

Harrow Borough Based Partnership

Our Strategy for Carers in Harrow

2023 – 2026



Harrow Borough
Based Partnership
Supporting better care and healthier lives

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Introduction

Harrow's unpaid carers are vital to the wellbeing and independence of thousands of vulnerable people. They are as diverse as the people of the borough, live in all parts of the borough, include young people under the age of 18 and come from all sections of the community. Some may have become unpaid carers recently, when a family member, partner or friend became frail or disabled, while others will have been caring for many decades. Some unpaid carers have given up paid employment; others are balancing employment or education and caring, while some will be grieving after the death of the person they cared for and trying to work out what that now means for their lives.

In Harrow, unpaid carers are identified, supported and highly valued as part of the health and care team and provided with the right services, information and advice to help them in their caring role and their life outside of it.

The caring role can be stressful, and isolating. Some people may not even recognise themselves as unpaid carers or know there is support available to them in their caring role and in their life outside of their caring. The demands of being an unpaid carer can affect a person's quality of life, their ability to study and work, their finances and their health. The Carers Trust reports that in a survey, unpaid carers providing more than 50 hours of care per week are twice as likely to report ill-health as those not providing care. Unpaid carers providing high levels of care were associated with a 23% higher risk of stroke.

17% of unpaid carers who had taken a break of more than a few hours experienced mental ill-health compared to 36% of unpaid carers who did not have such a break since the caring role can be stressful, and isolating. Some people may not even recognise themselves as unpaid carers or know there is support available to them in their caring role and in their life outside of their caring. The demands of being an unpaid carer can affect a person's quality of life, their ability to study and work, their finances and their health.

The Carers Trust reports that in a survey, unpaid carers providing more than 50 hours of care per week are twice as likely to report ill-health as those not providing care. Unpaid carers providing high levels of care were associated with a 23% higher risk of stroke. 17% of unpaid carers who had taken a break of more than a few hours experienced mental ill-health compared to 36% of unpaid carers who did not have such a break since beginning their caring role.

Unpaid carers are at the core of the health and care system in Harrow. Without the service they provide to our most vulnerable citizens, our system could not function. Unpaid carers are estimated to save the NHS around £132 billion a year and play a major role in supporting an ageing population and managing complex and long term conditions as adult unpaid carers, parent carers and young carers.

Our vision and aims for unpaid carers in Harrow

The Harrow Borough Based Partnership brings together the Local Authority, NHS Services, the voluntary and community sector and local citizens. As a Borough Partnership in Harrow we recognise that we must do all that we can across every organisation to identify people with caring responsibilities, support those people both in their caring role and their wider quality of life, as well as their own health and wellbeing. This strategy for unpaid carers in Harrow sets out how we will seek to do this.

In Harrow, unpaid carers are identified, supported and highly valued as part of the health and care team and provided with the right services, information and advice to help them in their caring role and their life outside of it.

1. Identification

All health and social care professionals and organisations work to identify unpaid carers in Harrow, within a whole family context

2. Reach out

When identified, appropriate and high quality information and advice is provided as standard to the unpaid carer and active links are made to supportive services

3. Assessment & Support

Harrow has a robust support infrastructure in place that:

Enables our unpaid carers to stay healthy and live well themselves, including accessing breaks to support them to maintain their own wellbeing

Ensures robust carers assessment processes and contingency planning

Addresses the specific financial challenges unpaid carers face

Provides integrated health and social care services for their loved one

Our vision and aims for unpaid carers in Harrow

4. Assessment & Support

Specifically for our young carers that:

Provide services for our young carers that supports them to be happy, healthy and successful

Ensures young carers are recognised as children first and protected from inappropriate caring responsibilities

5. Transitions

Unpaid carers in Harrow are supported at key points of change in their caring journey: as they move in and out of caring roles, and young carers become adult carers, and to embrace a life alongside a caring role:

6. Voice & involvement

All unpaid carers in Harrow are recognised and valued as central to the health and care team supporting an individual, and are involved as such in decisions and planning for their care

Our commitment to unpaid carers in Harrow

As the Health and Care Partnership in Harrow, we commit to our unpaid carers that they will:

- Be identified as an unpaid carer as early as possible and be assessed in the context of a whole family approach;
- Be encouraged to recognise their role and rights;
- Have their rights and those of the person/s they care for championed and protected;
- Have access to high quality information, advice and support that is personalised and which they can trust;
- Have choice and control in their caring role;
- Be informed, respected and included as expert partners in care;
- Be able to stay healthy and live well themselves, including accessing breaks to support them to maintain their own wellbeing;
- Have their own needs and wishes as an individual recognised and supported;
- Be supported to remain in work, training and/or education;
- Be supported in getting financial advice, including about welfare and benefits;
- Have access to support and training that will enable them to feel confident in their caring role;
- Have meaningful opportunities to have their voices heard, and be empowered to share their lived experience which will influence learning and change; and
- Be socially connected and not isolated.

National Policy Context

Care Act legislation introduced in April 2015 was designed to improve the support for unpaid carers and put them on the same footing as the people they care for. The legislation specifies that councils have a legal duty to meet eligible needs for carers following an assessment.

The Care Act 2014 introduced new functions for local authorities. This is to make sure that residents are able to:

- Access services that prevent their care needs from becoming more serious, or delay the impact of their needs
- Get the information and advice they need to make good decisions about care and support
- Receive a range of provision of high quality, appropriate services to choose from.

This means local authorities have a responsibility to assess an unpaid carer's need for support. These assessments will look at the unpaid carer's needs, consider the impact caring has on the unpaid carer and what is it the unpaid carer wants to achieve in their own life. It is possible for a joint assessment to be done with both the unpaid carer and the person they care for. Further information can be found in the government factsheets on the Care Act 2014.

The Children and Families Act 2014 gives young carers and parent carers similar rights to assessment as other carers have under the Care Act. The regulations set out in the act require local authorities to consider the family needs of the person being cared for. For example, this could be via an assessment of a young person to ensure they are not undertaking an inappropriate caring role, or assessing whether a parent is able to fulfil their own parental responsibilities. Further information about the Children and Families Act 2014 can be found at legislation.gov.uk.

The NHS Long Term Plan commits to identifying and supporting unpaid carers, particularly those from vulnerable communities. The NHS will look to develop quality marks for carer-friendly GP practices and encourage the national adoption of carer's passports, which identify someone as an unpaid carer and

National Policy Context

enable staff to involve them in a patient's care. The NHS will also ensure that electronic health records allow people to share their caring status with health professionals, have back up plans, and support when needed.

Health and social care integration: joining up care for people, places and populations (2022) sets out plans to make integrated health and social care a reality for everyone in England, and recognises unpaid carers at the core of the integrated team, and key beneficiaries of a better joined up approach to the delivery of services, with services wrapped around citizens and their unpaid carers. It is clear that to deliver a new integrated approach, the workforce need to understand what all organisations contribute, including the value of unpaid carers and wider community, and have clear processes, lines of communication and the technology and data needed for working with others.

National level insights into the support needs of unpaid carers and current status of the provision of them is captured in the report 'Pushed to the Edge', The (Carers Trust, 2022). The research conducted for this report, showed the top three things that carers said would make a real different to their lives:

1. Support with managing finances

2. Better support for the person they care for

3. A break from providing care

National Policy Context

Many unpaid carers reported that due to their caring responsibilities they were facing major financial, emotional and practical challenges. These challenges are having a significant impact on unpaid carers' health, wellbeing, relationships and ability to provide the support that is needed.

These have also been highlighted in the 2021 national Carers UK survey:

Many carers are facing serious difficulties in getting NHS treatment, with a third (34%) of those waiting for specialist treatment or assessment waiting for over a year

Two thirds of those (67%) waiting for treatment said that waiting is having a negative impact on their physical or mental health.

Half of all carers (51%) took over a year to recognise their caring role, with over a third (36%) taking over three years to recognise themselves as a carer.

75% of carers worry about continuing to juggle work and care going forward.

41% of carers haven't taken a break from their caring role in the last year.

With many services being reduced or cut completely, carers are extremely worried about the future: 61% said they were uncertain about what practical support they might be able to access in the next 12 months.

Carers' support was valued at £193 billion a full year – exceeding the value of the NHS

Research by Baker Tilly and The Princess Royal Trust for Carers (2014) evaluated the impact of place-based unpaid carers centres and found that significant gains are provided through them, particularly when there is early intervention and a holistic service offered, allowing easy transition through the different service elements.

Local Policy Context

Harrow Context

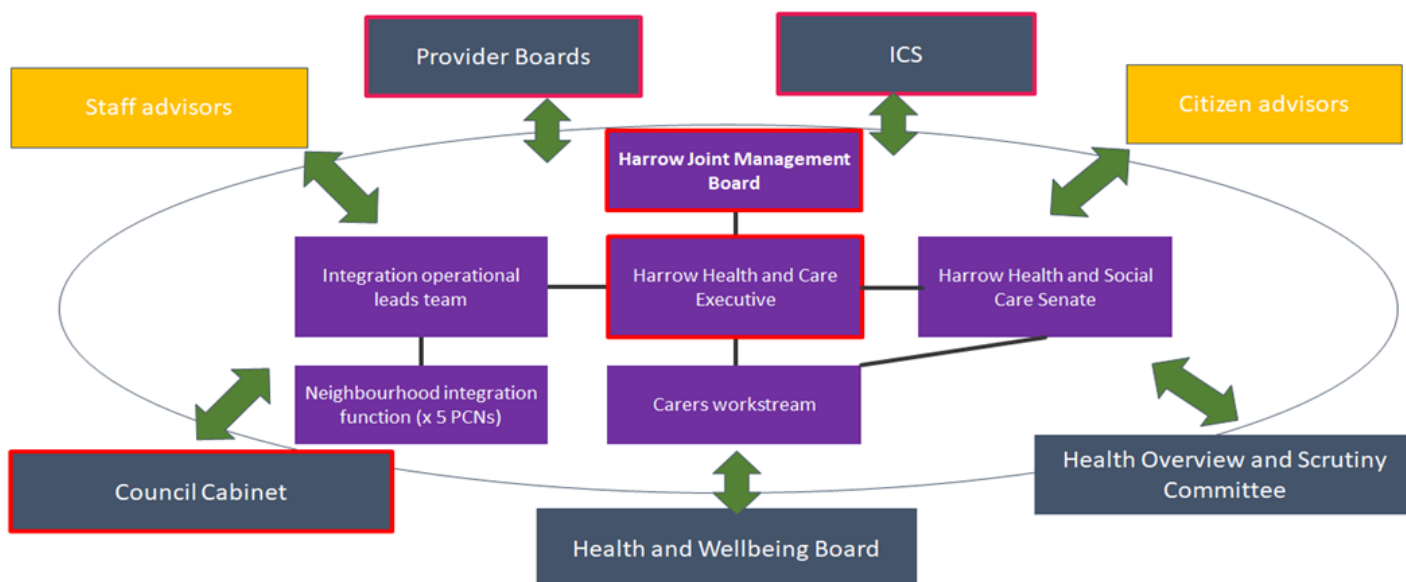
The Covid pandemic put further pressures on a system already under financial strain and the system has seen increased demands across a wide-range of services and, in a number of cases, increased acuity in those now presenting who require our help and support. The pandemic has changed the way health and care services are delivered, with the rapid adoption of digital technologies perhaps being one of the most obvious effects of the pandemic. As we return to business-as-usual inside and out of hospital, the need to protect patients, service users and staff will continue to impact on our capacity to meet demand. Patients are likely to wait longer for referral and treatment, and as a result we need to continue to expand and build upon the advice and guidance model, self-management and broader community support services. This will have important impacts for those undertaking unpaid caring roles in Harrow.

The NHS landscape is changing and moving towards a collaborative approach with partner organisations to transform services and reduce inequalities in access to health services. All NHS and care organisations within NWL have come together in an Integrated Care System to improve life expectancy and quality of life, reduce inequalities and achieve health outcomes on par with the best global cities.

The Harrow borough-based partnership consists of NHS, local authority and third sector organisations with a shared vision to work together to address the drivers for change, to improve the quality of life and health outcomes for the Harrow population. The borough-based partnership is committed to driving change for frail patients, with momentum and response from all system partners secured and continuing to grow. The Harrow Health and Care Executive will be responsible for the development, oversight and delivery of this strategy through their Carers workstream, with Statutory Duties for delivery are maintained with the individual organisations.

Local Policy Context

It is an opportunistic time for the partnership to develop a clear strategy outlining a holistic approach to unpaid carers that will meet their needs and in turn support the sustainability of our health and care.



Supporting unpaid carers in Harrow—Our journey so far

Unpaid carers in Harrow Joint Strategy 2018 – 2021 Action Plan

Priority	Our Action Plan
<p><i>Identification and recognition</i></p>	<ul style="list-style-type: none"> • Training of practitioners to: improve identification; understand the impact of caring on the carer; recognise carers expertise; pathways for support; mental health awareness • A Whole Family approach in line with the Care Act 2014 is adopted when carrying out assessments to identify all those providing a caring role within the family and ensure their needs are considered and met. • Ensure assessment and integrated care pathways are in place • Improved recording of a young carer
<p><i>Realising and releasing potential</i></p>	<ul style="list-style-type: none"> • Young Carers have the opportunity to access further education and employment opportunities • Carers have the opportunity to access volunteering and
<p><i>A life alongside caring</i></p>	<ul style="list-style-type: none"> • Carers are supported to access activities and opportunities outside their caring role.
<p><i>Support carers to remain mentally and physically well</i></p>	<ul style="list-style-type: none"> • Improve access to community health initiatives

Supporting unpaid carers in Harrow—Our journey so far

2018 – 2021 Carers Strategy What carers will say about services



Supporting unpaid carers in Harrow – our journey so far

Activity since 2018 – 2021 Carers Strategy

Training across practitioners to improve identification, understand the impact of caring, recognise carers expertise, raise mental health awareness, identify pathways for support.

social prescribing link workers in post across GP surgeries

Carer conversation (Strengths Based) approach implemented creating new social care pathway

Social care - Carer Engagement Lead in post

Carer Card launched in Harrow to provide extra recognition and support in the community

Working for Carers (Harrow Carers)
Xcite project into employment – connected to local businesses and charities

83 Carer Champions recruited across different sectors including public services and businesses.

Information and advice hubs including dementia hubs, Conversation café (pilot), Local carers centre

Harrow Council have commissioned an Information, Advice and Signposting service, SWISH, to support carers with volunteering and local voluntary sector programmes.

Carer health checks carried out by GPs, carers are recognised as a priority group for vaccinations

Young Carers have the opportunity to access Harrow Council Early Support Service activities along with activities delivered within their Education provider or those provided by Harrow Carers.

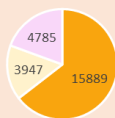


What we know about the needs of unpaid carers in Harrow

We have 24,620 recorded unpaid carers in Harrow.

(Census 2011)

Unpaid carers in Harrow are providing:



- 1-19 hours of unpaid care a week
- 20-49 hours of unpaid care a week
- 50 or more hours of unpaid care a week

We are expecting the number of people reporting the delivery of unpaid care to have increased significantly, in line with national trends, in the 2022 census.

9621 people have identified as an unpaid carer with their GP Practice: just 39% of our population providing unpaid care

Of those identified, **just over 300 are under 17 years old. There was an increase of 2505 carers** identifying with their GP practice between April 2020 and April 2022.

71% of unpaid carers are female as recorded from the Harrow Carer Survey Data.

62.2% of unpaid carers are from ethnic minorities.

4831 unpaid carers are known to Social Care

433 young carers in Harrow (SOURCE: Harrow Carers) 307 of those care for someone over the age of 18 and 173 of those care for someone under the age of 18.

The Survey of Adult Carers in England (SACE) 2021-22

The Survey of Adult Carers in England (SACE) has been developed to learn more about whether services received by unpaid carers are helping them in their caring role and their life outside of caring, as well as their perception of the services provided to the person they care for. The questions are set by the Department of Health and Social Care, but extra questions can be added by councils.

Due to the additional pressures that coronavirus (COVID-19) has brought on all services, the SACE 2020-21 was postponed by the Department of Health and Social Care by one full year. Therefore there has been a 3-year gap in between surveys.

Harrow Council provides performance reports to the Chartered Institute of Public Finance and Accountancy (CIPFA) which facilitates benchmarking services to enable Adult Social Care performance to be monitored against other local authorities. This is benchmarked against other Local Authorities within the CIPFA Group of 16 authorities. No 1 is the top placed position, No. 16 is bottom placed position among the 16 authorities.

In terms of ranking against similar boroughs the results are encouraging for Harrow as

What we know about the needs of unpaid carers in Harrow

little has changed since 2018-19 where other councils have seen a drop since the pandemic.

Involved in discussions about cared for:

(Position 15) This is an area where our results have fallen. This may be due to Covid where joint decisions were more difficult with a reliance on 'at distance' conversations by phone or other methods. One of our priorities would be to identify actions to tackle this and a new carers process in adult social care has since been launched.

Social contact (Carers):

(Position 7) During the pandemic social contact was a challenge for everyone. Carers were no exception, but Harrow's survey results have not significantly changed with regards to the proportion of carers who reported they had as much social contact as they would like.

With the upcoming launch of a new carers process, we can be cautiously optimistic that this may improve further as we can connect carers to more sources of support.

Satisfaction with support:

(Position 11) Carers who were feeling

encouraged and supported in their caring role were more than twice as likely to report good wellbeing in their survey responses – This is a key driver and cost-effective way to support carers to continue in their role.

25% of carers who said they felt no encouragement and support in their caring role. Carers of people with mental health needs are least likely to feel supported. Although the survey results have improved a bit since 2018-19, with fewer carers feeling they were completely unsupported.

Finding information about support:

(Position 9) Good information and advice from a trusted partner can help new carers struggling to navigate their way around the social care and health system, work out what they are entitled to and find sources of support that may involve little or no public sector money.

Only about half of carers say it is easy to find information and advice relating to their caring role. Encouragingly, 85% said the advice they received was useful.

Carers supporting people with physical

Benchmarking the outcomes of our services

disabilities found it easiest to find information, while those supporting people with learning disabilities or mental health needs reported that it was more difficult.

Carer-related quality of life:

(Position 7) Carer ‘quality of life’ relates to ‘wellbeing’ (as defined in the Care Act 2014) – the risk of poor wellbeing is carer breakdown.

Overall carer quality of life, including the burden of caring and social contact, has seen little change since 2018-19. In terms of asking carers if they have enough time for themselves, again there is little change in carers’ ability to use their time as they wish.

Code	Description	Brent	Hillingdon	Harrow	Barnet	Ealing	Comments
1D	Carer- reported quality of life (max. 12)	6.6	7.1	7.0	6.6	6.7	Harrow was one of the top boroughs in NWL for reporting good quality of life.
1I2	The proportion of unpaid carers who reported that they had as much social contact as they would like	22.6	24.6	25.2	22.2	21.5	Harrow scored the highest for this measure across the five neighbouring boroughs in NWL.
3B	Overall satisfaction of unpaid carers with social services	30.0	31.3	29.4	36.0	26.5	Harrow scored on average the same level with the neighbouring boroughs.
3C	The proportion of unpaid carers who report that they have been included or consulted in discussions about the person they care for	58.1	64.1	49.4	58.9	57.7	Harrow scored the least for this measure compared to the other boroughs in NWL.
3D2	The proportion of unpaid carers who find it easy to find information about support	44.7	54.5	52.4	51.3	44.1	Harrow has an average score across the five boroughs in NWL.

What unpaid carers in Harrow are telling us (Harrow Carers survey 2022)

Harrow Carers survey of unpaid carers January 2022 (272 responses)

How are Harrow Carers Services doing?					
Our Services	Poor	Average	Good	Excellent	Overall Rating
Benefits and Advice	11%	21%	47%	21%	Good
Physical Activities	8%	23%	39%	30%	Good / Excellent
Counselling	14%	13%	42%	31%	Good / Excellent
Social Activities	10%	19%	42%	28%	Good / Excellent
Wellbeing sessions	9%	20%	47%	23%	Good / Excellent
Employment Support	11%	18%	45%	27%	Good / Excellent
Young Carers	11%	17%	43%	30%	Good / Excellent
HomeShare	12%	14%	50%	23%	Good / Excellent
HomeCare	14%	19%	44%	23%	Good / Excellent

Percentages rounded to nearest whole figure

Overall, unpaid carers have a positive experience of accessing services through Harrow Carers. Adapting to the needs of individuals and their preferences for face to face or virtual contact was key learning from qualitative feedback.

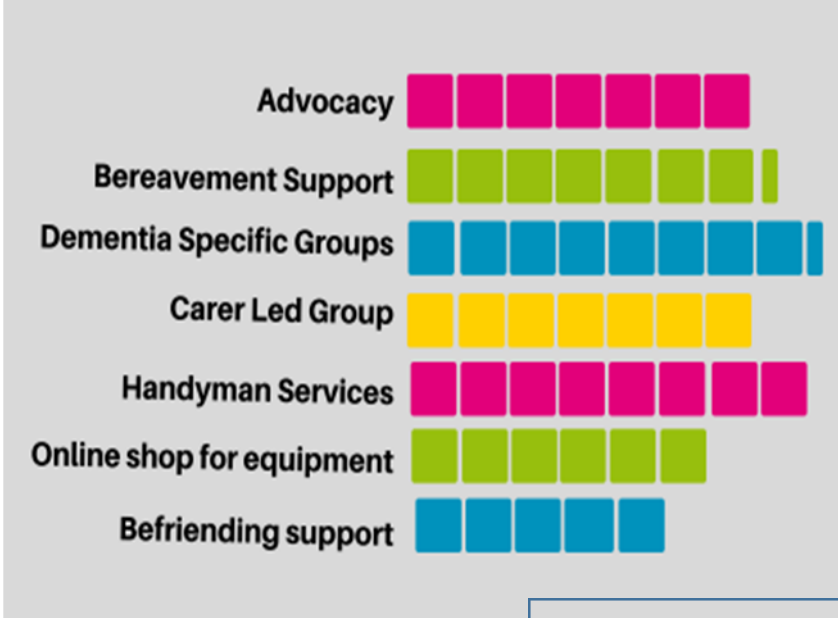
What unpaid carers in Harrow are telling us (Harrow Carers survey 2022)

Top challenges carers in Harrow are facing



The most significant challenge cited was mental health, followed by financial challenges, which reflects national findings of unpaid carers needs.

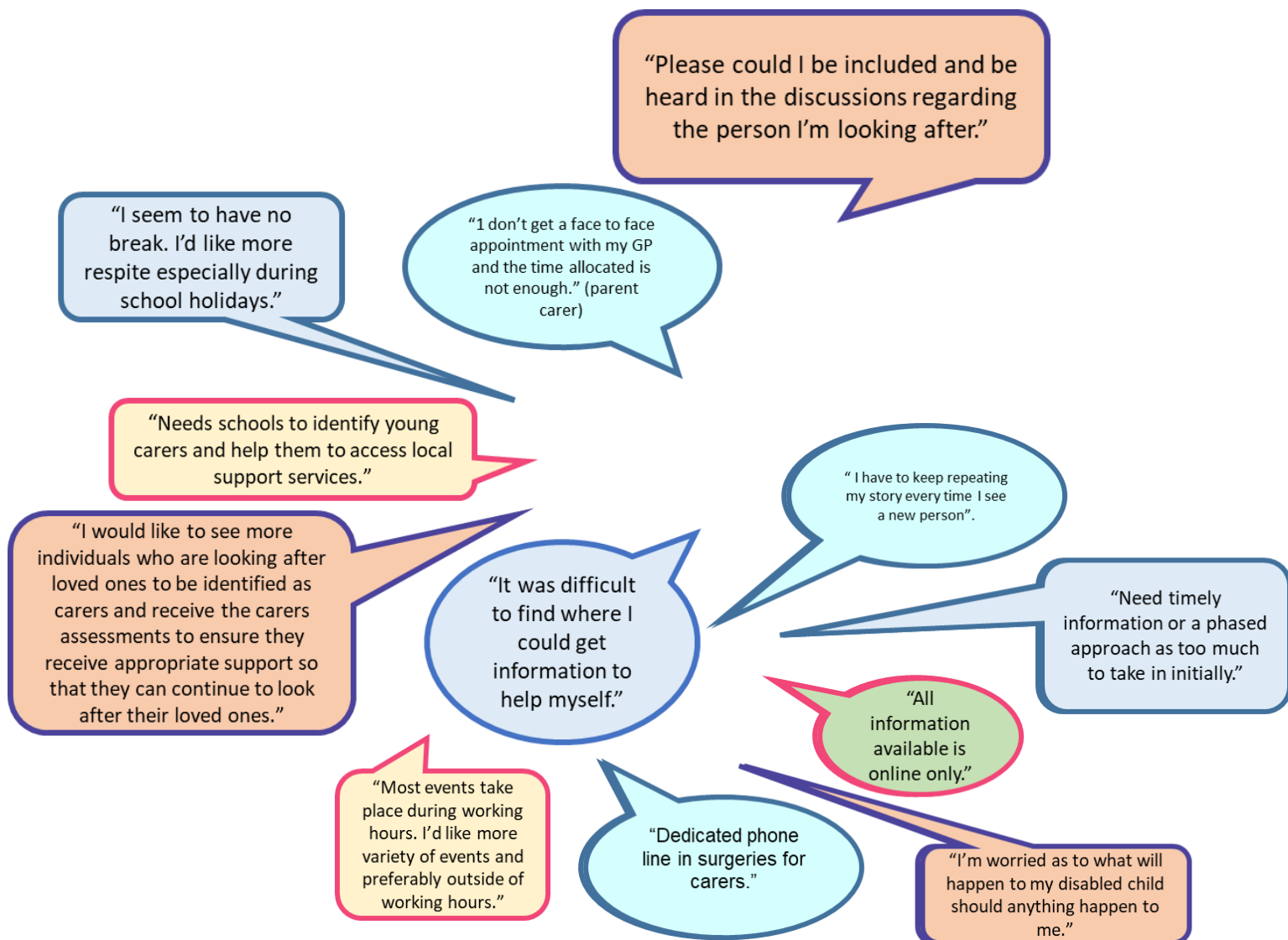
What other support is needed?



Harrow Carers asked about other ways they can support unpaid carers through new service provisions. The graph shows Dementia support and handy man service were the most wanted. Carer-led groups were very popular

Shaping the strategy – Joint carers engagement

The Harrow based partnership conducted three joint events, a face to face event and two online sessions. This is what unpaid carers in Harrow are telling us:



The services we currently provide for unpaid carers in Harrow

Adult carers	Overview of services from the Council
Direct support from Adult Social Care through assessment	<p>Access to conversation and to discuss unpaid carers role and the impact this may be having on them personally as well.</p> <p>Access to information and advice.</p> <p>Introduction to Carer Lead for ongoing advice and support</p> <p>Introduction to Harrow Carers for ongoing advice and support</p> <p>There has been 335 number of assessments that have been carried out last year (2021-22). Note: <i>*The number of carer assessments undertaken is determined by the number of people who approach the local authority who will want or need support. The Care Act 2014 gives us as a local authority a duty to respond appropriately and proportionately.</i></p>
Direct payments	<p>These are one-off payments made to carers following assessment and needs on individual basis. In 2021- 22, a total direct payments' for 192 activity was £229K</p>
Respite care	<p>Respite packages ranging from volunteer support to short stays in a care home following assessed needs. In 2021-22, a total of 126 respite packages (XXXX hours) including other forms of carer support delivered to the cared for person.</p>

The services we currently provide for unpaid carers in Harrow

Adult carers	Overview of services from the Council
Individual support and guidance	<p>A dedicated email address has been set up specifically for carers to have direct access to carer lead where they can raise any concerns / issues / give feedback or request support.</p> <p>There are a team of 86 Carer Champions who have different roles within Harrow including emergency services, social care, mental health, citizens advice, voluntary organisations, public health and carers themselves. For carers experiencing any issues or concerns in their caring role, there is usually a member of this diverse team of volunteers who is able to assist and advise.</p> <p>Conversation cafes take place on a weekly basis with Carer Lead and social care representation. Carers are able to meet face to face for support and advice.</p> <p>The Carer Lead carries out home visits to those carers who are facing challenges or are identified as needing additional professional support in their caring roles.</p> <p>There is a dedicated mobile number that carer can call if they wish to speak to the Carer Lead in person.</p>

The services we currently provide for unpaid carers in Harrow

Harrow Carers Centre: Overview of services for adult carers

Harrow Carers’ mission is to improve the wellbeing and resilience of carers of all ages and backgrounds, so that they can continue to provide support for the people they care for without compromising their own health, helping them build social networks and have a life outside of caring.

Unpaid carers are directly involved in shaping, planning and delivering the services which are available around the themes of support, empowerment, training and advice. Services are delivered at a centre in Pinner Road, a Sport and Leisure centre in Pinner View and other venues in the borough. Identification of carers is a critical part of the work and there is significant interaction with stakeholders across the borough. Harrow Carers’ wide variety of activities include:

Information and advice services including benefit application support, form filling, home visits, weekly Carer’ support including drop-ins.	Physical activities including yoga, Zumba, Pilates, complementary therapies, Qigong, sewing club, art and music courses with new activities introduced regularly.	Training and events including first aid, back care, employment support, carers week activities to raise the profile of carers, stakeholder training to ensure ongoing identification of carers	Wellbeing sessions including positive psychology and mindfulness, sleep management, stress relief, access to CNWL Recovery and wellbeing college courses, Mental Health peer support group weekly, Dementia peer support groups monthly	Specialist programmes including understanding mental health, seven weekly rolling programme for carers looking after those with a dementia with specialist training, Care home support groups and liaison with Care homes.	Professional support through •Counselling 1:1 •Support for young carers (see below) •Respite care to give carers a break from caring duties •Grants for carers •Breaks and holidays •Homeshare •Carer emergency card
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Currently 4948 unpaid carers are registered with Harrow Carers. The ethnic distribution exactly reflects the ethnic make up of the borough.

The gender split is
Women: 67%
Men: 32%
Non binary: less 1%

Age Distribution:
18-65: 59%
65+ : 41%

How we are currently supporting unpaid carers in Harrow

Adult carers	Overview of services
Support & Wellbeing Information Service Harrow (SWISH)	The Support and Wellbeing Information Service Harrow (SWiSH) is a partnership between Harrow Together, Mind in Harrow, Harrow Carers, HAD, Age UK HHB, and Community Connex, which aims to help people in Harrow to access information about local services and advice about ways to keep safe and well. SWiSH aligns to Harrow Carers for specialist advice for carers. SWiSH can offer information or advice about a wide range of local services, including those that can help with keeping fit and well, managing finances and applying for a personal budget.
General Practice	Supporting people to identify as a carer, maintaining a register of carers, provision of information and advice about local services, practical support such as appointments at the same time as the person caring for, health input to carers assessment, annual health check.
Community Pharmacy	At present there is an unstructured approach and variations exist with different community pharmacy contractors in promoting, sign-posting and supporting carers across Harrow. Plans to commission community pharmacies to promote and coordinate services for carers as part of the Pharmacy Quality Scheme is to be considered and confirmed.
Hospital services	The current carer's policy is being refreshed which will include numerous aspects already in place to ensure consistent adoption. These include: John's campaign Carers' passport 'Important things about me' for dementia patients Hospital passport for patients with learning disabilities Carers' discharge checklist Post-discharge support resources for carers

How we are currently supporting unpaid carers in Harrow

Adult carers	Overview of services
Community health services	<p>CLCH provide a cyclical eight week programme for carers to support them on a 'start right' programme. The programme is delivered by the palliative care, diabetes, tissue viability and therapy teams.</p> <p>Currently there is no list of carers registered with CLCH. There are plans in development to have this list in the near future.</p>
Community Connex	<p>Offer a range of services to support individuals. These include; 1:1 support, being out in the community, short overnight breaks or holidays, kid' clubs etc. These provide a break for carers and their families, in the knowledge that the person they care for, is safe, enjoying different activities and has the opportunity to develop their life skills and new friendship.</p> <p>Provide support and information to carers/ families and individuals via the Information & Advice Service and Advocacy.</p> <p>Support PALS Together carer group.</p> <p>Deliver workshops for carers regarding their own health and well-being via the health education programme.</p> <p>Campaigning and engagement work helps to provide carers with a platform where their voices can be heard.</p>
Harrow Parent Carer Forum (HPF)	<p>Is a community of parents who are carers with children/ young people with special needs/ disability, living in the borough of Harrow. The steering group represents families of any SEN/disabled child from birth to 25 years. Engage with professionals to help shape services for families of SEN/disabled children through feedback, and consultations with other parents in the forum.</p>

How we are currently supporting unpaid carers in Harrow

CNWL NHS Foundation Trust: Harrow Adult Mental Health Services

CNWL is committed to involving carers and recognising their needs, and supporting them in the best way possible. This is achieved by putting four core values at the centre of services: Compassion, Respect, Empowerment and Partnership. CNWL have signed up to the Carers Trust’s Triangle of Care and annually complete a self-assessment tool to review the service’s standards. Harrow has a number of local carer champions who are key to ensuring information is disseminated from the Trust and implemented locally within the teams. They are also a nominated point of contact for carers to access support. A number of the carer projects are led by Occupational Therapists whose models of working often include partnership working with carers, however there is a growing uptake of these roles by other disciplines. Some of the support coordinated or facilitated by these champions are:

Carers assessors who complete strengths-based assessments	Individual carer support via telephone, virtually or face to face.	Interventions from a trained family worker or family therapist
<p>From September 2021 – September 2022, 217 carers referrals were received of which 138 had completed assessments (64%) excluding ongoing/incomplete assessments.</p> <p>Carers can also be offered a personal budget following a Care Act Assessment. The financial contribution can be used to support carers tasks (e.g. travel expense to see their relative) or activities which support the carer’s wellbeing (e.g. exercise classes)</p>	<p>Between September 2021 – September 2022, 26 carers were provided with 1:1 support from the Lead OT on the older adult inpatient ward. This excludes carers who were provided with resources and welcome packs.</p> <p>For acute adult services, the Lead OT receives on average 10 referrals a month from the inpatient wards, 4 referrals per month from the Crisis team and 2 referrals a month from Psychiatric Liaison. Referrals are often signposted to the group but can be seen individually if required. The Lead OT currently sees 3 carers per week for 1:1 support.</p>	<p>Between September 2021 – September 2022, the hub family worker has supported 23 carers on top of her care coordination role</p> <p>From January 2022 – September 2022, the family therapist has completed interventions with the families of 15 different patients..</p>

How we are currently supporting unpaid carers in Harrow

A 9-week rolling group programme is offered for carers of patients under adult acute and community services. The course has a psycho-educative approach, focusing on specific mental health themes which are presented by a range of staff, e.g. doctors, lived experience practitioner or Approved Mental Health Professionals.

Approximately 25 carers have engaged with the programme between January – September 2022, with an average of 5 carers per group session.

Monthly carers group for carers of inpatients on the older adults ward.

This is particularly accessed by carers of loved ones with dementia.

Approximately 21 different carers have attended the group between Sept 2021 – Sept 2022

A new **Monthly Carers Clinics** has been set up, where carers can book into have a meeting with a member of the senior management team.

How we are currently supporting unpaid carers in Harrow

Adult carers	Overview of services
Xcite and Learn Harrow	<p>Provide caring qualifications at different Diploma levels and support with continuous personal development (CPD) plans such as:</p> <ul style="list-style-type: none"> •Managing Behaviour that Challenges •Paediatric First Aid •First Aid •Infection control •Stress Management <p>As well as workshops to support carers/parents of young people with mental health support needs</p> <p>Provide training opportunities for carers to upskill and undertake some part-time home-based work as many carers will be highly competent people, that may suffer financially.</p> <p>Learn Harrow provides a number of opportunities for people looking for flexible work:</p> <ul style="list-style-type: none"> •Essential Digital Skills up to level 3 •Award in Education and Training for those looking to tutor or deliver training to adults in the community or work. This can be visual and performing arts or wellbeing based but also maths, IT and a plethora of other subjects where people have industry knowledge they can teach other people. •CELTA, English Language Teaching level 4 for people looking to teach English and ESOL. We are working with Stanmore College to establish a partnership with them to deliver this. There is a national shortage of qualified tutors. •Business Admin, suitable for people looking for part time or home based work •Maths up to level 2 - a requirement for most upskilling, also a shortage of tutors who can teach maths.

How we are currently supporting unpaid carers in Harrow

Young carers	Overview of services
<p>Direct support from Children’s Social Care through assessment</p>	<p>Between 01/04/2019 and 30/09/2022, 61 children and young people (CYP) aged 10 – 18 were identified as young carers and were offered a service from children’s social care. Of these 61 CYP 26 continue to receive a service as at 30/09/2022.</p>
<p>Harrow Young Carers (Part of Harrow Carers)</p>	<p>Harrow Young Carers service provides support to children and young people aged 6-18 living or attending education in Harrow. The service delivers 6 weekly groups targeted to engage, attract and support young carers. We also deliver 24 school holidays activities, 12 workshops each year and 3 residential trips. The team also provides 1-2-1 support sessions for young carers in and out of school.</p> <p>Currently providing Young Carer assessments on behalf of Harrow Council. All services apart from assessments are delivered through non statutory external funding which may vary in different years. In April 21-22 Harrow young carers received 146 referrals and 341 young carers accessed the service out of a total of 456 currently registered for support.</p> <p>Young Carers come from a diverse range of economic, ethnic and diverse backgrounds and current engagement statistics are in line with the borough demographics.</p>

How we are currently supporting unpaid carers in Harrow

Young carers	Overview of services
Harrow Young Adult Carers (Part of Harrow Carers)	<p>In October 2021 we were awarded an external grant to support young adult carers aged 16-25. This service comprises 1.5 staff and focuses on supporting young carers in their transition to early adult hood. The service provides trips; 1-2-1's, workshops and employment or apprenticeships opportunities to young adult carers. Grant ends 2023.</p> <p>There are currently around 250 young adult carers registered with Harrow Carers.</p>
Partnerships with schools	<p>Harrow Young Carers service is committed to working with schools to support young carers to achieve in education. In 2021 we restructured our schools engagement model to focus on outcome based support led by schools and young carers. We have developed a new schools awards program unique to Harrow and also broken ground on delivering the DNA-V intervention program in schools.</p>



Delivering our strategic objectives for unpaid carers in Harrow

1. Identification

All health and social care professionals and organisations work to identify unpaid carers in Harrow, within a whole family context

2. Reach out

When identified, appropriate and high quality information and advice is provided as standard to the unpaid carer and active links are made to supportive services

3. Assessment & Support

Harrow has a robust support infrastructure in place that:

4. Assessment & Support

Specifically for our young carers that:

5. Transitions

Unpaid carers in Harrow are supported at key points of change in their caring journey: as they move in and out of caring roles, and young carers become adult carers, and to embrace a life alongside a caring role:

6. Voice & involvement

All unpaid carers in Harrow are recognised and valued as central to the health and care team supporting an individual, and are involved as such in decisions and planning for their care

Enables our unpaid carers to stay healthy and live well themselves, including accessing breaks to support them to maintain their own wellbeing

Ensures robust carers assessment processes and contingency planning

Addresses the specific financial challenges unpaid carers face

Provides integrated health and social care services for their loved one

Provide services for our young carers that supports them to be happy, healthy and successful

Ensures young carers are recognised as children first and protected from inappropriate caring responsibilities

1. Identification

1.All health and care social care professionals and organisations work to identify unpaid carers in Harrow, within a whole family context.

Identifying unpaid carers is the essential first step in supporting them, and the person they are caring for, and unlocking the information and support they are entitled to received. It is the role of all health and care professionals in Harrow to consider the person they care for within their whole social context and consider, for adult and children, whether they may be an unpaid carer; even if this is not a role that they may not have identified themselves they are fulfilling. Our commitments to a robust and proactive approach to identifying unpaid carers in Harrow are:

A central focus of identification of unpaid carers in primary care, recognising that this is where 70% of unpaid carers will begin their journey:

Actively promote the national GP Carer Quality Markers through the Harrow GP Forum, training and education settings and with the support of our Primary Care Networks;

Embed carer identification in all primary care roles, including community pharmacy and the extended primary care team in General Practice, including social prescribers and First Contact Physiotherapists. Unpaid carers awareness training in induction programmes for all Practice staff;

Implement an annual text message system to encourage unpaid carers to identify themselves to their GP Practice;

Ensuring links on all Practice websites to make it easy for people to notify their Practice of their caring status;

Actively promote to GP practices for referrals of Young carers to Harrow Carers as currently there are no referrals from GPs for Young carers, only one or two from CAHMS.

1. Identification

And across our wider health, care and Local Authority services:

Ensure carers are a priority in the implementation of Harrow's Making Every Contract Count (MECC) approach, and identification of carers as a priority in MECC training programmes;

Continue to strengthen carers identification approach including registering, offering support and signposting, within Northwick Park Hospital, particularly within the discharge pathway, where someone may be taking on a new or changing caring role for the person being discharged as often hospitals are where people become carers for the first time.

- Work with schools as they play a major role in the identification of young carers
- Work with our local higher education institutions to raise awareness of young adult carers, to support our young adult carers to access information and support;
- Recognise the role that organisations who make up the Harrow Borough Based partnership have as employers and supporting their workforce to identify themselves as unpaid carers and accessing support.
- Explore accreditation for Harrow as a Carer Friendly Community.

2. Reach out

2. When identified, appropriate and high quality information and advice is provided as standard to the unpaid carer and active links are made to supportive services

When someone is identified as an unpaid carer, it is essential that high quality information, advice and signposting is provided to them, in a culturally appropriate and individually tailored way. We recognise that the information given to an individual, may not be relevant at that time, or may be something that individual decides to engage with days, months, or years after that particular interaction; and this needs to influence the format and accessibility of it.

To achieve this, we commit to:

- Refreshing the Harrow Carers Guide produced by Harrow Carers as the standard pack of information that is shared with carers after identification.
- Offering a choice of paper or electronic versions of this guide, according to needs and preferences of the individual.
- Making the Harrow Carers Guide available in the top ten community languages spoken in the Borough.
- Making the Harrow Carers guide available in a range of community settings in print form; churches, libraries, shops, pharmacies and local businesses.
- Relaunching the Harrow Carers Card/Passport – A Carer Card/Passport is a record which identifies an unpaid carer in some way and sets out an offer of support, services or other benefits in response. A Carer Passport helps to improve and embed identification, recognition and support for unpaid carers in the day-to-day life of an organisation or community.

There is currently a carer card available to unpaid carers however this is going to be further developed as Carers UK have been working in partnership with Carers Trust, with funding from the Department of Health and Social Care, on a project designed to help local areas introduce Carer Passports in five key settings - hospitals, employment, community, education and mental health trusts.

3. Assessment and Support

3. Harrow has a robust support infrastructure in place that:

a) Enables our unpaid carers to stay healthy and live well themselves, including accessing breaks to support them to maintain their own wellbeing

Many unpaid carers will set aside their own health and wellbeing needs to focus on the person they are caring for. The caring role itself, whilst rewarding, can impact both physical and mental health of the unpaid carer. Supporting the health and wellbeing of the carer themselves, is both a responsibility of health and care services and will support the cared for and the ability for the caring arrangement to be sustained.

In Harrow, we will offer a range of services, tailored to the needs of individuals to secure this:

- As part of our “Making Every Contact Count” approach, we will ensure that conversations with health and care professionals include asking about the unpaid carers health and wellbeing, and the information and Harrow support offer is made available to them in the interaction;
- We will commission training and education programmes for unpaid carers that focus on prevention and management of the physical and mental impacts of caring; for example, moving and handling, back care, tissue viability, counselling, yoga, mediation.
- We will support the establishment of unpaid carers support group, to enhance peer and community led support for carers.
- In primary care, we will work with General Practices to establish a dedicated phone line for unpaid carers, for quick access to support, as well as longer consultations and care coordination through extended roles in General Practice where needed. In addition, we will work to implement annual health checks for carers, support unpaid carers to access immunisations such as flu and COVID;
- A break from caring is essential for some unpaid carers to support them in continuing with their caring role. We commit to reviewing the range of short breaks that we are able to make available for our unpaid carers in Harrow, and for our health and social care professionals to promote with carers the value of having a short break and promote their uptake where they would be of benefit.
- Provide activities and outings that give carers something for themselves on a regular basis.

3. Assessment and Support

3. Harrow has a robust support infrastructure in place that:

b) Ensures robust carers assessment processes and puts contingency plans in place to place for unplanned emergency and future scenarios

Harrow has recently finalised the unpaid carers assessment process for unpaid carers with the introduction of Carer conversations. The conversation allows the social care representative to get to know the carer, identifying what is working, what support is available via family and friends, how the unpaid carers own health and well being are and identifying where additional support may be needed.

During carer conversations, unpaid carers are advised about the importance of contingency planning to help prepare unpaid carers in the event that they may not be able to care at short notice / in the event of an emergency. There are links to contingency planning on both Harrow Council and Harrow Carers web pages and hard copies available for those carers who do not have access to the internet.

We have heard strongly through our engagement that unpaid carers need contingency plans in place so they can feel secure in the event that something happens to them, their loved one will be secure and cared for. This contingency planning can be for an emergency situation, if the unpaid carer themselves become ill unexpectedly or for future arrangements, particularly for our parent carers to plan for caring arrangements for their children.

To support this, we will:

- Include contingency planning as part of the carers assessment process and record this within the carers passport.
- Explore as a priority how the contingency plan can be aligned to NHS planning system so this information can be shared digitally with organisations such as the London Ambulance Service and included in the GP record with appropriate SNOMED coding applied.

3. Assessment and Support

c) Addresses the specific financial challenges carers face

- The impact of the caring role can have financial implications for people, where the circumstances leading to caring have effected their overall household income or where their ability to maintain employment is impacted by the role. In Harrow, we will support all carers who want to continue working to do so, and not be discriminated against.

To support this objective we will:

- Leverage the opportunities through the organisations within the Health and Care partnership as significant employers of local people in Harrow to secure Carer Friendly workplaces and adopt employment practices that support a caring role alongside working responsibilities;
- Provide carers training to employees within the Health and Care partnership, to enhance understanding of the lived experience of unpaid carers.
- Explore broader work that we can do with employers in Harrow to raise awareness of benefits to business to support carers in the workplace and practices that will support their role in the workplace.
- Commission support for income maximisation and benefits entitlement and applications for unpaid carers.

3. Assessment and Support

3. Harrow has a robust support infrastructure in place that:

d) Does not rely on the carer to integrate health and social care services for their loved one

We have heard strongly from unpaid carers in Harrow that they expend significant time and energy to join together and coordinate a health and care system that as statutory organisations, we have failed to effectively do. Integrate health and care services is the central objective for the Harrow Borough Based partnership. Over the coming years, we are committed to making a real difference to the experience of Harrow citizens and their unpaid carers through better joined up and coordinated services. Through the Harrow Borough Based Partnership over the next three years we will:

- Develop integrated teams around groups of GP Practices (referred to as Primary Care Networks) that bring together community health services, mental health services, primary care and voluntary and community services, with support where needed from hospital consultants. By bringing these teams together in new ways, we will reduce the “hand-offs” of care, and instead have multi-disciplinary teams of professionals working better together to meet care needs. Our initial priorities for developing these new models of care are frailty services, reablement and intermediate care services, as well as services for people with long term conditions.
- Our transformation work as a partnership will also focus on children, young people and families over the coming years, and we will engage closely with parent carers to enhance the way that care is delivered. We are exploring a “family hub” model in Harrow, aligned closely to Harrow’s schools, to better integrated our offer for all children, and particularly children with special education needs and children with disabilities.
- We will be introducing an annual survey to measure the impact of our work so we can be assured change is being felt by citizens and unpaid carers.
- Ensure that carers are included in the planning of the care of the patient at hospital discharge.
- Ensure a carers assessment has been provided at the hospital before the carer and cared-for leave the hospital.

4. Specifically for our young carers

a) Provide services for our young carers that support them to be happy, healthy and successful

- Informing them of their legal right to assessment which is part of the early identification to a Young carer to reduce concerns of neglect and ensure that caring role is appropriate to their age and balanced with their wellbeing and development.

- Identification of support needs and the concerns of the child including child protection and child in need

- Respite activities: clubs, groups, peer support

- Caring role development (workshops etc.)

- Support with academic attainment intervention in schools, tutoring

b) Schools' award that has been designed by Harrow Carers to help schools develop a positive approach to identification and in-school support to decrease the inequality of outcome of young carers in education e.g. 1 in 4 Young carers are bullied in school, Young Carers likely to receive a grade lower than peers at GCSE level.

1:1 Specialist support such as need for Occupational Therapy assessments, care packages, children social services involvement

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1:1 Specialist support such as need for Occupational Therapy assessments, care packages, children social services involvement

b) Ensures young carers are recognised as children first and protected from inappropriate caring responsibilities

The assessment of young carers will address both support and safeguarding to ensure children and young people are protected from harm (intended and unintended) and appropriate support is given to them and their families.

The assessment will also focus on the voice of the child and young person and ensure their views are incorporated in the plans that follow the assessment.

The assessor will link the child and family up to local services and support groups

Young carers information can be accessed on the Harrow Council website via the link: [Identifying a young carer – Harrow Council](#)

5. Transitions

5. Unpaid Carers in Harrow are supported at key points of change in their caring journey: as they move in and out of caring roles, and young carers become adult carers , and to embrace a life alongside a caring role

All assessments and plans will be reviewed at regular points to ensure that any changes in the needs of the carer and those being cared for are addressed.

As young carers move into adulthood support and advice will be available to assist any changes to the caring role and arrangements.

Regular communication and signposting of local services will continue.

Further information is available on our Harrow safeguarding partnership on <https://www.harrowscb.co.uk/young-carers-guidance/>

6. Voice and involvement

6. All unpaid carers in Harrow are recognised and valued as central to the health and care team supporting an individual, and are involved as such in decisions and planning for their care

In NHS England's '*Bite-size guide 1: Principles for participation in commissioning*' (May 2015), it is stated "We need to ensure that public, patient and carer voices are at the centre of our healthcare services, from planning to delivery". CNWL signed up to the 'Triangle of Care', which is a scheme run jointly by Carers' Trust and the Royal College of Nursing that promotes a three-way partnership between the patient, carer and clinicians. The scheme seeks to change the culture of the organisation to one that is carer-inclusive and supportive through the better involvement of carers and families. The Triangle of Care self-assessment tool has six key standards:

The triangle of care self-assessment

The Triangle of Care self-assessment tool has six key standards:

- Standard 1: Carers and their essential role are identified at first contact or as soon as possible afterwards
- Standard 2: Staff are carer aware and trained in carer engagement strategies
- Standard 3 – Policy and practice protocols re: confidentiality and sharing information, are in place
- Standard 4 – Defined post(s) responsible for carers are in place
- Standard 5 – A carer introduction to the service and staff is available, with a relevant range of information across the care pathway
- Standard 6 – A range of carer support is available

How will we know we have been successful?

Outcomes and Measures:

We will establish the following dashboard of measures that will be used to measure our progress against delivering each of the objectives, along with the targets for improvement we have set against them. This will be regularly reviewed at the Carers Workstream and the Harrow Joint Management Board will hold the system accountable for their delivery.

Implementation Plan:

There are a number of actions and opportunities set-out within this strategy and an action plan for implementation of this strategy will be put into place, which will clearly set out the milestones for delivery and associated monitoring.

The Carers Sub-group workstream will have oversight of delivery and will be accountable for delivery through Harrow's Place-based partnership Joint Management Board

Objective	Measure	Target by 2026
1. All health and care social care professionals and organisations work to identify unpaid carers in Harrow, within a whole family context	<p>Number of unpaid carers recorded on GP Practice systems.</p> <ul style="list-style-type: none"> Analysis from the last census data, showed that 8.3% of Harrow residents self-identified as carers. Assumption: Each GP practice will have these number of carers. <p>Number of carers identified in hospital (NWP)</p> <p>Number of GP carers annual assessments completed per annum</p> <p>Quality markers in GP practises achieved. The quality markers ask a general practice to identify six things:</p> <ul style="list-style-type: none"> How the practice identifies and registers carers How the practice uses its carer's register to support holistic carer health and wellbeing needs How the practice organises itself to understand and respond to the needs of carers How the practice makes it easier for carers to access its services How the practice communicates with, involves and informs its' carers How the practice promotes a carer-friendly culture. 	<p>All GP practices to identify and code 100% of residents identified as carers. (Target/ GP practice - 8.3% of GP practice population.)</p> <p>100% of GP surgeries will send an annual text to all over16+ to try to capture and code new carers</p> <p>100% of GP surgeries will display a poster encouraging patients to alert a receptionist if they are a carer and a poster signposting to Carer support organisation</p>

How will we know we have been successful?

Objective	Measure	Target by 2026
2. When identified, appropriate and high quality information and advice is provided as standard to the unpaid carer and active links are made to supportive services	<p>The proportion of unpaid carers who find it easy to find information about support (ASCOF 3D2)</p> <p>Number of carers registered with Harrow Carers</p> <p>Hospital plus all HHaCE members become carer friendly employers</p> <ul style="list-style-type: none"> •Model policy includes rights for carers e.g. unpaid time-off to take cared for to appointments etc. •Organisational carers' policy to reflect the above. 	<p>5% improvement against 21/22baseline</p> <p>Improvement in the numbers signposted and registered with Harrow Carers: 360 per annum</p> <ul style="list-style-type: none"> •100% of GP surgeries will have a link to Harrow carers on their website. •100% of GP surgeries will display the 'Guide for carers in Harrow' leaflet in the waiting room and have an AccuRx message template for new carers to send the 'Guide for carers in Harrow' leaflet. <p>All sovereign organisations within the partnership to adhere 100% to Model policy.</p> <ul style="list-style-type: none"> •Annually practices will be asked to submit a checklist of the above to declare if they are carer- friendly . The borough MD and professional lead may arrange a visit to verify

How will we know we have been successful?

Objective	Measure	Target by 2026
3a. Enabling our unpaid carers to stay healthy and live well themselves, including accessing breaks to support them to maintain their own wellbeing	Health related quality of life for unpaid carers (NHS Outcomes Framework)	10% improvement against 22/23 baseline •100% of all coded carers have been invited for a health check and for flu vaccinations.
3b. Robust carers assessment processes and contingency planning	Number of unpaid carers assessments (Local Authority) completed Number of Young Carer assessments completed Number of contingency plans in place with ambulance and GPs. •Use the platform 'Better' to link LA systems contingency plans with LAS/ GP systems.	20% improvement against 21/22 baseline (335 completed in 21/22) 75 per annum minimum Work towards 100% of all contingency plans to be linked.
3c. Address the specific financial challenges carers face	Increase number of carers we support to access benefits Training sessions to encourage local partnerships supports carers into employment. Increase workshop attendances (hybrid) for debt management	10% increase in number of inquires dealt with by Harrow Carers/ year against 21/22 baseline 10% increase in number of Carers allowance claimed in 2021-22 (lower/ higher level) (Local Authority) Conduct 6 sessions/ year Conduct 3 workshops/ year
3d. Does not rely on the unpaid carer to integrate health and social care services for their loved one	Increase in number of citizens reporting positive experience of care.(Harrow Survey)	Establish baseline in 22/23

How will we know we have been successful?

Objective	Measure	Target by 2026
4a. Provide services for our young carers that supports them to be happy, healthy and successful	Support services available to young carers Feedback re services - compliments and complaints	No baseline currently.
4b. Ensures young carers are recognised as children first and protected from inappropriate caring responsibilities	Young carers are recognised in local child protection procedures and on the Harrow Safeguarding Partnership website Numbers of assessments and outcomes to be collated and incorporated on LA information system - Mosaic	75 assessments per annum
5. Unpaid carers in Harrow are supported at key points of change in their caring journey: as they move in and out of caring roles, and young carers become adult carers, and to embrace a life alongside a caring role	Regular reviews of services and actions agreed in assessments – also to be recorded and reported on Clear contact points available and contacts recorded and reported on Hospital support for carers. NWP hospital trust policy to be reviewed to include: •John’s campaign •Carers’ passport •‘Important things about me’ for dementia patients •Hospital passport for LD patients •Carers’ discharge checklist •Post-discharge support resources for carers	Completed by Dec 2023
6. All unpaid carers in Harrow are recognised and valued as central to the health and care team supporting an individual, and are involved as such in decisions and planning for their care	The proportion of unpaid carers who report that they have been included or consulted about the person they care for,	5% improvement against 22/23 (currently on downward trajectory) -18% on benchmark – aim for 20% per annum improvement



28/02/2023



**Harrow Borough
Based Partnership**
Supporting better care and healthier lives