



Unpaid carers:

**Good practice:
Information, advice, guidance**

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Who are we talking about?

- Constantly changing population – one third turnover
- Different stages on caring journey – knowledge levels differ, new to caring to end of life
- Language and approach matters
- Capacity and ability of carers to take on board
- Where people find information
- How people consume information
- Workers – i.e. those juggling work and care
- Diversity of population

It's not an easy task to get right!



Implications for good practice?

- Repeat messages for new carers
- Language appropriate i.e. looking after someone? Not “Are you a carer?”
- Job is never done
- Mixed portfolio of formats, video, face to face, telephone, online, paper.
- Social media – improving knowledge and skills
- Digital can make a huge difference e.g. videos, podcasts, decision-making tools, provides 24 hour access to information, e-learning, peer support

Must haves for good delivery:

- Very good awareness of carers by all frontline staff – are they Carer Aware? Longer eg. Southampton, CPD, or just 8 mins e.g. Carers UK commissioned by NHS
- Peer support important as well as professionals who are experts, volunteers, etc.
- Take the best from good strong local provision and what is appropriate nationally e.g. gov.uk, nhs.uk, carersuk.org, ageuk.org.uk, Mencap.org.uk, contact.org.uk
- Essential local mapping and good understanding of user journey: signposting, referrals, in-depth advice, advocacy

Good practice elements:

- Carer Passport – [Carers in Herts](#)
 - Offer is inviting, over 12,000 passports issued, useful “in” to getting information offer.
- [Upfront](#) guide to Caring – 4 minute tool gives a personalised “to do” list with information.
- Guidance – does that include coaching plus advice?
- Capacity building carers and self-advocacy
- Linked strongly into GP practices e.g. [Carers Prescription in Surrey](#)

Good practice elements:

- Your website is your window and a service
- Use existing resources e.g. Online peer support forums – Time for Talk (Alzheimer’s Society)
Carers Forum (Carers UK) – Health Unlocked
- Advocacy and experts remain important as **chasing information is exhausting!**
- Apps to help store information, share and manage care, e.g. Jointly
- Disabled Living Foundation tool to help with aids and adaptations.

Digital Resource for Carers



What about young carers?

- * Age appropriate information – ideally locally delivered
- * Advocacy
- * Trusted sources of support
- * Support through to adulthood
- * Supportive local higher and further education with supportive carer positive policies (also helps older carers returning to study/education)



Opportunities

- Promoting carer friendly policies at work can link positively to information, advice and guidance.
- Also helps deliver more carer friendly services and provides good peer support
- Shared Care Record – opportunity to link information, carer identification, etc.
- GP's identifying carers, could link to information provided.
- Vaccine roll-out Priority 6, good opportunity to get important information to carers.





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