

Richmond upon Thames

Carers Strategy

2013 to 2015

Our Vision:

Carers in Richmond are able to achieve their full potential, live their lives with confidence and resilience and access quality services that promote independence and deliver value for money.



Foreword

This Carers Strategy for 2013 to 2015 has been developed in partnership with local carers, the London Borough of Richmond upon Thames, Richmond Clinical Commissioning Group, The Carers Hub Service, Richmond Borough Mind, South West London and St Georges Mental Health Trust, Hounslow and Richmond Community Health Trust, Richmond Wellbeing Service and members of the Carers Strategy Reference Group.

Nationally we are going through a period of fundamental change in the delivery of health and social care. At the time of writing this strategy the Care Bill is being debated in Parliament and is expected to become law in April 2015. The Care Act is intended to bring new rights to carers who meet the eligibility criteria. This strategy will therefore be subject to revision in 2015 once the Care Bill and any associated funding is finalised to ensure it meets the requirements of the new legislation.

Richmond Council and Richmond Clinical Commissioning Group are committed to consulting carers on the changes once they are enshrined in legislation.

The strategy reflects the intentions of the Health and Wellbeing Strategy, which acknowledges the vital role of all carers and the support they provide. We know that anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. Most of us will look after an elderly relative, sick partner or disabled family member at some point in our lives. But whilst caring is part and parcel of life, without the right support, the personal costs of caring can be high.

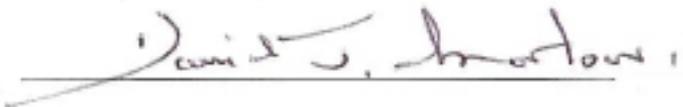
We extend our thanks and admiration to all our carers. We are confident that through this Carers Strategy we will continue to bring improvements to the health and wellbeing of all carers living and caring in the London Borough of Richmond upon Thames.

Signatures:

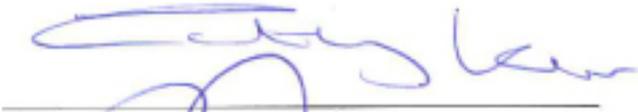
Andrew Smith, Chair of Richmond Clinical Commissioning Group (CCG)



Councillor David Marlow



Cathy Kerr, Director, London Borough of Richmond upon Thames



Dominic Wright, Chief Officer, CCG



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1. Executive Summary

This Carers Strategy sets out our vision statement and strategic aims for carers of people within the London Borough of Richmond upon Thames

The strategy provides a definition of a carer, national and local carer specific demography, an overview of the National Carers Strategy and the feedback from our own local carers. The three priorities for this Carers Strategy are based on this information. They are:

- Advice Information and Support
- Carers Health and Wellbeing
- Carers as Expert Partners in Care

Strategic statements and commitments accompany each of the three priorities.

Finally, the strategy commits all the strategic partners to monitoring and delivering the actions identified through the Carers Strategy Action Plan.

2. Vision Statement

Carers in Richmond are able to achieve their full potential, live their lives with confidence and resilience and access quality services that promote independence and deliver value for money.

3. Strategic Aims

This strategy is intended to support carers by responding to their needs and improving services. Following consultation with carers we will ensure that the Carers Strategy is revised in 2015 to incorporate changes brought in under new legislation. In summary, changes for carers in the Care Bill are:

- For the first time carers will have the same legal rights as service users
- Local authorities will have a duty to assess carers who may have eligible needs
- Carers who meet eligibility criteria will have a right to a support plan and a personal budget
- Carers may be charged for services they receive in their own right
- Carers should be supported to retain and gain employment
- Carers will have new rights to be consulted on the cared for person
- Local authorities will have a duty to provide information and advice

This strategy identifies the following key priorities for the next 2 years. These priorities are based on both local carers' feedback and national directives:

- Advice, information and support
- Carers health and wellbeing
- Carers as expert partners in care

Improving identification of carers will inevitably lead to a rise in demand for carers' services at a time of national economic constraint and the associated pressure on available funding. The Carers Strategy recognises that we need to find a different way to maximise the delivery of available resource to carers. We will work in partnership with carers and providers to achieve this while maintaining our commitment to the vision of high quality consistent care and support. We will promote equality and diversity to strive towards equity of access to services for all carers.

The strategy includes a detailed action plan to meet the priorities identified. This plan will be updated annually and published on Richmond Council's website.

4. Who is a Carer?

A carer is someone who provides unpaid help to someone who could not manage without their support. This could be because they are ill, frail, have a physical disability, a learning disability or have mental health or substance misuse problems.

Young carers are children and young people between the ages of 5 and 18 who provide or intend to provide care, assistance or support to another family member who is disabled, physically or mentally ill, or has a substance misuse problem. They carry out, often on a regular basis, significant or substantial caring tasks, taking on a level of responsibility that is inappropriate to their age or development (Social Care Institute for Excellence (2005)). This Carers Strategy supports the vision of The Joint Children and Young People's Health Strategy and Commissioning Plan 2014 -17.

5. The National Carers Strategy

In November 2010 the government published *Recognised, valued and supported: next steps for the Carers Strategy*¹. This Carers Strategy endorses the vision and outcomes set out below.

Vision:

Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen.

Outcomes:

Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.

Carers will be able to have a life of their own alongside their caring role.

Carers will be supported so that they are not forced into financial hardship by their caring role.

Carers will be supported to stay mentally and physically well and treated with dignity.

Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive and to enjoy positive childhoods.

Over the summer of 2010, the Department of Health asked for carers' views on what the priorities for the next four-year period should be. The following priority areas were identified:

- Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.
- Enabling those with caring responsibilities to fulfil their educational and employment potential.
- Personalised support both for carers and those they support, enabling them to have a family and community life.
- Supporting carers to remain mentally and physically well.

Richmond Council, Richmond Clinical Commissioning Group (RCCG) and partners are committed to delivering against the above outcomes.

For more information on the National Carers Strategy, see the Carers UK website www.carersuk.org and the Department of Health website www.dh.gov.uk

¹ HM Government (2010) *Recognised, valued and supported: Next steps for the Carers Strategy* www.dh.gov.uk/publications

6. National Demographics: Carers in England and Wales

The number of people providing unpaid care due to age, physical or mental illness, substance misuse or disability has risen substantially in the last decade. Census data from 2011 reveals that the number of carers increased from 5.2 million to 5.8 million in England and Wales between 2001 and 2011, and this represents 10% of the population. The greatest rise has been among those providing over 20 hours care – the point at which caring starts to significantly impact on the health and wellbeing of the carer, and their ability to hold down paid employment alongside their caring responsibilities.

Over a third of carers (37 per cent, 2.1 million) were providing 20 or more hours care a week, an increase of five percentage points (473,000) on 2001 (32 per cent, 1.7 million). Those providing the most number of hours of care – over 50 hours a week and very often caring round-the-clock - has risen by 270,000, increasing from 1,088,000 in 2001 to 1,360,000 in 2011.

2-3% of children aged between 5 and 18 years old are carers. We refer to these children in this strategy as young carers.

Information published by Carers UK in 2011 informs us that Social Services and the NHS rely on the willingness and ability of carers to provide care. The care provided by carers is worth an estimated £119 billion per year – considerably more than total spending on the NHS (£98.8 billion in 2009/10)².

Additionally we know that:

- 2.3 million carers give up work, 3 million reduce hours to care – carers emphasize that best support would be quality care for their relative.
- ‘Caring can be bad for your health’ - 84% of carers report health problems ‘related to caring’. 94% of carers say that caring has affected their mental health (Carers UK survey 2013)
- Number of carers providing unpaid care of 50 hours or more has increased by 26% over the past decade.
- Taking on a caring role can mean facing a life of poverty, isolation, frustration, ill health and depression.
- Many carers give up an income, future employment prospects and pension rights to become a carer.
- Many carers also work outside the home and are trying to juggle jobs with their responsibilities as carers.
- The majority of carers struggle alone and do not know that help is available to them.
- Carers say that access to information, financial support and breaks in caring are vital in helping them manage the impact of caring on their lives.

² Carers UK and the University of Leeds (2011) Valuing Carers 2011: Calculating the value of carers’ support. (Footnote: Source 2011 Census: Key Statistics for England and Wales, March 2011 Coverage: England and Wales Date: 11 December 2012)

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- We need to prevent young carers taking on inappropriate levels of care at a young age, which could have an adverse effect on their education, well-being and future attainment
- Young carers are more likely to experience: bullying, poor educational attainment with an increased risk of 40% for young carers looking after someone with drug and alcohol problems
- We need to prevent adverse impact on the wider family (including other children and siblings) due to the demands of caring.

7. Demographics: Carers in Richmond

For the first time a Carers Joint Strategic Needs Assessment (JSNA) was carried out by Richmond Council in 2013. The needs identified have been used to inform the direction of this Carers Strategy.

The total population in Richmond is 187,000. (2011 census) This is an 8.5% increase from the 2001 census population figure.

The main findings of the [Carers JSNA](#) (based on the results from the 2011 census) are:

- 15,802 (8.5% of all residents) identified themselves as carers in the London Borough of Richmond upon Thames. This percentage is similar to London, and lower than the average in England.
- Three quarters of carers provide care for 1-19 hours a week, 10% provide care for 20-49 hours a week.
- 15% or 2381 carers in Richmond provide more than 50 hours of unpaid care per week.
- There are more female than male carers (59% of carers are female).
- The peak age for caring is 50-64 years. 34% of carers are aged between 25 and 49 years, 38% between 50 and 64 years, and 22% are aged over 65 years. Five percent of carers (864) are younger than 25 years of age.
- Carers are more likely to report health problems: 19% of carers report their health is not good, compared to 11% of those who do not provide care.
- While 60% of carers in Richmond are economically active, providing care is often a reason for not working or for working part-time.
- Given the stresses and strains that can result from balancing work and caring, it is unsurprising that 1 in 5 carers give up work to care full time. 20% of Richmond carers who responded to the 2012-13 Carers Survey, stated that they were not in paid employment because of their caring responsibilities. 1 in 7 people in the workforce are caring for a family member.
- Businesses can all too easily lose experienced staff, as most carers fall into the 45-64 age group when people are at the peak of their careers. With the number of carers in the UK set to grow from 6 million to 9 million in the next 30 years, this is an issue none of us can afford to ignore.

It is important to remember that not everyone who is a carer will identify as one – these carers are referred to as ‘hidden’ carers.

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The numbers of carers receiving services in the borough over the last couple of years include:

- 853 adult carers had a carer's assessment during 2011-12
- 1372 adult carers received a carer's breaks payment during 2012-13
- 122 young carers aged under 18 received carers breaks payment during 2012-13
- The voluntary sector works with over 2,300 carers throughout the borough (some of these will be represented within the number known to adult social services and those who applied for carers breaks payments)
- 280 of the 2300 are young carers (aged 5-18)
- Over 13,000 carers in Richmond are unknown to health and social care providers.

8. Consultation, Feedback and Engagement

The priorities for this strategy have been based on local engagement with carers, organisations which support carers, statutory bodies and other partner organisations during 2013 and the lifetime of the previous strategy (2010-2013). Examples of this engagement are described below.

Carers are able to contribute their ideas for initiatives and experiences through a Carers Forum hosted by the Carers Hub and a Carers Development Group hosted by Richmond Borough Mind 'Carers in Mind'; both groups meet quarterly.

Two carers conferences are held every year, hosted respectively by the Carers Hub Service and RB Mind. Both these conferences are well attended by carers and provide an invaluable source of learning about what is important to carers. Feedback gathered from carers through these events influence local policy and improvements.

Carers have also been engaged in the development of the Better Care Closer to Home (Richmond Out of Hospital Care Strategy) and involved in the development of new or re-designed services such as the Rapid Response and Rehabilitation service and the re-design of community mental health teams.

A survey of carers was conducted by Richmond Council during 2012 as required by the Department of Health (DoH). Over 853 carers who had completed a carer's assessment over the previous year were sent the DoH survey questionnaire to complete. Of these, 447 carers completed and returned it which gave Richmond a good response rate of 52% (compared with a national average of 46% and a London average of 37%).

A Carers Strategy Workshop was held in October 2013. The event was attended by 20 carers, representatives from 17 local organisations providing services and support to carers, and the relevant statutory bodies. Their views have contributed to the priorities specified in this strategy and how they could best be implemented.

The draft strategy was then available for online consultation on Richmond Council's website for a three week period ending in December 2013. Over 30 people, 65% of whom were carers, responded to the online questionnaire. The three suggested priorities of the Carers Strategy were endorsed by those who replied. Comments

received are now reflected in the content of the strategy and within the Strategy Action Plan.

9. Services for Carers in Richmond

Richmond Council invests £10m per annum or 14% of the Adult Social Care budget in universal/preventative services, which may also benefit carers. These include for example the Rapid Response and Rehabilitation Service, small items of equipment, and benefits checks.

In addition Richmond Council funds intensive day care and overnight respite. Although these services provide support to carers, they are based on assessment of the service user and therefore the funding for these services is not included within carer expenditure.

The government made £400 million available to the NHS over the four year period from 2011 to 2015 to provide carers (including young carers), with breaks from their caring responsibilities. Although this funding was not ring-fenced, NHS Richmond, now the Richmond Clinical Commissioning Group, has consistently made the locally allocated funding available to Richmond Council for the funding of breaks for carers. Richmond Council also provides funding for carers payments following carer's assessments.

Services for carers currently funded by Richmond Council and/or Richmond Clinical Commissioning Group (CCG) include:

- The Carers Hub Service
- Richmond Borough Mind Carers in Mind
- Carers assessments
- Carers breaks payments
- Shared Lives dementia scheme

The Carers Hub Service has been jointly commissioned by the London Borough of Richmond upon Thames and Richmond CCG. The 3 year contract for the Carers Hub Service was awarded in August 2012 to the [Richmond Carers Centre](#) which operates the service with 8 other local organisations.

These are:

- [Addiction Support and Care Agency](#) (ASCA)
- [Alzheimer's Society](#)
- [Crossroads Care](#)
- [Ethnic Minorities Advocacy Group](#) (EMAG)
- [Grace Debt Advice](#)
- [Homelink](#)
- [Integrated Neurological Services](#)
- [Richmond Homes and Lifestyle Trust](#)

The service includes:

- universal and specialist information and advice service,
- emotional support
- financial and debt advice
- short breaks

- leisure programmes
- a dedicated young carers service
- training for carers
- opportunities for carer engagement
- carer awareness training for professionals
- strategic leadership

For further information please see the [Carers Hub service leaflet](#)  (pdf, 216KB) and the Carers Hub Service website: <http://www.richmondchs.org>

10. Key Priorities for 2013-2015

The strategy identifies 3 main priorities. These priorities are based on both local carers' feedback and national directives.

1. Advice, Information and Support
2. Carers Health and Wellbeing
3. Carers as Expert Partners in Care

10.1 Advice, Information and Support Services

This strategy recognises that good advice, information (including financial advice and information) and support services are fundamental to enabling choice and control for carers. We want carers to be well informed and able to exercise choice in relation to the support services available in the borough.

The first step is for providers and commissioners of services to help carers to identify themselves. We know that many carers consider themselves to be a husband/wife/partner/friend mother/father/sister/brother/son or daughter and do not think of themselves as a 'carer'.

The aim of this strategy is to ensure providers and commissioners recognise and acknowledge carers and refer carers for the information, advice and support which could benefit them.

Identifying young carers and working with them is crucial to understanding their needs for advice, information and support and the key to developing choices to meet these needs.

Our Commitment

We will work to identify carers within General Practice, community health services, and mental health services so that they can be offered appropriate advice, information and support.

The Carers Hub Service will continue to have a key role in ensuring carers receive support and advice. It is required to continually increase the number of carers using Hub services including identifying 'hard to reach' carers; this includes young carers, carers of older people with dementia, male carers and carers from black and ethnic minorities.

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Richmond Borough Mind 'Carers in Mind' project will continue to support carers of people with mental health difficulties, providing appropriate information, advice and training as well as other activities.

The Joint Commissioning Collaborative will monitor the Carers Hub Service and RB Mind to ensure good value for money and work with them to promote innovation and achievement. It is also working with the Youth Council to develop greater understanding of the needs of young carers.

Richmond Council and Richmond Clinical Commissioning Group will actively disseminate information about how to access advice and support via a variety of channels to include but not limited to:

- Richmond Council's website
- Richmond CCG's website
- A 'guide for carers' leaflet
- The GP intranet
- The Carers Hub Service
- Richmond Borough Mind (RB Mind)
- Richmond Mencap
- Primary and secondary mental health services
- Hounslow and Richmond Community Care NHS Health Trust (HRCH)
- South West London and St George's Mental Health NHS Trust
- Richmond Wellbeing Service
- Community Independent Living Services
- Richmond Healthwatch
- All relevant voluntary organisations
- Access to e-learning opportunities

Carers Assessments

Richmond Council will comply with the duty to assess carers as defined within current legislation and the future Care Bill. Carers of people eligible for services will be offered a carers assessment to consider the physical, emotional and practical impact that caring has on their lives and to ensure that their needs are taken into account. Carers' views will also inform the care and support offered to the person they look after.

All carers who have a carer's assessment will be offered the choice to be referred to the Carers Hub Service for further advice, information and support and/or to be signposted to other appropriate support organisations.

All carers are given the choice to be assessed alongside the cared for person or to have a separate carer's assessment.

Carers of people who are assessed as having substantial or critical needs will be offered an annual carer's review.

Richmond Council will monitor the quantity and quality of carers' assessments and use this information to improve and build on good practice.

Young carers identified by Adult Services will continue to be referred to Children's Services for appropriate assessment and support. Children's Services will continue to

refer adults for a self directed support assessment where young people are identified as providing a caring role to an adult with disabilities.

Provision of free training and education for carers

We will continue to provide free access to education and learning in a variety of settings. The Carers Hub Service and RB Mind will provide specific workshop based learning.

Carers can access e-learning opportunities through the London Borough of Richmond <http://richmond.learningpool.com/>

10.2 Improving Carers Health and Wellbeing

Improving opportunities for carers to maintain good health and wellbeing is essential to supporting carers in their caring role. We recognise that being able to take a break (respite) from caring responsibilities and having the opportunity to work and access education and leisure opportunities are vital to maintaining and improving the health and wellbeing of carers. We are committed to looking for flexible respite options that enable choice and value for money.

Enabling those with caring responsibilities to fulfil their educational/employment potential and ensuring young carers do not carry out inappropriate levels of care and can achieve in education and employment are key priorities. Carers tell us that they need flexible working arrangements and better care for the person they care for to enable them to remain in employment. We recognise that carers need support to rebuild their lives after their caring commitment ends.

Our Commitment

The Joint Commissioning Collaborative will work with GPs and pharmacies to increase the identification of carers and the signposting of these carers to existing services. This will include GP practices increasing their knowledge of issues that affect carers and adopting carer friendly practices.

Carers are a priority group for NHS 40+ (74) health checks and the availability of these will be promoted by the Public Health Team. Free flu jabs are available for carers and these will be promoted to encourage carers to take advantage of this service.

Through LiveWell Richmond, support will continue to be available to carers over the age of 16 to make healthy lifestyle changes that will help them to reduce the risk of chronic disease and remain in good physical health. <https://www.live-well.org.uk/richmond/>

The Richmond Wellbeing Service (primary mental health service) will promote its services to carers through GP practices and organisations supporting carers. In addition, Richmond Wellbeing Service will promote the opportunity to self refer for carers who are struggling, for example with depression, anxiety, or sleeplessness. <http://www.rbmind.org/richmond-wellbeing-service>

Hounslow Richmond Community Health Trust (HRCH) has published a protocol to govern standards of communication and working with carers of people with learning difficulties. HRCH intend to broaden this protocol to ensure all carers are treated as

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expert partners in care and that staff are trained to provide appropriate information, advice and support.

South West London and St George's Mental Health NHS Trust (SWLStG) is implementing the provisions of the Triangle of Care, a programme designed to ensure that carers of people with mental health difficulties admitted to inpatient care are identified and supported through times of crisis. The Triangle of Care approach was developed by carers and staff to improve carer engagement in acute inpatient and home treatment services.

Carers assessment questions will take into account the health and wellbeing of carers.

Carers breaks and respite opportunities

Carers payments which can be used flexibly to enhance carers' health and wellbeing will continue whilst funding is available.

Respite for Carers (adults)

The Joint Commissioning Collaborative will monitor respite/carers breaks within the Carers Hub Service contract.

Carers, including young carers, will have their own needs taken into account when the person being cared for is being assessed (Self directed support assessment) by Richmond Council.

Building on the success of the Shared Lives Scheme for adults with learning disabilities, a new Shared Lives Scheme³(pilot) for people with dementia has been established. The evaluation of this Shared Lives pilot will inform the future delivery of this scheme including its possible expansion to other care categories.

An assessment of need for the development of respite provision for carers of adults with severe mental health conditions will be given priority. This will include identifying outcomes, strategies and actions to meet these needs.

Carers and employment

We will work with Richmond Council and Richmond Clinical Commissioning Group (RCCG) to establish internal policies to support carers in work and to promote the good practice within these Human Resources protocols to other major businesses within the borough of Richmond.

We will explore options to support carers whose caring role has ended to enter back into education, employment, or other meaningful activities.

10.3 Carers as Expert Partners in Care

Carers are valued and respected as expert partners in the care of the person they look after. This recognition of carers and young carers as expert partners is to be embedded in health, social care, voluntary, independent and private sector settings.

Health and social care professionals will be encouraged to include carers in discussions about the person being looked after to ensure that carers' knowledge and understanding are included in the overall assessment of health and social care needs

³ http://www.richmond.gov.uk/shared_lives

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and that the contribution they make to looking after the person is recognised and recorded.

Our Commitment

We want carers and young carers to have even more opportunities to be involved and to be our expert partners in care within the development of strategies, commissioning of services and feedback in relation to services received.

We want carers to be given opportunities to contribute to national strategic developments in health and social care.

Carers Survey

Richmond Council will continue its duty to survey carers every two years as prescribed by the Department of Health and to publish the results of the survey to the individuals who responded and via the Council's website, the Carers Hub Service and RB Mind. Richmond Council will respond appropriately to any feedback which indicates that services are not meeting standards.

Carers Strategy Reference Group

Carers will continue to be represented on the Carers Strategy Reference Group. This group is directly responsible for ensuring the outcomes of this strategy are monitored, reviewed and reported.

Commissioning of Services

Carers have been involved in the commissioning of new services. This practice will continue and together we will learn how to continually improve the commissioning process.

New Contracts and Commissioning Strategies

All new contracts commissioned by the JCC will require providers to ask for carer feedback annually (unless it is clear that carers will have no involvement in the service).

Carers will be given the opportunity to contribute to future joint strategic needs assessments (JSNA). The JSNA is an assessment of the health and well-being needs of the population of Richmond upon Thames.

Carers will be asked to comment on all new strategies prior to publication. They will be actively recruited to relevant strategy monitoring groups to include but not limited to:

- The Carers Strategy
- The Mental Health Strategy
- The Out of Hospital Strategy
- Learning Disability Strategy

Carers Conferences

Two annual carers conferences will continue to be held. The Carers Hub Service and Richmond Borough Mind are commissioned to organise these events.

The conferences will continue to provide an avenue for carers to comment on existing services and influence development of future provision of services.

Carers Forums

Carers will continue to be given the opportunity to meet with service providers and commissioners through a variety of provider led forums including parent-carer forums.

National Engagement

Commissioners and providers will publicise opportunities for carers to comment and influence national carers developments. Provider organisations will consult and engage with carers. This includes but is not limited to:

- Hounslow and Richmond Community Health Trust
- Richmond Wellbeing Service
- South West London and St George's Mental Health Trust

Training staff

We will continue to offer carer specific education to our staff, all of which will emphasise the need to recognise carers as expert partners in care.

11. Equality and Diversity

We recognise the importance of ensuring that carers services are accessible to all carers. The collection of relevant equalities data will inform our current commissioning and future development of carers services/provision.

An Equalities Impact Needs Assessment⁴ has been completed to inform this Carers Strategy.

Our Commitment

All commissioned and grant funded carers services are required to report on the six protected equalities characteristics that were assessed as high or medium impact in the Carers Hub Equalities Needs Impact Assessment 2012 (EINA). These include:

- Age
- Disability
- Race
- Religion
- Gender
- Sexual orientation

12. Safeguarding Responsibilities

Living a life that is free from harm and abuse is a fundamental right of every person and this includes carers. All of us need to act as good neighbours and citizens in looking out for one another, however abuse does happen. In Richmond we take the abuse of adults and children very seriously and are committed to protecting vulnerable people and preventing abuse wherever possible. For more information visit [safeguarding adults procedures](#) or [safeguarding procedures for children](#).

Our Commitment

- Carers will be offered advice and information to know how to report abuse
- Carers will be treated fairly and offered support if they themselves are the subject of a safeguarding adult's investigation.

⁴ http://www.richmond.gov.uk/eina_carers_strategy_2013-15.pdf

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- All professionals and staff working with children and young people, including those who work predominantly with adults, have a clear responsibility to ensure that safeguarding and promoting children and young people's welfare is a central and integral part of the care they offer.
- Richmond Council will continue to provide a [free e-learning training package](#) on safeguarding adults.

13. Delivering success and monitoring progress of the Carers Strategy

A Joint Health and Social Care Commissioning Collaborative (the Joint Commissioning Collaborative) is now established in the borough of Richmond. This team will lead on health and social care commissioning for Richmond Council and Richmond CCG including carer specific services.

The Carers Strategy Action Plan 2013-15 will set out the detail behind the key priorities including the required outcomes and how we will know if we are successful in meeting these.

The Carers Strategy Reference Group which includes carer representatives will meet a minimum of every 3 months throughout the year to monitor and review these outcomes, share learning to promote good practice and address concerns.

An annual summary of the progress against the stated outcomes will be published on Richmond Council and Richmond CCG websites.

14. Appendices

Please click on the following links for appendices to this report:

[Carers Strategy Action Plan](#)

[Carers Strategy Engagement Report](#)

[2012 Carers Survey Report](#)

[Carers JSNA](#)

