

Caring for our Carers in Slough

Slough Wellbeing Board has agreed an integrated approach to identifying and supporting carers through a local Memorandum of Understanding (MOU).

This involved the commitment from local health and social care partners within the third and statutory sectors.

The MOU is in line with the national and local strategy to support carers and the NHS England toolkit 'An integrated approach to identifying and assessing Carer Health and Wellbeing'



Meet and Mingle at Carers Week launch night at the Copthorne Hotel, hosted by Slough Carers Support. Photo: Emma Sheppard - 13/06/17

To date, the following organisations have committed to the MOU:



Slough Borough Council



Slough Clinical Commissioning Group



together as one.

Aik Saath



www.scstrust.co.uk

Slough Children's Trust



Berkshire Healthcare Foundation Trust



Slough CVS on behalf of Slough Prevention Alliance
Community Engagement (SPACE)



Healthwatch Slough



Youth Engagement Slough Consortium



Slough Crossroads



South Central Ambulance Service



Special Voices



Local support and guidance

Alzheimers Dementia Support

1. Introduction

This Memorandum of Understanding (MOU) sets out an agreed approach to supporting the implementation of an integrated approach to the identification, assessment and meeting of carers' health and wellbeing needs across Slough. The document has been developed from a national template published by NHS England and encompasses the vision within our local joint Carers Strategy 2016-2021. It's supported by key partners in the health and social care system who are committed to working together for carers and young carers.

The 2011 census data tells us there are 11,626 carers living in Slough. This is 14% of the population compared to the national average of 12%. Within this number there are 337 young carers under the age of 15 and a further 976 aged 16-24 providing regular care.

This is taken from the Slough Carers Strategy 2016-2021 which contains a more detailed breakdown of the local population profile.

2. Slough vision for carers

"I know that I am a carer, I have a positive relationship with the person I care for and have a healthy and fulfilling life outside of my caring role. I am recognised and valued as a carer by my community and I know where to go to get the right support when I need it."

Taken from Slough Carers Strategy 2016-21

This local MOU supports the co-operation of local partners and provider organisations to achieve this vision.

3. Working together to support carers

Partners have different roles and responsibilities and this will affect how they directly support carers. However, all are committed to improving the identification and recognition of carers in their organisations.

By signing this MOU, Partners have agreed to co-operate with each other, to promote the wellbeing of individual carers of all ages through a whole family approach. This aims to:

- a. maintain the independence and dignity of carers and their families
- b. promote the mental and physical health and wellbeing of carers
- c. empower and support carers to manage their caring roles and have a life outside of caring that includes maintaining employment, education, leisure and relationships
- d. ensure that carers receive the right support, at the right time and in the right place
- e. identify hidden carers and those who are seldom heard such as those from Black and Minority Ethnic groups, armed forces, gypsy and traveller, veterans etc.
- f. respect carers' decisions about how much care they will provide and about not providing care at all
- g. involve carers as expert partners in developing future support
- h. increase awareness of carers within the borough
- i. ensure that young carers are identified and protected from undertaking inappropriate caring

4. Key principles

The integrated approach to identifying, assessing and supporting carers' health and wellbeing needs rests on a number of supporting principles.

Partners to this Memorandum of Understanding agree that:

Principle 1

We will support the identification and recognition of carers and young carers in all organisations.

Principle 2

We will support the registration of carers in primary care and Slough Carers Support services.

Principle 3

Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.

Principle 4

Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.

Principle 5

The staff of partners to this agreement will be aware of the needs of carers and of their value to our communities.

Principle 6

Carers will be supported by information sharing (with their consent) between health, social care, carer support organisations and other partners to this agreement.

Principle 7

Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision-making and reviewing services.

Principle 8

The support needs of carers who are more vulnerable or at key transition points will be identified early.

Principle 9

Young Carers will be identified, supported and protected from inappropriate care.

5. Thinking carers within Slough

Partner organisations who have signed up to this MOU have shown a commitment to work together to ensure carers receive the right support, at the right time, and in the right place.

Partnership working and co-operation is key to providing a joined up, seamless service. This will include joint working between the local authority, the NHS, voluntary organisations, education, public health, housing and local communities to support carers.

The needs of Carers should also be recognised by commissioners and planned for. Work through the Slough Wellbeing Board, the Health Partnership Delivery Group, and the Joint Strategic Needs Assessment will include the identification of carers and young carers in Slough.

Partners will evaluate the effectiveness of this MOU in discussion with carers and through outcomes measured with the Adult Social Care outcomes framework (a biannual survey). These include:

- Carers reporting an improved quality of life
- Carers satisfied with services
- Carers reporting they have been included or consulted in discussion about the person they care for
- Carers reporting it is easy to find information about support