Supporting young carers and their families: Joint working with health services
Housekeeping
Disclaimer

This webinar will be recorded and edited for anonymity to share on our website http://makingastepchange.info
Contact us

If you’re struggling to join the webinar or if you want to ask some questions to the presenters, please get in touch with Fraser Cook: fcook@carers.org
Housekeeping
Supporting young carers and their families: Joint working with health services
Working in Partnership for young carers and their families

The Children & Families Act 2014 and the Care Act 2014 significantly strengthens rights for young carers. From April 2015 local authorities should consider how supporting an adult with care needs can prevent a young carer from undertaking excessive or inappropriate care. Equally when a child is identified as a young carer, the needs of the person cared for should be considered.
Integration with NHS and other Health Services:

Local Authorities must carry out their care and support responsibilities with the aim of promoting greater integration with NHS and other health-related services.
Tools and Resources
NHS Change Day
Young carers call to action

Objectives:
- To generate a heightened understanding of the specific issues that young carers have highlighted as a priority for action
- To receive a commitment from health leaders for young carers' health and support needs
- To determine how the health sector will engage with the duties to co-operate from the Care Act (2014) and Children’s and Families Act (2014)

The key messages:
- Make services more accessible
- Better identification of young carers
- Services working together to support young carers
- Recognising the need to communicate with young carers
- Think patient, think carer, think family. Make sure we are not excluded
‘PINKY PLEDGES’

NHS Improving Quality is working in partnership with a number of organisations to improve the health and wellbeing of young carers

What NHS England will do:
Based on the emerging themes NHS England has developed 37 commitments around the following eight priorities, which are within NHS England’s gift to deliver and move forward:

1. Raising the profile of carers;
2. Education, training and information;
3. Service development;
4. Person-centred, well-coordinated care;
5. Primary care;
6. Commissioning support;
7. Partnership links; and
8. NHS England as an employer.
• Commissioning Guidance
• GP Carers champions
• Training for GP Practices
• Hubs for health professionals

http://www.rcgp.org.uk/clinical-and-research/clinical-resources/carers-support.aspx
About Caring for Carers

The Caring for Carers Hubs provide information about living well as a carer alongside local information about services, support groups and resources to assist primary care to more effectively support carers and the people they care for.

The main audience is staff working in primary care, including GPs, nurses and practice managers. The local Hubs will also be of benefit to other professionals supporting carers. Find out more

Your views

We would like to hear your views about how you currently find and use information to support carers. Please spare a few minutes to complete our brief survey.

Choose your local Caring for Carers Hub

Bedfordshire
Helping primary care to support carers in Bedfordshire
Visit this site →

Camden
Helping primary care to support carers in Camden
Visit this site →

Sunderland
Helping primary care to support carers in Sunderland
Supporting young carers
June 1 2014
This guidance adapted from the Supporting Carers Action Guide highlights the importance of providing a whole family approach when supporting and signposting young carers identified in primary care.

Young carers: Who are they? What do they do?
June 17 2014
This infographic published by the Carers Trust illustrates the growing number of young carers in the UK and how the role impacts on their lives.

Making it Real for Young Carers
September 4 2013
In this resource young carers explore six themes concerned with personalised and community-based support. Using words and illustration they explain what is most important to them.

The Whole Family Pathway
September 5 2012
This resource published by The Children’s Society is for both families and agencies to follow so they can see what choices, what responsibilities and what lines of accountability for services may be available.

Young Carers
June 17 2014
This short film published by the Carers Trust shows who young carers are and what young carers do.

Engage Toolkit
July 15 2014
The Engage Toolkit, developed by The Children’s Society, is a resource for young carers between the ages of 10 and 18 years old.

Young Carers Support Project
The Young Carers Support Project led by Carers in Bedfordshire provides support to young carers between the ages of 4-16 years old. The project organises fun clubs and provides a range of services for young carers.

Young and Sibling Carers Project
This project run by Carers in Bedfordshire aims to help Young and Sibling Carers have fun, make friends and enjoy themselves in a supportive environment.

Carers UK
Carers UK is a national membership charity for carers, that is both a support network and a movement for change.

Biggleswade Young Carers Clubs
These clubs are specifically for young carers between the ages of 16 and 18 years old. They provide a fun, social space for young carers to meet other young carers, make friends, have fun and get involved in activities that they enjoy.
Resources: School and Community Nurse online training toolkit

Public health approach

School nurses are public health nurses. Their role is primarily about addressing public health issues of children aged 5–19 through delivery of the “Universal” offer. Health visitors carry the same responsibility for children up to age 5.

The population of young carers is growing every year, and school nurses and health visitors are well-placed to offer front-line interventions to deal with their public health issues.

Public health outcomes for young carers tend to be poor. For instance, they can experience:

- sleep deprivation
- physical stress and injury from carrying out arduous caring and household tasks
- emotional stress from persistent worrying about family members’ well-being and particular elements of their caring role, such as

www.rcn.org.uk
Who are school nurses?

- Qualified nurses with specialist training in public health needs of **school aged children**
- Lead and deliver the Healthy Child Programme (5-19)
- Equipped to work at community, family and individual levels
- Skilled in identifying issues and risks early, providing early intervention
- Support children with illness and disability, vulnerable children and young carers to enable them to access education and recreation
School Nurses & Young Carers

At 4 levels

Community
improving accessibility, outside of school, websites

Universal Service
early identification and support

Universal Plus
giving info on illness and health

Universal partnership Plus
multi-agency work to support whole family
Resources: The School Nurse Pathway

This pathway is particularly aimed at school nursing services and will be of interest to professionals and provider organisations and commissioners. School Nurses play an important role in identifying young carers in the school aged population, both in and out of education. Public Health Nurses can play an important role in identifying and supporting families where there may be a child or young person caring or who could become a carer.
Resources: Queens Nursing Institute

www.qni.org.uk
UPDATE LIST OF RESOURCES AVAILABLE

- NHS England’s Commitment to Carers
- Royal College of GPs Carers Support Programme
- Nurses
  - Department of Health
  - Royal College of Nursing (RCN)
  - Queens Nursing Institute (QNI)
- Healthwatch
Thank you

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Tel: 01962 711511

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Be a part of this exciting opportunity to:

• Learn about **current updates on the new duties outlined in the Care Act 2014 and Children and Families Act 2014** for young carers and their families.

• **Hear from the Local Authority Trailblazers** about their models of collaborative whole system, whole council, whole family approaches.

• **Share learning about the challenges and discuss potential solutions** for the implementation of both Acts.

• **Attend workshops around the themes of identification, assessment and support.**

• Explore **examples of good practice** for the identification and assessment of young carers.

• Gain access to **new resources** built from the project’s key learnings.

• **Visit the marketplace** featuring displays and resources from some of the leading organisations supporting young carers.
Young Carers and Health

“Making it Real for Young Carers” – advance notice

Date: Thursday 31 March 2016

Times: Registration 9:30 am for 10:00am – 3:45pm close

Location: Coin Street Neighbourhood Centre
108 Stamford Street
South Bank
London SE1 9NH

Aim of the event: A major free networking event looking in depth at the developing Young Carers and Health agenda.

Most of the speakers on the day will be people from health organisations or young carers working with them. This will include presentations from NHS England together with several NHS Trusts and CCGs on local innovation.

The day will be an interactive event looking at whole family approaches; understanding requirements arising from NHS Policy and legislative change requiring improved support for young carers.

A new, broader carers Memorandum of Understanding is being developed by NHS England. This is designed to promote a whole system approach in supporting carers (including young carers) through local agreements between the NHS, Social Care and others.
Q & A / Comments

Please type in your questions
The mental health and emotional wellbeing of young carers, how Liverpool CAMHS and AMHS can work together to support the whole family...

Lisa Nolan
Liverpool CCG
Programme Delivery Manager
(Children and Maternity)

Louise Wardale
KFIM Coordinator
Barnardo’s Action with Young Carers
Liverpool
Overview

- Where the journey began
- Historical context
- Adult Mental Health Services – Mersey Care NHS Trust and Barnardo's Keeping the Family in Mind
- Rational - Whole system change – whole family approach
- What’s Working
- Journey Continues - Transforming CAMHS – Commissioning and Young Carers
“All the children, young people and adults expressed the view that a parent’s mental health problems had a direct impact on their immediate and extended families” (Keeping the Family in Mind 1999)

Keeping the Family in Mind development project set up in 2001 to ‘improve and enhance the range of appropriate, accessible, non-stigmatising and timely services to families with children, who are impacted by adult mental ill-health in Liverpool’
“Where the journey began… Why we need to work in partnership

“They say things like ‘we only work with your mum’ but my mum lives with me so it’s all connected”.

“It’s difficult enough living with mental health problems, but it feels like me and the kids have all our problems separated out and then no one gets the whole picture and sees how we are all affected”.

[Image of silhouettes of a family and a cityscape]
One third of UK adults with mental health problems are parents.

Most parents with mental health problems parent their children effectively, however:

Families affected by parental mental ill health can experience poor outcomes.
Risks to children: Parental mental ill health is a factor in a third of Serious Case Reviews (SCR).

Intergenerational impact: Up to two thirds of children whose parents have mental health problems will experience mental health difficulties themselves.

Young Carers: Third of YC’s are estimated to care for a parent with MH problems and group least likely to be offered a carers’ assessment.
What’s Working …?

- Jelly Baby Kite Mark
- Family Rooms & YC’s Joint Policy and Procedure
- Message in a Bottle (Advanced Statement)
- Family Support Workers (3 in the CMHT’s)
- Child/Young Persons/Family Information
- Trust Wide Women’s and Think Family Steering Group
- YOU – The Workforce
Making a difference …

Family Rooms have been mainstreamed 14 across the Trust – All in-patients Kite-marked
Resourced by Mersey Care NHS Trust
External and internally evaluated

Award-winning & Best Practice
A source of organisational pride
The Family Support Worker Model

Benefits of the process

- Capacity building within Community Mental Health Team
- Increasing focus on children within CMHT
- Empowering clients and families
- Development of a common perspective between multiple agencies
- Safer services
Resources
“We can see when our parents are becoming unwell. We notice things and worry, but we don’t always know who we can talk to or where to find help”. Young carer age 10
What really helps?

- **10 messages** – Clear communication at heart of what Children and Young People want
- Building resilience **and** managing risk - information always helps!
- With permission – involve children & young people
- Talking to Children – how much do they understand…
- Identify Young Carers – assess in their own right
- Intervening Early - coordinated care package for whole family
- Signpost/referral eg relevant Young Carers' Service (Liverpool, Sefton, Knowsley)
- Reduce Stigma – **the Postcards**
- Multi agency approach with senior level commitment – **Think Family**
- Whole-system approach and collaboration – **No Wrong Door**
Transforming CAMHS

Liverpool Core Model

Making sure young carers are integral ...
Liverpool Integrated CAMHS Pathway (0-25 years)

- **Community MH Hub & YIAC North**
- **Community MH Hub & YIAC Central**
- **Community MH Hub & YIAC South**
- **Community Targeted and Specialist Support Teams (AH CAMHS/Merseycare/VCS CAMHS)**
- **Out of Hours/Crisis Support (AH CAMHS/Merseycare)**
- **In-patient (NHS England)**

**Clinical Commissioning Group**

- **Improved MH of C&YP and Families**
- **C&YP and Families**

**Universal Services & Communities Nbhoods**

**Participation and Engagement**

**Workforce Development**

**Transforming Community Services**

**Living Well and Digital technology (Mental Health promotion and Self Care)**

**Healthy Liverpool**
How?

- Re-modelling existing provision
- National funding
- CCG investment - Youth Mental Health Model
- Working Together - Commissioners and Providers
Taking a whole family approach means that underlying issues can be addressed

‘Can you see me, can you hear me….then why did you ignore me?’
More Information/Contact Details

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louise.wardale@barnardos.org.uk
Surrey Young Carers Health Presentation
Making a Step Change Webinar Trailblazers

19th January 2016
Based on the BBC Kids who care 2010 report, there are an estimated 14,030 Young Carers in Surrey.

According to the National Census 2011: 1:2 Young Carers are caring for more than 12 hrs per week and 1:8 young carers are under the age of 10 years.
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<th>Source of Referral for Young Carer</th>
<th>Number of new carers referred (Apr - Sep)</th>
<th>Number of new carers referred (Oct - Mar)</th>
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<td><strong>354</strong></td>
<td><strong>667</strong></td>
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Surrey Young Carers Strategy

- A multi agency strategy based on the Think Local Act Personal (TLAP) model. **Making it real for Young Carers**
- Codeigned and co produced with young carers – Surrey Young Carers Conference May 2014
- One year on – Surrey Young Carers Conference May 2015
- All 6 NHS CCGs and Community Providers & Mental Health Provider signed up with individual action plans
- Surrey Young Carers Strategy for 2015 to 2018 is based on:
  - What Young Carers have said
  - Pledges from professionals to improve support for young carers
  - Changes to the law that give important new rights to young carers
  - A need to ensure young carers are not left unsupported when they reach 18
Surrey Young Carers Health Survey
Key findings:

- Young carers were on average combining 14 hours of caring a week above and beyond their school work.

- 11% had sustained an injury due to their caring role with less than half having told their GP they were caring for anyone.
Surrey Young Carers Health Survey

Key findings:

- 35% recognised the symptoms of an eating disorder
- 9% had self-harmed
- 60% find it difficult to socialise
- 62% stated they struggled to keep up with school work
Outcomes for Young Carers

- Identified
- Recognised
- Included
- Supported and referred on to services.
- Protected against inappropriate levels of caring
- Safeguarded
Whole Systems Approach to supporting young carers in health

- Young Carers Pathway
- Young Carers Awareness Staff training
- School Nurse Pathway and network group
- NHS Providers Network
- Young Carers Awareness Day Event Frimley Park Hospital
- Military Young Carers – MOD Practices
- Triangle of Care for young carers
- Mental Health Young Carers Ruck Sack
- Support from Community Pharmacy
- Identifying CHC Young Carers
- Hospital Carers Support

Access to services:
- ✓ GP Young Carers Registration
- ✓ GP Young Carers Breaks
- ✓ Carers Prescription
- ✓ New Young Carers Resources e.g. Medicine Management, Understanding Mental Health, Cancer
- ✓ Young Carers Self Management Courses
- ✓ Surrey Young Carers Forum – Friends and Families Test
The Triangle of Care for Young Carers and Young Adult Carers

- Our Provider Surrey & Borders Partnership Trust have developed a Young Carers Action Plan which includes implementing the 6 standards of the TOC.

- Signed up to No Wrong Doors’ Memorandum of Understanding

- Young Carers Pathway

- New Young Carers Resources
Partnership work with Surrey Young Carers (A4C).

Young Carers bag. Recently been made available at the Abraham Cowley Unit at St Peters Hospital. We'll be launching at the new Farnham Road MH facility in the New Year.

Lisa's had some amazing feedback to date and it's already fuelling new campaigns to raise awareness of young carers in the January national campaign day.

At the end of the year we'll review the results and impact and see if it's something we can scale nationally.
Surrey Young Carers Pathway

1. Identify whether there are children in the household
   - Identify whether these children are caring

2. Request parental consent to refer young carer for support
   - If parental consent not forthcoming – Gillock Competency test

3. Use Surrey Carers Prescription to refer to Surrey Young Carers Service
   - Safeguarding roles apply
Surrey Young Carers (SYC) has been supporting young carers, under the age of 18, across Surrey since 1996. They offer free impartial information and support to young carers and their families on minimising the impact of their caring role.

They provide workshops, forums, activities and groups. SYC gives young carers timeout from their caring role and helps them to achieve their full potential. They promote the needs of young carers in all child care and adult settings, they offer training to Health, Social Care and Educational professionals. SYC is currently working with 2,000 young carers.

**Surrey Young Carers** Astolat, Coniers Way Burpham, Guildford, GU4 7HL
Contact 01483 568 269 or Visit [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)
Surrey Young Carers Support
Building Capacity

- 1,392 in 2012/13
- 1,650 in 2013/14
- 1,849 in 2014/15
- Stretch target 2,000+ 2015/16
Young Carers Impacted by Eating Disorders

- A new publication has been developed for young carers explaining what a eating disorder is
- What support is available
- What support a young carer may offer to someone else in their family who has an eating disorder
Working with NHS Providers

'Don't assume we don't care'
Young Carers are children and young people under 18 who provide unpaid care and assistance to support another family member or friend.

There is help and support available at Surrey Young Carers -
Call 01483 568269 email syc@actionforcarers.org.uk
Military Young Carers

Surrey are planning to work with partners to improve the identification and support provided to MYC’s

A military young carer is someone between the ages of 5 - 24 years of age, who helps look after a relative who has a condition, such as a disability, illness, mental health condition, or a drug or alcohol problem, who is serving or has served in the Armed Forces.

- Military Children have a higher prevalence to be carers than civilian children

National MoD figures

- 2,130 military personnel where severely, or very severely physically injured between 2001-14 in combat action (current ration 1 child per 2.3 veterans)
- Estimated ratio - military dependent child 1:2.3 veterans (RBL, 2005).
Surrey Carers Team

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