

2025 – 2027

# PLYMOUTH ALL AGE UNPAID CARERS STRATEGY

SUPPORTING  
CARERS,  
STRENGTHENING  
COMMUNITY

CARERS STRATEGIC PARTNERSHIP BOARD

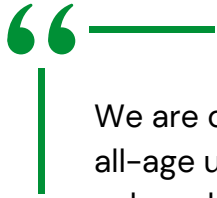




# TABLE OF CONTENTS

- 3**     **Support from our local leaders**  
A statement of support for the strategy from local leaders in health and care
- 4**     **Carers in the UK & Plymouth**  
Understanding of carers in the UK and Plymouth using recent statistics
- 7**     **Introduction**  
An over of the strategy, who it's form and how it has been developed.
- 9**     **What has changed?**  
What has been achieved so far for carers in the city
- 11**    **Our 6 priorities in summary**  
A high-level overview of our 6 priorities for carers
- 12**    **Our 6 priorities in more detail**  
A page by page overview of each priority written in more detail.
- 18**    **How will we know if we are making a difference?**  
An understanding of how we'll measure and monitor outcomes from the strategy
- 21**    **Closing statement**  
A closing statement for the strategy and contact information
- 22**    **Appendix 1 – Survey results**  
More details of findings from the surveys which informed our strategy
- 24**    **Appendix 2 – Glossary of terms**  
A glossary of terms to help guide readers through the stratgy
- 25**    **Appendix 3 – References**  
Links to references used to develop this strategy

# SUPPORT FROM OUR LOCAL LEADERS



We are delighted to present our first all-age unpaid carers strategy that acknowledges the invaluable contributions of unpaid carers in the Plymouth community. This document outlines our joint commitment to supporting carers over the next three years, detailing key priorities and steps for achieving them.

Our strategy builds on past successes, pinpoints areas for improvement, and includes feedback from carers, local organisations, and community groups. It covers adult carers, young carers up to age 18, and parent carers, but excludes those who work as paid carers.

Our vision is to place carers at the forefront, acknowledging their vital role in supporting family, friends, and neighbours through various challenges, that carers are recognised and valued as equal partners in care and involved in decision making relating to their caring role. They should have consistent support to continue their caregiving duties if they choose to, while also maintaining their health, well-being, education/employment and a life outside of caregiving.



**Gary Wallbridge**  
Strategic Director Adults, Health and Communities. Adult Social Care Retained Functions.  
Plymouth City Council



**Michelle Thomas**  
Chief Executive Officer  
Livewell Southwest



**Mark Hackett**  
Interim Chief Executive  
University Hospital Trust  
Plymouth



**David Haley**  
Director of Children's Services  
Plymouth City Council



**Cllr Mary Aspinall**  
Cabinet Member for Health and Adult Social Care. Plymouth City Council



**Councillor Jemima Laing**  
Portfolio Holder Children's Social Care, Culture, Comms and Legal  
Deputy Leader, Plymouth City Council



**Chris Morley**  
Local Director  
Integrated Care Board

We want to ensure young carers are enabled to be children and young people first and foremost and relieved of any inappropriate caring roles, while being involved in decisions relating to their caring role.

Ultimately, we aim to create communities where carers are recognised and valued and where they are neither marginalised nor discriminated against because of their caregiving roles.



# CARERS IN THE UK

---

**A carer is anyone who cares, unpaid, for a family member or friend who needs help and support due to illness, disability, a mental health condition or an addiction.**

While caring can be rewarding, many carers often put their lives on hold, impacting their health, wellbeing, relationships, education, employment, and finances.

A young carer is a child or young person under the age of 18 who provides care and support to a family member or friend who has a physical illness, disability, mental health condition, or substance misuse issue.

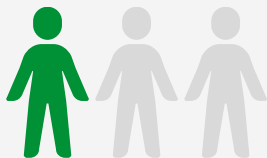
Young Carers often have more responsibilities than their peers and this can impact on their friendships, school attendance and attainment as well as their mental health.

**5.7 MILLION**

Unpaid carers across the UK according to the 2021 Census



**1 in 7** UK workers juggle work and care responsibilities



**1 in 3** children in the UK have a parent with poor mental health

**£445 MILLION**

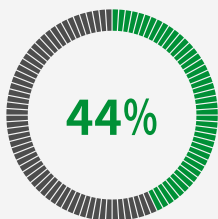
Carers in England and Wales contribute a staggering £445 million daily to the economy, totalling £162 billion annually (Petrillo and Bennett, 2023).

# CARERS IN PLYMOUTH

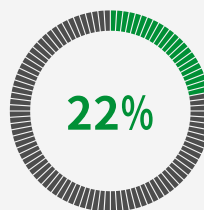


**23,956**

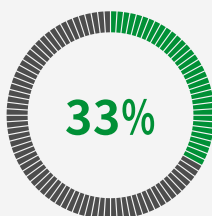
According to the 2021 Census, there are over twenty-three thousand carers in Plymouth.



Provide up to 19 hours of unpaid care per week



Provide 20-49 hours of unpaid care per week



Provide up to 50 or more hours of unpaid care per week



More women than men are carers, with the highest number in the 50-59 age group



In the 2024 School Census in Plymouth there were **730 young carers** identified in primary and secondary schools.





## WHAT IS THE PLYMOUTH CITY CARERS STRATEGY?

---

The Plymouth city-wide all-age carers strategy is a public document that outlines a clear set of priorities and commitments for supporting unpaid carers across the city. This strategy addresses the needs of carers of all ages and backgrounds, ensuring that everyone who provides unpaid care has access to the support and resources they need.

By detailing specific priorities, the strategy aims to create a more inclusive and caring environment for all individuals dedicated to supporting others. It reflects Plymouth's commitment to recognising and valuing the critical role that unpaid carers play in the community.

*This strategy aims to create a more inclusive and caring environment for all individuals dedicated to supporting others.*

## WHY HAVE A STRATEGY?

---

Having a city-wide carers strategy is essential because it establishes a clear framework for addressing the needs of unpaid carers, who play a critical role in supporting the health and well-being of others. This strategy helps to:

**Recognise Contributions:** It acknowledges the invaluable work that unpaid carers do every day, often without formal recognition or compensation.

**Promote Inclusivity:** By covering carers of all ages and backgrounds, the strategy promotes inclusivity, ensuring that no group is overlooked or underserved.

**Guide Decision-Making:** It serves as a reference for policymakers, helping to ensure that decisions affecting carers are made with their best interests in mind and to ensure that we are meeting our statutory duties.

# WHO IS THE STRATEGY FOR?

---

The strategy was created by members of the Carers Strategic Partnership Board (CSPB) (listed below), who formed a subgroup to research and develop the strategy with input from carers who have first-hand experience.

1

## Unpaid Carers

The strategy is designed for unpaid carers in Plymouth of all ages and backgrounds.

2

## Those who work for carers

It also targets those who are involved in carers-related work within the city.

3

## Carers Strategic Partnership Board (CSPB)

- Carers with lived experience
- University Hospital Plymouth
- Livewell Southwest
- Plymouth City Council (the commissioning body for carers services)
- Caring for Carers (the service provided by Improving Lives Plymouth)
- Time4U Partnership (young carers services delivered by in-house Community Youth Team and commissioned The Children's Society)
- St Luke's Hospice
- Healthwatch
- Other key stakeholders

4

## Other VCSE Organisations

The strategy is also relevant to other interested Voluntary, Community, and Social Enterprise (VCSE) organisations.

# HOW WAS THE STRATEGY FORMED?

---

To develop the carers strategy, a structured process was followed which gathered input from key stakeholders and carers with lived experience. Here's how it was formed:



## **Task and Finish Group**

A Task and Finish subgroup within the Carers Strategic Partnership Board (CSPB) was formed to lead the project. This group was responsible for guiding the strategy's development, ensuring that a wide range of perspectives were considered.



## **Initial research and statutory guidance**

Other carer strategies at local and regional levels were reviewed to understand best practices for developing and promoting the Plymouth strategy. National and local statutory frameworks were also considered to align with broader guidelines. A list of these can be found in the references section at the end of this document.



## **Collecting feedback through surveys**

Feedback was collected through surveys which included (a) our own survey collecting insights from unpaid carers in Plymouth (b) by reviewing the findings from the bi-annual Survey of Adult Carers England (c) from the Plymouth Healthwatch Carers Survey. Findings from these surveys can be found in the Appendices of this document.



## **Engaging with carers**

After reviewing the survey results and setting priorities, a carers engagement group was formed to discuss the findings and refine the strategy. Once the draft was complete, carers reviewed it in another session and suggested final changes. Young carers provided feedback through their existing group sessions. This collaborative approach ensured the strategy reflected the shared vision of all involved, leading to a plan aimed at improving health outcomes.





## WHAT HAS CHANGED AND BEEN ACHIEVED SO FAR?

---

The Carers Strategic Partnership Board (CSPB) has implemented an action plan aimed at delivering key priority areas in collaboration with partners. These priorities align with the Devon Commitment to Carers. The following summarises achievements over the past two years:

### 1. Identification and Recognition of Carers

Plymouth has made significant strides in identifying and recognising carers. A Primary Carer Network (PCN) project has been created to support GP Practices to become more carer aware, including the identification of carer champions in each practice. A guide for identifying and supporting carers in general practice (GP) has been developed and trialled. Since the project began, the number of registered carers has increased across the three participating PCNs, with some appointing carer champions to advocate for them.

A carers passport, created in partnership with Livewell Southwest, University Hospitals Plymouth (UHP), Plymouth City Council (PCC), St. Luke's Hospice, and Caring for Carers, is actively promoted and distributed. This passport ensures great recognition within each organisation of carers and also provides benefits for them.

Key digital information has been updated on partner websites, including the Plymouth Online Directory (POD) and the Livewell Southwest website. In addition, Caring for Carers was chosen as a pilot service for the Carers Trust's virtual offer to carers and both Livewell Southwest and UHP have officially committed to supporting carers by adopting the Devon Commitment to Carers.

Carer awareness training has also been delivered to partners in domiciliary care, Dignity in Care, and Supported Living provider forums, building stronger connections with carers' services.

## 2. Effective Information and Support for Carers

To ensure effective information and support for carers, several key initiatives have been implemented in Plymouth. A hospital-based carers service has been established at Derriford Hospital in partnership with Devon Carers and Cornwall Carers. This service aims to improve carer recognition, encourage their involvement in patient care discussions, and facilitate smoother patient discharge process. The service also promotes support that is available to carers whilst in hospital with their cared for. Carer awareness training has been provided to relevant teams, and assessment documents now include a question about carer involvement.

A new policy for carer breaks has been launched, with updates to the Plymouth Online Directory to reflect the latest available services in Plymouth and beyond. Additionally, a joint bid has been submitted to the Department of Health and Social Care's Accelerating Reform Fund to explore options for supporting unpaid carers in taking breaks that are tailored to their needs.

For young carers, a re-commissioning process was carried out using co-design methods, leading to a new contract starting in June 2024. These efforts highlight the ongoing commitment to providing better information and support for carers across the Plymouth area.

---

### 3. Ensuring carers' voices are heard and can influence change

University Hospitals Plymouth (UHP) is leading a Carers Ambassadors Partnership Group. Livewell Southwest, Caring for Carers and St Lukes will be supporting the delivery of this group.

Additionally, a Plymouth young carer participated in the national NHSE Health Champion programme and participates in the national Young Carer Festival.

### 4. Supporting carers experiencing changing roles, increased vulnerability, or key life transitions

Funding from the Carers Trust enabled the successful implementation of an innovative Young Adult Carers service, which has operated effectively over the past year and will continue for the next year, with funding now from Plymouth City Council.

## OUR 6 PRIORITIES IN SUMMARY

---

1

Improved access to **support services** that work for carers

2

Enhanced **financial support** helping carers to have better access to support and information on financial matters and rights

3

Improved **health, safety and wellbeing** of unpaid carers (Emotional and Psychological support)

4

Improve early **identification and recognition** of unpaid carers

5

Improved **information, advice** and communication

6

Support for when your **caring role changes**

## PRIORITY 1 – IN MORE DETAIL

---



### IMPROVED ACCESS TO SUPPORT SERVICES THAT WORK FOR CARERS (INCLUDING YOUNG CARERS)

Carers told us they will benefit from improved access to a comprehensive range of support services such as, occupational therapy and community-based resources. We are committed to:

- reducing general assessment waiting times.
- enhancing coordination between services to build individual plans of support.
- Improving communication and information sharing between services including healthcare and social care services.

Furthermore, increasing the responsiveness of all agencies and services ensuring timely follow-ups and maintaining direct communication (including reminders). Also recognising the caregiver's role will significantly aid in the effective scheduling and attending of appointments.

**Young carers**, in particular, face unique challenges that require more targeted help. They need access to resources through their educational settings including peer support and short breaks to minimise the impact of their caring role on their academic and personal development.

**The Family Hubs and Wellbeing Hubs** are available to support greater access to networks of support around young people and their families. The young carers service will integrate their offer into the Family Hubs and other community settings.

## PRIORITY 2 – IN MORE DETAIL

---



### ENHANCED FINANCIAL SUPPORT

Helping carers to have better access to support and information on financial matters and rights

We recognise the need to alleviate the financial strain of caregiving. Carers require increased assistance with accessing caregiving-related expenses, additional grants and income maximisation. These financial supports can help cover the costs associated with caregiving, reducing the economic burden on carers. We are committed to working closely with the Department for Work and Pensions (DWP) to deliver this priority.

Additionally, flexibility in employment, supported by employers, plays a significant role in reducing financial stress. By allowing carers to balance their work responsibilities with their caregiving duties, this flexibility helps them maintain their income while providing necessary care, thereby improving their overall financial stability and well-being.

**Young Carers** are more financially disadvantaged compared to their peers. Those entitled to claim carers allowance from the age of 16 should be supported to do so. Any financial support offered to Young Carers should also take into consideration the needs of their entire household.



## PRIORITY 3 – IN MORE DETAIL

---



### IMPROVED HEALTH, SAFETY AND WELLBEING OF UNPAID CARERS (emotional and psychological support)

We recognise the significant emotional toll of caregiving, and our priorities are to:

- Support carers to develop robust local and trusted support systems
- Signpost to access counselling as needed
- Build and promote peer support groups
- Provide accessible helplines
- Improve access to services that provide tailored breaks for carers
- Ensure all parties take responsibility to safeguard carers

Addressing the mental health needs of carers is critical for preventing burnout, fostering resilience, and promoting overall wellbeing. Ensuring that these resources are readily available and easy to access will help carers maintain their emotional and psychological health, enabling them to continue their vital caregiving roles.

Caring for individuals with dementia or cognitive impairments presents unique challenges, including managing behavioural issues and facilitating effective communication. There is a critical need for improved support and resources tailored to dementia care, equipping carers with the tools and knowledge necessary to navigate these complexities effectively.

It is also essential to **protect young carers** from taking on inappropriate caregiving responsibilities. Ensuring they are not overwhelmed by tasks beyond their capacity is vital for their physical, emotional, and educational well-being.

By providing adequate support and intervention, we can help young carers focus on their education, and social development, ensuring they grow up in a nurturing and safe environment. This approach not only safeguards their immediate health and well-being but also promotes their long-term success and happiness.



## PRIORITY 4 – IN MORE DETAIL

---



### IMPROVED EARLY IDENTIFICATION AND RECOGNITION OF UNPAID CARERS

Unpaid carers seek greater recognition for their invaluable contributions. This involves establishing platforms where carers, including young carer communities, can share their experiences and advocate for their needs, including raising awareness programmes. It is crucial to acknowledge their pivotal roles in supporting families and communities.

In Plymouth we recognise carers as essential members of the care team and ensuring their inclusion in decision-making processes is fundamental to fostering a supportive and inclusive caregiving environment. By amplifying their voices and addressing their concerns, we can enhance awareness, support networks, and advocacy efforts that benefit all carers.

We need to raise **awareness of young carers** in educational, health and social care settings, communities and across other partners to proactively promote carers, and young carer-friendly communities that can identify and support their caring role at the earliest point.

We will also apply the '10 Wishes' developed by the Young Safeguarders for young carers (see [plymouthscb.co.uk](http://plymouthscb.co.uk)). The 10 wishes audit tool will be completed to determine the commitment from each agency in relation to each wish from the perspective of young carers.



## PRIORITY 5 – IN MORE DETAIL

---



### IMPROVED INFORMATION, ADVICE AND COMMUNICATION

Carers told us they need clear and easily accessible information on available resources, support services, and care pathways.

In response, we are committed to:

- Developing user-friendly online platforms
- Creating and distributing comprehensive, easy-to-understand caregiving guides
- Expanding offline support options such as printed materials, helplines, and community outreach initiatives
- Providing information in carers' first languages
- Ensuring carers who are digitally challenged can access services and support
- Offering information for young carers through various channels, including relevant social media platforms

Centralised information hubs will consolidate resources and offer clear guidance on available support services, accompanied by trusted recommendations. Additionally, we will develop more user-friendly guides and resources to help carers, especially those less familiar with digital tools, navigate care options effectively.

Consistent communication from healthcare providers and local councils is essential. By improving the flow of information, we will empower carers to make informed decisions and access the support they need.

## PRIORITY 6 – IN MORE DETAIL

---



### WHEN YOUR CARING ROLE CHANGES

Supporting carers when their caring role changes or ends is crucial for helping them transition to a new phase of life. This period can be emotionally challenging as carers adjust to the changes or to life without caregiving responsibilities. It is important to review their situation to address emotional needs and provide coping mechanisms, including signposting to age-appropriate bereavement support when necessary

Practical assistance, such as guidance on financial planning and employment opportunities, can also help carers rebuild their lives. Additionally, fostering social connections and encouraging participation in community activities can prevent feelings of isolation and promote a sense of purpose beyond caregiving.

By recognising and addressing the unique challenges carers face after their role ends, we can support them in navigating this significant life transition with resilience and positivity.

For **young carers**, planned and supported transitions across key stages, such as moving from school to adulthood, are essential in empowering them to pursue their aspirations and goals.

By providing support, guidance, and resources, we can ensure young carers transition smoothly into adulthood while achieving their ambitions. It is important to offer accessible information on age-appropriate activities that support their social, emotional, physical, and educational development, both for young carers and their support networks.

# HOW WILL WE KNOW IF WE ARE MAKING A DIFFERENCE?

---

To ensure our strategy is making a difference in the lives of carers, we will develop a local performance dashboard to measure progress and achievements against a range of indicators aligned to the strategy's priorities. Throughout, co-production opportunities with carers will be explored to help deliver the outcomes. Progress will be monitored and reviewed by the Carers Strategic Partnership Board (CSPB) to identify areas for improvement and celebrate success.

**Key measures of our impact will include:**



## 1. Carer feedback and satisfaction

- Regular surveys and feedback sessions with carers to gauge their satisfaction with the support and services provided.
- Establishing a Carer Voices Partnership Group to provide ongoing input and recommendations.



## 2. Access to services

- Monitoring the number of carers accessing support services, including respite care, financial assistance, and health services and whether these carers are representative of the local population e.g. age, ethnicity etc.
- Evaluating the timeliness and effectiveness of these services through carer feedback and service data.

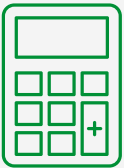


## 3. Health and wellbeing

- Assessing improvements in carers' physical and mental health through regular check-ins and surveys.
- Tracking the utilisation of mental health and counselling services.

# MAKING A DIFFERENCE CONTINUED...

---



## 4. Financial Assistance

- Measuring the impact of financial support on carers' economic well-being including young carers and their families.
- Monitoring the uptake of financial assistance programs and grants.



## 5. Awareness and recognition

- Tracking the increase in the number of carers identified and registered with local services and whether these carers are representative of the local population e.g. age, ethnicity etc.
- Evaluating the effectiveness of awareness campaigns and training programs for healthcare providers and employers.
- Quality Assurance of training and evaluation of the impact.



## 6. Education, employment and training

- Assessing the skills, capacity and support provided to young carers in educational settings and its impact on their attendance and attainment.
- Assessing support provided to young carers by employability services to improve the numbers of young carers in education, employment or training.
- Monitor support offered by employers to working carers.

# MAKING A DIFFERENCE CONTINUED...

---



## 7. Engagement in carer specific activities

- Measuring the participation of carers in community activities and support groups.
- Evaluating the inclusivity, accessibility and age-appropriate community programs designed for carers.



## 8. Policy and systematic changes

- Tracking changes in national and local policies and practices that affect carers.
- Assessing the integration of carer support into health and social care systems.

By systematically measuring these aspects, we will be able to demonstrate the positive impact of the Carers Strategy on the lives of carers in Plymouth and ensure that their contributions are recognised and valued.

Regular reporting on these measures will be shared with stakeholders and the community to ensure transparency and accountability. Adjustments to the strategy will be made based on the findings to continuously improve the support provided to carers.





# CLOSING STATEMENT

---

In conclusion, the Carers Strategy for Plymouth outlines our commitment to recognising, supporting, and empowering unpaid carers within our community. Unpaid carers play a vital role in maintaining the well-being of many individuals, often at great personal sacrifice. Through this strategy, we aim to provide support, ensuring that carers receive the recognition, resources, and respite they need and deserve.

Our vision is to create a community where carers are valued as essential partners in care, their contributions acknowledged, and their needs addressed. By focusing on improved access to support services, enhanced financial assistance, and effective communication, we strive to alleviate the burdens faced by carers and foster an environment where they can thrive.

This strategy reflects our collective efforts and dedication to making a tangible difference in the lives of carers across Plymouth. We commit to working together collectively in implementing these priorities through an action plan which will be delivered and monitored by the CSPB to ensure carers are at the forefront of our community.

We invite carers and those who support them to stay engaged with us, share their feedback and experiences, and help us continuously improve the support we offer. Together, we can build a more inclusive and caring Plymouth where every carer feels recognised, supported, and empowered.

For more information about this strategy or to offer suggestions or actions to add to the plan, please contact the Joint Commissioning team: [jointcommissioning@plymouth.gov.uk](mailto:jointcommissioning@plymouth.gov.uk) or call 01752 307074.

Thank you for your dedication and commitment to making Plymouth a community that cares for its carers.

# APPENDIX 1 – FEEDBACK FROM SURVEYS

---

## 1. Feedback from our survey to inform the strategy

A survey was distributed to collect insights from unpaid carers in Plymouth. The survey asked what they appreciated, what they found challenging, what was important to them, and what they would like to see in a carer's strategy. 145 responses were received, which helped identify the key priorities to focus on.

In the survey, carers highlighted helpful support including:

- Supportive employers and flexible work options
- Supportive family and friends
- External support from organisations like Caring for Carers, Improving Lives Plymouth, GP, hospice, local groups, and young carers groups
- Feeling privileged to care for loved ones, seeing it as a duty or returning a favour

Carers also told us more about the challenges they face:

- Lack of support (respite services, practical, and mental support)
- Financial struggles and limited access to financial aid
- Balancing home and work
- Emotional toll (isolation, fatigue, anger, depression)
- Difficulty accessing medication, GP, and transport
- Challenges leaving the house
- Lack of information about available support
- Not feeling listened to

After receiving four responses from young carers, we repeated the exercise to encourage more participation, resulting in an additional 39 responses which concluded:

- 23% mentioned that their friendships were a positive aspect for them currently.
- 31% expressed challenges related to their mothers, including disabilities, health conditions, separation, and grief.

They also expressed a desire for additional support such as respite care, increased financial assistance, better support tailored to young carers, access to skill-building groups, a helpline for emotional support, counselling or therapy services, and practical advice and assistance.

## 2. Feedback from the Survey of Adult Carers England (SACE) survey

In addition to the strategy-informing survey, we examined findings from the bi-annual Survey of Adult Carers England (SACE) ASCOF (Adult Social Care Outcomes 2023–24), which sampled adult carers and was published in October 2023.

Key findings are outlined below:

- 365 questionnaires were completed and returned.
- Two ASCOF national indicators improved: Social Contact and Overall satisfaction of carers with social services.
- Carer satisfaction increased by 41% (13.1 percentage points), moving Plymouth from 113th to 11th nationally.
- Three national indicators declined: Quality of life score, inclusion in decisions about the person they care for, and ease of finding information about services.
- Regionally, Plymouth ranks lowest in the proportion of carers included or consulted in decisions, and second lowest in ease of finding service information within the region.

The survey also included free text boxes where carers shared their comments, revealing recurring themes similar to those in the strategy-informing survey. These insights have contributed to identifying priorities and developing a delivery plan.

---

## 3. Feedback from the Healthwatch Carers Survey 2024

The report, based on feedback from surveys of unpaid carers in Plymouth and wider Devon area highlights the significant impact of unpaid care on carers' physical and mental health. The findings reveal that unpaid carers face numerous challenges, including reduced working hours, feelings of isolation, and difficulty accessing support services. Many carers report experiencing depression, anxiety, and fatigue. Additionally, administrative tasks further strain their time and energy, while their needs and those they care for are not always adequately met by paid care services.

Carers in Plymouth shared that a lack of proper training, insufficient support from paid care, and the inability to prioritise their own health have worsened their caregiving experience. Over half surveyed had to give up work or reduce hours, with many feeling overwhelmed. A substantial number of carers struggle to access respite care, which limits their personal time and worsens their ability to cope. The report recommends that local authorities and the NHS across Devon commit to improving access to health and social services, develop better support systems for carers, and raise awareness of available resources to ensure carers can sustain both their wellbeing and caregiving duties. These findings have informed the priorities and action plan within this strategy.

## APPENDIX 2 – GLOSSARY OF TERMS

---

<b>Carer</b>	A carer is anyone who cares, unpaid, for a family or friend who needs help and support due to illness, disability, a mental health condition or an addiction
<b>CSPB</b>	The Carers Strategic Partnership Board (CSPB) is a group who are working to make things better for unpaid carers. The group includes carers with lived experience, University Hospital Plymouth, Livewell Southwest, Plymouth City Council, Caring for Carers, Time4U Partnership (young carers services), St Luke’s Hospice, Healthwatch and other key stakeholders.
<b>ICB</b>	Integrated care board (ICB): is a statutory organisation that brings the NHS together locally to improve population health and care.
<b>Lived experience</b>	Lived experience means the special knowledge and understanding a person gets from their own personal experiences and interactions with different situations, places, or events
<b>LSW</b>	Livewell Southwest CIC
<b>PCC</b>	Plymouth City Council
<b>PCN</b>	Primary Care Network – GP’s
<b>SACE</b>	Survey of Adult Carers in England
<b>UHP</b>	University Hospitals Plymouth NHS Trust
<b>VCSE</b>	Voluntary, Community, and Social Enterprise organisations
<b>Young Carer</b>	A young carer is a child or young person under the age of 18 who provides care and support to a family member or friend who has a physical illness, disability, mental health condition, or substance misuse issue.

# APPENDIX 3 – REFERENCES

---

## LEGISLATION, GUIDANCE & REFERENCES

**The Care Act 2014**

An Act to make provision to reform the law relating to care and support for adults and the law relating to support for carers.

**One Devon Commitment to Carers**

All the health and care organisations under Together for Devon signed up to a Devon-wide Commitment to Carers, based on seven principles.

**The Triangle of Care (Carers Trust)**

The Triangle of Care is a therapeutic alliance between carers, service users and health professionals. It aims to promote safety and recovery and to sustain mental wellbeing by including and supporting carers.

**NICE Quality Standard: QS200 Supporting Adult Carers**

NICE Quality Standard QS200, "Supporting Adult Carers": Provides guidelines and recommendations to improve the quality of support for adult carers.

**NICE Guidelines: NG150 Supporting Adult Carers**

NICE Guidelines NG150, "Supporting Adult Carers": Offers comprehensive guidance on best practices and interventions to support adult carers effectively.

**NHS Long Term Plan (2019)**

The NHS Long Term Plan (2019) outlines goals for the next decade, focusing on improving patient care through prevention, service integration, and technology. It aims to reduce health inequalities, support the workforce, and ensure sustainability by enhancing mental health services, chronic disease management, and digital care solutions.

**Supporting people who provide unpaid care for adults with health or social care needs**

This guidance offers practical support for individuals caring unpaid for adults with health or social care needs.

**The White Paper – People at the Heart of Care: Adult Social Care Reform (2021)**

This white paper sets out a 10-year vision for adult social care and provides information on funded proposals that we will implement over the next 3 years.

**Discharge from mental health inpatient settings (January 2024)**

This guidance ensures safe, timely transitions from mental health facilities, emphasising coordinated support between health and social care services.

**Together for Devon (ICS) Commitment to Carers**

The "Together for Devon (ICS) Commitment to Carers" outlines integrated care system strategies and commitments aimed at supporting carers across Devon.

**The Children's Act 1989**

The Children Act 1989 is key UK legislation that governs childcare and protection, focusing on safeguarding welfare and guiding family court decisions on custody.

**Children's and Families Act (2014)**

The Children's and Families Act (2014) outlines legal provisions and guidelines concerning children and families in the UK.

**Health and Care Act 2022**

The Health and Care Act 2022 promotes integration between health and social care services in England, aiming to improve collaboration, patient safety, and local service delivery.



**The Care and Support (Assessment) Regulations 2014**

The Care and Support (Assessment) Regulations 2014 set out the framework for assessing an individual's needs for care and support in England.

**Young Carers (Needs Assessment) Regulations 2015**  
**Care and Support Statutory Guidance**

The Young Carers (Needs Assessment) Regulations 2015 require local authorities in England to assess the needs of young carers, ensuring they receive appropriate support and services to balance their caring responsibilities with their own well-being, education, and development.

**Working together to safeguard children (published 2015, updated in 2023)**

Statutory guidance on multi-agency working to help, protect and promote the welfare of children. "Adult social care services should liaise with children's social care services to ensure that there is a joined-up approach when both carrying out such assessments and in the provision of support to families where there are young carers or parent carers."

**Census 2021**

The guidance provided by the Office for National Statistics (ONS) on unpaid care in England and Wales, based on the Census 2021, offers insights into the prevalence and impact of unpaid caregiving roles across the population.

**No Wrong Doors for Young Carers**  
Memorandum of Understanding (MOU)

This is a commitment to young carers from health and social care partners which will be signed initially by the Local Authority and the ICB followed by partner agencies. This will be reviewed annually through the CSPB action plan.

**Young Safeguarders - Plymouth Safeguarding Children Partnership**

The Plymouth Young Safeguarders have developed the Ten Wishes which describes what they need from all of us to help keep them safe and feel valued.

## ASSURANCE REFERENCES

**CQC Adult Social Care Assurance framework**

The CQC Adult Social Care Assessment Framework evaluates the quality and safety of adult social care services, focusing on key areas such as care effectiveness, safety, responsiveness, and leadership to ensure high standards and continuous improvement.

**OFSTED Inspecting Local Authority Children's Services (ILACS) framework**

The Ofsted ILACS framework assesses the effectiveness of local authority children's services, focusing on how well they support and protect vulnerable children, improve outcomes, and ensure their safety and well-being.

**CQC ICS assurance (Health and Care Act 2022 duties)**

The CQC ICS assurance framework, introduced under the Health and Care Act 2022, evaluates the performance of Integrated Care Systems (ICSs), ensuring they meet their duties to coordinate health and care services effectively and improve outcomes for local populations.