



Derbyshire Carers Assessment and Support Service

April 2017- March 2024

daacss

Derbyshire All Age Carers Support Service



End of contract report

In April 2017, Derbyshire County Council and Derbyshire Clinical Commissioning Groups contracted Derbyshire Carers Association to deliver the Derbyshire Carers Assessment and Support Service.

The service was designed to deliver the key areas of the Derbyshire Carers Strategy 2016-19 and fulfil statutory duties in respect of Carers under the Care Act 2014 and Children and Families Act 2014.

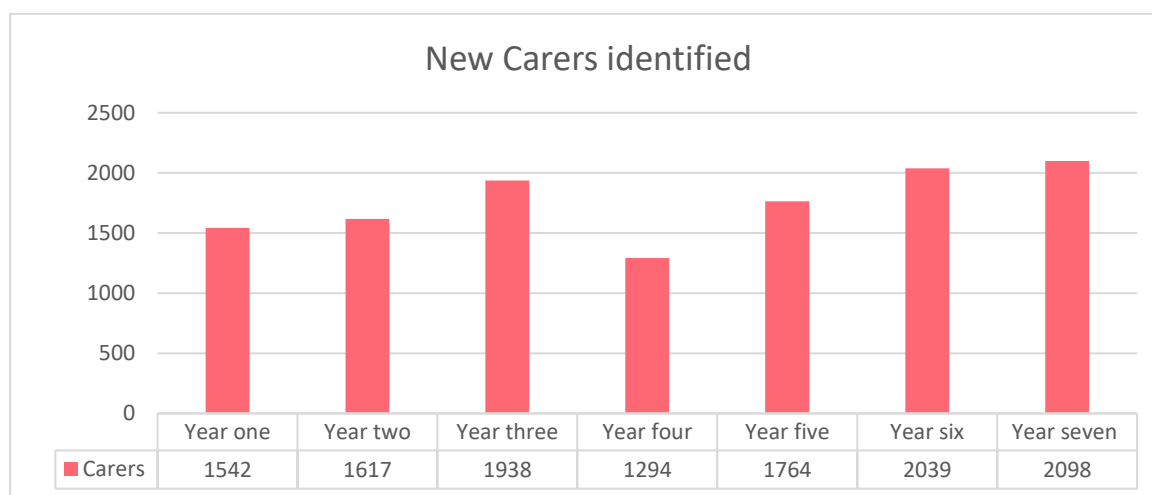
The service flourished over the seven years and continued to offer a quality service through national challenges, including the pandemic. We enhanced the service offer through additional complimentary projects and always kept Carers at the heart of all that we did.

In this report we will take you on a journey as we celebrate the success and achievements during the seven years of the Derbyshire Carers Assessment and Support Service.

Raising awareness and supporting Carers to self-identify

Derbyshire Carers Association are aware that many friends and family caregivers do not identify themselves as a Carer for some time. The Carers UK State of Caring Survey 2022 found that half of all Carers (51%) took over a year to recognise their caring role, with over a third (36%) taking over three years to recognise themselves as a Carer. (<https://www.Carersuk.org/policy-and-research/our-areas-of-policy-work/identification>)

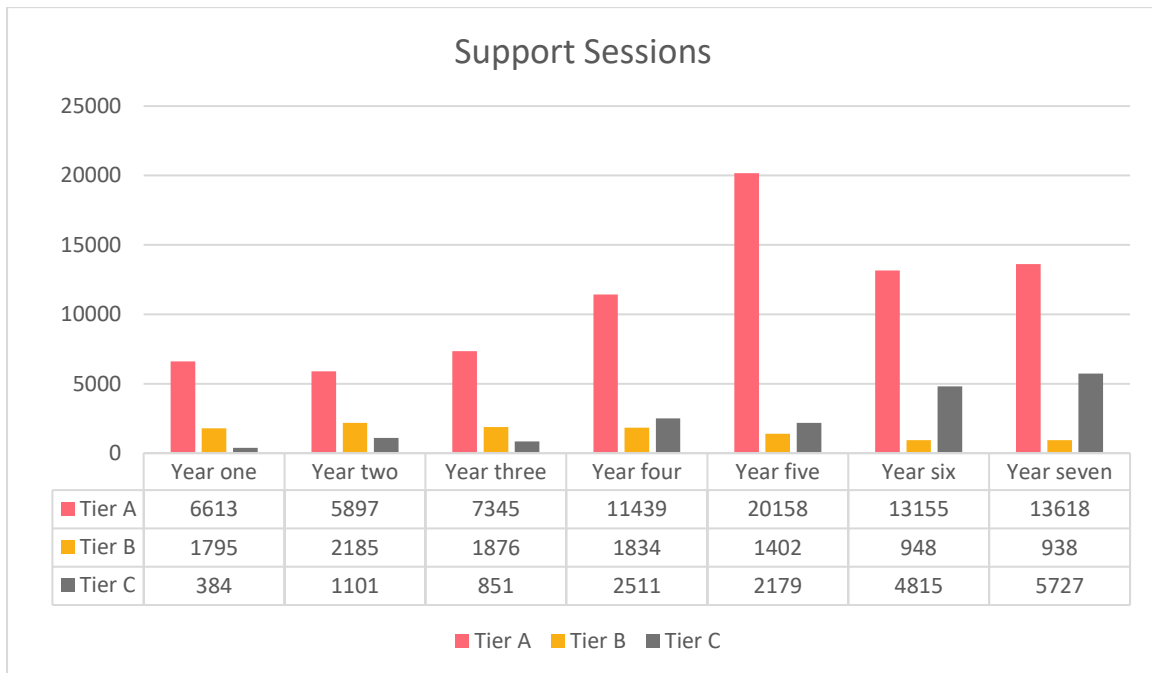
At Derbyshire Carers Association we know that Carers achieve greater outcomes and have a better quality of life, both for themselves, and the person they care for, if they are identified or self-identify earlier in their caring role. By working together with key partners, including Adult Social Care and GP Practices, we have established pathways to ensure that Carers know how and when to access support and what to expect from the service. Throughout the contract, we identified and supported 12,292 new Carers across Derbyshire.



Ensuring Carers of all ages can find information and advice they need easily:

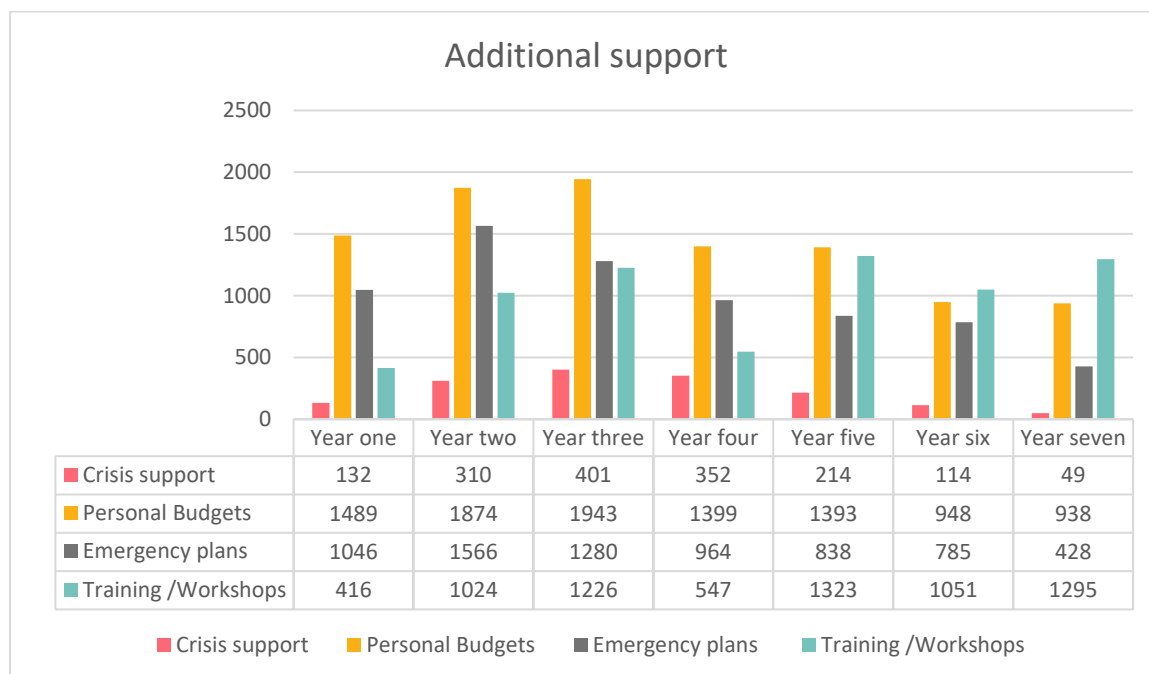
At DCA, we believe that providing Carers with information and advice at the earliest possible opportunity will help Carers build strong support networks. Our support service is based on a tiered approach to help Carers receive the right support at the right time.

- Tier A-Information, advice and guidance on a range of issues connected to the caring role
- Tier B – Carers Assessments and support
- Tier C – Ongoing support for more complex caring roles



Improving the health and wellbeing for Carers of all ages

DCA offer a comprehensive support package to assist Carers to improve their wellbeing and outcomes. This includes:



Alongside our core services, we have also designed and delivered a number of complementary projects. These have been supported by partnerships or through additional funding. These include:

Counselling Service - The National Lottery

In July 2020 DCA introduced a 6-month remote counselling service for unpaid Carers in Derbyshire greatly affected by the COVID-19 pandemic. The aim was to provide a Carer centred counselling service, which was able to take into account the specific demands, needs and limitations on Carers at this time. A total of **53** Carers accessed **440** counselling sessions.

Legal Clinics –Aston Bond Gigg and Rothera Sharpe Solicitors

Since 2017 we have hosted free monthly Carer Legal Clinics. Throughout the seven years, over **1,000** Carers have accessed a free 30 minute consultation with a Solicitor to discuss legal issues connected to the caring role including Power of Attorneys, Wills and succession planning.

Telephone Befriending - The National Lottery and Derbyshire County Council

In 2019 we launched our Carer Telephone Befriending Service so Carers feeling most isolated would receive a weekly friendly call from one of our amazing volunteers. The Service was invaluable over the pandemic when many Carers felt especially isolated and lonely. Over **360** Carers have accessed weekly friendship calls from one of our **70** Volunteer Telephone Befrienders.

Grants and food vouchers – Carers Trust, Department for Work and Pensions, Derbyshire County Council, Foundation Derbyshire

We have awarded over **3,000** grants and food vouchers to Carers over the previous seven years to help support the increase in living, heating and fuel costs and to help with costs associated with caring. We delivered food hampers during the pandemic as well as PPE to our most vulnerable families.

Carer Breaks – Carefree

Through our affiliation with Carefree, we have referred **197** Carers to access a short break. So far **43** Carers have accessed a free break, which has a collective value of £11,825

Feedback

'I have never forgotten your kindness when you visited me in March 2019. You were so patient and reassuring and helpful and gave me so much practical advice.'

'A massive thank you for the counselling I have received through Derbyshire Carers which has been a life saver (literally) for me over the last few months that I have been going through a really dark time as a Carer.'

'Thank you for your call and carrying out the Carer's assessment/therapy session! I cannot begin to tell you how helpful our chat was to me, but I'll try. I sat with a cup of coffee and a cat on my lap throughout our chat (unheard of before 8:30 of an evening!) I got to talk about the difficulties I experience caring for 3 vulnerable loved ones, I listened to someone who understood my feelings, who didn't judge my thoughts and who reminded me to try not to judge myself. You said all the things I'd say to a good friend in my situation and you encouraged me to be a good friend to myself. Thank you.'

'I cannot thank you enough for all the help & kindness, you really have done so much for me with getting the grant for our little weekend break, food vouchers & now driving lessons, you have made my very difficult life better over the past couple of months.'

'Your active involvement has brought about so many practical improvements to our wellbeing, safety and happiness that it is difficult to list all of them. It is much more than that though. Your positive uplifting presence when we met was so emotionally uplifting and timely. You really have made our lives better in so many ways. We cannot begin to thank you enough. We would also like to thank Derbyshire Carers Association for coming into our lives at a time when we most needed it. The work that you do is brilliant and so very praiseworthy. Also the monetary support that you have provided has touched us very deeply. We are genuinely overwhelmed by your kindness and generosity. The gift will make a very significant contribution to our activities and care needs in the coming year. Thank you so very much.'