website**
- **Growth in the number of carers creating an emergency plan**
- An **increase in the number of young carers receiving support to reduce isolation and improved transition for young adult carers to the adult carers service**
- New systems and processes that assist in **joining up support and decision making between the Carers Service and Adult Social Care and Health**
- **Financial support worth £55,000 directed to over 600 families**
- A **rise in the number of carers identified and referred for support by partner organisations across Derbyshire**

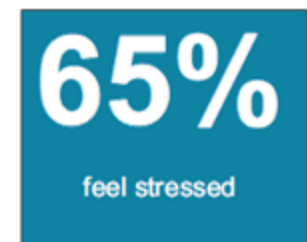
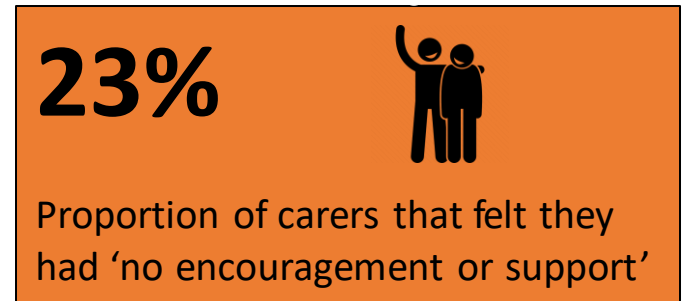
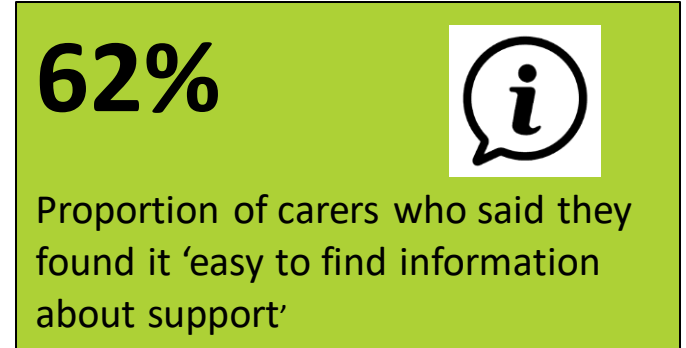
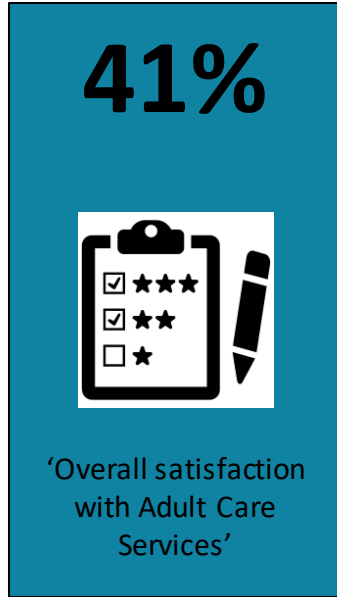
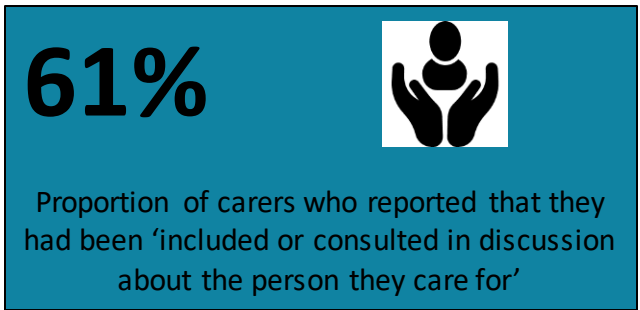
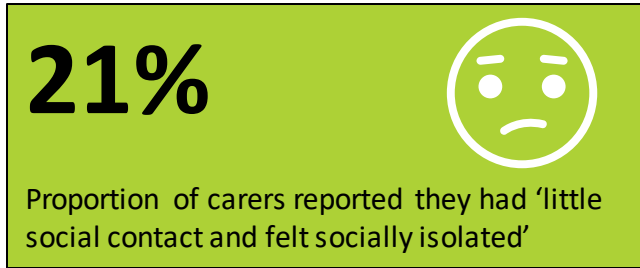




# What have carers told us?

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# Findings of the 2021/22 Survey of Adult Carers in England (SACE)



Source: [NHS Digital Survey of Adult Carers in England 2021-22](#)  
Image taken at Derbyshire Carers Engagement Event on 28/11/19

# Carers reported their top three requirements through the 2021/22 Survey of Adult Carers in England as:

A Break



Financial help  
and advice

Face to face  
or telephone  
support



Source: [NHS Digital Survey of Adult Carers 2021-22](#)

Image: taken at Derbyshire Carers Engagement Event, 28/11/19

# Findings of the national survey of young carers and young adult carers in 2022

**36%**



'always' or 'usually' feel worried because of being a young carer or young adult carer

**23%**



'never' or do 'not often' have someone to talk to their feelings about

**44%**

said their mental health is worse as a result of the pandemic

**36%**



said they 'never' or do 'not often' get enough sleep

**53%**



said the number of hours they spend caring has increased in the last year

**33%**

of young carers or young adult carers 'always' or 'usually' feel lonely

**28%**



Said they 'never' or do 'not often' feel like they get enough time for themselves

**27%**

'struggle to balance caring with school, college or university work'



**52%**



'Never' or do 'not often' get help from school, college or university to balance their school, college or university work

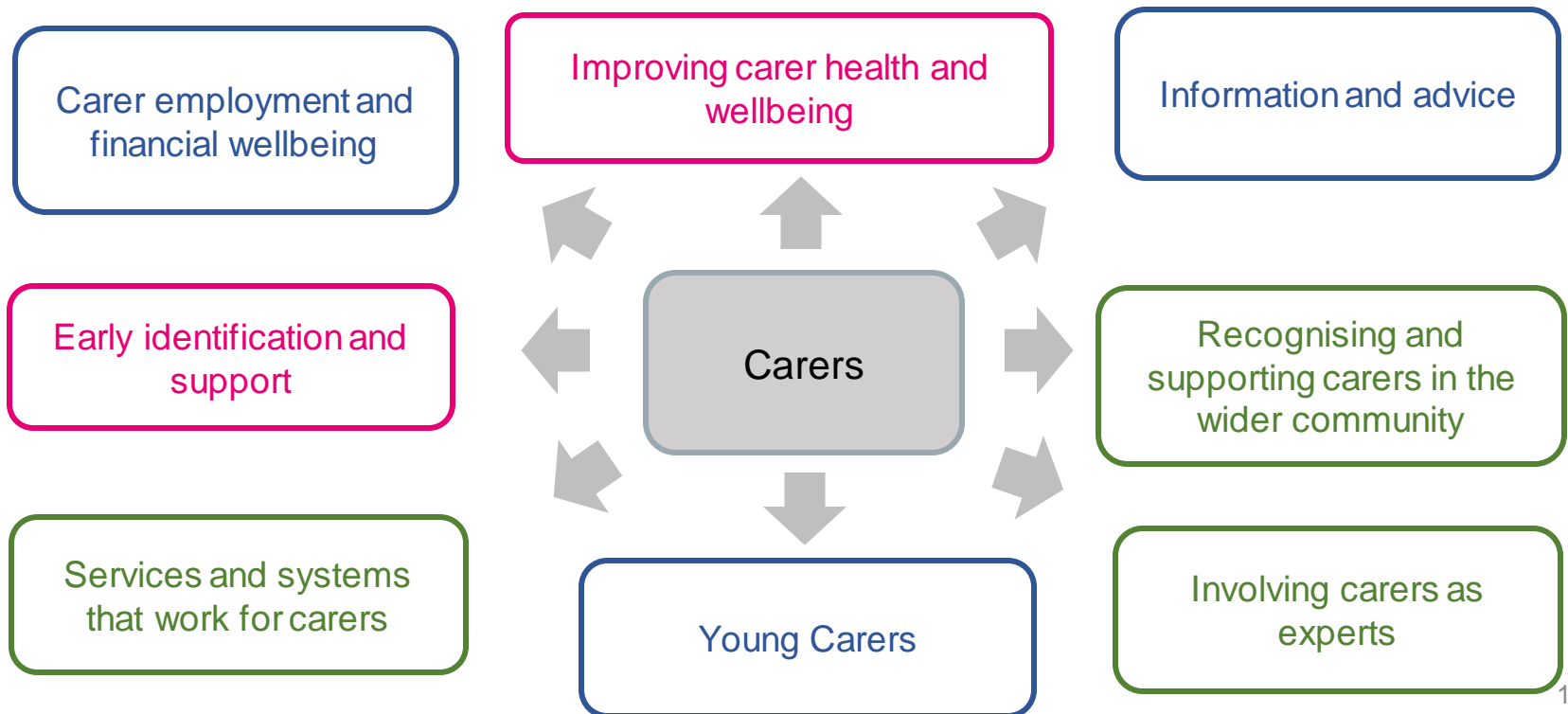
Source: Carers Trust [Carers Trust Report, March 2022](#)

Image: taken at Derbyshire Carers Engagement Event, 28/11/19

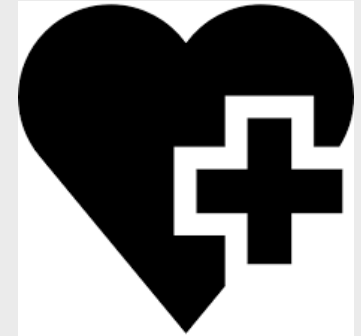
CONTROLLED

# Our priorities for the next three years to 2025

- 8 strategic priorities were set when this strategy was first developed in 2019 and these were based on what local carers felt would make the biggest difference in their lives.
- Based on what carers have told us during the pandemic and drawing on national and regional research, we will continue to concentrate on the same priorities, but with a particular focus on improving carer health and wellbeing, the provision of good information and advice and financial wellbeing/supporting carers in employment.
- The 8 strategic priorities continue to be in line with the objectives of the NHS Long Term Plan, the Health and Care Act together with national and local policies which offer a basis for effective and efficient carer support. We will continue to take into account what carers tell us is important to them to maintain their caring role, when redesigning and delivering carer services across 2022 & 2023.



# The impact and legacy of the Covid-19 Pandemic on carers



# What do carers say about their experience of caring through and after the pandemic?

“When I was in school, that was my time. Now every day is the same”  
(Young Carer)

“The pressure on carers has been immense with daytime and residential respite not available for almost 2 years”

“The government withdrawing the £20 universal credit uplift has caused more financial strain for carers who are unable to work due to their caring responsibilities”

“I felt I had no other choice but to retire, as it worried me leaving my husband alone at home”

“I constantly worried that I would give Covid to my vulnerable husband”

“I haven’t been able to get out and talk to my friends or have things I can go and do” (Young Carer)

“The pandemic meant little face to face support/ activities and many do not feel confident being directed to internet services. These often add to the stress and isolation especially in older carers”

“Sometimes a chat with the carers service would help, as it was someone you could share all your worries and fears to”

“The Pandemic restrictions have been detrimental to my wellbeing as I have not had usual contact with my family, and this made it more difficult to cope with caring for my husband”





<b>What carers have told us</b>	<b>What do we know?</b>
<p><b>Carer Health and Wellbeing</b></p> <p>" I feel I need a break and respite – I am dealing with everything now including tracheostomy care, peg feed care, suction to keep airway clear, oxygen support, ventilator support and physiotherapy"</p> <p>If I have any concerns at all it would be regarding my own physical fitness in the future and subsequently becoming unable to look after my wife as I am able to do now at 89 years old."</p> <p>"My brain and body say give up my caring role. My conscience says don't do it".</p>	<ul style="list-style-type: none"> <li>• There are more people with a caring responsibility now, than pre-pandemic levels and this peaked when carers registered for vaccination</li> <li>• Carers are providing additional hours of care and/or their caring role has intensified because of local services reducing, reprioritising, changing or ending</li> <li>• The health and social care workforce crisis and quality of care available are limiting the availability of replacement care, preventing carers from accessing a traditional respite break and placing carers under strain to care when they are not 'willing or able to do so'.</li> <li>• Carers report feeling lonelier, more isolated and anxious than they did pre-pandemic</li> <li>• Many carers are worried about themselves and the person they care for, catching Covid-19</li> <li>• Carers and those depending on them, are waiting longer for diagnosis and treatment, assessment and support</li> </ul>
<p><b>Information and Advice</b></p> <p>"Access to information is insufficient for elderly people unless they are internet savvy and many aren't, unless they have family members who are"</p> <p>"No one answers the phone, it's difficult to get hold of anyone and the length of the forms to complete to apply for a blue badge, attendance allowance, power of attorney etc means that most don't get finished as I am trying to complete these things around paid work and caring responsibilities."</p>	<ul style="list-style-type: none"> <li>• Some carers have struggled to connect with online support as a result of digital barriers; lack of equipment and/or access to the internet or because they are short of digital skills, ability or confidence</li> <li>• There are some great examples of digital services that have enabled carers to participate in choirs, cooking sessions, peer support, physical activity, arts and crafts.</li> <li>• Some providers have ensured that different online activities for carers and the person they support are put on at the same time so that an activity and break are delivered concurrently</li> </ul>

<b>What carers have told us</b>	<b>What do we know?</b>
<p data-bbox="38 149 821 192"><b>Carer Employment and Financial Wellbeing</b></p> <p data-bbox="38 314 850 392">“We find it expensive to pay for travel to day care that is not local”</p> <p data-bbox="38 449 840 571">“I found that the agencies were all helpful but if I hadn't asked the question, I may possibly have missed benefits advice to help my son”</p>	<ul data-bbox="869 149 1912 756" style="list-style-type: none"> <li>• Many carers face precarious financial situations, from equipment/care costs, increased food expenditure and fuel, given the necessity of heating and fuelling equipment to meet the health conditions of those depending on them.</li> <li>• Financial wellbeing is compounded by many carers having to reduce their working hours or leave employment prematurely, because they are providing more hours of care than they were pre-pandemic.</li> <li>• The workforce crisis in health and social care is preventing carers accessing the support they need and putting working carers' livelihoods at risk.</li> <li>• A significant proportion of carers are struggling to make ends meet and are turning to unsustainable solutions, such as accruing debt or cutting back on things that are integral to their wellbeing.</li> </ul>
<p data-bbox="38 785 792 828"><b>Early Identification and Support of Carers</b></p> <p data-bbox="38 856 850 1035">“Most carers haven't planned to become carers, so the situation evolves, and you don't know what help is available to you or what help you need”</p>	<ul data-bbox="869 785 1912 1249" style="list-style-type: none"> <li>• The Pandemic has made it harder to identify and reach out to support carers – particularly mental health carers, male carers, BAME carers, young carers and those who don't use the internet or have family/friends.</li> <li>• Carers have had to make choices about accessing support, seeing friends/family and work in order to reduce the risk to themselves and the person depending on them, which has made many carers even more hidden</li> <li>• However, many carers identified so they could be prioritised for the Covid-19 vaccine which led to the formal identification of many new and existing carers who also registered with carer services</li> </ul>

What carers have told us	What do we know?
<p><b>Services and Systems that work for Carers</b></p> <p>“The problem I have found is that there is a lot of help out there but to find what is best for my mum is a minefield”</p> <p>“There have been times when care workers have not come and many times, they are late”</p> <p>“The vaccination made me feel more secure and being on the priority list made me feel validated as a carer”</p>	<ul style="list-style-type: none"> <li>• There is an increase in the complexity of caring situations and the duration of support required from carer services, as other services have ceased, reduced or moved online.</li> <li>• There are now fewer options for signposting carers</li> <li>• Access and/or delays in primary and secondary healthcare, are adversely impacting carers and those depending on care</li> <li>• The crisis in the social care workforce often results in carers having to tell their story multiple times – rather than having a consistent point of contact, even if that is not the worker who actions every issue.</li> </ul>
<p><b>Recognising and Supporting Carers in the wider Community and Society</b></p> <p>“Carers have been left behind. As a carer, the impact of this situation has made me feel like I am not a valued member of society”</p>	<ul style="list-style-type: none"> <li>• Despite more people stepping into caring roles over the Pandemic, the perception of unpaid caring in our communities and society is still not valued or understood</li> <li>• A large percentage of carers still do not know about the services that are available to them in their local area</li> </ul>

<b>What carers have told us</b>	<b>What do we know</b>
<p><b>Young Carers</b></p> <p>“I am constantly worried about catching it and passing it on to my mum. I did less things with friends and still do. And I avoid public transport as much as possible as well as large gatherings.”</p> <p>“Coronavirus has isolated me from a lot of my support networks and also made my caring ... more difficult.”</p>	<ul style="list-style-type: none"> <li>• Young carers and young adult carers have reported that the pandemic has left them feeling more stressed, less connected with others, feeling that their education has suffered, their mental health has deteriorated and greater concern about future prospects.</li> <li>• Young carers were not able to take advantage of easing restrictions in the same way as other children and young people.</li> <li>• Many young carers and young adult carers are weighed down with further worry around whole family finances and the increase and intensity of the care they have to provide.</li> </ul>
<p><b>Involving carers as experts</b></p> <p>‘My dad is in hospital after a fall, but I feel totally excluded from the decisions made about his future care and the care I will be expected to provide.’</p>	<ul style="list-style-type: none"> <li>• Covid-19 restrictions reduced the involvement of carers in decisions relating to the diagnosis, treatment and care of those depending on them. Many carers did not feel on-line or telephone assessment methods sufficiently afforded a person centred or whole family approach and this has been particularly common due to the pressures around hospital discharge</li> <li>• Much of the health and social care system moved strategic planning and decision making conversations, that traditionally took place in communities and public spaces, online.</li> <li>• There remains a strong take up of digital engagement since the pandemic and whilst this has been useful in involving a younger and more diverse audience, there are still many carers who are digitally excluded and/or prefer face to face engagement.</li> </ul>



# Strategy priorities and pledges to carers

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# Derbyshire Carers Charter

A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or suffers with mental ill health or substance abuse.

## We promise to:



# Priority – Improving Carer Health and Wellbeing

## Carers said

- Tell us about the peer support available and make provision for us to bring our loved ones, if necessary.
- Provide us with simple and straightforward information about help available for us if we're struggling with our caring role; including ways we can potentially avoid our health suffering as a result of caring.
- Provide us with options available to us when we need to have a break from the caring role.
- Recognise it's important that we ourselves identify what's missing in our lives and receive the right kinds of help and support to fill the gaps at our own pace, in our own time and in our own way.

## Our pledge

In order to improve the health and wellbeing for carers of all ages:

- We will continue to develop new and effective ways of providing carers with a break from caring and/or keeping in touch with family and friends.
- We will explore new ways to connect carers with other carers and promote the support of each other.
- We will continue to raise awareness of the impact of caring on carer mental health and the importance of emotional support.
- We will actively support carers to plan and prepare for the future.
- We will review the effectiveness of the way Carer Personal Budgets are delivered to meet carer's eligible needs in a personalised way.
- We will design and commission services that promote and increase physical activity and effectively link carers to health and wellbeing support

# Priority – Information and Advice

## Carers said

- Give us new information about systems and processes, as soon as it becomes available, in ways that help us make informed choices and empowers us for the future.
- Provide alternatives to, or support for, carers less confident about using the internet, so we can still access the information and advice we need.
- Provide information that is not reliant on health and social care jargon or the term 'carer'.
- Understand that Black Asian and minority ethnic carers may not be familiar with the support offered by services or may not be able to access them.
- Provide us with someone to talk to who knows the relevant system/processes inside-out and can make this easier for us to ask the right questions.

## Our pledge

To ensure carers of all ages can find information and advice they need easily:

- We will work with carers to produce the right information and advice in new and accessible ways.
- We will engage with carers to ensure that the language used is correct, and identify translation needs in each area.
- We will continue to provide paper based information alongside digital information platforms and encourage take-up of digital support on a wider scale.
- We will continue to invest in training and learning for carers to ensure they can carry out their role safely and with confidence.
- We will ensure carer assessment is timely, proportionate and personalised so carers feel it is of benefit.
- We will equip partners with the skills and knowledge to provide accurate information that supports carers.



# Priority – Carer Employment and Financial Wellbeing

## Carers said

- The financial impact of caring is devastating when we have to give up a job to provide care.
- Staying in work can provide us with respite from caring and help build our resilience.
- Provide us with better information about the costs of care and support and how to plan financially for the future.
- Information about financial help for the whole family is the most effective approach.

## Our pledge

In order to support carers of all ages and their families:

- We will ensure more carers are able to balance work and care with support to return to work alongside or after caring.
- We will support carers to minimise the financial impact of caring, through the promotion of good employment practice, awareness of benefits and warm home discounts.
- We will work with employers to improve working practices, develop carer friendly employers policy and formally endorse the Carers Leave Bill.
- We will seek to raise awareness about the needs of carers among employers and support carers to stay in work or get back into work.
- We will link into the workforce strategy to support working carers more consistently.
- We will help carers obtain the benefits information and support they need.

# Priority – Early Identification and Support of Carers

## Carers said

- Recognise when we're a carer and help us to recognise this too, especially at the point of diagnosis.
- Identify who is caring in the family and what support is needed by everyone.
- Provide checks on our physical health and mental wellbeing through primary care.
- Those of us from Black, Asian and minority ethnic communities, mental health carers, parent carers and young carers feel overlooked as carers and that our needs as carers are not fully understood.

## Our pledge

To increase awareness and identification of carers of all ages:

- We will continue to work with partners across the whole system to ensure carers are systematically identified in the early stages of caring.
- We will use the framework set out in the quality markers to develop and promote carer-friendly GP practices and endorse the benefits of supporting carers through primary care.
- We will continue to reach out to carers from under-represented and vulnerable groups to ensure they are identified and supported in a personalised way.

# Priority – Young Carers

## Young carers said

- Acknowledge our role when we are supporting a member of our family and offer support to everyone in the family.
- Talk to us, really listen and don't make assumptions about what we do or don't do.
- Keep us informed when support changes.
- Make services more joined up, especially when support moves from different services.
- We need support to think about the future.
- Schools need to know we are young carers.
- Support us to have a break and just be a 'young person'.

## Our pledge

In order to improve the way we support young carers and young adult carers:

- We will continue to work with partners to increase awareness and identification of young carers and promote the benefits of supporting the whole family.
- We will promote the take up of 'top tips to support young carers' in primary care.
- We will continue to provide support that protects young carers and young adult carers from caring excessively.
- We will work with partners to improve educational, training and employment opportunities for young carers.
- We will provide peer support and break activities with young carers and young adult carers.
- We will ensure good access to mental health support

# Priority – Involving Carers as Experts

## Carers said

- Acknowledge and value us as an 'equal expert partner' - one of a team among professionally paid and qualified people.
- Listen to us so that we can provide that team with accurate up-to-date information, in confidential spaces, if needed, and contribute to workable solutions.
- Ensure we agree to support plans where we'll almost certainly have a key part to play (rather than our role being assumed or taken for granted) before they are signed off.
- Keep us up-to-date about progress in changing, improving or starting services for our loved ones.

## Our pledge

In order for carers of all ages to be respected and valued as equal partners:

- We will increase the involvement of carers in the care of the people they look after and ensure their role is recognised, valued and respected.
- We will ensure that a range of methods are used to capture the diversity of carer's views and fully involve carers in service changes or proposals.
- We will influence new initiatives and partnerships so that they effectively meet the needs of carers and support carers' rights.
- We will explore how we can resource co-production and carer-led participation in commissioning and decision-making.

# Priority – Services and Systems that work for Carers

## Carers said

- Ensure we get what we need quickly and simply without going through complicated systems and processes.
- Clearly tell us what to do, and where to go, when we're faced with an emergency impacting on our caring role.
- Make it easier for us to obtain statutory support and financial benefits rather than having to battle for everything.
- Stop making us repeat the same information over and over.

## Our pledge

- We will continue to raise awareness and promote best practice amongst health and social care professionals to identify, value and support carers effectively.
- We will promote the value of local services working together to support families as a whole.
- We will work with all partners delivering front-line services to help them work alongside carers as part of a team.
- We will influence initiatives and partnerships in Derbyshire so that they explicitly include carers and better meet the needs of carers.
- We will continue to strengthen emergency planning and crisis support for carers in emergencies.
- We will evaluate our model of carer support and develop the specification for future carer services.

# Priority – Recognising and supporting Carers in the wider community and society

## Carers said

- Understand we need to meet others with similar experiences within community spaces for understanding, empathy and tried-and-tested practical solutions.
- Speak to us (and be heard) on our own terms within our communities, in ways that are meaningful to us.
- Support us to come together with other carers in order to improve local decisions and ensure a carer's perspective is understood, and acted on, at every level of decision-making.
- Recognise our value, strengths and knowledge within local neighbourhoods.
- Recognise our strengths and skills and encourage and support us to do the same.

## Our pledge

In order to recognise and support carers of all ages in local communities :

- We will continue to raise public awareness and recognition of carers and an understanding of caring across communities and wider society.
- We will continue to develop peer support which can also include the person depending on care within local communities.
- We will explore new ways for carers to be engaged in their local communities and connected to local community support.
- We will examine and promote technologies which effectively support carers in their role.
- We will support carers to access peer support through social media and on line platforms.



# Taking the Strategy forward 2022 - 2025

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# Our vision by 2025

## We want Derbyshire to be a place where ...

- ✓ Carers will be proactively identified and supported at any point within the local health, social care and voluntary sector
- ✓ Carers will also be recognised and supported in local education, employment, leisure, faith, and community settings
- ✓ Carers will report full involvement in plans where they have a role, whether those plans are drawn up by health or social care
- ✓ Carers will find it easy to get the information, advice and support they need
- ✓ Carers and their families can expect services and systems to join up in a way that is helpful to them
- ✓ Carers will plan ahead and feel more confident in the event of a crisis or emergency
- ✓ Carers will be using technology to support them in their caring role
- ✓ Carers will enjoy better physical health and be able to access emotional support and further help should they need it
- ✓ There will be greater recognition for young carers
- ✓ Carers will live in communities where understanding of caring is growing and carers are recognised, valued and respected

## We want Carers in Derbyshire to be able to say

"I feel that what I do as a carers is recognised, understood and valued and I am offered support in my own right"

"I can find the information I need, quickly and easily"

"I know where to get help from when I need it including when things go wrong, challenging decisions and getting my voice heard"

"I am able to balance caring with my education, paid work, volunteering and personal interests"

"I feel recognised and valued by my employer"

"I am able to navigate the health and care system"

"I know how to look after myself to remain healthy and well"

"I have access to appropriate support, that suits my needs including a break from caring"

"I am respected, involved and feel part of the team planning the future care for the person who depends on me"

"I feel the communities around me understand my situation and support me"

"I feel safe and in control"

"I have contact with friends and family"

"I have the opportunity to be involved in designing the services I use"

"I have support that means I am protected from inappropriate caring"

"I am using technology to support me as a carer"

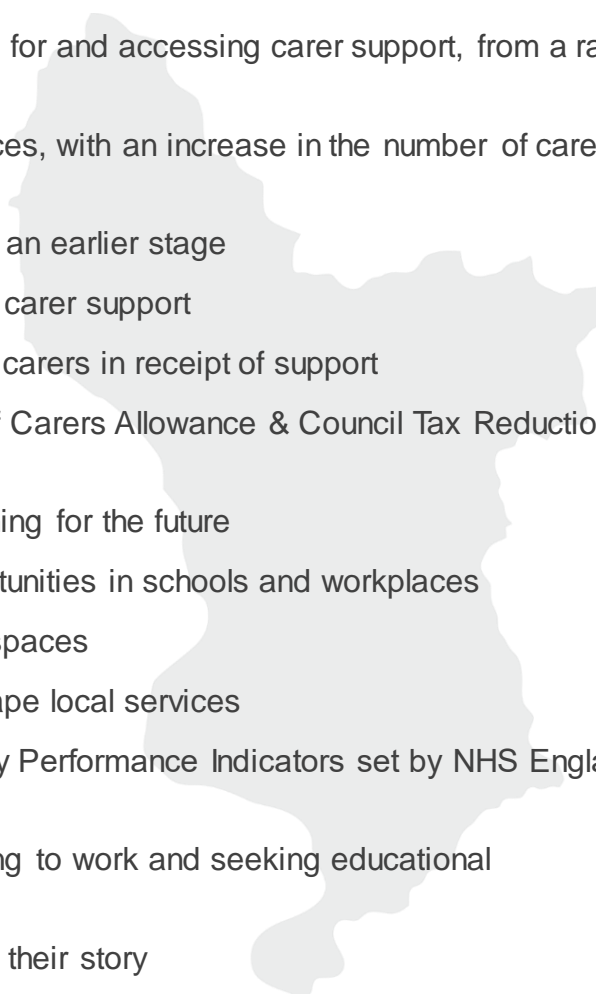


# Our plan from 2022 to 2025

- The Carers Strategy Delivery Group led by Derbyshire County Council and the Derby and Derbyshire Integrated Care Board, will oversee the delivery of this strategy.
- Whilst the original strategy document was finalised and agreed by Derbyshire County Council Cabinet in May 2020, the wider system launch, adoption and progression of some of the pledges were inevitably delayed as the health and social care system entered its emergency response and the Carers Strategy Delivery Group was suspended.
- However, work has continued on the implementation of the strategy, with a primary focus on sustaining and protecting the health and wellbeing of carers and ensuring additional investment in carer's mental health and emotional support.
- We want and expect carers to hold us to account in relation to the ambition of this strategy. Development of a detailed action plan and annual progress report will be coproduced next, with carers, the Council, NHS and voluntary and community sector organisations. To ensure accountability and visibility of the work, all planning and progress reports will be available on [www.carersinderbyshire.org.uk/carers-strategy](http://www.carersinderbyshire.org.uk/carers-strategy)
- There are a number of actions and opportunities within this strategy which include partners and it will also be the task of the Carers Strategy Delivery Group to ensure system sign up and linking across strategic areas of work to provide the best support possible for carers across Derbyshire.
- The views and experiences of carers remain paramount in informing the progression and evaluation of the strategy. All carers are invited to be part of this work through organised carer events, carer groups, surveys and other feedback mechanisms. For details of carer engagement events/opportunities visit [www.carersinderbyshire.org.uk/having-your-say](http://www.carersinderbyshire.org.uk/having-your-say)

# How will we know if we are making a difference and benefitting carers?

## We expect to evidence :

- 
- An increase in carers taking a break from their caring role, at a time that is convenient, in a way that suits them
  - An increase in the number of Carers referred for and accessing carer support, from a range of referral sources
  - Carers identified and registered in GP practices, with an increase in the number of carers with a flag on their GP record
  - New carers identified and carers identified at an earlier stage
  - Carers reporting positive outcomes following carer support
  - Under-represented and vulnerable groups of carers in receipt of support
  - Increase in the number of carers in receipt of Carers Allowance & Council Tax Reduction due to caring role
  - Carers making an emergency plan and planning for the future
  - Carer awareness training and learning opportunities in schools and workplaces
  - Carers supporting each other in community spaces
  - Carers sharing their views and helping to shape local services
  - The Integrated Care System meeting the Key Performance Indicators set by NHS England's Commitment to Carers Programme
  - An increase in the number of carers continuing to work and seeking educational opportunities
  - A reduction in the number of times carers tell their story
  - Carers reporting positive outcomes reflecting 'I statements'

## Overarching Measures

We will monitor our progress using measures from the Survey of Adult Carers in England. This captures feedback on topics that are considered to be indicative of a balanced life alongside an unpaid caring role.:

- The proportion of carers who report overall satisfaction of carers from social services
- The proportion of carers who report they have been included or consulted in discussions about the person they care
- The proportion of carers who find it easy to find information and advice about services

# Data sources

The following national/local policy have been used to inform the development of this strategy

- Creative Carers (2019) [What Carers Want statement](#)
- NHS England (2014) [Commitment to carers](#)
- NHS England (2019) [NHS Long Term Plan](#)
- NICE (2020) [Supporting Adult Carers](#)
- Carers UK (2019) [Juggling work and unpaid care: a growing issue](#)
- Carers UK (2019 & 2021) [State of caring: a snapshot of unpaid care in the UK](#)
- NHS Digital (2021-22) [Personal social services survey of adult carers in England](#)
- NHSE & I (2019) [Supporting carers in general practice: a framework of quality markers](#)
- Department of Health and Social Care (2018) [Carers action plan 2018-2020: Supporting carers today](#)
- Local Government Association (2018) [Supporting carers: Guidance and case studies](#)
- NHS England (2016) [An integrated approach to identifying and assessing carer health and wellbeing](#)
- NHS England (2014) [Commissioning for carers: Principles and resources to support effective commissioning for adult and young carers](#)
- Department of Health and Social Care (2014) [Care Act 2014](#) [Children and Families Act 2014](#)
- Association of Directors of Adult Social Services (2019) - [Efficient and Effective Interventions for supporting Carers](#)
- NDtI (2019) [Supporting Carers](#)
- Derbyshire Health and Wellbeing Board (2022 Refresh) [Derbyshire Health and Wellbeing Strategy](#)
- Derbyshire County Council (2022-2023 Refresh) [The Council Plan 2022 to 2025 \(derbyshire.gov.uk\)](#)
- Derbyshire population estimates [Derbyshire observatory](#)
- [Carers Trust Report \(2022\)](#)
- Age UK (2022) [Breaking point](#)
- [Derbyshire's projected change in population: 2018 -2043](#)
- [East Midlands Unpaid Key Worker Report](#)

# This strategy has been developed in partnership with:



# How to get in touch with us

We would welcome your views on this strategy. If you would like to discuss any part of it, are interested in getting involved, have comments or require more information, please contact:

Adult Social Care and Health Commissioning Team  
Derbyshire County Council, County Hall  
Matlock, DE4 3AG  
Email: [ASCH.ac-commissioning@derbyshire.gov.uk](mailto:ASCH.ac-commissioning@derbyshire.gov.uk)



Derbyshire County Council and NHS Derby and Derbyshire Integrated Care Board would like to extend a huge thank you to the carers, professionals and partners who helped us to produce this commissioning strategy for carers.



For details of carer engagement events visit <https://www.carersinderbyshire.org.uk/news-and-events>



**Joined Up Care**  
Derbyshire

