Young Carers – A health perspective

The event will start at 10am

@YCAliance  @CarersTrust
Welcome and housekeeping

➢ Ensure microphones are on mute
➢ We will be recording the session after the first item
➢ Introduce yourself and make use of the chat
➢ Unanswered questions will be followed up after the event
➢ Join in the conversation on Twitter - @YCAliance @CarersTrust
44% of young carers/young adult carers report ‘always’ or ‘usually’ feeling stressed because of their caring role. Feelings of stress were particularly highlighted by female young carers/young adult carers (47% vs 37% of males).

38% ‘always’ or ‘usually’ feel worried because of their role.

More than 1 in 4 young carers/young adult carers say they ‘never’ or ‘not often’ feel they get enough sleep.

Over one third (37%) of young carers and young adult carers said the NHS did not understand their needs as an unpaid carer either ‘very well’ or ‘at all’.

“I tend to turn my emotions off while being zoned into my caring role. It’s when I take a step back that things spiral with all the things I’ve kept in.”
Setting the scene

- 44% of young carers/young adult carers report ‘always’ or ‘usually’ feeling stressed because of their caring role. Feelings of stress were particularly highlighted by female young carers/young adult carers (47% vs 37% of males)

- 38% ‘always’ or ‘usually’ feel worried because of their role

- More than 1 in 4 young carers/young adult carers say they ‘never’ or ‘not often’ feel they get enough sleep

- Over one third (37%) of young carers and young adult carers said the NHS did not understand their needs as an unpaid carer either ‘very well’ or ‘at all

“I tend to turn my emotions off while being zoned into my caring role. It’s when I take a step back that things spiral with all the things I’ve kept in.”
**GP Patient Survey** - higher prevalence of long-term health conditions amongst carers aged 16-24 (43%) than their peers (29%).

- The 2021 Census also showed how young carers and young adult carers were more likely to report their health as either 'bad' or 'very bad' compared to their peers without caring responsibilities.

- Young carers more likely to report severe psychological distress, self-harm and make attempts on their own life (*COSMO Longitudinal Study*).

- **ME-WE study** - 56% said mental health had deteriorated as a result of caring responsibilities; 3 in 10 think about self-harming; 1 in 10 think about harming others (including person they care for).

- **NHS Digital** - having a parent with mental health difficulties makes it three times more likely a child will go on to develop mental health problems themselves.
Setting the scene

**Major Conditions Strategy**

1. Cancers
2. Cardiovascular disease (including stroke & diabetes)
3. Chronic respiratory disease
4. Dementia
5. Mental ill health
6. Musculoskeletal disorders (MSK)

**5 priority areas:**

1. Re-balancing the health and care system, over time, towards a personalised approach to prevention through the management of risk factors
2. Embedding early diagnosis and treatment delivery in the community
3. Managing multiple conditions effectively - including embedding generalist and specialist skills within teams, organisations and individual clinicians
4. Seeking much closer alignment and integration between physical and mental health services
5. Shaping services and support around the lives of people, giving them greater choice and control where they need and want it and real clarity about their choices and next steps in their care

Across all 5 of these priority areas, DHSC will work to reduce inequalities in health outcomes, so the community you live in does not make it more likely you will experience ill health.
Setting the scene

➢ **Health and Care Act 2022**
- Duties on Integrated Care Boards
- Duties in relation to hospital discharge
- CQC Assurance in relation to Integrated Care Boards

➢ **Core20PLUS5**
- Core20PLUS5 is a national NHS England approach to support the reduction of health inequalities at both national and system level.
  Core20 = The most deprived 20% of the population as identified by the national Index of Multiple deprivation (link to social determinants of health)
  PLUS = Particular population groups who need to be considered
- There is a version for adults and a version for young carers
- The approach defines a target population cohort and identifies ‘5’ focus clinical areas requiring accelerated improvement.
- For CYP, young carers are specifically mentioned in the ‘plus 5’
- NHS England will be developing a handbook to support Core20PLUS5 implementation.
Setting the scene

➢ **NHS England**
  - Where next for the long-term plan/Commitment to Carers programme?
  - Work with DfE around identification of young carers

➢ **DHSC Accelerating Reform Funding**
  - Funding allocated through adult social care, but expectation to work with the NHS ‘and other partners’
  - Non-competitive process
  - **At least** one project must be related to carers

  - **Priority 4** = Ways to support unpaid carers to have breaks which are tailored to their needs
  - **Priority 7** = Ways to conduct effective carer’s assessments with a focus on measuring outcomes and collaboration
  - **Priority 8** = Services that reach out to, and involve, unpaid carers through the discharge process
  - **Priority 11** = Ways to better identify unpaid carers in local areas
  - **Priority 12** - Ways to encourage people to recognise themselves as carers and promote access to carer services
Young Carers’ Legal Rights and the NHS

John Bangs OBE
Independent Carers Policy Advisor
Retired Surrey County Council officer who worked for 26 years to improve the lives of unpaid carers and is currently a London carer
Young Carers and Hospital Discharge
28th November 2023

Carers and Hospital Discharge toolkit

Recognising, valuing and involving unpaid carers throughout the hospital discharge journey.
A collaborative journey

- **Dec. 2021**: Trusts received Commitment to Carers projects. Projects were funded £220,000 to run 3-month pilot.
- **Apr. 2022**: Final evaluation reports.
- **July 2022**: Wandsworth Healthwatch. 
- **Aug. 2022**: Multi agency task and finish group established. 
- **Dec. 2022**: London region, Nurses senior management team approval. 
- **Feb. 2023**: Partner approval and sign off.
- **Dec. 2021**: Support for young carers needs will be different to that of an adult carer and needs to be age appropriate. We all have a duty to protect them against inappropriate tasks and excessive levels of caring.
- **May 2022**: 2 Joint co-production events – 400 people engaged.
- **Aug. 2022**: Co-creation of NHS London Region - ‘Carers and Hospital Discharge’
- **Nov. 2022**: London ADASS Carers Network.
Working with young carers in health? Some thoughts…

**What helps**

- Overall Young Carer Strategy (Either stand alone or embedded in all ages strategy) and how this connects to Health and Health care providers
- Clear accountability
- Overall Young Carers Lead/Champion in all health settings
- Young Carers Pathway
- Young Carer Awareness Training (YC Rights, What services are available and referral pathways)
- Making Young Carers part of everyone’s Job descriptions
- Senior management creating space for staff to work with young carers
- Tech - Health systems systematically collecting young carer data
- Using National Carer Events to raise awareness. Young Carers Pledge
- Clear Guidance around parental consent and Fraser guidance (Gillick Competency)
- Pro-active action taken to ID young carers through assessment procedures
- Using Young Carer Stories and Data to improve Young Carer Experience
- Working alongside Young Carer Services and forums to co-produce services and resources
- Personalised approach

**What hinders**

- No clear vision or accountability
- No Young Carer Pathway
- No staff training
- Young Carers not part of health Job descriptions
- Managing workload
- Lack of staff skills and capabilities
- Lack of awareness of YC rights
- Parental consent
- Lack of awareness of what support is available in the community
- Lack of visibility in health setting.
- Systems and procedures young carer blind so lack of staff prompts to identify and record young carer data
- Lack of young carers data in settings other than primary care
- Workforce capacity for School Nursing and Health Visitor service
- Over reliance on safeguarding process
- Culture…..
Young Carers Roundtable
Improving identification and support within health settings

Emerging Themes

**Systematic approach** – Where does responsibility sit for young carers in a system?

**Accountability** - Who leads on Young Carers work at system level and within NHS Provider Trusts?

**Performance** – Who monitors young carers identification and support work? Where does this get reported to?

**Operational** – How are young carers counted in health care systems? How do we measure how the data is being used to better support young carers?

**Culture** – How do health staff adopt a whole family approach? If they identify an adult carer does that lead to them asking about children who might be caring?

**Empowerment** – Are health staff given the right skills and training to support young carers? They don’t need to be experts on young carers but do they know how to identify and refer to support?

**Permission** – Do the executive and line managers prioritise this work?

**Safeguard** - How do we safeguard children from excessive and inappropriate caring?

“It’s not about opening Pandora’s box its about resolving the issue”

Big ideas

**National Standard** –
- NICE guidance Young Carers Support (Identifying and supporting child within a Whole family approach)
- Refreshed No Wrong Doors MOU to be developed and to be inclusive of health

**Identification Tools** –
- Professionals script for conversation openers – “Is there illness or disability in your family?”
- Young Carers Pathway…. But not all leading to safeguarding
- Young Carers Service… seek consent to register them with GP using relevant SNOMED code
- National Young Carers ID card and potential to link to NHS App

**Recognition** - Recognising carers and young carers through ‘Equalities’ work, CORE20plus5 for Children and young people & staff training

**Support** - Have a pro-active health offer for young carers

**Commissioning** – Ensure commissioners are working with health, VCFSE and Young Carers

**Operational** - Integrating young carers into operational work including IT systems
Carers Pathway

1. Identification
2. Welcome and recognition
3. Assessment and support
4. Involvement
5. Transition
Hospital Carers Checklist Tool

Step 1
Have you identified the recognised carer who is looking after your patient?
- Yes
- No

Are there any children in the household who are providing care or who may be affected?
- Yes
- No

Have you asked the patient if they are a carer?
- Yes
- No

If yes ask if arrangements have been made for the person(s) they care about?
- Yes
- No

Anything else

Step 2
Have you checked the carer is willing and able to care?
- Yes
- No

Has the carer been able to input in the discharge planning?
- Yes
- No

Step 3
Have you provided the carer (or a young carer and their family) with relevant information?
- Yes
- No

Have you referred the carer to:
- Social Care – Carer’s Assessment
  - Yes
  - No

And/or
- Local Carers Services
  - Yes
  - No

Step 4
Has been ascertained whether the carer is willing and able to provide care post discharge?
- Yes
- No

If the patient’s care and support needs have changed during the period of hospitalisation has the carer been made aware of these? Are they still willing and able to care?
- Yes
- No

Step 5
Has there been a conversation with the patient regarding the anticipated date of discharge and any challenges identified?
- Yes
- No

Has the carer been offered advice and information on the patient’s condition?
- Yes
- No

Has the carer been offered training on how to care for the patient?
- Yes
- No

Has the carer been provided with a copy of the discharge plan?
- Yes
- No

Has the carer been provided with a named contact and contact number to call if they have any concerns post discharge and does this cover out of hours services?
- Yes
- No
Helping to elevate the status young carers in NHS settings

Working alongside the Young Carers Alliance, the toolkit makes 120 references to Young Carers and includes links to a range of best practice examples operating in trusts nationally.
But what about Mental Health?

- Key points of law set down in the Health and Care Act apply equally to Mental Health Trust. According to the DH website “Discharges from mental health hospitals are not within the scope of this guidance. However mental health trusts are encouraged to embed some of the principles, adapted for mental health care pathways. Separate guidance will be published for those being discharged from mental health settings in due course.”

- This promised guidance for Mental Health would also be issued under the Health and Care Act (as with the main Guidance). The same duties to cooperate also apply with regard to the Care Act 2014, Children Act 1989 and Health and Care Act 2006.

  …….And why would we treat Mental Health carers differently to any other carers. This would be discriminatory!

- Mental Health Act 1983 Code of practice (243 references to carers) last updated 2017

- NICE Guidance 108 - NICE guideline on decision-making and mental capacity.
- NICE Guidance 53 – Transition between inpatient mental health settings and community or care home settings
- NICE Guidance 150 – Adult Carers Support

- Triangle of Care 6 standards – Best practice
Weblinks:

- Carers and Hospital Discharge Toolkit for London Hospitals and Community Providers - Resources - Carers Trust
- https://enfieldcarers.org/carers-and-hospital-discharge-toolkit/
- https://organisations.mobiliseonline.co.uk/mobilise-nhs-hospital-discharge-toolkit
Being a young carer is not a child’s real identity. It’s a professional label we give them.

We need to be very careful to ensure that by lionizing young carers we don’t forget our primary duty to protect children from inappropriate levels of caring.

There are no prizes waiting at adulthood for young carers who simply endure. The opposite, in fact, is true.
THANK YOU

Ros Spinks

ros.spinks@nhs.net
@CarersLDN

London Carers and Hospital Discharge Toolkit
Young Carers’ Support Service

Laura Greene
Kingston Hospital NHS Foundation Trust
Questions

1. How can we further promote the service so that young carers’ think ‘that sounds like me…”

2. How can we work with the education sector to ensure that schools are prioritising young carers’ health and life opportunities

3. How can we lobby for greater guidance, e.g. NICE Guideline on how to support young carers in a healthcare setting – no wrong door principle

4. Kingston Hospital is a safe haven – how can we improve services for young carers thinking of us as a 1 Stop Shop for Young Carers accessing advice and support
Care for me too!

London Young Carers Data
Royal Borough of Kingston as a case study

The Census 2021 data evidenced that were 340 young carers (5-17 years old) in the Royal Borough of Kingston. For this census they did not ask people aged under 5 years whether they provided care.

Kingston Carers Network are currently supporting 925 young carers!

Research by Professor Saul Becker and Nottingham University suggest that there is 1:12 young carers per classroom. This places the number of young carers in London closer to 150,000 which is more than the national census identified 127,000

If a child starts school with a health inequality as things stand we will never close it.......
Legislation and Policy
Health and Care Act 2022

The legislation makes clear that, as the NHS is an all-age service, the term carer includes young carers. It introduced 3 clear additional rights/duties in relation to young carers:

- The right to be involved in discharge planning conversations
- A duty on Integrated Care Boards to consult with young carers around services provided to the adult they care for
- A duty on Integrated Care Boards for young carers to be consulted around planning and commissioning of services
- A duty on Integrated Care Boards to promote the involvement of each carer, where appropriate, in relation to decisions about diagnosis, treatment and care
The Health and Care Act 2022 - Section 91

- Places a duty on NHS hospital trusts to ensure that unpaid carers of all ages are involved as soon as feasible when plans for the patient’s discharge are being made.

- The new statutory guidance is clear about the need to ensure that carers and young carers are identified, kept safe during the discharge process and signposted to sources of help and assessment of their needs. The guidance also highlights the need to “ensure that no carers are left without adequate support or an assessment of their longer-term needs (if needed).”
Enhanced NHS Responsibilities

The Health and Care Act enhances the rights achieved for carers and young carers under the Care Act 2014 and Children and Families Act 2014:

- Duty on NHS to co-operate with Council (Care Act re-emphasised)
- Duty to integrate (links to Better Care Fund)
- Prevention – includes promotion of physical and mental health and wellbeing for carers
- Provide information and advice and identify carers and young carers
- The current boundary between local authority responsibilities and NHS Continuing care*. These were defined in the Pamela Couglan Court of Appeal judgment which set the threshold for NHS CHC.
- Use a whole-family approach to ensure young carers are not undertaking inappropriate or excessive care, and can make successful transition to adult life

*National framework for NHS continuing healthcare and NHS-funded nursing care 2019* updated May 2022

Care and Support Statutory Guidance updated 2nd Sept 2022 (Revoked scheduled 3 and amended section 74 of Care Act 2014)

Virtual Ward Guidance published April 2022
Kingston Hospital’s Young Carers’ Service

HOW CAN YOU TELL IF YOU ARE A YOUNG CARER?

Does someone in your family have a learning disability, physical disability, mental health condition, substance misuse or long term illness?

We are here to listen to you and offer our help where we can.

You may be a YOUNG CARER

Speak to a member of hospital staff today

NHS
Kingston Hospital
NHS Foundation Trust

in partnership with

Richmond Carers Centre
| **Parent Carers’ Wellbeing Checklist & Consent to Engage with YP** |
| **Parent Carers’ Advice Letter** |
| **Collaborative working with the Safeguarding Team** |
| **Young Carers’ Wellbeing Checklist** |
| **Young Carers’ Advice Letter** |
| **Young Carers’ Safe Transitions of Care – what happens next** |
| **Clinical Liaison – advocacy and representation of young carers’ voices** |
| **Employer / School / GP liaison** |
The Young Carers’ Service
launched in June 2023

• 12 referrals to date
• Presentation of complex case

1. How can we further promote the service so that young carers’ think ‘that sounds like me...”

2. How can we work with the education sector to ensure that schools are prioritising young carers’ health and life opportunities

3. How can we lobby for greater guidance, e.g. NICE Guideline on how to support young carers in a healthcare setting – no wrong door principle

4. Kingston Hospital is a safe haven – how can we improve services for young carers thinking of us as a “1 Stop Shop” for Young Carers accessing advice and support
10 minute comfort break

@YCAAlliance  @CarersTrust
Young Carers in Healthcare Project

Family Action Young Carers
Kate Anderson, Senior Practitioner
kate.anderson@family-action.org.uk

Tuesday 28th November 2023
Refer for a Young Carers Assessment

RBWM Family Action is committed to making sure that caring is a positive experience for all young carers.

We provide a **4 – 6 month intervention**. Families are able to re-refer to our service at any point as long as there continues to be a support need for a caring role within the family.

Support Offer includes:
- Referrals and signposting
- One to one support
- Family sessions
- Targeted group work
- Representation at meetings
- YC Ambassadors Programme
Our responsibility and our role

As a society we have a **collective responsibility** to identify gaps in service provision and find ways across professions to meet these needs.

To **raise awareness** of professionals about the long-term impact of caring on YCs mental health, future attainment, loneliness and vulnerability.
Young Carers Legal Rights

- Children and Families Act, 2014
- Care Act, 2014

Local Authorities (LAs) must
- Identify Young Carers in their area.
- Assess and identify the support needs of Young Carers.
- Assess Young Carers at transition to Adult Services. (Care Act, 2014)
- NHS bodies have statutory obligations to cooperate with councils

- Health and Care Act 2022 (and Mental Health Bill)
  - Young Carers to be consulted with during discussions about planning for discharge and long-term care plans.

- Equality Act 2010
  - Young Carers are protected against discrimination and harassment

My Reflective Questions:

Q. To what extent is this happening in reality?
Q. How effective is this legislation?
Q. Where is the accountability for ensuring this legislation is being followed in the spirit it was originally intended for the benefit of Young Carers?
Impact of Caring – YCs in RBWM 2022/23

64% of Young Carers in RBWM reported that their caring role impacted their own mental health, of which 20% were accessing formal support.

42% of Young Carers reported an impact on their education. Since June 2020, 25% of schools in RBWM have trained Young Carer Champions, working in partnership with Family Action to support Young Carers in situ.

53% of Young Carers reported feeling socially isolated, increasing year on year as we have emerged out of COVID restrictions. During the pandemic (2020/21) this figure dropped to 35%.
How many referrals do you think were made to RBWM FAYC from the Healthcare Sector in the 5 years preceding 2022?
How many referrals do you think were made to FAYC from the Healthcare Sector in the 5 years preceding 2022?

9

FAYC RBWM work with approximately 100 Young Carers per annum, the majority of referrals received from education and social care sectors.
Young Carers in Healthcare Roundtable Workshop

Originally, initial discussions were facilitated with key professionals with an interest in raising awareness of Young Carers by way of the Young Carers in Healthcare Roundtable Workshop.

One of the outcomes of these discussions was the move to apply to The National Lottery for Funding for a Young Carers in Healthcare Project to tackle the low rate of referrals from the Healthcare Sector and the Healthcare Project was born in April 2022.
Aims of the project

1. **Professionals training**: Raise awareness of Young Carers in the healthcare sector and create suitable referral pathways

2. **Young Carer Assessments**: Empower families to identify support needs

3. **Direct support**: Reduce inappropriate or excessive care, and improve outcomes for young carers
Roundtable Discussions highlighted the fact Young Carers remain hidden – Main professional barriers identified:

- Healthcare approaches to assessments and asking key questions, i.e. Is there a child in the family? – Encouragement to “Think family!” Who will provide day to day caring support?

- Capacity of healthcare professionals to include consideration of Young Carers, attend training, etc. Training has been adapted in timescales and times and modes, i.e. short, 45 min. on-line courses offered, ½ day, face to face, etc.

- Unsuitable referral routes.

- Incompatible systems for recording and sharing information between professionals, difficulties in gathering comparable data, etc.
Referral Pathway and Induction Training.

- RBWM FAYC achieved a review of referral pathway which was considered to be streamlined, containing key relevant information. “No wrong door”...as long as the referral reaches us.

- Including training at induction in all healthcare departments would raise awareness with all healthcare professionals and capture their attention as they come into post to embed awareness of YC’s at induction. Hard work has been done to explore this opportunity as an effective solution to raise awareness among healthcare professionals, but the implementation of this appears to have been blocked at senior management levels.
• Encouraging reviews of healthcare assessment forms and practice has been identified as a possible solution to support awareness of frontline healthcare professionals when they are assessing their patients.

• Encouraging professionals to “think family” in their assessments and ask key questions to identify children in the household who may be impacted by a caring role and offer support continues at TTT, Young Carers Champions, sessions and at the Young Carers in Healthcare Roundtable Workshop.
The London Carers’ Discharge Toolkit - my reflection.

• The London Carers Discharge Toolkit, launched in January 2023 in London hospitals, has been created as a wonderful example of where this issue of assessment and frontline practice has been addressed by senior management across many NHS departments and voluntary sector partners within hospital settings.

• For my part, it has taken over a year to be able to access a hospital discharge team meeting, being signposted to so many different professionals. Communication, healthcare professionals’ time, and availability to organise team meetings have played a role.
  - Aware that frontline workers were not aware of this toolkit
  - What is a Young Carer?

• London Carers Discharge Toolkit – 6 months on, the degree of take-up of this guidance varies considerably. The positive practice message did not appear to have reached as many frontline healthcare professionals as hoped, many in our area’s main hospital appearing to be unaware of the toolkit and may not have been afforded the opportunity to read through it as a team.
Communication and Training.

• FAYC, RBWM, have created and adapted training for Healthcare professionals reducing it to 45 minute “bite-size” sessions as part of the free training we offer, but still few healthcare professionals are able to take up this offer.

• Many frontline healthcare workers are keen to attend the training, including the Champions Train the Trainer Training, but on the day, they are usually unable to attend, possibly due to the demands on their time in their daily role.

• Incompatible processes and systems for recording and sharing information between professionals, difficulties in gathering comparable data, etc. remain a significant issue between departments. When young carers have been identified, we have been sending letter requests to GP’s to activate their young carer SNOMED codes on their database system over the last year, but evidence has shown not all GP surgeries are actioning this request and only 5 GP surgeries in the borough demonstrating that they are pro-actively using the SNOMED codes as requested.
Means of Communication with Families and Professionals.
Young Carers Award Scheme

Young Carer Ambassadors
### Young Carers Award Standards for Healthcare settings

<table>
<thead>
<tr>
<th>Phase One: Sign Up and vision</th>
<th>Complete</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Acknowledge and understand the importance of supporting young carers (reflected in principle healthcare documents)</td>
<td>Attach document for review</td>
<td></td>
</tr>
<tr>
<td>2. Develop a Young Carers’ Policy, and amend other relevant policies to reflect the specific needs of young carers and their families</td>
<td>Attach document for review</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase Two: Young Carer Champion</th>
<th>Complete</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Assign a member/s of staff as Young Carer Champion to ensure young carers have a trusted adult they can turn to</td>
<td>Name of Champion/s:</td>
<td></td>
</tr>
<tr>
<td>2. Young Carer Champion/s to attend Training on the Identification and Support of Young Carers in your Workplace, delivered by Family Action Young Carers</td>
<td>Date attended:</td>
<td></td>
</tr>
<tr>
<td>3. Ensure Young Carer Champion/s has a route to escalate issues to senior management</td>
<td>Escalation route:</td>
<td></td>
</tr>
<tr>
<td>4. Ensure staff know how to refer to local young carers’ support for specialist young carer support</td>
<td>Practice example:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase Three: Raising awareness</th>
<th>Complete</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Young Carer Champion to deliver awareness training to all staff, as part of all staff professional development</td>
<td>Training type/date:</td>
<td></td>
</tr>
<tr>
<td>2. Embed Young Carers’ awareness into wider patient care</td>
<td>Practice example:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase Four: Identification and monitoring of young carers</th>
<th>Complete</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure there is a Young Carer flag on your system and that it is being used (e.g. EMIS code: Child Carer)</td>
<td>Practice example:</td>
<td></td>
</tr>
<tr>
<td>2. Review process to identify parents, siblings or family members who have physical or learning disabilities, long-term physical or mental illness or misuse substances</td>
<td>Practice example:</td>
<td></td>
</tr>
<tr>
<td>3. Make information about your workplace and local young carers support available (e.g. noticeboard, website, internet, newsletters)</td>
<td>Practice example:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase Five: Ongoing support for young carers and their families</th>
<th>Complete</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure that your workplace, events and all communications are accessible to ensure patients can fully support their children in their role as young carers</td>
<td>Practice example:</td>
<td></td>
</tr>
<tr>
<td>2. Develop practical support (e.g. health clinics, double appointments, drop-in sessions)</td>
<td>Practice example:</td>
<td></td>
</tr>
</tbody>
</table>

For more information on how Family Action Young Carers can support you in identifying and supporting young carers, please contact [family.action.org.uk](http://family.action.org.uk).
Reasons to be cheerful and thankful

- We have reached 17 healthcare referrals by Q2 of the Year 2 of the Healthcare Project, on track to reach our target of 36 for this year.

- We have reviewed and streamlined our referral pathway.

- We have attended healthcare professionals’ team meetings to raise awareness of young carers, including a hospital discharge team of 22 frontline practitioners, health visitors and school nurses and mental health practitioners.

- We had a Social Prescriber designated to supporting children and their families attending our Young Carers Champion event on 14th November, 2023 and healthcare professionals have opportunity to choose from a schedule of accessible Training Events run by FAYC RBWM.

- Young Carers Roundtable Workshop Event continues via Eventbrite, on-line, continuing the conversation with healthcare sector, giving healthcare professionals opportunity to have their say in how RBWM FAYC can develop our service and support healthcare professionals to raise awareness of Young Carers and increase the rate of referrals.

- We have successfully raised awareness of Young Carers with some G.P.’s through our letters requesting activation of their SNOMED Codes on their database system, although more work is to be done in this area.
Challenges for the future:

• Maintaining/increasing funding and capacity to fulfil our role more effectively.

• Developing our service to meet the needs of very young carers aged 5 to 7. We recently held a very young carers’ event alongside our parent carer forum to explore what parents would find helpful as a service. We currently do not offer a service to under 5’s, although their needs have been recognised by Health Visitors.

• Developing our service to meet the needs of young adult carers at transition and beyond.

• Continuing to raise awareness amongst healthcare professionals, especially in adult services, to think family and adopt a more holistic approach to assessment and legislation and guidance. Developing a strategy at senior management level to challenge the mindset of policy and decision-makers to include raising awareness of Young Carers at induction into the healthcare profession.

• Keep up to date with current research, in particular any outcomes of longitudinal studies which will help provide an evidence-base for our progressing the NHS long-term plan.

• To encourage communication between professionals in the same setting, e.g. facilitating Census information to be shared with Young Carers Champions and School Nurses, between internal hospital departments, etc.
Final Reflections

At Family Action Young Carers in RBWM, we share the view that:

If we are to build an NHS that is fit for the future then carers must be full partners in the way care is delivered.

We must join up our services around carers’ needs as well as those of the patient and we must help them look after their health and wellbeing to enable them to sustain their vital caring role.
For enquiries
rbwm.yc@family-action.org.uk

To make a referral
rbwm.referrals@family-action.org.uk
Practice Example – Caring Together

Belinda Jones
Carer Awareness and Voice Team Manager

@YCAAlliance  @CarersTrust
Young Carers and Health
About us

At Caring Together our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

We are passionate about helping people get the practical support and advice that really makes a difference to them – before, during and after their caring role.

12,000
Every day, on average, 12,000 people in the UK take on a caring role. That’s 82,000 people a week.

3 in 5
More than 3 in 5 of us will become an unpaid carer.
Norfolk Young Carers Forum
Carer Friendly Tick Award
Awareness engagement

- Awareness raising activities
- Carer Friendly Hospitals and Trusts
- 0-19 Healthy Child Programme
- Directory of services – East of England Ambulance service
- Integrated Care 24 - Norfolk & Waveney 111 service
- Primary Care – Top Tips for GP’s – NHS England
Top Tips for GP’s

Young Carer Voice

Young Carers speaking about Top Tips for GP’s
https://www.youtube.com/watch?v=Ld7RXvTNHQQ
Primary Care – Top Tips

Five ways you can make a big difference to young carers. Here is how, in their words.

1. Think about the support and understanding a young carer may need.
2. Recognise that young carers have individual needs and shouldn't all be treated the same.
3. Think about how you can make appointments more accessible; after school, double appointments, etc.
4. Listen and hear what young carers are saying.
5. Avoid relying on young carers interpreting for the person they care for.

If a GP could recognise my individual needs and be able to help others understand those needs, it would lift some weight off my shoulders.

#NHSThinkCarer
Carers Identity Passport

Digital and/or physical carers passports available.

I am a Carer
I look after someone who depends on me

Carer Name: 
Carer Identity Passport Number: 
Issue Date: 

This card has been issued by Carers Voice Norfolk & Waveney on behalf of the Norfolk and Waveney Integrated Care System

To find out more information on the support available for Carers, visit improvinglivesnw.org.uk/carers or scan the QR code

If this card is found, please contact:
info@carersvoice.org

Scan this QR code to find out more and apply for your Carers Identity Passport.
Reach for the skies
• Thorpe Woodlands Adventure Centre
• Young Carers and YC services co-produced
• Swap caring for activities and a night’s glamping
• Information ‘Market Place’ with career and healthcare advice
• Inspirational speakers
• Musical entertainment
• Festival feeling
James’ Story

Norfolk and Norwich University Hospital
Any Questions?

**Cambridgeshire**

L D H House, Parsons Green
St Ives
Cambridgeshire
PE27 4AA
T: 0345 241 0954
E: hello@caringtogether.org
www.caringtogether.org

**Norfolk**

37A Turbine Way
Swaffham
Norfolk
PE37 7XD
T: 0345 241 0954
E: hello@caringtogether.org
www.caringtogether.org
Practice example – Centre 33

Charlotte Doyle
Senior Young Carers Project Worker – Capacity Building

@YCAliance  @CarersTrust
Q&A/Discussion

@YCAliance  @CarersTrust
Thank you

To find out more about the Young Carers Alliance or become a member/subscribe to updates

- www.youngcarersalliance.org
- youngcarersalliance@carers.org
- @YCAAlliance

Please do provide feedback on today’s event - Young Carers Alliance Event Feedback Form