Welcome

There has never been a more important time to keep up to speed with policy and practice. With so many practice and life changes as a result of the coronavirus outbreak, this year we will be focussing on what has been learned during the pandemic.

This year’s event will look back on the last 18 months taking stock of the challenges faced by carers, but also the new learning, opportunities and ways of working that developed during the pandemic.

With unprecedented joint working between health, social care, carers organisations and other local agencies, the conference will look at practice-based success in carer recognition and identification, data sharing and personalising care.

We will also be looking at new employer practices supporting carers in the workplace, as well as continuing our strong theme of digital support for carers.

We will also present an analysis of the forthcoming NHS reform and the Health and Social Care Bill and what it might mean for carers support, as well as scanning the horizon for future policy and practice developments for carers, including social care reform.

Social media
We encourage delegates to tweet about their experiences throughout the day. @carersuk #stateofcaring

Downloadable resources
The Powerpoint presentations from the State of Caring Conference 2021 will be made available to all delegates within one week of the conference.
Visit carersuk.org/soccresources

Questions
If you have any questions about the State of Caring Conference 2021 please contact Ian Pocock at stateofcaring@carersuk.org or on 020 7378 4968.
Programme

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<tr>
<td>09.45am</td>
<td>Join the conference</td>
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<tr>
<td>10.00am</td>
<td>Welcome and introduction</td>
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<td></td>
<td><strong>David Brindle</strong>, Journalist and care sector commentator, Former Society Guardian Editor</td>
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<tr>
<td>10.10am</td>
<td>State of Caring 2021</td>
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<td><strong>Helen Walker</strong>, Chief Executive, Carers UK</td>
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<td>10.25am</td>
<td><strong>Gillian Keegan MP</strong>, Minister of State for Care and Mental Health</td>
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<td>10.40am</td>
<td>Q&amp;A</td>
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<td>Carers in conversation</td>
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<tr>
<td>11.20am</td>
<td>Break</td>
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<td>11.30am</td>
<td>Breakout sessions</td>
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**Health and social care: lessons learnt from COVID-19**
- **Paul Edmondson-Jones MBE**, Director of Adult Social Care and Director of Public Health, City of Stoke on Trent and Co-chair of the ADASS Carers Policy Network
- **Dr Adrian Hayter**, National Clinical Director for Older People and Integrated Person Centred Care, NHSE&I
- **Sue Younger Ross**, Joint Carers Lead, Devon CCG; **Simon Rapsey**, Project Implementation Manager, Devon Carers; **Owain Bale**, Business Analyst, Devon County Council
- **Session Chair: Helen Walker, Chief Executive, Carers UK**

**Support for working carers – where next?**
- **Katherine Wilson**, Head of Employment, Carers UK
- **Joanna Hall**, Business Support Manager & Working Carers Employee Network Group Co-Chair, Nationwide
- **Jane Galloway**, Head of Flexible Working, NHSE&I
- **Carol Cheetham**, Senior Manager, Responsible Business, British Gas
- **Session Chair: Laura Doughty, Director of Fundraising & Communications, Carers UK**

**Digital Data & Innovation**
- **Verity Comley**, Carers Programme Delivery Manager, NHE&I
- **Jennifer Boon**, Deputy Director for Data Policy and Digital Oversight, NHSX
- **Martin McFadyen**, Head of Public Sector Sales, Virgin Media
- **Session Chair: Madeleine Starr MBE, Director of Business Development & Innovation, Carers UK**

**The future of carers in the NHS: Health and Care Bill and Commitment to Carers**
- **Professor Luke Clements**, Professor of Law and Social Justice at the School of Law, Leeds University
- **Jen Kenward**, Experience of Care Lead, NHSE&I
- **Session Chair: Ruby Peacock, Head of Policy & Public Affairs, Carers UK**
## Programme

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<tr>
<td>11.30am</td>
<td>Breakout sessions</td>
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<td></td>
<td><strong>Social care reform: Government plans and engagement</strong></td>
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<tr>
<td></td>
<td>• Tabitha Jay, Director Strategy and Workforce, DHSC</td>
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<td>• Dame Philippa Russell DBE, carer and Vice President of Carers UK</td>
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<td><em>Session Chair: Emily Holzhausen OBE, Director of Policy &amp; Public Affairs, Carers UK</em></td>
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<tr>
<td>12.30pm</td>
<td>Lunch break</td>
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<td>1.15pm</td>
<td>Posters session</td>
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<td>• Yessica Alvarez, Programme Manager, Public Health England</td>
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<td>• Patrick Knock, Project Manager Carers Active Campaign, Carers UK</td>
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<td>• Rhiannon McIntyre, Young Carers Promotion Officer, Sandwell Young Carers</td>
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<td>• Zoe Robertson, Strategic Lead (Commissioning) Adult Social Care, Manchester City Council &amp; Lynne Stafford, CEO, Gaddum</td>
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<td>• Sarah Hulme, Head of Children, Young People and Family Services, Central and North West London NHS Foundation Trust</td>
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<tr>
<td>1.40pm</td>
<td>Q&amp;A</td>
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<td>Real time poll</td>
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<td>1.55pm</td>
<td><strong>Dr Nikki Kanani MBE</strong>, Medical Director of Primary Care, NHSE&amp;I</td>
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<tr>
<td>2.10pm</td>
<td>Q&amp;A</td>
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<td>2.20pm</td>
<td><strong>Panel discussion: Innovation, integration and reform</strong></td>
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<td>• Sir David Pearson CBE, Former Chair, Social Care Sector COVID-19 Support Taskforce</td>
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<td>• Dr Neil Churchill OBE, Director for Experience, Participation and Equalities, NHE&amp;I</td>
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<td>• Stephen Chandler, ADASS President &amp; Director of Adult Services and Housing Services, Oxfordshire County Council</td>
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<td>• Natasha Curry, Deputy Director of Policy, Nuffield Trust</td>
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<tr>
<td>2.50pm</td>
<td>Q&amp;A</td>
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<td>3.10pm</td>
<td><strong>Round-up of the day</strong></td>
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<td>David Brindle, Journalist and care sector commentator, Former Society Guardian Editor</td>
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<tr>
<td>3.20pm</td>
<td><strong>The Last Word</strong></td>
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<td>Nick Baird, Chair, Carers UK</td>
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<td>3.30pm</td>
<td>Conference closes</td>
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Speaker profiles

Keynote speakers

Helen Walker
*Chief Executive, Carers UK*

Helen joined Carers UK in December 2018, from the national volunteering charity TimeBank where she was Chief Executive for ten years. Since joining Carers UK she has focussed on ensuring the financial stability and growth of the charity in order to launch our ambitious new strategy, Vision 2025 in April this year. Helen has been appointed to represent carers on the NHS Assembly, the body brought together to advise NHS England and NHS Improvement on the delivery of the NHS Long Term Plan, as well as the National Institute for Health Research, School for Social Care Research Advisory Board at the LSE.

Her extensive leadership experience and sector knowledge saw her create a well-respected and successful brand at TimeBank, leaving the charity on a secure financial footing. Previously, Helen was Director of Fundraising at the military charity SSAFA and has worked in the voluntary sector for over 25 years. Brought up on the Isle of Man, she studied for a degree and M.Phil at the London School of Economics.

Nick Baird
*Chair, Carers UK*

Nick has been Chair of Carers UK since October 2020. He is also Group Corporate Affairs Director of Centrica plc since March 2014. Before this, Nick had a long and varied career in Government. He was CEO of UK Trade and Investment, the Government department which supports British exporters and foreign companies looking to invest in the UK from June 2011-December 2013.

Nick was the Director General in the Foreign and Commonwealth Office (FCO) leading its work on Europe, the Global Economy and Consular issues (2009-2011) and the British Ambassador to Turkey (2006-2009). He was a member of the Board of the FCO from 2009-2013, and of the Department of Business, Innovation and Skills (BIS) from 2011-2013. He was a Non Executive Director of NordAnglia Education Inc from 2015-2017.

Nick is Chair of the Council of Cheltenham Ladies College. He is also a member of the Board of Trustees of the Royal Botanical Gardens, Kew.

Nick is married to Caroline, a teacher, and has three children. In his spare time, Nick enjoys running, theatre, music and reading. He has caring responsibilities for an adult sister with special needs.
Keynote speakers

Gillian Keegan MP
Minister of State for Care and Mental Health
Gillian Keegan MP, was appointed Minister of State for Care and Mental Health in September 2021. Previously she was the Parliamentary Under Secretary for Apprenticeships and Skills.

David Brindle
Journalist and care sector commentator, Former Society Guardian Editor
David is a regular conference chair and speaker who insists that State of Caring is one of his favourite engagements. He is the former public services editor of the Guardian and has won awards for his coverage of health and social care and the voluntary sector.

Gillian has been a board member of a number of charities and social enterprises and is currently chair of Ambient Support, which provides services for older people and those with learning disabilities and mental health issues. He is a member of various advisory committees, including that of the NIHR School for Social Care Research.

Dr Nikki Kanani
Medical Director of Primary Care, NHSE&I
Dr Nikki Kanani is a GP in south-east London and is currently Medical Director for Primary Care for NHS England and NHS Improvement. Prior to joining NHS England as Deputy Medical Director of Primary Care, she was Chief Clinical Officer of NHS Bexley Clinical Commissioning Group (CCG).

Nikki has held a range of positions within healthcare to support the development of innovative models of care, highly engaged clinical, patient and public leadership and is passionate about supporting primary care, improving service provision and population wellbeing.

She is a member of The King’s Fund General Advisory Council and holds a MSc in health care commissioning. With her sister she co-founded STEMMsisters, a social enterprise supporting young people to study science, technology, engineering, maths and medicine. She has two young children.
Rohan Manghra

Carer

Rohan, 38, has cared for his mum Kamlesh since he was 11 years old. They live together with his wife and dog in Birmingham. Kamlesh has schizophrenia, together with vascular disease and mobility issues. It’s been particularly difficult during the pandemic as Kamlesh’s physical health has deteriorated and it has taken its toll on Rohan’s mental health too.

He’s described it as one of the hardest 12-month periods of his life as he’s tried to juggle working, caring, his wife’s redundancy, and some volunteer work all in a small home space. Rohan feels being vaccinated is helping with his confidence to be able to start resuming things as services open up.

Dorothy Cook

Carer

Dorothy cares full time for her husband Melvin, 74, who was diagnosed with a rare brain disease over a decade ago which affects his mobility and ability to communicate. Dorothy juggled caring for Melvin with running her business as an occupational therapist for several years, but it became a lot to handle and she made the decision to give up her job to care. Melvin and Dorothy used to have support from care workers who came in three times a day, made possible via a GP referral and local hospice.

Now Dorothy provides round the clock care as there is no care support available to them in their area. Melvin was admitted to hospital in February 2021 after a fall; Dorothy felt completely left in the dark as to the condition of her husband during his stay in hospital and did not receive any communication or support during the discharge process.

Joanne Austin

Carer

Joanne, 49, from Wallsall cares for her son Sam, 21, his girlfriend Sally, and her mother, 81, while also working full time. Sam has autism, asthma and vomiting syndrome, while Sally has congenital spastic paraplegia.

Joanne’s mum still lives in her own home but her mental and physical health have worsened in recent years – she gets meals on wheels now. The pandemic was a very challenging time for Joanne who provided many more hours of care with limited support. Juggling care and full time work, while also running an employee resource group for carers, has also been a challenge but Joanne’s employer has been supportive, implementing carer-inclusive policies that recognise her needs as a carer.
Speaker profiles

Health and social care: lessions learnt from COVID-19

Paul Edmondson-Jones MBE

Director of Adult Social Care and Director of Public Health, City of Stoke on Trent and Co-chair of the ADASS Carers Policy Network

Paul is the Director of Public Health and DASS and has been in this role for 4 years. He qualified MB CHB from Dundee in 1980 and spent 23 years in the Army Medical Services, serving in the Falklands and Former Yugoslavia and being awarded the MBE in 1992 after the Gulf War. Paul joined Portsmouth & South East DHA in 2000 as DPH and then moved to be joint director for PH in Portsmouth till 2012 when he moved to be successively DPH in York (2012-2015), Redcar and Cleveland (2015-2017), Hartlepool (2017-2018) and then Stoke-on-Trent from 2018 to date.

Paul worked 2 days a week in DH helping to design the Health and Social Care Act, was part of the Board under John Wilderspin leading the toll out of HWB Boards and led the development of Health Living Pharmacies from 2008 onwards. He was very honoured a few weeks ago to be named as the National Corporate Director of the Year at the Local Government/Management Journal awards.

Dr Adrian Hayter

National Clinical Director for Older People and Integrated Person Centred Care, NHSE&I

Adrian received a Pharmacology degree from Kings College London before starting Medicine at the Royal London Hospital in Whitechapel. Adrian was with the Royal London Hospital practicing in Respiratory, Oncology and Haematology Medicine before pursuing a career in General Practice. Passionate about the role of GPs not only in the delivery of healthcare but also in leading Health systems Adrian’s interest lies in improving the health of populations whilst living within the allocated health resources.

Adrian became a board member of the Windsor and Ascot Primary Care Group in 1999 and took on a lead role for Older People’s Services. In 2005 Adrian took on a role as Medical Director for East Berkshire Out of Hours but returned to work as a locality lead in Berkshire East PCT in 2012 in preparation for Clinical Commissioning. Adrian was elected as Clinical Chair for Windsor, Ascot and Maidenhead CCG in 2013 and took the CCG from authorisation to its merger in 2018. In that time the CCG went from a position of requiring improvement to outstanding performance for its last 2 years. In 2015 Adrian supported the NHS Confederation’s commission on examining care gaps in urgent care for Older people. In the same year he was also elected to the board of NHSCC as a regional representative.

Adrian remains involved in the Frimley Leadership and Improvement Academy as an executive board member and helps deliver the 2020 and Wavelength programmes. Adrian also supports the Frimley ICS as a clinical lead in the Integrated Care Decision work stream, the Frailty advisory Board and the Connected Care Programme. In October 2019 Adrian was appointed National Clinical Director for Older people and Integrated Person Centered Care, NHS England & NHS Improvement and he supports the clinical team for the Ageing Well programme.
**Health and social care: lessons learnt from COVID-19**

**Sue Younger Ross**
*Joint Carers Lead, Devon CCG*

Sue Younger-Ross is Joint Carers Lead for Devon, responsible for the Devon “Commitment to Carers” programme to improve the lives of up to 130,000 adult carers of adults in the County. She commissions the “Caring Well in Devon” contract delivered by Westbank Community Health and Care as “Devon Carers” and leads improvement work for carers in the County.

An advocate for carers at all levels in the developing Integrated Care System Devon, she is passionate about co-production with carers. She has worked with carers for fifteen years, for example, implementing the Care Act 2014 for carers in Devon, developing the Devon Carer Health and Wellbeing Check, the Devon Carer Ambassador Scheme, the Devon Carer Passport, and the HSJ Award-winning Carers Hospital Scheme.

Sue is an ex-pat Geordie who started her career as a Social Worker. She has worked for the City of Newcastle on Tyne, Barnardo’s, Buckinghamshire County Council and Age Concern England (in London and the South East). In 1989 she came to work in Devon to advise the County Council on independence for older people, and after a series of substantial roles, including a secondment to the Office of the Deputy Prime Minister, she took on development work and then the Carers Lead Role. In her personal life, Sue offered support to her mother who cared for her father, severely disabled by a Stroke, for ten years until her mother died.

**Simon Rapsey**
*Project Implementation Manager, Devon Carers*

Simon Rapsey is the Project Implementation Manager for Devon Carers and is responsible for a number of carers development projects across Devon. For the past two years he has been responsible for setting up and developing the Carers Hospital Service which has grown from a small team of 3 staff members to now being a Devon wide service with a team of over 30. In that time the scheme has directly supported over 6000 carers across the whole of Devon and recently won the 2020 System Led Support for Carers HSJ award. The service continues to grow beyond the Devon County Council boundaries – working with Carers Services and Local Authority colleagues from Torbay, Plymouth and Cornwall.

Other key projects include a scheme of over 70 volunteer Carers Ambassadors who work to influence decision makers within Devon, and a countywide carers break programme Time For You, delivered jointly with voluntary sector partners, and staffed by volunteers.
Owain Bale

*Business Analyst, Devon County Council*

Owain Bale is a Business Analyst at Devon County Council in the Adult Care and Health Commissioning function of the Council. Owain has responsibility for programme and project management of Devon’s Carers Programme, having been in a strategic commissioning role for the last seven years.

Owain has worked in social care for a number of Local Authorities since 2000, directly supporting people with learning disabilities and people with dementia before moving on to working as a care manager in 2007 during which time he has also managed telecare and rapid response services. Owain has been part of teams leading the implementation of Personalisation in social care, and the implementation of the Care Act.

Owain was awarded Fellowship of the RSA in 2013 and was shortlisted for the HSJ Award 2014 for improving partnerships between Health and Local Government. He was part of the team that won the HSJ Award 2020 for system-led support for Carers.
Support for working carers – where next?

Laura Doughty
Director of Fundraising & Communications, Carers UK

Laura joined Carers UK in November 2018. In her role, she leads on income generation, brand, communications, and marketing. Laura has worked in UK charities for over 16 years, most recent as deputy CEO of volunteering charity Volunteering Matters, and prior to that deputy CEO of Stonewall where she also had responsibility for their Diversity Champions programme.

In addition Laura brings over 18 years of experience from the private sector, working for several major media companies including Viacom and the Guardian Media Group.

Katherine Wilson
Head of Employment, Carers UK

Katherine leads Carers UK’s Business, Development and Innovation team’s work on employer services and employment policy. This includes promoting and servicing Employers for Carers (EfC), Carers UK’s business membership forum, related digital services, and wider work on carers and employment. She has previously worked on employment and equality issues across the public, private and not for profit sectors.

On joining Carers UK in 2007 Katherine worked on the development of EfC and was its initial manager when it launched as an employer membership forum in 2009. She also worked on the development of Carer Confident, EfC’s UK-wide employer benchmarking scheme. Launched in 2019, the benchmark assists employers to build a supportive and inclusive workplace for staff who are, or will become, carers and seeks to recognise employers who achieve this.

Joanna Hall
Business Support Manager & Working Carers Employee Network Group Co-Chair, Nationwide

Joanna Hall has worked at Nationwide for 14 years now and is currently a Performance & Operations Manager. She joined their Working Carers Network in 2017, having seen a presentation that made me realise she was a carer. It hadn’t dawned on her as it was her brother-in-law who she cared for and as he was family, she didn’t think it counted.

Joanna was asked to step into the Co-chair role last year and was delighted to accept. In her darker days of caring the Working Carers Network was a lifeline and a group of people who understood how she felt and offered practical advice. Now her caring responsibilities are reducing, it’s a group of people whose opinion she values and very much enjoys working with, hopefully making a difference to all our carers at Nationwide.

In her personal life she is married to Ian, who keeps her sane alongside her dog Blue. She just started studies towards a MSc in Strategic Human Resource Management and Development – she very much hopes the learning will support her in her role as Co-chair.
Jane Galloway
*Head of Flexible Working, NHSE&I*

Jane has worked in the NHS since 1999, in a varied career including in cancer services, service improvement, policy and strategy and leadership development. Her current role sees her working across the NHS in England to influence the inclusion and embedding of flexible working practices.

Jane is a big fan of a wild swim (well, more of a bob), running, cooking to jazz and catching up with friends and family. She believes that flexible working should be for all, regardless of the reason, and is so proud of the work that the team are doing to progress that.

She believes in the power of conversation, and is convinced that flexibility is in the culture change.

Carol Cheetham
*Senior Manager, Responsible Business, British Gas*

With a background in marketing and broadcasting, Carol has worked at Centrica for 6 years within Responsible Business and Community Engagement.

Carol manages the headline strategic partnership with Carers UK, working closely with the Carers UK and the business to fulfil the partnership aim of making life better for the UK’s unpaid carers which includes giving leading support to colleagues and customers as well as raising awareness of the issue.
Madeleine Starr

*Director of Business Development & Innovation, Carers UK*

Madeleine Starr MBE is Director of Business Development and Innovation at Carers UK, a not-for-profit organisation working to improve the lives of unpaid carers. Madeleine joined Carers UK in 2000 to lead its work on carers and employment.

In 2009 she was recognised as a Working Families Pioneer for ‘her sustained and successful campaigning for carers’ employment rights’ and for her influence in establishing the Employers for Carers membership forum, launched in 2009.

She is currently leading Carers UK’s work on digital innovation in health, care and the third sector. Madeleine was awarded an MBE in 2012 for services to employment.

Verity Comley

*Carers Programme Delivery Manager, NHE&I*

Verity is Carers Programme Delivery Manager at NHS England/Improvement (NHSE/I). Verity has worked in the Commitment to Carers Team for 18 months, and at NHSE/I for five years.

Verity is leading two of five NHS Long Term Plan Objectives for unpaid carers, specifically: contingency planning and ensuring carers who are from often excluded communities are identified and supported. Verity is passionate about helping to improve outcomes for all, whilst supporting sustainability of services by encouraging communities to become carer-friendly, enabling all, including the most vulnerable, to reach their potential and live high quality lives.

Due to personal and professional experience, as well as voluntary work, Verity firmly believes that the best services and interventions are built around the people they aim to support – not processes and systems. Verity is excited to be working with Carers UK to enable Primary Care Networks to support carers with emergency planning using the Carers UK Digital Resource for Carers and Jointly App.

Jennifer Boon

*Deputy Director for Data Policy and Digital Oversight, NHSX*

Jennifer Boon is Deputy Director for Data Policy and Digital Oversight at NHSX. Her team is responsible for the health and social care data strategy, currently published in draft, “Data saves lives: reshaping health and social care with data.”

Before NHSX, Jennifer worked at the Centre for Data Ethics and Innovation, specialising in bias in algorithmic decision making, and at the Office for Life Sciences, leading their work on the data and digital components of the first Life Sciences Sector Deal.

Prior to joining the civil service, Jennifer worked on research and public health policy in the third sector, starting her career at Cancer Research UK before moving onto the British Heart Foundation and Understanding Patient Data.
Digital data and innovation

Martin McFayden

Head of Public Sector Sales, Virgin Media

Martin McFayden is Head of Public Sector at Virgin Media Business. He supports organisations from education to healthcare with their digital strategy to enhance employee experiences and improve people’s lives. He goes above and beyond to understand their challenges and provides consultancy to ensure they are overcome and that they are ready to adapt to an ever changing future.

He has more than 20 years’ experience within the telecoms sector, joining Virgin Media Business in 2007, and progressing from Account Manager, then Regional Director – Scotland, to his current position. Martin lives in Hampshire with his family and is a passionate football fan.
Speaker profiles

The future of carers in the NHS: Health & Care Bill and Commitment to Carers

Ruby Peacock

*Head of Policy & Public Affairs, Carers UK*

Ruby leads Carers UK’s policy and public affairs work, including leading their flagship State of Caring survey. Previously, she was Deputy Head of Public Affairs at the Federation of Small Businesses, leading the organisations work in Westminster.

She led FSB’s Women and Diversity policy portfolio. Ruby has also previously worked for London Councils and the Children’s Society.

Professor Luke Clements

*Professor of Law and Social Justice at the School of Law, Leeds University*

Luke Clements is the Cerebra Professor of Law & Social Justice at the School of Law, Leeds University.

Luke was involved in the drafting of the Westminster Bill’s that became the Carers (Recognition and Services) Act 1995 and the Carers (Equal Opportunities) Act 2004, as well as acting as the expert adviser to the Joint Parliamentary Select Committee scrutinising the Bill that resulted in the Care Act 2014.

Jen Kenward RGN MA

*Experience of Care Lead, NHSE&I*

Jen is qualified as a registered general nurse and her background includes practice across a wide range of medical and surgical specialities, establishing nurse-led services and having a key role in the development of integrated care services.

She has established educational programmes to provide a development programme for health care assistants, fast-tracking them into registered nurse training. Jen moved from clinical practice and education into operational management, first as a ldw for equality and diversity, before leading patient experience in a large acute trust. She joined the patient experience team at NHS England in July 2013 and has specific responsibility for supporting work to improve experience of end of life care, long-term conditions and unpaid cares. Jen leads NHS England’s Commitment to Carers Programme.

Jen has been a carer for 13 years. You can follow Jen on Twitter: @JenKenward
Social Care Reform: Government plans and engagement

Emily Holzhausen OBE
Director of Policy & Public Affairs, Carers UK

Emily leads on Carers UK policy, parliamentary, research and media work, and is also responsible for Carers Week, one of the UK’s biggest awareness weeks involving thousands of local events. With two others, she Co-Chairs the Care and Support Alliance.

She is on the Board of the International Alliance of Carer Organisations and chairs the Policy and Stakeholders Committee. She has been at Carers UK since 1996 and is one of the country’s foremost experts on carers’ issues. Emily was awarded an OBE in 2015 for services to carers.

Tabitha Jay
Director of Strategy and Reform, Department of Health and Social Care (DHSC)

In her role as Director, Tabitha ensures that advice is provided to Ministers to support the design and delivery of a sustainable Adult Social Care system that is fit for all for the future. Tabitha currently leads work on adult social care strategy, data, charging, funding, legislation and assurance.

Tabitha has worked in a number of senior roles across DHSC since 2005. Most recently she was Director of Work and Health Unit, a joint unit of DWP and DHSC.

Dame Phillipa Russell DBE
Carer and Vice President, Carers UK

Dame Philippa Russell DBE is Vice-President of Carers UK and was Chair of the Standing Commission on Carers. An Honorary Fellow of the Royal College of Psychiatrists and of the Royal College of Paediatrics and Child Health, she is a Board Member of TLAP (Think Local, Act Personal) and of SEefa (the South East Forum on Ageing) and a Patron of Carer Support West Sussex.

Phillipa is a long-term family carer, with an adult son with learning disabilities and brain damage and cared for her husband who died at the start of the pandemic with cancer, Lewy Body Dementia and heart failure.
Speaker profiles

Posters session

Yessica Alvarez  
*Programme Manager, Public Health England*

Having worked in the public policy system for many years, including local voluntary and community organisations as well as health and social care services, national and international public policy organisations, Yessica Alvarez is currently a Programme Manager in the Healthy Ageing Team at the Office of Health Improvement and Disparities. The Healthy Ageing programme aims to increase healthy life expectancy by 5 years and make our country the best place to grow old. Yessica’s work focuses on social reconditioning, including a portfolio of work on unpaid caring as a social determinant of health, volunteering and its health impacts, and reducing inequalities in ageing in rural and coastal communities. Playing tennis and spending time with her young family are her happy hobbies for wellbeing.

Patrick Knock  
*Project Manager Carers Active Campaign, Carers UK*

Patrick’s role is to manage and deliver the three year Sport England funded Carers Active Campaign to encourage more carers to become physically active and improve their health and wellbeing. The project will involve working with internal colleagues and a range of different health, social and sport sector partners, carers, and volunteers to provide more opportunities and support to unpaid carers in accessing different types of physical activity.

Patrick graduated in Social and Cultural Studies in Sport & Leisure from Sheffield Hallam University and has worked for over ten years in the sports sector prior to joining Carers UK, firstly as Development Officer at the sector skills council, SkillsActive followed by taking on the role of Development Manager at the national development agency, BaseballSoftballUK. During this time he led nationally on the organisation’s disability programme and worked closely with a diverse range of community groups, charities, and sport and leisure organisations. Patrick has a passion for taking part in sport and physical activity both online and in person and is keen to advocate the physical and mental health benefits of being physically active. Patrick volunteers as a joint manager of his football team and enjoys walking and swimming.

Rhiannon McIntyre  
*Young Carers Promotion Officer, Sandwell Young Carers*

Rhiannon McIntyre is a Young Carers Promotion Officer at Sandwell Young Carers. Sandwell Young Carers is a registered charity set up in 1994 to identify, support and offer activities to children and young people aged 5-18 whose lives are affected as a result of caring for a disabled or ill family member. She has been in this post since September 2019 following completion of a Masters in Children’s Rights.
Lynne Stafford

CEO, Gaddum

Originally, Lynne trained and worked as a nurse in London, Midlands, Yorkshire and overseas in Uganda. She graduated from NHS MTS and worked as a senior manager across the Northwest in management, commissioning and Public Health. Fourteen years ago, she moved to VCSE Sector as Business Development Manager and then as Chief Executive. She has quite unique & diverse managerial & leadership experiences across Health & Social Care, including VCSE, statutory (NHS) & private sectors with knowledge and understanding of wide range of service areas. Among her experiences are managing change, strategic influencing, strategic and operational management, and business development.

She joined Gaddum in 2014, as Chief Executive, working in the VCSE sector because she wanted to be part of a social movement for change; being passionate about helping support local people in our communities through difficult times in their lives. She is lucky to be part of King’s Fund Cascading Leadership Programme.

Gaddum delivers carers services in both Manchester & Salford. As the VCSE representative on Greater Manchester Strategic Carers Group, she was instrumental in consulting with unwaged & support stakeholders to develop a GM Carers Charter & Commitment to Carers. For Manchester, Lynne leads the consultation and development of a Carers Strategy, which resulted in the Carers Manchester Pathway & Programme for which Gaddum is the Lead Organisation.

Zoe Robertson

Strategic Lead (Commissioning) Adult Social Care, Manchester City Council

Zoe Robertson is a Strategic Lead – Commissioning in Adult Social Care at Manchester City Council. She has a background as a nurse in the NHS, moving first into the Housing Directorate within the Council to support people who need rehousing on medical grounds and the Older People’s Housing Strategy.

Zoe is passionate about housing and health and is a Fellow of the Chartered Institute of Housing. Since 2000, Zoe has worked in Adult Social Care in a number of positions that enable people to live independently with a range of interventions.

As a commissioner, she has led the work on the Our Manchester Carers Strategy since 2019, delivering a dynamic pathway for carers to help them earlier and improve the quality of information and advice offered to them. Zoe will showcase the work to deliver a brand new service called Carers Manchester Contact Point during the pandemic and how it has helped carers, underpinned by an academic evaluation as part of her MBA dissertation.

Speaker profiles

As part of her role, Rhiannon raises awareness of young carers across the borough of Sandwell to ensure that statutory and voluntary professionals have the knowledge and skills to identify hidden young carers and ensure young carers are supported in supporting the reduction in inequalities faced by young carers that arise as a result of their caring role.
Sarah Hulme

Head of Children, Young People and Family Services, Central and North West London NHS Foundation Trust

A Speech and Language Therapist by background, Sarah has over 30 years’ experience working with children with complex and additional needs and their families. Sarah established the alliance known as ‘Camden Integrated Children’s Service’ in 2014. Her role affords her the opportunity to lead community children’s services across 4 NHS providers and the local authority, working in partnership to deliver the best outcomes for CYP and families.

Sarah is particularly interested in co-production at both personal and strategic levels, using shared knowledge and skills to improve performance and outcomes. A huge part of Sarah’s role is working collaboratively with parents who themselves are carers, and this is where her caring journey began.

Sarah set up CNWL’s ‘Carers at Work’ staff network alongside her co-chair Sian Aylett back in 2017. Both have experience of caring in their personal lives, bringing the drive of lived experience to help shape the network, and have worked alongside the dedicated committee to develop the offer and improve the support the network provides to the organisation.
Speaker profiles

Panel discussion

Sir David Pearson CBE
Former Chair, Social Care Sector COVID-19 Support Taskforce

David was the Director of Adult Social Care and Health for 14 years and the Deputy Chief Executive for 10 years with Nottinghamshire County Council.

He is a Past of the Association Directors of Adult Social Services in England and continues to act as an advisor to the government on social care and health reform. He was appointed by the Government in November 2017 to be an independent advisor on the Social Care Green Paper in England.

David took up the role of senior lead on all social care related matters in the NHS for the Covid-19 response from the end of March 2020. This involved working with the sector, NHS and government departments on policy and operational issues. In June 2020 he was appointed by the government to the role of Chair of the COVID-19 Social Care Support Taskforce which completed its work at the end of August. He continued to work in Government to support the work on Social Care and the implementation of the Taskforce recommendations until the end of June 2021.

He was also the Independent Chair of the Nottingham and Nottinghamshire Integrated Health and Care System. David has led the Nottingham and Nottinghamshire System since the creation of STP’s in 2016. He is now a System Partnership Advisor for NHS England. He is also the Chair of the Board of TEC Quality a Community Interest Company whose role is to promote standards of quality and cost effectiveness of technology in health and social care across the UK. He is the Chair of the Advisory Board of the NIHR (National Institute for Health Research) School for Social Care Research.

David was awarded a CBE in 2016 for services to adult social care and a Knighthood in the 2021 New Year’s Honours for services to health and social care integration.

Dr Neil Churchill OBE
Director for Experience, Participation and Equalities, NHE&I

Neil is Director for Experience, Participation and Equalities at NHS England and NHS Improvement, having joined the NHS after a 25-year career in the voluntary sector. His focus is on understanding people’s experiences of the NHS, involving people and communities in decision-making and leading change to improve the quality and equality of care. Major initiatives include NHS Commitments to Carers, volunteering in the NHS and relationships with the voluntary sector.

During the Covid-19 pandemic, Neil led support for vulnerable individuals and groups. Neil has previously been a Non-Executive Director for the NHS in the South of England and is a member of the Strategy Board for the Beryl Institute, a trustee of Future Care Capital and Chair of Care for the Carers in East Sussex.

He is himself an unpaid carer. Neil tweets as @neilgchurchill.

@carersuk  #stateofcaring  #socialcarereform
Speaker profiles

Panel discussion

Stephen Chandler

ADASS President & Director of Adult Services and Housing Services, Oxfordshire County Council

Stephen joined Oxfordshire County Council in September 2019 as the Director of Adult Services (DASS). Since then he has also taken responsibilities for housing services within Cherwell District Council. He has also been the ADASS President since April 2021.

Stephen’s career began in the NHS initially as a nurse and latterly in several NHS director roles including operating at Trust Board level. Following a period as a joint commissioner his most recent positions have been within local government in several assistant director and director of adult services positions. Stephen has developed innovative models of adult social care with a focus on earlier invention, partnership and market inclusiveness. He has a passion for co-production and improving quality.

As a system leader Stephen is Oxfordshire County Council’s lead on the emerging Buckinghamshire, Oxfordshire and Berkshire West (BOB) ICS and has recently taken on joint responsibility for urgent care. During 2018-19 Stephen worked closely with BBCs Panorama team as they spent time within Somerset filming for the 2 part ‘Crisis in Care’ programmes.

As ADASS President Stephen has sought to be ‘Critical Friend’ within the sector supportive and challenging as appropriate. With the beginning of the reform of Adult Social Care this is an exciting time to be involved supporting the sector, people being supported, their families, those who work within it, partners and organisations.

Stephen sees his approach to innovation, a focus on value and leadership and critical to delivering the full potential of reform.

Natasha Curry

Deputy Director of Policy, Nuffield Trust

Natasha Curry joined the Nuffield Trust in 2011, prior to which she worked as a fellow in health policy at the King’s Fund. Natasha started her career as evaluations officer in a national health charity.

Natasha leads the Trust’s social care programme of work which has focused on what England might learn from other countries’ experiences of system reform. As part of her work in this area, Natasha has been to Japan twice and Germany once to study their long-term care systems, with a view to identifying principles and lessons for England. During covid-19, she has collaborated with the WHO on their review of international responses in social care and she co-authored an analysis of England’s covid-19 response. She is currently co-leading a project with the London School of Economics on what England can learn from other countries’ responses to covid-19 in care settings.

Natasha has also previously researched and published on a range of topics, including clinical commissioning, integrated care, primary care, long-term conditions and NHS reform.
Making life better for unpaid carers

Carers often go unseen in our communities. It can be a full-time job looking after loved ones who are older, disabled or seriously ill – but without the salary. And while they’re busy thinking of others, carers are more at risk of feeling lonely and becoming isolated.

Virgin Media has teamed up with Carers UK, the UK’s leading charity for unpaid carers, for the next five years – so no carer ever has to feel lonely.

Our goal is to help build meaningful connections that make life better for 1 million carers, by the end of 2025.

Find out more here
We’ve partnered with Greater Manchester Combined Authority (GMCA) to deliver social value that’s focused on local people. Together we’ve:

- Delivered free broadband to 15 homeless shelters, community centres and charities – with six more due to be connected before the end of the year
- Provided 567 school children in Greater Manchester with digital bundles, so they could keep learning even when schools were closed
- Delivered financial support to help tackle rough sleeping, including a £100,000 donation to the Greater Manchester Mayor’s Charity ‘A Bed Every Night’ programme
- Volunteered for more than 1,000 hours to support local community initiatives, from foodbank support to digital skills sessions

Partnering with GMCA has also created new job opportunities. After one year of the LFFN rollout, more than 80% of the project workforce were from the Greater Manchester area, outperforming the initial local employment rate target of 50%.

We’re proud of this partnership, as an example of the power of public and private sector collaboration in delivering a sustained, positive social impact on a local community.
Each year, Carers Rights Day helps us:

- ensure carers are aware of their rights
- let carers know where to get help and support
- raise awareness of the needs of carers.

Whether you want to hold an event in your workplace or show your support on social media, find information and resources at carersuk.org/carers-rights-day

Carers Rights Day is Thursday 25 November 2021
Find out more about your rights as an unpaid carer: carersuk.org/carers-rights-day

Social Value is important to us:

- We give all our 1,000+ employees 1 paid leave day per year to volunteer
- We work with Supported Employment agencies to increase recruitment of disabled people
- We donate equipment and fundraise - which includes our partnerships with Belief in Action and Alzheimer’s Society

We are always interested in hearing from people. If you are planning your next procurement, thinking about the future of an in-house service, or just want to tell us about the people and services in your area, email d.griffiths@medequip-uk.com and we’ll be in touch.

Sign up to our newsletter by emailing your name and job role to marketing@medequip-uk.com

41 Community Equipment Service contracts covering a population of 18 million people and a geographical area of over 13,000 square miles.

We collect 77% of all equipment issued to users, and successfully recycle 91% of collected items following decontamination and operational checks to ensure the equipment can be safely reused.

Procurement experts in researching, sourcing, negotiating and logistics. Applying know-how and connections to secure the best prices without compromising quality. Total spend with suppliers for 2020 was £54m across 21 depots, £40m Standard Stock and £14m Specials Stock.

We are learning to co-produce our services

Read the latest news from our MD: mq-uk.com/from-our-md
Carers UK

Carer Support

Carers UK’s Carer Support team provides a range of ways for carers to access information, advice, peer-support and volunteering.

The national Helpline advises carers on practical issues including benefits and other sources of financial support, carer’s assessments and services for carers.

The Listening Support Service provides an opportunity for carers to reflect and discuss their needs. Our 40,000-strong membership provides a lively and supportive community, and we offer a range of ways for carers and others to volunteer.

Online meet-ups for peer support and interesting activities have become increasingly popular, and we also offer a wide range of online resources to help carers navigate all aspects of their lives with confidence.

Get in touch via email for further support:
Helpline: helpline@carersuk.org
Membership: membership@carersuk.org
Volunteering: volunteering@carersuk.org

Research and consultancy

Our Research and Consultancy team works in partnership with public, private and voluntary sector organisations to support the evidence-based delivery of products and services to carers.

This is achieved through research, analysis and expert advice and guidance, framed by the latest national and local policy. To discuss your specific requirements email us at research@carersuk.org

Digital Resource for Carers

The Digital Resource for Carers allows service providers and employers to offer the best of both worlds to carers by combining Carers UK’s digital products and online resources with their own information, creating a truly comprehensive support resource for carers. This includes Jointly, Carers UK’s care-coordination app to promote wellbeing and resilience in caring.

Subscribe to the Digital Resource for Carers and give carers free access to a range of essential online resources delivered on a custom-made, joint-branded platform to promote your own support for carers.

The Digital Resource for Carers can support prevention and help carers before they reach crisis point, offering real value for money in challenging times.

To find out more visit carersuk.org/digitalresource or email us at client.services@carersuk.org

Looking after someone

Information and support for carers

Carers UK’s Looking after someone guide is an essential guide for anyone caring for family or friends.

Offering guidance on everything from benefits and financial support to help with your wellbeing, this booklet brings together many helpful caring topics.

The guide is available online and in print in five versions (for England, Scotland, Wales, Northern Ireland and in Welsh).

Free download: carersuk.org/LAS
Employers for Carers (EfC) is Carers UK’s growing membership forum and service for employers who are seeking to support the carers in their workforce and retain key talent.

EfC is managed and supported by the specialist knowledge of Carers UK and now has over 240 organisations in membership, covering more than 3.7 million employees.

Our ‘umbrella’ membership model, designed for local authorities, enables you to extend and share the benefits of Employers for Carers to SMEs and health partners in a locality.

The benefits of membership include a dedicated member platform, practical information and advice for managers and carers, expert information/consultation sessions and an opportunity to learn from other employers at regular member networking events.

Please visit employersforcarers.org or email client.services@carersuk.org for more information.

I am a **carer**.
I also have a **career**.

- Helping you support and retain the carers in your workforce
- Do you know how many carers are in your workforce?
- Can you afford to lose them?

020 7378 4956  
client.services@carersuk.org  
employersforcarers.org

EFC is an employer membership service provided by Carers UK. Carers UK is a charity registered in England and Wales (246329) and in Scotland (SC039307) and a company limited by guarantee registered in England and Wales (864097). Registered office 20 Great Dover Street, London SE1 4LX.
Carer Confident

The Employers for Carers benchmarking scheme

The Carer Confident benchmarking scheme supports employers to build a positive and inclusive workplace for staff who are, or will become, carers and to make the most of the talents that carers can bring to the workplace.

Carers in the workforce

With 1 in 9 people now juggling work with caring for someone who is older, disabled or seriously ill – and our population ageing – carers are a growing reality in our workforce.

What are the benefits of supporting carers?

Evidence from Employers for Carers member organisations and other sources shows that, far from compromising business goals, supporting carers in the workplace has the following benefits:

- **Retention** of key staff (reduced recruitment and training costs)
- **Resilience** of staff (increased health, engagement and productivity and reduced stress, sick leave and absenteeism)
- **Recruitment** (and return) of talent to the workforce (improved competitiveness and performance)
- **Results** for the bottom line (including cost savings).

Carer Confident levels

- **Level 1: Active** in addressing carer support
- **Level 2: Accomplished** in providing carer support
- **Level 3: Ambassador** for carer support both internally and externally.

Find out more about becoming Carer Confident today:

carer.confident@carersuk.org
020 7378 4956

carerconfident.org
Digital Resource for Carers

Technology has a vital role to play in supporting carers, which is why we are working with employers and local authorities to reach carers and provide them with digital tools to help them in their caring journey.

The Digital Resource for Carers includes:

**E-learning**
Building resilience
Designed to help carers access advice and information relevant to their situation, find resources and identify sources of support including technology, as well as promote carers’ own health and wellbeing.

**Jointly**
Care co-ordination app
A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.

**Free publications**
Carers UK guides

**More resources & information**
Access links to further resources and sources of information and support for people who are looking after a loved one.

For more information  T 020 7378 4956  E  client.services@carersuk.org