

Dare to Care

From Strategy to Action
Road Map for Carers 2022-24



Carers Jersey



Foreword

The Coronavirus Pandemic was especially difficult for many Carers in Jersey. They provide unpaid care to family or friends at home and many support services closed leaving them alone.

The pandemic has left the care system increasingly short of staff which has magnified the problem from acute to critical to crisis. 40 Carers, involved charities and individuals spent the day at the Royal Yacht Hotel on 6th December 2021 under the guidance of facilitator Sarah Martin from the Wellbeing Collective.

Now is the time for change.

The Carers Strategy 2017 was moved into a 3 year Action Plan for Carers .

This project has been support by the Jersey Community Foundation with funds from Dormant Bank Accounts and our long-term partner Le Masurier.

Dr Margaret Bayes MBE
Chairman Jersey Association of Carers Incorporated



Supporting unpaid carers

With thanks to:



LE MASURIER

Key priorities from the strategy

The vision for Carers Jersey is to ensure that “all unpaid carers are valued, recognised and supported to care and to thrive within and beyond their caring role”. Through collaboration as a community, carers and local partners will look to develop stronger networks with the aim to reduce the impact of caring for loved ones on the carer’s wellbeing.

The vision and the priorities are interlinked to provide a holistic, wrap around model of support for carers whatever their age or circumstances.



Key deliverables identified

From the strategy, the Carers in Jersey discussed what they wanted to achieve and listed the ultimate outcomes from the action planning. These were:

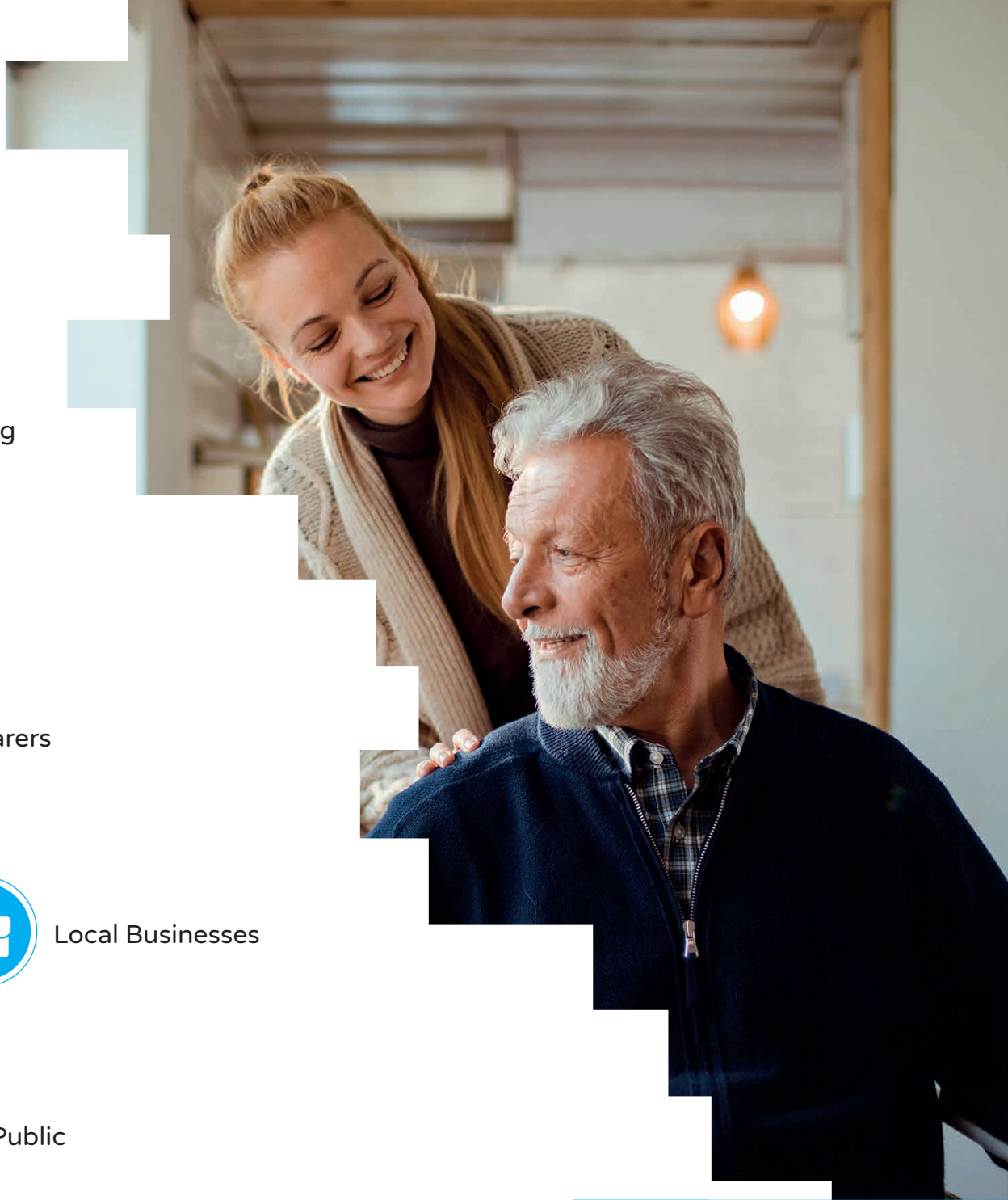
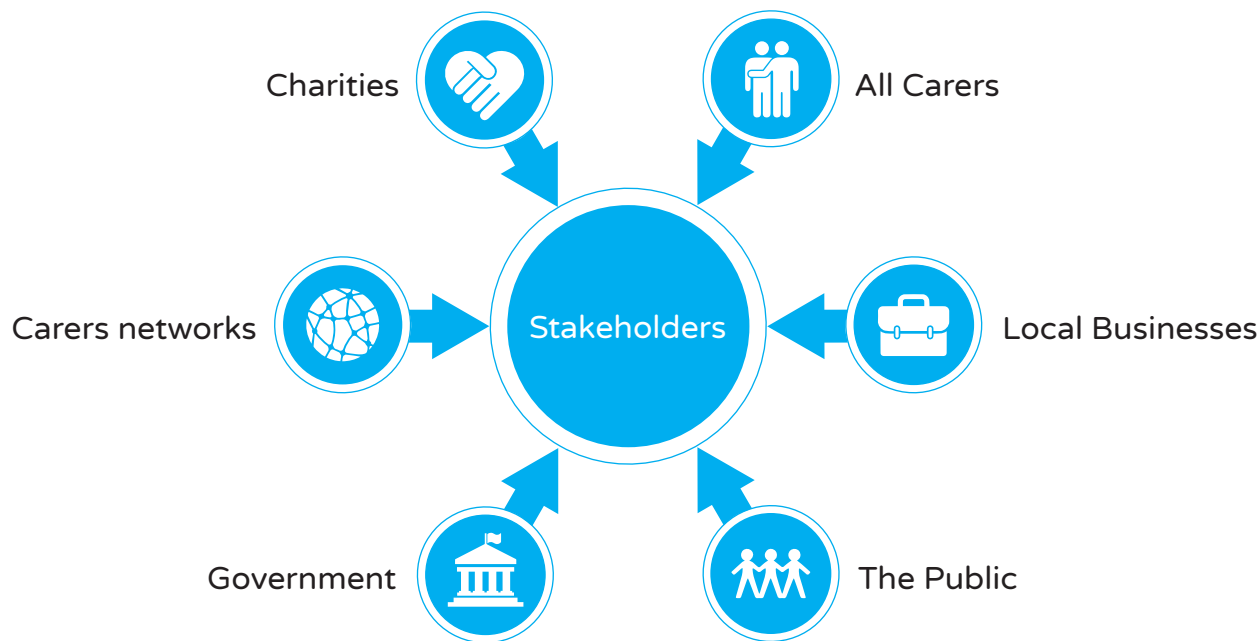
- 1 Carers Legislation to be enacted
- 2 Carers feeling included, listened to and heard
- 3 Carers to have access to the right information and given advice that is relevant to their needs
- 4 Carers getting the right type and level of practical and emotional support
- 5 Carers having time for themselves and a break from their caring role
- 6 Carers being actively supported to access or remain in education, employment or training
- 7 Carers being tangibly supported to maintain their health and wellbeing, alongside the person they care for
- 8 Young Carers being encouraged to engage with community activities of their choice
- 9 Young Carers appropriately supported to achieve full attendance and engagement with education
- 10 Carers Voices to be heard at assessment for both the person in need of care and the carer



Road Map to support Carers in Jersey

Strengths, gaps and deliverables were identified through partnership working with key stakeholders from Carers, Carers Jersey, charities and politicians.

From this, actions were developed using collaborative working groups of multiple stakeholders, and deliverables identified and agreed over a three-year period. Key stakeholders were identified to ensure that the action plan was owned which in turn will ensure deliverable results. These stakeholders and their engagement and support is key to enabling action.



Three-year roadmap to Carers Jersey



Year One Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered	What is going to happen or be done?
1 Getting the Right Respite		
a Public and Ministerial oversight	Charities, Carers Jersey, Government, PR, Social Media Channels	Petition to Government for a Public Guardian for carers as an independent voice for carers
	Carers Jersey	Develop a case for government to establish a Minister for Carers - potentially adding it to a director role already established
	Carers Jersey	Use all social media channels to draw attention to the need for a Public Guardian for Carers (using the Communications strategy referred to in 5B below)
b Personalised Budget	Government	Government to review legislation and options to enable personalised budgeting for respite and short-term care - link with point 3C below
c Genuine Respite Options	Carers Jersey, Charities, Youth, Carers	Review what respite is currently available through charities on the island through a survey to establish Island needs.
	Carers Jersey, Charities, Youth network	Send a survey either online or by post to carers through charities to ascertain what respite would mean to a carer and how and when would they call upon using it
		Through the association, establish three things - what is Respite, who as a carer can access it and what assessment would enable priority of use to be determined
	Carers Jersey and Charities	Through the communications work and social media channels across Jersey, advertise a consistent offer of social activities for carers and peer support - linked to 5B below
	Carers Jersey and Charities	Request support from local businesses and charities to develop the social activities for both carers and those that are cared for, to provide respite and receive funding to support it
	Carers Jersey and Charities	Establish funding to support it above
2 Getting the Practical and Emotional Support		
a Helping out the carer	Carers Jersey	Establish a network of free Delivery of medicines/shopping/nappies for carers when they are unable to leave the person they care for. See 2D below to assist with development of this scheme
	Government, local businesses and Carers Jersey	Carers discount cards -discuss with Government and/or local stores to assist in providing this for identified and known carers. Application process needed to provide evidence of being a carer.
	Carers Jersey and Government	Discuss with Government the option for carers to receive reduced GP consultation charges.

Year One Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered.	What is going to happen or be done?
2 Getting the Practical and Emotional Support		
b Centrally located Carers Hub	Charities, Carers Jersey, Government, local businesses	Identify a "place"/building/hall that could be used for carers across Jersey to meet, receive information and talk with other carers
	Charities	Provide resources to run the "place"/building/hall - preferably volunteers rotated through the various charities in Jersey
c Emotional support for Carers	Government and Carers Jersey	Wider understanding of the emotional support needed to carers across all ages through PR, press articles and through appointment of a minister for Care - see point 1B above
d Parish Community Volunteers	Charities and Carers Jersey	Parish community volunteers to be identified and recruited to establish links with carers in their parish. To assist with driving and to provide companionship which in turn will help with carers who are isolated
3 Getting the Right resources through legislation		
a Review Carers Legislation to establish carers right to assessment	Government, Carers Jersey, CEO of Charities	Carers Jersey/Association/Charities & Government to jointly review Carers legislation alongside the following legal frameworks, in order to define Carers right to an assessment of needs :- 1. Cross reference with Mental Health and Capacity Law 2. The disability strategy 3. Disability Discrimination law
b Establish Carers Legislation	Government and Carers Jersey	Redefine the Triangle of Care for all aspects of Care - Child to adult Define caring and the caring role in the legislation in order to support carers
	Government	Establish a pathway of "carer pick up" - whereby carers are picked up early in any diagnosis of a loved one being identified as needing care, through hospital or GPs
c Benchmark Carers rights & needs	Government and Carers Jersey	Review research from Carers UK and best practice guidelines to support ministers/government in choices for change to current Jersey legislation
	Government and Carers Jersey	Refer to point 1C above - Jersey Government to establish a register of Carers across Jersey for reference, connection and feedback

Year One Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered.	What is going to happen or be done?
4 Getting the Right Advice and support		
a Carers Champion	Carers Jersey and Charities	Establish the "face of care" - an established group of carers who can provide advice and support to new carers or for those carers whose loved ones may be transitioning into adult care or been discharged from hospital
	Carers Jersey and Charities	Seek volunteers from the carers community to support above
b Information support	Carers Jersey and Charities	Review all literature that is provided to carers to ensure that it is culturally sensitive and available in a range of language options for carers
5 Getting the Right Inclusion and listening for Carers		
a Communications strategy	Carers Jersey and charities working collaboratively	Develop a communications strategy to support the engagement of the action plan
	Carers Jersey and charities working collaboratively	Appoint a volunteer to develop the communications strategy, identifying key stakeholders and a timeline for supporting the roll out of actions as listed in the Carers Jersey strategy and action plan
b Inclusion for carers		Establish media connections to enable a PR/Engagement roll out of action and support needed to enable the strategy
c Respect the carer	Carers Jersey and charities working collaboratively	Develop a campaign to launch action plans - "Respect the Carer" campaign. Establish a way to get the Island and government behind making change happen

Year Two Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered.	What is going to happen or be done?
1 Getting the Right Respite		
a Establish a pool of carers	Charities, Carers Jersey, Government	Develop links across the Island to create a pool of carers to support carers and those being cared for in the home, to support in emergencies or for respite.
	Charities, Carers Jersey, Government	Advertise for support carers to establish the pool of carers needed. Carers Jersey and/or Government to hold list
2 Getting the Practical and Emotional Support		
a Emotional support for Carers		
	Charities and Carers Jersey	Increase need for literature to be written about what emotional support is available across charities and through Government such as wellbeing courses, understanding respite, where to meet other carers, helplines
	Local Businesses and Government	Invest in a hub/room in the hospital that provides carers literature and support - an information room to assist with those who are new to caring and those that need new/further guidance and understanding
b Emotional wellbeing	Carers Jersey	Identify where emotional Wellbeing support can be obtained for the mental health wellness of carers
3 Getting the Right resources through legislation		
a Getting the Assessment of a Carer right	Government	Introduction of assessment before becoming a carer (at the point one is recognised as a carer either themselves or by a professional) and assess for :- 1. Financial assistance 2. Available grants 3. Training and support required
b Young carers in Education	Government and youth workers across Jersey	Connect with Education/Children's minister to establish how many young people in education are carers Once above is established, wrap around support for young carers in education so they are supported both mentally and educationally Develop a Young Carers Strategy that will support : 1. Young carers in education 2. Young carers emotionally 3. Young carers financially 4. Young carers moving into adulthood - providing opportunities for work, learning to drive, continuing with further education
c Implementing legislation	Government	Identified Minister (either a Carer minister or Health minister) to bring legislation to States assembly for discussion and implementation Minister (health) bring legislation to states assembly

Year Two Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered.	What is going to happen or be done?
4 Getting the Right Advice and support		
a Support Network	Carers Jersey and charities	Through social media, connections through charities and advertising, build a network of carers Categorise the carers established in the network so that carers can be linked up into peer support
	Carers Jersey and charities	From the network, establish a carers panel that represents carers across all ages, to link with monthly meetings with Government to inform policy and assist in designing and reviewing information that is shared with carers and services that support carers
b Community Navigator	Government	Find funding (supported by Government and charities) for four community navigators
c Information support		
	Carers Jersey and Charities	Implement monthly review and update to the Jersey Online Directory through establishing commitment from charities to provide funding for a resource to gather relevant monthly information to upload to directory.
	Carers Jersey and Charities	Advertise through social media, press and emails, the access to the Jersey Online Directory
d Establish Carers training	Charities	Request support for training for carers to establish a training programme as below for all carers 1. De escalation training and looking after young people 2. Safeguarding 3. Safely dealing with difficult physical behaviours 4. First aid (through St Johns) 5. SPELL training 6. Training to navigate the support available in social services
5 Getting the Right Inclusion and listening for Carers		
a Accessible literature	Carers Jersey, charities and government	GPs, Parish Halls, CAMHs, Adult Mental Health, CAB, and other established places across Jersey that support the care of people, to have access and understanding of the Jersey Online Directory for carers, relevant literature from charities and website access
b Hearing the Carers Voice	Carers Jersey, charities and government	Connect Government services and the system that support carers to hear the voice of the carers through 1. Developing Carers Network (see point 4B above) 2. Linking carers panel (4B above) with services in Government such as social security and adult/children's care
c Connecting with employers	Carers Jersey, charities and government	Working with a government minister, develop a joint strategy to establish the following : 1. Enabling employers to understand the benefits of enabling carers to work

Year Three Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered.	What is going to happen or be done?
1 Getting the Right Respite		
a Genuine Respite Options	Carers Jersey and Charities	Recruit a Care Coordinator for respite to enable greater efficiency across service provision
	Carers Jersey and Charities	Review activities available for younger carers and mid age carers to provide time for carers to have time together for emotional support
b Establish a pool of carers	Carers Jersey and Government	Look to establish links with bringing in "Home Instead" care organisation into Jersey to provide this pool.
c Effective Forms	Charities, Carers Jersey, Government	Review forms used for Carers
		Revise forms on feedback from review of forms to enable forms to be less generic
		Establish a tracking online system for forms and in turn identified needs
2 Getting the Practical and Emotional Support		
a Emotional wellbeing	Carers Jersey	Once identified, provide contact information and share amongst carers, charities and other key organisations connected to carers
3 Getting the Right Advice and support		
a Community Navigator	Government	Community Navigator role is a trained role (preferably a health background) that is located in the community/linked to Community Nurse/practice nursing
	Government	Community Navigator role is to provide support/advice at key times in carers life such as discharge from hospital, supporting wellbeing of carer and establishing wider support when needed
b Jersey Government Website	Government	Develop a dedicated page for Carers on the Jersey Government website , with established links to various supportive organisations and advice

Year Three Actions

Deliverable	Owner (s)	Action
	Who is responsible for ensuring this is delivered	What is going to happen or be done?
4 Getting the Right Inclusion and listening for Carers		
a Connecting with employers	Government and Carers Jersey	Working with a government minister, develop a joint strategy to establish the following : 1. Supporting the employment of those that care 2. Introduction of flexible working and carers rights for those that care
b Understanding the future needs	Carers Jersey, charities and government	Review alongside relevant stakeholders the following future needs : 1. Smarter technology to support care and carers 2. Adapting housing for care needs to enable smarter housing options 3. Aligning social security needs to the needs of the carer - adjusting forms, paperwork and navigating systems 4. Aging population and potential need for greater investment in care needs both emotionally and financially across Jersey 5. Using financial forecasting to assess the long-term care funding