

# **Hampshire Carers Joint Strategy 2024 - 2029**

**Identify and recognise carers\***

**Support carers to access information and help**

**Enable carers to have a life alongside caring**

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“A carer is a person who supports and/or cares for a relative, friend or neighbour who is living with a disability, long-term illness or has additional daily support needs.”  
(SCIE-Social Care Institute for Excellence)

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This strategy was jointly compiled by carers and representatives of the following organisations:



# 1.Strategy summary

## Introduction

This strategy explains how adult social care, health organisations and the voluntary sector will work together with carers over the next five years to coordinate support for carers across Hampshire.

This strategy is a living document that will be reviewed on a regular basis and updated as needed.

## Vision

The vision is for carers in Hampshire to understand how this strategy has been developed and to be aware of the next steps.

It describes the various types of support and services available to carers in Hampshire, such as voluntary services, support groups, carers' assessments from Adults' Health and Care, carers' breaks and respite. It provides an overview of how carers can access support.

## About carers in Hampshire

This section gives an overview of what carers value and the challenges they face including isolation, loneliness and the current impact of the increased cost of living and COVID-19.

## Key aims: identify and recognise carers

Many people who help and/or support a family member or friend do not recognise themselves as carers. Ultimately, they may miss out on available support. This section looks at how service providers can improve identification and recognition of those in a caring role, to enable carers to access the support available.

## Key aims: support carers to access information and help

Carers are at an increased risk of poor physical and mental health as they often put the needs of the person they care for before their own needs. Service providers will plan to improve the ways in which carers can access health services, training and carers support.

## Key aims: enable carers to have a life alongside caring

Improving and increasing opportunities for carers to access support with employment, education and leisure, in order to maintain a life alongside caring. These opportunities enable carers to enjoy the benefits of better physical health, emotional wellbeing and to prevent social isolation.

## Carers Charter

The Carers Charter has been developed based on four key principles of supporting carers. The aim is for all organisations involved with carers to adopt this charter and to promote its principles.

## Carers Directory

A short directory containing useful resources and organisations that provide support to carers. This includes online information guides, care technology, Personal Assistants (PAs) in Care, carers' assessments, support available from Hampshire County Council, health organisations and voluntary organisations.

## National policies and guidelines to support carers

Key national documents and legislation that relate to carers.

## 2. Introduction

### Who is a carer?

*“A carer is a person who supports and/or cares for a relative or friend who is living with a disability, long-term illness or has additional daily support needs.” (SCIE)*

Anyone can become a carer at any time, regardless of their age, for either a short time or for a longer period. This can include children and young adults aged up to 25.

For carers aged under 25, the type of care that they provide can sometimes be inappropriate to their age. Being a young carer or young adult carer could also impact on their education, physical health, emotional wellbeing and social life. Data shows that young carers often have significantly lower educational attainment at GCSE level compared to their peers who are not carers. Younger carers are also less likely to identify as carers than adults. It is essential for young carers and young adult carers to be supported to develop a life outside of caring to fulfil their potential. This may include opportunities for employment, education, training, socialising, leisure and volunteering.

Some carers might care for more than one person, such as a child as well as their own parent. This is called “sandwich caring.” An older couple may also care for one another, which is called “mutual caring”.

This is not the same as someone who is paid to be a care worker, or someone who volunteers as a carer through a volunteering organisation. A carer may help the adult they care for by: (this list is not exhaustive:

- Assisting people with their personal care
- Completing household tasks
- Helping people to manage their finances
- Providing emotional support
- Planning and taking people out for leisure activities and medical appointments
- Supporting people with health and care appointments including translations

Carers add a significant amount of value to society. Health and social care systems in Hampshire and in the UK rely heavily on unpaid carers. Without these carers many people would not be able to live their lives as they do at present. The value of the contribution made by carers in the UK is now estimated to be £162 billion per year. <https://www.carersuk.org/press-releases/unpaid-care-in-england-and-wales-valued-at-445-million-per-day/>

The population of both Hampshire and the UK is, on average, living much longer. This means that the number of people requiring care and support will continue to rise. There are continued pressures on public spending, and this is why it so important that carers are supported in their caring roles.

Organisations want carers in Hampshire to enjoy good physical and mental health and to feel supported as carers. This strategy explains how social care, health organisations and the voluntary sector will work together with carers over the next five years to achieve this. The information in this strategy is intended for anyone with caring responsibilities and those in health, social care and voluntary organisations who work with and support carers.

**This strategy is a living document that will be reviewed on a regular basis and updated as appropriate.**

## 3. Vision

As a result of the **Hampshire Carers Joint Strategy (HCJS) 2018-2023**, the **Hampshire Carers Partnership (HCP)** was developed.

The aim of the HCP is to improve the lives of all carers in Hampshire and those carers who live outside the county but care for Hampshire residents, no matter what their caring role.

The HCP has a key role in developing and monitoring the implementation of the HCJS. It sits within the joint governance framework for Adults' Health and Care and takes forward carers' issues across the whole health and social care sector.

The HCP is made up of carers, key partners and representatives of organisations and statutory agencies that have an interest in supporting carers but do not have any conflicting business interest in doing so.

This version of the HCJS is a result of a partnership review carried out by the HCP.

The success of implementing this strategy lies firmly in a partnership approach which brings together carers, health and social care services and the voluntary sector.

The Hampshire Carers Partnership provides opportunities for representatives of the different organisations to work together alongside carers to develop the following vision:

**To work in partnership with carers to establish and coordinate easily accessible support across Hampshire:**

- **Identifying those who help or support family, friends or neighbours**
- **Giving carers timely access to information and help offered in local communities, by health and social care services, charities and government organisations**
- **Assisting carers to incorporate their caring role into a healthy and fulfilling life**

### **How carers can access support**

Anyone who cares for a Hampshire resident can access advice and support from a wide range of sources. This includes online resources, carers' organisations within the Hampshire Carers Partnership, Hampshire Adults' Health and Care, Hampshire Childrens' Services and Health Services. Carers are also entitled to a carer's assessment. Additional support may be available to carers who meet the eligibility criteria outlined in the Care Act 2014, depending on individual strengths and needs.

Information about how to access a carer's assessment and eligibility under the Care Act is also available on the Hampshire County Council website at [Carer's assessment | Health and social care | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/carer-assessment)

All these services and more can be found on the Connect to Support Hampshire website at [www.connecttosupporthampshire.org.uk](https://www.connecttosupporthampshire.org.uk), including services that can directly meet the needs of the person being cared-for.

Carers have identified that flexible breaks from caring are fundamental to their wellbeing. This allows carers to see friends, maintain their hobbies, go to school, college or university, stay in employment, and attend appointments.

This support was traditionally provided through residential respite, i.e., short-term care. It now comes in many forms and could result from a carer's assessment or could be provided as part of the support planning process for the person who is being cared-for. This could include being able to pay a friend or family member through Direct Payments to look after the cared-for person; using schemes such as Shared Lives or Take a Break. More information about all these options can be found in the Carers Directory on page 18 or at [www.hants.gov.uk](https://www.hants.gov.uk).

Through extensive consultation the HCP has identified several key areas important for carers and has built upon this vision and established several strategic priorities (covered in the following sections).

## 4. About carers in Hampshire

### Key facts

- The most recent Census 2021 puts the estimated number of unpaid carers at 5 million in England and Wales. This, together with ONS Census data for Scotland and Northern Ireland, suggests that the number of unpaid carers across the UK is 5.7 million.
- This means that around 9% of people are providing unpaid care. However, Carers UK research in 2022 estimated the number of unpaid carers could be as high as 10.6 million (Carers UK, Carers Week 2022 research report).
- The Census 2021 identified 127,176 young carers and 229,690 young adult carers. However, Carers Trust research in 2023 estimated the number of young carers across the UK to be as high as 1 million. (see page 19 of this strategy)
- 4.7% of the population in England and Wales are providing 20 hours or more of care a week.
- Over the period 2010-2020, every year, 4.3 million people became unpaid carers – 12,000 people a day (Petrillo & Bennett, 2022).
- 59% of unpaid carers are women (Census 2021). Women are more likely to become carers and to provide more hours of unpaid care than men. More women than men provide high intensity care at ages when they would expect to be in paid work (Petrillo & Bennett, 2022)
- One in seven people in the workplace in the UK are juggling work and care (Carers UK, Juggling Work and Care, 2019).
- Between 2010 and 2020, people aged 46-65 were the largest age group to become unpaid carers. 41% of people who became unpaid carers were in this age group (Petrillo and Bennett, 2022). ([Key facts and figures | Carers UK](#))
- Young adult carers are carers who are aged between 16 and 25 years. Hampshire County Council's Children's Services has a responsibility to all young carers until they reach the age of 18, regardless of the age of the person that they care for. The County Council's Adults' Health and Care directorate has a responsibility to support carers from the age of 16 upwards. For more detailed information see the Children's Young Carers Strategy. (see link on page 20 of this strategy)

Many people who help or support a family member or friend(s) do not think of themselves as being a carer. Some people may be identified as a carer by a health professional, such as a GP, when they use health services. Others may realise that they are a carer through information provided by voluntary organisations. However, some people come into contact with these services very infrequently, if at all. They are known as “yet-to-be-reached carers.”

While the majority of Hampshire's population is white British, the 2021 Census recorded 7.5% as being of other ethnic origins. Asian ethnic groups make up the largest non-white categories in Hampshire. Rushmoor has the largest non-white population, mostly due to a growing Nepalese population.

Carers within Hampshire's Asian and Nepalese communities are often “yet-to-be-reached carers.” Other under-represented groups, where carers are often “yet-to-be-reached carers” include:

- Military carers, including military young carers and military young adult carers
- Carers from travelling communities
- Lesbian, gay, bisexual, transgender and queer (LGBTQ+) carers
- Carers caring for people with mental health issues
- Carers caring for people with substance abuse issues
- Young carers and young adult carers
- Rural carers
- Working carers (who may not be able to access traditional nine-to-five support)

It is important to work with groups that do not traditionally identify members of their communities as carers. This ensures that information, support and services are provided in an appropriate way and are accessible to all.

Some work has already been undertaken in North-East Hampshire and Farnham to identify the specific issues that impact some of the groups listed above. This is outlined in the Healthwatch Hampshire report ‘Support for carers: exploring support requirements for carers in response to engagement carried out in 2016’.

This Hampshire Carers Joint Strategy recognises all carers, including “yet-to-be-reached carers.”

Co-production is important. There are several definitions and guidance on co-production (see page 18), however the Care Act 2014 for example, <https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets> defines co-production as: “Co-production is when you influence the support and services you receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered”.

What is the main difference between co-production and engagement?

- Engagement: Listening to people to understand issues and discuss ideas for change.
- Co-design: Designing with people and incorporating their ideas into the final approach.
- Co-production: An equal partnership where people with lived and learnt experience work together from start to finish.

The 2021 Census reported 111,739 carers in Hampshire, a decrease of 21,199 (16%) on the 2011 Census. These lower numbers are consistent nationally and are attributed to a change in the phrasing of the question regarding carers/caring and the impact of Covid-19.

The number of people providing 50 hours of care or more a week has increased across the county, showing a shift towards people dedicating more hours of their time in a typical week to a caring role, this also is aligned to the national trend.

Area	Total: All usual residents aged 5 and over	Provides no unpaid care	Provides 19 hours or less unpaid care a week	Provides 20 to 49 hours unpaid care a week	Provides 50 or more hours unpaid care a week
Hampshire	1,329,646	1,217,907	61,465	18,990	31,284
Basingstoke and Deane	174,600	161,054	7,388	2,418	3,740
East Hampshire	119,734	109,797	5,791	1,611	2,535
Eastleigh	128,855	118,241	5,901	1,818	2,895
Fareham	109,355	99,717	5,527	1,530	2,581
Gosport	77,711	70,462	3,521	1,432	2,296
Hart	94,249	87,324	4,110	1,064	1,751
Havant	118,082	106,809	5,366	2,134	3,773
New Forest	168,550	152,397	8,860	2,571	4,722
Rushmoor	93,560	86,783	3,435	1,392	1,950
Test Valley	123,552	113,332	5,840	1,695	2,685
Winchester	121,401	111,991	5,725	1,329	2,356

## 5. Key aims: identify and recognise carers

5.0	Where we are (2024)	Where we want to be (2029)	How we will get there
5.1	Health and social care practitioners should be able to recognise carers, including young carers and young adult carers, understand carers' issues and provide information and support that may help carers in their caring role. This is not consistent across the county.	Consistently support people with caring responsibilities to identify themselves as carers so they can access the support, information and advice available.	By working with key health providers, including acute and community hospitals, social care providers and voluntary organisations to identify and develop suitable ways to identify and support carers.
5.2	Carers should be able to obtain information about carers' support services from their health providers as well as from other places.	All health providers should signpost carers to appropriate information, advice and support. Some GP surgeries may provide this through carers' clinics, or other initiatives to support carers.	Hampshire County Council and health providers need to work closely together to ensure staff are trained appropriately and support is consistent across the county. This should include Social Prescribers and the part they play in providing information and guidance.
5.3	Carers are not always aware that they are entitled to information, advice and support or a carer's assessment.	Every carer that encounters practitioners will be informed that they are entitled to a carer's assessment of their own needs or offered guidance to information and advice.	Ensure carers understand that support is available and the different options for assessment e.g., face to face, telephone, online wellbeing checks.
5.4	Currently carers can only access a carer's assessment through Adults' Health and Care (AHC).	To be in a position where a presenting carer has a means of accessing a carer's assessment in several different ways and by different organisations. Thus, enabling person-centred choice and a timely approach.	The approach to carers' assessments and the way support services are accessed will be developed locally in partnership between carers, the local authority and across agencies. Develop a template assessment form for young carers and young adult carers
5.5	Inconsistency by employers towards their employees, who are carers, including lack of clear policies and information about support to carers, including their statutory rights.	Employers should recognise and support employees with caring responsibilities and provide appropriate information about how the organisation will support them, e.g., the Carer's Leave Act 2023	As a partnership we will produce and collate best practice information that can be made available to employers and provide advice to organisations where necessary.



5.0	Where we are (2024)	Where we want to be (2029)	How we will get there
5.6	Young carers and young adult carers in the household are not always identified. (Safeguarding issue if not appropriately addressed)	When a personal assessment takes place, young carers in the household should be identified and referred to Children's Services. They should also be made aware of their entitlement to a young carer's assessment. Schools should be confident in notifying Children's Services when they identify a potential young carer	Increased training, publicity, and awareness of young carers, including the rights and duties enacted in the Children and Families Act 2014 and the Care Act 2014. A clear process and pathway in place to ensure that young carers are identified, and appropriate referrals are made to ensure a "no wrong door" approach.
5.7	Carers' assessments often happen when a carer presents themselves at crisis point.	Better systems in place to ensure carers are offered appropriate support on a proactive basis, focusing on early intervention and prevention.	Develop improved training opportunities for all health and social care practitioners and other key stakeholders to raise awareness of carers' rights, and the ability to recognise and support carers and provide relevant advice and information for them.
5.8	Carers with multiple caring roles (sandwich carers) are often under significant strain due to their competing caring roles.	Carers with more than one caring role are recognised and considered when planning support. This also should link to the Hampshire Older Adults' Partnership (HOAP)	Carers involved in planning individual care packages including families and young carer involvement. Carers involved in strategic planning.
5.9	Young adult carers may not always be recognised as a carer and that the care they provide may not be appropriate.	Young adult carers are identified at, or before, the point of assessment for the cared-for person and are made aware of all services available for carers.	Awareness training for practitioners. Better data recording systems/processes to be implemented.
5.10	Young adult carers do not always receive a carer's assessment in their own right.	Increased awareness by young adult carers and supporting organisations of their right to a carer's assessment, including a transition assessment before they turn 18.	Consistently ensure young adult carers are aware of the right to a separate carer's assessment. This will be achieved by better information and increased training for frontline staff.
5.12	Hampshire County Council Adults' Health and Care is currently working with several community groups across Hampshire to coordinate services better, for "yet to-be-reached carers.	Community groups will have support to identify carers within their communities and signpost to appropriate information, advice and support.	Make connections and work together with local communities to identify "yet-to-be-reached carers" and offer appropriate and accessible support within the community.

5.0	Where we are (2024)	Where we want to be (2029)	How we will get there
5.13	The offer of a carer's assessment is not always taken up in some communities.	Increased uptake of carers' assessments from 'yet-to-be-reached carers.	Work with local communities to ensure the carer's assessment offer is accessible and a useful tool for all individuals within local communities. Working in partnership is essential in making any inroads into local communities.

## 6. Key aims: support carers to access information and help

6.0	Where we are (2024)	Where we want to be (2029)	How we will get there
6.1	NHS health providers and primary care teams do not always recognise and identify carers or offer them support when carers make contact with them.	NHS health providers, including acute hospitals and primary care teams are consistently registering carers and able to refer them to appropriate support.  Organisations to have a system to identify and recognise carers.	Offer NHS health providers and primary care teams training to use the appropriate systems to register and signpost them to carer specific information and advice.  This will include the new Key Provisions for carers and young carers outlined in the Health and Care Act 2022. (see link page 19).  Where possible the forthcoming Reasonable Adjustment Framework should be utilised as a means of identifying carers.  Carers to be involved in support and care planning for the cared-for person, as soon as possible.
6.2	Carers are not always offered appropriate training, advice or support, to meet their needs to enable them to continue in their caring role.	Carers can access the training they need to support them in their caring role. This may include: <ul style="list-style-type: none"> <li>• Back care</li> <li>• Moving and handling</li> <li>• Dealing with medication</li> <li>• Dealing with stress</li> <li>• First aid</li> <li>• Benefits and financial planning</li> <li>• Specific conditions (e.g., dementia)</li> <li>• Behaviour awareness.</li> </ul>	Carers' service specifications will include offering appropriate support for carers. Service providers should work with carers to co-produce training packages for carers and professionals.
6.3	Carers would like more flexibility from NHS health providers and primary care teams when they need to book an appointment.	NHS health providers and primary care teams will recognise the needs of carers when offering appointments.	When a patient is registered as a carer with the GP they will be: <ul style="list-style-type: none"> <li>• Offered more flexible appointments, including longer appointments and choice of time/date.</li> <li>• Given priority as appropriate.</li> <li>• Able to bring their cared-for person if necessary.</li> </ul> CQC is starting the new regime of quality inspections with health and social care

6.0	Where we are (2024)	Where we want to be (2029)	How we will get there
6.4	Carers are not always aware that they are entitled to vaccines and health checks to support them in their caring role.	Carers are identified and informed about: <ul style="list-style-type: none"> <li>• Free vaccines for carers</li> <li>• Health checks for carers</li> <li>• Information and advice services for carers</li> <li>• Assessments for carers</li> <li>• Emergency plans for carers</li> </ul> All organisations need to recognise that timing of appointments is crucial for carers to be able to attend	GPs, pharmacies and other health professionals to work more closely together to identify carers, promote 'universal' support available and signpost them to appropriate support, with the use of leaflets and posters.
6.5	Carers are not always aware of the Carers Emergency Planning Service or other contingency planning options, to support carers in the event of a crisis.	All carers should be informed of these services once they have been identified as a carer.	Practitioners to promote the emergency plan and ensure carers are signposted to Hampshire County Council's commissioned emergency carers service for carers in Hampshire, where appropriate. The referral process for any assessment needs to include a referral to the service too.
6.6	Isolation has been identified as an issue for carers in Hampshire. Some support services do exist, but carers do not know about them and how to access them.	Access to carer support and mental health support in the community, including providing services for carers who work during the day. Greater awareness of the services that are available in Hampshire. There will be a variety of ways to contact and keep in touch, which may include technology.	Review the current provision and planned services to ensure we have appropriate support across the county. Develop ways of ensuring carers can have greater contact with others using technology. There will be a comprehensive list of support groups for carers across the county.
6.7	Young adult carers may not always be signposted to the most appropriate support, e.g., a 'young carer project.' Support for young adult carers is inconsistent across the county of Hampshire.	There will be comprehensive support for young adult carers across the county. This will include a clear pathway to ensure signposting to appropriate support.	Review the current provision and planned services for young adult carers to ensure consistent and appropriate support across the county. Develop ways of ensuring young adult carers can have greater contact with others, including new online resources.

<b>6.0</b>	<b>Where we are (2024)</b>	<b>Where we want to be (2029)</b>	<b>How we will get there</b>
<b>6.8</b>	Specific support for young adult carers has been set up in some areas of the county; not consistent countywide. The Care Act 2014 places a duty on local authorities to provide a transition assessment for young carers before they turn 18 years old.	Transition to adulthood for all young carers is supported. The challenges faced by young adult carers (16-25) are responded to around independence, education, including higher education, apprenticeships, employment and training.	Review the current provision for Transition Assessments for young carers, develop a template and provide appropriate training to carry this out. Review and update the Hampshire Young Carers Strategy to work alongside the Hampshire Carers Joint Strategy.
<b>6.9</b>	Carers don't always know where to start when seeking information or support. This is spread over numerous sources and not easy to find.	Carers will have an obvious initial point of reference that enables them to easily access information and support available to them.	Improvement to existing online resources for carers in Hampshire. Where resources are available, to explore the option of having a dedicated Hampshire Carers Partnership website as a central information hub that links to all other services and information points.
<b>6.10</b>	Accessible information is available to carers but not always offered or provided. Information could be improved by working together with local "yet-to-be-reached communities."	Information is available, offered and publicised in local communities, in appropriate formats.	Information to support "yet-to-be-reached communities" and to assist reaching those communities to be made available via partnership working with a dedicated section on any partnership website created.
<b>6.11</b>	Carers do not always feel they are asked how they would like to be contacted or how they would like to express their views.	More carers are able to express their views and contribute to the development of services.	We will work together with carers and organisations to provide user friendly guides/support for carers and those they care for. Develop and improve 'Say it Once' and "Personal Profiles"
<b>6.12</b>	Carers do not always feel they are given appropriate information and support when caring for someone who is terminally ill.	Continued training on end-of-life care (EOLC) for practitioners. Improved information and guidance will be provided in layman's language. Increased awareness of EOLC.	Carers supporting someone who is terminally ill are given appropriate support and information to know what to expect at the end of their caring role and to continue to be supported after an "end of life" experience.
<b>6.13</b>	Carers do not always know where to go for advocacy and support to help with their caring responsibilities.	Carers who are in work or education will be able to easily access advocacy support and will know where to look for information relating to flexible working and career breaks.	By ensuring that social care practitioners link eligible carers to Care Act advocacy services when doing assessments. By ensuring that more carers have access to independent (peer) advocacy support. Carers who are not eligible for Care Act advocacy services to access appropriate support from local voluntary sector services.

## 7.0 Key aims: enable carers to have a life alongside caring

7.0	Where we are (2024)	Where we want to be (2029)	How we will get there
7.1	Many carers are unaware that they are entitled to a carers' assessment or the support available to them and how to access assessments.	Carers, including young carers and young adult carers, will know about their entitlement to a carer's assessment and information about the support that may be provided. They are able to access an assessment via several different routes that suit their individual needs.	Making more information accessible to carers about carers' assessments and available support (both formal and informal). Provision of carers' assessments via a range of routes/organisations and not just Adults' Health and Care (AHC). Mindful that some carers may decline an assessment, if offered.
7.2	Carers are not always asked about their educational or employment goals and how they can be supported to maintain or achieve these.  Carers are not always supported when they need to take career breaks because of their caring role.	A discussion around education and employment needs will be a key part of assessments and support planning for carers. It will be acknowledged that carers must be supported to achieve their potential in terms of work and education.	Acknowledging carers who work or are in education and employment when undertaking carers' assessments. Provision of a coordinated County and ICB wide 'Carers' Passport' scheme to support carers' needs.
7.3	Carers do not always feel that they have enough time to themselves to participate in social or leisure activities.	The individual needs of carers will be listened to and the need for personalised respite time will be a key feature of support planning (following a carer's assessment or an assessment for the cared-for person).	Ensure that carers' assessments recognise the need for carers to take breaks from their caring role and that carers are aware of the services available to support them, including how they could use care technology. Utilise services such as Wellbeing Centres or local information points. Ensure carers understand there is no legal obligation on them to care. They have the right to choose not to be a carer, at times, and this may result in unmet need for which local authorities have a duty to provide.
7.4	Carers would like to be clearer about the options available for them to have a break.	New, more creative offers for having a break, as well as residential options, will be developed. These will be clearly publicised.	Hampshire County Council is currently reviewing the options for providing carers' breaks and wants to involve carers in developing these options.

<b>7.0</b>	<b>Where we are (2024)</b>	<b>Where we want to be (2029)</b>	<b>How we will get there</b>
<b>7.5</b>	Carers cannot always participate in leisure or social activities with the person they care for as they do not always cater for carers. There may also be other constraints such as financial reasons, lack of transport, or no respite.	For facilities to be promoted and available for both carer and cared-for person to take part in activities together if they wish to.	Investigate ways of developing transport, respite and facilities for both the carer and cared-for person, to ensure carers are able to take part in activities alongside the person they care for, as well as separately if they wish. Better publicise opportunities available.
<b>7.6</b>	Carers have identified that available carers services are often during working hours of 9am-5pm, so working carers can miss out on valuable support.	Carers' services and employers to consider the needs of working carers. Carers' services to provide options for support in the evenings and at weekends.	Raise awareness of working carers issues with local carer groups and employers. To ensure carers are aware of their rights as a working carer, and that they can request flexible working from their employer. Ensure working carers and employers are aware of the Carer's Leave Act 2023.
<b>7.7</b>	Following an assessment by Hampshire County Council, some carers can access the care technology service.	Carers understand and use care technology/assistive technology more extensively to support them in managing their caring role.	Raise awareness of care technology opportunities amongst carers. Include 'benefits to carers' in any care technology training events for health and social care staff.
<b>7.8</b>	Some older carers do not feel supported as they, themselves, get older and may experience both a financial strain, and impact on their physical and/or mental health.	Increase in uptake of support and respite as people get older.	Ensure older carers are consulted and involved in planning carers support. Introduction of Older Adults Partnership and second transition workstream with both including a focus on older carers.
<b>7.9</b>	Lack of transport, especially in rural areas, can be a barrier for carers to fulfil their caring responsibilities.	Ensure commissioners and health and care professionals fully understand and maximise the use of transport resources available to support carers.	Raise awareness of the gaps in transport services which impact on carers to inform decision-making when planning transport services.

# 8. Carers Charter

*To be adopted by organisations, so carers know what they can expect.*

Carers have worked in partnership with voluntary organisations, social care and health to develop this Carers Charter, based on four key principles for supporting carers. The aim is for all organisations that work with carers to adopt this charter and promote its principles. If organisations work with carers, then carers would like to encourage them to complete their contact details and display this charter in their workplace.

## The Charter

### You are a carer if:

You are an unpaid person providing practical or emotional help, support or care to someone else, who may be a partner, parent, son/daughter (any age), other relative, friend or neighbour.

### Our commitment to you is:

#### Principle 1 - We will respond to your needs as a carer, and:

- Inform you of your right to a carer's assessment and an independent advocate if needed.
- Provide choice of appropriate services to support you as a carer.
- Take into account your personal needs and preferences.
- Not assume that you are willing or able to continue to provide the same level of support.
- Support you to consider your own needs, interests, relationships, your wider family and any other commitments you have, especially when you are having your carer's assessment.

#### Principle 2 - We will recognise your expertise, knowledge, the important role you play, and:

- Listen to you without bias or prejudice.
- Respond to your worries and concerns.
- Value and respect your opinion, and, where appropriate, keep it confidential.
- Take your view into account, as an equal partner, when decisions are made about the person you care for.
- Share information with you about the person you support, whilst meeting "consent to share" processes.

#### Principle 3

#### We will welcome your participation in the care of your family member or friend, and:

- Involve you in planning the care for the person you support.
- Give you a copy of any care and support plan for the person for whom you care, with their agreement. This will state the responsibilities of all the people who are involved in providing care and support.
- Give you information about what to do to help the person you care for and who to contact if you need help or advice.
- Give you relevant information about the way our services work.
- Discuss your caring role with you and how or if you are able to continue caring.
- Provide information in a range of formats to meet people's different communication needs.

#### Principle 4 - We will value your involvement in developing, monitoring and reviewing services, and:

- Recognise that through your lived experience you have relevant valuable views to share.
- Give you the opportunity to state your views on the quality of our current services.
- Give you the opportunity to be actively involved in planning, developing and evaluating services and work together in co-production to give you the opportunity to be involved.
- Inform you of service developments and give you adequate notice of meetings, consultation periods and other relevant events.
- Provide information about legal processes appropriate to your situation.

**Please contact us** - if you need more information, advice or advocacy in your caring role, or if you want to know more about us, work with us in partnership or help to improve services. We welcome your feedback on our services for and with carers.

Contact details: **Organisation to add contact details:**

**Name of organisation;** Tel: ..... **Email:** ..... **Website:** ..... **Address**



## 9. Carers Directory\*

Listed below are some of the resources and services that provide information and support for carers in Hampshire. Additional services can be found on the Connect to Support Hampshire website, including services to directly meet the needs of the person being cared for.

\*Please note the providers listed below are delivering these services at the time of review of the Strategy and may change in the future. For up-to-date information please visit the Connect to Support Hampshire website – see link below.

### **Listed in alphabetical order:**

#### **Adults' Health and Care - Call Centre - CART (Contact, Assessment and Resolution Centre)**

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare>

If your request is **urgent** and you need support in the next 24 hours, contact: **0300 555 1386**

If you are calling out of hours, that is between 5pm and 8.30am Monday to Thursday, between 4.30pm and 8.30am Friday to Monday and all day on Bank Holidays, contact: **0300 555 1373**

If you or someone else is in imminent danger, call the police on **999**. Call 101 if it is less urgent.

#### **Alzheimer's Society**

Email: [Alzheimer's Society \(alzheimers.org.uk\)](mailto:Alzheimer's Society (alzheimers.org.uk))

Dementia support phone: **0333 150 3456**

#### **Andover MIND - Carer Support and Dementia Advice Service**

Link: [Homepage](#) | [Mental health charity](#) | [Support & information \(andovermind.org.uk\)](#)

Email: [andovermind.org.uk](mailto:andovermind.org.uk) Phone: **01264 332297** Address: **Arcade House, Westbrook Close, Andover, SP10 2BN**

#### **A Personal Assistant (PA) in Care**

Website: [hampshirepafinder.org.uk](http://hampshirepafinder.org.uk)

#### **Argenti Telecare Care Technology**

[Equipment around the house \(connecttosupporthampshire.org.uk\)](#)

Website: [www.argenti.co.uk](http://www.argenti.co.uk) Phone: **0345 265 8003**

#### **Carers' Assessments** [Carer's assessment](#) | [Health and social care](#) | [Hampshire County Council \(hants.gov.uk\)](#)

#### **Carers Together – Carers support, information and advice**

[Carers Together supports carers in Hampshire, Portsmouth and Southampton](#)

Phone: **01794 519495** Email: [admin@carerstogogether.org.uk](mailto:admin@carerstogogether.org.uk)

Address: **Hampshire Carers Centre, 9 Love Lane, Romsey, Hampshire SO51 8DE**

#### **Children's Services:**

Email: [childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk)

During office hours: phone: **0300 555 1384** Out of office hours: phone: **0300 555 1373**

In an emergency: **999**

#### **Connect to Support Hampshire**

Homepage: [Carers \(connecttosupporthampshire.org.uk\)](http://Carers (connecttosupporthampshire.org.uk))

#### **Family Information and Services Hub (FISH)** [Family Information and Services Hub \(hants.gov.uk\)](#)

#### **Hampshire County Council website**

[Adult social care](#) | [Health and social care](#) | [Hampshire County Council \(hants.gov.uk\)](#)

#### **Hampshire Young Carers Alliance (HYCA)**

[Hampshire Young Carers Alliance](#) | [Supporting Young Carers in Hampshire \(hyca.org.uk\)](#)

Contact us: <https://hyca.org.uk/index.php/contact-us/>

**Healthwatch Hampshire** [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

## Princess Royal Trust for Carers (PRTC)

Carers Emergency Planning

[The Princess Royal Trust for Carers Hampshire | Homepage \(carercentre.com\)](https://www.carercentre.com)

Phone: 01264 835246 Email: [info@carercentre.com](mailto:info@carercentre.com)

Address: Andover War Memorial Hospital, Charlton Road, Andover, SP10 3LB

## Registering as a Carer with Your GP

[GetFileContent \(connecttosupporthampshire.org.uk\)](https://connecttosupporthampshire.org.uk)

## Hampshire Integrated Care Boards

Frimley ICB Carers Lead: Lisa Buckingham

[lisa.buckingham@nhs.net](mailto:lisa.buckingham@nhs.net) 07768 006893.

Hampshire and Isle of Wight Integrated Care Board (HIOW ICB)

<https://www.hantsiowhealthandcare.org.uk/icb/our-board-members>

Phone: 0300 561 2561 Email: [hiowicb-hsi.communications@nhs.net](mailto:hiowicb-hsi.communications@nhs.net)

Address: Hampshire and Isle of Wight ICB, Omega House, 112 Southampton Road, Eastleigh, SO50 5PB

## Hampshire Hospitals

Hampshire Community Hospitals - Southern Health Foundation Trust (SHFT) -

<https://www.southernhealth.nhs.uk/>

Phone: 023 8231 0000

Address: Southern Health Foundation Trust, Sterne 7, Tatchbury Mount, Calmore, SO40 2RS

Hampshire Hospitals Foundation Trust (HHFT)

<https://www.hampshirehospitals.nhs.uk/>

- Andover War Memorial Hospital

Phone: 01962 863 535 (via Royal Hampshire County Hospital switchboard)

Address: Andover War Memorial Hospital, Charlton Road, Andover, SP10 3LB

- Basingstoke and North Hampshire Hospital

Phone: 01256 473 202

Address: Basingstoke and North Hampshire Hospital, Aldermaston Road, Basingstoke, RG24 9NA

- Royal Hampshire County Hospital

Phone: 01962 863 535

Address: Royal Hampshire County Hospital, Romsey Road, Winchester, SO22 5DG

Portsmouth Hospitals University NHS Trust (PHUT)

<https://www.porthosp.nhs.uk/>

Phone: 023 9228 6000 Address: Queen Alexandra Hospital, Cosham, Portsmouth, PO6 3LY

University Hospital Southampton NHS Foundation Trust (UHS)

<https://www.uhs.nhs.uk/>

Phone: 023 8077 7222

Address: University Hospital Southampton NHS Foundation Trust, Tremona Road, Southampton, SO16 6YD

## Hampshire Community Provider Trusts

Southern Health Carers and Patients Support Hub

Email: [CarersandPatientsSupportHub@southernhealth.nhs.uk](mailto:CarersandPatientsSupportHub@southernhealth.nhs.uk)

Phone: 023 8231 1206 Use online form: [online form](#)

Address: Carers and Patients Support Hub, Sterne 7, Tatchbury Mount, Calmore, Southampton SO40 2RZ.

Solent NHS Trust

<https://www.solent.nhs.uk/>

Phone: 0300 123 3390 Email: [pals@solent.nhs.uk](mailto:pals@solent.nhs.uk) (patient advice)

Address: Solent NHS Trust HQ, Highpoint Venue, Bursledon Road, Southampton, SO19 8BR

## 10. National policies and guidance for supporting carers

**Care Act 2014** [www.legislation.gov.uk/ukpga/2014/23/contents/enacted](http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted)

**Care Act 2014 Guidance Easy Read Version** [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/365345/Making\\_Sure\\_the\\_Care\\_Act\\_Works\\_EASY\\_READ.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/365345/Making_Sure_the_Care_Act_Works_EASY_READ.pdf)

**Carers Leave Act 2023** [www.carersuk.org/for-professionals/support-for-employers/the-carers-leave-act/](http://www.carersuk.org/for-professionals/support-for-employers/the-carers-leave-act/)

**Carers Strategy: National Action Plan 2018-2020:**

[Carers Action Plan 2018 to 2020: Supporting carers today \(publishing.service.gov.uk\)](http://publishing.service.gov.uk)

**Carers Trust** – [First parliamentary inquiry into young carers reveals devastating impact on life opportunities](#)

**Carers UK: State of Caring 2021 Report** [State of Caring 2021 report | Carers UK](#)

**Carers UK: State of Caring 2021 Report** [Key facts and figures | Carers UK](#)

**Carers UK: Valuing Carers 2023:** [Valuing Carers research report | Carers UK](#)

**“Caring in a Complex World,”** a new publication by the Kings Fund is recommended reading

[Caring in a complex world unpaid carers.pdf \(kingsfund.org.uk\)](#)

**Census 2021** [Census 2021 results - Census 2021](#)

**Care Quality Commission** [www.cqc.org.uk/CQC](http://www.cqc.org.uk/CQC) The state of health care and adult social care in England 2022/23

**Co-production – Think Local Act Personal – describes what is co-production**

[www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/co-production/In-more-detail/wh-at-is-co-production/#:~:text=What%20is%20co%2Dproduction%3F,which%20works%20for%20them%20all.](http://www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/co-production/In-more-detail/wh-at-is-co-production/#:~:text=What%20is%20co%2Dproduction%3F,which%20works%20for%20them%20all.)

**Co-production – Social Care Institute of Excellence (SCIE) defines co-production, what it is and how to do it.**

<https://www.scie.org.uk/co-production/what-how>

**Hampshire Joint Strategic Needs Assessment**

[Joint Strategic Needs Assessment \(JSNA\) | Health and social care | Hampshire County Council \(hants.gov.uk\)](#)

**Health and Care Act 2022:** <https://www.legislation.gov.uk/ukpga/2022/31/contents>

**Health and Care Act 2022: briefing from Carers UK** [health-and-care-act-2022-carers-rights-2.pdf \(carersuk.org\)](#)

**Live Longer Better** AHC is adopting “Live Longer Better” [www.livelongerbetter.uk](http://www.livelongerbetter.uk)

**NHS England: An Integrated Approach to Identifying and Assessing Carer Health and Wellbeing 2017**

[NHS England » An integrated approach to identifying and assessing Carer health and wellbeing](#)

**NHS England’s Commitment to Carers 2014**

[www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf](http://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf)

**NHS Five Year Forward View** [NHS England » NHS Five Year Forward View](#)

**People at the heart of care white paper** <https://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper>

**Personal Social Services Survey of Adult Carers in England, 2021-22** [Personal Social Services Survey of Adult Carers in England, 2021-22 - GOV.UK \(www.gov.uk\)](#)

**Public Health Profiles: Adult Social Care** [Public health profiles - OHID \(phe.org.uk\)](#)

**Public Health Profiles: Adult Social Care Re: Carers:** [Public health profiles - OHID \(phe.org.uk\)](#)

**Valuing People 5086.pdf** [\(publishing.service.gov.uk\)](#)

**Valuing people Now** [Improving outcomes for people with learning disabilities - GOV.UK \(www.gov.uk\)](#)

**Working Together to Safeguard Children 2015 Statutory Guidance**

[www.gov.uk/government/publications/working-together-to-safeguard-children--2](http://www.gov.uk/government/publications/working-together-to-safeguard-children--2)

**Hampshire Young Carers Strategy** [Young carers | Children and Families | Hampshire County Council \(hants.gov.uk\)](#)

**Young Carers Legal Right and the NHS:** [Young Carers](#)

