



# SUTTON'S CARERS STRATEGY 2025-2030





**All original artwork on the cover and throughout the Strategy is by Miles J.**

Miles is a 16 year old Young Carer who lives and studies within Sutton. Miles has aspirations of becoming a fashion designer and implementing positive changes in the world.

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NB The partners of this Strategy have capitalised all references to Carers, including specific groups, for example: Young Carers, Parent Carers, etc. This is out of respect for the important contributions they collectively make to health and social care services.



# Foreword



“I am pleased to introduce this new Carers Strategy which has been the result of meaningful collaboration and engagement. Our shared goal is to support and empower unpaid Carers, helping them to live their lives the way they would wish and improving the lives of those they care for. This Strategy reflects our collective commitment to understanding and addressing the unique challenges unpaid Carers face, ensuring they receive the support they deserve”.

**Councillor Marian James, Chair People Committee**



“I participated in this Strategy by attending listening sessions. It was a privilege spending time with unpaid Carers, hearing their experiences and understanding their needs and concerns. I want to thank those who contributed, for their time and commitment.”

**Councillor Paul Cole, Carers Champion**



“I am pleased to support the joint Carers Strategy in my role as local GP and Convenor of the Sutton Place Partnership. The Strategy has the commitment of the partnership to ensure its implementation and reflects our shared goal to support and empower unpaid Carers. I am particularly proud of the level of input we have received from Young Carers in ensuring this Strategy supports them to achieve their goals and aspirations, receiving the right support at the right time.”

**Dr Dino Pardhanani, Clinical Director, Sutton Place, South West London Integrated Care Board**



This is a pivotal moment for unpaid Carers in Sutton. Never have we spoken with so many across all age groups and backgrounds. This Strategy reflects those conversations and urges us to respond to the challenges Carers and their families face. We are caring more than ever, be it through love or duty, so this Strategy could not be better timed or placed, in recognising the immense contributions Carers make to our community. We were pleased to help shape this strategy, and with Carers, look forward to supporting its delivery.

**Dr Shade Ajayi-Obe, Chair of the Board of Trustees, Sutton Carers Centre**



# Foreword



“South West London Integrated Care Board recognises the critical role that Carers play in helping maintain the health and independence of people with a wide range of needs across our community. This Strategy helps set out how we will take into account the role and needs of Carers as we design and deliver services.”

**James Blythe, Managing Director,  
Epsom and St Helier Hospitals NHS Trust**



“Unpaid carers play a vital role in helping people stay independent and well, making a significant difference to many lives every day. This strategy recognises the importance of that role and sets out how we will work together to support carers, so they can continue caring and live well themselves.”

**Dr Imran Choudhury, Strategic Director of Public Health and Wellbeing**



“This Strategy emphasises the vital contribution of unpaid Carers, working alongside community services like district nurses, palliative care, and frailty services, to support residents at home. They’re essential partners in maintaining individual wellbeing and independence.”

**Lucy Botting, Chief Operating Officer,  
Sutton Health and Care**



“It really made me feel like I wanted to help both as a Carer and a volunteer to help other Carers.”

**Kimberley Clarke, Carer and resident of Sutton**



# Executive Summary

**Becoming a Carer is an experience that many people will have during their lifetime, with three in five people becoming Carers at some point in their lives. While this role can be deeply rewarding, it is also hugely challenging. The purpose of this Strategy is to ensure that Carers are recognised, valued, and supported to lead happy, healthy, and fulfilling lives.**

The Sutton Place Partnership are pleased to announce the publication of a new all age Carers Strategy for Sutton, aimed at providing support across the entire health and social care system. Carers play a vital role in providing care and support to family members, friends and other loved ones every minute of every day. Their commitment is fundamental to sustaining our local health and social care systems, as well as the UK economy.

Recent figures from Carers UK and the University of Sheffield show that Carers in England and Wales contribute a staggering £445 million to the UK's economy every day – that's £162 billion per year. (Carers UK, 03 May 2023).

The partners developing this Strategy also recognise the significant challenges Carers face. Caring responsibilities can have a profound impact on a Carer's overall health and wellbeing. The Covid-19 pandemic intensified these challenges with many Carers taking on additional responsibilities which put further strain on their lives. Carers have consistently told us that they feel stretched and need more support.

Despite these difficulties, Carers have told us that caring can also be deeply rewarding, offering a sense of purpose and connection as they provide essential assistance to their loved ones. This Strategy demonstrates our commitment to further understanding and addressing the needs of Carers, ensuring that they feel supported, valued and empowered.

This Strategy was shaped by the views of Carers of all ages, as well as other key stakeholders. This was done through several community-based focus groups, surveys and a Carers Conference. We hope that people who have contributed to this Strategy are able to identify a 'you said, we heard and will do' thread throughout it and also its subsequent Delivery Plan, the first draft of which is attached to this Strategy as Appendix 1: Delivery/Implementation Plan. We aim to continue collaborating with Carers (co-production) over the next five years. We will do this by adding to the Strategy's Delivery Plan actions where Carers are directly involved in improving our collective Carer Support Offer, our Carer and Young Carer pathways and the commissioning of new services and support.



The Strategy is framed by four key priorities underpinned by themes shaped by Sutton's Carers and local communities. Within this document, we set out a case for each priority and commitments made through "we will" statements aimed at supporting Carers throughout their caring journey. These priorities are:

1. **Carer identification and recognition**  
Ensuring Carers are identified early, supported to understand and embrace their role as Carers, recognised and included in decision making for the cared-for person.
2. **Assessing Carers' needs**  
Providing thorough and timely assessments that address Carers' individual needs, challenges and aspirations.
3. **Supporting Carers**  
Offering tailored support services to enhance Carers' wellbeing, including emotional, financial and practical assistance. This includes when their caring role comes to an end.
4. **Young Carers**  
Identifying and supporting Young Carers, ensuring they have access to education, development opportunities and emotional support.

This Strategy does not sit alone in addressing the needs of Carers. Sutton is adopting a holistic approach to commissioning services and is developing strategies for Prevention, End of Life and Dementia. There are common themes and priorities that run between all these strategies. Together, we are linking the strategies to ensure that key aspects - such as early intervention, person-centered care, community support and quality of life - are addressed in a coordinated and effective manner. Sutton aims to enhance wellbeing, improve care pathways and support individuals and their families throughout different stages of life.

There are also strong links between Sutton's Carers Strategy and the [Learning Disability Strategy 2022 - 2027](#), as both focus on enhancing support, improving quality of life and promoting independence. Together, these strategies can create a more integrated, sustainable, and supportive environment for both Carers and individuals with learning disabilities, ensuring they have the right resources and opportunities to thrive.

We are ambitious for Carers in Sutton with the Strategy identifying areas for improvement and development and critically, looking forward, how we can improve the way in which we work with Carers, across the Strategy partners and ensure that Carers shape what we do on an individual, service and strategic basis.

#### **The Sutton Place Partnership**

- **London Borough of Sutton**
- **NHS South West London ICB**
- **Sutton Primary Care Networks**
- **Epsom and St Helier Hospitals NHS Trust**
- **Sutton Health and Care**
- **Sutton Carers Centre**
- **Community Action Sutton**
- **Age UK Sutton**



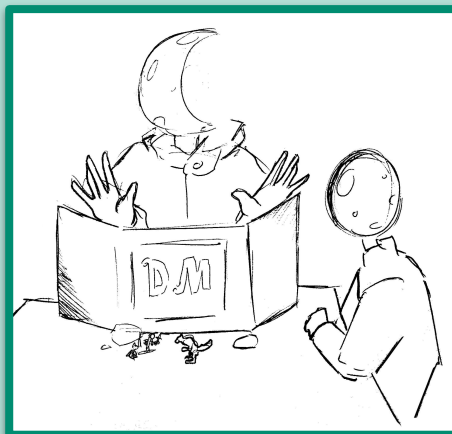
# Introduction

## Our commitment to Carers in Sutton

This Strategy, developed by the Sutton Place Partners, represents the contributions of place partners, Carers, community, charity and faith sectors, builds on the foundation of our previous Strategy and reaffirms our commitment to Carers in Sutton for the next five years.

The previous Strategy, running from 2019-2023, helped to strengthen partnerships and enable the partners to work collaboratively for local people, intervening earlier, reducing health inequalities and seeking a good and effective use of available resources. This includes:

- An agreement was established between the Council's Children's and Adults services called "No Wrong Doors" to help ensure that all parts of our local system work together to support Young Carers and their families more effectively.
- Improving access to information and advice, targeted support for Young Carers aged 8-25 years of age, specialist Mental Health support, money matters, training and peer support groups at the Sutton Carers Centre.
- Commissioning a hospital discharge service to identify and support safer discharges from acute services.
- Expanding and promoting local physical activities and leisure opportunities for Carers, with discounted rates and passes to services such as leisure centres.



The current range of services, opportunities and universal activities accessible to Carers living within the Borough is included in [Appendix 6, the Carers Offer](#). The offer is a combination of Carers support services delivered by our contributing partners and local organisations. In developing this Strategy with Carers - and continuing to collaborate over its lifespan - there is a clear opportunity to further improve the way in which this offer is communicated and understood.

This new Strategy for 2025-2030, has been developed in partnership with Sutton Place Partners and draws on evidence from the National Carers Survey. It includes national, regional and local data on Carers' needs, and examples of best practice in supporting Carers.

**Crucially, this Strategy has been shaped by the voices of Carers themselves.** Over the past year, we have met with diverse groups of Carers through focus groups, forums and one-to-one interviews. We are especially grateful to the Carers who generously shared their time, personal stories and moving experiences, providing invaluable insights into the life of a Carer. The Carers Strategy Project Group has given us further guidance and strengthened this work, making sure this Strategy reflects the realities and priorities of Carers in Sutton. Please see [Appendix 2: Approach to building this Strategy](#) for the framework to develop this Strategy.

The delivery of this Strategy will be overseen by the Sutton Place Partnership Board and ultimately the Health and Wellbeing Board. The partners will also establish a new Sutton Carers Partnership Board (SCPB) with Carer representatives to provide oversight of progress in the delivery of the Strategy. This continues our core principles of co-production and transparency and we will be creating clear pathways for representative Carers ,with lived experience, to join the SCPB.





## Who is a Carer?

A Carer is someone who provides care and support to someone - often a family member, friend or neighbour - who could not manage without their help due to illness, disability, mental health needs, addiction or age-related challenges. The aims of the Joint Carers Strategy and its subsequent delivery/implementation plans are being put into place to support unpaid Carers living in Sutton.

Caring responsibilities are often unpredictable and cyclical. This is especially true when providing profound emotional support to people with mental health illnesses and for parent Carers, whose caring responsibilities may span a lifetime. The impacts and demands of caring vary greatly and each Carer experiences and manages them differently.

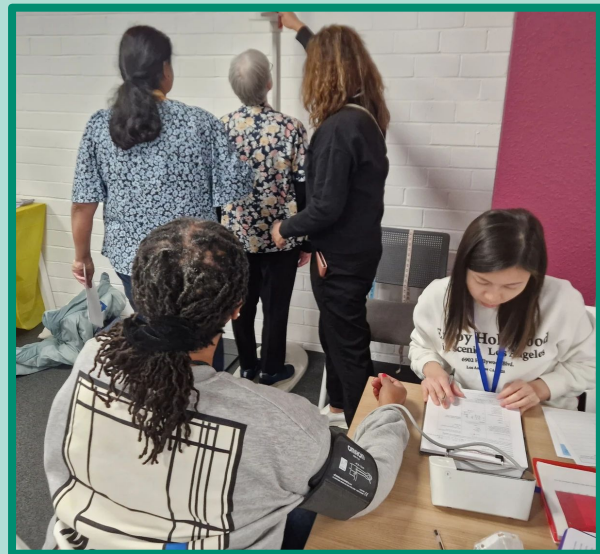
**Carers can be of any age and come from all walks of life.** In addition to practical help such as cooking, cleaning or shopping, they can also provide personal care, assistance with managing finances, medications or appointments. For many, this is on top of full or part-time employment or for Carers looking after their parents or older relatives, taking care of their own family.

Through this Strategy, we aim to address these challenges, ensuring that all Carers, regardless of their background or circumstances are recognised, valued and supported



## Types of Carers include:

- **Adult Carers:** Adults over 18 years who provide unpaid care to someone.
- **Young Carers:** Children/young people under 18 years who provide care for family members.
- **Parent Carers:** Parent(s) caring for a child/ young person with special needs or disabilities.
- **Sandwich Carers:** Those caring for both children and elderly relatives simultaneously.
- **Hidden Carers:** Individuals who don't identify as Carers and may not seek support despite providing substantial care.
- **Co-Carers:** where people are both receiving support from an unpaid Carer for a mental health condition and caring for another person at the same time.



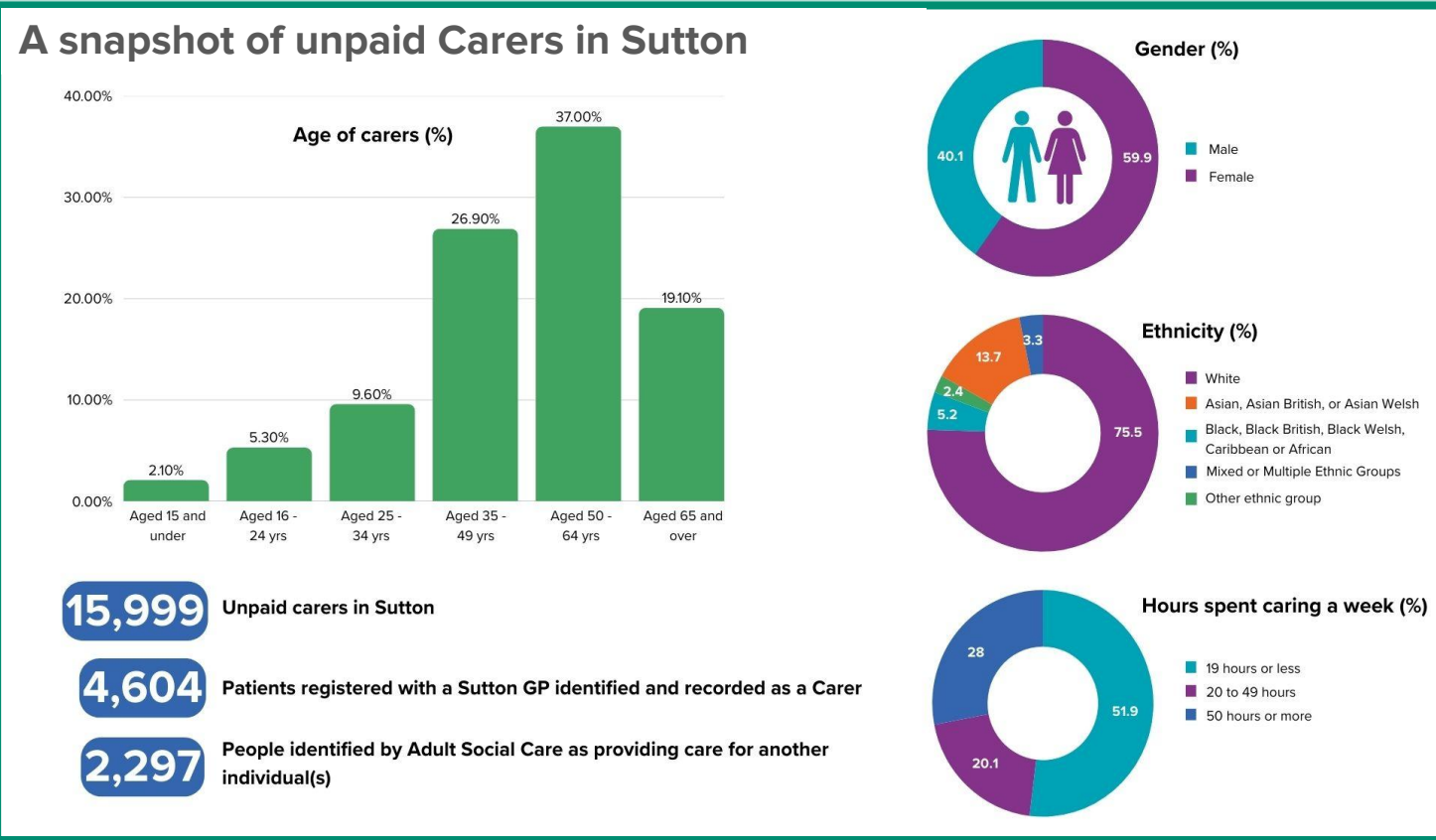


# Carers in Sutton

According to the 2021 Census for England and Wales, there are approximately 15,999 Carers in Sutton (aged five years and older). This equates to 8.4% of Sutton residents and reflects a higher number than the Greater London Region (7.2%) and just under the UK average (8.8%). [Appendix 3: What we know of Carers](#) includes more facts and figures about Carers and caring in Sutton.

While the 2021 Census also recorded a national decrease in unpaid Carers (from 5.8 million in 2011 to approximately 5 million in 2021), the proportion providing 20 or more hours of care per week increased significantly, from 38% to 51%.

This trend was mirrored in Sutton, where the total number of unpaid Carers fell from 18,298 in 2011 to 15,999 in 2021, but the percentage providing 20+ hours of weekly care rose from 32% to 48%.



(Source: Office for National Statistics, UK Census 2021)

## Sutton's Carers survey

As part of our community engagement activities for this Strategy, we conducted a survey asking Carers about their lives, their caring role and to gain feedback about Sutton's Carers Offer. 173 unpaid Carers in Sutton responded to the survey. The results of this survey are featured in [Appendix 5: What Carers have told us.](#)

### Carers accessing the Sutton Carers Centre

Locally, the Sutton Carers Centre (SCC) has told us that they have approximately 12,000 Carers on their database. They also report a 58% increase in the number of Carers accessing their services between the development of this Strategy and the previous Sutton Carers Strategy (2019). They have also experienced an increase of 38% in the number of Carers requesting support between 2022/23 to 2023/24, and post the Covid 19 pandemic. The following shows the number of unique Carers supported at SCC across age groups since 2019. Carers have been counted only once regardless of how many times they access the centre and the intensity of service(s) they receive within a year:

Year	Number of Carers Supported	Increase/decrease on previous year
2023/24	1941	+33%
2022/23	1455	-8%
2021/22	1584	+3%
2020/21	1543	+26%
2019/20	1227	N/A



## Carers accessing the Sutton Carers Centre

Age group	Increase/decrease between 2022/23 and 2023/24
Under 12 years	+200%
12 -17 years	+159%
18-24 years	+74%
25-44 years	+19%
45-64 years	+11%
65-80 years	+11%
81+ years	+5%
Unknown	+60%

## Monetary value of care

Carers make a significant contribution to the NHS. Recent findings published by Carers UK estimate that the economic value of contributions made by Carers in the UK is now £184 billion a year. The combined NHS budget across the four nations of the UK in 2021/2022 was £189 billion – meaning that Carers are providing the value of care equivalent to a second NHS. (source: [Valuing Carers - CarersUK, Nov 2024](#)).

# Joint Carers Strategy priorities

This Strategy is framed by four key priorities. These have been shaped by what we have learnt through the delivery of the previous Strategy, mapping of the current Carers Offer, and most importantly, by what Carers have told us matters most to them (see [Appendix 4: What Carers have told us](#)).

Additionally, a set of cross-cutting themes identified through our community engagement activities, has been woven throughout the aims (“we will” statements) of each priority, influencing the Strategy timelines and how this Strategy will be put into place:

- **Systems change** - Carers gave us examples of what was working well and told us about areas where clearer, more efficient and consistent processes were needed across Carer support pathways. This includes taking a whole systems approach to promoting the Carer Support Offer and being treated as a valued partner in decision making, drawing upon their experience, knowledge and capacity and being clearly involved in planning for the cared-for person.
- **The importance of community** - Peer support, local activities and the positive impact of heritage/cultural groups were consistently mentioned when Carers were asked about what they found helpful for both maintaining their own wellbeing and finding trusted support in their caring role.
- **Social inclusion and isolation** - Carers who feel they have no one to turn to or know where to find support. This could be because they are alone, experience language or cultural barriers or don't think of themselves as Carers. Carers told us that they feel welcomed and that they get valuable, trusted support and signposting from taking part in community and/or heritage-based activities. Support networks for single Carers are also being formed organically through community groups, reducing feelings of helplessness and loneliness.
- **Co-production** - Collaborating with Carers from the very beginning of creating new, or revising existing health and social care support policies, services or commissioning. This will help to ensure transparency in decision making and the ongoing input from Carers about what works well, where the gaps are and what needs reviewing.
- **Having a life outside of their caring role** - Carers told us that difficulties finding cover or respite care was a main barrier to taking a break. This ranges from smaller slices of time to take a walk or attend a GP appointment, to day opportunities for the cared-for so Carers can remain in employment, as well as longer term bed-based or residential care for longer breaks. This Strategy presents an opportunity to enable Carers to have an enhanced level of confidence about the welfare of the cared-for person when accessing respite care and taking a break.



On the whole, these themes point to the importance of not only putting Carers' needs at the centre of each action under all four key priorities, but also subsequent delivery plans and to actively work with them (or co-produce) future commissioning plans for new community-based support services from the very start. This would ensure that Carers' needs are embedded in our work, and include voices from all corners of Sutton's local communities.

Each of the four key priorities includes actions or "we will" statements aimed at systems change and improving or enhancing the current Carer Offer. These range from improving existing Carer pathways, information and signposting to exploring new ways to identify and support Carers and Young Carers. This is where we are going to start. Not only because this directly responds to the most frequently mentioned issue(s) from Carers when asked what the Strategy should prioritise, but also because it will improve Carer awareness across frontline services, improve access to available support and better promote Sutton's Carers Offer (or overall support services offer) across our local communities.

Our commitment to Carer co-production started with the development of this Strategy (as set out within **Appendix 4: Carers engagement process**) and will continue over its lifespan. Currently Carers are equal members of the Adult Social Care Co-Production Group (ASCCPG) and Carers Strategy Project Board (CSPB), where the CEO of the Sutton Carers Centre serves as co-chair. Both of these groups are partnerships which have representation from across the health, social care and community sectors. They have provided platforms for development of the Strategy (CSPB) and collaboration on the development of future commissioning and service reviews (ASCCPG). In the longer term, these arrangements will ensure that there is transparency in how decisions are being made in relation to Carer support and that Carers are involved throughout the support delivery cycle.

## Oversight going forward

When the Carer Strategy comes into force, the Carers Strategy Project Board used to develop it will fold and a new Sutton Carers Partnership Board (SCPB), with its own membership and Terms of Reference, will be put into place. The newly formed SCPB will include representation from across Carer communities and oversee the development and delivery of the Carers Strategy Delivery Implementation Plan for the next 5 years.

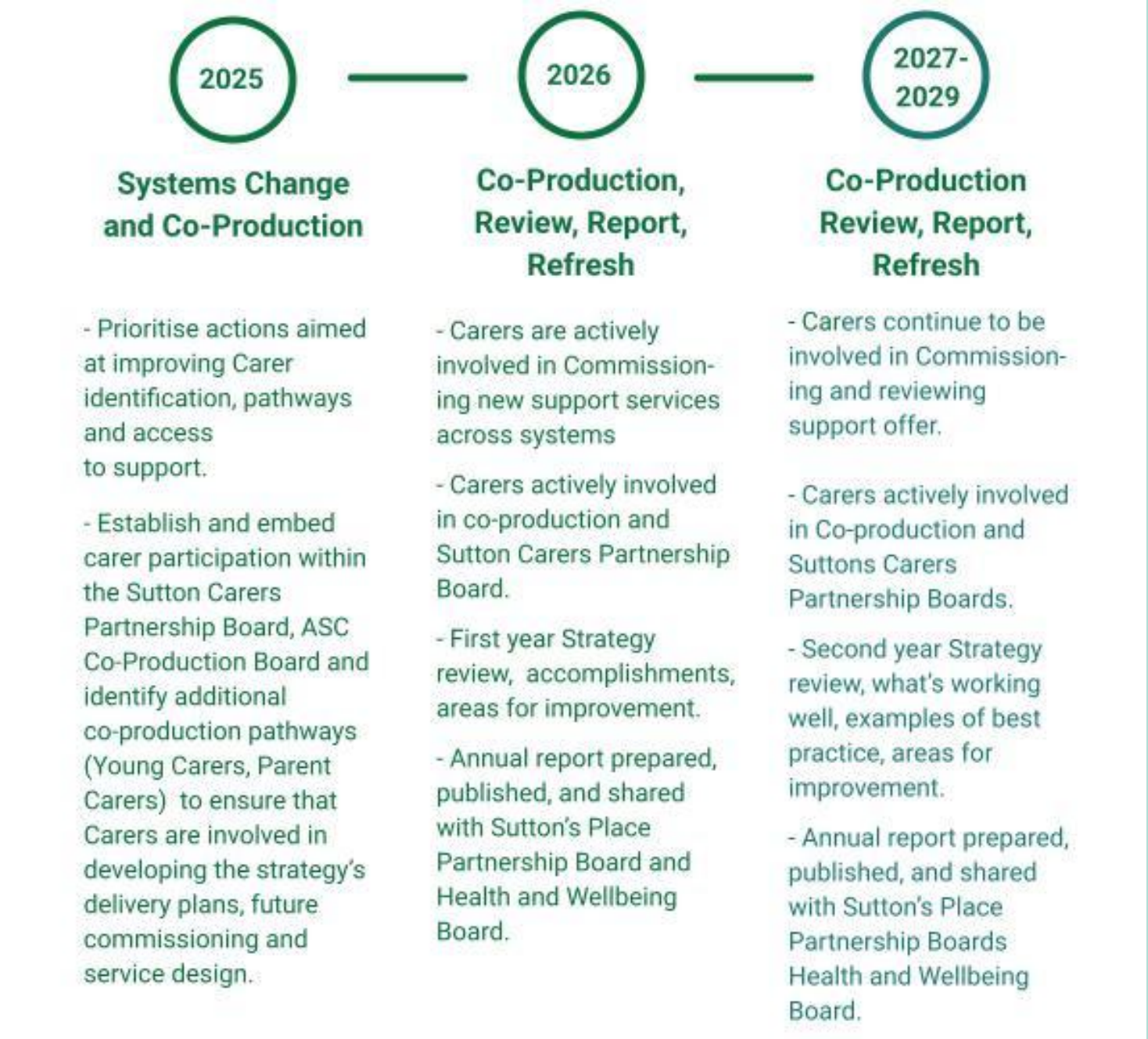
For each year of this Strategy, an annual report or review prepared through the SCPB will be published and delivered to Sutton Place Partnership Board and then onto Sutton's Health and Wellbeing Board. The day-to-day ongoing oversight of the Strategy (2025) will sit with the proposed new Sutton Carers Partnership Board and link to the Adult Social Care Co-Production Board for the remaining four years of the Strategy.

Additional co-production pathways may be used for Young Carers and parent Carers to facilitate their participation using current forums and peer groups.

Starting with addressing the need for systems change, we will review our collective assessment and support pathways and embed Carer co-production (Carers are involved in service and support design from the start) in the first year of the delivery of this Strategy. Each subsequent year will take a review, refresh, report approach. This provides not only transparency as to how the Strategy is being put into place and monitored, but also space for opportunities to expand any new initiatives that are working well, address any emerging gaps in support and keep a continuous two-way loop for Carer feedback.



# Strategy Implementation Timeline



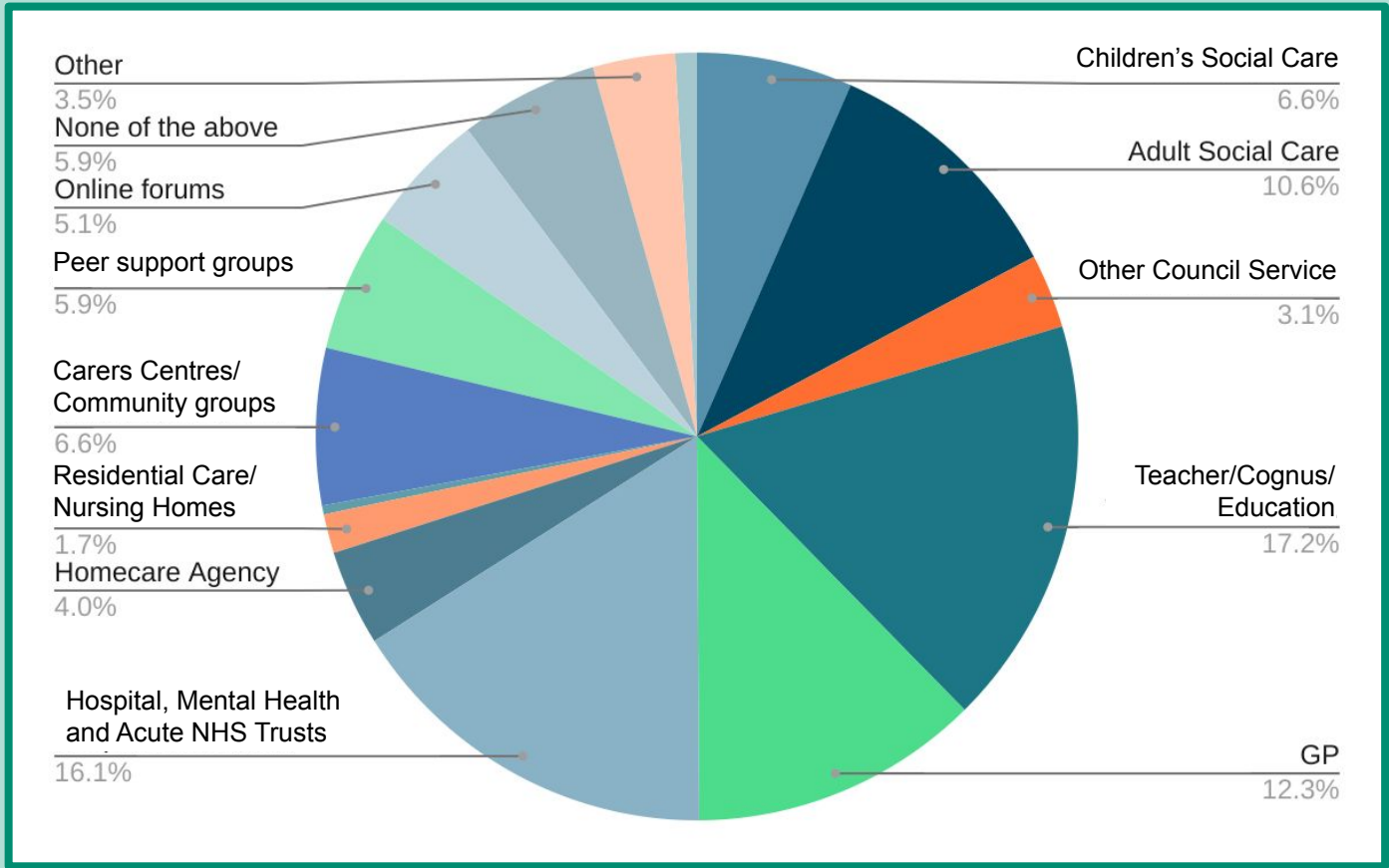


# Priority 1 – Carer identification and recognition

Often people become a Carer as a result of an unexpected illness, event or diagnosis. Caring for someone can also come up suddenly and change significantly over time. For some, such as parents looking after children with severe learning disabilities, being recognised as a Carer within support pathways can be challenging. Culturally, some may consider caring for a loved one a traditional role and may not consider themselves to be a “Carer” with their own support needs. For many Carers, caring is more than the completion of physical caring tasks and also includes providing around the clock emotional support to the cared-for person.

All of the Strategy partner agencies have parts to play in Carer identification and and recognition and talking to Carers and what would be helpful to them to support their own health and wellbeing for themselves and in their caring role. Therefore, it is important that at key points of contact such as when accessing health services or contacting children’s or adult social care, that Carers are identified, recognised and asked how they are getting on. We know that helping the cared-for maintain their health, independence and wellbeing frequently comes at the cost of the Carer's own health and wellbeing. The following chart shows where these key points of contact currently are.

**Sutton’s Carers survey - Have any of the following local services supported or involved you in caring for someone? (n=173)**



The partnership agencies delivering this Strategy commit to identifying people in a caring role and treating them as respected, valued partners in health and social care. This includes recognising their important contribution to health and care systems, without which we would be unable to cope with demand.

**We will:**

- 1.1 Commit (whole systems approach) to ensuring that all health and social care staff are able to work constructively within this core principle. This will be reflected within training and development activity for frontline workers along with performance monitoring in areas such as care and support planning and assessments. This includes ensuring that the voice and role of the Carers is evident in decision making for the 'cared-for person'.
- 1.2 Work with primary care to develop ways to proactively recognise and support known Carers and better identify hidden Carers.
- 1.3 Raise awareness of the caring role in Sutton and the contributions made by Carers taking a whole systems approach. The Carers Strategy Delivery Plan will set out our collective communication and engagement activities across the lifespan of this Strategy.
- 1.4 Strengthen and improve the navigation feature of the Sutton Information Hub to better support Carers looking for local support services for themselves and the cared-for. Investigate ways to join up partnership resources to help Carers find local services.



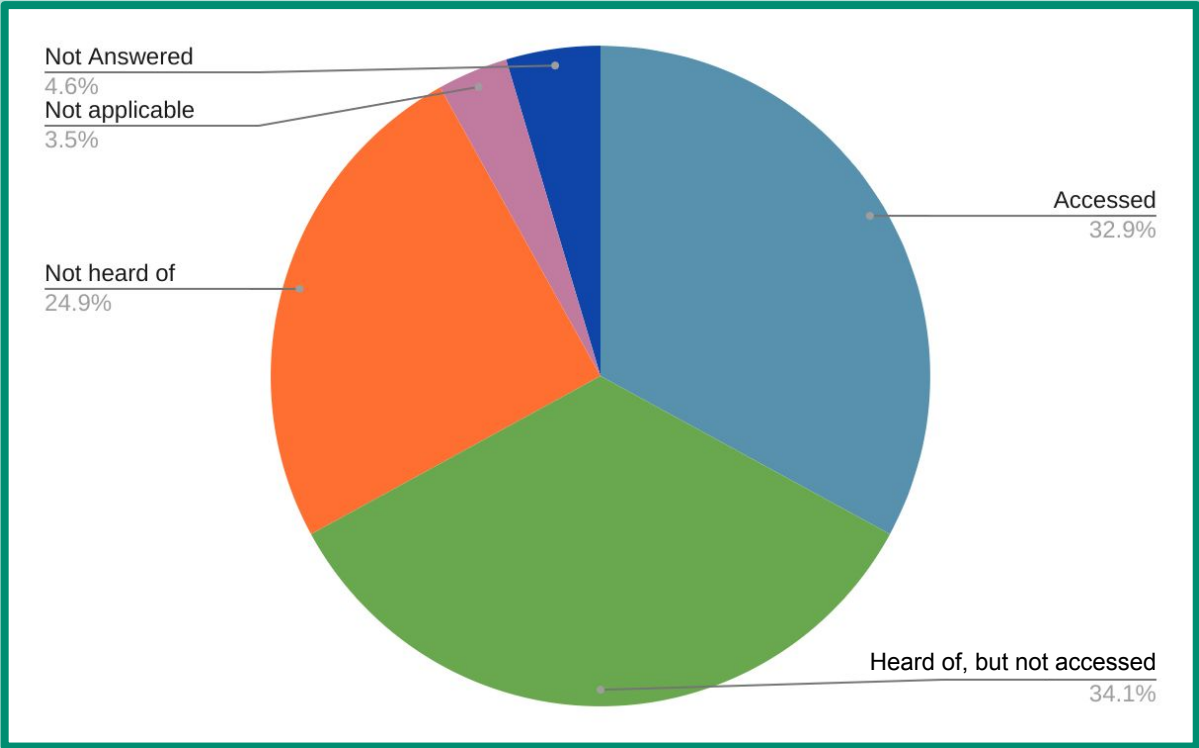
# Priority 2 – Assessing Carer needs

Across health, social care and community-based services, assessing Carer needs could be a formal process or an informal conversation and can take place in a number of ways. These are opportunities for a Carer to discuss their needs and identify areas where they need support. It's also a time to gain an improved understanding of the impact that their caring role is taking on their own health and wellbeing. The partner organisations developing this Strategy all have different approaches ranging from a GP consultations to contacting the Sutton Carers Centre for advice and contacting the Council to access formal support.

Formal Carer's Assessments are a key provision delivered by Sutton Council under **section 10 of the Care Act 2014**. Under the Act, Carers are entitled to their own needs-based assessment and support plan regardless of whether they are eligible for financial assistance to put a plan into place. If a Carer is eligible, the Council can help put the support plan into place. If you are a resident of the borough and an unpaid Carer (the person you care for can live outside of Sutton), you may request a Carer's Assessment from Sutton Council.

During the wider community engagement activities informing this Strategy, we received strong Carer feedback that the way their needs are assessed and followed up, and the way available support was promoted, needed to be reviewed. Carers told us about their experiences and gave us examples of best practice from across the partnership that will be used to test new approaches to both formal and informal Carer's Assessments, inform training programmes for frontline workers and improve the overall Carer experience across the Carer pathway.

**Sutton Carers survey - we asked:**  
**“Have you accessed or heard of a Carer’s Assessment?” (n=173) They responded:**



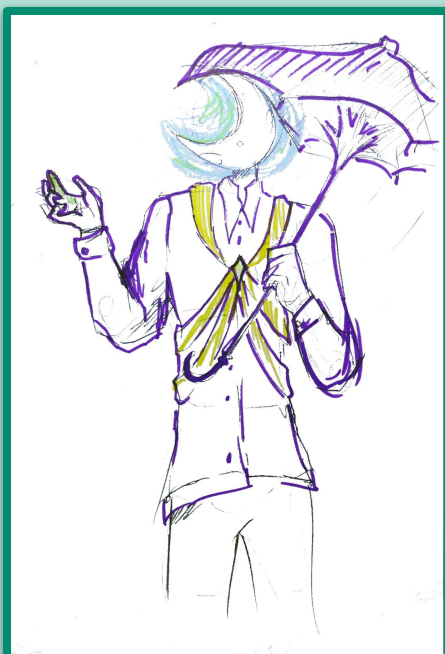


In advance of the drafting of this Strategy, a Task and Finish group was put into place to conduct a review of current processes. Initial work to improve the accessibility of the statutory Carer's Assessments done by Sutton Council has resulted in a 35% increase in take up (34.9% in April 2024 to 57% in December 2024). We aim to build upon this work to make further improvements.

We are committed to improving the way both formal and informal care assessments are promoted and carried out across Sutton's health and social care services to ensure that Carers are treated with respect and compassion across all support pathways.

**We will:**

- 2.1 Ensure that Carers have easy access to a Carer's assessment that supports Carers, and that initial contact adds value to their understanding of their caring role, while helping to identify support needs which maintain or improve their health and wellbeing.
- 2.2 Investigate potential self-assessment methods as an initial step to establish eligibility and promote available community-based Carer support.
- 2.3 Provide a "strengths-based" Carer's Assessment that discusses the Carer's potential longer-term needs and the sustainability of their continuing caring responsibilities.
  - Help put a support plan in place for Carers eligible for support (under the Care Act 2014).
  - Provide information and signposting to easy to access support for Carers who do not meet the Care Act criteria and self-funders. This includes community-based services for their overall health and wellbeing, advice for aspects of their caring role and making connections to other Carers and members of their community.



- 2.4 Create a fair and transparent two-way feedback loop to make sure that Carer's Assessments and support meet a Carers changing needs throughout their caring journey.
- 2.5 Put Carers awareness training (Sutton Carers Centre) into place for all staff conducting Carer's Assessments and supporting Carers throughout their caring journey. This is to ensure greater consistency between practitioners and their knowledge and understanding of the assessment process and Carers Offer (linked to training for Carers).

The training will focus on:

- Positive, strengths-based Carer's Assessments.
- Inclusive support, including healthy living based activities and available community activities, to alleviate social isolation.
- Sutton's respite offer.



*\*Adult Social Care, Children and Family Services.*

## Priority 3 – Supporting Carers

This Strategy development has evidenced the diversity of Carers and recognises that what one type of support a Carer finds helpful or beneficial, may not be needed or a priority for another. At the same time, most or all of the Carers who took part in engagement activities for this Strategy commented that their own health and wellbeing was secondary to that of the person they look after. Appendix 6: Sutton's Carer Offer includes details of the collective health, social care and community-based support available to Carers (as of February 2025).

### Carers have told us

Over the course of developing this Strategy, Carers have told us about their positive experiences and key gaps in support. We heard that Carers want to feel more confident that the person they care for is being looked after safely and well in their absence. For parent Carers, it's also about safeguarding and that their children/young adults have access to enrichment activities. For sole Carers, older parents and married couples without children or reliable support networks, wondering what would happen if they were unable to look after the cared-for because of illness or death can be a constant worry.

Respite care definitions included bed-based support, day opportunities, better quality in-home care, short breaks, shared/supported cared and cared-for activities, enrichment programmes for severely disabled young adults and residential care. Further suggestions around training for staff culture and language, a better system to select/get approval and overall availability (waiting lists) were all mentioned. More detailed information and an overview of overall Carer feedback can be found in Appendix 4: What Carers told us.

We heard that some Carers wanted improved support to put contingency plans in place - various legal processes (power of attorney, setting up trusts, proxy), transitioning from Children's to Adult Services and preparing for the end of their caring role - were established as gaps that would benefit from further focus. The "what happens if?" or "what happens next?" questions Carers face that cause great stress and worry. Some felt that the support needed to help answer those questions can be hard to find, be prohibitively expensive and there may be additional areas where further guidance and information may be needed to safeguard the Carers themselves.

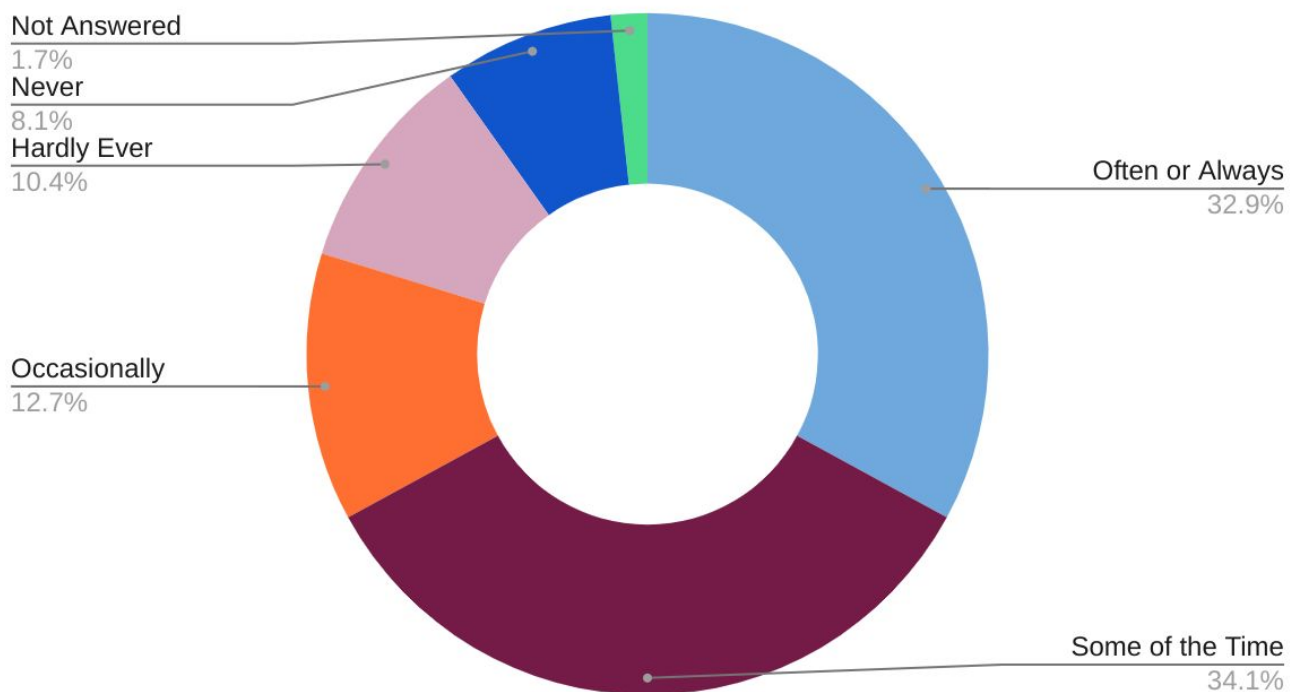


In relation to their own overall health and wellbeing, Carers told us that the operating times of the wider health, social care and voluntary sector Carer Support Offer can be a barrier for access. This includes GP/NHS appointments, talking to a social worker and formal support sessions. Suggestions were made for more availability outside of traditional working hours and a Carer pathway for additional or faster access for appointments. Easier access to healthy living programmes such as smoking cessation, gentle exercise and health checks were also mentioned.

Carers told us that one of their most important lifelines was community-based support. This takes many shapes, including peer support, parents groups, befriending and shared culture/heritage-based activities. This support is helping to improve and maintain wellbeing, solve caring problems, find services they were unaware of, and crucially, give Carers places where they feel welcomed and understood. Additionally, this support helped improve social connectedness, overcome language and cultural barriers, and expand support networks for lone Carers.

#### Sutton's Carers Survey - How often do you feel lonely? (n=173)

##### How often do you feel lonely?



## Priority 4 – Young Carers

A Young Carer is often juggling caring responsibilities, education and additional household tasks. For many, this flips traditional family roles where the parent becomes the cared-for, which can be a significant adjustment for families. For many Young Carers, there is simply not enough time to have a childhood. According to the Young Carers' Support Service at the Sutton Carers Centre, the average age of Young Carers accessing their services and support is 10 years old.

At the same time, identifying or tracking the number of Young Carers across the education, health and social care systems in Sutton (and the country) is not a requirement or consistently done. Unless the Young Carer or a parent/guardian informs their school of their caring role, or requests a referral for additional support in any part of the health and care system, they may not be aware that help is available.

It's also important to note that individual support needs for Young Carers will change over time as they grow and progress through education and respond to any adjustments to the care they provide.





At the heart of this priority is the commitment to creating a Young Carer pathway across systems that improves access to support and is shaped by Young Carers, with a better understanding of their unique stresses and everyday life. To do this well, we need a better picture of how many Young Carers there are in the borough, as well as commit to actions that will raise awareness of their challenges, promote available support and create clear avenues for them to co-produce future commissioning of services aimed at maintaining or improving their health and wellbeing.

### **Taking a systems-wide approach, we will:**

- 4.1 Raise awareness of the role and positive contribution of Young Carers in Sutton across partnerships, education, health and social care, and ensure agencies know how they can support Young Carers.
- 4.2 Collaborate with partners to explore or pilot ways to identify/recognise Young Carers throughout health, education, and social care systems.
- 4.3 Improve the current Young Carer support offer with Young Carers giving direct input so that it is able to meet individual needs and is easy to find and access.
- 4.4 Reduce the stresses of caring for children by ensuring that those they are caring for receive appropriate support.
- 4.5 Continue to commission future support programmes for Young Carers that are shaped with them through co-production activities across age groups and local communities.
- 4.6 Create a specific support pathway for Young Carers not known to the health and social care system.





# Making your voice heard

**Our partners value the voice of Carers and we have used various approaches to capture these.**

The Strategy partners, including those commissioned to deliver Carer support services - such as the Sutton Carers Centre or the SEND Forum - will ensure that there will be clear routes for Carer's voices to be heard and that their input is used to deliver services.

We also want to use Carers' knowledge and experience as part of how we train and develop our staff, to continually inform and influence how we work going forward. All Strategy partners are committed to Carer experience having a part to play in shaping workforce knowledge and understanding.

## **We will:**

- Create clear, accessible and easy to read information and signposting telling Carers how they can get involved in co-production activities across partner organisations.
- Actively work with Sutton's heritage-based and cultural community organisations and Community Action Sutton to make sure that Carer voices from across Sutton's communities are heard and included in co-production and community engagement activities.
- Work with Carers and partners to identify the best way to communicate community engagement activities across local community networks and social media.
- Create an open, two-way feedback loop for Carers who cannot attend meetings, organised workshops or participate in co-production activities.
- Seek feedback from Carers' experience as a part of service quality assurance.



# A future Carer experience: Vision for 2030

## Carers will:

- Understand and recognise their own caring role and feel involved in planning and decision making, and view themselves as partners in care.
- Experience an efficient, compassionate Carer's assessment, as well as a better understanding of their caring role and their own support plan. They will have access to support and services that help them improve and maintain their own wellbeing.
- Have an improved awareness of the Carers Offer across Sutton's communities. Carers should feel heard on an individual and collective basis and be active partners, helping to shape and improve community-based health and care support, allowing them to see the impact of their voice.
- Where Care Act (2014) criteria are met, Carers will have access to practical solutions for respite care, including replacement care and support.
- If self-funding or not eligible under Care Act (2014) criteria, Carers will receive information and signposting to enable them to access trusted (universal and Carer specific) community services to support their overall health and wellbeing, support them in their caring role and feel connected to other members of their community.
- Carers and Young Carers will experience personalised support options that are right for them and at the right time.
- Young Carers will be consistently identified across the borough and throughout education, health and social care systems.
- Carers from across Sutton's cultural communities will increasingly be present in services reflecting improved inclusion and participation. This reflects the initial analysis of demographic change in Sutton.



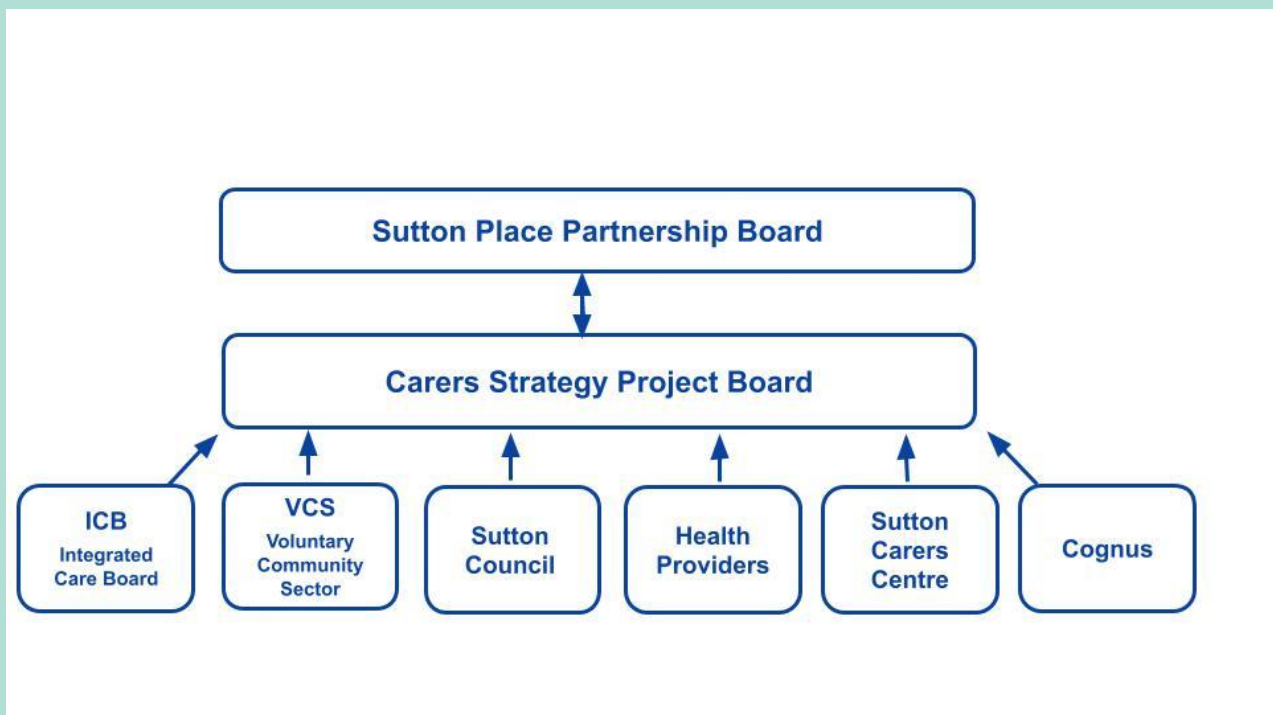
Actions:	Outcomes	Review/ Reflect Period/ Date
<p><b>‘Carers Offer’</b> workshops will be undertaken to raise awareness among staff, professionals and Carers of the Sutton Carers Offer.</p>	<p>1.3 This will deliver an Improved awareness of the local Carers offer in Sutton and be focused upon Carers, staff/ professionals and partner agencies.</p>	<p>May 2025</p>
<p>Recommissioning of <b>service provision at Dymond House</b> to provide a respite care flat to improve bed based respite care provision.</p>	<p>3.1 This will deliver Improved respite care bed based services. People with dementia</p> <p>-Carers inform QA arrangements.</p>	<p>July 2025</p>
<p><b>Carers are identified</b> and recognised Ensuring Carers are identified early and supported to understand and embrace their role as Carers.</p> <p>The role of Carers is positively promoted with Strategy partners and through a Comms programme</p> <p>Carers have the information they need.</p>	<p>1.1 Early identification of Carers, including ‘hidden Carers’ who are identified through their contact with primary care and other key points of contact.</p> <p>1.2 Improved recording on GP Carers registers Work with primary care to develop ways to proactively recognise and support known Carers and better identify hidden Carers <i>(NB priorities 11 &amp; 12 Accelerating Reform fund for ASC)</i></p> <p>1.3 Communications plan in place to promote Carers awareness and the contribution made supported across partner mediums <i>(as below action 7)</i></p> <p>1.4 Strengthen and improve the ease of navigation within Sutton Information Hub. Carers feel more enabled in navigating local searches of local support and can find what they are looking for in a timely way</p>	



Actions:	Outcomes	Review/Reflect Period/Date
<p><b>Carer's Assessments</b> Providing thorough and timely assessments that address Carers' individual needs, challenges and aspirations.</p>	<p>2.1 Continuous improvement in the number of Carer's Assessments completed by the Council</p> <p>2.3 Sample Carer's Assessments demonstrate the carers voice, identification of outcomes with flexible use of creative support solutions - incl. Exploration of contingency planning</p> <p>2.5 Training programme in place, supported by input from those with lived experience, key partners such as the Sutton Carers Centre, driving improved practice incl 'strengths based' approaches and co-production (in practice).</p>	<p>Numerical performance continues to improve. Carers experience improved outcomes and experience through the Carer's Assessment process</p>
<p><b>Support for Carers</b> Offering tailored support services to enhance Carers' wellbeing, including emotional, financial and practical assistance. This includes when their caring role comes to an end.</p>	<p>3.1 Support options reviewed - commissioning opportunities reviewed with the place of Carer feedback shaping service planning and delivery. Consistently and actively promoting the Carers offer</p> <p>3.6 Support offer is further reviewed against March 'Carers Offer' workshops and against its reach to all of Sutton's communities. Providing further opportunity for carers to shape and inform and ensuring broader awareness and understanding of support options.</p> <p>1.4 Review the Sutton information Hub (SiH) as a point of navigation for Carers. Review is supported by Carer feedback</p>	
<p><b>Communications</b> launch - promoting the roles of carers in Sutton, raising awareness + review existing comms/info for Carers and opportunities for further improvement / development</p>	<p>-The role of Carers is positively promoted across partners</p> <p>- Carers are able to get involved in further co-production activity</p> <p>- Carers help shape the development of information and advice, ensuring its accessibility.</p>	<p>August 2025 communications plan in place</p>

# Appendix 2: Approach to building this Strategy

The development of the Strategy has been overseen by a multiagency board chaired by Sutton Council's Strategic Director of People Services and vice-chaired by the Sutton Carers Centre CEO. This multi-agency Strategy board has reported into the Sutton Place Partnership Board.



## Members of this board worked together to draft this Strategy:

- Sharing feedback given from Carers across the partnership about local support services.
- Investigating examples of best practice and respected sources of guidance for Carer support.
- Mapping the current Carer support provision across sectors and reviewing Sutton's Carers Offer.
- Conducting Carer focus groups within local, community-based groups, two Carer surveys and delivering a Carers Conference in September 2024 to gather direct Carer input into this Strategy. Details of these activities are available in [Appendix 4: Carer's engagement process](#).

# Appendix 3: What we know of Carers

## National trends

- The number of Carers in England and Wales decreased from 5.8m in 2011 to 5m in 2021.
- Despite this, the number of Carers providing 20-50 hours of care per week rose from 37% to 51%.

## Carers in Sutton

According to the 2021 Census taken during the Covid-19 Pandemic, there are approximately 15,999 Carers in Sutton (aged five years and older). This equates to 8.4% of Sutton residents and reflects a higher number than the Greater London Region (7.2%) and just under the UK average (8.8%). Of these:

- 4.3% provide 19 hours or less of unpaid care a week
- 1.7% provide 20 - 49 hours
- 2.4% provide 50 hours or more

There are 29,614 (14%) people in Sutton who have some form of disability, of which 32% are Carers providing 50 hours or more of care.

Since the 2021 Census, Sutton has seen a drop in the percentage of residents providing up to 19 hours of care. However, there has also been a slight increase in the number of Carers providing 20 to 49 hours of care and 50 hours or more hours of care.

## Young Carers

The Department for Education's school census (January 2024) estimated there were around 54,000 state-funded school pupils known to be Young Carers. This is around 0.6% of all pupils in the United Kingdom.

- School absence data for 2022-23 showed that the overall absence rate for Young Carers was 12%. This is 5% higher than the overall rate for pupils who are not Young Carers at 7%. This equates to missing slightly more than one school day a fortnight, on average.
- 39% of those known to be Young Carers were persistently absent. This is 18% higher than the rate for pupils who are not Young Carers at 21%. This means that they missed one school day every fortnight, or more, on average.



In a 2023 survey published by the Carers Trust, which was carried out between November 2022 and January 2023, of the 1,100 Young Carers (aged between 12 and 25 years old) who responded:

- 33% reported they “always” or “usually” struggle to balance caring with school, college or university work.
- 28% reported they either “never” or “not often” had someone at school, college or university who understood about them being an unpaid Carer.
- 40% said they either “never” or “not often” get help from school, college or university to balance their work with caring.

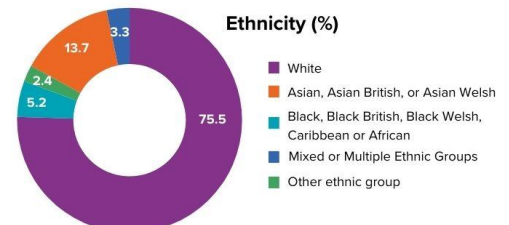
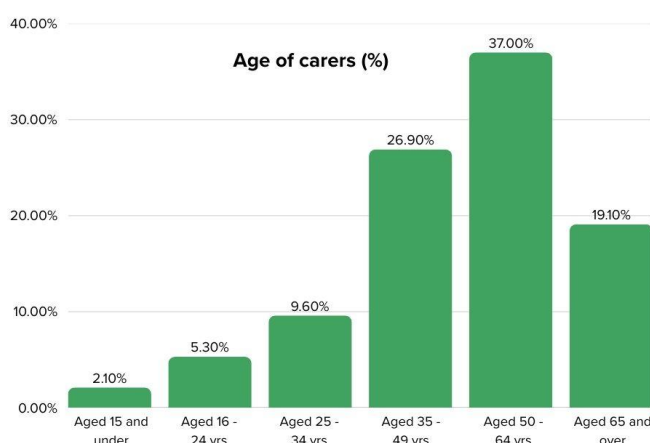
### Demographics of social care in Sutton

- A larger proportion of residents are aged 40-64 (34.1%) compared to London (31.4%) and England (31.2%).
- Above age 50, there’s a net migration out of Sutton, contributing to slower ageing compared to other areas.

### Adult Social Care (2023/24)

- 3,045 adults in Sutton (18+) received long-term support, approximately a 1.6% increase from the previous year.
- 2,075 adults aged 65+ (6.4% of the population), compared to the national average of 5.2% and London average of 7.0%.
- 970 adults aged 18-64 (0.8%), compared to the national average of 0.9% and the London average of 0.8%.

## A snapshot of unpaid Carers in Sutton

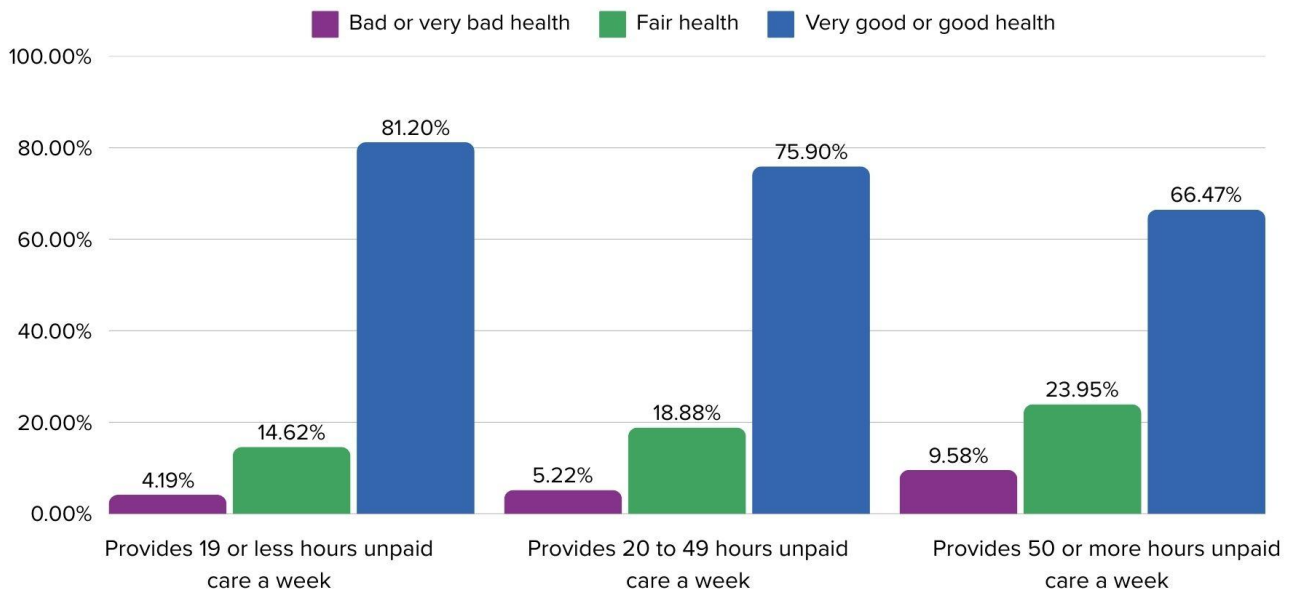


**15,999** Unpaid carers in Sutton

**4,604** Patients registered with a Sutton GP identified and recorded as a Carer

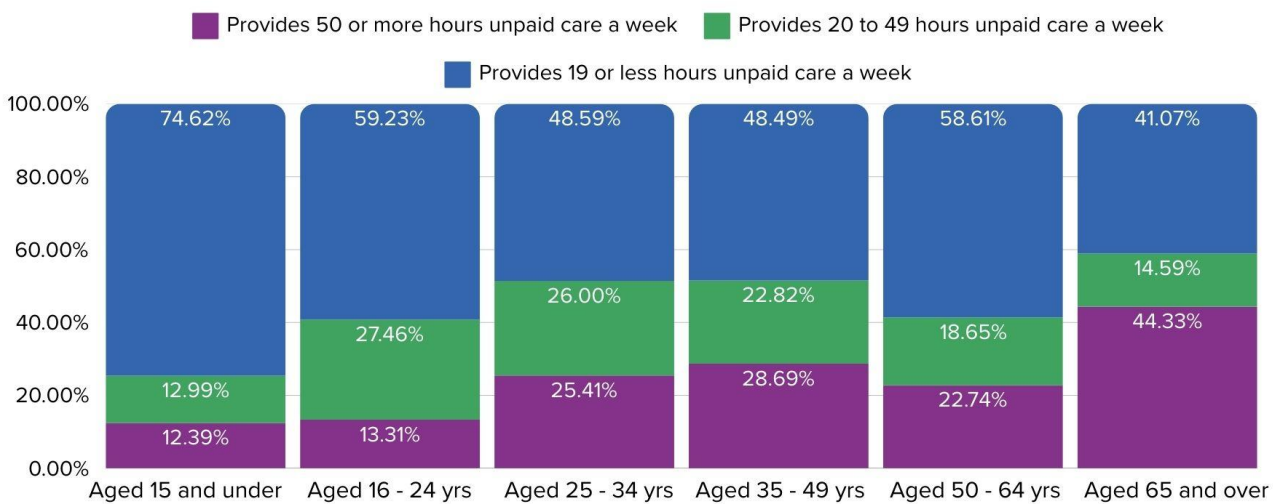
**2,297** People identified by Adult Social Care as providing care for another individual(s)

### Self-reported health decreases for unpaid carers as hours spent caring per week increases



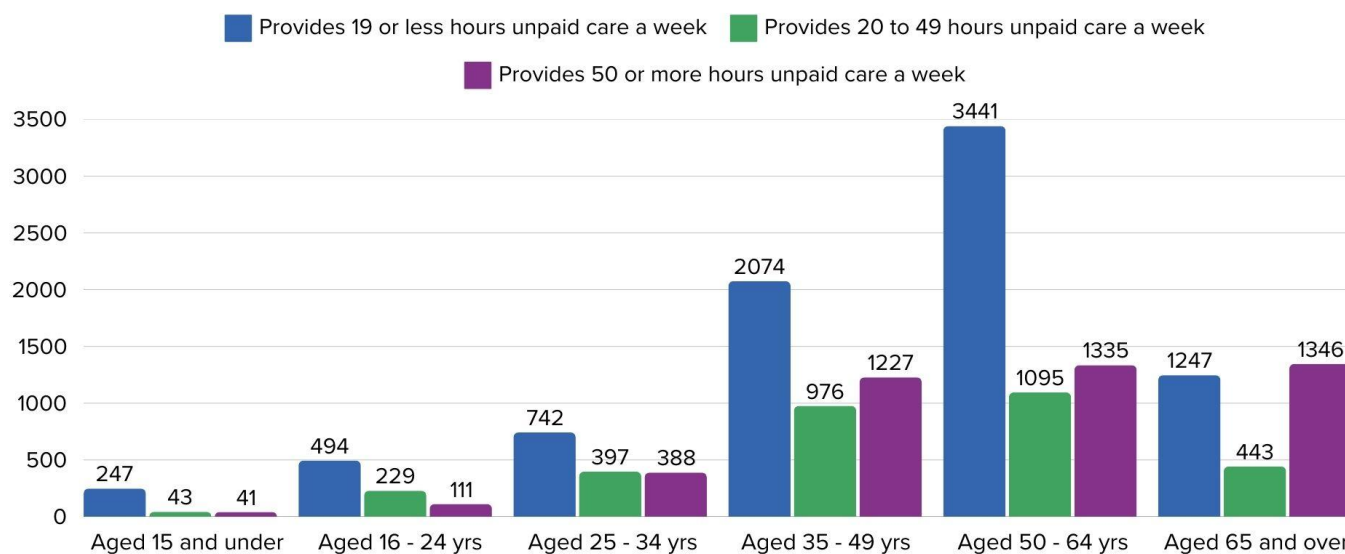
**NOTE:** Unpaid carers are more likely to self-report bad or very bad health as hours spent caring increases, from 1 in 20 unpaid carers who provide 19- hours of care reporting bad or very bad health to 1 in 10 unpaid carers who provide 50+ hours (nearly double).

### Hours of unpaid care provided within a week increases with the age of the unpaid carer



**NOTE:** Older carers (aged 65 and over) are the most likely to provide extensive care, with 44.33% dedicating 50 or more hours weekly, highlighting their critical role in caregiving. The data suggests a strong correlation between age and caregiving intensity, with older carers more likely to take on extensive care roles compared to their younger counterparts.

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#### \*Source information:

- Adult Social Care Activity and Finance Report, 2023-24:  
<https://digital.nhs.uk/data-and-information/publications/statistical/adult-social-care-activity-and-finance-report/2023-24> , [Sutton 18+](#), [Sutton 65](#), [London 65+](#), [Sutton 18-64](#), [London 18-64](#).



# Appendix 4: Carers engagement process

To inform this Strategy a series of events, online surveys and outreach to community groups throughout Sutton has taken place. The timing of the development of the Carers Strategy fell at the same time as community engagement activities informing the Joint Dementia Strategy and also information sessions/focus groups to discuss a change to Sutton's Social Care Charging Policy. All three community engagement campaigns sought input from Carers in relation to the care and support they either receive or would like to see as part of Sutton's Carers Offer. To respect the time taken to participate in these activities, feedback from Carers across community engagement opportunities have been used to develop themes within the Carers Strategy.

## Shared activities included:

- Carer feedback given through the Charging Policy consultation survey (310 respondents), emails and 10 information sessions.
- Four outreach activities to local heritage-based community groups primarily organised to support the Dementia Strategy.
- Age UK Sutton's Conversation Day for people with dementia and their Carers.
- One-to-one interviews conducted by Alzheimer's Society London with people living with dementia and their Carers.



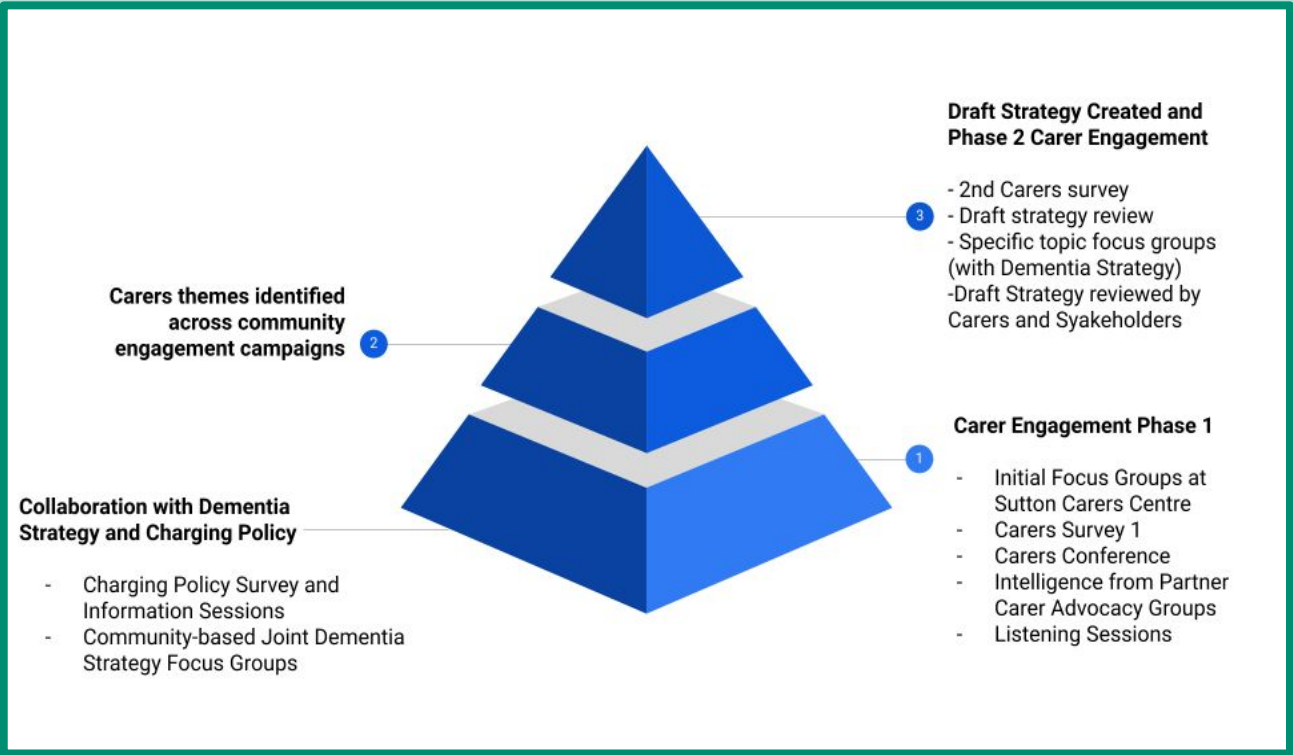
Direct Carer engagement was done in partnership with Sutton Carers Centre and colleagues across the voluntary sector, Sutton Council and the health and social care landscape. Carer feedback was reviewed by the partners developing the Carers Strategy and used to identify common themes and areas for further enquiry. The emerging themes were then used to develop focus groups discussing specific areas to further refine what Carers had told us to shape the different sections within this Strategy.

Carer engagement activities included:

- The Sutton Carers Centre, Age UK and the Alzheimer's Society Sutton have shared the intelligence and feedback they have received from Carers accessing their support services. This includes both services supporting their own health and wellbeing and in relation to their caring role. All three organisations have also hosted events or held focus groups, conducted individual interviews and given space in existing peer support groups to discuss specific areas of the Carers and Dementia Strategies.
- To include many voices from local and emerging communities, we have worked with Sutton Council's Community Engagement Team and Community Action Sutton to hold listening sessions and follow-up targeted focus groups to help identify ways to make the services and support put into place as part of this Strategy more inclusive and considerate of cultural differences.
- A Carers Survey gauging Carer satisfaction with support they are receiving for themselves and the person they care for ran in the summer and autumn of 2024. Results from this survey showed a need for a follow-up short survey to gain further insight into what Carers told us in relation to respite care, health and wellbeing activities, and satisfaction with the Current Carer's Support Offer. The second survey ran from 5 December 2024 to 31 Jan 2025.
- The Carers Conference on 27 September 2024 featured participation from across health and social care delivery teams, the voluntary and community sector, Carer advocacy groups, education sector and Carers of all ages. The day included focus groups for specific Carer cohorts, wellbeing activities for Carers and the sharing of information, resources and support.
- Listening sessions with Councillor Cole, Carers Champion, at the Sutton Carers Centre on 3 December 2024 gave Carers an open floor to discuss their own experiences and make recommendations for change.

As a result of this approach, Carer engagement formed a two-phase approach. The first phase saw direct input from Carers about their lived experience, as well as a review of partner data collected from Carers about their own wellbeing and role as a caregiver. After evaluation of the combined feedback, themes were then identified and a second phase of engagement was put into place to confirm what was said in phase one and review it alongside Carers to set priorities for this Strategy.

The following graphic shows the overall approach:





## Second phase engagement

Another round of focus groups was conducted in January 2025. This was to get further input from specific cohorts, understand elements of emerging themes and to set priorities for the draft Strategy. This will be done in collaboration with planned engagement activities to further develop the Joint Dementia Strategy. Initial topics/cohorts identified are:

- Parent Carers
- Young Carers
- Having a life outside of their caring role - access to cover/ Respite care (with Dementia Strategy)
- Community-based support (with Dementia Strategy)
- Developing a Carer's training module (with Public Health)
- Information and signposting (with Dementia Strategy)

A second Carers survey was conducted over December 2024 and January 2025. This was a short survey with questions taking a deeper dive into feedback given in the first survey - notably in relation to support Carers found helpful and to ask for further input into the Young Carers priority.



## Future Carer co-production

The combined level of engagement with Carers (Carers and Joint Dementia strategies and the Charging Consultation) demonstrates a step change in the way Sutton Council involves service users in decisions. Going forward, the Carer representation on the newly formed Sutton Carers Partnership Board overseeing the delivery of this Strategy, developing its detailed Delivery/Implementation Plan and associated future service commissioning, means that people with direct life experience will be involved to make sure Carer support is fit for purpose and makes good sense to the people who are meant to benefit from them.

Additionally, we intend to continue working with partners from the community and voluntary sector to ensure that people from across Sutton's vibrant communities are not just included in co-production activities, but continue to input into how we can improve information and communication of available care and support services and that they are culturally competent. This includes existing Young Carer, Parent Carer groups such as the newly formed SEN parent group and the Adult Social Care co-production group.



# Appendix 5: What Carers have told us

In shaping this Strategy, a number of methods were used to gain the views of Carers about their caring role, feedback on the Carers Offer and what would help them overcome barriers to accessing services to support their own health and wellbeing. Some of the sessions focussed on identifying gaps in provision and “unsticking” some the barriers Carers had experienced when accessing health and wellbeing programmes for themselves. Many carers had positive experiences which fell outside of our focus upon improvement and identifying barriers.

Through this, a set of themes emerged that not only informed sections of this Strategy, but has also led to positive changes and internal service reviews, improved articulation of the Carers Offers and will be included in future Care Quality Commission (CQC) inspections of Sutton Council’s care and support offer.

**1. *Difficulties accessing or lack of consistent information and support across Health and Social Services teams. There was a common theme in feedback regarding how experiences navigating systems to arrange care and support for the cared-for impacts both overall Carer mental health and wellbeing and the ability to access support for themselves (survey, focus groups, conference). This matches feedback from the recent Charging Policy Consultation and Joint Dementia Strategy focus groups.***

- Opportunities to improve the timeliness in talking to someone about care and support needs and accessing information were mentioned.
- We heard some positive stories of Carers feeling well supported by their Social Workers but some respondents thought that consistency could be improved, across social work teams, in the information, knowledge of services/benefit and in the Care Act itself and overall quality of service they receive.
- Talking to several people with varying degrees of understanding of the DWP benefits system and in regards to specific case management was highlighted, while the need to “constantly chase” or “fight for” benefits or support was also mentioned. This can have a major impact on the stress levels and wellbeing of Carers.
- Resources were mentioned in relation to processing times, ability to get a timely assessment in the first instance and not always receiving regular updates or follow ups after completing them.
- Some Carers said that getting the right care and support can be a battle, something that needs to be fought for.



**2. Carer's Assessments and allowances. When comments were made about the Carer's Assessment, they highlighted inconsistencies in being offered one and in how to request one, as well as confusion over how decisions are made. Carers did give examples of what they found helpful and acknowledged positive experiences when working with frontline workers to determine what types of support they need or benefits they can access. These were most notably made in relation to support received via the community and voluntary sectors.**

- Many respondents found community groups, Sutton Carers Centre, Sutton CAB, SEN parents groups and peer support groups were very helpful in finding out information to find out about allowances and available benefits.
- Some carers felt that there was an opportunity to improve guidance and understanding in what happens next or when to expect a decision on eligibility.
- Carers told us that not being able to claim Carer's Allowance or Attendance Allowance, with not meeting Care Act eligibility criteria can cause financial strain and impacting the ability for Carers providing long hours of care to take a break.
- Some carers said that discussing wellbeing needs separately to the availability of timely and robust respite care or combined wellbeing activities for the person being cared-for can be overwhelming to Carers when discussing possible support.
- The new Carers Offer will raise awareness addressing some respondents view that that social workers would benefit from having an improved understanding or knowledge of a Carer's world or support options that might be considered and explored.

**3. *Having a life outside of their caring role, respite care and barriers to taking a break. Carers across engagement activities told us that they are unable to, or feel uncomfortable taking a break from their caring duties because of a lack of reliable respite care, a lack of confidence in paid for Carer support, a lack of provision of day activities for the person they care for, or concern about the state of and availability/cost of residential care. These comments provide us with a focus for improvement through the development of the strategy delivery plan.***

- Carers attending listening sessions and focus groups told us that finding someone that they feel confident with to look after the person they care for can be a struggle, whether for a couple of hours or days. We heard that paid Carers are often late, are booked by time window and not specific times and often leave the clearing up or specific chores for the unpaid Carer to do when they come back.
- We also received feedback that some Carers may need upskilling to provide care for specific conditions, such as dementia, and parts of the core caring responsibilities, such as heavy lifting (to help the cared-for person).
- Parent Carers told us that there needs to be more activities-based day opportunities for severely disabled young people. Working parents acknowledged a few services they found helpful, but that hours were limited or that their young person was reaching the age where their care would move to Adult Services and how this might affect their support and access to some programmes.
- Older people and Carers from Sutton's diverse communities told us that there needed to be more places where they felt welcome and that barriers exist in relation to cultural differences in care and support.
- Not being able to visit or meet staff ahead of placing a cared-for person was often mentioned as causing unease, as was the quality and environment of some care homes.
- Combined activities for Carers and the cared-for were mentioned as beneficial. Especially those with food or a wellbeing focus and/or peer support were rated highly. Transport was mentioned as a barrier because of the cost and unreliability.

4. *Carer wellbeing and support in their caring role. Comments made in recent Carer focus groups put into place for the Dementia Strategy and Charging Policy, as well as the Carers Conference, had running themes around Carer wellbeing. One of the strongest was when Carers were asked what would support their wellbeing. Carers found it difficult to pinpoint or suggest specific activities or support. Their primary concern is for the person they care for. Outside of comments that support the bullet points below, the processes associated with acquiring and maintaining care and support for their person and anything they might access for themselves was mentioned most frequently as having a negative impact on their wellbeing.*

*Results of the survey reflected this. Respondents were asked for feedback on their rating and experience of the support they received as a Carer. Satisfaction ratings leaned heavily to dissatisfied/very dissatisfied and there were only a few comments on positive experiences or suggestions for what could make a difference.*

- The current counselling provision has limitations on access to talking therapies or counselling. Having someone to talk to also came up frequently in dementia focus groups. Specialist support for Carers was also suggested, as was a crisis line for both personal wellbeing and for help when looking after someone with dementia.
- Parking passes at hospitals, assistance getting a Blue Badge and transport were all named as specific things that would make a difference and reduce stress for Carers helping someone attend hospital and medical appointments.
- Peer support groups, including Sutton Carers Centre, Age UK Sutton and Nickel Support, were named as helpful. Heritage based groups provided the same type of support and were frequently mentioned as places to find out about available support.
- The lack of provision of appropriate, friendly respite care was often mentioned as a barrier to maintaining wellbeing and the inability to take a break.



**5. *The role of community and community groups. Community groups and peer support were mentioned as the primary sources of help for Carers. Support they receive helps them find out about services, get signposting for specific needs and crucially, feel supported and heard. Additionally, in separate focus groups for the Dementia Strategy and Charging Policy, community groups and peer support have also been seen as important to overall wellbeing, connectedness and social inclusion.***

- Respondents often mention that they found out about Carer's Assessments or important care and support benefits from the Sutton Carers Centre and Age UK Sutton, even if they have a social worker or have registered as a Carer with their GP.
- Parent support groups are often mentioned as the primary helpers in navigating the systems to look after a child with special needs and helping with issues with education and schooling.
- Activity groups are offering positive activities that help with prevention messages for dementia, social isolation, and loneliness. Especially for Carers from emerging communities.
- Peer support groups are also helping Carers organise the "admin" side of being a Carer - especially for parent Carers and dementia Carers. Filing legal documents to protect children and the cared-for, as well as legal matters when a child turns 18 or when a dementia patient starts to decline were mentioned.

**6. *Parent Carers. A large proportion of respondents were parents looking after children with SEN, complex needs and adult children with learning disabilities and intellectual disabilities. Comments reflected a need for an overall better join up of services between Child and Adolescent Mental Health Service (CAMHS), Education, Social Services, and Transitioning teams.***

- Many parents are not being offered a Carer's Assessment, even if their child is receiving benefits. When they are, parent Carers who work and provide care are told they are not eligible for Carer support.
- The process of finding and getting a place in a school that meets special needs and supports SEN children is not straightforward and there is a lack of join up between agencies. The process is seen as a constant battle and impacting parent wellbeing and jeopardising parents' employment.
- More support is needed for parents caring for young adults moving from Children's to Adult Social Care when a child turns 18 to arrange appropriate support and navigate new processes.
- Short breaks for children being means tested instead of needs testing is preventing parents from having a much needed break.
- Participants found it difficult to talk about what would or does support their wellbeing because their primary and constant concern is for their children. Respite opportunities that mix support for parent Carers and cared-for children was highlighted as a positive step to feel comfortable enough to take a break. More respite provision for severely disabled children was frequently mentioned.

**7. Young Carers.** *The survey had very little feedback relating to Young Carers, although one response noted the lack of support for Young Carers. The feedback from the Carers Conference will supply more data, but for the next stage in co-production/engagement, focus groups should be put into place where possible.*

*The second survey asked for more input from Young Carers and we are gaining further insight through existing information held by the Sutton Carers Centre and feedback given during the Carers Conference.*

**The Young Carers focus group on 24 September 2024 highlights the positive impact of school support on Young Carers. Key takeaways include:**

- Peer support: All Young Carers reported that peer support within schools has been beneficial, helping them realise they are not alone in their experiences.
- Social connections: Peer support sessions foster connections, making it easier for Young Carers to talk, meet others and form friendships based on shared experiences.
- Importance of communication: Having someone to talk to is crucial, whether it's one specific person or multiple contacts.
- Teacher awareness: Teachers' understanding of Young Carers' roles is vital, and the suggestion for a dedicated pupil premium for Young Carers was noted.
- Practical support: Better support mechanisms are needed for Young Carers, particularly in instances where they struggle to attend school due to caring responsibilities.
- Reducing repetition: Young Carers expressed the need for staff to understand their situation without having to repeatedly explain their roles.
- Personal development: Encouragement to pursue personal interests and ambitions, such as sports or arts, contributes to their overall happiness.
- Listening and understanding: When others listen and understand their roles, it alleviates the burden of constant explanation, fostering a more supportive environment

**Overall, the insights underline the necessity for tailored support systems within schools to address the unique challenges faced by Young Carers, promoting their wellbeing and personal growth.**

# Snapshot analysis from the first Carers survey

Our Carers survey had 173 respondents. The following is a snapshot of what Carers told us in relation to care and support services. We have included a profile of the people who responded. Written feedback to the survey was included in the themes analysis.

## Who responded to the survey:

- **66% of respondents provided 50 hours or more care a week**
- **45% are also employed (22% full-time - 23% part-time) 48% are not in employment (24% Retired - 24% not in paid work). 29% of those not in work said that this is due to their caring role**
- **Only nine people did not identify as a Carer**
- **75% say that their caring role has had a negative impact on their health**
- **67% say they are lonely often/always or some of the time (13% occasionally - 10% hardly ever - 8% never)**
- **58% are looking after their children - 31% under the age of 18**
- **Just under 9% are looking after someone with dementia**
- **77% are looking after someone with a learning disability or difficulty or with autism**
- **38% are looking after someone with physical disabilities**
- **76% were female and just over 50% were aged between 45 and 64 years of age (45-54 25% and 55-64 27%)**

## Where Carers are looking for help and how they feel about the service - places that have been supporting a Carer in their caring role\*:

- **54% social worker (21% Children 33% Adults)**
- **10% other local authority service**
- **16% online forums**
- **54% teacher or education based service**
- **1% a substance misuse service/Cranstoun/Inspire**
- **30% Carers Centres/Peer support groups**
- **18% a homecare agency**
- **5% residential care**
- **39% GP and 51% NHS trust/hospital services (30% hospital, 15% a mental health trust, 6% an acute trust)**



# Snapshot analysis from the first Carers survey

## **Satisfaction with services - level of involvement in important decisions (cared-for person)**

- 49% were satisfied or very satisfied - 34% were dissatisfied or very dissatisfied

## **Professionals supporting cared-for person taking Carer concerns seriously**

- 47% were satisfied or very satisfied - 36% were dissatisfied or very dissatisfied

## **Satisfaction with services supporting the cared-for person**

- 47% were satisfied or very satisfied - 36% were dissatisfied or very dissatisfied

## **Satisfaction with services supporting their own health and wellbeing needs**

- 23% were satisfied or very satisfied - 40% were dissatisfied or very Dissatisfied - 35% said not applicable\*\*

\* These are the places that had either singular or combined averages over 20%. Respondents could select more than one option. 33% responded N/A/Other/Did Not Answer. For detailed breakdown See Appendix 1, Carers Survey Quantitative Report.

\*\*in regards to questions regarding care for cared-for person, the average n/a response was 16%

# Feedback on Carer's assessments and accessed Carer focused services

## Have they had a Carer's assessment?

- 33% had accessed - 34% had heard of, but not accessed - 25% had not heard of - 8% answered N/A or did not answer

## Have they been able to access support for their own health and wellbeing? (GP appointments, diet/exercise support, emotional support)

- 43% said yes - 39% needed to access support but were unable to because of caring responsibilities - 16% said that support was not needed - 2% answered N/A

## Overall satisfaction with the support available to Carers - 93% selected a rating option

- 11% were extremely satisfied or satisfied - 27% were neither satisfied nor dissatisfied - 25% were dissatisfied - 31% were very dissatisfied

## Who have respondents accessed or heard of?

Place/Service	Accessed	Heard of but not accessed	Not Heard of
Sutton Carers Centre	32%	47%	14%
Citizens Advice Sutton	19%	66%	5%
Together for Sutton	3%	17%	71%
Sutton Info Hub	13%	27%	50%

# Appendix 6: Sutton's Carer Offer

This appendix gives a summary of core support, benefits and services available to Carers. This is referred to as the Carers Offer. It includes Sutton Place Partnership services put into place specifically for Carers, such as Carer's Assessments and commissioned services such as the Sutton Carers Centre and the Young Carers Service, but also universal support available throughout the borough.

This appendix includes weblinks and a brief description of what help is available, organised by categories commonly used in care assessments in line with the Care Act 2014. We've also noted whether support is only meant for Carers or is available to all Sutton residents (outside of any required criteria).

More community-based resources for local activities can be found via the [Sutton Information Hub](#), where you can search by topic and neighbourhood. [The NHS Service Finder](#) can help you find a local GP, dentist, urgent care and a number of other NHS services.



# Information and advice

## Support specifically for Carers

- **Sutton Council** can help with information, advice, signposting to services for Carers and the cared-for, provide a Carer's assessment and put a support plan in place for Young Carers and eligible Carers (under Care Act 2014).
  - **Adult Social Care** can help adult and parent Carers.
  - Young Carers information and assessments are available through the **Children's First Contact Service**
  - Specialist Carer provision including respite care and Carer direct payments
- **Sutton Carers Centre** provides Carers, including Young Carers, a range of information and advice and is able to signpost to other services, nationally and locally.
- Sutton SEND Forum is made up of parents representing children and young people with special educational needs and disabilities and their parents and Carers.  
**Email: [infosuttonsendforum@gmail.com](mailto:infosuttonsendforum@gmail.com)** for more information.

## Universal Support

- **Together for Sutton (TfS)** is a single point of access (SPA) for residents and professionals for the seven largest information and advice charities in Sutton providing information and advice.
- **Citizens Advice Sutton** provides information and advice to the residents of the London Borough of Sutton. They provide advice on issues including welfare benefits, housing and debt.
- **Age UK Sutton** has information and advice for older people living in the borough. They also have specific support for people with dementia, their Carers and families.
- **Sutton Information Hub** is an online directory of local services, groups and activities.
- **Family Hubs** bring together the support a family may need, from pregnancy through to young people turning 19 (or 25 if they have SEND).
- **Sutton Information, Advice and Support Service (SIASS)** gives free, impartial and confidential support for parents, Carers, children and young people (0-25yrs) who have or may have special educational needs (SEND).
- **Home-Start Sutton** offers a range of support services along with practical and emotional guidance to families who are facing loneliness, hardship or parenting challenges.
- **Jigsaw 4u** provides specialist wellbeing support services for children, young people and families across South West London.



# Advocacy

## Universal Support

- **Advocacy for All (AfA)** is a people focused charity with a long history and excellent track record of providing high-quality statutory and non-statutory one-to-one and self-advocacy. It is commissioned by the Council to help individuals get their views or wishes across about things that are important to them through statutory care meetings, including Carer's Assessments.

## Emotional wellbeing and mental health

### Support specifically for Carers

- Admiral Nurses work with people with dementia and their families giving them one-to-one support, expert guidance and practical solutions. They help families come to terms with dementia and relationship changes and also provide 1:1 counselling related to supporting a person with dementia. They also provide a liaison service between community mental health services, GP practices, social services and hospital teams.  
**Email: [admiral.nursesteam@nhs.uk](mailto:admiral.nursesteam@nhs.uk)** for more information.
- **Sutton Carers Centre (SCC)** provide a number of services including:
  - Peer support and one-to-one sessions, support in areas such as managing stress, developing coping strategies, connecting you with community-based activities or local services, and enhancing social, spiritual, or financial wellbeing.
  - Palliative/end of life Carer support where a specialist support worker provides emotional, practical and bereavement support with counselling to Carers where their loved one is over 18 and is a patient cared-for by the Sutton Palliative Care Coordination Care Hub (PCCH).
  - Support groups and activities for mutual peer support, information sharing and an opportunity to meet with people with similar experiences, such as:
    - Parent/Carers of children and young adults with ASD/ADHD/extra needs
    - Carers of people with learning disabilities
    - Carers of people with mental health issues
    - Young Carers
    - Moving on group for former Carers
    - Relaxation group
    - Dementia Carers peer support
    - Carers Connect social group
    - Cost of living and debt drop-in

# Emotional wellbeing and mental health

## Support specifically for Carers

- Carer Peer Support from South West London and St George's Mental Health NHS Trust (SWLSTG). For more information on any of the following support, please email [involvement@swlstg.nhs.uk](mailto:involvement@swlstg.nhs.uk) or telephone **0203513 5775** for more information.
- **Carer Recognition Group** - Wednesdays from 7:00pm-8:30pm  
A weekly peer-led online support group for family members or friends supporting someone experiencing long-term mental health conditions, who has or is currently receiving support from the Trust. The group provides a pathway to peer support for Carers mental health and wellbeing from crisis to recovery, and provides a safe space for Carers to connect and share their experiences and resources.
- **Carer Creative Workshop Programme** - held on the first Tuesday of the month in collaboration with Wandsworth Therapies at Springfield. Sessions are in the Art and Music Therapy Centre. Sessions currently include mindful slow stitch, musical reflection, art therapy and gentle yoga helping Carers to relax and unwind in a creative non-judgemental space.
- **One-to-one Carer drop-in sessions** - Wednesdays at the Sutton Civic Centre. These are bookable in advance from Family Hub coffee mornings, sessions provide an opportunity to signpost to relevant services, as well as sign-up to SWLSTG peer support groups and services.
- **One-to-one peer support** - in-person or online check-ins and one-to-one sessions including walk and talks in natural environments.
- **Nickel Support** helps people with learning disabilities, their families and Carers offering support through three purpose pods: health, relationships and employment.
- **A Caring Mind** run online Carer forums (via Zoom) and support groups for Carers of people with ill mental health or cancer.

## Universal Support

- **Sutton Talking Therapies** provides free confidential psychological and wellbeing interventions for common mental health problems e.g. anxiety disorders or depression.
- **Sutton Mental Health Foundation**
  - The Belmont Connect service is a drop-in centre offering social contact, learning opportunities and support in a safe and welcoming environment to people recovering from mental distress.
  - The Sutton Crisis Café offers out-of-hours support to adults in Sutton whose mental health is becoming overwhelming.

# Physical activity and leisure

## Universal Support

- **Sutton Information Hub** is an online resource to find a wide range of services across Sutton, including leisure and physical activities. You can search by area and also for activities that are free of charge.
- **Sutton Council leisure centres** managed by **Everyone Active** and **Better Gyms** offer a discounted/concessionary membership for people claiming Carer's Allowance.
- **Age UK Sutton** puts on a number of activities such as crafts, friendship groups and more in local settings around Sutton for older people and their Carers.
- **Sutton Mencap** offers a programme of group-based leisure activities for adults and children with a learning disability. Personal care is not provided but people are welcome to bring their support workers to help them enjoy the sessions.
- **The Fantastic Freddie Foundation** provides disabled young adults aged 15 and over with opportunities to enjoy their lives and have fun.

# Benefits and money matters

## Support specifically for Carers

- **Sutton Carers Centre** can help and support Carers with accessing the benefits and concessions they are entitled to including:
  - A free and comprehensive benefit check by a welfare benefits specialist
  - Assistance completing a wide range of benefit and concessionary forms, such as Personal Independence Payment (PIP), Attendance Allowance (AA), Taxi Cards, Carer's Allowance, Blue Badge applications and more.

## Universal Support

- **Sutton Council** can help with signposting to government benefits and financial assistance information. A **Carer's Assessment** can help determine what you may be eligible for and if you meet the Care Act (2014) criteria. You may receive a **personal budget** for things that help you in your caring role and help maintain your overall health and wellbeing.

Benefits for Carers (marked with an \*) and Sutton residents offered by various government departments and the Council include:

- [Help with Council Tax](#)
  - [Unpaid Carer's leave\\*](#)
  - [Carer's Allowance\\*](#)
  - [Carer's Credit\\*](#)
  - [Carer Premium\\*](#)
  - [Disability Allowance for Children\\* \(for parent Carers\)](#)
  - [Universal Credit](#)
  - [Benefits calculator from Gov.UK](#)
  - [Household Support Fund](#)
  - [Welfare Reform Team](#)
- **Citizens Advice Sutton** provide information and advice to the residents of the London Borough of Sutton. They provide advice on issues including welfare benefits, housing and debt.



# Participation in work, education and training

## Universal Support

- **Jobcentre Plus** is a combined job search and benefits service for working age adults.
- **Sutton College** provides a range of courses, including some free Level 2 courses for those that meet the eligibility criteria.
- **Cognus** supports schools, education settings, families and children/young people to access, enjoy and thrive in educational settings in school and in the community.
- **Nickel Support** located in Cheam and Carshalton; one of their core goals is to increase paid employment opportunities for adults with learning disabilities. They have developed a number of enterprises, which harness the wonderful skills and qualities of the trainees, which are translated into brilliant products sold to the public. Any profits that are generated go directly back into the organisation and are used to offer paid employment.
- **PlayWise Portage Service** is a pre-school home visiting education service for children aged 0-3 years, who have significant special educational needs and disabilities. Term time only.
- **Sutton Virtual School** acts as a local authority champion to promote the progress and educational attainment of Children Looked After (CLA), Previously Looked After (PCLA), children on kinship orders and children with a social worker so they achieve educational outcomes comparable to their peers. Promoting the education of children in care.
- **Volunteer Centre Sutton** can help you find the perfect volunteering role based on skills, interests and availability. There are also volunteer advisor sessions where individuals can sit down on-to-one with Volunteer Centre Sutton's volunteers for an informal chat to discover what volunteer opportunities are available.

# Home adaptations, housing issues and caring for people at home

## Universal Support

- **Occupational Therapy** helps people finding it difficult to stay in their home as a result of deteriorating health or a disability. Subject to eligibility. There is also a grant to adapt your home.
- **Home from Hospital** is an enabling service offering people aged 65+ support immediately after discharge following a stay in hospital, offering a range of practical support to help you on the road to recovery for up to four weeks.
- **Disabled Facility Grant (LBS)** has funding you can apply for to improve access to and movement around your home to enable caring for another person who lives in the property, such as a child.
- **Citizens Advice Sutton** provides information and advice to the residents of the London Borough of Sutton. They provide advice on issues including housing and debt.

## Domestic, family and personal care

### Universal Support

- **Help at Home** is a practical in-home support provided by trained Age UK Sutton professional staff across homes in the London Borough of Sutton.
- **Medequip Connect** are responsible for the care technology service on behalf of Sutton Council. The company also manages a 24/7 mobile responder service, providing a personal response to people's homes in the event of an alarm call.
- **Community Equipment Service** - Residents can access, either directly or through an occupational therapy assessment, a range of equipment to support the individual and Carer with everyday activities. This includes getting out of bed or out of a chair, using the bathroom, getting around and preparing food.
- **Home from Hospital** is an enabling service offering people aged 65+ support immediately after discharge following a stay in hospital, offering a range of practical support to help you on the road to recovery for up to four weeks.

# Young Carers

## Support specifically for Young Carers

- **Children's First Contact Service** is the team at Sutton Council who can help Young Carers and their parents access support and services for children and young people.
- **Young Carers Service** Sutton Carers Centre includes a range of specialist and targeted support for children and young people aged 8-25 years of age who care for a family member who has a physical or long term illness, mental ill health or who misuses alcohol or substances.

Available services include:

- Peer support sessions
- One-to-one support sessions
- Kidstime Family Support Group
- Young Carers Chill and Learn Space
- Parental Mental Health Support Group
- Complementary therapy sessions
- Regular events

## The following provide support and services to all children and young people in Sutton

- **Kooth** offers anonymous and personalised mental health support for children and young people.
- **Off the Record** offers online support services, including free ongoing online counselling, giving you one-to-one support to help you through tough times.
- **Cognus** is commissioned and wholly owned by the London Borough of Sutton, to provide education services to mainstream schools and specialist education providers in Sutton.
- **Holidays and Activities Fund** is a referral based programme for children on benefits-related free school meals, however a limited number of places are available. Referrals are made through a provider, professional, key worker or teacher for access to free holiday clubs with enriching activities (workshops, day trips, sports) which include a healthy, nutritious meal. Professionals can **make a referral here**.
- **Sutton Mencap** offers a range of high quality play and leisure opportunities for children and young people with a learning disability aged 6 and over.
- **Nickel Support** has programmes for young people with learning disabilities to try a new skill and take part in activities that support their health, employment and relationships.
- **JigSaw4U** provides a wide variety of services across the boroughs of Sutton and Merton for children and young people.
- **CAMHS** give assessments, advice, information and treatment to children and young people whose behaviour suggests they have psychological, developmental or mental health difficulties affecting their wellbeing.
- **The Fantastic Freddie Foundation** provides disabled young adults aged 15 plus with opportunities to enjoy their lives and have fun.

# Appendix 7: Data sources

GP Patient Survey

Sutton Joint Strategic Needs Assessment (JSNA)

London Data

Mapping Data for London Borough of Sutton

London Borough Health Profiles

Sutton Data

South West London Integrated Care Board (ICB), Sutton Health and Care Plan 2022 to 2024

Carers Strategy 2023-27 Equalities Impact Assessment (EQIA)

London Borough of Sutton,  
Adult Social Care, Carers  
Survey 2023 - Provisional Results

House of Commons Library, Research Briefing 2 September 2024, Number 10018 - Young  
Carers in Education

Schools Census (Young Carers)



# Appendix 8: Key national legislation and local policy

## Legislation, policies and guidance informing the Strategy

### The Care Act 2014

- Carers have the right to an assessment based on the appearance of need.
- Local Authorities must meet Carers' eligible needs and provide advice related to their caring role.

### The Health and Social Care Act 2022

- NHS hospital trusts must involve carers early in discharge planning for patients requiring ongoing care.

### NHS 10-Year Long-Term Plan

- Greater recognition and support for Carers.
- Focus on identifying and supporting Carers, particularly in vulnerable communities.
- Integrate Carers' needs into personalised care initiatives.

## **National Institute for Health and Care Excellence (NICE) Guidelines (2021)- Practical Guidance for Supporting Adult Carers.**

The NICE Guidelines offer a comprehensive framework for social care practitioners to ensure high-quality, support for Adult Carers. Recommendations include:

### **Access to Information and Support**

- Carers' Assessments: Ensure Carers are actively identified and informed about their right to an assessment, including eligibility for support such as respite care or Carers breaks.
- Information and social support: Provide clear information about available support services and social/community groups that foster connection and reduce isolation.

### **Employment, Education, and Training Opportunities**

- Offer employment, education, and training resources to help Carers maintain or develop their professional skills, improving their ability to balance caring responsibilities with personal growth.

### **Mental Health and Transitions Support**

- Mental Health: Provide emotional and psychological support, including stress management and mental health services, tailored to carers' needs.
- Support During Transitions: Support Carers through life transitions, such as caring at end-of-life or when their caring role changes over time.

### **Flexible and Tailored Support**

- Personalized Care Plans: The cared-for person's personalized care plan should include recognition of the Carer's needs and integrate support accordingly.
- Flexible Support: As Carers' needs evolve, support should be adaptable to provide assistance during various stages of the caring role.

### **Technology and Practical Modifications**

- Encourage the use of technology and practical modifications to make caregiving more efficient and manageable. These tools can enhance the quality of care provided and ease the burden on Carers.

### **Training, Skills development and Peer Support**

- Provide targeted training, advice, and skills development to equip carers with the knowledge and tools to manage caregiving responsibilities.
- Offer peer support networks where Carers can share experiences, reduce isolation, and access coping strategies that work for their specific circumstances.

### **Empowering Carers and Supporting Mental Health**

- Promote a range of psychological and emotional support options, ensuring that Carers can find the type and format of support that best suits their needs. This will help reduce stress, improve mental health, and alleviate feelings of isolation.

## National

### Carers Action Plan (2018)

- Priorities include creating effective services, improving financial and employment wellbeing, and recognising Carers in the wider community.

### Carers and Hospital Discharge Toolkit (2023)

- Identifies Carers early and involves them in hospital discharge planning.
- Encourages collaborative planning for care transitions.

### Sutton Health and Care Plan

- The local partnership set out in the Sutton Health and Care Plan acknowledges carers as essential partners in delivering health and social care services. It emphasises a lifecourse approach, addressing the needs of Young Carers and older Carers across its key priorities:
  - Start Well: Focused on supporting Young Carers early in life.
  - Live Well: Ensuring working-age Carers have the support needed to balance their roles and maintain their wellbeing.
  - Age Well: Supporting older Carers to manage their responsibilities while safeguarding their health.

## Key Support Initiatives for carers

### Early Identification and Accessible Support

- Proactively identify Carers at all stages of life.
- Provide clear, consistent, and accessible information to connect Carers with available services and resources.

### Health, wellbeing, and Social Inclusion

- Offer tailored support to help Carers maintain good physical and mental health.
- Promote social inclusion by reducing isolation and ensuring Carers can engage with the community.

This collaborative approach ensures that carers in Sutton receive the recognition, resources, and support they need to thrive in their roles and personal lives.

# Glossary

<b>Advocacy</b>	Speaking up for a Carer's needs and rights.
<b>Carer</b>	An individual who provides unpaid care to another person with a health condition, disability, or other needs that prevent them from fully caring for themselves.
<b>Carer or care assessment</b>	An evaluation of a Carer's needs and the support they require to fulfill their caring role.
<b>Carer friendly community</b>	A community that recognises and supports Carers through accessible services and awareness raising.
<b>Carer or peer support group</b>	A group where Carers can share experiences, access information, and receive peer support.
<b>Carer wellbeing</b>	Focus on maintaining a Carer's physical, mental, and emotional health while fulfilling their caring role
<b>Carers Offer</b>	Available support for Carers. This can include services specifically put into place for Carers, health and social care support as well as services open to everyone with special discounts or benefits for unpaid Carers.



<b>Co-Carers</b>	Where people are both receiving support from an unpaid Carer for a mental health condition and caring for another person at the same time.
<b>Co-production</b>	Co-production is an approach where we bring people together to have their say on services and influence how they may be delivered in the future. This includes people who have used our services (known as 'experts by experience'), Carers, voluntary sector organisations and our own staff.
<b>Direct payments</b>	A financial allocation that allows Carers to arrange their own care and support for the person they care for.
<b>Hidden Carer</b>	Someone who does not identify themselves as a Carer and may not seek support, even though they provide significant care.
<b>Parent Carer</b>	A parent who provides care to a child with a disability or with special needs.
<b>Respite care</b>	Short-term care provided to allow a carer to take a break from their caring responsibilities. Such care can be bed based, overnight care or may be community based including at the persons home.
<b>Sandwich Carer</b>	Those who care for both sick, disabled or older relatives and dependent children

<b>Self-Directed Support (SDS)</b>	A system that allows individuals to choose how their care is provided and manage their own budget.
<b>Sutton Place Partnership Board</b>	The development of Sutton Place has been led by the Sutton Place transition team consisting of five key members representing Primary Care, the London Borough of Sutton, South West London and St George's Mental Health Trust, Epsom and St Helier University Hospitals including Sutton Health & Care community services. Leadership of the transition team is held by the Primary Care Lead.
<b>Working Carer</b>	Someone who balances a paid job with caring responsibilities.
<b>Young Carer</b>	A child or young person under 18 who provides significant care to a family member with a health need.