



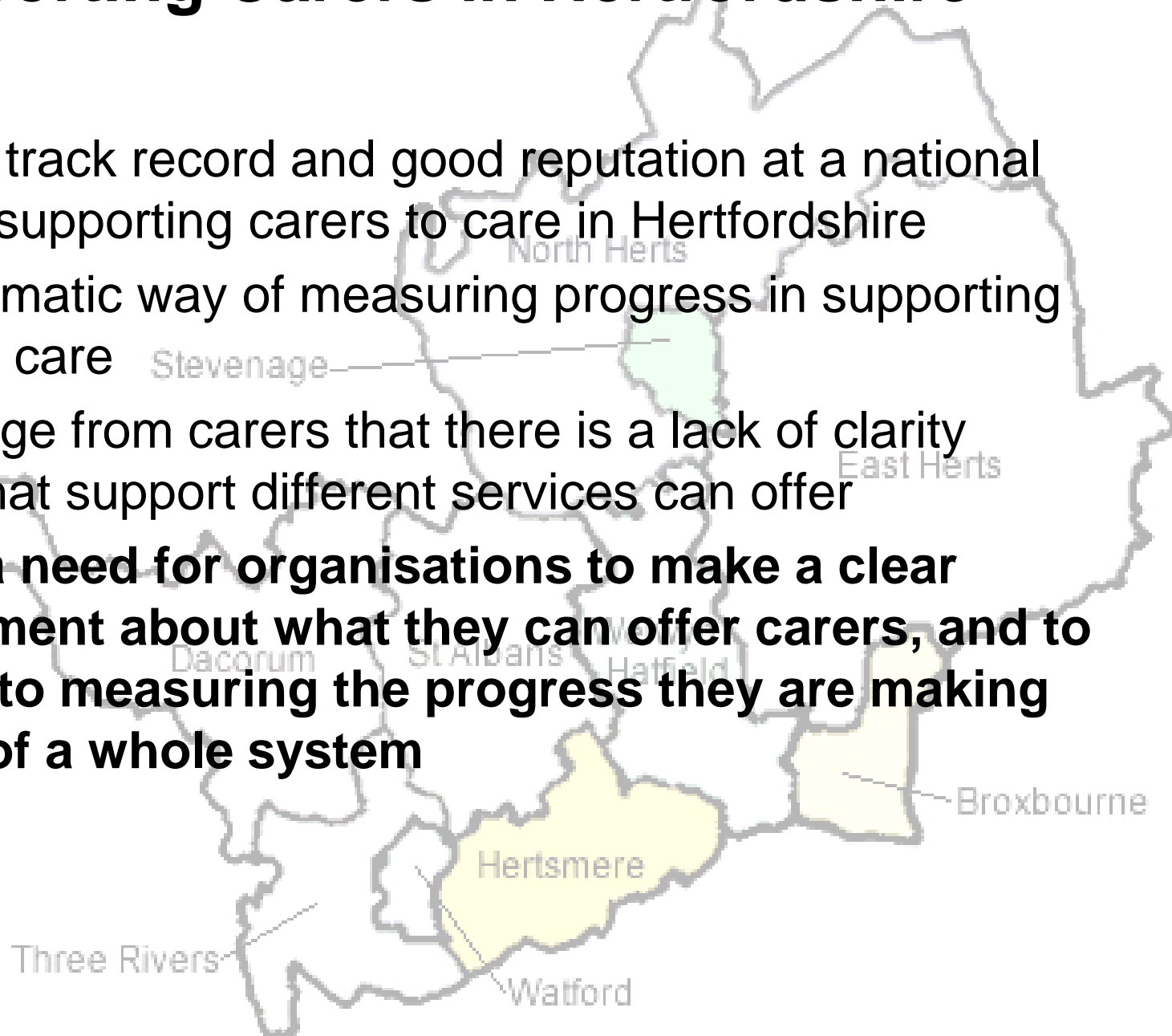
Supporting Carers to Care Progress Update & Next Steps

Wednesday 26th June

Hannah Rignell, Commissioning Manager
Community Wellbeing Team

Supporting Carers in Hertfordshire

- A strong track record and good reputation at a national level for supporting carers to care in Hertfordshire
- No systematic way of measuring progress in supporting carers to care
- A message from carers that there is a lack of clarity about what support different services can offer
- Hence, **a need for organisations to make a clear commitment about what they can offer carers, and to commit to measuring the progress they are making as part of a whole system**



Hertfordshire Commitment to Carers

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 has mental health or substance misuse problems. Hertfordshire's 110,000 carers provide the equivalent of £2.1 billion worth of unpaid care every year, almost as much as Hertfordshire's entire health and social care budget.

All the organisations listed in this document are signed up to the Hertfordshire Commitment to Carers.

This means;

- We recognise and value the huge contribution made by Hertfordshire's 110,000 carers
- We will work together to deliver the seven outcomes for carers in the Carers' Strategy
- We will help carers get support as early as possible in their caring journey
- We will work with other organisations towards a seamless carer experience of our services, so carers don't have to do the joining up and they get the best possible support from the resources available
- We will be accountable to carers in meeting our commitment by welcoming feedback and taking action when things go wrong

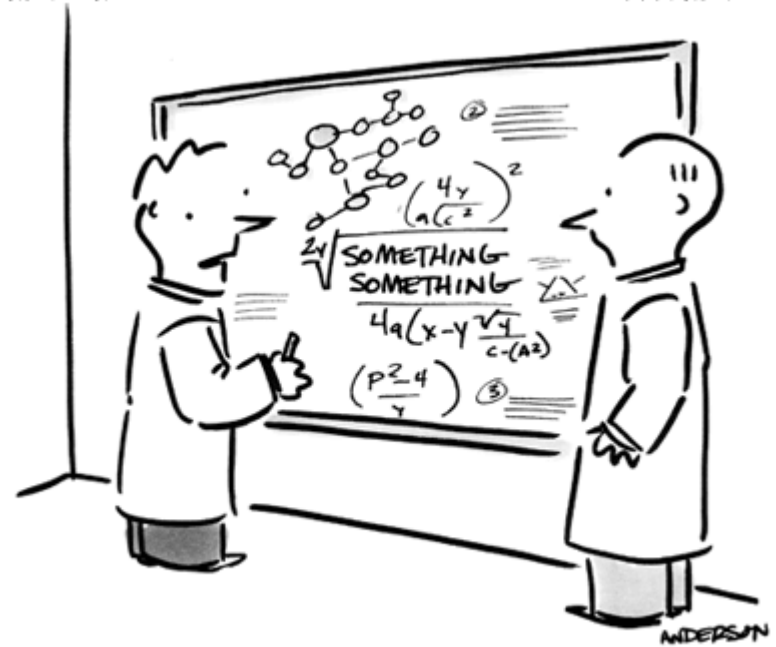
Indicators

Measuring progress across the 'whole system' (for the first time....)

- The number of 'new' carers we identify, and **the length of time they have been caring for before getting support**
- Percentage of **focussed interventions to support carers with a positive outcome** (helped to carry on caring; avoidance of a residential or hospital admission) - and who made those interventions
- Percentage of carers who said we (public services) helped them **feel healthy and able to care** – and which services helped them

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"It's an inexact science."

Progress Update

- 10 organisations/units signed up – and more wanting to join
- Baseline established for first indicator – carers are caring for **5 years 4 months** before getting any support in Hertfordshire, in comparison to a national average of 5 years
- Not about over-promising or anything 'extra' – just a clear statement about what an organisation is doing to support carers
- All Commitments signed by the Chief Executive or relevant Board member



*Supporting carers to care
as part of Hertfordshire's
Health and Wellbeing
Strategy*

An extract from a 'Commitment'

East & North Herts NHS Trust

- Offer practical support to carers from our dedicated 'Carers Lead' post in our Integrated Discharge Team
- Recognise and value carers, by offering carers certain benefits including discounts at catering outlets, reduced parking charges and flexible visiting hours (*carers have a discount on catering equivalent to the staff discount, have a discount on parking that is better than the staff discount, and can travel on the health shuttle for just £1 if they are accompanying their cared for*)
- Measure our impact on reaching carers earlier by directly referring carers to Carers in Hertfordshire (*who will capture the data on length of time caring before getting any support – there have been over 20 direct referrals to CinH in the past month, in comparison to none last year*)



Next Steps

- Formal **launch** at the Hertfordshire Assembly on Monday 8th July
- Full **baseline** set of indicators in place for September 2013
- **Signing up more organisations** to the Commitment – district councils and some smaller businesses have already expressed an interest
- **Involving carers** in the development of the Commitment and its monitoring and evaluation

