

CARERS MANCHESTER

Carers Commissioning Strategy 2023-2025

Manchester Local Care Organisation
Supporting Manchester's Unpaid Carers

In partnership with Carers Manchester
Network



MANCHESTER
CITY COUNCIL



Our Citywide Carers Commissioning Strategy

Foreword – Councillor Tom Robinson, Executive Member for Healthy Manchester and Adult Social Care



I am delighted to introduce the Citywide Carers Manchester Commissioning Strategy for 2023-2025. I continue to be amazed by the fantastic Carers we have in Manchester who go the extra mile in supporting their loved ones, friends and families lives in Manchester. The Manchester Local Care Organisation (MLCO) has been busy working in partnership with the Carers Manchester Network - 18 dedicated Carer organisations in the local Voluntary,

Community and Social Enterprise Sector (VCSE), Manchester City Council and the NHS over the last 3 years to better support Carers, under the umbrella name – Carers Manchester. Our goal is to help people understand what it means to be an Unpaid Carer and to improve access to support from a range of partners and organisations. This 2-year strategy is timely and shows what we have been doing since the beginning of the Covid-19 pandemic, and what we plan to do over the next 2 years. Our work so far has included a dedicated helpline service – [Carers Manchester Contact Point](#), giving Carers access to a wide variety of information and advice all in one place. Our fantastic Carers Network of VCSE organisations ensures everything we are doing is joined up, and everyone knows how to provide Carers with the best support no matter where they live in the city. There is still a long way to go, but we have the commitment, funding and drive to make it succeed working with all our partners, including, most importantly, Carers in Manchester.

INTRODUCTION

An Unpaid Carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health need or addiction cannot always manage without their support. Caring for someone can be rewarding, but Carers can face many challenges in their role - all whilst trying to live a life of their own.

This strategy sets out the vision and priorities of 'Carers Manchester' - shared by Manchester Local Care Organisation and statutory services (Manchester City Council, NHS) who are all working together to support Unpaid Carers across Manchester. Whilst MLCO Commissioners have included Carer Voices and feedback within this strategy, we will develop a separate Carer-led strategy in partnership with Carers and our VCSE Carers Network as one of our next priorities. Ultimately, we set want to set out a framework for the development of a wider and independent community movement, which extends beyond the statutory responsibilities of health and social care providers, to embrace the voice of all citizens, communities, business and employers in general, all of whom have much to contribute.

The National Picture

Over the past 50 years, the Carers' Rights Movement has campaigned vigorously to secure greater recognition across the health, social care and benefits system for the significant role that is undertaken by unpaid, family / informal Carers and greater understanding of the impact caring responsibilities can have on their personal health and wellbeing.

Most but not all people being cared for are older parents or spouses and partners. Changes in the make-up of our population show the number of dependent older people in the UK will increase by 113% by 2051 (Source: [Caring as a social determinant of health report](#)). The support provided by Carers is often physically and emotionally demanding, therefore supporting those who provide unpaid care is hugely important.

In addition, the impact of the Covid-19 pandemic has resulted in increased strain on Carers for a variety of reasons (not least due to national lockdown measures)

and an increased challenge to the mental health of Carers facing multiple demands on their personal resilience. As there is some level of return to normal activities, we expect there will be a huge demand for respite/short breaks from Carers who seek to take well deserved breaks and holidays, where possible.

According to the latest Carers UK [‘State of Caring’ 2021](#) report -

‘Carers Support has been valued at a staggering £530 million per day during the pandemic, or £193 Billion a year – outstripping the value of the NHS. But this comes with high personal costs. Many Carers find that their relationships are impacted, that they often struggle to balance work and care, whilst facing their own health problems as a result of caring, with 31% of respondents saying they are struggling to make ends meet and over two thirds reporting they regularly use their own income or savings to pay for care, support services, equipment or products for the person they care for. The average Carer looking after someone outside of residential care faces a financial penalty of over £114 per month.’

Support for Carers is now embedded within the welfare benefits system and the health service through the NHS Commitment to Carers, whilst the Care Act 2014 makes explicit provision for the statutory assessment of Carer wellbeing and support needs, providing parity with the needs of the cared-for citizen.

The financial case for effective Carer support services is also now well established. The recent government social care White Paper identifies and acknowledges the cost of replacing such informal care across the health and social care system, so supporting the resilience of Carers makes sound financial sense, both in respect of the protection of our acute health and social care services and the health of our Manchester Carers.

The Action Plan for Carers contained within that White Paper is incorporated within this Commissioning Strategy and our forward plan for the development of the Citywide Manchester Carer Support Pathway.

Our Manchester journey...

The previous (2011) mid-Census estimates the numbers of Carers in Manchester could be around 65,000. The actual figure is not known, but the latest (2021) Census will give us more accurate figures when it is available early 2023.

Linking back to the national context, Manchester has been pioneering in the Carers Rights movement and has a long-standing well-established Carers VCS network which has worked extensively with the support of Manchester City Council (MCC) to develop and deliver Carer support services across Manchester's diverse and growing communities.

Over time, this resulted in the adoption of the first iteration of the "Our Manchester Carer Strategy" where MCC and MLCO are committed to promote development of a wider community movement in support of Manchester's Carers, linked with the development of a new Manchester Carer Support Pathway.

In 2018, Greater Manchester as a Combined Authority made a collective and historic commitment to transform how Carers are supported through signing a [Carers Charter](#) which was designed by Carers and is supported by Councils, the Voluntary, Community and Social Enterprise Sector and NHS England and agrees to provide support and opportunities for Carers, with the aim of engaging with more Carers at a much earlier point in their caring journey, linking them into a prompt, effective information & advice service and extended support aligned to a local neighbourhood or specialist Carer support organisation.

In Manchester City Council, our Executive Director of Adult Social Services, Bernie Enright, is leading the Greater Manchester work to support Carers, working on the [devolution agenda](#), and in March 2020, after securing a 2-year £1.5 million investment for Unpaid Carers in Manchester, our work on the 'Our Manchester Carers Pathway' began.

Adult Social Care Commissioners in the Manchester Local care Organisation (MLCO) worked in partnership with the established Citywide Carers Manchester Network, made up of 18 VCSE dedicated Carer organisations and statutory services like Manchester City Council, NHS and Greater Manchester Mental Health Foundation (GMMH). Creating the umbrella brand 'Carers Manchester'.

There are 5 main parts to our work - Carers Manchester Contact Point (CMCP), Carer Network Co-ordination, Communications & Marketing, VCSE Locality Partnerships and Learning & development courses for Carers.

Carers Manchester Contact Point is the first point of contact for Carers. Advisors can give Information, Advice & Guidance to Carers and link to services in the community or a Carer's Assessment, as well as provide access to emergency funding, if required, and benefits advice.



Our Locality Partnerships are made up of VCSE lead organisations in each locality (North – Manchester Carers Centre, Central – African Caribbean Care Group and South – Manchester Carers Forum), working together with partner organisations and health and care services in the community, to provide specialist and local support, with strong links to Carers Manchester Contact Point. Our main priorities in the localities are:



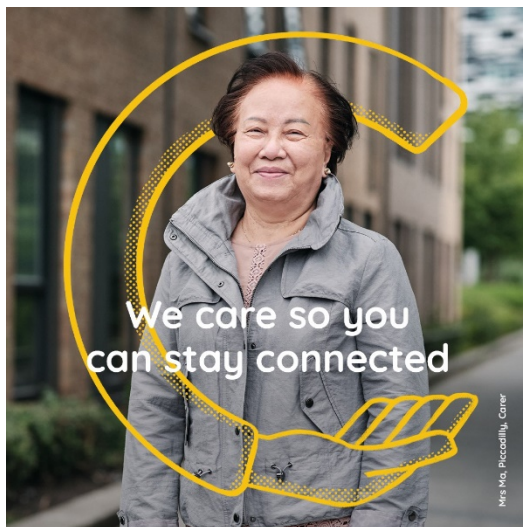
Locality Partnerships

North, Central & South Manchester

- 📍 Recognising Unmet Need
- 📍 Developing Services
- 📍 Linking with Integrated Neighbourhood Teams
- 📍 Carer Awareness
- 📍 Equality/Cultural Carer Awareness
- 📍 Ongoing & Specialist Support
- 📍 Identifying **new** carers in the community



We understand the importance of promoting everything we are doing for Carers and engaging with as many people and local services as possible, which is why our Communications and Marketing strategy is so important to the pathway.



We are now entering the next stage of delivering and developing the Citywide Carers Manchester Pathway. We know Carers have benefitted from having access to more support and we wish to grow that, which is detailed in this plan.

Our progress so far...

View our summary of progress so far (2020-2022) based on our previous 2018 strategy objectives. It is noted that all the work achieved in the previous 2 years has been in consultation or co-produced with Carers and the Carers Manchester Network and whilst adapting to the Covid 19 pandemic and new ways of working.

1

Objective: To develop and strengthen how we recognise Carers earlier, to improve Carers wellbeing and prevent Carer breakdown by raising awareness of all Carers across a range of professionals

Progress: Through launching our Carers Manchester Contact Point alone, and promoting it across Manchester, we have reached and supported over 800 **new** Carers since launch (with over 2500 Carers supported overall) and improved access to Carers Needs Assessments with reduced waiting times and a fast-track process in place

2

Objective: To co-ordinate Carers support activity across the city to ensure Carers are identified early and signposted to the right support at the right time through the wider Carers Network

Progress: Our Locality Partnerships are made up of Voluntary Sector organisations in each locality (North, Central and South), working together and with other health and care services in the community, to provide specialist and local support, with strong links to Carers Manchester Contact Point and partnership working with other statutory services such as Manchester City Council

3

Objective: Provide a Single Point of Contact for Carers, for Information, Advice, Guidance and effective signposting to the most appropriate services including Statutory Assessments

Progress: The Carers Manchester Contact Point is now firmly established as that single point of contact for Carers, launching in August 2020, providing quality information, advice & guidance to Manchester Carers, who consistently feed back how supportive our advisors are and how efficient the service is, with improved access to Carers Assessments

4

Objective: To manage Communications & Marketing across the Carers Manchester Network and stakeholders so our partners and Carers are engaged, informed and kept updated

Progress: We have developed the 'Carers Manchester' brand, which is visible across the Carers Network and beyond. Our 'We care so you can...' campaign was launched to identify new Carers across the city and we continue to engage with services, providing referral access, posters and leaflets for display, to ensure Carers know how to access support if they need it, along with access to a regular newsletter

5

Objective: To provide knowledge, expertise and the support of key stakeholders and Carers Network members on how to better support Carers and share knowledge

Progress: We have a dedicated Carers Network Co-Ordinator who provides expertise to all Network members in a variety of ways, including hosting regular networking events (for Carers & Professionals) and meetings. Through this co-ordination we were able to provide a quick and co-ordinated response to ensure Carers were offered a Covid-19 vaccination as soon as possible, in line with Government guidance

6

Objective: To work in partnership with the Manchester Carers Network to increase financial stability of Manchester's Carers and the support organisations

Progress: Our initial £1.5 million investment has ended, and we have now secured ongoing funding for 'Carers Manchester', which includes a hardship fund for Carers in need of emergency grants and items, such as white goods. Our Carers Network Co-Ordinator provides details of funding opportunities and support in applying to Network members

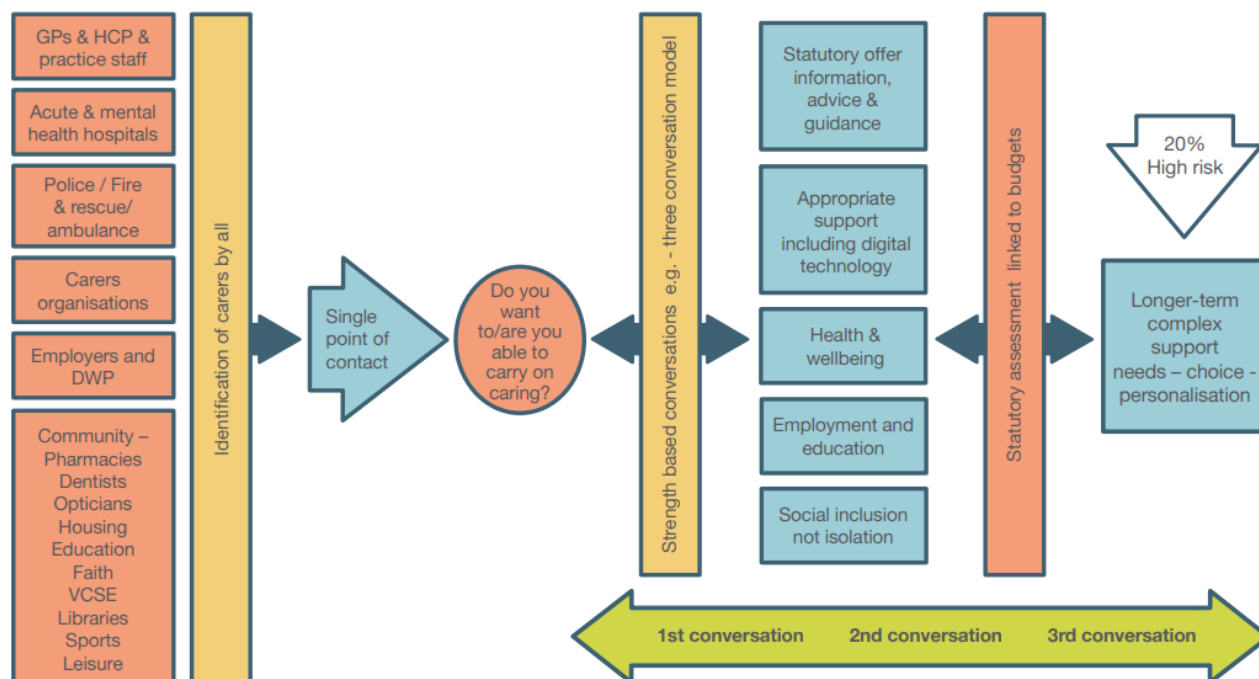
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Objective: to maintain a forward thinking, progressive and ongoing Action Plan, to improve Carer support services and training across the Carers Network and Manchester

Progress: We hope the progress highlighted shows how far we have come, but we know there is still lots to do for Carers, including introducing a flexible respite (short break) offer and all the priorities outlined in this strategy for the next 2 years

Pathway to Carer Support in Manchester

Below is a diagram which shows how Carers can access support in Manchester, and what support is available. Our aim is for Carers to receive the knowledge and support they need to carry on caring whilst maintaining a healthy life for themselves



The voice of Manchester Carers

The voice of Carers is critical to our work and our success.

We remain keen to enhance the direct voice of independent Carers in the co-production process, to underpin its integrity and will be developing a dedicated role focused on listening to the voice of Carers via all the different groups. This will support the CQC Assurance Framework now in place for local social care authorities.

We will regularly consult with Carers on any current and future developments to ensure they can shape and influence service developments.

We will also ensure that governance of the Carers Network is maintained through the Chair and Deputy Chair role, providing strong leadership and working collaboratively with commissioners to further develop the Carer Support Pathway.

Our Priorities 23-25

After the first 2 years of development and implementing our new services, we evaluated how effective the new support was for Carers by gathering evidence from our partners and speaking to Carers and Health & Social Care Professionals. This, along with our experience and learning led to a new mainstream Adult Social Care funding commitment and we now have clear priorities for 2032-2025.

We know that the main issues affecting Carers (through our work over the last 2 years, listening to Carers and the Carers Network organisations), are Mental Health related, Respite (getting a break) and financial difficulties. We always take this into account when planning services for the future.

Commissioners are at a vital point of our Pathway journey, where we have experience and lessons to be learnt. We are about to enter into procurement for the next 5 years of the Carer Support Pathway and Network Co-ordination contracts.

Areas for improvement

We recognise there are areas of planned work which have not progressed over the past 2 years due to the global pandemic, and we will work with our existing commissioned providers to continue this work, whilst we are going through a procurement exercise, which is due to be completed early 2023.

Immediate areas of work we will focus on are:

- Carer Employment support
- A new workstream that focuses on Equality, Diversity and Inclusion
- Improvements to the centralised Carers Database and Carers 'Welcome pack'
- Carers Card including emergency contacts
- Improved joined up working with Carers Assessors and CMCP and move to a 'trusted assessor' model
- Improved links with Mental Health Assessors and teams
- Review Network and Localities funding models
- Carer access to learning and development opportunities
- Quality of life and Carer respite (break) offer

Our 'ask' of Carers and Health Care Professionals

It is important that Carers and Health Care Professionals are aware of our work, but we need the support of our front-line teams and services to ensure everybody is aware of our offer and support for Carers. We ask that:

Health Care Staff (Hospitals, Nurses, GP's, etc.):

- Recognise Carers as real and expert partners, to be meaningfully involved in any Care planning for the person they care for.
- Carers should be recognised as equal and expert partners in any decision-making process at all appointments and consultations for the person with care needs
- Be aware of our support offer for Carers and provide information about how to get in touch with Carers Manchester Contact Point (details below), should they need support
- In every GP practice in Manchester, we would like to recruit 'Carer Champions' who can raise awareness to practice staff and ensure a Carers register is maintained, which means they can be provided with easy access to relevant services to protect the person they care for

Social Care Staff (Social Workers, Assessors, etc.)

- If you are in the community and recognise someone as a Carer to the person you are supporting, you can offer an individual or joint Carers Assessment and/or provide details of Carers Manchester Contact Point
- Young Carers (under 18) can provide vital care for a parent, relative or sibling, and can also need our support. We have a strong [Young Carer Offer](#) in Manchester, and we want to ensure those Carers can transition to Adult services (after turning 18) seamlessly
- The Care Act 2014 introduced new obligations for Young Carers in transition to adulthood including the requirement on Adults Services to

provide transition planning for young Carers who are likely to need support after turning 18

- Young Carers and their families should be supported regardless of which service is contacted first. There should be 'no wrong doors', as Children's and Adults services are required to work together to fulfil their duties. All practitioners should be aware of, and accept, a joint responsibility to work in partnership to identify and respond to any Young Carers who could be unlikely to fulfil their full potential with significant caring responsibilities
- If you are a Health & Social Care Professional and require promotional materials (Posters, Pens, Leaflets, Cards, etc) – Please get in touch with [Carers Manchester Contact Point](#) to ask for a supply and we will be happy to arrange that

Our ask if you are a Carer:

- Tell your GP you are a Carer and ask to be registered on their database to improve communication and access to services
- Think about any emergency planning and tell any Health or Social Care staff that you are a Carer so you can be included and have a conversation about your needs, and if necessary, receive a Carers Needs Assessment and details of our support
- If you need to talk to someone in confidence – Get in touch with Carers Manchester Contact Point for a chat or email them if that is easier

How to get in touch with Carers Manchester Contact Point

If you are a Carer:

Call us on 0161 543 8000

Email us: contactpoint@carersmanchester.org.uk

Our phone lines are open Monday – Friday 10am – 4pm except bank holidays, and 10am – 6pm on Wednesdays

Please note we are unable to respond to enquiries after 4pm during weekdays (6pm on Wednesdays), and at all times on Saturdays and Sundays, including via email, web and Facebook messenger.

For out of hours emergencies please contact [Manchester City Council](#) (0161 234 5001 or email: mscreply@manchester.gov.uk)

If you are a professional and would like to refer a carer:

Email: contactpoint@carersmanchester.org.uk

Or complete an [online referral form](#)

How will we measure success?

Our Commissioning strategy sets out what we have achieved so far and what we will be working on for the next two years. We must understand how our work is affecting and improving Carers lives, and we can do this in several ways

- **Key Performance Indicators (KPI's)** – KPI's allow us to set targets with the services we commission and allow us to measure the impact the service is having on Carers lives and other services over time
- **Quality Monitoring** – Like KPI's, we quality monitor our commissioned services, to ensure services are delivering on the targets we set them and find out about all the good work happening across Manchester or any gaps to services we need to know about
- **Care Quality Commission (CQC) Review (2023)** – The CQC has new duties to independently review and assess how Local Authorities are delivering on their Care Act and statutory functions
- **Carers Manchester Action Plan** – Everything in this strategy forms part of a bigger Action Plan which we monitor throughout the year to make sure we are on track with everything we said we would do
- **Evaluation** – We complete a full evaluation of our work at the end of every funding cycle (usually 2 years). We look and ask for evidence to show that commissioners and partners have done everything they committed to
- **Health Scrutiny Committee** – We present our progress and work to Health Scrutiny, which is made up of local Councillors with an interest in our work, who ensure we are meeting the needs of the Carers in their constituency and citywide
- **Listening to the voice of Carers** – We are dedicated to listening to Carers voices, to make sure everything we do will benefit their caring responsibilities

ACKNOWLEDGEMENTS

We would like to thank everyone involved for their contributions to work towards the improvements of services and access to information for Carers in Manchester, particularly during the pandemic whilst adapting to new ways of working. We would like to formally thank:

Statutory Services and Partners - MLCO, Manchester City Council, NHS and Gaddum

Locality Partners - Manchester Carers Centre (North), African Caribbean Care Group (Central) and Manchester Carers Forum (South)

Carers Manchester Network below:

We value and acknowledge the individual specialist work of our Carers Manchester Network and will work with existing internal and partner statutory funders to ensure Network members are suitably funded to be able to manage capacity as the pathway and awareness of Carers Manchester grows. Below is a list of each of our Network members and a description of the service they offer.

African And Caribbean Mental Health Services

A community based voluntary organisation providing free, confidential, sensitive and appropriate services to people suffering from mental ill health living in Manchester and surrounding areas



African And Caribbean Care Group

A high quality, person-centred health and social care to the African Caribbean community in Manchester, Trafford and the surrounding areas



Alzheimer's Society

The UK's leading dementia charity. They campaign for change, fund research to find a cure and support people living with dementia today



Communities for All

A community based organisation in the heart of Manchester supporting all the communities with the object of encouraging community cohesion, integration and improve social and economic inclusion



Connect Support

An organisation that supports Carers and families of anyone with severe mental health problems. Their services include befriending, social events, peer support groups, information and training



Gaddum

A leading charity providing advocacy, Carer support and therapy services in Greater Manchester

Gaddum



Himmat Support Centre

A culturally specific service for Asian Carers in Manchester. Includes a ladies group, walking and cycling activities, gardening projects and more



Indian Senior Citizens Centre

Culturally sensitive day resource services for the elderly Indian community. They offer a large range of activities including educational, fitness, social and above all fun events for all

*Indian Senior Citizens
Centre, Manchester*

Lifted Carers Centre

Elevating Parent Carers of children and adults with special learning needs. They are a user led organisation based in Wythenshawe, Manchester, but would be happy to support parents and Carers in Greater Manchester



Learn, Motivate, Change, Prosper (LMCP)

Supporting community development in Manchester for over 50 years. Today, they are involved in outreach work, research, cultural awareness training, consultancy, user engagement, capacity building and influencing policy



Manchester Carers Centre

An independent voluntary organisation. They deliver a range of free, high quality support services for unwaged Carers in Manchester



Manchester Carers Forum

An organisation led by unwaged Carers to provide Carers with a collective voice, and to provide the reassurance that someone is listening. They run support groups, training, mentoring and fun activities and advocacy for Carers in Manchester



Manchester Jewish Federation

The leading social care charity for the Manchester Jewish Community



Moodswings

A unique charity providing intense support to people with mood disorders and their friends and families



Hopewell (formerly North Manchester Black Health Forum)

A user led forum that works with vulnerable adults from marginalised communities living with long-term health conditions, poverty & economic pressures



Stroke Association

Supporting people to rebuild their lives after a stroke



Talbot House

A voluntary organisation offering support and information for parents of children with learning disabilities in Manchester



Together Dementia Support

A registered charity offering support and therapeutic activities for people living with dementia, their Carers and supporters in Manchester



Wai Yin Society

One of the largest Chinese Community centres in the UK, Wai Yin has been supporting, empowering and working in partnership with Chinese individuals and families for more than 25 years



