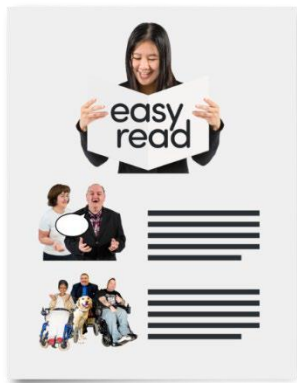


## Carers Strategy Easy Read.



This is an easy read version of North Somersets Carers Strategy. This document sets out how organisations in North Somerset plan to work together to improve unpaid care.



Caring can be a positive experience, but carers need to be supported and valued. Without the right type of support, carers health and well-being can suffer.



**Understand**

We understand that every caring situation is different. This strategy covers six priorities, with a focus on support.

## Priority one: Identify, recognise, and value carers.



We want to help people know more about carers. Carers are people who look after someone who needs help. We want everyone to see how important carers are. We want to make sure carers get the help they need.



We will make sure that carers can get help easily. This includes getting help from their doctor. We want North Somerset Council to always think about carers when making plans. We also want doctors to follow good rules to help carers.



We will train staff to understand carers better. We will make sure that all plans think about how they can help carers. We will have a special person in the council to look after carers' needs. We will work with doctors to find and help carers.



Young carers are children and young people who look after someone. Many young carers do not see themselves as carers. Sometimes, young carers feel sad because they miss out on things other kids do.



We want young carers to feel important and get the help they need. We want schools to understand and support young carers. We will make sure young carers have a say in what happens. We will train staff to know more about young carers.

## Priority two: Involve Carers in Decisions, including Care-Planning and Developing Services.



We want to make sure carers are part of decisions about care and services. This means listening to what carers have to say. We also want to understand how culture affects carers from different backgrounds.



We will set up meetings every three months for carers to share their thoughts. We will also create a plan to talk to local communities and hear their views. We will focus on carers from minority groups to understand their needs better.



We found that young carers often feel ignored during health appointments. They have a lot of knowledge but are not always recognised by health professionals. This needs to change.



We want all professionals to use a 'whole family approach' and make young carers feel important and heard. Young carers play a vital role and should be valued for their help.



We will create a 'Young Carer Voice' group to make sure young carers are heard in our meetings. Their views will be taken seriously to improve services and support for young carers.



## Priority three: Systems are Joined-up and Identify, Recognise and Value Carers and see Carers in the context of the whole family.



We want to make health and social care better for carers. We want carers to feel valued and seen as part of the whole family. This will help carers have a better experience.



We will share data between the council and health services to help carers. We will ask care workers to stay with the same people, especially for those with dementia. We will also look at the whole family when helping carers.



Young carers told us they feel left out. They feel invisible at health appointments and do not get the information they need. They are upset that their knowledge is not valued.



We want to make things better for young carers. We will share good ideas and practices to help them feel included and valued in the health and social care system.



We will ask health, social care, and schools to use kind and inclusive words with young carers. We will share a film to raise awareness. We will also make sure young carers can help with their loved one's care.

## Priority 4: Services that are Reliable and Deliver Best Outcomes for All



We want to help carers take breaks. We know carers need rest. We will make it easier to find out about respite care. We will also look at how to offer more respite services.



We will work with local groups to help carers. This means services in towns and villages. We want to understand what carers from seldom heard groups need. This will help them use our services more.



The council will offer more respite options. We will give better information about respite care. We will work with local councils and groups to support carers. We will also improve our emergency response for carers.





We talked to young carers. They don't want to miss school because of their caring role. They want to go on school trips and know their loved ones are okay. They don't want to get in trouble for being late.



We want young carers to have a good childhood. They should be able to take breaks. They should not feel bad for being late to school. We will help schools support young carers and offer care packages for school trips.

## Priority 5: Information and Advice



We want to make sure carers get the help they need. We will tell professionals and partner groups about the support available. We will work with these groups to give better information and advice to carers.



We will create clear messages and a plan with our partners, like doctors and social prescribers. We will update the council website for carers. We will make easy-to-read information packs and a Carers Checklist in different formats and languages.



Young carers told us they get different levels of help at school. They also said the information is too hard to understand. We want to make this better for them.



We will work with schools to give better advice to young carers. We will make sure health and social care services think about young carers in all their communications.



We will work with health and social care providers to include young carers' needs in their advice. We will give young carers links to useful information. We will also work with Carers Trust to create Virtual Care Centres for young carers.

## Priority 6 - Staying Well and Having a Life of my Own



Priority 6 is about helping carers stay healthy and have their own lives. Carers need breaks, support for their health, and time with family and friends. They should also balance work, hobbies, and community activities.



We want to keep in touch with carers to help them feel less alone. Carers should have support for their health and work. We also want to help Syrian refugee carers with emotional support through groups or counselling.



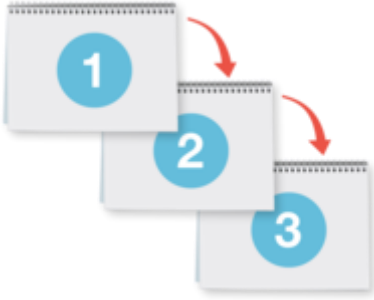
We will help carers look after their health and promote resources for employers to support working carers. We will also improve digital access and emotional support for carers.



Young carers often feel stressed and anxious. They find it hard to keep up with hobbies and sports due to transport issues. The cost-of-living crisis affects them, and many use food banks. They feel different at school and worry about their future.



## The next steps



The council, partners, and carers will meet often to talk about the plan and what needs to be done. They will look at what resources they have. Smaller groups will focus on specific types of carers like adults, young people, and parents.



These smaller groups will work on detailed actions. They will make sure each part of the plan is clear and can be done. Each group will have its own tasks to focus on.



Each group will have a workplan. This plan will show what needs to be done, who will do it, and what is most important. The groups will also find out what resources they need.



The groups will tell the main Partnership Group how things are going. They will share any problems they face. The main group will help solve these problems and support the work.

## Help and support.



If you care for an adult who needs help, you can ask for a care and support check. Call Care Connect at 01275 888801. This check will see if they need services like respite or daycare.



For more help, you can also contact Alliance Carers Support. Their phone number is 03000 120 120. They can give you extra support and advice.



We want to hear from you. You can tell us what we do well or what we can do better by clicking [HERE](#). If you have worries about Adult Social Services, talk to the person you usually speak to.



If you need to make a complaint, you can write to the Complaints Manager at Adult Social Services and Housing, Town Hall, Weston-super-Mare, BS23 1UJ. You can also call 01275 882171 or email [complaints.manager@n-somerset.gov.uk](mailto:complaints.manager@n-somerset.gov.uk).

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