

# The Carers Strategy for Adults in Haringey

2020 - 2023



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Haringey  
LONDON



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# Foreword

Dear fellow carers

I am delighted to introduce the Haringey Carers Strategy.

This strategy started life back in February 2020 when a group of carers met to discuss the issues that were important to them, and to consider how things could be improved. We were asked if we wanted to be more involved, and many carers did!

Those who could then met with the facilitating individuals and teams tasked with getting us over the line.

We set up a working group communicating mostly via online meetings, emails and telephone calls, because of the restrictions put in place due to COVID-19. It was hard work, but we got there!

I have been a carer for well over 25 years and counting! I have first-hand experience of how being a carer affects your life, future and wellbeing. We try our hardest to keep everything going. Most times we get away with it. Sometimes we don't! It's those times when we most need help.

The Haringey Carers Strategy tells us what we can expect from our council, our health services and our voluntary and community organisations.

Many carers said that feeling respected and being listened to were high on their list of priorities. The strategy addresses these issues – and we'll continue to be heard going forward as we monitor the delivery of the strategy.

COVID-19 has affected us all, in just about every way possible, and will continue to do so for the foreseeable future. It is continuing to have an impact on our already stressful lives. More than ever we may need to access support that we may not have used before.

I hope that you will make time in your busy day to read this strategy. Many carers have contributed their knowledge and understanding to help shape what is needed going forward, making this strategy a positive guide for the future.

Thank you to everyone who has taken part in this project. I'm sure it has been a great learning experience for all parties!

Stay safe and well, with very best wishes to you all,

**Angie Buzzacott**  
**Carer – proud to be!**  
**Award winning Tenant Advocate**



# Executive Summary

## Welcome to Haringey's Carers' Strategy

We are proud to present our 2020-2023 Carers Strategy which outlines our future vision and outcomes for carers.

This strategy is for all unpaid adult (aged 18+) carers who live in Haringey, or who live outside of Haringey and care for somebody who lives in Haringey. A young carers' strategy is in development and will outline the distinct needs and priorities of this group.

The joint strategy has been co-produced by carers, statutory partners and voluntary and community sector partners who provide services or have an interest in carers. It demonstrates our commitment to carers and seeks to respond to local issues, outlining how everyone across the system is working together to improve the lives of our carers and those that they care for.

Haringey is one of the most diverse boroughs in the country and this makes it a culturally vibrant, exciting and creative place to live. The 2011 Census revealed that of the 254,900 people who lived in the borough at that time, between 20,000 - 27,000 were unpaid carers. The Census gathered information that was self-reported, so we can expect that there were many more people who did not self-declare as carers in the Census.

### Every carer's role is unique:

- ➔ You may be caring for a child, parent, friend, partner, neighbour or relative, in their day-to-day life.
- ➔ You can be from any background, situation and age group.
- ➔ You may provide physical or practical care and/or emotional support to somebody in, for example, your home, their own home, in supported living or assisted living.
- ➔ The person being cared for may need help because they are ill, frail, disabled, are not in good health physically or mentally or have personal issues like drug or alcohol dependency.
- ➔ You may be a carer who is transitioning from children's to adult's social care, or be looking after someone who is transitioning from children's to adult's social care services.
- ➔ You may be a carer who identifies as Lesbian, Gay, Bisexual, Transgender, Queer, Intersex (LGBTQI+) or caring for someone who is LGBTQI+. This can bring additional challenges and anxieties about whether services are LGBTQI+ friendly or able to meet your needs.
- ➔ You may have been caring for a long time or be new to the role.

- ➔ You may be a hidden carer – a hidden carer is someone who may not recognise that what they do for a loved one makes them a carer. This is because they see themselves first as a parent, sibling, child, partner or a friend.
- ➔ Some carers are juggling their caring responsibilities alongside work, studies, and other family or community commitments.

The important contribution that carers make is vital to sustain our health and social care system and it is essential that we continue to ensure carers are supported and genuinely valued as experts in their role, and that we help them to maintain a balance between their caring responsibilities and a life outside of caring.

We know we could do more to promote these outcomes in Haringey and this strategy sets out our carers' vision and how the borough partnership propose to meet their needs.

The strategy has been written during the COVID-19 pandemic where carers more than ever have had to manage increased and often relentless demand for their care work. COVID-19 has highlighted the issues of carer continuity plans, digital exclusion and the need for regular breaks from caring, and has further demonstrated carers' exceptional resilience and their incredible worth. This strategy addresses many of the concerns and proposals identified in Public Voice's Living Through Lockdown report,<sup>1</sup> such as providing IT support for digitally excluded carers and promoting carers' card schemes that carers could, for example, use to get priority entry into supermarkets. It also addresses areas of action related to the impact of COVID-19 on BAME groups, including commitments to:

- ➔ gather more data and evidence to identify and better understand BAME carers' issues
- ➔ develop a programme of physical and mental health support to help carers to deal with the loss of their caring role, including bereavement

- ➔ develop greater cultural awareness about caring roles and incorporating that into how we talk about caring.

The strategy focuses on five key themes developed from carer feedback about what already exists and what needs to improve:

1. Your caring role – emphasising the need to recognise, identify and support carers in their role
2. Health and wellbeing – focusing on involving carers as experts, supporting their physical and mental health needs, and helping them adjust to changes in their caring role
3. Housing and managing at home – ensuring carers have a safe, appropriate and habitable housing, and are aware of the range of housing adaptations and assistive technologies on offer
4. Finances, benefits and debt – supporting carers to maximise income, minimise expenditure, manage debt, and access good quality, independent legal advice
5. Having a life of your own – developing opportunities to take breaks from caring, maintaining employment, and keeping carers' relationships at the forefront of our thinking

This strategy is for all unpaid carers and will be implemented through an action plan, developed by carers and partners, which will be Haringey's Borough Partnership and the Health and Wellbeing Board.

We really welcome the publication of Haringey's Carers Strategy and would like to thank all carers, statutory partners, and voluntary and community sector partners for contributing to its development

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<sup>1</sup> Public Voice (2020): Living Through Lockdown, Lessons from Haringey's most vulnerable service users. Available at: <https://publicvoice.london/2020/09/living-through-lockdown/>



# Introduction

This is a partnership strategy which covers the whole of Haringey and has been written for all carers.

## Vision statement

***"All carers, of all ages, are recognised, respected and supported."***

## Mission statement

**Our mission is to ensure that anyone who provides unpaid care and support to someone else is:**

- ➔ able to identify themselves and be recognised as a carer
- ➔ listened to regarding the care provided for the person they care for
- ➔ supported to continue to be a carer
- ➔ supported to have a life of their own
- ➔ supported to maintain or improve their own health and wellbeing
- ➔ provided with helpful information, advice and guidance

## Key themes of the strategy

The strategy focuses on five key themes developed from carer feedback about what already exists and what needs to improve:

1. Your caring role – emphasising the need to recognise, identify and support carers in their role
2. Health and wellbeing – focusing on involving carers as experts, supporting their physical and mental health needs, and helping them adjust to changes in their caring role
3. Housing and managing at home – ensuring carers have a safe, appropriate and habitable housing, and are aware of the range of housing adaptations and assistive technologies on offer
4. Finances, benefits and debt – supporting carers to maximise income, minimise expenditure, manage debt, and access good quality, independent legal advice
5. Having a life of your own – developing opportunities to take breaks from caring, maintaining employment, and keeping carers' relationships at the forefront of our thinking

## **Who is a carer?**

A carer is anyone, adult or child, who looks after someone else who needs help with their day-to-day life. This strategy is for adult carers 18+. A young carers strategy is in development and will outline the needs and priorities distinct for them.

As a carer you might be looking after a family member, partner, friend or neighbour who needs support because of reasons such as illness, frailty, disability, a mental health condition or substance misuse.

The amount and type of care that carers provide varies considerably. A carer might provide round-the-clock care and live with the person or people they care for, or they might provide a few hours of care a week – for example, to do grocery shopping or collect medication. Some carers are juggling their caring responsibilities alongside work, studies, and other family or community commitments.

The challenges that a caring role brings can take many forms and everyone's situation is different.

## **Who is the strategy for?**

This strategy is for all unpaid adult (aged 18+) carers who live in Haringey, or who live outside of Haringey and care for somebody who lives in Haringey.

It is for carers who provide everything from a couple of hours of a care a week to round-the-clock care for their child, parent, friend, relative or neighbour in their day-to-day life.





# National and Local Picture

Most care work in the UK does not come from the NHS or in care homes, but from unpaid family, friends and neighbours who care for their loved ones. Without the willingness and capacity of carers to provide care, the NHS and social services would collapse. Unpaid carers make a significant economic contribution to society – their labour is currently worth between £54-£86 billion per year in England alone.<sup>2,3</sup>

Carers UK estimates that there are 8.8 million carers of all ages in the UK<sup>4</sup> and we estimate that there are between 20,000-27,000 carers in Haringey. However, fewer than 10% of carers in Haringey are currently formally registered. This means that many carers are not getting the recognition and support that they may need or deserve.

The current global COVID-19 epidemic has hit the lives of our carers particularly hard. Public Voice's Living Through Lockdown report<sup>5</sup> identified several concerns raised by carers during this time, including access to timely information and communication, digital inclusion and enablement, access to Personal Protective Equipment (PPE) and the importance of respite care. Carers more than ever have had to manage increased and often relentless demand for their care

work. The challenging times we are living in have further

2 ONS 2017:Unpaid carers provide social care worth £57 billion', available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandlifeexpectancies/articles/unpaidcarersprovidesocialcareworth57billion/2017-07-10>

3 NEF Consulting 2019 'NHS ENGLAND: THE SOCIOECONOMICS OF UNPAID CARE', available at: <https://www.nefconsulting.com/our-work/clients/nhs-england-modelling-the-socioeconomics-of-unpaid-care/>

4 Carers UK, 2019: 'Facts about carers', available at: [https://www.carersuk.org/images/Facts\\_about\\_Carers\\_2019.pdf](https://www.carersuk.org/images/Facts_about_Carers_2019.pdf)

5 Public Voice (2020): Living Through Lockdown, Lessons from Haringey's most vulnerable service users. Available at: <https://publicvoice.london/2020/09/living-through-lockdown/>

6 Public Voice (2020): Living Through Lockdown, Lessons from Haringey's most vulnerable service users. Available at: <https://publicvoice.london/2020/09/living-through-lockdown/>

demonstrated carers' exceptional resilience and their incredible worth – and we thank them all for all that they continue to do.

This strategy addresses many of the concerns and proposals identified in Public Voice's Living Through Lockdown report,<sup>6</sup> such as providing IT support for digitally excluded carers and promoting carers' card schemes that carers could, for example, use to get priority entry into supermarkets. It also addresses areas of action related to the impact of COVID-19 on BAME groups, including commitments to:

- gather more data and evidence to identify and better understand BAME carers' issues,
- develop a programme of physical and mental health support to help carers to deal with the loss of their caring role, including bereavement,
- develop greater cultural awareness about caring roles and incorporating that into how we talk about caring.

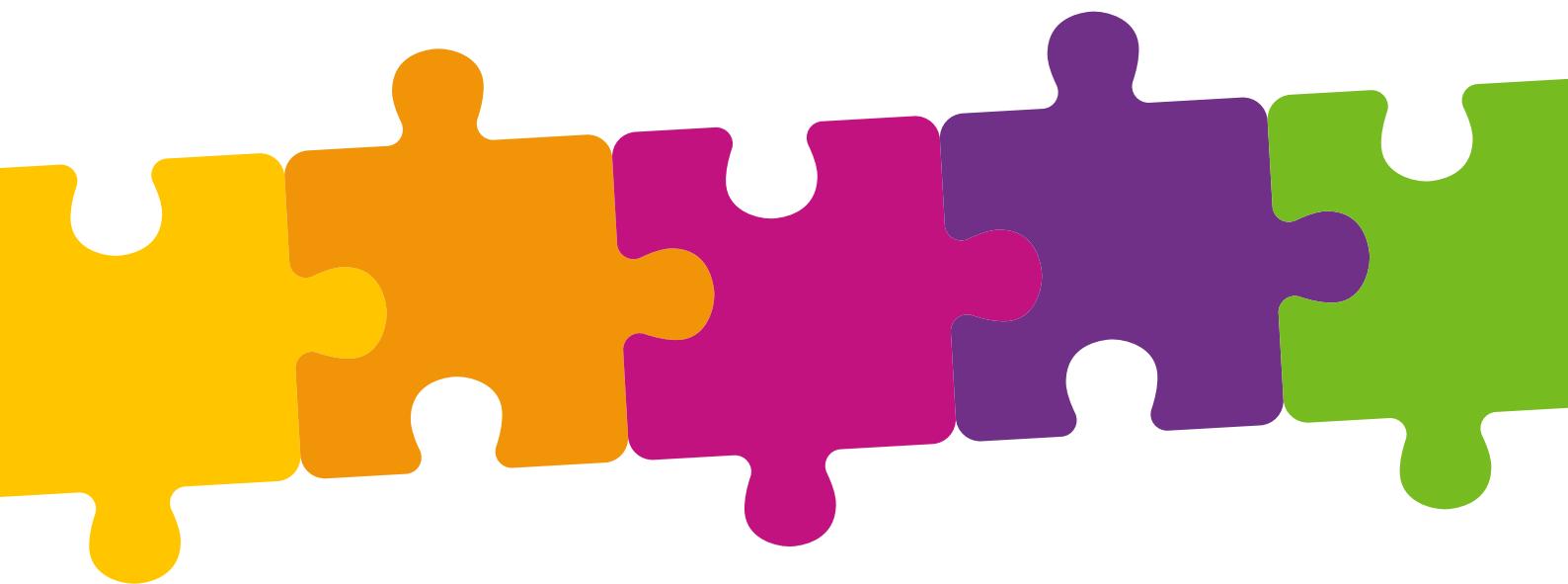
## The impact of caring

*"This caring role has helped me to give more support to my mother within the times I am able to work...I am glad for this opportunity and I am enjoying the role of carer as I don't feel that I am missing out of sharing this valuable time with my mother, who feels assured that I am there to help her more than ever before."*

*"I am stressed, depressed, in constant pain, anxious and feel isolated."*

The impact of caring is felt in many ways. For example:

- ➔ Caring can be an opportunity for the carer and the cared-for to spend valuable time together.
- ➔ Many carers frequently report that their physical and mental health has worsened as a result of caring,<sup>7</sup> and carers are more likely to report having health problems compared with the general public.<sup>8</sup> More than half of carers state they feel stressed and anxious.<sup>9</sup>
- ➔ A Carers UK survey from 2019 suggests that 39% of carers describe their financial situation as 'struggling to make ends meet'.<sup>10</sup>
- ➔ Carers UK also found that 8 in 10 people caring for loved ones "have felt lonely or socially isolated".<sup>11</sup>



<sup>7</sup> Carers Week, 2018: 'Supporting Carers to be Healthy and Connected', available at: [https://www.carersweek.org/images/Resources/CW18\\_Research\\_Report.pdf](https://www.carersweek.org/images/Resources/CW18_Research_Report.pdf)

<sup>8</sup> Carers UK, 2019: 'What does the GP Patient Survey tell us about carers?', available at: <https://www.carersuk.org/for-professionals/policy/expert-comment/6173-what-does-the-gp-patient-survey-tell-us-about-carers>

<sup>9</sup> Carers UK, 2019: 'Facts about carers', available at: [https://www.carersuk.org/images/Facts\\_about\\_Carers\\_2019.pdf](https://www.carersuk.org/images/Facts_about_Carers_2019.pdf)

<sup>10</sup> Carers UK, 2019: 'State of Caring 2019', available at: <https://www.carersuk.org/news-and-campaigns/news/state-of-caring-report-2019>

<sup>11</sup> Carers UK, 2017: '"The world shrinks": Carer loneliness research report', available at: <https://www.carersuk.org/for-professionals/policy/policy-library/the-world-shrinks-carer-loneliness-research-report>



# A Partnership Approach to Supporting Carers

This Carers' Strategy has been co-produced with carers, statutory partners, voluntary and community sector partners to help meet carers' needs as part of a borough partnership approach. This is the first strategy where the priorities have been led by carers. Carers told us that they want a joined-up approach to being supported. This strategy shows our commitment to carers and to working as a network to support carers so "all carers, of all ages, are recognised, respected and supported."

The strategy will be signed off by Haringey's Health and Wellbeing Board to reflect the partnership approach. Then all stakeholders will be invited to help develop a detailed action plans that reflect the strategy's priorities to be co-produced across our organisations. Carers have asked to help shape, monitor and review both the strategy and action plan.

## What might the carers' strategy mean in practice?





# Your caring role

*"It is not clear what support I am entitled to, or even what the person I care for is entitled to. Where can I find clarification?"*

Many people do not identify as carers and first and foremost see themselves as partners, mothers, fathers, sons, daughters, relatives and friends. This can mean people may not reach out for or get the advice, support and help they need until they experience a crisis.

Key issues to address	What does 'good' look like?	Haringey's priorities
Carers are recognised and identified	<ul style="list-style-type: none"><li>➔ Professionals will proactively identify and recognise carers.</li><li>➔ Professionals will signpost carers to information on services for carers.</li><li>➔ Carers have quick and easy access to helpful advice and information that is available in a range of formats.</li></ul>	<ul style="list-style-type: none"><li>➔ Carers and professionals across health, social care and the voluntary sector, to form a network of carer champions to help raise awareness and to promote the importance of carer identification and support available.</li><li>➔ Carry out a carers' needs assessment to help increase carer identification and to target underrepresented and high-risk groups.</li><li>➔ Establish one central place for carers to navigate options and get the support they need</li><li>➔ Develop greater cultural awareness about caring roles and incorporate that into how we talk about carers/caring roles/identify carers.</li></ul>

<b>Key issues to address</b>	<b>What does 'good' look like?</b>	<b>Haringey's priorities</b>
Carers have the information that they need to look after the person they care for and to look after themselves	<ul style="list-style-type: none"> <li>➔ Carers have access to advice and training to help with their caring role, e.g. First Aid training, moving and handling, managing specific conditions.</li> <li>➔ Carers are able to access a wide range of local support and activities to suit their needs, including peer support.</li> <li>➔ Carers are supported to become digitally active.</li> <li>➔ Carers are supported to access financial advice and guidance. This would include those who receive a personal budget.</li> <li>➔ Information, advice and guidance for carers conforms to the Accessible Information Standard</li> </ul>	<ul style="list-style-type: none"> <li>➔ Health and care professionals will ensure the carers of their patients are advised of the network of services available for carers, and how to access them in order to support them in their caring role.</li> <li>➔ Develop and promote advice and training about appropriate use of equipment, First Aid, moving and handling techniques, and managing specific conditions (such as dementia and autism)</li> <li>➔ Establish a network of carer support to help provide a coordinated offer of support to carers.</li> <li>➔ Carers to review information and advice available on Haricare and other channels to inform whether it is easy to locate and easily accessible.</li> <li>➔ Explore the demand for a carers' befriending or mentoring service, potentially pairing new carers with more experienced carers.</li> <li>➔ Explore the need for a targeted digital inclusion project for carers.</li> </ul>

<b>Key issues to address</b>	<b>What does 'good' look like?</b>	<b>Haringey's priorities</b>
Carers are supported, practically and emotionally, to maintain their caring role	<ul style="list-style-type: none"> <li>➔ Carers have opportunities to discuss their support needs with professionals. It is important that professionals always consider the carer's needs along with the needs of those cared-for, and not just during carer assessments.</li> <li>➔ Carers are supported to develop a personal carers plan. This plan is then regularly reviewed.</li> <li>➔ There is a joined-up approach to providing support and services, so carers do not have to repeat their story each time.</li> <li>➔ Carers feel confident that, should something happen to them, the person that they care for will be safe and looked after.</li> <li>➔ Carers have access to the internet and smart devices, and possess the digital skills needed to use them.</li> </ul>	<ul style="list-style-type: none"> <li>➔ Health and Social Care to use an approach that focuses on the strengths and capabilities of carers and, as a result, supports and encourages their empowerment</li> <li>➔ Carers are supported to develop a personal plan for themselves with achievable targets, focusing on the outcomes they wish to achieve.</li> <li>➔ Annual reviews of carers' assessments are scheduled, and carers know who to contact should their situation change.</li> <li>➔ Health and adult social care professionals, along with commissioned carer service, to embed long-term and emergency planning into conversations about support.</li> <li>➔ Ensure digital needs of carers across the borough are understood and addressed in the council and CCG's joint digital inclusion work.</li> </ul>
Carers are treated as the experts they are	<ul style="list-style-type: none"> <li>➔ Carers are involved, listened to and respected in the care of the person they care for.</li> <li>➔ Carers can contribute to the assessment, reviews and relevant meetings for the person they care for.</li> <li>➔ Carers have a voice and can influence the decisions of the council and other public sector partners.</li> </ul>	<ul style="list-style-type: none"> <li>➔ The carer's experience is respected by health and social care professionals. They are included in conversations about the on-going health needs of their cared for person and provided with training where appropriate.</li> <li>➔ Carers' voices are heard and they can share their expertise across health and social care and community organisations. In addition, ensuring carers are represented on Carers Strategy/Carers Reference Group/ Healthwatch.</li> <li>➔ Carers' needs are considered in decision-making and included in the co-production of service design</li> </ul>



# Looking after your health and wellbeing

*"Getting the care and support right for the person I care for greatly reduces my own anxiety and stress. It's difficult to separate the two".*

It is important that we support the physical and emotional well-being of carers.

Key issues to address	What does 'good' look like?	Haringey's priorities
Identifying and involving carers as 'experts by experience' in health and care services	<ul style="list-style-type: none"><li>➔ The NHS has a vital role in initially identifying carers and linking them into Carers First and other services from which they may benefit.</li><li>➔ We will train staff across our organisations to improve how they identify and work with carers. This will lead to more personalised, jointly agreed plans and care delivery, and help carers to manage better.</li></ul>	<ul style="list-style-type: none"><li>➔ Work across Haringey's health and care partners to roll out joint staff awareness programme which set out good practice in working with carers, focusing on the need to identify carers and treat them as 'experts by experience'.</li><li>➔ Promote carer passports' or similar schemes in health and social care settings. This acknowledges the importance of the caring role and can help to make life easier for carers.</li></ul>

Key issues to address	What does 'good' look like?	Haringey's priorities
Supporting carers' health needs	<ul style="list-style-type: none"> <li>➔ Our local health and care services to provide more routine health check-ups for carers, particularly targeting higher-risk groups such as older carers or those with long-term conditions.</li> <li>➔ Ensure access to tailored information, advice and guidance for carers incorporates practical messages, signposting and support relating to keeping as healthy, fit and well as possible,</li> <li>➔ Ensure access to tailored information, advice and guidance for carers in managing health conditions relevant to those they care for, and in what to do in a crisis or in response to COVID-19.</li> </ul>	<ul style="list-style-type: none"> <li>➔ Work with Haringey's health and care partners to improve practice and support post-COVID-19 in the following areas: <ul style="list-style-type: none"> <li>➔ Managing health and social checks to specific vulnerable carers including those particularly affected by COVID-19.</li> <li>➔ Improving carer knowledge of the health conditions for those they care for and how and where to get help.</li> <li>➔ Undertaking joint carers'/cared for assessments, plans and reviews more systematically.</li> </ul> </li> </ul>
Helping carers adjust to changes to their caring role, including bereavement	<ul style="list-style-type: none"> <li>➔ Improved support for carers who are coming to terms with the loss of their caring responsibilities, including bereavement. This includes emotional and practical support to help carers to adjust to their changed lives and decide what to do next and should include consideration of the financial impact that changes to caring responsibility have.</li> </ul>	<ul style="list-style-type: none"> <li>➔ Develop specific integrated programme to help support people to deal with the loss of their caring role, including bereavement, building on COVID-19 response arrangements.</li> </ul>



# Your housing and managing at home

*"It's really difficult in the flat because when I push my cousin's wheelchair round the flat, his elbows keep hitting the doorframe."*

A carer may be caring for someone who does not live with them, or they may be sharing a home with them. In either case, it is important that the carer's home is safe, habitable, and affordable.

Key issues to address	What does 'good' look like?	Haringey's priorities
A safe, appropriate, and habitable home	<ul style="list-style-type: none"><li>➔ Carers can access information, advice and guidance on how to ensure their home is energy efficient.</li><li>➔ Carers' homes are in a state of good repair.</li><li>➔ Carers have access to appropriate equipment and assistance in keeping the house clean and hygienic.</li><li>➔ Carers' housing is affordable and appropriate to their needs.</li><li>➔ Support to apply for a disabled facilities grant.</li></ul>	<ul style="list-style-type: none"><li>➔ Improve information, advice and guidance available to carers regarding:<ul style="list-style-type: none"><li>➔ Making homes energy-efficient</li><li>➔ Knowing your rights as a private tenant</li><li>➔ Local and trusted home improvement agencies</li></ul></li><li>➔ Accelerate the creation of an accessible housing register and make efforts to match carers' households with properties that have already been adapted when they become available.</li><li>➔ Ensure that the council's 1,000 new homes programme utilises planning obligations to help ensure that more accessible and suitable homes are built.</li></ul>

<b>Key issues to address</b>	<b>What does 'good' look like?</b>	<b>Haringey's priorities</b>
Housing Adaptations	<ul style="list-style-type: none"> <li>➔ Carers receive timely feedback on their home assessments and adaptations plans</li> <li>➔ Carers have access to reliable information and services regarding home adaptations</li> </ul>	<ul style="list-style-type: none"> <li>➔ Improve information, advice and guidance regarding how housing adaptations can improve living environments for carers.</li> <li>➔ Increase range of private and public-sector housing adaptations solutions available to households and better market these solutions to households.</li> <li>➔ Improve effectiveness and cost-effectiveness of public-sector delivered housing adaptations.</li> <li>➔ Encourage and incentivise private landlords to adapt properties.</li> </ul>
Assistive Technology	<ul style="list-style-type: none"> <li>➔ Identify assistive technology solutions most appropriate to the carer and their household</li> <li>➔ Carers have confidence in their digital skills to make use of the wide range of assistive technology solutions available</li> </ul>	<ul style="list-style-type: none"> <li>➔ Improve and promote information explaining how assistive technology can improve living environments for carers.</li> <li>➔ Improve effectiveness and cost-effectiveness of public-sector delivered assistive technology.</li> <li>➔ Ensure carers have access to good quality digital skills training, so that assistive technology can be used effectively.</li> </ul>



# Managing your finances, benefits and debt

*"It would be fantastic if benefits and other support (financial, emotional, practical) were set out in a booklet... I only found out from Martin Lewis website that I could claim a Council Tax discount."*

Caring can create financial pressures which may lead to lasting financial hardship and debt that negatively impact on a carer's mental health and their caring abilities. It is important to support carers to maximise their income, manage their household finances and continue to work where possible.

Key issues to address	What does 'good' look like?	Haringey's priorities
Income Maximisation	<ul style="list-style-type: none"><li>➔ Support is available for carers to maximise their incomes and receive all the benefits they are entitled to.</li><li>➔ All statutory bodies working together in partnership to support carers to ensure that carers are aware of financial and support available.</li><li>➔ The Carers Allowance is increased to reflect the level of support that carers provide.</li><li>➔ A Carers Card can be used for a larger number of activities in Haringey giving carers discounts and free activities.</li><li>➔ Employment opportunities for carers who choose to return to the workplace, whilst continuing in their caring role, and for carers when they are no longer in their caring role.</li><li>➔ (See more about Employment in the section below: Having a Life of Your Own).</li></ul>	<ul style="list-style-type: none"><li>➔ Social worker/carers assessor/reviewing officers ensure that carers are receiving all benefits they are entitled to</li><li>➔ Online signposting to benefits checker.</li><li>➔ Information advice and guidance providers working flexibly to support carers around benefit advice</li><li>➔ Better partnership working to support carers with their finances</li><li>➔ Local carers actively participate in lobbying the government for an increase to the carers' allowance – e.g. through organisations such as Carers Trust.</li><li>➔ A local carers card which provides discounts at local businesses.</li><li>➔ Energy Saving scheme</li><li>➔ The Council and Clinical Commissioning Group (NHS) take a lead in supporting carers to maintain or take up employment opportunities. E.g. offering flexible working, promoting jobs with carer groups</li></ul>

<b>Key issues to address</b>	<b>What does 'good' look like?</b>	<b>Haringey's priorities</b>
Debt	<ul style="list-style-type: none"> <li>➔ Carers getting support to manage their debt so that it does not impact on their emotional wellbeing/mental health.</li> <li>➔ Reduce the stigma of debt</li> </ul>	<ul style="list-style-type: none"> <li>➔ Access to good advice on where to turn to when carers are in debt and struggling with financial hardship.</li> <li>➔ The council will use the LIFT tool to identify at risk carers so that financial and emotional support can be provided to those carers in most need.</li> <li>➔ Being respectful and mindful about people's personal circumstances</li> </ul>
Legal and Financial Issues	<ul style="list-style-type: none"> <li>➔ Easy access to good independent legal and financial information and advice.</li> <li>➔ Support to manage the cared for persons finances when needed.</li> </ul>	<ul style="list-style-type: none"> <li>➔ A list of where to get good independent legal and financial advice.</li> <li>➔ Local partners and specialist services working together to deliver training sessions around subjects such as wills and Lasting Power of Attorney.</li> <li>➔ Development of direct payment market and more support to manage a direct payment</li> </ul>





# Having a life of your own

*"I would like help to find part time work."*

Many carers provide round the clock support which leaves them with little time or energy for looking after themselves. Having a life of your own means having time to do the things which give carers pleasure, nourishment or improve their wellbeing.

Key issues to address	What does 'good' look like?	Haringey's priorities
Breaks from caring	<ul style="list-style-type: none"><li>➔ Access to regular breaks from caring and help to arrange alternative care for the person being cared-for if other support can't step in</li><li>➔ Quick and easy options to set up all types of breaks to suit different needs and situations.</li><li>➔ Social care funding to provide carers with a break from caring needs to be easily available and fairly distributed to all carer groups, easy to navigate and clearly promoted so new carers know where to go for help.</li><li>➔ Flexible process for the assessments of carers needs that is responsive to carers and ensures carers can get a break when they need it.</li></ul>	<ul style="list-style-type: none"><li>➔ To develop a 'shared lives' short break offer, and promote direct payments for flexible breaks that carers can arrange themselves in their community</li><li>➔ To continue to update and email carers with activities and groups taking place online and in the community</li><li>➔ Work with providers to continue to offer some day opportunities for the cared-for person in some capacity. This may not be going to a centre for many, but instead using the parks, providing welfare calls, and providing some activities for people to join online</li><li>➔ To carry out a review with recommendations of the carer 'respite' allowance in terms of equality and equity of the offer</li><li>➔ Develop the market for carers breaks, working with carers to understand the gaps in the market (following on from the equality and equity review)</li><li>➔ To review how carer assessments are being provided in Haringey and elsewhere, and assess the value in commissioning the voluntary sector to provide some assessments</li></ul>

<b>Key issues to address</b>	<b>What does 'good' look like?</b>	<b>Haringey's priorities</b>
Employment	<ul style="list-style-type: none"> <li>➔ Support for carers to get back into employment (and not just jobs in caring) as carers have a transferable skills and knowledge.</li> <li>➔ Employers to provide some flexibility with work – for example, staggered or flexible working hours – and ensure carers in their employment are treated empathetically and with respect for balancing work with their caring duties.</li> </ul>	<ul style="list-style-type: none"> <li>➔ Review carer employment policies at the council and CCG to help support more carer recruitment and provide ongoing support to help balance work, caring and life. This review to be led by carers employed by these organisations with support from their Human Resources team.</li> <li>➔ Liaise with procurement so new contracts with providers stipulate local carers as a priority group for recruitment.</li> <li>➔ A borough-wide supported employment strategy is in development and carers will be one of the groups that the strategy focuses on, with the aim of providing a range of flexible employment opportunities</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>➔ Having a life of your own means having time to nurture important relationships.</li> </ul>	<ul style="list-style-type: none"> <li>➔ Ensuring all priorities in 'having a life of your own' maintain the importance of a carer's relationships. Both the relationship with the cared-for person but also other relationships which provide carers with the chance to offset some of the stress of caring.</li> </ul>
Leisure	<ul style="list-style-type: none"> <li>➔ Carers to have access to discounted leisure in Haringey, by way of a thank you and for their health and wellbeing.</li> </ul>	<ul style="list-style-type: none"> <li>➔ To ensure the council's plans to improve borough 'connectivity' to the internet, identifies carers as a key group.</li> <li>➔ To continue to update and email carers with activities and groups taking place online, and in the community, identify where carers have a concessionary rate</li> </ul>
Peace of mind	<ul style="list-style-type: none"> <li>➔ Quality assurance of care services. This monitoring could be shared with carers along with all other stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>➔ To consult with carers to see how they could be involved in monitoring providers care and reporting quality concerns.</li> <li>➔ To share quality and monitoring information with Carers</li> </ul>

# Haringey Borough Partnership Pledge

We, the organisations of Haringey's Borough Partnership, commit to:

## **The Vision of Haringey's Adult Carers Strategy:**

All carers, of all ages, are recognised, respected and supported.

## **The Mission Statement of Haringey's Adult Carer Strategy:**

To ensure that anyone who provides unpaid care and support to someone else is:

- ➔ able to identify themselves and be recognised as a carer
- ➔ listened to regarding the care provided for the person they care for
- ➔ supported to continue to be a carer
- ➔ supported to have a life of their own
- ➔ supported to maintain or improve their own health and wellbeing
- ➔ provided with helpful information, advice and guidance

## **Working together to address the five key themes of Haringey's Adult Carers Strategy:**

1. Your caring role – emphasising the need to recognise, identify and support carers in their role
2. Health and wellbeing – focusing on involving carers as experts, supporting their physical and mental health needs, and helping them adjust to changes in their caring role
3. Housing and managing at home – ensuring carers have a safe, appropriate and habitable housing, and are aware of the range of housing adaptations and assistive technologies on offer
4. Finances, benefits and debt – supporting carers to maximise income, minimise expenditure, manage debt, and access good quality, independent legal advice
5. Having a life of your own – developing opportunities to take breaks from caring, maintaining employment, and keeping carers' relationships at the forefront of our thinking





# Glossary

Assistive technology	Assistive technology (AT) is any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve functional capabilities.
Carer continuity plan	A carer continuity plan is a document that outlines how care will continue for a cared-for person during an unplanned disruption to the care that their carer provides.
COVID-19	COVID-19 is a mild to severe respiratory illness that is caused by a coronavirus.
First Aid	First Aid is help given to a sick or injured person until full medical treatment is available.

# Acronyms

AT	Assistive Technology
BAME	Black, Asian and Minority Ethnic
CCG	Clinical Commissioning Group
HALS	Haringey Adults Learning Service
HAP	Haringey Advice Partnership
IT	Information Technology
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer, Intersex
LIFT	Low Income Families Tracker
NHS	National Health Service
PPE	Personal Protection Equipment
UK	United Kingdom
VCS	Voluntary and Community Sector