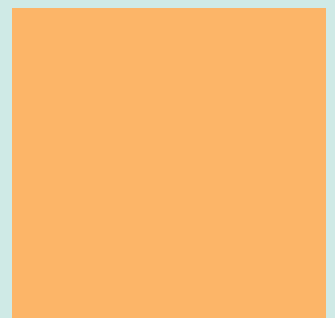
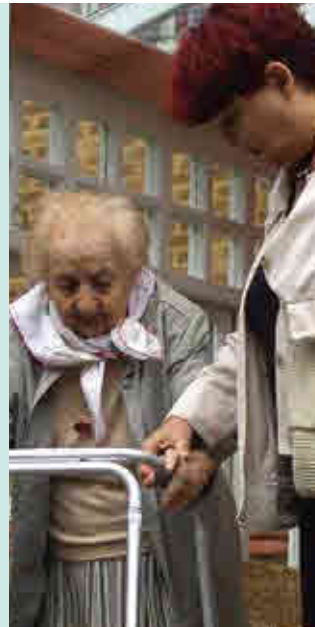


# Carers at the heart of 21st-century families and communities

**“A caring system on your side.  
A life of your own.”**

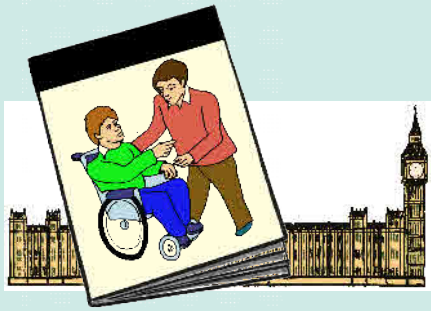


## Who are carers?



A carer is a person who spends a lot of their time supporting family or friends because they are ill, old or disabled. They don't get paid.

## This booklet



This is an EasyRead booklet about the new plans Government has for carers. Part 1 talks about who are carers and the changes they will see happening. Parts 2 and 3 give more detail about those changes.

# What is in this report

Page



## Some words from the Prime Minister, Gordon Brown 1



## Part 1 - Who are carers and what will they see change? 4

3 Years						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
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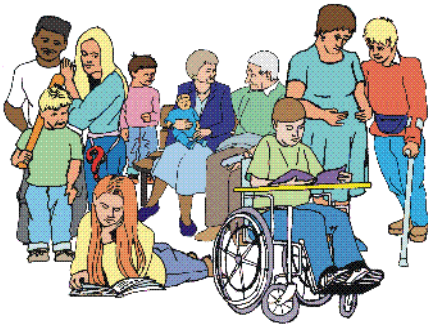
## Part 2 - The details: Changes over the next 3 years 17

10 Years						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## Part 3 - The details: Changes over the next 10 years 27



# The Prime Minister wants to support carers better.



Many of us will care for family or friends at some time in our lives. At the moment, 1 in 10 people are carers, more women are carers than men.



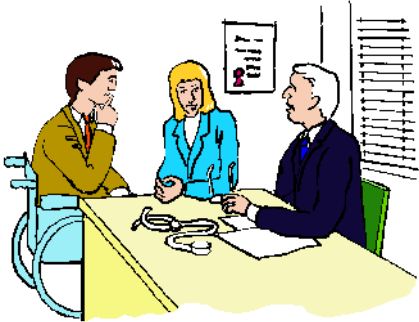
Many carers have given up things so that they can care and support the people that they love. They have not always had support to do this work. They have not always felt valued.



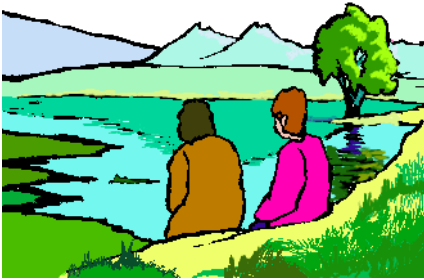
These plans will make things better for carers.



We made these plans after listening to what carers said they needed to make their lives better. They want:



- better health services



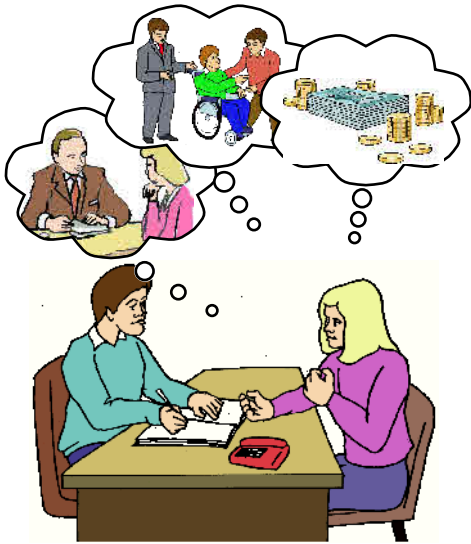
- the chance to have breaks from caring



- better benefits



- services working together.



We must now find the best ways to give carers the help, support and money that they need.



This is the beginning of our work and I hope that carers will feel that we have made a good start.



**Gordon Brown,  
Prime Minister**



# Part 1

## Who are carers and what will they see change?

### Who are carers?



A carer is a person who spends a lot of their time supporting family or friends because they are ill, old or disabled. They don't get paid.



The Government plans to use the words below so that everyone can agree who carers are. They mean the same as the words above.



**“A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.”**



This would help us all to understand which carers can have benefits or can work different hours from other workers.





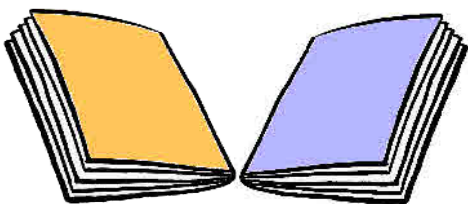
When we talk about carers we must remember that many carers do not think of themselves as 'carers'.



Many carers from black and minority ethnic communities do not think of themselves as carers and do not know about the support they can ask for.



Caring can be done in different ways and can be done by lots of different people. Caring can involve us all.



These are 2 stories about different sorts of carers.

# Caring for each other



Elsie lived at home with her daughter, Christine.



Christine has a learning disability.



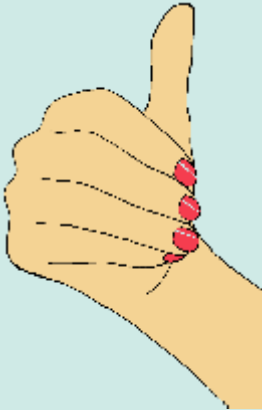
They had always lived together and they did everything together.



When her mum got ill, Christine did more and more things to help.



Christine sometimes found it hard to care for her mum as she became more ill but it was very important for them to stay together for as long as they could.



Christine is proud of the care that she gave her mum.



She says, "Mum always looked after me and I'm glad I could look after her too because I know how she liked things done."

# Caring for a brother



Tim is 16 and sometimes has difficult behaviour.



His sister, Gemma is 12. She helps to “keep an eye on” Tim and does things with him when he comes home.



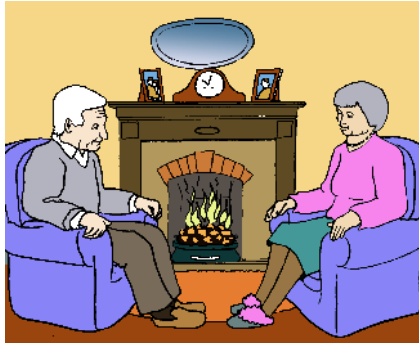
Gemma gives up a lot of her free time to help, but she is bullied at school because she doesn’t have time to make good friends.



She wants the bullying to stop and to be able to “have a life”.



Care is often given by the family.

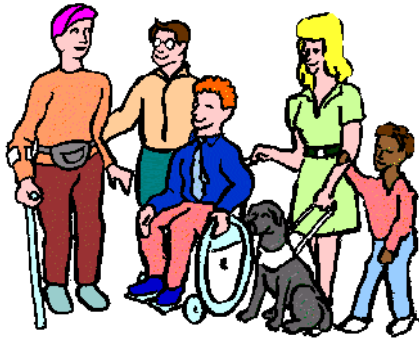


The best place for a person being looked after is often in their own home.



Our plans are to support people and their carers in their own homes and communities where we can.

## What is happening at the moment?



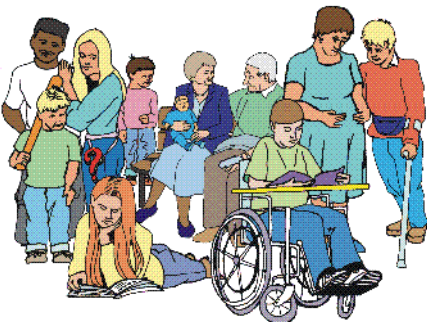
Carers are at the centre of families and communities.



People are living longer, but need more care.

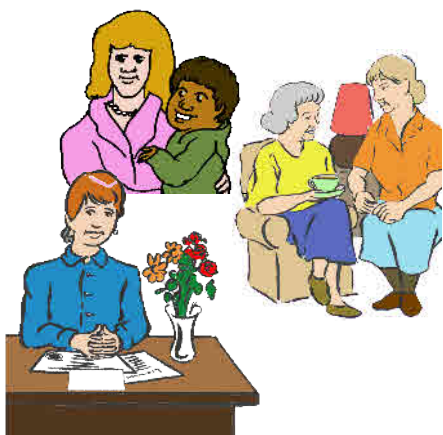


People want to live independently and have more choice and control over their lives.

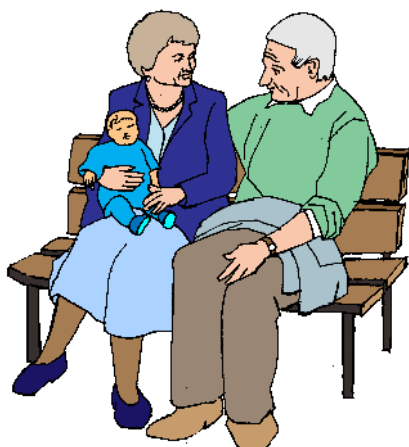


A lot of us will be carers at some time in our lives.

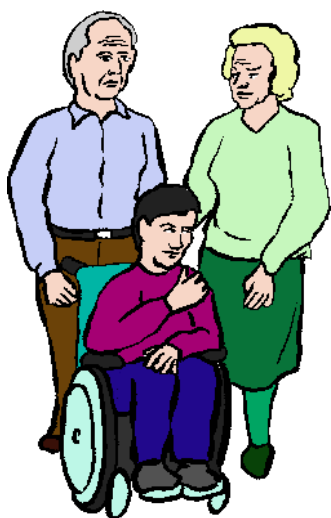




Lots of women have a job, look after children and care for an elderly parent.



Lots of older people care for their partner and look after grandchildren.



Some parents know that they will be 'lifetime' carers for their disabled children.



People don't want to go into a care home or hospital. So carers are needed even more.



## What is changing?

We will put the needs of carers at the centre of our plans.



Carers, carers' groups and workers have helped to make these plans. Over 4,000 carers helped us with this.



They have told us what needs to happen to make sure that carers get the most out of life and that everyone respects carers.

4 groups also helped. These groups looked at the main issues that carers said were important to them. These were:



1. jobs



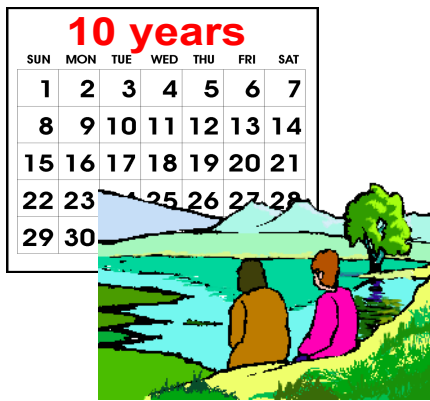
2. health and social care



3. equal rights, and



4. money



During the next 10 years, there need to be big changes that people can see happening.

We want carers to feel that we are on their side, and that they are supported to have a life of their own.



The changes have started already with:

- the 'Aiming High for Disabled Children Project'
- the plans in 'The Independent Living Strategy'
- the social care changes in our plan 'Putting People First'





- changes to how people get care and support



- changes to the NHS



- changes to children's services



- changes to benefits and pensions that people can ask for.



We will be spending a lot of money on new work as part of our plans.

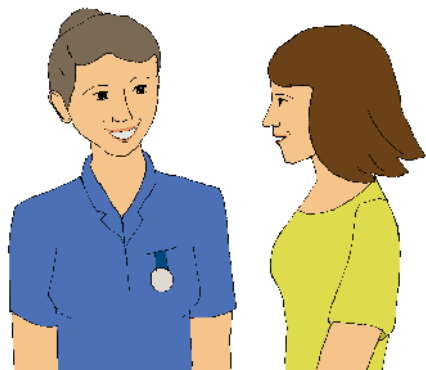
## What changes will people see?



The changes will carry on so that in 10 years time everyone will see how carers are a very important part of strong families and communities.



People will get support that meets their personal needs, so carers can mix caring with other parts of life and make sure that the person they support will be a full and equal member of the community.

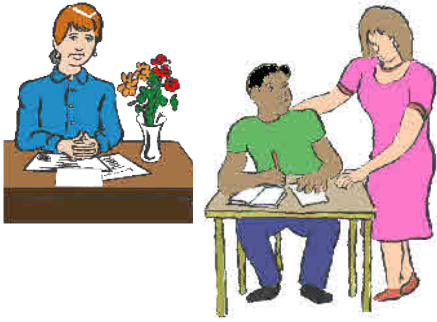


- Carers will be 'expert care partners' who are treated in the same way as people who are paid.

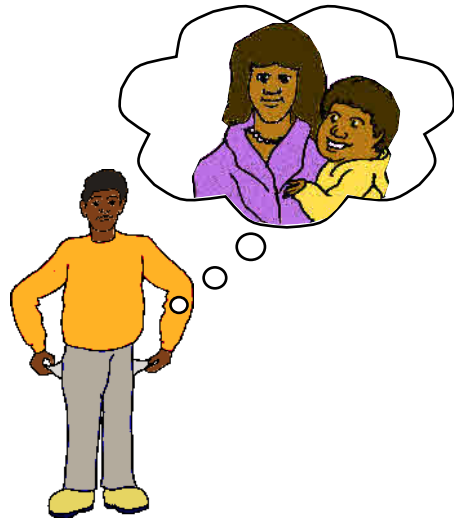


- They will be able to get services that meet their personal needs.





- Carers will also have a life of their own with chances to relax, learn and work as well as care.



- Carers should not have money problems because they are a carer.



- Carers will be helped to stay well and treated fairly and equally.



- Children and young carers will be protected. They should not be expected to have the problems of being a carer and will get the support they need to learn and grow.



# Part 2 - The details:

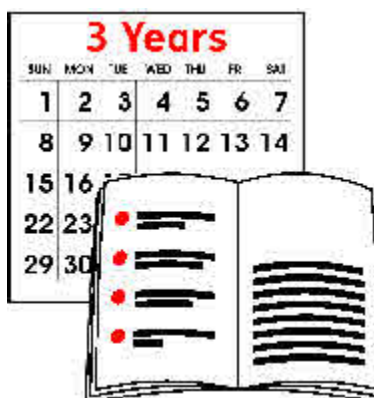
## Changes over the next 3 years



We will be making some changes quite quickly over the next 3 years. Some changes might, if they happen, take longer, these are in part 3.



## 1.The New Deal for Carers



The New Deal for Carers will happen over the next 3 years and has 4 parts.

## Information



### **1. An information helpline and website.**

It is important that carers can get good information.



An information service will be starting in Spring 2009. Carers will be able to get accessible and local information by calling a helpline telephone number or looking at a website.



It will give carers information about their rights, the services that they can get and help them to meet other carers.

### **2. 'Caring with Confidence' courses.**

These courses will start in August 2008.

Carers can get training about different kinds of caring and it will help carers to work with services.

They can learn the skills they need in their caring roles.





### 3. Emergency Care

Councils will have money to give better support to carers and people they care for during emergencies.



### 4. Checking how well we are supporting carers and carrying out the new plans.



We will make sure that there are ways to check that all of the work in our plans happens.



The plans will only work if everyone works well together.



Organisations will need to show they understand what it is like to be a carer and that carers often know best.



It is carers who will know if our plans are working so we will ask them.

We will ask carers and everyone else about when we should do things.



We will listen to what people tell us and see what money there is to keep making life better for carers.



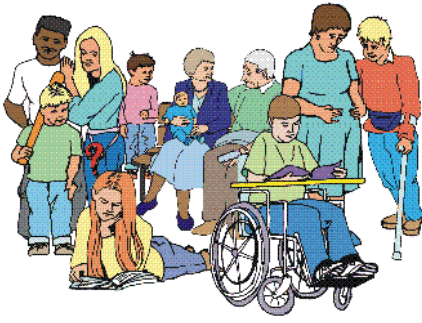
We have set up an important new group called The Standing Commission on Carers.



The Commission will keep an eye on how things are going and will tell us what changes still need to be made for carers lives to improve. They will write a report every year.



## 2. Putting people at the centre



People will be at the centre of the new way of working to make sure services give people what they want and need.



It is important people are making decisions about their care and support.



We will make sure that there is better information and support to help people and their carers work with local services.

### 3. Personal budgets



Everyone using social care knows how much money is spent on them. This is called a 'Personal Budget'.



People can choose to take the money as cash or as a social service. Taking the money is called Direct Payments.



This will help carers because it means that service users can decide the best ways to help with their care.



For example a person who is being cared for by their family in the family home might choose to buy support such as window cleaning or gardening that their family carer cannot manage because of their caring work.



The money might also be used to pay for support when the carer has a break.





Ashok's support from a home care organisation was not good.



Ashok does not speak English so his family had to talk to the organisation about his worries.



The family found it hard to take a break, because nothing was done about their worries.



Ashok now gets his own money called 'direct payments'. He now pays a support worker who speaks his language.



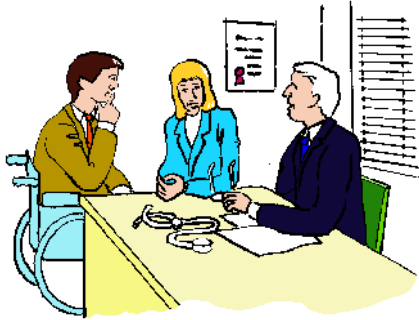
His family have been able to take a break because they know he is cared for and can talk to his supporters .

## 4.Keeping well



### The NHS

We will look at how the NHS can support carers better.



This will include:

Involving carers in the health problems and needs the service user may have and in decisions about how to care for them when they leave hospital.



More support from GPs and hospitals.



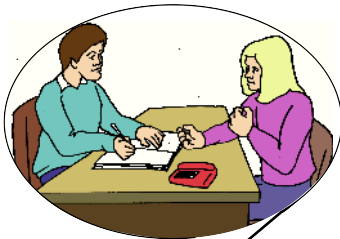
## 5. Voluntary organisations

Many carers would rather deal with voluntary organisations.



Some areas have more voluntary services than others so we are going to help voluntary organisations to grow and reach more people.

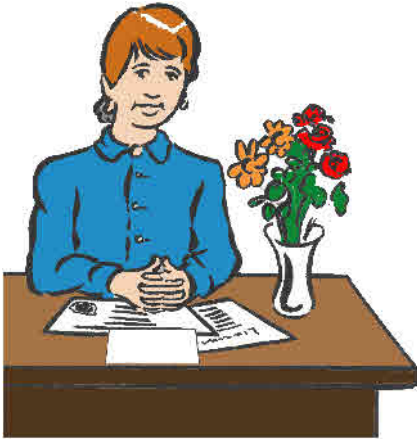
## 6. Workers



The workers that come into contact with carers and the people that they care for are very important. They need to understand what people need and make sure that the right services and support are available.



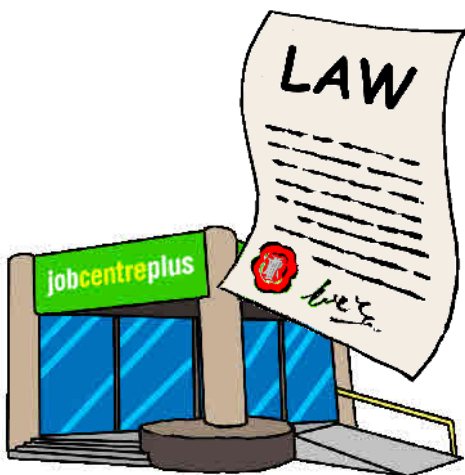
Workers will now have the chance to learn about different types of services to help them to support carers.



Many carers want to work as well as care. Work provides carers with an income and helps them have a life outside their caring role.



Carers need flexible jobs to be able to work.



We are changing the law to make more flexible jobs available, working with employers so they can help carers and investing in Jobcentre Plus so they can help carers into work.

# Part 3 - The details:

## Changes over the next 10 years



During the next 10 years we will make sure that services get better and that there are more local services for carers.

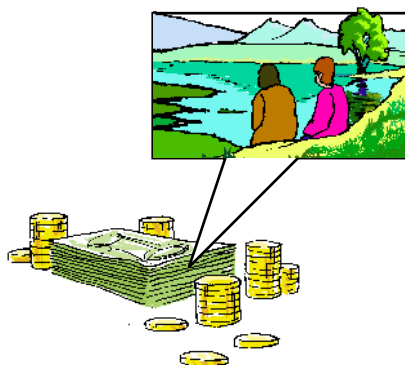
Services will give carers what they need and want.

### 1. Breaks



Carers told us that breaks from caring are very important.

In giving carers a life outside caring we think there should be more planned breaks.



There will be more money to pay for breaks.



We will also be finding out how well different types of breaks are working.

## Breaks for Carers of adults with brain injuries.



Headway in Oxford supports adults who have had a brain injury, their carers and their families.



They offer short breaks for carers and the person they care for, sometimes away in hotels.



Some people with brain injuries get really worried if they don't have their carers with them. Headway can offer a break for them both, but still tries to give the carer some time off.



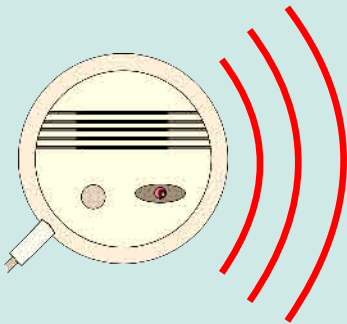
Carers get the chance to meet each other on these breaks and can become friends. Being able to talk to each other can really help carers.



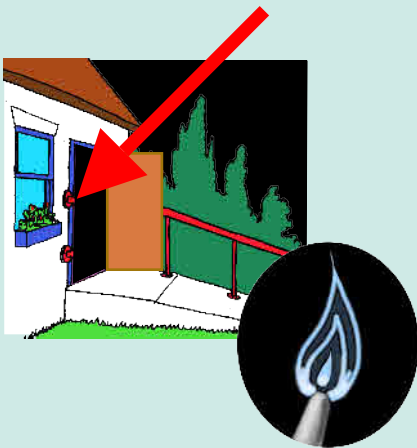


## 2.Equipment

Having new equipment can help carers and people live independently.



Telecare equipment sounds an alarm when something might be wrong.



Alarms go off if the gas is left on or if the front door is open for a long time during the night.

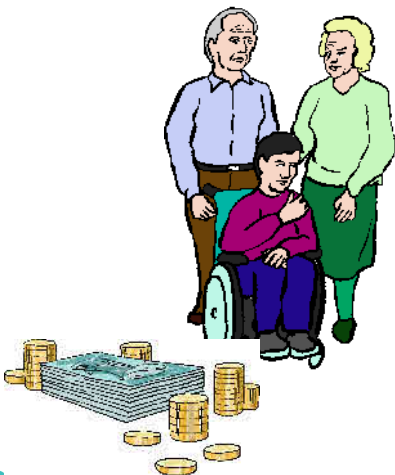
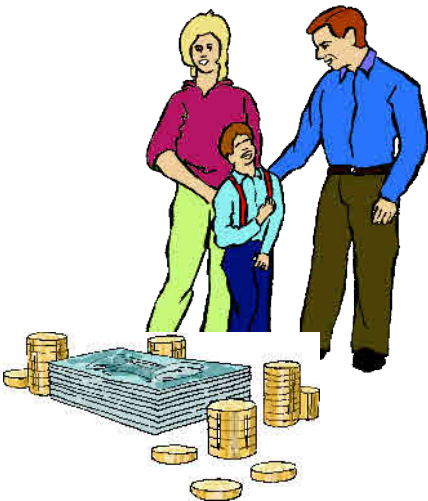
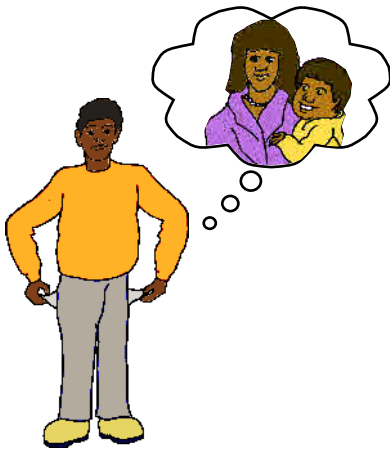


Carers can feel safer and it helps people to be more independent in their own homes.

### 3. Money

Many carers told us that they don't have enough money.

We want to make sure that Carers are not short of money so we are looking into carers' benefits and the other benefits that people can ask for too.



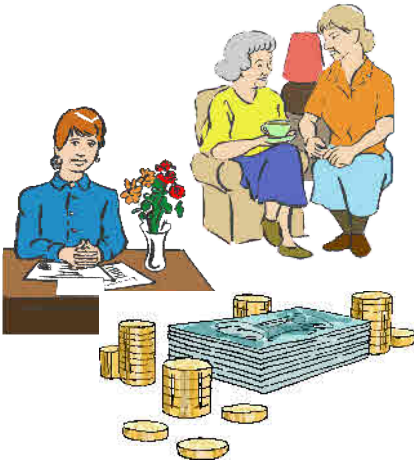
- Carers can ask for different benefits.
- A carer who has Carer's Allowance can also get Income Support or Pension Credit.
- Parent Carers can also get tax credit.
- Some carers who have less money can get a carers premium of £10.
- A National Insurance carer's credit will help some carers when they get older.

## 4.Jobs

Some carers said that they want to do paid work as well as caring.



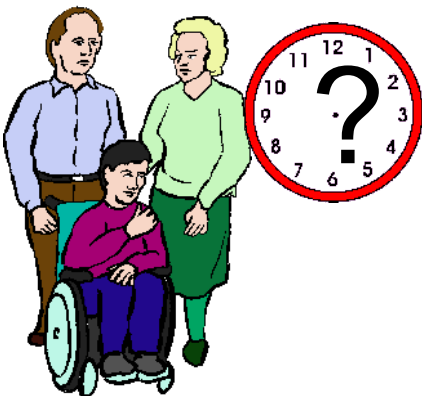
Carers can get more money if they work and care.



We want to help carers go back to work if that is what they want to do.



Workers who care for an adult and a child can ask to work different hours if that helps. We will look at giving this right to more carers.



# A story about a carer in paid work



Clive is a police officer.



He also cares for his wife Lucy. He showers and dresses her, deals with her needs and plans and organises things for her.



Clive fits his job into 4 days a week. This makes it easier to plan appointments for Lucy and do his other work as a carer.



He is pleased he can still be a carer and work as a police officer.



A new project at Jobcentre Plus will:



- Give more information about jobs with different working hours

- Have a person to help carers in every area

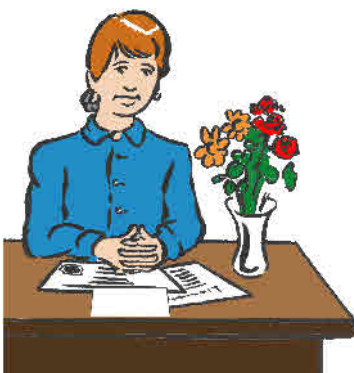


- Train people who work with carers



- Pay for care so that carers can go on training courses

- Make sure that carers can take part in job projects



- Look into support for carers going back to work.



## A cartoon illustration of a woman with long brown hair, wearing a pink dress and red shoes, standing and assisting a man. The man, with dark skin and short black hair, is wearing a green t-shirt and blue pants. He is seated at a wooden table, writing in a notebook with a red pen. The woman is leaning over the table, with her right hand resting on the man's shoulder and her left hand near the notebook, appearing to guide or help him.

A cartoon illustration of a man in a grey suit, white shirt, and red tie walking towards the right. He is carrying a brown briefcase in his right hand. He is in an office setting with a desk, a computer monitor, and a window in the background. A blue office chair is visible in the foreground.

die werden dann  
das ist auf  
das ist ein  
Begriffe, und ein  
hatte ich  
hatte ich  
das ist ein  
das ist ein  
das ist ein



## 6.Keeping well

Carers said sometimes they don't look after themselves because they are busy caring for someone else.



We want carers to be supported to stay well and be treated with respect.



We will set up a project to test if it is a good idea to give carers a health check every year. These should find any problems early on.



Carers are more likely to have mental health issues and have depression. We will help carers get support from health workers.



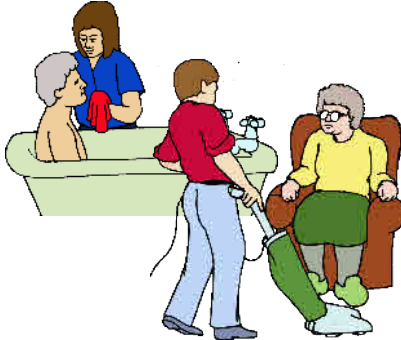
We are setting up learning projects for doctors to help them find out about what carers need. The Princess Royal Trust for Carers has already written a guidebook about the needs of carers.

## 7.Young Carers

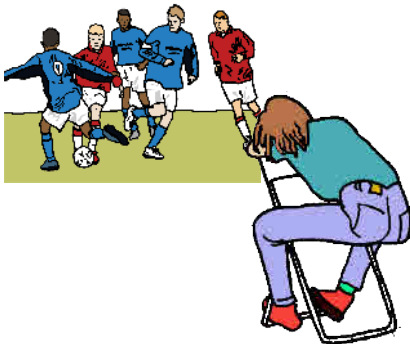
We want to do more to find out earlier who young carers are.



Young carers were worried because the people they support don't get all the care that they need.



They also worry about their own problems and missing out on the chances that other young people have.

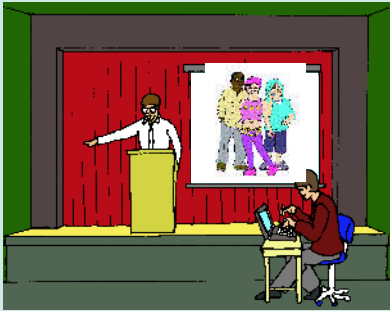


Children and young people must not take on too much caring. This can affect school, their health and the chances they get in life. We will support children so that they do not spend too much time caring.

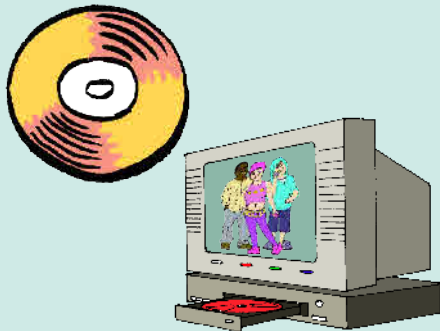


We are working to make sure that schools and colleges know about young carers and how to support them.





There is now a National Young Carers Forum for England.



The group have made a DVD called "Listening to Young Carers".



In the DVD young people talk about the problems they have and about what would help them.



The Children's Society and The Princess Royal Trust for Carers have written a book about working with the whole family and how to support young carers.



There will be training for workers in local services to learn about working with the whole family.

## 8.Surveys



We are collecting data about carers so we know how many carers there are and can try and help those in most need.



We are also asking carers what they feel about the services they currently get and will try to improve services so they get what they want in the future.





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