
Carers UK State of Caring Conference: 12th July 2018

“Using digital resources to support working carers in Leeds”

1. Why working carers?

- 75% of carers in Leeds are working age
- Balancing work and care is challenging
- Working carers is one of the ambitions in our Leeds Commitment to Carers
- Employment is one of the most important determinants of physical and mental health and is therefore, key to our overall approach to reducing inequalities
- Strategic relevance
- Track record of using social media to promote messages for carers in Leeds
- Track record of working together
- The day when the penny dropped

2. The Carers Leeds Working Carers Project

- Part-funded by Leeds City Council & NHS Leeds CCG
- 2 strands of work:

Support for employers

- Training and information for managers and teams
- Self-assessment tools for employers
- Digital support and on line support for employers
- Working Carers Toolkit and reference source for employers
- The Working Carers Employers Forum
- Information and resource sharing
- Changing attitudes to working carers in the city

Direct support for working carers

- Support in the workplace for individual working carers
- Training and information for groups of working carers
- Generic information for carers
- Carers Leeds resource at employer events

3. Why Employers for Carers (EFC) & Digital Resource for Carers (DRC)

- Rising demand and increased pressures on resources means we need to identify new and innovative solutions that can support carers' mental, physical, emotional and economic wellbeing
- Technology has an increasing and vital role to play in supporting carers and has the potential to increase resilience and to help carers access support
- Good product – good price!
- Membership of EFC and DRC reinforces the Working Carers Project – something additional to offer that has been developed with carers for carers and is backed by major businesses

4. The story so far

- Still early days for EFC & DRC but interest and sign-up is growing
- Widely promoted to working carers in Leeds City Council
- SME's who are part of Employers Forum have signed up to EFC
- Used to support development of Carer Staff Networks
- Included in carer awareness raising provided by Leeds City Council & Carers Leeds

5. Our future plans

- To roll-out across NHS in Leeds
- Continue to grow and develop the Working Carers Project at Carers Leeds
- Consolidated marketing campaign
- Learning networks
- Measure impact

6. Four key messages from Leeds

- Know your carer population
- Build relationships and trust
- Highlight the strategic and cost benefits of the product/strategy
- Be patient



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The Leeds Commitment to Carers

In simple terms, The Leeds Commitment to Carers sets out what being the best city for carers could look like as well as recognising the Leeds Carers Partnership as a key strategic influencer and champion.

In order to demonstrate a commitment to carers, teams and organisations are asked to think about and record the things they do well for carers and the things they could do better, and then identify up to three actions they intend to take to make improvements. Everyone who completes a Leeds Commitment to Carers action plan is asked to provide a short update of the progress they have made every six months.

If Leeds is to be the best city for carers, carers should be supported and be able to say:

✓	I have access to information and advice which is easy to understand and relevant to my caring role
✓	I have support that helps me as a carer and when I need more support, care services are responsive
✓	I am listened to and I am involved in planning the care for the person I care for
✓	I am satisfied with the care and support that the person I care for receives
✓	I am satisfied with the amount of social contact I have
✓	I am able to balance my working life and caring responsibilities
✓	I get support and guidance from my school, college or university
✓	I am able to plan for if I am unable to care and I know who to contact in a crisis
✓	I feel supported when my caring role ends

Since November 2017 – over 50 different commitments have been made – they tend to be around focused around 5 key themes:

- improving support for carers who are balancing work and care
- improving the identification and recognition of carers
- providing carers with relevant information and signposting/referring carers to specialist information, advice and support
- training and supporting the workforce to be carer-aware
- supporting carers to access local resources



Welcome to Carers Leeds The home of support for all unpaid carers in Leeds

Are you helping a friend or family member due to their illness, disability, mental health issue or a substance misuse problem?

Yes? - Then you are one of 72,000 unpaid carers in Leeds and we are here to support you.

If you have any questions or concerns, get in touch with our carer support team.

Call our advice line Monday - Friday, 9am - 4.30pm on

0113 380 4300



Leeds

Clinical Commissioning Group

