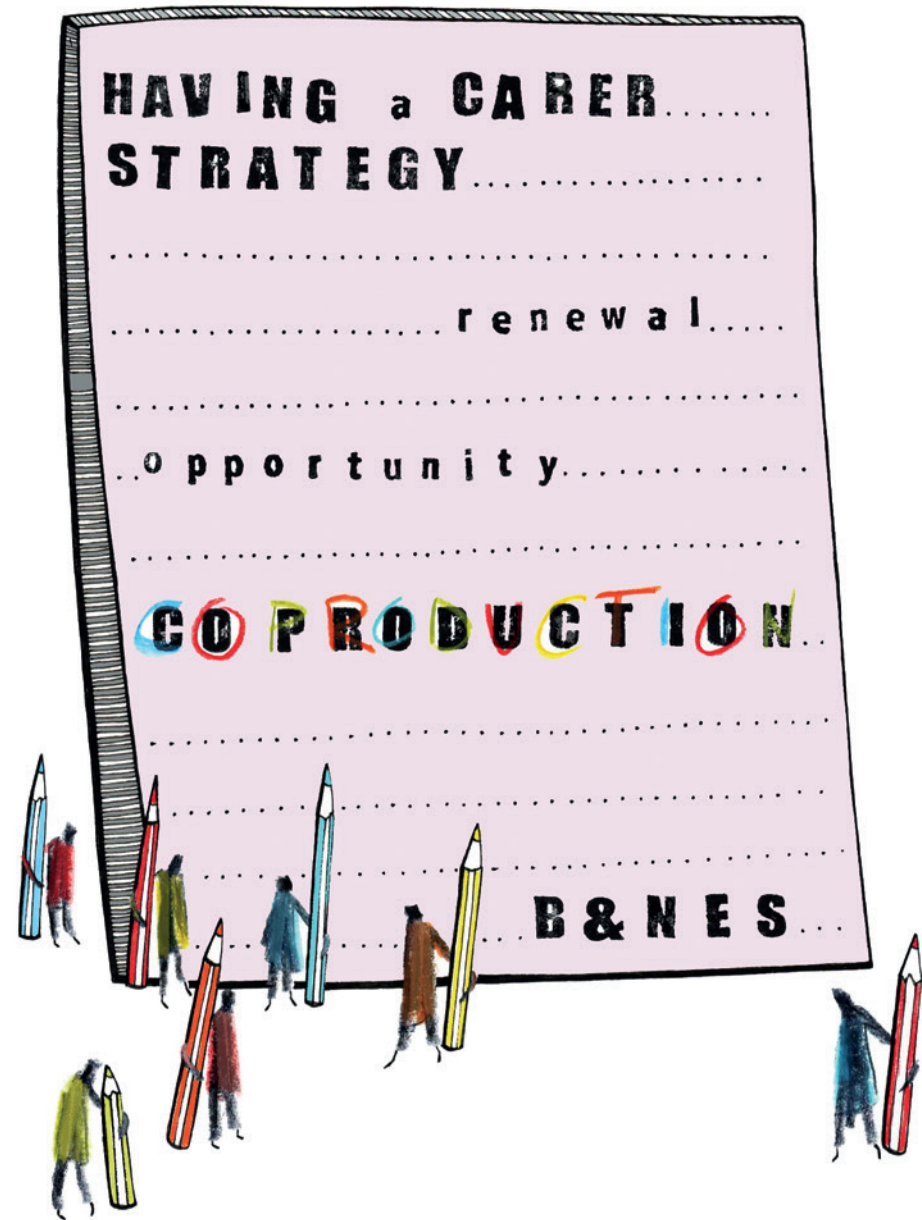


Bath & North East
Somerset Council

Improving People's Lives

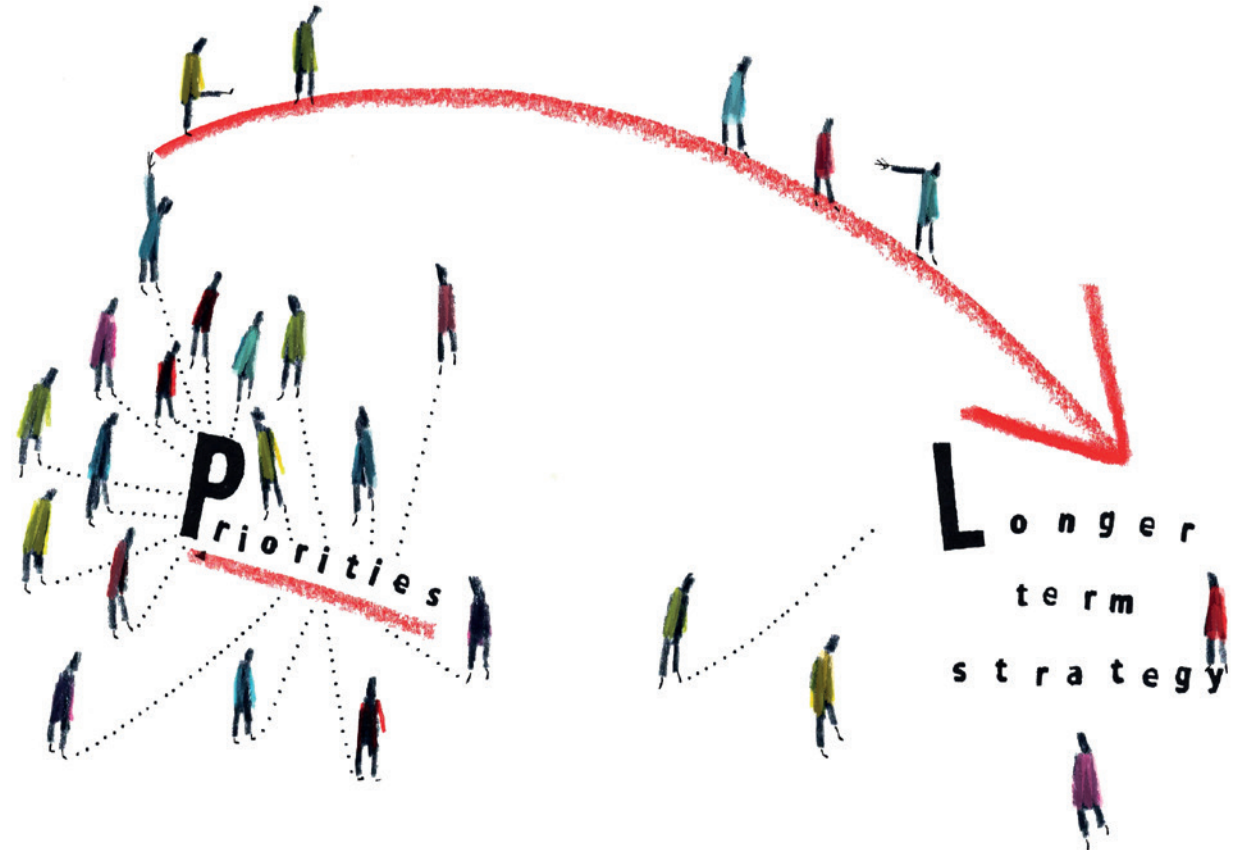
B&NES Carers Strategy

100 carers, 100 stories



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Introduction

START



This live strategy has been developed with 383 carers, 6 carer organisations and 3 carer forums. Data from the Carers Survey was used.

This document outlines the process, key priorities and actions required to achieve the best support possible for carers in Bath and North East Somerset (B&NES). Its live nature means it will be responsive to progress and any new emerging needs.

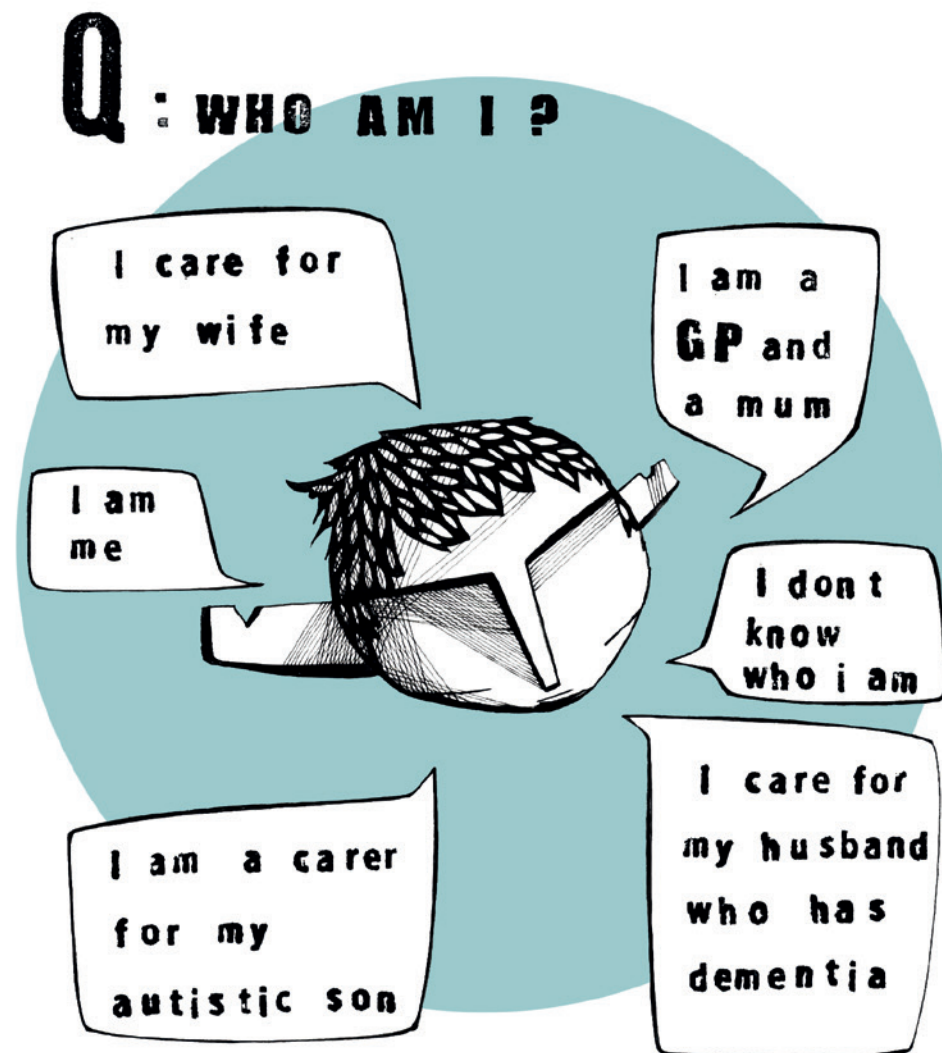
It is a co-produced document. This means that the local authority and carers will continue to work together to achieve collective goals.

Definitions

Carers described themselves as family members and friends who care for another individual. These individuals may have a physical or learning disability, or have mental ill health.

Carers have a wealth of lived experience, with a strong knowledge of the cared for individual.

We recognise that not all people providing a caring role identify with the word 'carer'. We have used this wording to align with government terminology.



Purpose

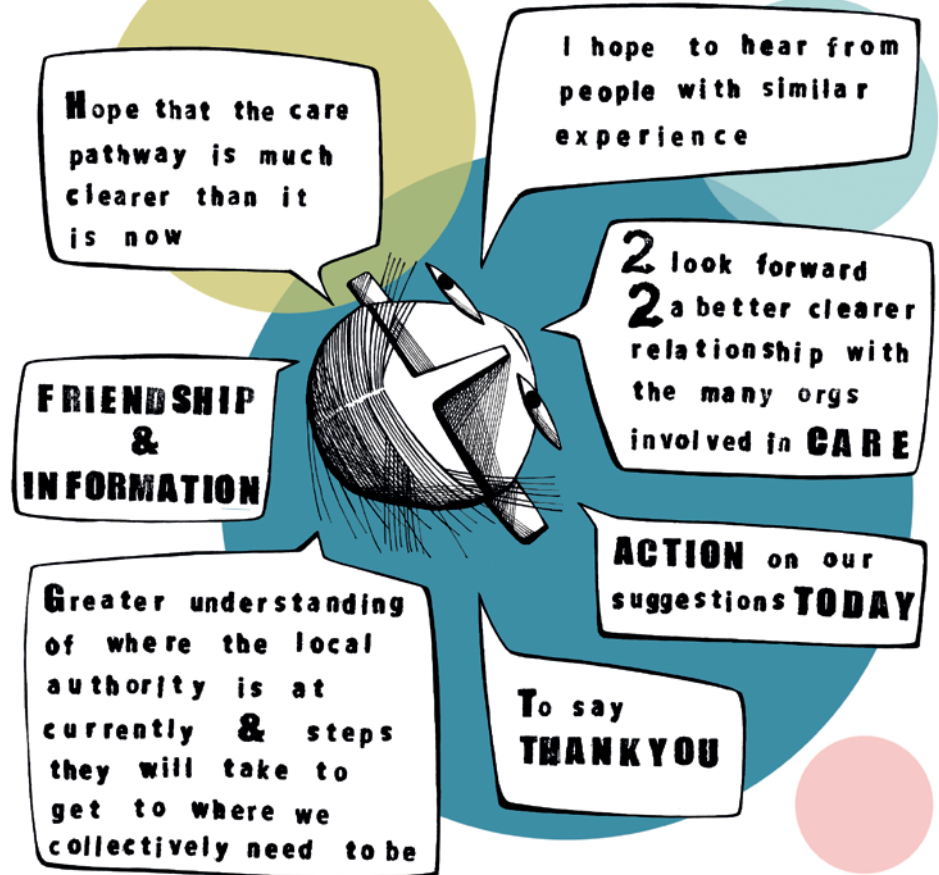
Carers should be recognised, valued and supported to live good lives.

Carers told us they want to share their experience, improve carer support services and bring about sustainable change. This will be achieved through co-designed, long term strategy setting.

Carers believe that 'good' looks like:

- Action being taken from the co-produced process
- A clear pathway to carer assessment
- Information and advice are clearly articulated and signposted
- Carers are listened to, as experts of the cared for person
- Carers receive the right support at the right time

Q: WHAT I'D LIKE TO TAKE AWAY



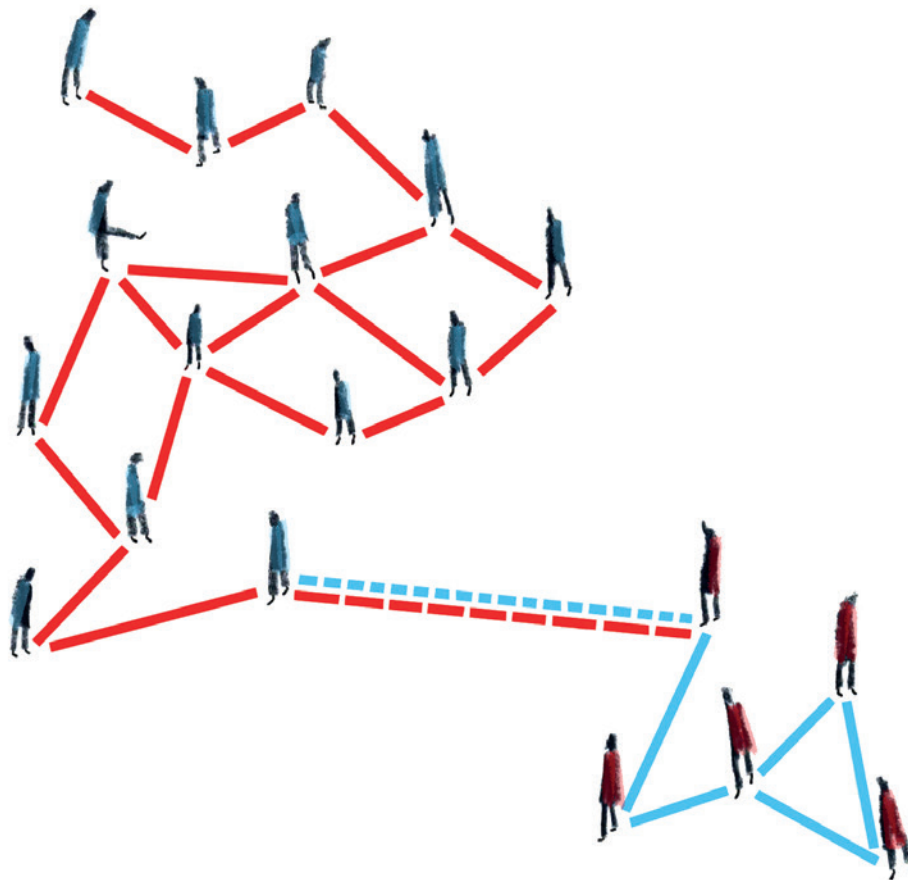
Who is the strategy for?

This document is primarily for adults caring for adults and/or children. It will also support those young carers who are moving into adulthood. Young carers in B&NES have co-produced their own **strategy**.

This is an active resource for health and social care services, the third sector and businesses that employ carers.

The statutory definition of an adult carer and the local governments statutory responsibility to carers can be found **here**.

The definition and statutory responsibilities for a young carer can be found **here**.



- : Young Carers Strategy**
- : Carer Strategy**
- - - : b r i d g e**

Co-developing the strategy

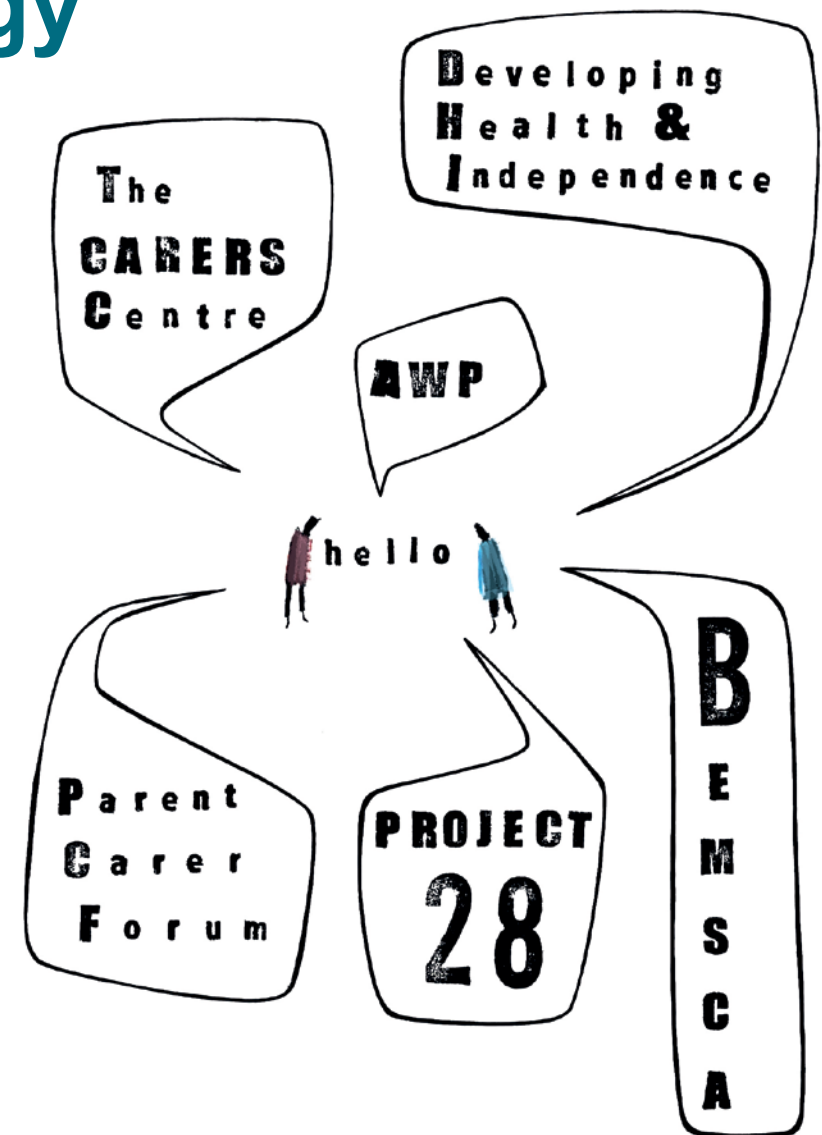
Phase 1 – Introductions

Introductory conversations were held with carer organisations across B&NES. During these conversations the premise of the work was outlined and organisations were invited to take part in the process.

Introductory sessions were held with Carer Forums, to understand what being a carer means in B&NES and to gather areas of priority for carers. We engaged with 30 carers.

Phase 2 – Survey

We adapted the National Carers Survey to enable carers to tell us more about how they feel about the service they receive. We invited all 1025 of our identified carers to respond, with a return rate of 336 carers (33%).



Phase 3 – Strategy Sessions

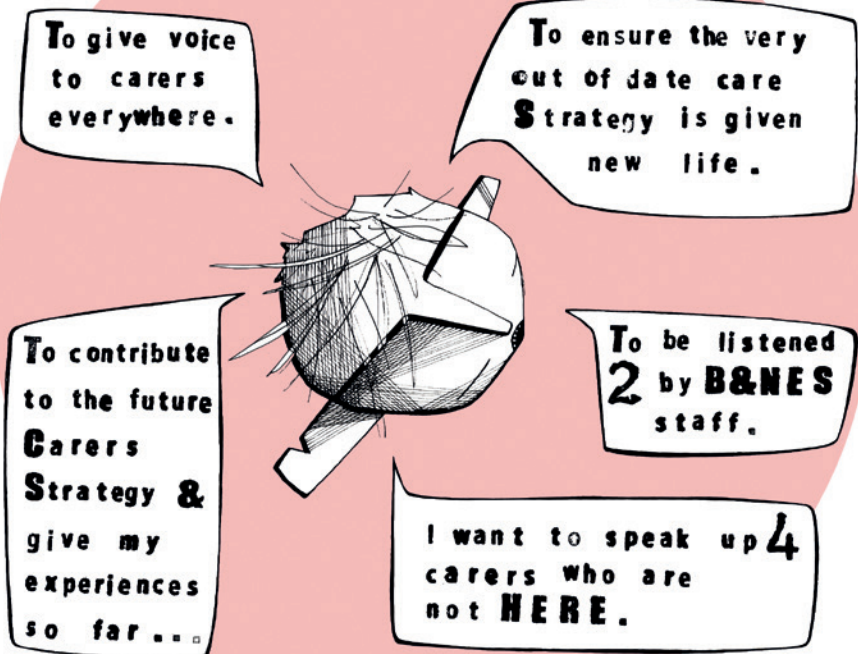
In March 2024 B&NES hosted two carer strategy meetings facilitated by Think Local, Act Personal (TLAP). These were attended by 17 carers. During the sessions:

- The information gathered in phases 1-2 was shared back to the group.
- The group identified priority areas for consideration.
- The group discussed a forward plan for co-producing the carers strategy.
- It was agreed that the local authority would write up the findings from the sessions and circulate back for comment.
- Carers agreed to continue meeting as a strategic group to develop priority areas and co-develop action driven solutions with the council and other stakeholders.
- An illustrator observed the sessions, listening and interpreting words and emotion into pictures. These are featured throughout this strategy.

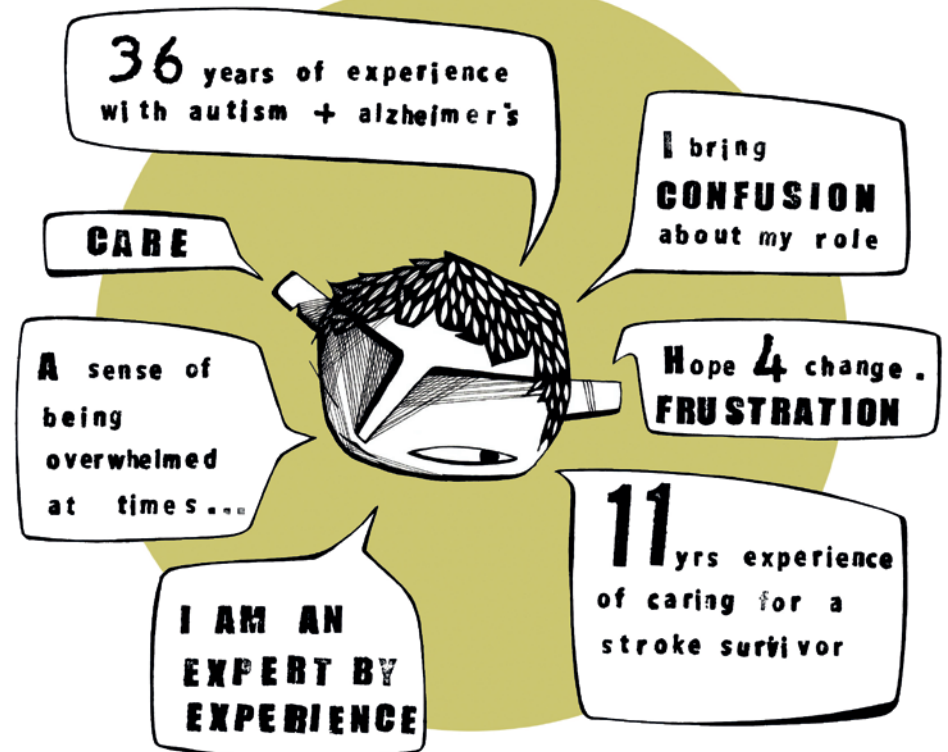


Getting to know the working group

Q: WHY AM I HERE ?



Q: WHAT I BRING INTO THIS SPACE ?



What is working and what isn't

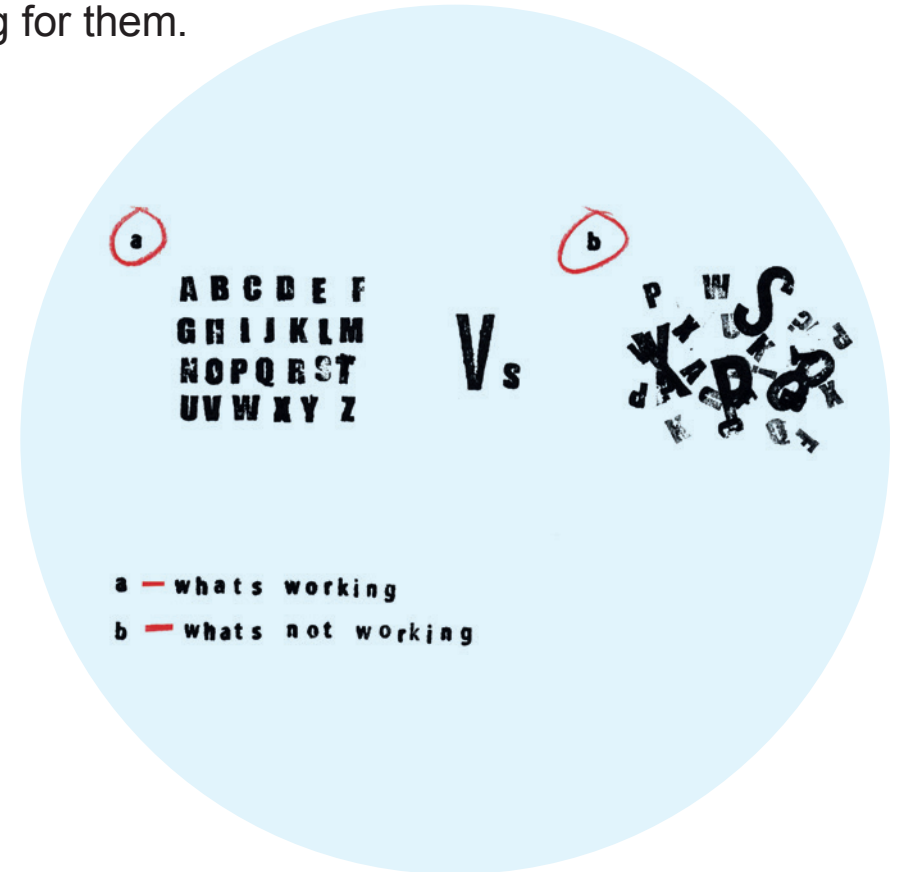
Carers identified what was currently working and not working for them.

Working

- ✓ Self-support groups
 - with particular reference to carer centres and health condition specific groups (stroke, dementia etc.)
- ✓ Respite activities
- ✓ GP support – particularly to co-ordinate services and manage change
- ✓ Some social worker support

Not working

- ✗ Communication between agencies
- ✗ Process to get assessments
- ✗ Effectiveness of assessments
- ✗ Crisis support
- ✗ Guidance on financial support
- ✗ Personalised care

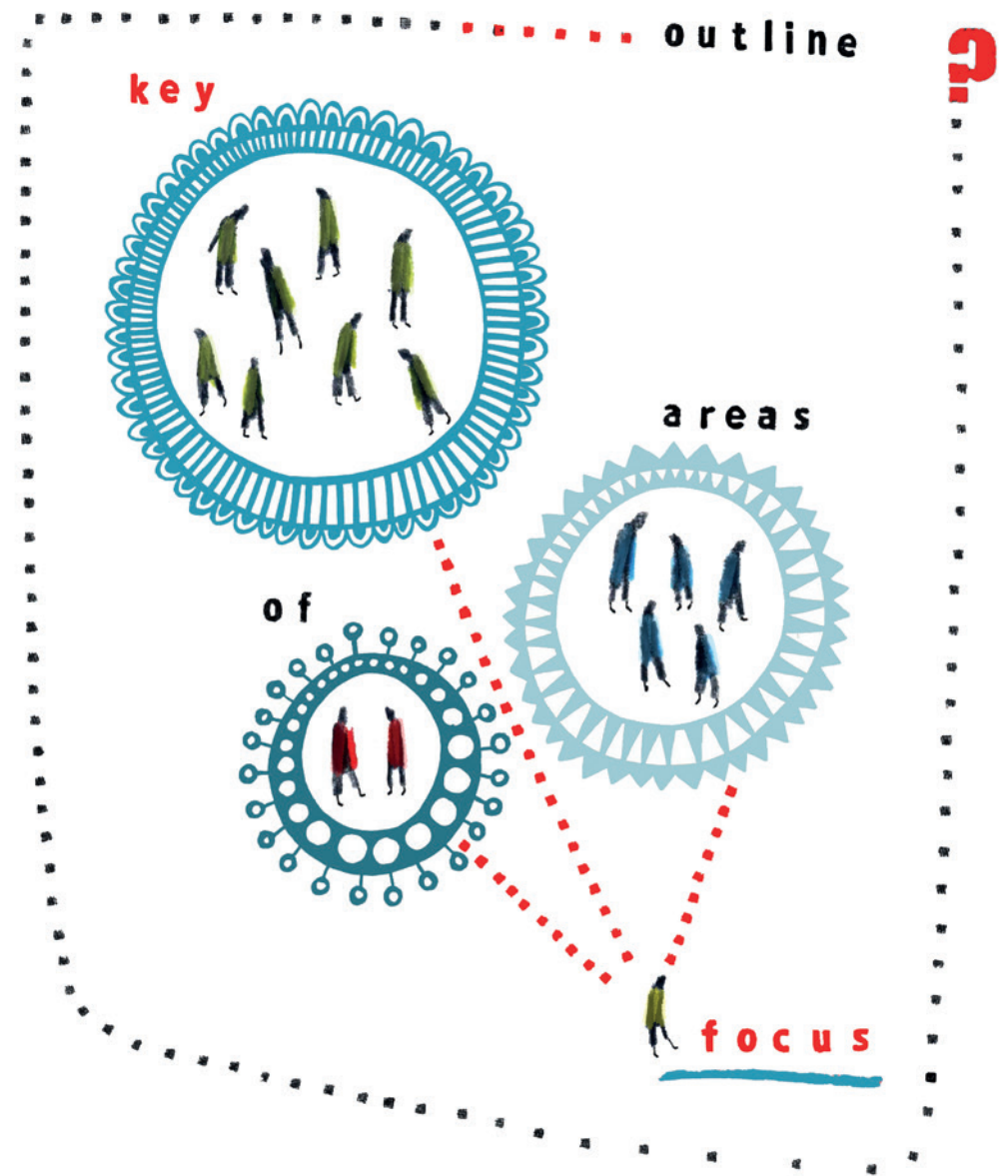


Themes

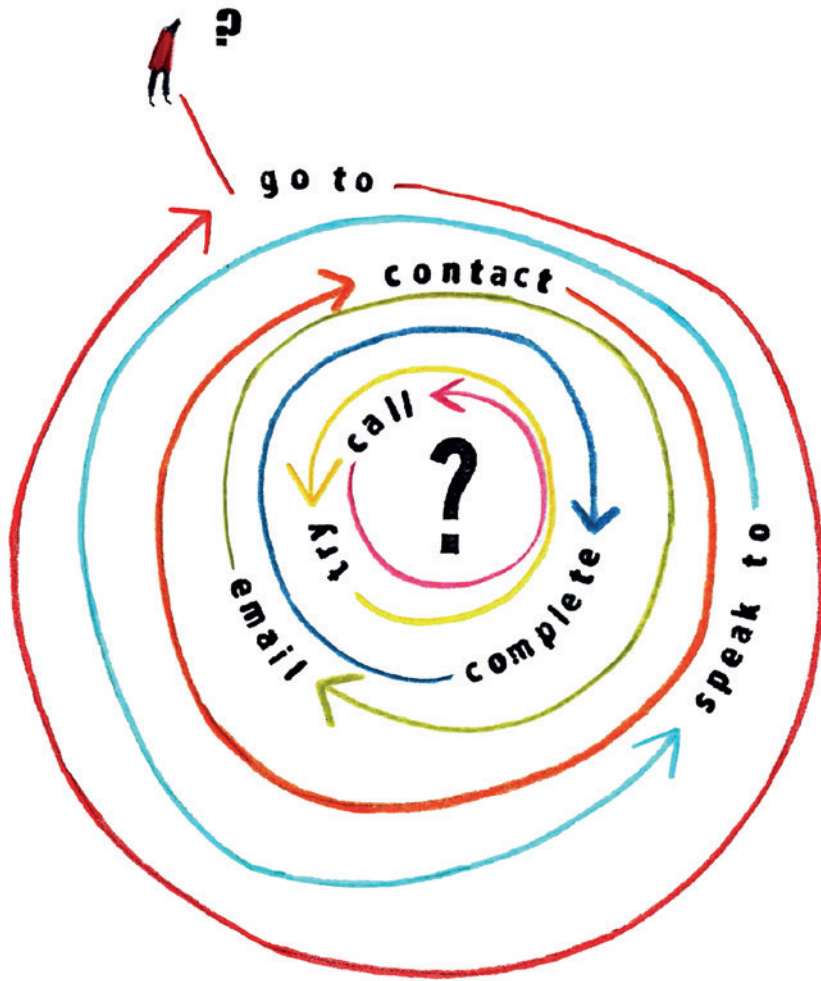
Carers made connections between ideas and emerging themes. These were written up and prioritised by the strategy group. The top four were:

- 100 carers will have 100 stories.
The system needs to be flexible enough to meet the needs of a diverse range of carers, recognising them as individuals.
- The need for a clear pathway to be established, for carers to be assessed and access resources.
- The importance of carers being involved in conversations regarding health and social care support for the person they care for.
- The need for carers to be meaningfully involved in longer term strategy setting.

The group then agreed the areas for focus that were important to look at first.



Priority Areas



CIRCULAR SIGNPOSTING
makes it really hard to
find the support you need ?

1 Communication with action

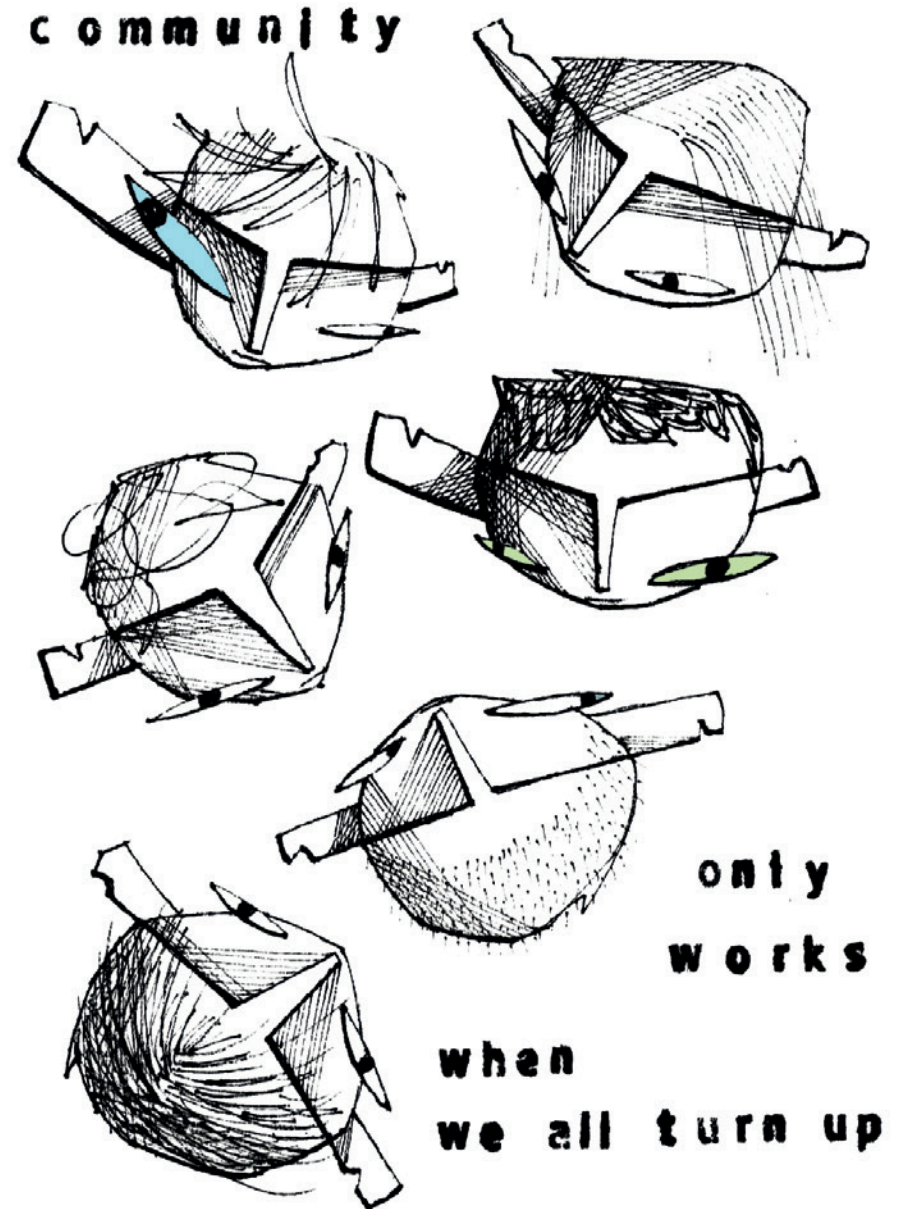
Carers have outlined that they should be able to easily access clear and correct information, pertinent to their current needs. This information should lead to clear action.

2 Carer's assessments

Carers identified that they found the current process for carer's assessments confusing and circular. They were often unsure what benefit an assessment would bring. The group highlighted the need for a straightforward, easy to access and transparent process.

Approach

- 1 The working group will invite representatives from relevant organisations to meet. We will discuss issues and develop a deeper understanding of priority areas.
- 2 Actions will be put into a plan with clear goals, responsibilities and delivery dates to make improvements.
- 3 A working group of carers and local authority representatives will meet to measure progress towards these goals.
- 4 The group will then discuss future priorities and working arrangements, reflecting on the process so far.



Making it happen



?



what's
the
**DELIVERY
PLAN**

Delivery Plan

Activity	When	Who's coming	What we want to happen
Working group formed	June/July	Carer working group	Confirmation of who will be in the working group, formed to monitor the action plan.
Communication with action – 2 focus sessions	June/July	Carers, local authority, relevant organisations	Explore the priority areas and create an action plan.
Carer Assessments – 2 focus sessions	August/September	Carers, local authority, relevant organisations	Explore the priority areas and create an action plan.
Monitoring	October - ongoing	Carer working group	Ensuring that the action plan is working effectively.
Evaluation and strategy planning	December	Carers, local authority	Assess progress of action plan and select next areas to work on.

Acknowledgements

We would like to thank:

Carers for generously offering us your time to share your knowledge and experience. We would not have a strategy without your involvement.

Talk Local, Act Personal (TLAP) for your knowledge and support.

Carers Centre, DHI and **AWP** for introducing us to carer forums and supporting the process.

All the **carer forums** we have engaged with, thank you for sharing and making us so welcome.

Imogen Harvey-Lewis, Live Scribe Illustrator



The illustrations created for B&NES Carers Strategy 2024 are for that purpose only and remain the copyright of the artist Imogen Harvey-Lewis.