

All Age Carers Strategy for Norfolk and Waveney



We have worked together with Carers to make a plan .



A Carer is someone who helps a friend or family member who is:

- frail
- has a physical or mental illness
- has a disability
- has a problem with drugs or alcohol



‘As a Carer ‘ Statements



We have worked together with Carers to make the ‘As a Carer’ Statements.



Rights

1. As a Carer, I have **rights** that will be supported..

A **right** is something you are allowed to do

What will happen?



- Carers can make choices



- Carers work with other people when a person leaves hospital



Carers Rights

- There is training that staff and Carers can have to understand Carers rights



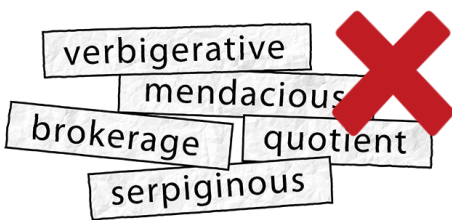
2. As a Carer I am valued and respected as an equal, and I am listened to

What will happen:



Norfolk County Council

- Health and Social Care will know who Carers are and recognise them as important partners and an equal part of the team



- Language and words are used that Carers of any age understand



- Carers can get help in their community



- Everyone in a family that helps to look after a person will get the help they need



- Carers will only have to tell their story once



3. As a Carer, I can get useful information and support to help me.

What will happen:



- Carers can get information, help and support in ways that they need it.



- Organisations and teams speak to each other, and all tell Carers the same thing.



- Carers get good help as they move from Children to Adult Services when they get older



Norfolk County Council

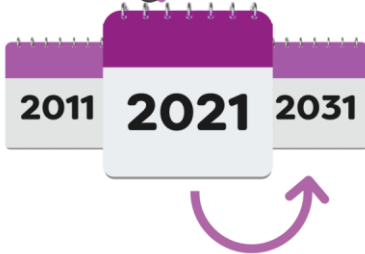
3. Continued

- People remember human contact is very important



Support

- Carers know where they can get help now and in the future. This includes people who pay for care themselves.



- Carers can get help with their caring role in the community where they live and other support they might need, like help with getting a job



- Doctors, hospitals, schools and colleges realise that this could be the first place that a Carer is recognised.

Understand





4. As a Carer, I can get the help I need to support my mental health, physical health and wellbeing



Support

- Carers get the support that is right for them. This changes when it needs to.

- People think about Carers mental health, physical health and wellbeing if the person they care for does not get the help they need



Support



Norfolk County Council

- People working in health and social care know where Carers can get support and guide them to the right help. They make sure every contact is helpful

- People check with Carers regularly if they are ok and if they need help



- Carers can have a break from their caring role

4. Continued...



- Young Carers can achieve their goals



- Services are made to focus on each person's needs to help them live their best life.



Support



- Carers have support from other Carers and people to listen to them



Support

- Carers get the help they need for all the time they are caring and are helped if their caring role ends

Working together



5. As a Carer, I am an equal partner in making services where my experience is very important. This will help make sure I and the people I care for can get the support we need and want for our health and wellbeing

What will happen:

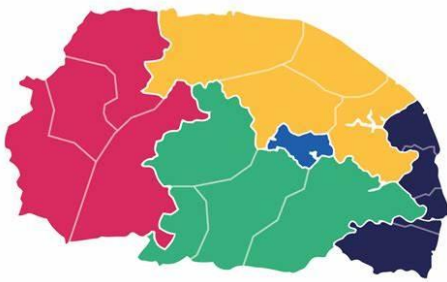


- Carers of all ages are part of making plans for new services or changes and making sure they happen



Involve

- Carers of all ages get the help they need to be involved in decisions



Information

- People working in Norfolk and Waveney work together and share ideas and information so Carers are not asked the same questions



6. As a Carer, I can still go to school, work and training.

What will happen.



- Carers found early in schools and workplaces



- Workplaces have information about all the skills Carers have.



- Each school and workplace has a Carers Lead and Carers Policy to help Carers



- Carers of all ages can get help and advice about school, jobs, money and benefits.

About me



7. As a Carer, I. can have time for myself/ away from my caring role. This might be joining a support group or community activity

What will happen:



- Services are available so that Carers can have a break and think about their own health and wellbeing



Support

- Services know about and connect Carers with support in the community.

Carer Assessment



- Services support and encourage Carers to access a Carers Assessment and the people they care for to have a needs assessment.

Being safe



8. As a Carer, I know the person I care for will be safe and have a good quality of life if I am no longer able to care for a short or long while

What will happen:



- There is plan, everyone who supports the Carer and the person they are looking after knows about this plan and can work together to help.



- Planning is focussed on each persons needs



- Carers are recognised when the person they look after is being cared for in a place other than their home



- Carers and people being cared for have access to an **advocate**.
- An advocate is someone who helps you to speak for yourself



These are the areas we want to think about for the first stage and the actions that should happen



Rights

1. Help everyone understand who Carers are, what rights they have, and how important they are. This includes Carers who might not be obvious or realise they are Carers.



2. To make it easier for Carers to get good information and services by having one main contact/ Carers Lead to help.



3. Treat Carers as equal partners in helping with the care of the people they support

Working together



4. Work together with Carers to make services that meet their needs and use their knowledge to improve support for their health and wellbeing



5. To know about all the support and information for Carers in Norfolk and Waveney and bring this together



6. Understand how important it is for Carers to have support from other Carers and have help to give them a break from their caring role



7. Create a clear plan of support for all Carers and the people they are caring for

How will we know if this has happened ?

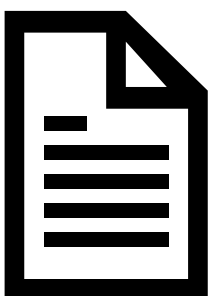


- Listening to Carers and organisations who will be part of a Monitoring Group to make sure the work is taking place
- Survey every year with Carers and organisations who help Carers
- Number of Carers who have got a Carers Identity Passport

Carer Assessment



- Number of Carers Assessments that have been done
- Hearing from Carers across Norfolk and Waveney through lots of different groups and meetings they attend



- Carers Handbook is ready