

July 2017

Welcome

to the next bumper edition of the Supporting Unpaid Carers in Norfolk Newsletter. In this edition we will update you about the outcome of the tender to deliver a new service to support people who are unpaid carers in Norfolk from October. This edition will:

1. Introduce you to the new service provider and explain what the service will do.
2. Update you on the Carer UK Norfolk resource (which is now live)
3. Start to develop a Frequently Asked Questions (FAQ) so you can find out more about how the changes might affect you over the coming few months.

If you would like any further information, please contact us at
 NNCCG.carersfeedback@nhs.net

Caroline

Caroline Cunningham-Brown (Commissioning Manager)



UPDATE

Norfolk County Council
and the 5 Clinical
Commissioning Groups in Norfolk have now launched
Carer UK Norfolk and there are already over 200
registered users—see page 3 for more details.

Delivering the Commissioning Intentions—The Service

Our commissioning intentions set out how Carers wanted to be supported in the future. Carers told us they wanted more say in how the new service would run and wanted better information in a more accessible way. Our model set out to ensure that people who are unpaid carers in Norfolk know where to find information and resources to meet their needs at any point during their caring journey in order to remain independent, resilient and well.

When the Council commissions services, we have to develop a service specification which tells interested organisations what we want them to do. Usually, the specification will set out a list of activities or services and state how much we want to spend on staff and resources. However, for the service to support people who are unpaid carers, we wanted to do something more flexible so using the co-produced Commissioning Intentions we developed an outcomes based service specification. Rather than say we wanted to buy a list of activities we explain the things that carers wanted to achieve and asked bidders to tell us how they were going to do this. Carers and Commissioners felt this would allow the service to be more flexible and responsive to carers needs and support the service to develop innovative ways of delivering what matters to carers.

Promote, maintain or increase independence

I have tools, resources and services available to me that help me increase or maintain my independence.

Create and increase resilience

I have access to support and resources that help me to build my resilience in my caring role.

Care with confidence to avoid crisis

I have access to plans, training and support that help me and the person I care for avoid or manage a crisis.

What Matters to Carers is achieved

As a carer, I am able to achieve what matters to me and services understand what matters to me.

The new service will:

Enhance quality of life for people with care and support needs	Delaying and reducing the need for care and support
Ensuring that people have a positive experience of care and support	Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

The New Service

After a lengthy evaluation, the contract has been awarded to a partnership led by Voluntary Norfolk and work will begin to get the new service up and running by the 1st October 2017. The evaluation panels were impressed with the service offer from the partnership and felt the service would be wholly inclusive of carers who will co-produce and influence every aspect of the service. Over the next couple of pages, we set out what the new service will deliver.

Norfolk Carers Support



Norfolk Carer Support have made the following statement

We would like to take this opportunity to publicly thank the commitment and accomplishments of a strong and very experienced team. We are of course, very disappointed at the outcome of the procurement process. We have worked hard since 2015 – as lead partner- to develop a service which has had a positive and measurable impact on the lives of thousands of unpaid carers across Norfolk.

Norfolk Carers Support and sub contracted partners will ensure we sustain the Norfolk Carers service until 30th September and enable a smooth transition of people currently supported to the new provision.

The Trustees and staff at Norfolk Carers Support will now look to regroup, learn from recent experiences and assess how we can continue to meet the needs of adult carers going forward - alongside our work with young and young adult carers.

We will continue to build new and different partnerships and aligned with a vision shaped by carers we work with. We will continue to do so in ways that are helpful and make a real difference for individuals.

Any queries should be directed to admin@norfolkcarerssupport.org

What Matters To Carers

Every carer coming in to contact with the service, regardless of how, will be asked to consider what matters to them using a 'What Matters to Me' tool. The tool will be co-produced by carers with Cares Council for Norfolk and will support carers to think about how their caring role affects all aspects of their life in order to identify what advice, guidance or support they, as carers, need in order to remain independent, resilient and well. The tool will be available on-line or on paper and in person, via each partner delivering the service, as well as, through other voluntary and community based services.

Voluntary Norfolk will seek to train their staff working with other services to support carers to complete the 'What Matters to Me' tool in addition to training other organisations in the use of this tool to extend the service's reach to hidden or disengaged carers.



The Service Gateway



FamilyCarersNet will provide a service gateway which will be accessible through a dedicated telephone supported telephone line and via the service website. The gateway will build upon an existing service delivered by FamilyCarersNet and will be staffed by an additional 4 FTE trained Carer Advisors. The service will be available from 8am to 8pm during the week and 4pm – 8pm on a Saturday and 8am – 12pm on a Sunday. The operating times were determined by people who are unpaid carers. The service gateway will be accessible to carers who can self-refer and to other services and professionals. The gateway will utilise the Norfolk Community Advice Network (NCAN) referral system. The service will be supported by volunteer peer advisors and peer mentors (who are already

in place) providing additional advice and support through the telephone service and online via The Pod. The Pod is an interactive forum and support network, accessible through a simple registration process, and will enable carers to speak to advisors and other carers in confidence.

In addition, FamilyCarersNet will provide telephone based counselling available through trained volunteer counsellors resource (working towards their professional BACP Accreditation, supported by approved Mental and Emotional Health professionals). FamilyCarersNet already deliver this service in Suffolk and have access to an extensive volunteer resource. FamilyCarersNet will use their existing and new Corporate Social Responsibility partners to co-fund, develop and deliver Life Outside of Caring activity breaks.

Locality Support—Voluntary Norfolk



Voluntary Norfolk will provide a locality facing service across all 5 Clinical Commissioning Groups with each CCG supported by 1.5 full time Carer Connectors (1 FTE in East). Carer Connectors will support carers to complete the 'What Matters to Me' tool and preventative assessments. Carer Connectors will connect carers to local resources and services, supporting with system navigation, and providing tools and techniques to empower the carer in developing emotional resilience and self-advocacy skills.

Carer Connectors will work with carers to provide 1:1 support and develop emergency plans when needed. Carer Connectors will utilise a Carer Support Toolkit which will be co-produced with carers and rolled out across the service.

Carer Connectors will be based within the District Council Early Help Hubs and Voluntary Norfolk's existing office bases and will utilise the NCAN referral system. In addition, Carer Connectors will work with the discharge teams at the 3 Norfolk Hospitals (Norfolk and Norwich, Queen Elizabeth and James Paget) to support carers when their loved ones come home from hospital.

Each locality will be supported by a team of 10 Carer Support Volunteers (CSV), who will be recruited and supported by Voluntary Norfolk who will seek to recruit former carers as volunteers. Carer Support Volunteers will coach and support carers to build confidence, reduce isolation and provide practical support, building on their own experience and knowledge.

Carers Voice—Carers Council for Norfolk



Carer Voice and Involvement work will be undertaken by Carers Council for Norfolk. CCN will employ a Network Facilitator to bring together carers and people who work with carers in each locality every two months and the Network Facilitator will provide the link between locality groups and the locality based Carer Connector service.

Carers Council for Norfolk will provide a part-time Grants and Membership officer who will focus on managing the Carer Peer Support Group grants and focus on increasing the reach of the whole service to hidden and disengaged carers. Annual grants will be provided to support the development and sustainability of existing and new carer groups and support the development of locality based Carer Peer Support Groups.

Carers Council for Norfolk will work with carers to ensure there is co-production of the service development and service delivery. CCN will support the service partnership steering group to consider the development and performance of the whole service and it is expected that people who are carers will take 50% of the seats on this group. The Carers Council for Norfolk will re-launch their website to support more carers to have their voices heard and influence the direction of the service.

Training and Support—Norfolk and Suffolk Care and Support



Norfolk
and Suffolk Care Support

Ltd (N&SCS) will use their existing health and social care learning portal to provide specific training and e-learning to carers with a focus on increasing practical caring skills, knowledge, and confidence.

In addition to the on-line learning portal for Carers, N&SCS will deliver a rolling programme of training, which will be co-produced by carers, and delivered to peer support groups. Topics will include harm-free care, coping with anger and guilt and mental health.

The Carer Handbook Norfolk—All Partners

The Partnership will develop a Carers Handbook and this will reflect the on-line service offer. The handbook will be co-produced with Carers and the aim is that within 2 years it will become self-funding to free up resources for other aspects of the service.

We are working with the new partnership to develop a frequently Asked Questions for people who are carers and organisations supporting carers. If you have a question to ask please email Caroline to have it included.

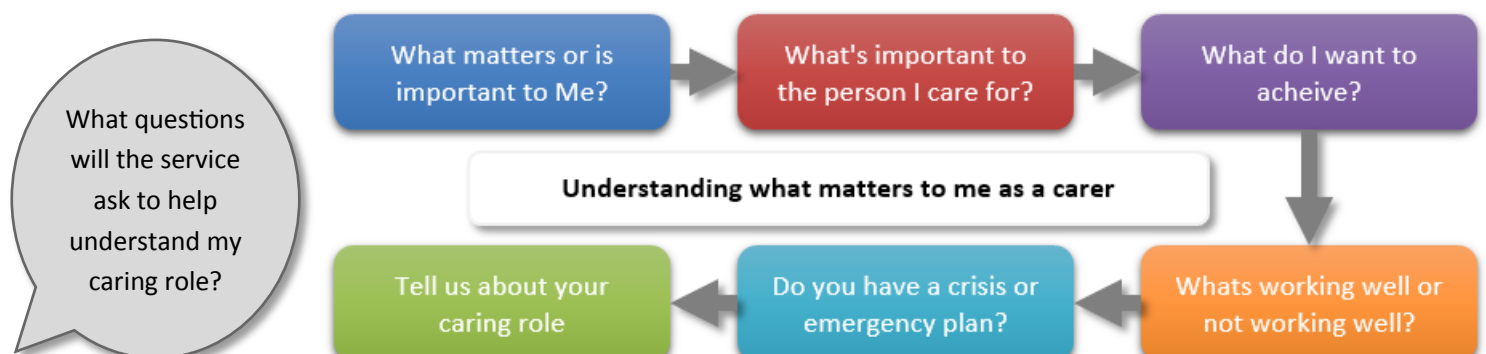
NNCCG.carersfeedback@nhs.net

From October this year, the new service will be launched across the county and led by Voluntary Norfolk, in partnership with Carers Council for Norfolk, FamilyCarersNet and Norfolk and Suffolk Care Support.

"We are delighted to be delivering this new service with our partners. We are committed to providing a

Sharon Brooks, Chief Officer, Carers Council for Norfolk explained:

Full details and information of the new service will be announced over the forthcoming weeks, but if any carer wishes to know further information they can get in touch with the Interim Carers Service Manager,



Carer UK Launch

I am pleased to announce that Norfolk County Council and the five Clinical Commissioning Groups in Norfolk are about to launch Carer UK Norfolk. This is a free resource available to all people who are unpaid carers in Norfolk to provide resources and guidance to support their caring roles.



Register for our **FREE** digital resources and get the help you need today.

Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support, caring can have an impact on your health, your job, your finances and your social life. Norfolk County Council in partnership with the five Clinical Commissioning Groups in Norfolk, have teamed up with Carers UK to offer carers in our region a comprehensive solution that brings together Carers UK's digital products and online resources with our own information and support for carers onto a single webpage.

To create an account and get free access to all the products and support resources click on the link: <https://carersdigital.org/login/signup.php?DGTL7862>

What's included?

- **About Me:** building resilience for carers: an e-learning resource that helps carers identify and build networks of support and promotes their self-care.
- **Jointly:** our care co-ordination app for people sharing care.
- **The role of good nutrition when caring for someone:** an e-learning course that aims to help carers understand the role of nutrition both for themselves as well as the person they are looking after.
- **Upfront Guide to Caring:** a simple assessment tool to guide people new to caring or seeking support for the first time to navigate the Carers UK website.
- **Looking after someone:** Carers Rights Guide: which helps carers understand their rights as a carer and where to go for financial or practical help.
- **Being Heard:** a self-advocacy guide for carers: which helps carers develop the skills to self-advocate.
- **Technology and care:** a suite of resources on technology-enabled products and services that can support care and caring
- Our own information and support resources for carers including links to our localised carer services.

Over 200 people are already registered and benefiting from the resources available through Carer UK Norfolk!



These resources have been developed with carers and are used by thousands of people in their caring role across the UK. Registration is free and confidential.



Please share this link with as many people in a caring role as you can!

<https://carersdigital.org/login/signup.php?DGTL7862>

Carer's Photos Arrive at the NNUH



We are delighted to announce that the Norfolk Carers Photo Exhibition - which was hosted at The Forum in Norwich for Carers Week in June - has moved to the NNUH

Images are located in corridors of the West Atrium and so far the reception from staff and passers-by has been fantastic

We'd like to thank all of the carers who agreed to have their photos taken for the exhibition. We hope by raising the profile of unpaid carers, we can reach and support more unpaid carers in Norfolk.

It's important the hard work carers do each day doesn't go unrecognised. For more information about our services, please contact our free, confidential Advice Line on 0808 808 9876



We are keen that the newsletter reflects the experiences and views of people who are unpaid carers in Norfolk. If you would like to include something in the next edition, please contact Caroline
NNCCG.carersfeedback@nhs.net



Carer's Council Locality Network Meetings

The Locality Network Meetings are for carers and people working with carers to come together and share information about services and support for carers. To identify what works well, what could be improved and any gaps in services.

Locality	Date	Venue
All meetings run from 10.30am to 12.30pm Contact Louise Goold for more info—07508035428		
West Norfolk	Thursday 7th Sept	MIND Mobile Austin Fields Kings Lynn
South Norfolk	Tuesday 12th Sept	South Norfolk House Swan Lane Long Stratton
East Norfolk	20th Sept	Louise Hamilton Centre James Paget Hospital Goresdon
North Norfolk	26th Sept	ACT Centre St Michaels Avenue Aylsham
Norwich	28th Sept	Lions Room Costessey Centre Longwater Lane Norwich

FREQUENTLY ASKED QUESTIONS—UPDATED 24 July 2017

Voluntary Norfolk, in partnership with Family Carers Net, Carers Council for Norfolk and Norfolk and Suffolk Care Support Ltd have been awarded the contract to deliver support services to people who are unpaid carers in Norfolk from the 1st October. This means the current provider, Norfolk Carers, will cease delivering the Carer Support Service (Norfolk Carers) from 30th September 2017. We recognise that whenever services change, it can be an uncertain time for those people who use or work for the service so we've begun to develop a set of Frequently Asked Questions (FAQ) which will be available on-line and circulated across the carers networks in Norfolk.

QUESTION	ANSWER
What is the new service called?	Carers Council for Norfolk are working with locality carer groups to come up with a name for the new service. We will share this once its been decided.
How will I be able to access the service?	Carers can access the Service via a dedicated telephone support line (open 8am-8pm Monday-Friday and 4-8pm Saturday and 8am-12pm Sundays) or online via the service website. Carers can also access the service via a Carer Connector in the community. More details can be found on page 2 of this newsletter
Will I still be able to use the same phone number	We are looking at this at the moment, it might not be possible to keep the number from the current service but Family Carers Net will make sure any new numbers are advertised widely—we will make sure that all carers using the current service have access to the new service phone number.
How will the new service be staffed	This is a new service with additional levels of support and so we are working to ensure all the staff are in place for the start of the service with the right skills. More news on the recruitment to the new service will follow
I receive 1:1 support, what will happen with this in October	Carers will be able to receive support in person in the community from Carer Connectors and Carers Support Volunteers. are working out the best way to contact everyone using the current service and Voluntary Norfolk and Norfolk Carers Support will work together to make sure that everyone currently receiving support is able to access the new service offer.
I'm part of a carer group and receive a grant, will my group continue in October?	Yes—Carers Council for Norfolk will continue to support and grow the number of groups for carers in Norfolk and will manage the group grants currently available.
What will happen with my Carers Assessment from Norfolk County Council?	The changes to the carers support services will not affect your carers assessment with the County Council. The Council still have a duty to deliver Carers Assessments under the Care Act and we hope the new service will help carers get support before they need an assessment.

That's all for now—we will continue to update the FAQ and will make sure this is shared with Carers and people supporting Carers across Norfolk over the coming weeks.

If you have any questions or comments, please contact Caroline by email NNCCG.carersfeedback@nhs.net

The next edition of Supporting Unpaid Carers in Norfolk will be published in September and will explain all you need to know about the new service.