

Shropshire All Age Carer Strategy 2022- 2027 Review



Contents

1. Foreword
2. Executive summary
3. Shropshire Carers Partnership Board
4. Purpose of the strategy
5. Who is the strategy for?
6. Who is a carer?
7. Carer Demographics
8. How the strategy was developed
9. What We Have Achieved Since the Last Strategy
10. Challenges from Delivering the Last Strategy
11. What Did Carers Say About Their Experience of Caring?
12. How the All-Age Carer strategy aligns with the Shropshire Plan
13. What we want to achieve
14. Our priorities
15. Appendix A – Local/National information and legislation that has informed the strategy
16. Appendix B – Action Plan – how we will deliver this strategy
17. Appendix C – National 2021/22 Survey of Adult Carers
18. Acknowledgements

1 Foreword

To date, the broad data released from the 2021 Census indicates that 9.6% of our population in Shropshire identifies as an unpaid and family carer, with almost a third of those carers responding, providing unpaid care for 50+ hours per week.

The work unpaid and family carers do is invaluable and, while it can be rewarding, without identifying as a carer and receiving help at an early stage, it can lead to poorer physical and emotional health, social isolation, a need to give up work and financial difficulties. It is vitally important that carers remember to take care of themselves too and we all have a role in helping carers to self-identify and seek support.

Whether you are an adult supporting a friend or family member, a parent looking after a child who has additional needs, or a young person who spends a lot of time looking after members of your family, Shropshire Council would urge you to get in touch to find out about the support available to you.

This all-age carer strategy review 2022-2027 document has been produced by gathering the knowledge and views from organisations in health and social care, voluntary and community sector and, most importantly, from carers and former carers from across the County. During the implementation of this strategy, it is vital that carers continue to be involved in informing the application of it so that our priorities and actions reflect the lived experience of carers in Shropshire.

We want to make Shropshire a carer friendly county where our carers, of all ages, remain healthy, fulfil their own educational and employment potential, and have a life of their own outside of their caring responsibilities.

All-age carer strategy working group.

2. Executive Summary

In June 2022, Carers UK reported the numbers of unpaid carers remains higher than before the Coronavirus pandemic with 1 in 5 UK adults now providing support to a relative, close friend or neighbour and almost everyone will know family members, friends and colleagues who are carers. Carers come from a range of backgrounds and age groups.

This is an all-age strategy which covers all carer groups, and while all carers should be treated equally, it recognises that everyone’s caring role is unique, and each carer may have differing needs


Following findings from the Carers Review in 2019 and engagement with partners and carers, the aim for this Shropshire All-Age Carers Strategy is: -

‘To identify, support and enable carers of all ages in Shropshire to remain healthy, fulfil their own potential and balance their caring responsibilities with a life outside of caring. ‘

Carers have told us what is most important to them to support them in their caring role. Their views have been used to decide upon the outcomes that will be most important for us to achieve in the next five years.

This has led to seven key priority areas which are as follows:

| | |
|-------------|---|
| Priority 1. | Early identification and support for carers of all ages. |
| Priority 2. | Building carer friendly communities in Shropshire where carers are recognised, listened to and respected. |
| Priority 3. | A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs; allowing carers to fulfil their employment and educational potential. |
| Priority 4. | Carers have good physical, mental, and emotional wellbeing |
| Priority 5. | Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available |
| Priority 6. | Co-ordinated services within the whole Health and Social Care Sector |
| Priority 7. | Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role |



The strategy has been developed to provide an outline of a holistic approach to supporting carers and will support the achievement of outcomes in the Shropshire Plan 2022-25, particularly relating to the strategic objectives within the priority Healthy People:

- **Tackling inequalities –**
by developing an all-age carer strategy to:
 - a) ensure all carers are recognised, whatever their age, caring role or wherever they live in Shropshire
 - b) acknowledge all carers should be treated equally however recognising that everyone's caring role is unique, and each carer may have differing needs.

- **Early interventions –**
by increasing awareness and identification of carers of all ages within the whole Health and Social Care sector, including self-identification, so that information, advice and support can be given at an earlier stage to:
 - a) improve carers experience of caring – the right information at the right time
 - b) help to prevent crisis
 - c) allow carers to achieve their full potential and lead their best lives
 - d) supporting carers to fulfil their employment and educational potential.

- **Partnerships –**
by working with local strategic partners, carers, and the community to:
 - a) ensure carers receive appropriate levels of support that is easy to access from whichever part of the sector carers first have contact with
 - b) ensure everyone understands their role in making a difference to Shropshire carers' health and wellbeing, in making Shropshire a carer friendly place to live.

- **Self-responsibility –**
by empowering carers to:
 - a) create personal goals and aspirations
 - b) provide support to progress them
 - c) have the confidence to take responsibility, own their plan and help them to do things for themselves.

The implementation of this strategy will be supported and advised by the Shropshire Carers Partnership Board (SCPB), which includes representatives from carers, statutory services, the voluntary and community sector, and health. Regular progress reports will be made to the Shropshire Health and Well-Being Board.

3. Shropshire Carers Partnership Board

The Shropshire Carers Partnership Board (SCPB) has a strategic role in overseeing the development, commissioning, and implementation of services for unpaid carers in Shropshire, whatever their age, to ensure carers are supported. Meetings are quarterly and are usually blended, via MS Teams and face to face.

It is important that carers, communities, the voluntary sector, and health organisations are part of the Board so that:

- key issues facing unpaid carers are understood and can be addressed
- carers expert knowledge has a role in co-producing how services intended to improve their health and wellbeing are designed and shaped.
- the sector is working cohesively and reducing duplication
- all areas within the health and social care sector are aware of services and new developments to support carers.

4. Purpose of the Strategy

The main purpose of our All-Age Carer Strategy is to provide a clear framework to the commissioning and provision of services that will support carers of all ages to:

- Identify as a carer,
- Maintain their own health and wellbeing,
- Plan for their future
- Participate in family and community life.

The strategy seeks to address local issues and strengthen integration of health, social and voluntary services to enable the priorities to be achieved to improve the lives of carers. Additionally, it sets out a plan on how we will maintain our progress and enhance those areas where we need to improve.

5. Who is the Strategy for?

Our Vision is:

‘To identify, support and enable carers of all ages in Shropshire to remain healthy, fulfil their own potential and balance their caring responsibilities with a life outside of caring. ‘

This strategy is for all unpaid and family carers who provide support to an individual who lives in Shropshire and may be ill, frail, with disabilities, have poor mental health or drug and alcohol problems, meaning they're unable to manage without this care and support.

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.

6. Who Is a Carer?

A 'carer' is an adult who provides or intends to provide care for another adult without pay (an 'adult needing care' s.10 *Care Act 2014*)

A 'Young Carer' is a person under 18 who provides or intends to provide care for another person s.96 *Children and Families Act 2014*



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' so their role can be recognised, and they are able to access advice and support they may need.

A 'parent carer' means a person aged 18 or over who provides care for a disabled child for whom the person has parental responsibility s.97 *Children and Families Act 2014*

Source: *Care Act 2014* and *Children and Families Act 2014*

7. Carer Demographics

Carer Demographic Census 2021

Initial broad data results from the Census 2021 issued 19 January 2023 shows the following:

- 29, 704 individuals, over the age of 5 years, identified as an unpaid carer in Shropshire

| Hours of unpaid care provided | % figure | Number of unpaid carers |
|-------------------------------|----------|-------------------------|
| 9 hours or less | 3.8% | 11,637 |
| 10 - 19 hours | 1.3% | 4,044 |
| 20 - 34 hours | 0.9% | 2,721 |
| 35 – 49 hours | 0.9% | 2,771 |
| 50+ hours | 2.8% | 8,531 |

Further detailed information will be added when available from the Office of National Statistics.

Information on Parent Carers and Young Carers

There are a dispersed population of children and young people with special educational needs and disabilities in Shropshire. There are approximately 4300 children and young people who are under the age of 18 and have some level of additional need. (This figure does not include any children and young people who live in Shropshire but access their education outside of the County). 2006 of these young people have been identified as having a significant level of special educational need and as such are likely to be receiving a high level of support from family carers.

It is only recently that the true impact on parent carers of supporting a young person with additional needs has been fully understood. The National Network of Parent Carer Forums www.nnpcf.org.uk championed the use of the term 'parent carer' in recognition of the additional responsibilities and roles parent carers take on, over and above the role of being a parent, when supporting a child with additional needs. This additional responsibility, combined with the sense of loss and concerns about the vulnerability of their children, can have a significant impact on parent carers physical and mental health.

In addition to impacting their physical and mental health, families of disabled children also face additional costs and maybe economically disadvantaged. In 2019 [research from Scope](#) found that 'on average, a family with a disabled child would have to pay £581 a month to have the same standard of living as a family with a non-disabled child. For 1 in 5 families, these extra costs come to more than £1000 a month'.

The Young Carers support service had 128 young carers registered with them in December 2022, with 61 young carers actively engaged during that quarter.





We don't yet have the Census 2021 data on how many young people identify as a carer in Shropshire. This is likely to be an under-representation as nationally it is recognised many young carers are hidden from the view of others.

To improve identification of young carers:

- The support service provider employs a School Project officer to provide weekly term time support in schools for those young carers already identified and to identify more through working with school staff;
- Children and Young People's service have analysed information on where referrals are made to target awareness raising and training on identifying a young carer.

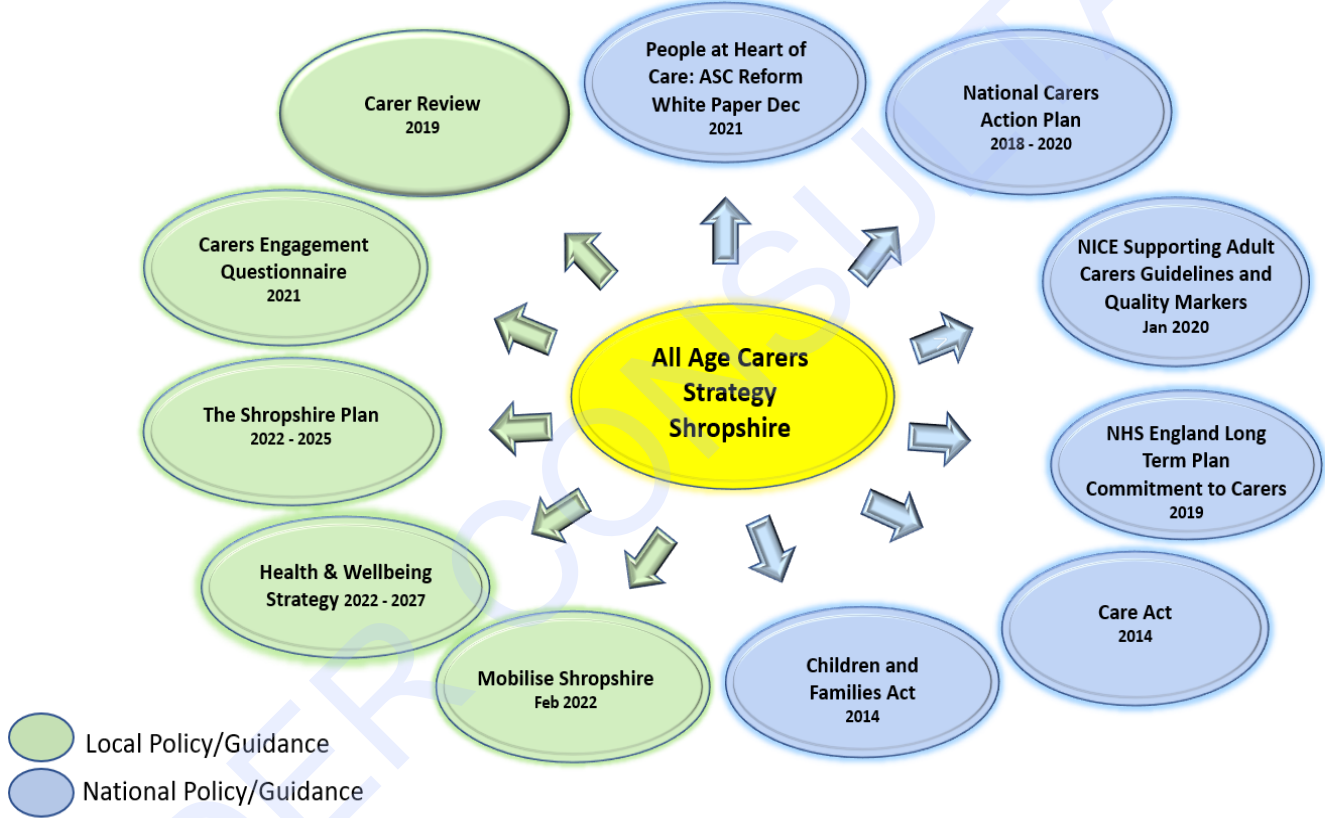
Findings from the 2021/22 National Survey of Adult Carers

See appendix C for full information

| | | |
|---|--|--|
| <p>When asked how much control carers have over their daily life, 16% said they have enough control, 67% have some control, but not enough, and 17% have no control at all.</p> | <p>191 carers said they had used support services in the last 12 months.</p> <ul style="list-style-type: none"> 71% Information and advice Carers groups 74% Training for carers 2% Support to remain in employment | <p>Of the carers who tried to find information and advice on support, services and benefits 58% said it was easy or fairly easy to find it. 42% said it was fairly or very difficult to find.</p>  |
| <p>96.5% Of carers state that their health has been impacted by their caring role. The most common impacts are feeling tired (86%), disturbed sleep (74%) and a general feeling of stress (70%).</p> | <p>75%  Of carers spend more than 20 hours a week looking after or helping the person they care for.</p> | <p>7.7% of carers spend their time doing the things they want; 77.4% do not have enough time to do the things they want; and 14.9% do not have the time to do anything they value or enjoy.</p>  |
| <p>25% Of carers have as much social contact with people as they like, 53% have some, but not enough, social contact and 22% feel socially isolated.</p>  | <p>Caring has caused financial difficulties for 42.3% of carers in Shropshire and is similar to the national figure of 42.8%. In Shropshire the figure has increased from 40.6% in 2018/19 and 38.4% in 2016/17.</p> | <p>The National Survey of Adult Carers in England is carried out every other year and led by NHS Digital. The next survey issued to carers living in Shropshire is expected to take place in October 2023 with published results available mid-2024.</p> |

8. How This Strategy Was Developed

The strategy has been developed with a working group of carers and former carers, as well as key organisations representing carers. Information was drawn from national and local documents and legislation, principally the Shropshire Plan 2022-2025, which support and have an impact on the strategy. The key motivation informing this strategy has come from what carers in Shropshire have told us they need.



See [appendix A](#) for details of how the local and national documents and legislation has informed this strategy.

9. What We Have Achieved Since the Last Strategy?

Greater number of adult carers accessing a direct payment

Carer Register launched to provide swifter communication with adult carers

Increase in numbers of carers being identified and receiving information and support

Growing number of peer support groups across the county

Carers Feedback launched to gather carer experiences with Health and Social Care

Text messaging service now live – reaching more adult carers

Launch of Digital Support for Adult Carers

Growth in number of carers completing a contingency plan

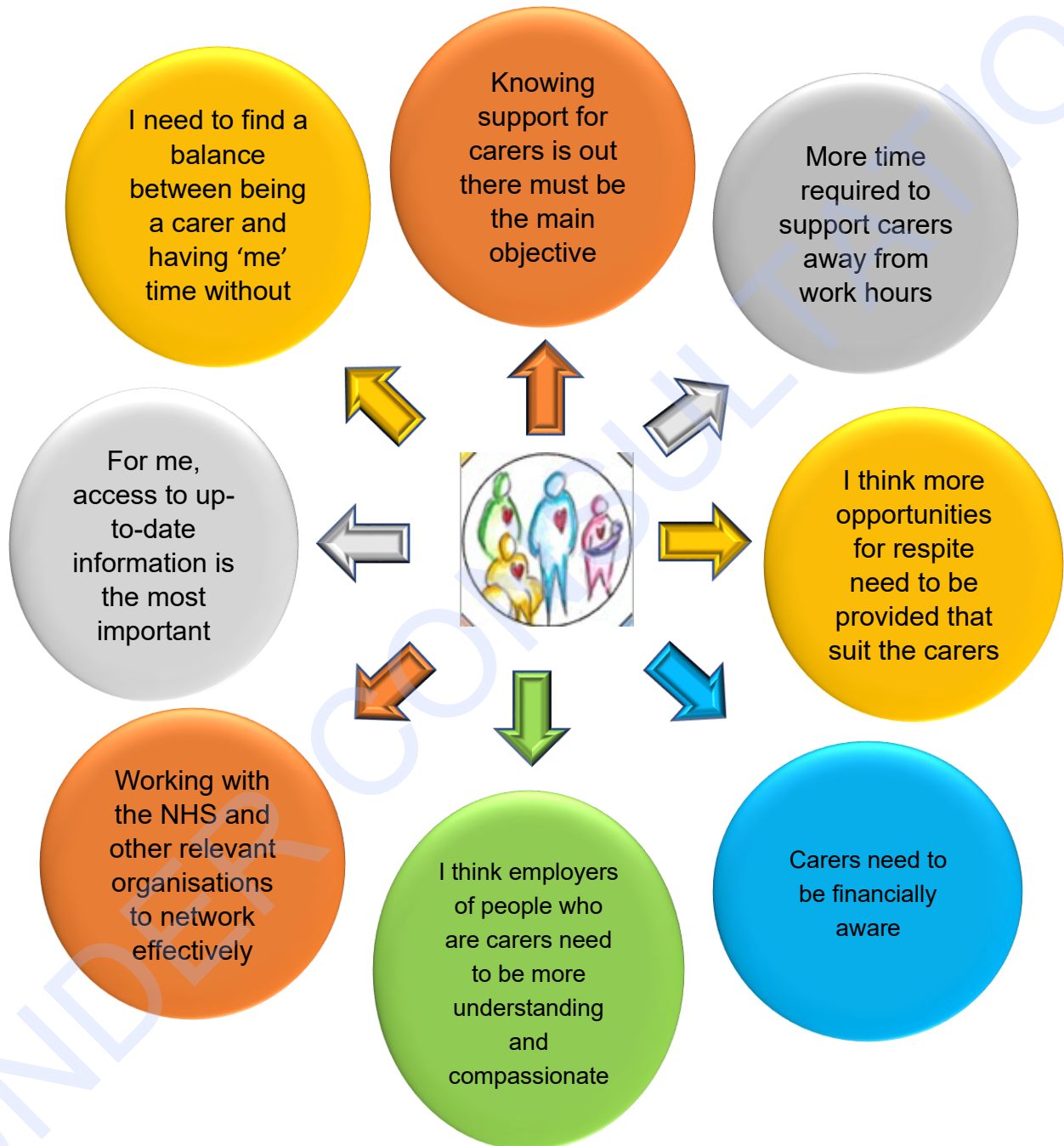
Increase in numbers joining the SEND All In Scheme- now over 700 families.

Parent and Carer Council (PACC) secured extra funding to offer summer programme supporting families to re-engage after lockdown.

10. Challenges in Delivering the Last Strategy

- The Covid -19 pandemic significantly increased waiting times for carer assessments.
- The pandemic also had a significant impact on the provision of a variety of breaks for carers.
- Culture shift for many people as service delivery became primarily through digital methods/technology only.
- Identification of carers through primary care

11. What Did Carers Say About Their Experience of Caring?



12. How the All-Age Carer Strategy aligns with the Shropshire Plan 2022-2025

The All-age Carer strategy priorities align with those set out in the Shropshire Plan 2022-2025 and will support the achievement of outcomes in the 4 'Healthy' priority areas, contributing to our vision of 'Shropshire living the best life'.

The table below sets out which all age carer strategy priorities are aligned to the 4 priorities of the Shropshire Plan 2022-25.

| Shropshire Plan 2022-2025 Priorities | Aligned to the following All-age carer strategy priorities |
|--|---|
| <p>Healthy People Strategic Objectives</p> <ul style="list-style-type: none"> • Tackle inequalities • Early intervention • Partnerships • Self-responsibility | <ol style="list-style-type: none"> 1. Early identification and support for carers of all ages. 2. Building carer friendly communities in Shropshire where carers are recognised, listened to and respected. 3. A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs. 4. Carers have good physical, mental, and emotional wellbeing. 5. Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available. 6. Co-ordinated services within the whole Health and Social Care Sector. 7. Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role. |

| | |
|--|--|
| <p>Healthy Economy Strategic Objectives</p> <ul style="list-style-type: none"> • Skills and employment • Safe, strong, and vibrant destination • Connectivity and infrastructure • Housing | <p>3.A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs. 5.Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available. 6.Co-ordinated services within the whole Health and Social Care Sector 7.Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role.</p> |
| <p>Healthy Environment Strategic Objectives</p> <ul style="list-style-type: none"> • Climate change strategy and actions • Safe communities • Natural environment | <p>4.Carers have good physical, mental, and emotional wellbeing. 5.Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available.</p> |
| <p>Healthy Organisation Strategic Objectives</p> <ul style="list-style-type: none"> • Best workforce • Absorb, Adapt, Anticipate • Communicate well • Align our resources • Strong councillors | <p>1.Early identification and support for carers of all ages. 2.Building carer friendly communities in Shropshire where carers are recognised, listened to and respected. 3.A life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs. 5.Access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available. 6.Co-ordinated services within the whole Health and Social Care Sector.</p> |

13. What We Want to Achieve

We have developed 7 key priorities based on subjects' carers have informed us means the most to them and will make the biggest difference to their lives.

Our priorities are in line with the objectives set out in National Carers Action plan 2018-2020 and People at the Heart of Care: ASC Reform white paper 2021 and the Shropshire Plan 2022-2025, priority Healthy People strategic objective of developing a comprehensive carer support offer and contributing to its vision - Shropshire living the best life.

Early identification and support for carers

Carers have good physical, mental, and emotional wellbeing

Building carer friendly communities in Shropshire where carers are recognised, listened to, and respected

Carers have access to timely, up to date information and advice in a variety of formats that is easy to read and understand and readily

Carers have a life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs; allowing carers to fulfil their educational and employment potential.

Coordinated services within the whole Health and Social Care sector

Transition
Transitions during the carer role. Ensuring Carers, of any age are supported through the stages of their caring role.

14. Our Priorities

1. Early identification and support for carers – increased awareness and identification of carers of all ages and assist citizens to recognise they are carers so that information, advice and help is available earlier in their caring journey.

Actions we will take to address this include:

- Awareness raising and Carer Aware training for Health and Social Care professionals, including primary and secondary care, pharmacies, and dentists to assist them to identify carers.
- Practitioners throughout the statutory system should understand the legal standing of the term 'Parent Carer' and understand the role and its impact.
- Develop opportunities to contact carers who are not currently known to services.
- Raise awareness in schools and colleges to identify young carers and young adult carers and refer/signpost them to the support available.
- Analyse data on referrals received by the Young Carer Support service provider to identify target areas to raise awareness on identifying a young carer.
- Analyse data on referrals received by Shropshire Carer Support team to target areas to raise awareness on identifying carers.
- Raise carer awareness and support available for carers with the business community, including statutory bodies.
- Ensure the offer of support is clear.

2. Building carer friendly communities in Shropshire where carers are recognised, listened to and respected

Actions we will take to address this include:

- Actively involve carers, including young carers, wherever possible, as expert partners in the planning of care and support which the person they care for receives e.g. at hospital discharge
- Improve information sharing systems across services, to avoid carers having to repeat their story to different professionals.
- Involve carers in service design when developing services intended to improve their health and wellbeing
- Promote awareness of carers rights.
- Raising awareness of caring in wider communities to ensure organisations and services provide flexible services that carers can access.
- Raise public awareness of carers and their contribution to society by supporting annual celebratory events recognising carers e, g, Carers Rights day; Carers Week.

- Local services, including education settings, should receive training on how to work in partnership with parent carers and understand where appropriate the legal duties around and value of co-production.

3. Carers have a life of their own outside of their caring role – supporting carers to balance their caring responsibilities with their own aspirations and needs; allowing carers to fulfil their employment and educational potential.

Actions we will take to address this include:

- Supporting carers to recognise and look after their own health and wellbeing needs as well as those of the person they are supporting.
- Provide person centred support to carers that is tailored to their own individual needs and aspirations
- Communicate and promote available respite, including community support, so that carers have time for themselves.
- Young carers need time to be children.
- Support carers to plan for the future so they feel confident they can manage any changes to the caring role and achieve personal outcomes.
- Ensure carers are financially well informed by promoting and supporting their access to a range of financial support information and to services that advise on welfare rights.
- Actively work with employers to raise awareness of carers in their workforce - how to recognise and support them
- Support carers to fulfil their employment and educational potential.
- Mental health services should understand and acknowledge the emotional impact of being a parent carer and develop support to help parent carers to adjust to this new role and to recognise their own needs e.g. Healthy Parent Carer programme.

4. Carers have good physical, mental, and emotional wellbeing

Actions we will take to address this include:

- Carers are provided with information on how to manage the cared for person's condition to support them to care safely and confidently.
- Carers have the opportunity to attend training to help them manage their own physical, mental and emotional health e.g. managing stress; self-advocacy for carers, first aid.
- Carers feel supported and can talk with someone who understands their situation. This may be through support from other carers and carer networks.
- Link carers to a range of support to help them stay connected to their communities and maintain relationships that are important to them and reduce loneliness which can affect carers physical, mental, and emotional health.
- Carers are able to find information on support easily and throughout all of the Health and Social care sector.

- Providing relevant contact information for Parent Carers who are isolated, struggling or in crisis.

5. Carers are able to access timely, up to date information and advice in a variety of formats that is easy to read and understand and readily available

Actions we will take to address this includes:

- Provide all carers with personalised information and help
- Raising awareness of the different methods all carers can access information
- Ensuring all information is jargon free and easy to understand
- Provide professionals with the information to allow them to offer informed advice to all carers
- Information is available to all carers through all parts of Health and Social care, whichever part of the sector they have contact with.

6. Coordinated services to support carers

Actions we will take to address this include:

- Encourage organisations providing services, for carers or patients/cared for people, to work together to ensure services provided meet the needs of all carers.
- Provide equitable support to all carers, whatever their caring responsibility, area they live, or personal circumstances.
- Improve information sharing systems across services, to avoid carers having to repeat their story to different professionals.
- Raise awareness and promote best practice to staff across the whole sector on identifying, valuing and supporting carers.
- Examine assessment procedure for all carers to ensure all carer groups are offered an assessment, if appropriate.
- Develop a data strategy for the better understanding of the carer community.
- Ensure all Parent Carers are offered needs assessments where appropriate.

7. Transitions during the carer role. Ensuring carers, of any age, are supported through the stages of their caring role

Actions we will take to address this include:

- Provide the right information and support at the right time to improve transitions for carers as they move through specific phases or life events in their caring role.
- Establish a transition pathway from children and young people's service to adult services for young adult carers and parent carers.
- Awareness training for health and social care professionals so that they can confidently identify young carers and parent carers and refer/signpost to support available.

15. Appendix A

Local/National Information and Legislation that has informed this Strategy

| National Outcomes | Local Outcomes |
|--|---|
| <p>National Carers Action plan 2018-2020</p> <p>This outlines the government's commitment to supporting carers through 64 actions across 5 priorities. The priorities are:</p> <ol style="list-style-type: none"> 1. Services and systems that work for carers 2. Employment and financial wellbeing 3. Supporting young carers 4. Recognising and supporting carers in the wider community 5. Building research and evidence to improve outcomes for carers | <p>Health and Wellbeing Strategy 2022-2027</p> <p>The all-age carer strategy will support the achievement of outcomes in the 4 key priority areas for Shropshire:</p> <ul style="list-style-type: none"> • Joined up working • Improving population health • Working with and building strong and vibrant communities • Reduce inequalities |
| <p>People at the Heart of Care: ASC Reform White Paper 2021</p> <p>Builds on the foundations of the NHS Action plan 2018-2020 and sets out a new strategic approach centred around 3 core strands</p> <ol style="list-style-type: none"> 1. Working with the sector to kick-start a change in the services provided to support unpaid carers 2. Identifying, recognising and involving unpaid carers 3. Supporting the economic and social participation of unpaid carers | <p>Carer Engagement Questionnaire 2021</p> <p>Main themes:</p> <p>Carers felt the existing 5 priorities were still important:</p> <ol style="list-style-type: none"> 1. Carers are listened to, valued and respected 2. Carers are enabled to have time for themselves 3. Carers can access timely, up-to-date information and advice 4. Carers are enabled to plan for the future 5. Carers are able to fulfil their educational, training or employment potential <p>Additionally, carers advised the following were important:</p> <ul style="list-style-type: none"> • Keeping safe – both for carers and their cared for person |

| | |
|---|---|
| | <ul style="list-style-type: none"> • Loneliness –levels have increased since Covid 19 • Integration of Health and Social Care services |
| <p>NICE Supporting Adult Carers Guidelines and Quality Markers 2020</p> <p>Sets out action orientated recommendations for good practice for professionals for better outcomes for adult carers. The recommendations are around:</p> <ul style="list-style-type: none"> • Information and support for carers: overarching principles • Identifying carers • Assessing carers’ needs • Helping carers stay in, enter or return to work, education and training • Social and community support for carers • Training to provide care and support • Psychological and emotional support for carers • Support during changes to the caring role • Support for carers during end-of-life end of life care and after the person dies | <p>Carers Review 2019</p> <p>Recommendations from the review:</p> <ul style="list-style-type: none"> • Improved communication between professionals and individuals and other organisations • Timely, easy to understand and find information • A joined-up system • Digital approach – technology that may assist • Showing how we value carers • See me – I am not ‘just’ a carer. |
| <p>NHS England Long Term Plan – Commitment to Carers 2019</p> <p>Sets out the key areas where the NHS will support carers including:</p> <ul style="list-style-type: none"> • raising the profile of carers, • education, training and information, • well-coordinated care, • contingency planning, • support for young carers to have access to preventative health and timely referral to local support services • working with carers from excluded and marginalised communities • carer passports | <p>Mobilise Shropshire – Insights Report February 2022</p> <p>The main areas of concern highlighted by carers:</p> <ol style="list-style-type: none"> 1. Benefits 2. Carer emotions - frustration, irritation, guilt, anticipatory grief, stressed, isolated, worry 3. Carer Assessments 4. Time for self 5. Coping with dementia 6. Other condition specific information and support 7. Befriending Services 8. Carer Health 9. Carer Exhaustion 10. Arranging care at home |

Care Act 2014

Aims to put carers on an equal legal footing to the cared for person. Local authorities are required to carry out an assessment to assess whether a carer is eligible for support where a carer appears to have needs and implement a support plan.

The Shropshire Plan 2022-2025

The all-age carer strategy will support the achievement of outcomes in the 4 key priority areas of the Shropshire Plan:

- Healthy People
- Healthy Economy
- Healthy Environment
- Healthy Organisation

Children and Families Act 2014


Gives young carers and young adult carers in England a right to a carer's assessment and to have their needs met, if the assessment shows this is needed. It also puts a duty on a local council to provide an assessment to a carer of a disabled child aged under 18 if it appears that the parent carer has needs, or the parent carer requests an assessment.

16. Appendix B - Action Plan

The progress of the strategy will be regularly reviewed by the Shropshire Carers Partnership Board, who will monitor the delivery and implementation to ensure it is coordinated and complements the wider agenda for supporting carers in Shropshire.

The action plan is a live document which has been developed to support the strategy and will be delivered through successful partnerships between carers, health and care services, voluntary and community organisations and other partner agencies.

17. Appendix C – National 2021/22 Survey of Adult Carers




Carers Survey 2021/22

Understanding the views and experiences of adult carers in Shropshire

The sample

417




People who had performed the role of informal carer in the last 12 months were invited to participate in the survey.

An **informal carer** is someone who looks after a partner, family member or friend regardless of whether or not they receive a carers allowance


- 26%** Are supported and funded by the LA
- 74%** Are self funded

75% of people cared for had **physical** support needs, **10%** had **learning disability** support needs, **9%** had **memory and cognition** support needs. Others had mental health, sensory or social support needs.



Survey responses

211




Surveys were completed and returned. **8** were returned blank and **198** surveys were not returned.

72% of surveys went to female carers and **28%** to male carers. **98.5%** of those who had a survey were White British. We managed to capture the views of people aged from **34** to **92**.

The age of people being supported by carers ranged from **18** to **95**.

86% of carers lived with the person being cared for and **14%** lived somewhere else.




Overall satisfaction with support received

34.5% are **extremely or very satisfied** with the support they received. **32.5%** are **quite satisfied**. **8.7%** are either **quite or very dissatisfied** and **2%** are **extremely dissatisfied**. Some are not sure (13.7%) or did not receive any support (8.6%).

191 carers said they had used support services in the last 12 months.

- 71%** Information and advice
- 74%** Carers groups
- 2%** Training for carers
- 4%** Support to remain in employment

7.7% of carers spend their time doing the things they want; **77.4%** do not have enough time to do the things they want; and **14.9%** do not have the time to do anything they value or enjoy.




Life as a carer

When asked **how much control** carers have over their daily life, **16%** said they have **enough control**, **67%** have **some control**, but not enough, and **17%** have **no control** at all.

47% of carers have **enough time** to look after themselves, **31%** **need more time** to look after themselves and **22%** feel they are **neglecting themselves**. (These figures are similar to the national figures of 49%, 31% and 20%).

79% Have **no worries** about their personal safety.

20% have **some worries** and **1%** are **extremely worried** (carers were contacted in a follow up if they didn't feel safe).



Social networks and family

25%

Of carers have as much social contact with people as they like, **53%** have some, but not enough, social contact and **22%** feel socially isolated.



34%

Of carers feel encouraged and supported. **52%** have had some encouragement and support. **14%** of carers feel they have no encouragement and support.

3 out of **10** carers also have **caring responsibility for someone else.**

Of these carers **60%** say they do not have enough time to care for this other person.



The impact of caring

96.5%

Of carers state that their health has been impacted by their caring role. The most common impacts are **feeling tired (86%)**, **disturbed sleep (74%)** and a **general feeling of stress (70%)**.

Caring has caused financial difficulties for **42.3%** of carers in Shropshire and is similar to the national figure of **42.8%**. In Shropshire the figure has increased from **40.6%** in 2018/19 and **38.4%** in 2016/17.



In addition to their caring role:

- 69%** of carers are retired
- 18%** are employed or self-employed
- 23%** are not in paid work
- 7%** volunteer
- 3%** undertake other activities

Access to information

Of the carers who tried to find information and advice on support, services and benefits **58%** said it was easy or fairly easy to find it. **42%** said it was fairly or very difficult to find.



78%

Of carers have received information and advice. **87%** of carers found this very or quite helpful. **12%** found this quite unhelpful and **1%** very unhelpful.

75%

Of carers have had a discussion about the support or services provided to the person they care for. Of these carers **90%** always, or usually, felt involved or consulted as much as they wanted to be.



Caring responsibilities

When asked how long they had been looking after the person they care for **7%** said less than 1 year, **46%** between 1 and 5 years, **30%** between 5 and 15 years and **17%** more than 15 years.

75%



Of carers spend **more than 20 hours a week** looking after or helping the person they care for.

The most common forms of support provided to the person cared for are **providing practical help (94%)**; **keeping an eye on them to make sure they were alright (93%)**; helping to deal with care services and benefits (89%); and **giving medicines (89%)**.

The Survey of Adult Carers in England (SACE) is a bi-annual survey led by NHS Digital. You can find out more here: <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-survey-of-adult-carers>

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18. Acknowledgements

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