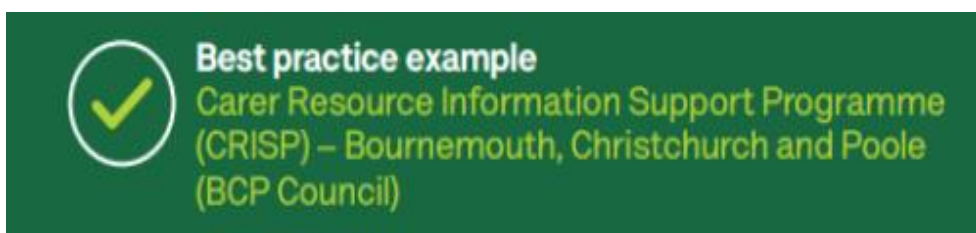


Identification and recognition of carers

Best practice examples in England



BCP run the Carer Resource Information Support Programme (CRISP) service for carers in the local area. This is joined with the wider Dorset area. The online portal (crispweb.org) provides a clear route to providing details of individuals' caring situation and a welcome pack with information for carers.

On the landing page for the crispweb.org website, the main image and call-to-action clearly helps people identify as carers and encourages them to sign up for support, information, and local discounts (such as health and leisure services, at cafés and restaurants, on home services such as cleaning and repairs, and for a variety of local retailers).

This local discount card for carers to receive money off local services and shops is central to the BCP approach, which they have used as a promotional tool to successfully identify and engage local carers.

The CRISP portal and discount card sign-up process has allowed BCP and Dorset to gather greater detail about the local carer population, including those who may not necessarily come into contact with the local authority through traditional means. This enables better and more accurate assessment of the number of local carers, and the types of conditions of the people they are caring for. It also serves as a tool for the council identifying carers to conduct carer assessments, a means to share information and advice to the local carer population, and a way to organise emergency support schemes for carers, and respite care (such as the use of local beach huts and holiday lodges).

BCP report being able to use CRISP to access more detailed information about carers of people living with dementia, which in turn guides their approach to providing additional information, advice, and support.

You can find more information here: www.crispweb.org/home.asp



Best practice example
Identifying and assessing carers
Nottingham City Council (NCC)

NCC has a contract with Carers Trust, who deliver their Nottinghamshire Carers Hub and the Carer Respite contracts. These arrangements are jointly commissioned between NCC, Nottinghamshire County Council, and the NHS via the local area Better Care Fund.

A former commissioning cycle in Nottingham identified the need to support carers at varying levels of need, including people who did not meet certain thresholds for support. Carers Trust is contracted to conduct assessments of individual carers, to make decisions related to carer support needs on a person-by-person basis, and the provision of respite which could be up to 100 hours across a 12-week period. This contract includes a budget for the provision of this respite and the responsibility for allocating it based on individual needs.

The nature of this external contract and related monitoring arrangements has enabled NCC to see a more detailed level of information than is present in some other areas, particularly around the volume and type of carer assessments being conducted and provision of respite care for carers. For instance, the contract provider is responsible for collecting detailed data related to people supported, the reasons they require support, and how resources have been used to support them. As such, NCC is able to generate a clearer picture of local support for carers than might be seen in routine reporting data.

You can find more information here:

- www.carerstrustem.org/hub

- www.nottinghamshire.gov.uk/care/health-and-wellbeing/health-andwellbeing-board/better-care-fund