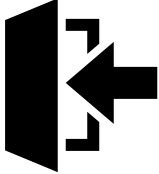








Appendix 1 – Update from the 3 Locality Lead Carer Organisations

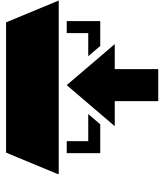
Manchester Carers Centre – North Manchester





<p>Introduction</p> 	<p>At a local level, Locality partnerships are ideally placed to identify Carers within their communities and link their specific needs and issues to support across the whole Carers Manchester Pathway. The local partnerships are ideally placed to listen to and respond to Carers needs and map unmet needs and promote Carers voices to feed into the development of the ongoing Carers Support Pathway. Referrals both ways between the localities and Carers Manchester Contact Point is a key function, providing a clear route to Carers for information and advice, access to statutory services and the range of services provided by the 19 organisations who form part of the Carers Manchester Network.</p> <p>Sharing skills, extending reach and combatting carer poverty and promoting carer equality as well as building links with neighbourhood teams, GP practices and wider stakeholders to connect and signpost carers, are key focuses of Locality Partnerships. Developing health and wellbeing opportunities and ways to connect carers with each other is another important feature of the locality partnership and combats isolation and promotes connectivity so Carers are proactively included at earlier stages of a Carers journey. We work with professionals and stakeholders across Manchester to influence the practice towards Carers and promote developments as we all work towards a Carer friendly city, where Carers needs are at the heart of all that we do, given that they contribute so much to our City.</p>
<p>Working with the Contact Point</p> 	<p>Carers Manchester North Partnership (CMNP) consists of 6 organisations working together to identify, reach, and support Carers across the 12 neighbourhoods of the North Locality. Manchester Carers Centre is the lead organisation, working in partnership with Alzheimers Society, Moodswings, Talbot House, The Fed, and Hopewell (Formerly North Manchester Black Health Forum). Our key role is to identify new Carers and connect them with the rich tapestry of support available to Carers within their local community. The partnership provides a range of Carer specific services based on the known and articulated needs of Carers, as well as undertaking the important role of connecting Carers with information and advice services delivered centrally by Carers Manchester Contact Point.</p> <p>To substantiate, for example, from 1st April 2022 to 31st December 2022 (Quarters 1-3) the partnership have referred 87 Carers directly to CMCP and received 34 Carer referrals from CMCP in this period for locality services. We make referrals to CMCP for financial support, benefits checks, Carers Assessments, learning and development opportunities, newsletter access, registration on the central database, specialist information, and safeguarding referrals. Carers Manchester Contact Point make referrals to us to link Carers into our local services. All these Carer referrals require significant individual support, time, and resources on a 1-1 basis as the pandemic and the cost-of-living crisis has disproportionately affected Carers and their families. There are good referral systems, back and forth that ensure Carers benefit from accessing support across the Carers Pathway; centrally and locally.</p>



	<p>The Carers Manchester North Partnership (CMNP) have worked effectively in every neighbourhood of North Manchester to market and promote the Carers Manchester Contact Point phone number and contact details. We do this through outreach activities involving information stalls. From 1st April 2022 to 31st December 2022 (Quarters 1-3) the CMNP have facilitated 18 roadshow outreach information stalls in wards across North Manchester which has identified new Carers and promoted referrals to connect Carers with organisations that can help them and raised awareness of Carers issues for the general community and professionals.</p>
<p>Engagement work with Carers</p> 	<p>Carers Manchester North Partnership engage with Carers through the direct delivery of local services developed to respond to Carers expressed needs. Carers are some of the most socially isolated people, the value of our partnership is being able to connect them and sustain them with a range of activities that are accessible and free for all. For example, we deliver regular respite, social opportunities, health & wellbeing opportunities for Carers of all ages from diverse communities with a range of needs. We deliver our services in statutory, voluntary, business, and community settings. We monitor and evaluate all our activities for positive outcomes. We link Carers with organisations that can deliver continuity and build relationships as well as encouraging Carers to develop relationships with their peers and to recognise and develop all their strengths.</p>
<p>Equality, Diversity and Inclusion</p> 	<p>The partnership recognise that the particular needs of each Carer are unique, and services and responses need to be inclusive, accessible, and respectful. We do our best to accommodate all and make our services accessible as possible using multiple access points and communication formats (telephone, email, letter, social media, outreach in the community). As a partnership we have great diversity in the focuses of our organisations to ensure everyone is included. The Fed provide specialised support to the Jewish community in Manchester, Talbot House to Carers of people with Learning disabilities/difficulties, Hopewell to people living with long-term health conditions including mental health resulting in loneliness and isolation exasperated by poverty, poor environment, unemployment, Moodswings to Carers of people with Mental health problems. Alzheimers Society support Carers for people living with Alzheimers. Manchester Carers Centre offers generic services to Carers so all Carers issues are attended to within available resources. As further evidence of this, from 1st April 2022 to 31st December 2022 (Quarters 1-3) 150 of the 434 Carers that Manchester Carers Centre worked with were from ethnic minority backgrounds; a fantastic 34% of the total Carers worked with. These are just some examples of the diverse communities that we offer specialist support to and our commitment to supporting the particular needs of all Carers from any background.</p>
<p>Working with local organisations</p> 	<p>Carers Manchester North Partnership develops close connections with a range of statutory, voluntary and business organisations across the North. Our agenda is to raise the profile of Carers issues so that organisations can adopt Carer-friendly practices. As well as referring Carers for support across the whole Carers Manchester Pathway. We attend multi-agency meetings as part of our influencing work, for example, deliver presentations to GP surgery networks. We have introduced national organisations with additional resources to add value to our services in Manchester. For example we worked with CREATE, a national creative arts charity, to link local Carers with creative</p>

	<p>opportunities that they wouldn't normally experience and the outcomes achieved for Carers were excellent.</p> <p>We are proactive in helping Carers deal with the cost-of-living crisis and our partnership makes regular referrals to Manchester North foodbank, Citizens Advice, Woodstreet Mission, and a whole host of other organisations working to address poverty issues within the north.</p>
<p>Making a difference to Carers</p> 	<p>Carers Manchester North Partnership have a keen focus on making a real positive difference to Carers in North Manchester and work to improve outcomes across a range of areas; including financially, socially, and emotionally. From 1st April 2022 to 31st December 2022 (Quarters 1-3) the partnership have supported an average of 164 Carers each quarter and a total of approximately 466 unique Carers overall. As a partnership the support we offer to make a difference and improve outcomes for Carers is varied. We help connect Carers with sources of practical support through financial grants like the Carers Emergency Fund, social opportunities like Manchester Carers Centre's Short Breaks service and Moodswings Social supporters group for North Carers. Alzheimers and Moodswings also offer support to Carers via their telephone helplines and in-depth casework, a key focus of this work being to develop and improve emotional resilience and wellbeing.</p>
<p>Working with stakeholders and professionals</p> 	<p>Carers Manchester North Partnership work closely with other local organisations to raise awareness of the Carers Pathway and the support that it offers to Carers, from 1st April to 31st December 2022 (Quarters 1-3) the partnership attended 96 meetings with a total of approximately 391 professional attendees. This clearly shows the level of work achieved through work with partners to promote awareness of the pathway and connect carers with additional support services. The more partners we can positively influence means we can promote more Carer friendly service developments and practices. These are just some examples of our work. We are leaving a real legacy and footprint, if we can influence just one GP to improve their approach to Carers within their surgery, this can have a resounding impact on hundreds of patients who are Carers going forward.</p>


African Caribbean Care Group – Central Manchester




<p>Introduction</p> 	<p>The partnership organisations are African Caribbean Care Group (ACCG) Mental Health Services African and Caribbean Mental Health Services (ACMHS) and LMCP Care Link working in partnership with Himmat, Alzheimer's Society, Stroke Association and Together Dementia Support.</p> <p>The Locality partnership organisations are working together to improve the identification of unpaid carers in the Central Manchester's 11 wards. Areas covered include: Ardwick, City Centre, Longsight, Levenshulme, Hulme, Moss Side, Gorton and Rusholme</p>
<p>Working with the Contact Point</p>	<p>Carers Manchester Central (CMC) is aware that Carers from diverse Communities see the provision of unpaid care as a "Duty" and therefore a barrier to seeking external support, particularly from statutory agencies. Through CMC's work and engagement with unpaid Carers from diverse communities we have seen increased referrals from them seeking support, not only from CMC but also accepting referrals to the Contact Point for Carer Assessments, financial support accessing the</p>

	<p>Hardship fund. Referrals to and from the Contact Point has improved as staff recognise the specialisms within the localities and vice versa. Sharing of knowledge and resources with the Contact Point has been beneficial for Carers who experience seamless transfers/referral between organisations.</p>
<p>Working with stakeholders and professionals</p> 	<p>CMC work with professionals to improve services to carers, and work closely with Integrated Neighbourhood Teams, GP Practices, Care Co Ordinator's, Primary Care organisations and a range of local organisations to create carer friendly neighbourhoods, to link carers to activities in their local areas to improve their health and wellbeing. This enables unpaid carers in the community to be recognised, receive advice, guidance and support early on in their caring journey. Collaboration and networking with others ensure the most vulnerable carers have the access to the support that they need, and nobody is overlooked.</p>
<p>Equality Diversity and Inclusion</p> 	<p>The CMC partnership organisations have specialist experience and knowledge of supporting and working with diverse communities and BAME organisations ensuring CMC deliver culturally appropriate services, information, and advice sensitive to the needs of carers. Many Carers are supporting people with physical and mental health disabilities, long term health conditions and do so in isolation. It is therefore vital they understand and know about services meeting these needs. CMC through collaboration and networking seek to ensure that organisations supporting people from diverse communities know that CMC provides Diversity and cultural awareness guidance to organisations.</p>
<p>Engagement work with Carers</p> 	<p>Unpaid carers engaging with staff within the CMC partnership immediately feel at ease as they are being supported by individuals from their communities and background with an understanding of their cultural needs such as language, cultural dynamics, diverse needs and nuances.</p> <p>CMC's Carer forums allow carers to meet face to face sharing experiences. Participate in wellbeing activities and receive information that supports their caring role. CMC continue to hold stalls in Libraries, Hospitals, Shops/supermarkets and community venues within the locality. From April 2022 – December 2022 CMC held 14 information stalls and 18 Carers forums.</p> <p>The CMC WhatsApp Broadcast group has 120 carers where information on all aspects of work and events within the Central Locality Partnership is shared so carers always have the latest updated information.</p> <p>Carers can text in "I am a Carer" to the CMC mobile number and a member of the team will respond for a chat with the Carer.</p> <p>CMC is proud of the engagement work undertaken to identify unpaid carers and have built relationships with organisations and radio stations such as BBC Radio Manchester where on the Morning Breakfast show CMC had the opportunity to raise awareness of support available to carers across Manchester not only from the Locality Partnerships but also from the Carers Manchester Contact Point. CMC also had the</p>

	<p>opportunity to promote the CMC Carer Recognition Award Ceremony held at the Hyatt Hotel.</p> <p>The Deputy Lord Mayor Councillor Yasmine Dar presented awards to 77 Carers at the Awards Ceremony and heard their accounts of support provided by the CMC Locality Partnership and the difference it has made to their lives.</p> <p>CMC have created jingles promoting Carer Awareness service provision on several local radio stations.</p>
<p>Making a difference to Carers and improving outcomes</p> 	<p>CMC Carers forums helps Carers connect with others and share experiences. Short Break respite provided carers with a much-needed break from their caring role. From April 2022 – December 2022 CMC held 15 different workshops, supporting 154 carers on a range of matters which included scam awareness, estate planning, Welfare Rights, carers holistic therapy sessions, cost of living support and advice and more. This gives carers the information and knowledge that supports them to continue in their caring role. Carers report improvements in their mental health and wellbeing.</p> <p>Listening to the voice of carers is a vital part of the work undertaken by CMC in shaping service delivery and improving outcomes.</p>
<p>Working with other local organisations</p> 	<p>CMC works with local organisations to ensure that all areas of support for carers are considered. CMC signposts Carers to suitable organisations where specialist support is required. This saves the carers time that they would have to spend searching for organisations that may not be the most appropriate for their needs. CMC through networking and collaboration has an extensive record of organisations within the partnership database which include local community VCSE organisations, schools, Universities, Housing organisations, local businesses as well as statutory organisations.</p>

Manchester Carers Forum – South Manchester

<p>Working with the Contact Point</p> 	<p>Carers Manchester South (CMS) is a small team of locality coordinators that sits within CMSP. We consist of Manchester Carers Forum, Together Dementia Support, Lifted, The Wai Yin Society and Connect Support. A central role of CMS is raising awareness of the Carers Pathway and CMCP to carers and practitioners, to increase knowledge and understanding of carer needs, identify carers and inform carers of support available.</p> <p>To achieve this CMS have developed strong working relationships with key locality GPs, Primary Care Networks, Integrated Neighbourhood and specialist social work teams, Health Development Coordinators and Care Coordinators. In addition, we have provided Carer Awareness sessions to a wide range of organisations</p>
<p>Engagement work with Carers</p>	<p>CMS is a small team of locality coordinators that sits within CMSP. We consist of Manchester Carers Forum, Together Dementia Support, Lifted, The Wai Yin Society and Connect Support. A central role of CMS is raising awareness of the Carers Pathway and CMCP to carers and</p>

	<p>practitioners, to increase knowledge and understanding of carer needs, identify carers and inform carers of support available.</p> <p>To achieve this CMS have developed strong working relationships with key locality GPs, Primary Care Networks, Integrated Neighbourhood and specialist social work teams, Health Development Coordinators and Care Coordinators. In addition, we have provided Carer Awareness sessions to a wide range of organisations</p> <p>CMS have undertaken three key engagement activities, using formal quantitative and qualitative research methods and analysis, to find evidence of carers perceived views on their experience as a carer, the support they receive, the support they need and their perceived gaps in service provision.</p> <p>As a result, CMS offer regular social activities to carers and the people they support to allow them to spend quality time together outside the caring role. We also offer new monthly support groups to carers of adults on the autistic spectrum and carers supporting adults with substance misuse issues.</p> <p>Focused engagement with male carers found evidence their needs were different from female carers. An information leaflet focusing on support for men was developed and distributed through outreach events.</p> <p>It was also identified that carers in paid employment felt excluded from existing services because the majority are delivered 9-5. We have arranged several evening events well attended by carers in paid employment.</p>
<p>Equality Diversity and Inclusion</p> 	<p>Wai Yin Society developed training for health and social care, community and neighbourhood professionals, exploring how culture shapes how we behave and communicate and looked at knowledge, skills and expertise to communicate effectively across cultures to more effectively engage with carers.</p> <p>We have also attended several community outreach events based in South Manchester Mosques.</p>
<p>Working with local organisations</p> 	<p>We are contributing members of Age Friendly and locality partnership forums, and Community Explorers. This allows us to raise awareness of CMCP and CMS, but also ensures carers needs are heard and addressed.</p> <p>CMS staff also work (part-time) for members of the CMSP (Together Dementia Support, Lifted and Connect Support). This allows for knowledge and skills share, promotion and cooperation in service development.</p>
<p>Making a difference to Carers and improving outcomes</p>	<p>Our engagement activity identified groups of carers offered very little support from existing provision. The services we have developed provide opportunity for carers to share their experiences and share/gain knowledge and skills. We have also supported carers to maintain a connection to the person they care for outside of the caring role.</p>



Working with stakeholders and professionals



We are members of each South Manchester Locality Practitioner Frontline Forum to raise awareness of carer needs, promote the Pathway and Contact Point and ensure carers are included in local service provision. We have also played a role in the South Manchester Transport Group and Locality mental health task groups.