

# Vocal

VCSE forums facilitated by  
Salford CVS

## Vocal Wellbeing, Health & Social Care Forum



**Date:** Thursday 7<sup>th</sup> November 2024

**Time:** 12.30pm – 3.00pm

**Venue:** Elm Bank

**Number of people registered:** 12

### Speakers

**Matthew Shiel** - Gaddum

**Jessica Ta'ati** – Salford City Council/NHS Greater Manchester Integrated Care

### Salford CVS staff present:

Bruce Poole (Chair)

Michelle Warburton (facilitator)

Andy Mossop (facilitator)

Helen O'Brien (minutes)

### The theme for this Forum meeting: Carer's Strategy refresh

Bruce Poole, Salford CVS welcomed everyone and asked the attendees to introduce themselves.

### What is the current carers offer?

Matthew Shiel, Senior Service Manager at Gaddum, talked about the current carers offer in Salford. Gaddum's carers service is a space for unpaid carers in Salford to use. They offer an all age service, which includes young carers aged 5-24 years and adult service aged 25 and over. Anyone with caring responsibilities (emotional, domestic, personal etc) in Salford can use the service. Gaddum often receive referrals from people who have multiple carers in one family.

The definition of a carer is someone who helps to look after a relative or friend with a disability, illness, mental health condition or addiction. The person they care for relies on this support and assistance. Gaddum ensure that there is space for carers who deal as they have to deal with tough situations and it somewhere for them to go to talk over any issues and for referral pathways of further support.

The referral process is simply filling out a referral form, which can done by the carer, someone they choose to fill it out on their behalf, or by contacting Gaddum and

completing the form over the phone. The only criteria is that they are a carer and that they state what type of support they require.

There are waiting lists for the service but there is waiting list support, meaning that anyone who is waiting for services can attend group support and speak to the Gaddum team during these sessions, along with peer support. If there is an urgent issue then Gaddum will try and deal with this promptly and move this further up any waiting lists.

Gaddum's offer is one to one sessions which is catered for individual need, from an informal needs assessment. They also offer group support which includes regular trips and days out for carers, to help create friendships with other carers and relationship building with the team. They also offer special events for carers to bring the person they are caring for along with them, such as days in the park. These events are clearly outlined in the Gaddum newsletter. Focus groups also regularly take place to gather ideas and help to shape the service. There is also carers assessments which are statutory assessments to ensure the best support is given. Gaddum feed back to Adult Social Care, including any criticism, so they can improve the system.



Gaddum work with most of the schools in Salford and run groups for young carers so they can feel heard. They also offer training and education for people across Salford to train all who will listen about carers and carers' rights. Gaddum also link in with different partners including:

- Salford Royal Hospital - Carers Drop In (weekly)
- Meadowbrook Hospital - Carers Drop In (fortnightly)
- St. Ann's Hospice - Carers Drop In (fortnightly)
- Salford schools - The service runs young carers sessions in school. Are part of the Salford School Partnership.
- University of Salford - One to one and group sessions, as well as lectures and training for student nurses and student social workers

You can watch a video animation made by Salford young carers here: [Time to Care video](#)

You can get in touch with Gaddum or make a referral by contacting:

Phone: 0161 834 6069

Email: [salford.carers@gaddum.org.uk](mailto:salford.carers@gaddum.org.uk)

Web: [www.gaddum.org.uk](http://www.gaddum.org.uk)

## Q&A

**Q** - Are your services delivered in other languages?

**A** – Yes, we have very diverse team in service itself and use translators – no one is excluded. We are pushing to reach diverse communities in Salford

**Q** – Do you have any statistics on how many unpaid carers are not receiving the financial support they are eligible for?

**A** - We do know statistics from the 2021 Census which shows how many people identify as carers and we can get the carers allowance numbers from that.

**Q** - I work with asylum seekers/refugees, the carers don't know anything about this service or payments, as they see the caring responsibilities as normal and unpaid. We're not investing enough money to tell them that this is something that helps society and that they are eligible for support/funding. We need to do something for them.

**A** – We have worked with several refugees within the service, where the work is done in a more family orientated way. We try to get to know as many people in the family as possible.

**Q** – We have parents who don't see themselves as carers, how do we let them know about these services?

**A** - We have targeted advertising that doesn't mention the word carer so they feel like it is more applicable to them.

**Q** – If people don't use websites, where do they go to find this information?

**A** – We get a lot of international students who come to work with us from places, they have been reaching out to different communities, cultures, faiths and have engaged well in person. We are trying to not seem patronising through our advertising and conversations. We need to think more about how we can do this effectively.

Gaddum  
... Carers

**Supporting carers in Salford  
when those they care for are in  
hospital.**

If you look after someone staying in hospital who relies on your help due to illness, disability, mental health issues or lives with an addiction... we can offer support, guidance and advice that can help your situation.

Sounds like it might be you? Give us a call.



Supporting those who support others.  
Gaddum Carers Salford  
0161 834 6069 | [gaddum.org.uk](http://gaddum.org.uk)

## **All-Age Carers Strategy**

Jessica Ta'ati from Salford City Council/NHS Greater Manchester Integrated Care talked about the All-Age Carers Strategy refresh. Salford City Council want to hear from VCSE organisations to ask what has been working, what hasn't been working and how things can be done differently.

The current strategy (2020 - 2024) aims to reflect the lived experience of carers across Salford, highlight and recognise their needs. It gives an overview of local and national information to help drive priorities forward. It is also used to ensure that all partner agencies are aware of their statutory responsibilities.

### **Objectives that are in the current strategy:**

- Objective One: Identifying Carers
- Objective Two: Improving Health and Wellbeing
- Objective Three: Carers as Real and Expert Partners
- Objective Four: Right Help at the Right Time
- Objective Five: Young Carers and Young Adult Carers
- Objective Six: Carers in / into Employment

### **Core principles informing the approach to working with carers in Salford:**

- Carers must have choice and control about their caring role
- Carers will be valued and respected as expert care partners
- Carers will be supported to have a life of their own alongside their caring role
- Carers will be supported in a range of ways emotionally and practically
- Carers will be supported so that they are not forced into financial hardship by their caring role
- Carers will be supported to stay mentally and physically well and will be treated with dignity
- Young people will be supported to undertake an agreed and appropriate caring role to support their need to learn, develop and thrive and to enjoy positive childhoods

Work for the refresh is being undertaken with people who have experience as carers across Salford. A survey has been designed along with Gaddum and tested with a group of carers who are adults to check that language was okay and was easy to follow. Another survey has been shared with unwaged carers for completion who are adults and children and young people. Focus groups have taken place with unwaged carers for adults to tease out any trends. A press release and round two of the survey for completion for adults has been circulated.

The next steps include having today's session with VCSE organisations to help shape and influence the strategy. There will also be views collected from the steering group, all feedback will be collated and there will be a review of suggested amendments. There are plans to have a wider engagement session to agree the first draft of the strategy. The internal governance procedure for sign off will follow and the strategy should go live on 1<sup>st</sup> April 2025.

So far, the survey is showing that around 9% of those who provided feedback have stated that it took them 10 years to realise they were a carer and around 30% between 1-10 years. Another question on the survey asked from when they realised they were a carer, how long did it take them to ask for support. Again, there was a high percentage after 10 years. Many people don't come forward for support as they are not at crisis point.

### **Q&A**

**Q** - Is there a shorter period of time that the person can get support for?

**A** - Yes, it is something that is lacking and we can explore this. We can run a focus group to get some people together to explore it more deeply and ask - How were you not supported? What could be done better? What do we need to do so you can have the same level of access to support?

**Q** - There is disparity with the elderly, who have been struggling but believe they have to look after their relative. They are frightened of asking for support as they feel that they will be put in a home and lose their loved one. Help being given isn't enough due to social care budget restrictions. There isn't enough direct payment awareness.

**A** - Questions we need to look at are - What do you need from the system to support that person? How can we connect providers across Salford to support? What isn't working to achieve this?

### **Break out discussions**

The attendees were asked to break into groups to talk over three discussion points with their experiences of:

- Identifying carers
- Supporting young carers to experience opportunities that other young people have, to play and learn
- Supporting carers in/into employment (this may be carers employed within your own organisation)

Everyone was asked to consider - How can the future strategy ensure voluntary and community sector organisations are connected and involved with supporting unwaged carers across Salford?

### **Discussion one - Identification of Carers**

- Carers will be identified as early as possible to ensure that appropriate support, advice and information are offered. This includes people that identify and recognise their caring role and those that do not
- Often carers only seek or are offered support once they reach a crisis point and we would like to actively support this before carers get to this point
- Early identification can support the carer with the tools, knowledge and confidence to enable them to manage their caring role while still having a life of their own and maintaining their own health and wellbeing

### **Feedback from discussion one**

- Challenge – people don't see themselves as carer's as they are family (parent, spouse etc)
- Word of mouth promotion - do we change the terminology of carer?
- Carer's can be identified through stress levels
- GP directing under carer's standard (links to Community Connectors)
- Within hospitals/discharge
- Trusted accessors (to take burden off health)
- Local Authority need to be more proactive in standardising recording of young carer (to enable them to get the support they need)
- Awareness raising within the wider community – “we are all going to either be a carer or cared for at some point in our lives”
- Effective communication
- Do social workers and GPs inform people they are a family carer? Should this be a priority to inform them of support?
- Hospital and carers already being at burnout – need to target Primary Care to identify
- Communication – to raise the profile, especially to those who don't know they're carers
- Young carers – schools
- Different languages
- More awareness sessions – different approach to engage – use links through Salford CVS
- Gaddum – issue with name, people don't know this is a service for carers
- Stigma - worried loved ones will be taken away, think they can't cope or doing a bad job
- Understand who in the community is influential
- Introduce right way to build trust

### **Discussion two - Carers in Employment**

- It is recognised that it is hard for carers to hold down jobs and to enter into employment
- Policies need to be flexible and tailored to individual caring roles
- If organisations do not implement policies that are flexible to their needs, there is a risk of carers leaving organisations in their later working life when they have built up experience and skills
- Employers across Salford require best practice guidance and training to raise the profile of carers in employment and provide the tools on the best way to identify and support their employees with an unwaged caring role.

### **Feedback from discussion two**

- Carer friendly/supportive accreditation
- Availability of a school of each area to provide activities with professional carers and transport so carers can work. This would have to work with children of different ages and schools
- Coproduction
- Scholl holiday and flexible working is difficult for parent carers that are employed or want to be



- Household Support Fund – those that work
- Free school meals – revisit eligibility criteria, some that need support aren't eligible
- Language/approach
- Being self employed being an option
- Initiative for employers – assistance with a new business model
- Bring organisations together as a partnership to avoid competition
- Confidence levels of applying
- Fair pricing to access activities
- Lobbying – carers and work, not being forced into employment
- Affordable school holiday childcare provision – not just for free school meal children
- Community pathways that do not exclude carers due to grants eligibility
- Starting employment will not make your life worse
- Make Citizens Advice available to check better off calculations before applying for a job or starting a business
- Showcasing of 'positive' stories about carers and the prospect of work

### **Discussion Three - Young Carers**

- With so many adult responsibilities, young carers often miss out on opportunities that other young people have to play and learn
- Many struggle educationally and are often bullied for being 'different'
- They can become isolated, with no relief from the pressures at home, and no chance to enjoy a normal childhood
- They are often afraid to ask for help as they fear letting the family down or involving services that would then lead to more formal processes that they may not feel they have any control over.

### **Feedback from discussion three**

- Fear about putting child down as young carer (Social Service involvement – fear/stigma) – myth busting
- School support needs to be consistent – Education and Engagement Strategy (recognition in schools about young carers)
- More earlier media messages to educate the masses
- Target career organisations re: young carers preparing for employment
- How engaged are young carers in school? Where are young carers out of school?
- Schools could create awareness of support through newsletters, assembly, giving packs out, explaining what they can get, have a dedicated careers person, run school events/open days
- Youth centred organisations/youth council
- Replacement carer – how realistic?
- Stigma – being the 'talk of' the community
- Concerns and being able to report

## Further comments

- Education and communication with elderly and cared for
- Outreach to community groups
- Direct payments
- Lack of care support through the night for older carers
- Stigma – fear of statutory services
- How can carers get regularly booked respite?
- Brick walls – passed pillar to post
- Where is there respite for people of similar age groups – 18-25, 25-40, 40-60, 60+
- Access to befriending organisations or added to business cases
- Transport for kids and families (social activities)
- More outreach work in supermarkets
- Transition for carers for cared for is difficult to know what is available around finance and support
- Carers need support for the cared for to access activities and groups/social life
- Are carers all getting the support for those they care for who have different needs? And are the cared for getting the person centred care they need
- Use the carers card to promote the service
- SIASS long waiting list, complicated getting support
- Greater Manchester carers – is any work being done around this?
- Carers ID bracelet or necklace
- Examples of creative respite
- Strategy is a plan what carers think is important and how to take those priorities and put into action
- Family carers who work – how do they get support?
- Refugee and asylum seekers – no access or knowledge to use technology – outreach team?
- More information to get support for cared for to allow carers to attend groups/social/appointments
- Carers are still carers if a person is in supported living
- Carer drop in on Wed morning at Humphrey Booth Resource Centre on a monthly basis?