



**Havering**  
LONDON BOROUGH



**North East London**  
Integrated Care Board



**NEL Board meeting**  
**Lynn Hollis – A Carers Story**

**27<sup>th</sup> November 2024**





# Update on progress to support Carers in Havering

Unpaid Carers (those who provide unpaid and informal care to their friends or family) provide invaluable support for loved ones and friends on a daily basis. The recent Covid Pandemic further highlighted the significant role that they play in supporting people to remain well at home. They coordinate care and appointments, provide personal care, and improve the wellbeing of those they look after. It is important that health, care and the community and voluntary sector support unpaid carers to continue to provide the invaluable tasks that they carry out every day. They often however don't recognise that they are performing this crucial function as a 'carer'. 2021 Census data suggests up to one in ten people in Havering provide informal and unpaid care on a regular basis.

Partners in Havering co-developed developed a 'Strategy for those who provide informal and unpaid care in Havering, 2023 – 2026' with staff and local people. At the heart of the strategy is 'Lynn and Joan's story' – highlighting the key improvements that need to be made for local Carers.

Lynn, who shared her story, is now Chair of our newly established Havering Carers Board, which oversees delivery of the action plan within the strategy, and holds partners to account. Lynn is also now a voting member of the Havering Health and Wellbeing Board, ensuring that the Carers Voice is fed into this.

## Based on what support local people who provide informal and unpaid care have told us that they need, our main strategic priorities for carers moving forward include:

- ✓ **Easier access to information and advice, including wider wellbeing services**
- ✓ **Recognition of the role that they play, and enabling them to have an active role in the decision making for the person they care for**
- ✓ **Improved Identification and assessment of informal Carers including faster access to individual carers assessments**
- ✓ **Access to Respite that is more flexible**
- ✓ **Improved links into primary care, and better coordination of services**
- ✓ **Training for unpaid and informal carers to help them to carry out their caring roles**



## Strategy for those who provide informal and unpaid care in Havering, 2023 - 2026

Developed by the Havering Integrated Care Partnership (part of the North East London Health and Care Partnership) – a partnership of health, Local Authority, care and community and voluntary sector leads in Havering

Havering Place based Partnership

## Key achievements to date



**Strategy for those who provide informal and unpaid care launched**



**Carers Board established overseeing delivery of the strategy and associated action plan**



**Training for Front Line Staff, and Carers themselves launched**



**Investment in additional capacity to provide more Individual Carers assessments**



**Over 500 additional informal and unpaid carers identified and registered with the hub since the development of the strategy**

# The things I am most happy that we have achieved

## Top 3:

- **Increase in access to information and empowering local people and staff with information.** This includes promotion of connecting roles like social prescribers, but also the development of a single directory of services in Havering, and our Partnership website (which the Carers Board is heavily involved in developing)
- the push to **get more careers to register as a carer** so they are supported and are empowered to be more involved in the direction of care and support for their loved one. We have already achieved a 1,000 increase in carers registered with the hub since we started to develop the strategy, but there is a lot more work to do. We're keen to have the discussion and really socialise 'carers' so that people recognise the vital role that they play, and that they themselves are deserving of support
- **The influence that the Carers Board has to make real changes to local Carers.** This includes highlighting where processes are not very good, and bringing in the key leads to address this. One excellent recent example was the discussion that we had on mental health support for Carers and access to 1-1 assessments. The process currently is not good based on reports back from local Carers, but through constructive discussion, we were able to make some real improvements – at no extra cost!

## **Things Lynn has supported the Partnership with over the past year**

- **Proactive Care / Housebound model development – Lynn’s story has influenced the development of this**
- **Leading the Havering Carers Board and driving positive change**
- **Development of the ‘Live Well Havering’ Partnership website (including procurement of the developer for this) and content for the website to ensure that it is impactful for local people**
- **Input into the Health and Wellbeing Board on behalf of Carers to influence decisions and ensure they take the needs of carers into account**
- **Raised the profile of informal and unpaid carers and has pushed promotion of this to increase the number of carers registered with the Havering Carers Hub**
- **Shared story with Adult Social Care team to empower them to support local informal and unpaid carers, and to come forward with issues that prevent them from doing this**
- **Worked with Care Providers (Domiciliary and Home Care) to ensure that informal and unpaid carers are at the forefront of their minds**