

# Torbay's Carers' Strategy

## Inter-agency Strategy 2024-2027

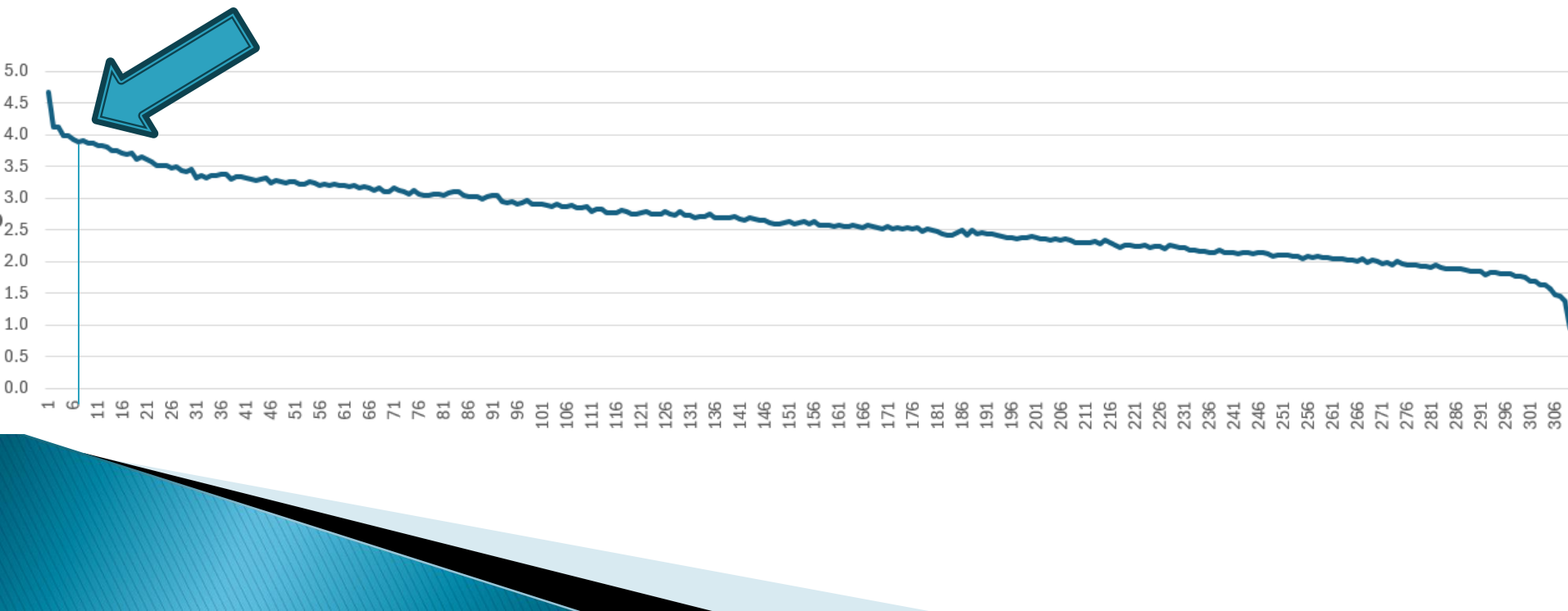
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# Torbay's Carers

Out of the 309 authorities in England, Torbay has 6th highest levels of people caring more than 50hrs per week (Census 2021)

That's at least 5,185 Carers caring for 50+ hrs pw .



Nationally 31% of those caring 50+hrs have bad or very bad mental health  
Of these, 84% have continuous low mood, 82% have feelings of hopelessness,  
71% regularly feel tearful and 68% are living with a sense of fear or dread.  
Despite feeling at breaking point 75% of these Carers are continuing to care.  
(Carers UK State of Caring 2023)



That means at least :

- 1, 607 Carers in Torbay with bad or very bad mental health
- 1, 350 Carers in Torbay with continuous low mood
- 1, 318 Carers in Torbay feeling hopeless
- 1,141 Carers in Torbay feeling tearful
- 1, 092 Carers in Torbay living with a sense of fear or dread

And 1, 205 Carers in Torbay continuing to care despite feeling at breaking point

# National Carers Survey\* – Torbay results

44% of assessed Carers of Adults spend **over 100 hours** per week looking after the person they care for. (Eng average 36%)

Basically 24:7



\*Biennial National Carers Survey of Carers of adults who have had an assessment or information  
No comparable survey re Carers of adults

# Significant Impact of caring on Torbay's Carers

Depression, stress, irritability particularly

Council name	Feeling tired	Feeling depressed	Loss of appetite	Disturbed sleep	General feeling of stress	Physical strain (e.g. back)
England	79.2	47.2	14.9	66.8	63.9	35.4
South West	81.6	51.7	15.2	69.7	68.3	34.9
Devon	86.6	57.5	19.3	76.1	73.7	36.8
Plymouth	78.9	52.0	17.1	73.3	68.0	35.1
Torbay	82.7	54.4	16.7	67.2	71.1	38.0
B'mouth Christchurch Poole	76.9	47.7	12.5	64	65.5	28.4
Isle of Wight	73.6	44.8	12.7	58.5	61.3	31.6

Council name	Short tempered/ irritable	Had to see own GP	Developed my own health conditions	Made an existing condition worse	Other	No, none of these
England	44.8	25.0	25.4	22.4	3.4	8.2
South West	48.0	25.5	25.4	23.2	2.8	6.4
Devon	50.7	30.0	27.2	27.0	4.4	3.9
Plymouth	48.6	25.3	30.3	27.0	5.3	6.5
Torbay	53.5	25.2	26.4	26.4	2.4	5.8
B'mouth Christchurch Poole	42.8	20.8	21.2	17.4	1.5	7.6
Isle of Wight	41.5	19.3	20.3	18.9	2.8	11.3

B'mouth Christchurch Poole and Isle of Wight are comparable areas in SW Orange is where we are worse than both England and SW average, yellow where we are worse than one of these, but note X-Devon



# Significant deteriorations since 2021 and 2018 survey



- ▶ Spending time doing things they value
- ▶ Carers feeling in control of their daily life
- ▶ Carers looking after themselves
- ▶ Satisfaction with Adult Social Care
- ▶ Adult Social Care involving Carers in plans for person they care for.

# Improvements since last survey or where Torbay is significantly good

- ▶ Carer's ability to find information
  - ▶ How useful information was
  - ▶ Use of Carers' groups or someone to talk to in confidence
- Use of Carers' Information

Council name	Yes
England	32.4
South West	36.0
Devon	44.4
Plymouth	45.0
Torbay	54.2

Council name	Yes
England	52.8
South West	59.0
Devon	63.3
Plymouth	54.2
Torbay	66.7

# Issues from National Carers Survey and Healthwatch Survey

## ▶ Personal safety

Council name	I have no worries about my personal safety	I have some worries about my personal safety
England	81.0	17.2
South West	81.6	16.6
Devon	81.2	16.9
Plymouth	80.0	17.7
Torbay	78.3	19.0

Healthwatch *37% said they felt that their own safety was at risk due to their caring role*



# Healthwatch (all Torbay Carers)

- ▶ Carers living with person they care for, 81% impacts ability to leave the house, 97% impacts ability to relax at home,
- ▶ 57% not received enough training to support them in their caring role (dementia, meds)
- ▶ 47% do not know where to go for support,
- ▶ 71% said the person they care for does not receive paid care (much higher than Devon)
- ▶ Of those that did have paid care, 100% said it did not meet their needs as a Carer
- ▶ 63% have not been able to take a break or have respite in the last 12 months (23% Devon)

# Issues from Torbay Carers' Strategy Survey (all adult Carers)

- ▶ Early identification esp GPs, Hosp
- ▶ Health and Care System is complicated
- ▶ Do not know where to go for general support
- ▶ Replacement Care
- ▶ Planning ahead for person they care for
- ▶ Carers of people with Mental Health issues do not feel supported
- ▶ Phoneline is not identifying enough Carers
- ▶ Want Booklet of Carers' Services
- ▶ Want to have telephone welfare checks

# Getting a break (NCS)

## At short notice

	Yes
<b>Council name</b>	
England	11.7
South West	10.4
Devon	14.2
Plymouth	7.7
Torbay	13.7

## for more than 24hrs

	Yes
<b>Council name</b>	
England	15.8
South West	14.5
Devon	21.6
Plymouth	11.8
Torbay	17.5

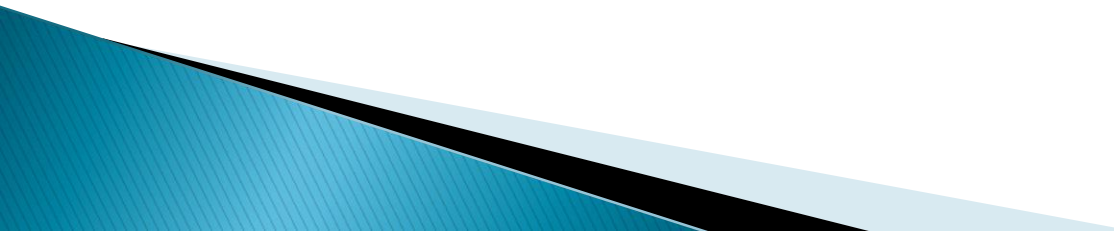
## 1-24 hrs (sitting)

	Yes
<b>Council name</b>	
England	21.2
South West	23.2
Devon	24.1
Plymouth	13.4
Torbay	17.4

## domiciliary care

	Yes
<b>Council name</b>	
England	30.9
South West	26.4
Devon	31.4
Plymouth	19.6
Torbay	25.0

# What Carers Want– I statements

1. As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.
  2. I want to be able to easily find information, advice and support to meet my needs as a Carer.
  3. I want to know that every Carer involved in a person's care can have a Carer's assessment when they need one.
  4. I want to be confident that Carers guide all things that affect them.
  5. I want the care and support to the person that I care for to also meet my needs as their Carer.
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# Key Performance Indicators

**As soon as I start my caring role, I want to be identified, recognised and valued as a Carer.**

- ▶ Carer Awareness training – Each organisation to develop / offer Carer Awareness training and report uptake.
- ▶ Staff Carer Identification – Each organisation to report numbers of staff Carers.

**I want to be able to easily find information, advice and support to meet my needs as a Carer.**

- ▶ Referrals to Signposts Information Service and Torbay Carers' Register (all adult Carers) Torbay Carers to report referrals from each organisation and self-referrals.
- ▶ (Young Carers' Service (YCS) – action and measures to be determined as part of the work around Young Carers' under 25 Strategy)



I want to know that every Carer involved in a person's care can have a Carer's assessment when they need one.

- ▶ Carers' Assessments Separate and combined assessments, Parent Carer Needs Assessments (PCNAs), Young Carers' Assessment (YCA) and YC referral data to be reported



## **I want to be confident that Carers guide all things that affect them.**

- ▶ Strategic Involvement – Each organisation to report Carers' involvement in Carers' service development / commissioning / policies / procedures / services that directly affect them. To include consultation, engagement, co-design and co-production.
- ▶ Individual Experience – Responsive feedback method to be developed for Carers to ensure Carers' Assessments are a positive experience.

## **I want the care and support to the person that I care for to also meet my needs as their Carer.**

- ▶ Strategic Involvement – Each organisation to report quarterly re involving Carers in service development / commissioning / policies / procedures / services that affect the person that they care for and therefore indirectly/ directly affect Carers. To include consultation, engagement, co-design and co-production.
- ▶ Individual Experience – Carers to be involved in discussions / plans about care and support for the person that they care for and their services also meet the Carer's eligible needs.
- ▶ Scope issues re replacement care for Carers of both adults and children

# Working Together for Torbay's Carers