



Carers Action Plan

CONTENTS

A message from Councillor Anna Wright, Camden Cabinet Member for Health, Wellbeing and Adult Social Care	4
A message from unpaid carers	5
Reading the Carers Action Plan	6
Section 1 - The Carers Action Plan	8
How the Carers Action Plan is set out	8
Part I – Principles for Supporting Carers	9
Principle 1: Identifying as a carer is an essential step to accessing support	9
Principle 2: Caring is intrinsically connected to a relationship	9
Principle 3: A carer is an individual person with their own needs and context	9
Principle 4: Caring responsibilities require time and energy	9
Principle 5: Connected services are vital to carers	9
Part II – Priority Areas for Action	10
Communication	10
Information and Advice	11
Mental Health Support	12
Carer Conversations (assessments)	13
Emergency and Future Planning	13
Health and Hospital Discharge	14
Young Adult Carers (YAC) Support	14
Carer Breaks	15
Accessibility	15
Financial and Legal Support	16
Employment, Education, and Training	16

Part III – Action Tracker	17
Current Actions	17
Progress To Date	22
Section 2 - Carers in Camden	24
Who is a carer?	24
Carers in Camden	25
Legal duties to support carers	29
How the action plan has been developed	30
Who has helped to develop the action plan	31
What next – Borough Partnership Carers Board	33
How will we know there is change?	33
Support for carers in Camden	35



A message from Councillor Anna Wright, Camden Cabinet Member for Health, Wellbeing and Adult Social Care

Carers are unsung heroes of our communities. Every day people take on new caring responsibilities, performing a crucial role in families and in their wider communities, by providing support, care and help with day-to-day tasks for those who otherwise would struggle to manage alone. Research by Carers UK finds that unpaid carers in England and Wales contribute £445 million per day to the economy which is around £162 billion per year. The value of unpaid care is equivalent to a second NHS in England and Wales!

But who cares for the carers? There is a wealth of research over many years that makes the case that carers need support. We know that carers have been deeply impacted by the pandemic, that carers experience social isolation and loneliness, that carers often neglect their own health and wellbeing in their dedication to caring for the needs of others. We also know that some of the inequalities that exist across Camden's population also exist among carers. Camden's Building Equal Foundations Report, which looked at the disproportionate impact of Covid-19 on Black, Asian, and other ethnic communities in Camden found evidence that carers from some Black, Asian, and other ethnic backgrounds are less likely to access support through traditional channels. This effect coupled with that of the cost-of-living crisis continues to have a long-lasting impact.

Camden's strategy for living and ageing well in Camden is called Supporting People, Connecting Communities and it sets out the priority to ensure that **every carer feels valued and supported**. The idea of the Carers Action Plan grew from the desire to make this promise a reality.

This Carers Action Plan is special because it has been developed by carers for carers. We know that services that are informed by and designed with those who draw on support are going to be better suited to the needs of those they are intended to serve. Most importantly, the plan is framed around specific actions that aim, for example, to offer earlier support for carers before they reach a crisis point enabling them to sustain their caring roles for as long as possible. Carers were also clear that we need to have services that work together, and better include carers as valued partners.

Camden has a responsibility to champion all carers and to connect more carers to support wherever possible. By working alongside carers to develop this plan we believe we can strengthen the support available and make it more equitable and accessible for all. The Carers Action Plan is looking to do things differently, so carers are not coming back to say things haven't changed.

A carer said in a focus group session that they want to be "Seen, heard and appreciated." We don't think this is too much to ask, and we want to say thank you to all of Camden's carers for all you do.



**Councillor Anna Wright, Camden
Cabinet Member for Health,
Wellbeing and Adult Social Care**

A message from unpaid carers

“ We want someone to say: I hear what you are saying.”

It can be difficult to identify yourself as a carer. We want it to be recognised that what we do is amazing, and we should be proud!

Being a carer can be hard, time consuming and life changing. It can be lonely and difficult. It is usually not a role we signed up for. We give so much but it can give a lot back too when we see the person we are supporting living the best life they can. It is easy to lose your sense of self when you are putting someone else first. We can feel like we are on call even if we try to set boundaries. We keep going day in and day out because the people we care for need our support. We can do this out of love, loyalty, values, responsibility or because it feels there is no-one else and they are reliant on us. We are adept at taking each day as it comes.

We should be valued. We have a lot of experience of using and speaking with services. We are often the connection between services. We want to share our knowledge and we want our voices to be heard. Peer support can make a difference, it can help if we have this and speak with other carers. We need support too.

“When you call up, you want to feel more like you are getting a hug than a push back.”

This action plan is the start. It was co-produced with as many carers in Camden as we could speak with.

We want more carers to recognise that they are carers. We want more carers to know that they are not alone. We want to thrive as a community supporting each other. We want every carer to understand what support they are entitled to. When we reach out to a service our experience should be a good one. After all, we save services a lot of time and money doing what we do.

Welcome to our Carers Action Plan!



Reading the Carers Action Plan

The Carers Action Plan is a commitment to recognise and support carers better. It is a plan to enable all services to work together to meet the needs of carers.

The action plan is for unpaid, or informal, carers. These are carers who are aged 18 years and over who provide care for people who are 16 years and over,* and are not paid by health and social care services, or the person they are supporting, for their caring role.

Every step of this action plan has been co-produced with unpaid carers from our diverse communities. This reflects the voice of carers, their experiences and knowledge. It has taken a long time to get to this point. There is a lot of information in this document. It was felt important to not only show the actions in this plan, but to describe how the plan developed. Some areas may be of more interest to you than others. To make it easier for you, the action plan is split into two sections:

1) The Action Plan

2) Carers in Camden

The **Carers Action Plan** is designed to be dynamic and will change over time. In the Action Plan section, it shows the co-produced principles that should be at the heart of how all services should relate to carers (Part I). Carers have also identified priority areas where all services, but particularly those in health and social care, could make changes to benefit carers (Part II). There is an action tracker (Part III) which shows the identified actions that should be looked at first, and the progress to date. The priority areas and the tracker will be updated as the action plan progresses, things are achieved and areas of focus shift, under the direction of the new carer partnership board.

This will all be led by unpaid carers. Reaching and supporting more carers is key to everything we continue to do.



Carers in Camden has the supporting information for the action plan. This section discusses the definition of an unpaid carer; shows some data on carers in Camden and sets out carers rights. The section outlines how, and with who, the action plan was developed; how the progress of the action plan will be measured and the plans for a carers partnership board.

How to connect with support, if you are an unpaid carer, can also be found at the end of this section.

If you would prefer to see an online version of this plan, there is a website for the action plan: <https://carersactionplan.camden.gov.uk>

*The young carers strategy is being updated and the aspiration is that this action plan will connect with the new young carers strategy as it develops.



Section 1 - The Carers Action Plan

How the Carers Action Plan is set out

Themes were identified from what is important to carers. These have been developed into five key principles underpinning support for carers, and also priority areas for action. Direct quotations from carers are included throughout the action plan. This action plan will change as we move forwards together to deliver carers' priorities in Camden.

Part I outlines the **principles of supporting carers**. These are fundamental and should underpin everything we do. It is thought that these will not change. The principles are:

- Identifying as a carer is an essential step to accessing support
- Caring is intrinsically connected to a relationship
- A carer is an individual person with their own needs and context
- Caring responsibilities require time and energy
- Connected services are vital to carers

Part II are the **priority areas** carers have said should be our focus. As more information emerges, and work continues involving carers in the delivery of the plan, Part II will be updated to reflect the views and experiences of as many carers as possible. The priorities are:

- Communication
- Information and Advice
- Mental Health Support
- Carer Conversations (assessments)
- Emergency / Future Planning
- Health and Hospital Discharge
- Young Adult Carers (YAC) Support
- Carers Breaks
- Accessibility
- Financial and Legal Support
- Employment, Education and Training

The **Action Tracker** in **Part III** will detail the steps to achieve each area for action. This will evolve as we work with carers, health, social care, and community organisations to find effective solutions. Once the possible ways forward have been mapped, timelines for delivery will be assigned to each of the actions. The tracker also has a section for progress that has been made against each priority.

Part I – Principles for Supporting Carers

In developing this action plan there were a number of themes that emerged from carers' responses that did not refer to specific areas for actions. These themes have been adapted into principles which will underpin all the work to ensure that carers are valued and supported.

Principle 1: Identifying as a carer is an essential step to accessing support

People tend to see themselves as a sibling, partner, parent, child, friend rather than 'carer'. It can take many people from a year to over three to recognise that they are carers, which means a long time without support that you are entitled to. Alongside trying to increase awareness in the general population, it has been acknowledged that the pandemic has had a disproportionate impact on many disadvantaged groups including carers from our diverse communities. It is important that services proactively identify carers to connect them to support. This also means working with people to understand and address barriers to identifying as a carer.

Principle 2: Caring is intrinsically connected to a relationship

On a practical level, support for carers is linked with the way that care and support needs are being met for the person/people they care for. The two can't be considered in isolation and decisions about the person being cared for affects their carer. It is important that carers are involved, informed, and considered in decision-making, alongside health and care practitioners and the person themselves. Support that focuses on prevention not only benefits the person being cared for but carers too.

Principle 3: A carer is an individual person with their own needs and context

Although caring is defined in the context of a relationship, it is not the only aspect of a person's identity. In the same way that care and support for individuals should reflect their preferences and values, carers need choices and support that reflect their personal identity, cultural context, beliefs, and life circumstances.

Carers provide invaluable support, yet this often limits their ability to invest in themselves. Carers have said that while caring does provide purpose, it can mean their own dreams and aspirations are on pause – indefinitely. This may mean restrictions on exploring personal leisure, education and employment ambitions. It is essential that the needs of carers are being listened to, prioritised, and advocated for, including the recognition of the role of carers within policy and service development.

Principle 4: Caring responsibilities require time and energy

Finding practical and emotional space amidst a caring role can be a barrier to accessing the support that carers need, for themselves and for the people they care for. Carers have told us that it takes mental and physical fitness to do what they do, but often carers can be unwell themselves due to the impact of caring. It is important therefore that information and processes are clear and simplified and that there is flexibility within services and other agencies. Carers want to be involved in service development and find this most meaningful when they are able to work with tangible tasks and to see outcomes.

Principle 5: Connected services are vital to carers

Services that connect with carers' views and feedback are better placed to understand and address challenges to accessing support. When services work in partnership to share insights and pool resources, the more effectively outcomes for carers can be achieved across Camden. Streamlining processes and eliminating duplication helps carers navigate available support more effectively. This also benefits services, especially given current capacity limitations. Partnerships with community groups that carers are already connected to can help to ensure information is shared with people directly and in a way that works for them. Services taking a neighbourhood, community approach, to collaboration and operational delivery as much as possible.

Part II – Priority Areas for Action

These areas for action are based on what carers have said matter to them. They have also been informed by health and social care practitioners and carers services in Camden.

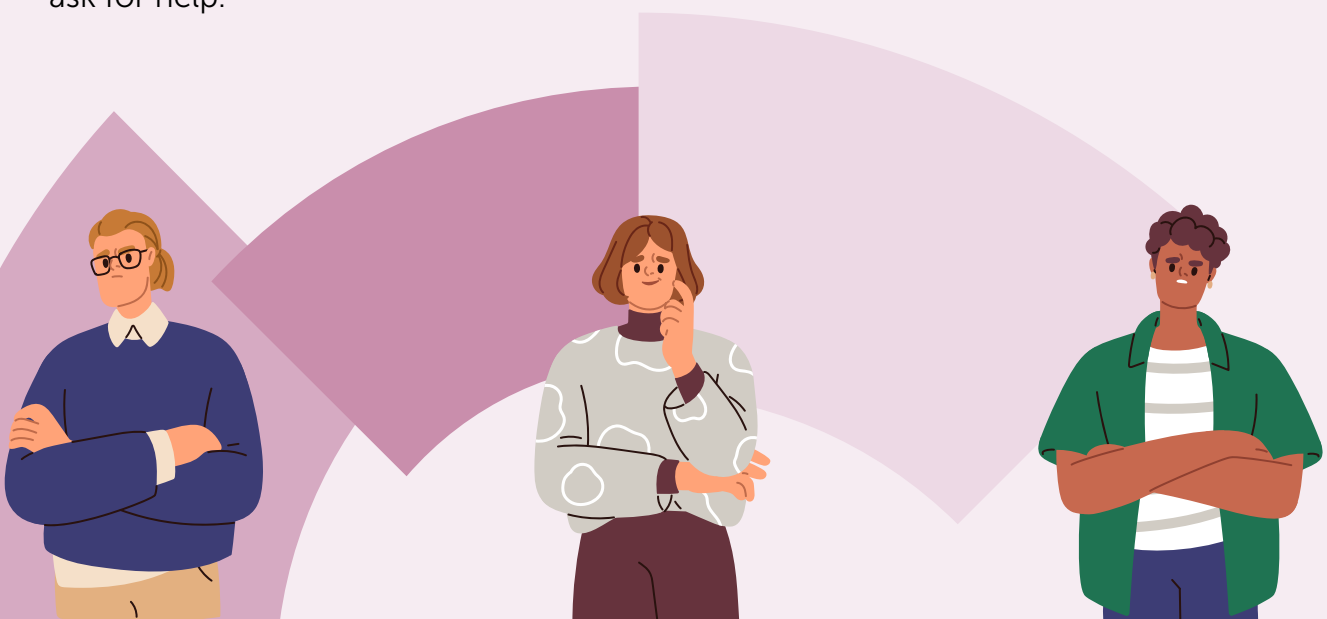
The priority areas of Communication; Information & Advice and Mental Health were identified in carers focus groups as the ones needed to be worked on first. The actions in the tracker in Part III reflect that these are the current focus areas.

Communication

“When you are a carer, you have a lot of services to deal with. Often there is help, but it’s difficult to find the right organisation or department.”

What matters to carers:

- A clear pathway for carers to communicate with services that is proportionate and compassionate.
- A carer is not passed from person to person.
- Have someone who champions carers, and knows about carers, in services.
- Services that get back to carers when they say they will.
- Carers Partnership Board where services can be held to account.
- Translation services that are widely available and that effectively convey the message that a person is trying to communicate.
- Improved language used by services to describe what being a carer is so that more people can identify with this.
- Information that is readable on a mobile phone.
- Services that make use of social media platforms to reach more people.
- Tailored communication to reflect the diversity of carers needs and identities. For example, male carers reported that they often communicate in different ways and are less likely to ask for help.



Information and Advice

“I want a better structured support network with effective signposting. I go round in endless circles with advisors but always end up facing the same barriers to help that I’d already found for myself using the internet.”

What matters to carers:

- Accessing information and advice in a context that is supportive, meaningful, and personal.
- Speaking directly with people who can facilitate understanding through support networks and live training events.
- Information is correct and up to date, with clarity about the support available and the eligibility criteria.
- Develop a dedicated space, such as a webpage, where carer information and advice can be found.
- Information being available in the person’s primary language, and working with specialist and culturally specific agencies to promote and disseminate carers information.
- Information being available in a variety of digital and printed formats; many carers prefer one or the other.
- Knowing where a carer can go for support that is not through formal services.
- Understanding who can help advocate for carers and how to access these services.
- Understanding rights and entitlements as a carer including support available from Adult Social Care, Health, Housing, employers, and related to benefits, grants, and immigration.
- Raising awareness of carers in the workplace.
- Learning more about healthcare topics such as dementia, autism, disability, healthy eating, and wellbeing.
- More promotion of current discount card schemes available for carers, and support to advocate for subsidies, such as, gym memberships, eye care vouchers, dental care.
- Ensuring all services know what support is available to carers and are actively referring carers to support.
- Providing bite-size and summarised information to support the different ways people take on information.



Mental Health Support

“Mental health is not isolated, it can exist alongside other things and conditions, and create caring needs.”

This priority relates to both supporting carers mental wellbeing and mental health services.

What matters to carers:

- Better knowledge of where to get initial support, support through any diagnosis, and where to get ongoing support.
- The possibility to have one point of contact and a shared plan in place to support the people we care for.
- Ensuring carers are listened to and involved as part of care and support planning.
- Carers are offered a carer assessment.
- Regular support for wellbeing; such as affordable or free counselling, welfare checks, activities that boost social connection and peer support.
- Mental health support that also reflects different identities and cultural needs, for instance, specialist groups for men, black carers, single parents, women and people that are LGBTQ+.
- Peer support to provide connection and friendship.
- Having a safe space to meet with other carers, particularly when cared for is in crisis.
- Practical preventative support outside of statutory services, where carers, and the people they care for, can access further help and activities.
- Increased understanding of any respite offer, including safe spaces.
- Greater mental health support for families caring for autistic people, and recognition of the emotional challenges carers may have.
- Knowing what the support offer is when transitioning from Childrens to Adults services.
- Joined up services supporting mental health, physical health, and other services such as substance misuse, if the person needs to draw on support from many services.
- Mental health champions in organisations, people are trained and informed when support is needed.
- All people and services take responsibility to reduce the stigma of mental health.



Carer Conversations (assessments)

N.B. In Camden, a carers assessment (Care Act 2014) is referred to as a Carer Conversation.

“The task of the Carers Conversation is trying to get the carer to focus on themselves.”

What matters to carers:

- Raising awareness of Carer Conversations, so carers know where they can ask for these.
- Accessing a regular Carer Conversation (reviewed every 12 months), and access to informal support and check-ins around Carer Conversations.
- Better access to support for carers of children transitioning into adulthood.
- Having information about how best to prepare for a Carer Conversation.
- Conversations reflecting the holistic picture of a person’s caring role including whether they care for multiple people, or when a broader network of social connections and family are providing care for a single person.
- Employing cultural competency and understanding in providing Carer Conversations and identifying when someone could benefit from a Carers Conversation.
- Taking time to listen about the impact of the caring role. The conversation should be focussed on the carer.
- Being given information by the person carrying out the Carer Conversation about all the options for support that are available, rather than the carer having to say what support they need when they don’t know what’s possible.
- Knowing what other support is available whilst waiting for a conversation.
- Even if the carer declines a carer conversation, they can still be registered as a carer.

Emergency and Future Planning

“It’s about having peace of mind that they will still be cared for if something happens to me.”

What matters to carers:

- Feeling safer knowing that there is a plan in place for the person they care for, in the event of an emergency. This includes any people who can provide care in an emergency, and this is noted on the records management systems that services use.
- Having a pre-agreed system, that can be relied on, for implementing a contingency plan in the event of an emergency (connected services).
- A system to identify that you are a carer in the event of an emergency for example, having a carer ID card.
- As carers get older or become sick, having an ‘end of life’ plan. So, a plan is in place for the person they care for, which includes housing, should the carer pass away.
- Practical as well as emotional support around end-of-life planning, including financial advice, advocacy and guidance.
- Advice and guidance for when the carer is not around, including skills to support independent living.

Health and Hospital Discharge

“We have so much knowledge about the people we care for.”

What matters to carers:

- Greater emphasis on the carers health and wellbeing, including greater awareness of health and lifestyle checks.
- The hospital being able to identify when someone has caring responsibilities when they are admitted.
- Being involved in the hospital discharge process and care planning. To ensure that sustainable care arrangements are in place and to provide insights to medical/social care teams based on their knowledge of the person, and how their needs may have changed following hospital admission.
- Being aware of their responsibilities as a carer following hospital discharge.
- Access to supported housing for adults who draw on mental health services after hospital, both short term and long term.
- Being able to access doctor appointments when needed and having longer appointments to take into account language/communication needs.
- Services utilising opportunities to connect with carers, where they are frequently present, to provide information and advice, for example hospital wards.
- Accessing transport when carers and the people they care for have appointments.

Young Adult Carers (YAC) Support

“With support, I don’t feel like I’m drowning, but swimming.”

What matters to young adult carers:

- Recognition of their needs as young adult carers, and how these are different from carers at other life stages.
- Being supported during transition stages including from young carer to young adult carer (18-25), and from young adult carer to adult carer (26+), including transition carer assessments.
- Early identification of their role as carers so that support can start when it is needed.
- Employment, education, and training opportunities.
- Mental health support
- Information and communication in a format that works for young adults; including centralising or listing information into one place or hub, and offering more digital support and use of social media channels.

Carer Breaks

“It is easy to lose sight of the parts of your life that used to define you. I now see the value in trying to connect with those parts again.”

What matters to carers:

- Opportunities for time when you don't have to think about your caring role and responsibilities, and knowing that the person/people you care for are safe and supported during that time.
- Time spent connecting with friends, family, and/or other carers without worrying about your caring responsibilities.
- Time spent connecting with yourself, your interests, and the aspects of you that go beyond your role as a carer.
- Practitioners recognising the impact of caring and being creative about the ways to support carers to take meaningful breaks.
- Greater awareness of services and experiences that can give a carer a break from their caring role.
- Promotion of a broad range of practical carer support to provide respite, including accommodation.

Accessibility

“We were given a Careline alarm system by Camden Council and it is such a relief.”

What matters to carers:

- Knowing about, and having access to, equipment and adaptations that ensures housing is accessible and can support people in their home, including handyperson services.
- More access for disabled drivers in Camden to accommodate those unable to use alternative transport.
- Ensuring that services for carers and the people they care for offer in person support with good transport links to improve access.
- Assistance and accompaniment is offered to people being cared for, where carers are unable to do this themselves.
- Ensuring carers have access to advocacy services when they are needed.

Financial and Legal Support

“What I want is a holiday and a pension.”

What matters to carers:

- Knowing what welfare benefits carers are entitled to.
- Financial and benefits advice that is relevant and specific to individual circumstances.
- Specific benefits sessions for carers, where they can speak with an adviser.
- Financial recognition of the caring role in the form of discounts, including support with household bills and travel expenses, to address the rising cost of living.
- Affordable homecare to enable carer breaks.
- Access to free or low-cost legal aid.
- Greater awareness amongst carers of things like court of protection or deputyship for financial affairs.

Connection and awareness of available grants and support schemes which can help manage financial health.

Employment, Education, and Training

“I work in the creative arts, although I am so limited in my ability to work at the moment because of the extent of my caring role, that I now view work as a respite where once it was a source of stress!”

What matters to carers:

- Better support within workplaces for carers and understanding of their responsibilities.
- Employment that is flexible around caring responsibilities.
- Training on how to use technology to reduce digital exclusion for carers.
- Alternative care provided which will enable carers to take up employment.
- Access to education and training to support personal and career development.
- Training and awareness raising deployed across all of health and social care. Continuity so only have to tell a story once.

Part III – Action Tracker

Carers, and organisations that support carers, have identified priorities (part II) and the actions to help achieve these priorities. The steps to achieve carers' priority actions in part II will change over time.

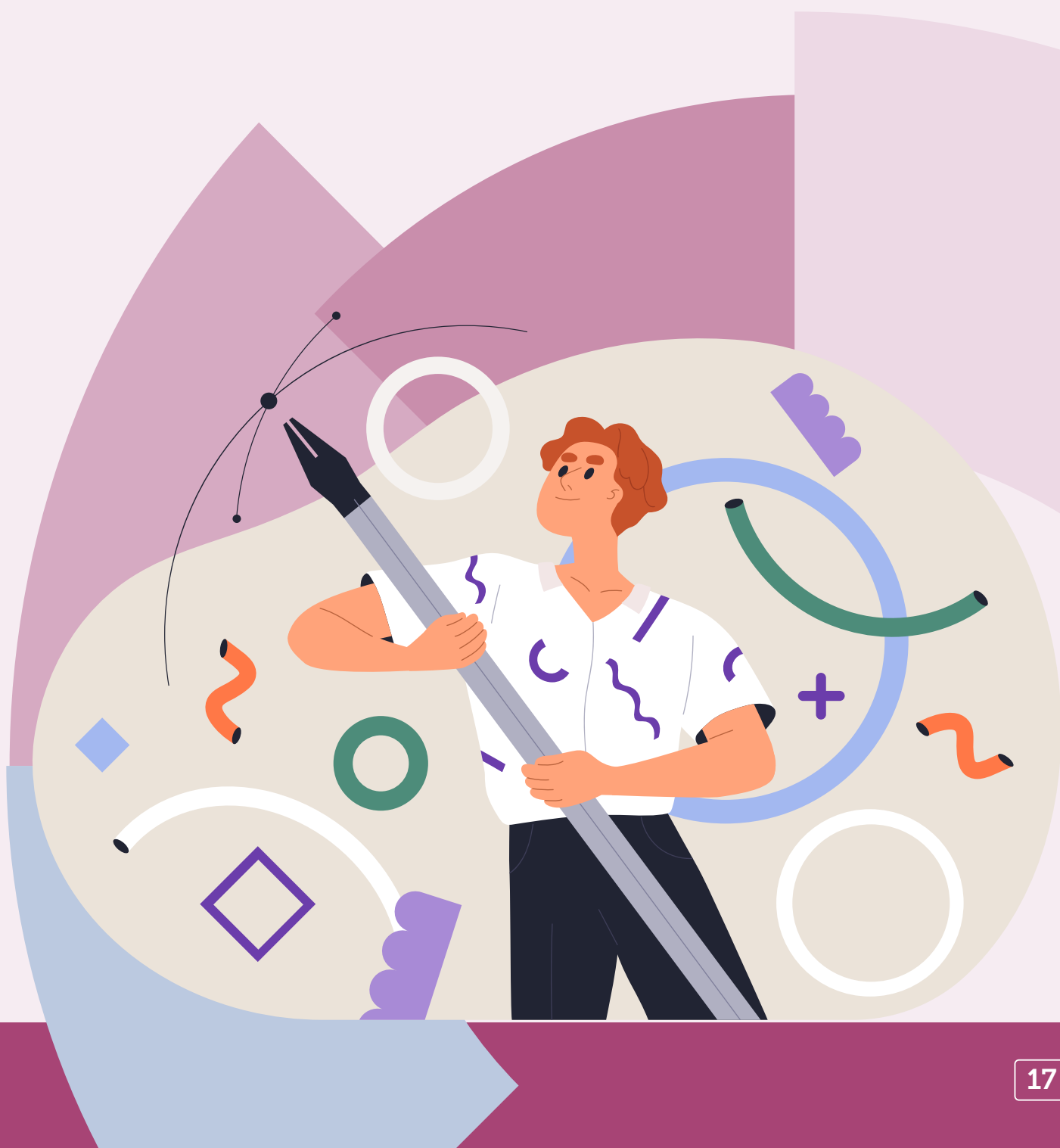
The action tracker shows:

- **Current actions** – these are the actions that are being worked on now.
- **Progress to date** – this shows the progress made against the priorities.

Current Actions

Once the possible actions (ways forward) have been mapped, they will be included in the current actions and timelines for delivery will be attached to each of the actions.

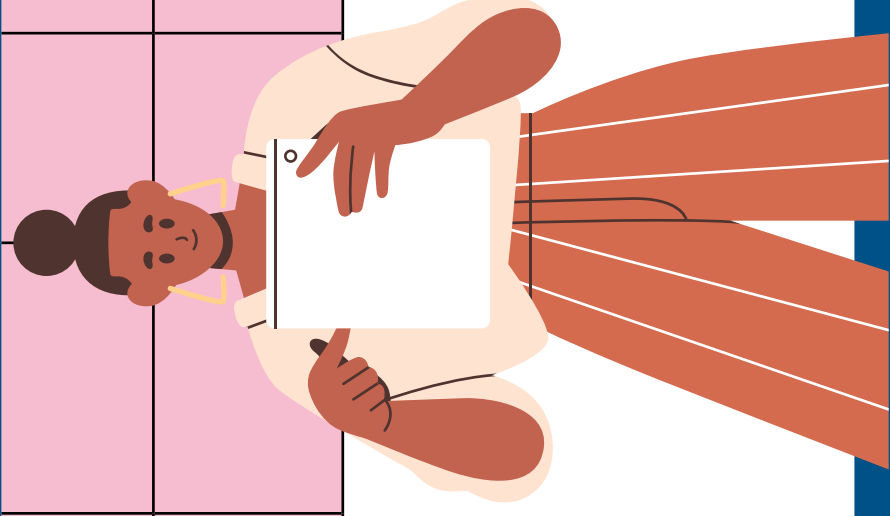
The outcome measures, what success looks like, and timescales, will be developed at the Borough Partnership Carers Board.



Priority number	Area(s) for action	Steps to achieve what matters to carers	Outcome measure	What does success look like	Borough Partnership Lead Officer (including which department / organisation, or any other services involved.)	Timescale/ deadline
1	Communication	Put an extended article on carers in local publication: Camden New Journal, Camden Magazine				
2	Communication	Work with carers to develop language used to describe carers and caring role.				
3	Communication	Develop a list of local places and events that carers services and information about services could be advertised, such as pharmacies, community notice boards.				
4	Communication	Develop leaflets and posters in different community languages – distribute see 3 above. Online versions needed too.				



5	Communication	Services look at how they are using social media to identify more carers, particularly how to reach more young adult carers.				
6	Communication	Connect with organisations who support disabled people to talk about carers				
7	Information & Advice	Carers to help deliver training to services, to share experiences and raise awareness.				
8	Information & Advice	Produce a map of services so that carers know who to contact.				
9	Information & Advice	Promotion of current discount card schemes available for carers.				
10	Information & Advice	Look at all the Borough Partnership websites for the information on carers and update. Possible focus group on this.				
11	Information & Advice	Organise carer drop-ins where carers can find out about rights and services, offer talks. Such as libraries, community centres, faith groups.				



Priority number	Area(s) for action	Steps to achieve what matters to carers	Outcome measure	What does success look like	Borough Partnership Lead Officer (including which department / organisation, or any other services involved.)	Timescale/ deadline
12	Information & Advice	<p>Develop some creative ideas for reaching carers. For example:</p> <p>When carers are accessing things like flu jabs, could this be a time to give more carer information?</p> <p>Creative use of pharmacies – carers info put on sticky labels when collect medication or put a leaflet in the bag.</p>				
13	Information & Advice	Approach big Camden employers to raise profile of carers and talk about offer for carers.				
14	Mental Health	Look into peer champions for services, this is currently being developed by Mental Health Services.				
15	Mental Health	Ensure mental health at work training is completed by organisations in the Borough Partnership.				
16	Carer Conversations	Scope whether it is possible to have an automatic notification when review of carer conversation is due.				

17	Contingency planning	Establish a process to ensure that contingency plans are triggered in the event of an emergency; and scoping the possibility of an 'Emergency Card' scheme.				
18	Contingency planning	Link in with the NHS London Universal Care Plan, which is connected to emergency planning.				
19	Young Adult Carer support	Link in with services that support young carers, to better work together to support transition to adulthood for carers. Continue to implement No Wrong Door.				
20	Financial support	Scope the possibility of Discount cards for use in local businesses.				

Out of the priorities in part II, carers identified Communication, Information & Advice and Mental Health as the areas that needed to be looked at first. This is reflected in the tracker. Some actions, from different priority areas, are also listed as carers felt these were important.



Progress To Date

Area for action	Progress to date
Communication	<ul style="list-style-type: none"> Established multi-stakeholder commitment to deliver the Borough Partnership Carers Board by the end of 2024. Carers have been involved in the 2024 changes to the Council's switchboard service, Contact Camden.
Information and advice	<ul style="list-style-type: none"> The Carers Action Plan website development: https://carersactionplan.camden.gov.uk, which will go live in summer 2024, links to Camden Care Choices, a website with carers information: https://camdencareschoices.camden.gov.uk/support-and-advice-for-carers/. The information on Camden Care choices was recently revised in Spring 2024 and checked as being Care Act compliant. A range of focus groups have taken place during 2023 and 2024 to reach more carers and talk about the support they are entitled to. In summer 2024, specialist organisations will receive funding to identify and engage male and LGBTQ+ carers.
Mental Health	<ul style="list-style-type: none"> The newly established North London Mental Health Partnership are creating a carers strategy, which will be connected into the action plan's delivery.
Carer conversations	<ul style="list-style-type: none"> In March 2024, Adult Social Care audited their carer conversations. In June 2024, Adult Social Care recruited a carer practice development lead focussed on improving carer practice in Camden. This role will also help implement the recommendations from the audit. Adult Social Care has initiated plans to update its practice guidance, in line with strengths-based practice, Camden's What Matters Approach to Adult Social Care. There are plans to involve carers as this develops. This should be complete by the end of 2024. In early 2024, the Camden Learning Disability Service appointed a family carer development social worker to support practice involvement. Working with the commissioning manager and practice lead for autism, Adult Social Care are ensuring that the action plan connects in with the developing refreshed autism strategy. Key to this is ensuring carers for autistic people have the same access to carer conversations.
Emergency/future planning	<ul style="list-style-type: none"> Plans are in place to improve Adult Social Care practice so carer conversations and assessment forms include emergency/future planning. Camden Learning Disability Service are looking at risks and mitigation plans for older family or unwell family carers. Adult Social Care have started work to understand what worked well with the previous carers card, and lessons learned for why this wasn't continued.

Area for action	Progress to date
<p>Health and hospital discharge</p>	<ul style="list-style-type: none"> • In 2023, Camden Carers received additional funding for a Hospital and GP Development Project to support carers in hospitals, and after discharge, embedding good practice to support carers rights across health services in Camden. This project continues into 2024. • Camden Learning Disability Service and Camden Carers have started designing a hospital passport to improve people's experiences during a hospital stay and support health outcomes. • In summer 2024, Camden Carers will receive additional funding to increase the reach of their health and lifestyle checks programme.
<p>YAC support</p>	<ul style="list-style-type: none"> • In summer 2024, Camden Carers will receive funding for their YAC strategy, to support carers transitioning from children's services to adult services. • In spring 2024, Adult Social Care connected with the young carers strategy and will ensure ongoing links to the action plan. • There are plans in place for Adult Social Care to consider implementing No Wrong Door, designed to improve services between adult and children's social care services, Integrated Care Boards and other key organisations in respect of identification and support for young carers and their families.
<p>Financial and legal support</p>	<ul style="list-style-type: none"> • In January 2024, the money and benefit section of Camden Care Choices was revised. This includes a section on carers.



Section 2 - Carers in Camden

Who is a carer?

At the last census 14,605 people in Camden identified as a carer. We know that the number of carers known to health and social care is less than this. This means that there are people in Camden who maybe missing out on help and support for their caring role. We need to work together to reach and connect with more carers.

Are you an unpaid carer? Do you give up your time for free, and take on additional responsibilities, to support someone you know?

Common definitions of unpaid carers speak of support for people who are disabled, have an illness or long-term condition, including mental health; learning disability and or substance misuse, neurodiversity, or support for people who need extra help as they grow older.

The person you support could be a family member, friend, or neighbour, you have built a relationship with, who would struggle without your help. Sometimes you take on the role of a carer gradually as they need more support with time. You could be supporting more than one person. Or you could be providing support but also receiving care and support yourself.

As a carer you may be providing care with practical tasks such as personal care like helping someone to get washed and dressed; helping with cooking and cleaning; managing medications; speaking with services; advocating for people; finding information and asking for advice; taking people to appointments and to get out and about in the community; helping sort money and bills or providing emotional support.

These definitions are compliant with legal responsibilities (see legal duties to support carers section). However, unpaid carers have said the caring role is broad and tasks vary. No two days are ever the same, and responsibilities vary from person to person. A carer can be providing help anything from a few hours a week to 24-hour care. You may live in the same house as the person you care for, or you may live somewhere else. A caring role can also change over time. As a carer you can be anything and everything to the person you support. But it's not just about the things you do, it's also the skills you use every day. Things like problem solving, negotiation, planning, advocating, creativity, and flexibility.

If you think you are a carer, we encourage you to reach out. Contact details of who you can contact are from [page 35](#).

Carers in Camden

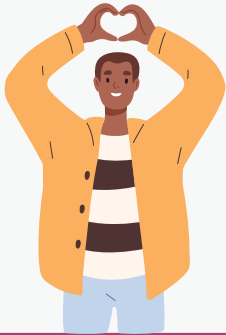
As carers have told us, caring takes “exhaustion, courage and bravery”, and you may sacrifice a lot, and not look after yourself.

Carers have said data is what sets the background for this plan. Data was gathered to understand the context for the action plan; to look at current support, highlight gaps, make connections and identify areas to explore further. It provided the rationale behind why we need to take this action plan forward.

In the 2021 Census

14,605

people in Camden identified themselves as a carer, that is equivalent of **7%** of the population.



5,201

people are providing

over 35 HOURS of care a week.

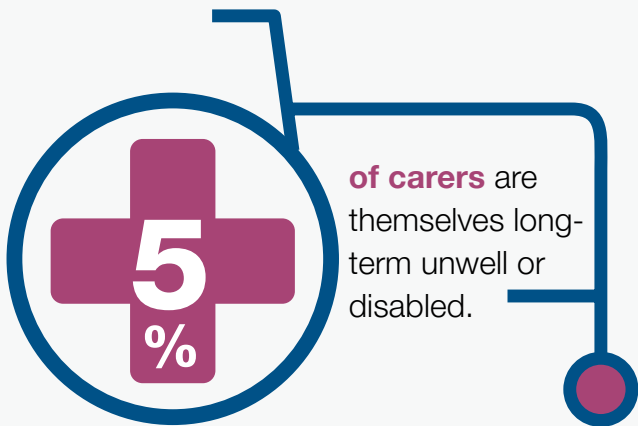
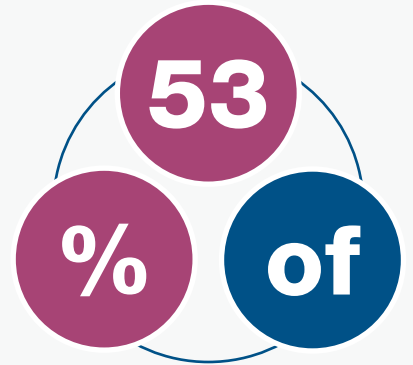


53

%

of

carers are **juggling** work and caring responsibilities.



Some carers are also in mutually dependent caring roles.



A greater proportion of carers in Camden report less good health than non-carers, whilst still supporting the person they care for.

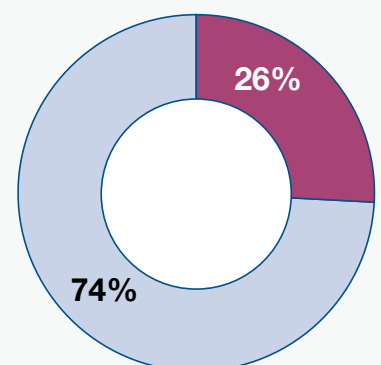
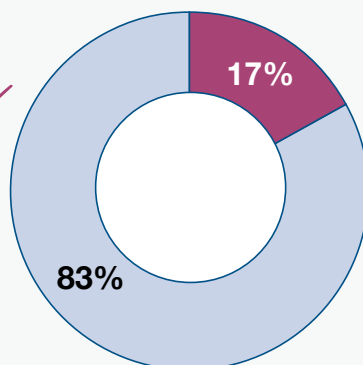


■ Non-carers Not Good Health

■ Non-carers Good Health

■ Carers Not Good Health

■ Carers Good Health



This data suggests that of the people that call themselves a carer, there are large proportions that are working the equivalent of a full-time job supporting the person they care for, with caring responsibilities having a direct effect or impact on managing a carer's own employment. We know that caring can be an emotionally, physically and financially demanding responsibility; caring can lead to burn-out, and carers themselves sometimes need carers, or are reliant on the person they care for to care for them too.

In Camden, we recognise that the caring role cannot be considered in isolation and is inextricably linked to other factors such as someone's identity and own health and social care needs. We are a borough where access to safe and secure housing, high levels of loneliness and inequality impact our resident wellbeing outcomes, and we have over a quarter of carers reporting that they are not in good health.

1,662

Black, Asian, and other minority ethnic carers

describe themselves as being in not good health. Of these **570** provide over **50** hours of unpaid care a week.



1,204

people aged 16 to 24 describe themselves as carers.

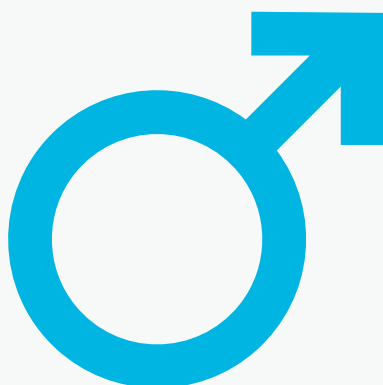


2,240

people who are 65+ provide unpaid care. **777** carers who are **65** and over provide over **50** hours a week of unpaid care.

5,848

carers identified as male. Of these **1,266** provide **50+** hours of unpaid care a week.



8,592

carers identified as female. Of these **2,276** provide **50+** hours of unpaid care a week.



Mobilise between June 2023 and May 2024

1,165

Reached 10,500 carers, who clicked through to the **Mobilise website** through digital campaigns.



Engaged with **455 of these carers to register with Mobilise.**

160

of the 10,500 carers were given a unique support offer, such as e-courses, personalised guides and interaction with the Mobilise carers support team.

Camden Carers, in the year 2023-24:

4,400

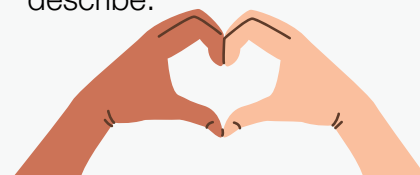
carers registered with Camden Carers.

1,708

of the 4400 carers are from Black, Asian and minority ethnic communities.



3099 of the 4400 carers identify as female, 1189 as male, 5 non-binary, 2 trans female, 4 prefer to self-describe.



381

of the 4400 registered carers were newly registered in that year.



Completed 451 carer conversations or reviews.

175

health and lifestyle checks were completed.



122

carers were supported by the Counselling service.

1,734

unique carers had a direct action/support (this includes carer conversations, counselling, groups, activities etc.)

Adult Social Care data, in the year 2022-23:

1,165

people are known to Adult Social Care as unpaid carers, **580** are new to ASC services. They are caring for **1142** people.

504

carers were caring for people in receipt of an ASC service.



571

received a carer assessment: **280** were completed by social care practitioners and **291** were completed by Camden Carers*.



Carers known to ASC are more likely to support people with a learning disability or a physical disability.

62



carer assessments and reviews related to people caring for someone with learning disabilities and known to Camden's Learning Disability Service.

Current carer services within Camden offer a range of support that covers both in-person and online provision. This allows Camden to extend the reach to different types of carers, as we know that carers are balancing a number of priorities and have their own intersecting needs. As the data shows, carers come from a diverse range of backgrounds and ethnicities, so there cannot be a one-size-fits-all approach to support.

Carers balance their caring role alongside being a parent, friend, family member, or partner – and their role may intersect with their individual protected characteristics. Accordingly, we must factor in the possibility for discrimination and prejudice that someone may face navigating the system, and ensure we are meeting people where they are at, engaging with specialist community partners that understand carers and can reach out to them.

There are some carers that are receiving support from Adult Social Care, with social workers involved in their care or the care for their cared for. With more services involved, there can be more complexity, so it is important to highlight the specific need of this subset of carers working with practitioners on care and support planning.

The data highlights that services are not reaching as many carers as there are in the borough to offer support to sustain their caring role and support wellbeing. The offer for carers in Camden is shown from [page 35](#).

We will periodically revisit data relating to carers. Looking for new opportunities to grow the information that is collected, to improve understanding and evidence of how carers are supported across services; and to measure any impacts of the action plan on carers in Camden.

Legal duties to support carers

The action plan emphasises taking a whole system approach to carers. This means working with different services and organisations who may support unpaid carers. There are some legal duties that underpin the way statutory services, such as Camden Council and the NHS, work with unpaid carers.

The **Care Act 2014** is the law that sets out how adult social care in England should be provided to improve people's independence and wellbeing. The Care Act recognises that supporting carers is as important as the people they care for. The Care Act defines a carer as, "an adult who provides or intends to provide care for another adult".

All carers have the right to a carer assessment. In Camden, these are called carer conversations.¹

If a carer has eligible needs identified through the assessment, they have the right to support. Carers must get a support plan, which may include a personal budget, and considers things the carer wants to achieve on a day-to-day basis to support them in their caring role.

Young carers or parent carers also have a right to a transition assessment under the Care Act as the carer, or person they care for, approaches 18 years of age and is likely to need support.

Council's must also provide information and advice services for all carers to prevent reduce or delay the development of longer-term care and support needs, and to help support their own wellbeing. In Camden this can be found on Camden Care Choices: <https://camdencarechoices.camden.gov.uk/support-and-advice-for-carers/>

Local authorities must also arrange for an independent advocate for any carer who would find it difficult to participate in their assessment or support planning, where there is no-one else to help.

The **Health and Care Act 2022** introduced new NHS Integrated Care Boards (ICB). Through the set-up of local multi-agency partnership boards, ICBs aim to make it easier for health and care organisations to deliver joined up care for people who require support from many services. Camden is part of the North Central London (NCL) ICB. There are five London boroughs in the NCL ICB, the other four boroughs are Barnet, Enfield, Haringey, and Islington.

Each borough has their own integrated care partnership of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. They are focussed on prevention, better outcomes for people and reducing health inequalities. In Camden, this is called the Camden Borough Partnership. It is made up of NHS organisations including Mental Health, the Council, Voluntary Community and Social Enterprise (VCSE) sector and other organisations like commissioned social care providers.

The Act sets out duties to involve unpaid carers and those they care for in decision making. There is an expectation that carers should be involved in relation to a person's care including prevention, diagnosis and treatment and changes or developments to services. Carers also have rights for hospital discharge. The NHS must ensure that unpaid carers are involved as soon as possible when discharge plans are being made. The Act covers all carers of adults who may need support following hospital discharge.

¹The right for an assessment is based solely on carers having the 'appearance of need' for care and support. There are no requirements for the number of hours or level of care a carer needs to do in order to have an assessment. The carer does not need to live in the Council area doing the carer assessment, but the person receiving the care does need to live, or be an 'ordinary resident', in the Council area. The Care Act places a general duty on Council's to promote an individual's wellbeing. There are wellbeing principles that form part of the eligibility criteria in a carer assessment. Council's must proactively consider the impact on wellbeing of caring.

There are other Acts that protect carers right, including the **Human Rights Act 1998**, the **Equality Act 2010**, and the **Work and Families Act 2006**.

There are also duties under the **Children and Families Act 2014**. For example, the right for young carers and parent carer assessments. This is outside the scope of this action plan, as the action plan focusses on adults over 18 who are caring for adults, or people approaching adulthood. Work is underway on the young carers strategy which will connect with this action plan.

Other guidance and national policies referencing unpaid carers include the NHS Long Term Plan 2019; the National Institute for Health and Care Excellence (NICE); and the Care Quality Commission.

How the action plan has been developed

Many carers across Camden spend a large amount of time caring for somebody else, or more than one person, and every caring experience is different.

Whilst there are legal duties which give carers rights to statutory support, carers expressed similar concerns and experiences about not all carers identifying as unpaid carers; and not knowing their rights or how to access support. Carers also speak of the need for having better joined up health, social care and other local government and voluntary and community services.

There was an idea to create an action plan, this would be dynamic, evolve over time and wouldn't just sit on a dusty shelf with no-one looking at it. Key to the action plan is co-production, with carers directing development. As the plan developed, carers could identify priority areas and think through actions for how to achieve these.

At the heart of the development of the action plan, is a working group that includes, and has been connecting with, carers in Camden to understand their carer experiences. Roles on the working group were advertised to unpaid carers. The members of the working group include carers and former carers, alongside services that support carers including Adult Social Care, North London Mental Health Partnership, Camden Carers and Mobilise. Carers in the working group led development of the plan, sharing their experiences and knowledge.

The working group found that there was already lots of information available about what is important to carers and where there could be gaps in people identifying as carers and accessing support. This information came from directly speaking with carers in Camden; exploring what data is held by services in Camden about carers; and looking at national research too.

This was used to create a draft of the action plan. The draft was then taken to many places, organisations and services to test and grow the ideas in the plan. This includes focus groups



to develop areas of the plan and sessions aimed at speaking with specific groups of carers, for example single parent carers. Camden Carers Voice, a group led by carers for carers and facilitated by Camden Carers, were also a key voice in helping shape and develop the plan.

We acknowledged that other organisations and services also have their own work areas and plans for carers, and so we took every opportunity to connect the action plan into these.

What we have now is an action plan that has been co-produced with carers. Launching the action plan is just the start.

Who has helped to develop the action plan

A whole system approach is being taken to develop this action plan. Carers should be considered in the delivery and collaboration of health, council services and the voluntary community sector. This means that the working group have been looking across the Camden Borough Partnership for groups and services to speak with; understand work that has happened or is already happening with carers; ways to join up work; insights to develop the plan and gaps where we may be able to work together. These co-production activities were also used as another opportunity to reach and speak with more carers, and ensure carers know how to connect with support as and when it is needed. Many of these groups were visited multiple times. The organisations and affiliated groups involved included:

Camden Carers

- Camden Carers Voice
- Young Adult Cares strategy for Camden Carers
- Black Carers Collective
- Making Carers Count – a project to identify and support carers from minoritised ethnic communities (predominantly the Somali, the Bengali and the Chinese community)
- Camden Carers Health and Lifestyle Check event

Mobilise – a national, digital carers service that is available to carers in Camden.

Adult Social Care and Council

- Planning Together – a partnership board for people with learning disabilities and family carers to meet with people who manage services they may use.
- Supporting People, Connecting Communities Steering Group and Board – groups that steer, deliver, and oversee a programme of change projects that contribute to the delivery of the Supporting People, Connecting Communities strategy.
- Councillor Anna Wright, Cabinet Member Briefing
- Meetings with Councillor Lorraine Revah, Carers Champion
- Adult Social Care service meetings
- Mental Health Partnership Board (jointly shared between health and social care) – carers were discussed within the mental health needs assessment and the drug and alcohol needs assessment.
- Connecting with the refresh of the Autism strategy.
- Care and Support at Home which is looking at the way care and support at home is delivered.
- Adult Social Care data
- Young carers strategy group

Health

- Local Care Partnership Board – a Camden Borough Partnership group leading on the integration of health and care. They are developing a work programme called 'Start Well, Live Well, Age Well', which sets out priorities that reflect the support people need in different stages of their lives. Supporting carers through the action plan and partnership board, will form part of this programme.
- Mental Health Carers Partnership Board – a carers group from the North London Mental Health Partnership made up of services and carers from Camden and Islington. They are working on a carers strategy for Mental Health. They are also leading on work to implement the Triangle of Care. In 2024, this Board will be replaced by a North London Mental Health Partnership User Alliance that will include carers and mental health practitioners from the boroughs that make up North Central London.
- Carers Council – a group for carers as part of the Central and North West London NHS Foundation Trust (CNWL). They are also leading on work to implement the Triangle of Care and have a carers charter.
- Camden Patient and Public Engagement Group.

Others

- Age UK Camden – Big Team meeting which is a networking event for the VCSE sector and health and council services.
- Events with the British Somali Community Centre and Bengali Workers Association are planned.

These activities will continue, to raise the profile of the action plan and to reach more carers.



What next – Borough Partnership Carers Board

“I’m hopeful about this work but also cynical, will it get done?”

To ensure that responsibility for the action plan is shared across organisations in the Camden Borough Partnership, a Carer Partnership Board will be established by the end of 2024. This will be called the **Borough Partnership Carers Board**. The board will be responsible for holding the action plan and maintaining its accountability and momentum. The partnership board will track progress of the areas for action and ensure that the principles are considered in all work. The board will include carers, Councillors, and senior representatives from across the Borough Partnership. The board will be connected to other decision-making groups, such as the Health and Wellbeing Board and Health and Adult Social Care Scrutiny Committee, to ensure that actions can be agreed and prioritised at the highest level.

As part of the commitment to carers, there will also be three roles: a Carers Project Lead, Carers Project Officer and Carers Support Officer supporting the work of the action plan and embedding the partnership board. These roles will likely start in Autumn 2024 and funding has been agreed for two years. A budget has also been identified, which will be used to support the running of the board, for example on communication, but will also be used by the board to deliver the actions within the plan.

The working group will continue to be responsible for the daily delivery of the action plan priorities, monitoring progress of any workstreams (subgroups that have been created on specific actions) and maintaining oversight of plans. The working group will report to the board.

The launch of the Carers Action Plan follows a recent change in operational delivery of Adult Social Care to a neighbourhood approach, and the development of a pilot Integrated Neighbourhood Team launching in East Camden. These transformation initiatives reflect Camden’s move to delivering social care support at a local, place-based level, focussed on working in collaborative and co-located way with people drawing on support, community services and health providers. The set-up and delivery of the Borough Partnership Carers Board will both learn from and enable the development of this place-based approach through its own multi-stakeholder coordination and partnership working, and will be tasked to ensure that carers voices and carer responsibilities are visible and embedded throughout.

How will we know there is change?

It is essential that carers continue to be involved at every level of the work so that the action plan reflects their experiences and priorities. This will also increase accountability for the action plan to meet the outcomes that matter to carers, so we know what good looks like and what progress we’ve made.

There are many outcome frameworks across the Borough Partnership organisations. There are also other national measures like the Adult Social Care outcome framework or Think Local Act Personal’s Making it Real framework. It was mutually decided that a hybrid approach is the best option, rather than creating a bespoke outcome framework for carers in Camden. In this way the impact of measures can have the widest reach.

When the action plan was started, the working group did a benchmarking exercise using the NICE baseline assessment for supporting adult carers (NG150). It is intended that this is revisited and used as a measure of progress.

NICE have also developed quality standards (QS200) that are aimed at support for adults aged 18 and over who provide care for one or more people aged 16 or over with health and social care needs. They set out priority areas for quality improvement in health, public health and social care and can be used as a way to measure progress.

The quality standards are supported by both health and care organisations, including the Department of Health and Social Care; British Association for Social Workers; Carers Trust; Public Health England, Royal College of Physicians and Think Local Act Personal. As the standards resonate with the principles and priorities in the action plan it is thought they would work well. It also demonstrates Camden's commitment to quality and achieving high standards of care.

There are 5 statements in the NICE quality standards:

1. Carers are identified by health and social care organisations and encouraged to recognise their roles and rights.
2. Carers are supported to actively participate in decision making and care planning for the person they care for.
3. Carers having a carer's assessment are given the opportunity to discuss what matters most to them, including their own, health, wellbeing and social care needs, and work, education, or training.
4. Carers are regularly given the opportunity to discuss with health and social care practitioners the value of having a break from caring and the options available to them.
5. Carers are offered supportive working arrangements by workplaces.

Camden Council has been creating a Good Life Camden wellbeing measurement framework. This framework has been co-created with residents and the council. It shows what it means to live a good life in Camden and how that can be measured. It is structured around 9 themes: Health; Equality; Safety; Housing; Lifelong learning; Social connections and community; Environment; Empowerment and citizenship; Income and affordability.

There are many signals and measures associated with these themes, which can be tailored and adapted. It is felt that the framework is relevant to the Carers Action Plan. For example, Equality: everyone has access to the services they need; Social connection and community: people feel part of their neighbourhood, trust their neighbours, and can ask for help. The exact measures will be agreed at the Borough Partnership Carers Board. By using this framework, the action plan will be able to help the Council and other partners further understand the experiences of carers.

It is therefore suggested that we use the NICE quality standards and the Good Life Camden framework to measure our progress and ambitions to ensure carers are valued and supported. Progress against these will be reported at the Borough Partnership Carers Board.

We will be able to understand our progress towards achieving the standards and outcome measures, and collecting evidence, by both quantitative and qualitative means, for example through our data collection, speaking with carers and through delivery of the actions in the plan.

Support for carers in Camden

“Most scary time for me as a carer is when the person I care for needs help.”

Camden Carers

Camden Carers supports carers aged 18 and over to continue in their caring role and to maintain or improve overall wellbeing. Any carer in Camden, or carer supporting someone who lives in Camden, can access Camden Carers services.

<https://www.camdenccs.org.uk/>

info@camdencarers.org.uk

020 7428 8950

Camden Carers offer a wide range of services to support carers including:

- Information, advice and advocacy including specialist advice for mental health, learning disability, dementia and young adult carers (18-25).
- Statutory carer assessments (conversations) and reviews on behalf of the Council. Camden Carers undertake carer conversations when the person being cared for does not draw on Adult Social Care services.
- Health and Lifestyle Checks/Health screening.
- Grant applications for individual carers from a range of funders.
- Carers friendly activities e.g., art group, walks, creative writing, yoga.
- Carers groups including Black Carer Collective, Mental Health carers group, Learning Disability Carers group and older carers/ Dementia Carers group.
- Carer training sessions.
- A range of events either for or about carers.
- Employment support for carers.
- Emergency breaks from caring.
- Counselling service (8 counsellors, offer counselling everyday).
- Dementia day services - offer joint activities for carers and the person they care for.
- Carer led forum, Camden Carers Voice.
- Specific work supporting Young Adult Carers.



Mobilise

Mobilise is an online offer for carers, providing support and services. Carers can be connected into a carers community that can be accessed 24 hours a day. Any carer can access Mobilise services. They have an enhanced offer for carers who live in Camden, or carers supporting someone who lives in Camden.

<https://www.mobiliseonline.co.uk/camden>

Services offered by carers include:

- A community platform to connect carers together in a safe space for peer support and sharing experience.
- A website providing information and resources on a range of caring topics.
- Live events including Cuppa sessions on Zoom and lively interactive panel discussions.
- A weekly email newsletter featuring guides and articles as well as local highlights, events and activities for Camden.
- Individual support calls available 7 days a week including weekends.
- Resources carers can connect with in Camden: such as organisations which offer carer discount cards; how to create an emergency plan.
- The Mobilise Assistant, an automated tool ready to respond to carer situations 24/7
- A range of easy to use digital tools to support with finances, benefits and common challenges.
- Automated proactive, personalised support by email
- Supported by a team of carer support specialists providing individual support, community moderation, facilitation and safeguarding oversight.

Adult Social Care

020 7974 4444 and say 'Adult Social Care' when prompted.

<https://forms.office.com/e/rdAcC2Wsxe>

As a carer you can request a carer assessment (conversation) from Adult Social Care. Adult Social Care will complete this if the person you are supporting draws on their services, for example they receive homecare. If the person you care for is not known to Adult Social Care, then Camden Carers would work together with you to complete this.

You can also contact Adult Social Care if you need additional help and support to live a healthy and independent life.

You may need support from Adult Social Care if:

- you have a hearing or visual impairment that affects day to day living
- you have a physical disability
- You might want some support with things like:
 - connecting to what's going on in your local community
 - developing or maintaining relationships with friends and family
 - carrying out everyday tasks such as personal care, meal preparation
 - if you are worried about yourself or someone else

Camden Learning Disability Service (CLDS)

0207 974 3737

CLDS@camden.gov.uk

CLDS works with people with learning disabilities in Camden. The service is made up of a health and social care team from the council and the NHS.

As a carer you can request a carer assessment (conversation) from a social care practitioner in CLDS. CLDS will complete this if the person you are supporting draw on their services. If the person you care for is not known to CLDS, or the support they receive through CLDS is under 12 hours a week, then Camden Carers would work together with you to complete the carer conversation.

<https://www.cldsinfo.net/> has lots of useful resources and videos. It includes easy read information, videos, and websites with free activities and information.

Mental Health

Aside from accessing mental health support through your GP, there are a range of local services and resources available to support mental health. There are dedicated mental health websites that give information on Mental Health Services in Camden:

Mental Health Camden is a website that has local mental health and wellbeing support services in Camden: <https://mentalhealthcamden.co.uk/>

The North London Mental Health Partnership (a new partnership which includes the Camden and Islington NHS Foundation Trust), covers a range of mental health support and groups. <https://www.northlondonmentalhealth.nhs.uk/services>

On Camden Care Choices, there is information on specialist services, including:

- Talking therapies (IAPT) and therapeutic support
- Crisis lines and drop-ins
- Networks and peer support groups
- Wellbeing organisations and activities

<https://camdencareschoices.camden.gov.uk/mental-health/where-to-get-support/>



Camden Careline

Assistive technology describes a wide range of equipment or devices that can help people to live independently by supporting or assisting them in daily living tasks.

In Camden, assistive technology is provided by Camden Careline. The equipment and devices available are simple to use and many of them are operated at the press of a button.

Assistive technology is for anyone who wants to live independently at home. It is particularly useful for people who are:

- immobile or unsteady on their feet
- returning home from hospital
- living alone with memory problems
- victims of domestic violence
- living with long-term conditions such as dementia, epilepsy, heart disease, learning or physical disability and sensory problems.

Assistive technology can be used in your own home, or in sheltered housing. It can also be used by carers to help keep the people they care for safe.

A social care practitioner can refer you to Careline or you can contact them directly:

020 7974 1491 (option 4)

carelinetelecareadmin@camden.gov.uk

Camden Advice Network

The Camden Advice Network are 12 organisations that provide free and independent advice to Camden residents. They offer help with things like:

- Advice and advocacy for older people
- Advice and advocacy for people with disabilities
- Advice and advocacy for young people (16 to 24)
- Debt and money
- Employment
- Housing
- Immigration
- Welfare rights / benefits

<https://www.camden.gov.uk/camden-advice-network>

Feedback on the plan

If you have any comments or questions on the Carers Action Plan, please contact:

CamdenCareChoices@camden.gov.uk



