



### **Good practice box**

During oral evidence, we heard of a few examples of good practice which we felt may be of particular use to councils thinking about how to develop their services. Carers Trust would be happy to provide contact details, please email [policy@carers.org](mailto:policy@carers.org) to be put in touch. Equally, if you have a good example, please email us.

### **NHS England Carers Toolkit**

There are numerous examples of good practice in the Toolkit, for local authorities and the NHS to work together to better support carers.

### **Birmingham City Council**

Alan Lotinga, Director of Adult Care and Housing Options, Birmingham City Council, told us of the work they are doing which has been positively evaluated by SCIE, investing in staff training, and reminding staff that assessments and services for carers are both different to those for people with care and support needs, and in addition to those for people with care and support needs.

Peter Hay, Strategic Director for People, Birmingham City Council, and former ADASS President, told us of their “Carers Fair”, and also that *“We use a lot of social media – this can work better for someone who is working and caring and doesn’t have time to attend events”*.

### **Coventry City Council and Carers Trust Heart of England**

In partnership with Carers Trust Heart of England, Coventry City Council provide a service at Coventry Central Library to ensure more carers are identified and supported in their caring role. This site was identified as analysis showed the central library was the council building with the highest footfall in the local authority’s area. The panel liked this because of the potential to identify carers who were not previously in touch with the local authority, collaborative working with the third sector, as well as the non-stigmatising location to talk to carers.

### **Essex**

Charlotte Argyle, Carers Support Programme Manager, Macmillan Cancer Support, told us that they are aware of good practice with charities and CCGs working together to identify and support carers in Essex.

**Hampshire County Council's** example of a carer's diary to keep for a week or two before the assessment was cited as a good practice example by Kerry Hearsey MBE, Chief Executive, Princess Royal Trust for Carers, Hampshire, of how to both support carers to make the most of an assessment, and support assessors to see a fuller picture of a carer's day to day life.

Their "preparation guide" to help carers make the most out of an assessment may also be helpful.

<http://www3.hants.gov.uk/adultsocialcare/carers/carersassessment.htm#step-3>

### **Carers Leeds, Leeds City Council and NHS Leeds CCGs**

Shona McFarlane, Chief Officer, Access and Care Delivery, Leeds City Council, and representing ADASS, and Val Hewison, Chief Executive, Carers Leeds told us about their partnership whereby social workers are located in the carer's centre, Shona McFarlane said: *"We invested heavily in carers after the Care Act was introduced. That means we have social workers front and centre in the carers service we have available. We carried out a lot of training with staff. The legislation embedded good practice that should have been there previously."*

Leeds also has a good example of continuing practice (established pre-Care Act) meeting the cooperation duty between the NHS and a local authority. There is a "yellow card" system in place with GPs, whereby GPs are encouraged to find out if patients also have caring responsibilities, and then refer them to Carers Leeds if so. This raises the importance with GPs of identifying carers to support them with their health needs, and means that GPs do not need to identify what formal and informal support is available in the community for their patient, as Carers Leeds can pick this up.

### **Wigan Council**

*"We have focused our resources externally, moving from having an internal Carers Support Team to outsourcing the statutory function to Wigan and Leigh Carers Centre. The centre's knowledge-base as well as being the central hub in the borough for carers makes them the ideal group to carry out this function. Additionally, the equality of status permits much more personalised support for carers and has allowed Wigan to move away from the standard sitting service model of support to genuine carer-focused support and services. Basically speaking, the Care Act has encouraged Wigan Council to be more creative in its approach to supporting carers and this is getting some really positive results."*