

**Slough Adult Carers Strategy 2023 – 2026
Report on Progress – Year 1**

October 2024

Introduction

Slough Adult Carers Strategy 2023-26 was approved at Cabinet in September 2023. The aim of the Strategy is to ensure that Slough is a place where carers can balance their caring roles with achieving a desired quality of life. Importantly, the Strategy seeks to minimise the negative impacts of caring upon health and wellbeing and prevent carer breakdown, thereby reducing demand for adult social care.

The development of the Strategy was informed by engagement and co-production with carers. The engagement confirmed that the carer's voice should be central to service development.

The Strategy sets out a 3 year action plan to fulfil its aims with the stated ambition that progress against the Action Plan will be monitored by Cabinet on an annual basis. Delivery of the Action Plan is being overseen by a Carers Steering Group which is co-chaired by an officer and an expert by experience and comprises carers, volunteers, the Co-production Network, Council officers and professional stakeholders including representatives from Frimley ICB.

The commitment and passion shown by carers, partners, professionals and local businesses in Slough to deliver on this Strategy has been striking – with a shared commitment and passion to make improvements and support unpaid carers in the town. This includes generous sponsorship of events by local businesses – including Carers Rights Day (held at Arbour Park in November 2023 – appendix 1) and the Carers Celebration Day (held in June 2024 at Ditton Manor – appendix 2) with comprehensive feedback on the event provided at appendix 3. A link to Carers events can be found on the Council webpage for Carers. [Carers in Slough – Slough Borough Council](#)

The Carers Support Service transferred back in-house to the Adult Social Care Operations Team in July 2023 and the Carer Steering Group is responsible for overseeing the development of the service. A new Carers Support & Development Officer was recruited in March 2024 who has worked at pace to organise several Carers events, take forward new carers assessments and a range of other initiatives shown below. In addition, the Council was successful in jointly bidding for Accelerated Reform Grant Funding on a consortium basis with Royal Borough of Windsor and Maidenhead and with Bracknell Forest Council (with input from the co-production network). This brings funding into East Berkshire to develop a flexible respite offer for Carers as well as progress with Assistive Technology projects to enable Carers to feel confident leaving their loved ones unaccompanied at home – for example to go shopping or attend a social event.

Background

The Adult Carers Strategy 2023-26 provides an opportunity to deliver and strengthen the Adult Carers offer within the town - based upon evidence and information obtained through engagement. The Strategy sets out 6 key priorities for Adult Carers, aligned to intended Corporate Objectives and which were consulted upon. The priorities are to:

- **Priority 1:** Enable carers to access information and guidance
- **Priority 2:** To identify and recognise carers at an early stage.
- **Priority 3:** Promote carer awareness – including the valuable role they play and the challenges they face.

- **Priority 4:** Provide person centred support – to enable carers to manage their own health and wellbeing and to access the right support at the right time.
- **Priority 5:** Ensure that carers are viewed and listened to by professionals as experts in care.
- **Priority 6:** Support effective integration and partnership work – including co-production and ensuring that carer voice is central to any service development.

Further detailed information concerning each of these priorities is found in Section 8 of the Strategy. A link to the Adult Carers Strategy 2023 -26 can be found on the Council webpage for Adult Social Care Strategies. [Adult social care strategies, plans and policies – Slough Borough Council](#)

The Strategy contains an Action Plan setting out a range of initiatives which are being implemented to deliver against the priorities. This first annual report back to Cabinet seeks to report progress a year on. It recognises the significant work which has been undertaken to create a robust partnerships infrastructure through the development of a Carers Steering Group. The Carers Steering Group meets on a quarterly basis and is Co-Chaired by the Interim Carers and Older People Commissioner and a Volunteer Carer. A number of Task and Finish Groups which are led by carers, officers and other stakeholders where Slough residents, providers and Council staff meet to develop and progress key priorities.

The 3 sub-priorities prioritised for year 1 of the Carers Strategy 2023-26 in April 2024 through the Carer Steering Group were:

Priority 1: Enable carers to access information and guidance

Priority 2: Identify and recognise carers at an early stage

Priority 6: Support effective integration and partnership work – including co-production and ensuring that carer voice is central to any service development

Highlights and Challenges

Highlights

Successfully bidding for ARF funding with East Berkshire Authorities to develop TEC and Respite offer

SBC were successful in bidding as part of a Consortia for a national Accelerated Reform Grant programme. The successful Consortia bid attracted the initial £300K pot (per Consortia) for the Floor Fund to support the projects to get up and running.

Transferring the Carers Support Service back in-house

In June 2023 the carers support service that historically had sat externally with Slough CVS was due to transfer back to SBC. The TUPE transfer did not take place as intended and the successful recruitment of the Carers Support and Development worker was only able to be completed in March 2024. The selection panel included members of the co-production network. Despite the delays with the recruitment, the model is developing rapidly as the new officer picks up on new carer assessments, supporting carers in crisis, setting up a new Carers Forum (due to start in mid-September 2024) and arranging an event for Carers Week in June. The officer is also making connections with different Carer Faith Groups to ensure the positive work around carers is shared and needs relating to different faith groups is understood. As well as encouraging volunteers that might wish to share their voice on the Carers Steering Group.

Establishment of Carers Steering Group

The Carers Steering Group was set up in September 2023 and is made up of Carers, professionals and partners (co-chaired by a Carer). The group is set up to deliver the Slough Adult Carers Strategy 2023- 26 through the Carers Strategy Action Plan. Flowing from the Carers Steering Group are Task & Finish Groups each leading on a key priority (information and guidance, early identification of carers and partnerships/integrated approaches to carers). The task and finish groups are led by carers and partners (providers, voluntary organisations or health organisations) alongside Council teams (Public Health, Commissioning). Each task and finish group includes participation of carers to deliver the actions set out in the strategic plan.

Establishment of a Carers Forum

In terms of the development of a new Carers Forum this is a very different offer which is carer led. It's facilitated by the Carers Support Service but is effectively a self-sustaining group owned and led by Carers themselves. This is a carers safe space, a chance to off load, for carers to meet other carers, share lived experience, to manage the group as they will and to not be led by statutory services. The inaugural carers forum (appendix 5) is taking place this September with afternoon tea at the Moxy Hotel which is fully sponsored.

Carers Week Celebration Day at Ditton Manor

This was organised with full sponsorship of the event in celebration of carers for the annual Carers Week held in June 2024. The aim was to recognise the considerable contribution made by this hidden workforce. A phenomenal 120 Carers attended and networked at this special event – with dancing, laughing yoga, a magician and singing plus food. There has been tremendous feedback from Carers and partners who thoroughly enjoyed the day. Carers at the event networked with one another and there were around a dozen connections made to represent carers at SBCs Carers Steering Group. There was a week of activities organised across Slough and an information leaflet was produced to raise awareness (appendix 4)

Encouraging increase in ASCOF / SACE data showing significant increases in carer outcomes

The ASCOF survey return for Carers shows a number of key improvements. It is likely that the publication of the Carers Strategy, progression of the action plan, development of an in-house Carers Model, improved carer governance and development of the Voluntary Community Sector (VCS) offer will have contributed to the reported improvements in Slough set out below: Slough has traditionally performed poorly in this area and even through the data shows that Slough is still not meeting the England and South East averages in terms of performance we are seeing significant improvements across the board,

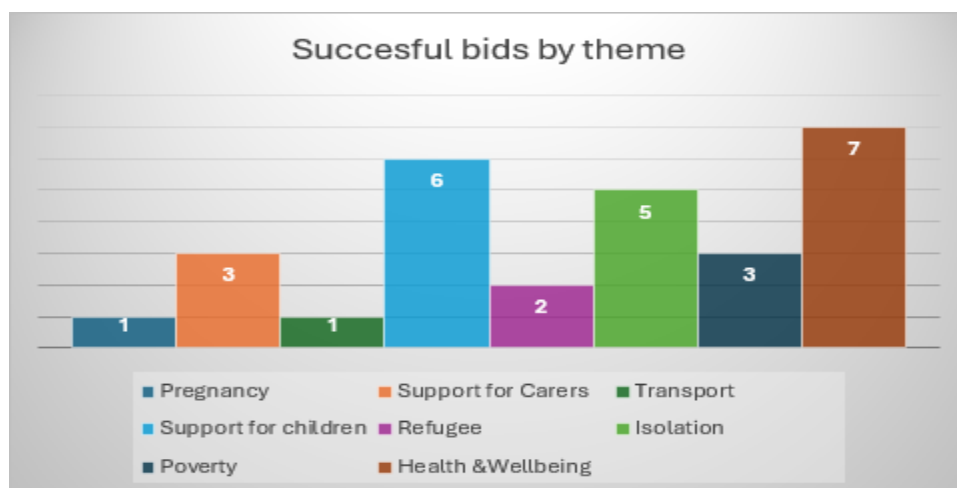
- Carer reported quality of life (1D) increased from 6.1 in 21-22 to 6.5 (↑+0.4) in 23-24, although remains below the 21-22 England (7.3) and Southeast (7.3) averages.
- Proportion of carers who reported that they had as much social contact as they would like (1(2)), increased from 17.2% in 21-22 to 26.3% (↑+9.1%) in 23-24, although remains below the 21-22 England (28.0%) and Southeast (27.9%) averages. [only -1.7% below England and -1.6% Southeast averages]
- Overall satisfaction of carers with social services (3B) increased from 22.1% in 21-22 to 26.5% (↑+4.4%) in 23-24, although remains below the 21-22 England (36.3%) and Southeast (33.7%) averages.
- The proportion of carers who report that they have been included or consulted in discussions about the person they care for (3C) increased from 54.2% in 21-22 to 63.6% (↑+9.5%) in 23-24, although remains below the 21-22 England (64.7%) and Southeast (64.1%) averages. [only -1.1% below England and -0.5% Southeast averages]

- The proportion of carers who find it easy to find information about services (3D2) increased from 41.8% in 21-22 to 44.0% ($\uparrow +2.2\%$) in 23-24, although remains below the 21-22 England (57.7%) and Southeast (58.7%) averages

Additional BCF Funding for Carers Groups through VCS One Slough grants.

All voluntary sector organisations that offer services with Slough can apply for grant funding. Funding is allocated according to the turnover of the organisation's income, with priority given to smaller local community groups. This ensures that grass roots organisations are not disadvantaged through the process in comparison to larger groups who may have more experience and resources available to bid for funding. All bids were evaluated against themes agreed by both community feedback and the strategic aims of the Slough wellbeing strategy. The evaluation panel that included representatives from the Integrated Care Board (ICB), Public Health and a member of the coproduction network and Voluntary and Community Services representation.

Successful bids were as follows:



Community Fund awards:

There were 3 specific groups that were specifically dedicated to Carers, with a combined pot of £6,000.

The dedicated groups are:

Asian Carers Group	Asian Carers Group	The project offers opportunities for carers from the South Asian community to come together to tackle multiple barriers. The group offers a range of activities, including a weekly yoga/Pilates class delivered by a professional instructor. This will take place at the Slough Hindu temple which has a large space and will be supported by 20 volunteers.	£2,000
Cippenham Carers	Cippenham Carers -	Cippenham Carers works with vulnerable carers that live in and around the Slough area. Aiming to provide carers with respite breaks	£2,000

	Where Carers are cared for	and the opportunity to socialise through coffee meet up and lunches. Also, to look after mental and physical health for carers. Most importantly, to create a safe space where carers can share feelings and create a network to support each other.	
Parenting Special Children	Slough Community Support Group	Our Slough group provides a safe and supportive space for sharing experiences and gaining support with the unique challenges faced by families of children with additional needs. The aims of the project are the reduction in isolation experienced by these families, as well as improving wellbeing and mental health through building confidence and social connections.	£3,000

However, A lot of the service are universally available for wellbeing support. These are:

Amana's Journey CIC	Drop in cafe & food distribution service across Slough	The project is twofold. The first is a Drop in cafe at Britwell Centre. The cafe operates as a designated Warm Space. It provides hot and cold food plus a selection of beverages in a safe environment. The second part is the food distribution service. A team of volunteers collect donated items, these items are then sorted, packed and delivered to people across Slough who are struggling due to the cost of living.	£5,000
Rise & Shine	Rise & Shine Health & wellbeing	Tackling isolation and loneliness among the older generations in Slough by providing mental health, depression, restricted movement and wellbeing groups focussing on physical activities.	£2,000
Slough 50plus Forum	Slough 50plus Forum	Slough 50plus Forum consists monthly 2-hour meetings, which include open discussion on topics requested by members and information from organisations serving the Slough community. Health and wellbeing, NHS, Adult Social Care services, charities and other organisations some providing help with financial information, support in dealing with any issue affecting people's daily lives.	£2,000
Slough Community Support Cafe	Community Support Cafe & Form-filling Service	The first part is the weekly community café, providing meals free of charge, open to anyone in need of help and we have all ages attending - from babies to older persons. The second part of is a form-filling service as there is more requests for help in this area.	£2,000

The Langley Carers Group

The Carers Support and Development worker is working with the Co-Production Network (CPN) volunteers on this. This group will meet regularly either at the Langley Pavilion or

Zest restaurant in Langley. The Langley Carers Groups has now been established and the first meeting will take place on 25th October 2024 at 12pm – 2pm. Meetings will usually take place on the last Friday of every month. East Berkshire College have agreed for the meetings to take place at the Zest restaurant. Hospitality students from the college will put on a light lunch for carers. Carers will talk to health and social care students about their lived experience of caring. The Group Lead will be a carer and a CPN Volunteer will support her. They will both facilitate the meetings and arrange speakers, workshops and special occasion events.

Working with Hope College to set up an unpaid male carers group in Slough, a gap identified in our Carers Strategy

Male Carers will meet regularly at a café in central Slough. Gusto's Coffee shop in Slough High Street will be the meeting point for the male carers group. The meetings will take place regularly every month. The first meeting date and regular date is yet to be decided.

Working with Slough Music Service to set up regular singing sessions for carers at Cippenham Baptist Church

Carers Support and Development Officer to have a meeting with Slough Music Service to set up regular singing sessions at the carers groups meetings. The SMS plays the guitar, and the carers will have access to instruments she will bring along to the sessions. The SMS also performed at the Carers Week Celebration Event in June 2024.

Website Updates

The main contact information has been updated on the Carers SBC website. Links to local/national websites have been added. Carers also have information about how to apply for Direct Payments and carers assessments. The Financial information pages need further updates with the various options for carers. A series of meetings will be scheduled with the SBC communications team and members of the task and finish group to review and update the website over the next few weeks.

Challenges

Delays in recruitment of Carers Support and Development Worker

Due to the impact of the Carers Support Service coming back in-house and the employee in this external role deciding not to transfer under TUPE, there was a need to undertake recruitment. In order to ensure service continuity, this resulted in an SBC officer covering the high-level requirements of the role in addition to their substantive role until a new permanent officer was recruited in March 2024.

Capacity issues for Commissioner progressing both OP and Carers Strategy

Ordinarily most Local Authorities would be operating with staffing levels relating to a small commissioning team to manage OP and a dedicated strategic commissioner for Carers. With the Commissioner for OP and Carers Strategies holding a dual portfolio, this along with recruitment difficulties into the Carers Support and Development Worker role have created particular pressures and mean that some of the timescales within the strategy have slipped.

Recruitment difficulties with Community Connectors

There are three Community Connectors commissioned by ASC, funded by the Better Care Fund and Public Health. Slough CVS deliver this service across ASC and Wexham Park Hospital. The dedicated Community Connector at Wexham supports people on discharge linking in with both clinical and social work staff based at the hospital. In addition to any wrap around support required, the connectors will refer carers into the appropriate carers support service. This could include either mental health or general health.

At the start of the service in July 23, an internal role shift meant a senior and experienced Community Connector (CC) was available immediately to start the development work for what was a brand-new service on 1 July. There were delays in recruiting a second and third connector at that time – however, referrals had not yet started so the impact was minimal. Successful recruitment at the end of July saw two new connectors starting on 1 Aug and 11 Sept respectively. One CC was lost in Nov and recruitment began 7th Nov. As an interim measure, two existing PT SCVS staff flexed hours to support the CC service, one providing support for residents and one providing admin support and referral coordination.

A full complement again was in place after Christmas, but a further loss in April 24 resulted in going out to recruitment again. All but 0.5 post have been filled since May with the remaining part time post recruited in August. These changes will no doubt have had some impact in the offer.

Despite these challenges some positive work and outcomes have been achieved. Please see Appendix 6.

Action Plan

The 3 year action plan from the Carers Strategy 2023/26 is shown below:

Priority (See page 4)	Actions	What we will work on to achieve these actions	How we will know if we are making progress	Comment as at Year 1.
<p>Priority 1</p> <p>Enable Carers to Access Information, Advice and Guidance</p> <p>Year 1 Priority</p>	<p>Information and Advice for Carers</p>	<p>Ensure that all professionals working with carers are aware of the Directory of Services operated by Slough CVS and the Information and Advice which is available locally.</p> <p>Promote information on carers webpage.</p> <p>Agree other forms of information for inclusion within community facilities such as libraries</p> <p>Promotion of the carer's role within our community settings.</p>	<p>Bite size training sessions for Council Staff and other Stakeholders by Spring 2024. Amend to March 2025</p> <p>Development of information for carers.</p>	<ul style="list-style-type: none"> • Over the past year, a number of events at nil/low cost to support unpaid carers in Slough have taken place as a way of giving back and developing community spirit Some examples: • Carers Space (Autism Awareness Day – Arbour Park) – Delicious food, Flower/balloon decorations, free mini taster massage, Art Therapy, Nutrition and Diet advice and information, gift of thank you cupcakes for each carer. • Carers Week Celebration Week (Ditton Manor) – Luxury venue, Flowers/balloons décor, delicious food buffet, massage therapy, Art therapy, health checks, Entertainment (Magician, Creative dance Academy, laughing yoga). • Carers Forum and Networking Afternoon tea (Moxy hotel) – Luxury venue, free afternoon tea (hot beverages/cold drinks, sandwiches, pastries, scones with condiments, cakes, and fruit. Advice and information from

				<p>the Wellbeing Service (NHS) and Debt and Welfare (SBC).</p> <ul style="list-style-type: none">• Carers visit to Buckingham Palace – Free tickets and transport for 30 carers to visit Buckingham Palace and have a tour lasting 2.5 hours.• Working with Hope College to set up an unpaid male carers group in Slough, a gap identified in our Carers Strategy. Male Carers will meet regularly at a café in central Slough.• Working on a new project with East Berkshire College – health and social care students will learn from carers about their caring journeys. In exchange for this the hospitality students will cook a light lunch for carers.• Carers webpage on Council website - Carers – Slough Borough Council• Delivered activities as part of Carers “Active April” – secured a number of benefits for Carers as part of Active April Offers included free swim sessions, free golf sessions, discounts on gym memberships, walk and talk groups in local parks and open spaces, gardening taster sessions.• Increased numbers of new Carer Registrations – 18 new Carers Registrations completed (since 04/03/2024), and Carer Discount Cards posted. 8 additional benefits/discounts added to existing offers.
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				<ul style="list-style-type: none"> • Developing Quarterly Newsletter for Carers – development is under way for a Carers newsletter. Content will include latest information about local services, activities, upcoming and past events, competitions (poetry, photography, baking, crafts) feedback and engagement opportunities for carers. • Slough Community Forum – 18 June 2024 - Slideshow to introduce new Carers Support and Development officer for SBC and Carer Groups in Slough. Lived experience talks will also be given by two carers about their caring journeys. This will contribute towards raising awareness of carers support amongst many key organizations in Slough. <p>The target date to undertake bite-sized training has been amended to March 2025.</p>
	Benefit maximisation for carers	<p>We will:</p> <p>Identify all available benefits: Carers should be made aware of all the benefits they may be eligible for and assisted in making applications for these.</p> <p>Help with the application process: The process of applying for benefits can be complex and time-consuming.</p>	<p>Carers surveys and feedback with a high carer customer satisfaction level beyond 60% from surveys each year.</p> <p>Evidence carers feel they have enough support</p>	<p>The Council has a Debt and Welfare Team who offer help to carers to identify which benefits carers may be entitled to and they also support carers to complete application forms. These could include carers allowance and council tax exemptions.</p> <p>The Debt and Welfare team have offered to attend a steering group to provide information and advice on the service available.</p> <p>Debt & Welfare Team to work with Carers Support Officer by September 2025 (amended)</p>

		<p>Help carers navigate the application process.</p> <p>Advocate for carers: Carers may face challenges when accessing benefits, such as eligibility criteria or long waiting times.</p> <p>Regularly review benefits: Carers' circumstances may change over time, which can impact their eligibility for benefits. Regularly reviewing their entitlements can ensure that carers continue to receive the financial support they need</p>	<p>in accessing welfare benefits Ongoing</p>	<p>to create a process map for Carers DP. Aim to distribute 1000 DP leaflets by 31st December 2025 via the DP team, Social Workers, Translation Services, Comms Team and Slough Carers Support to provide support on managing DP's (new).</p>
<p>Priority 2</p> <p>Identify and recognise carers at an early stage.</p> <p>Year 1 Priority</p>	<p>Maintain the list of carers</p>	<p>We will:</p> <p>Identify the carers such as through referrals from healthcare providers or community organisations, self-identification through surveys or questionnaires, or through outreach efforts.</p> <p>Collect information: Once carers have been identified, it's important to collect information about them. This can include basic demographic information, such as their age and gender, as well as information about</p>	<p>Updated list by 31st January 2024.</p> <p>Amend to 31st May 2025</p>	<p>This priority has been impacted by delays in recruitment.</p> <p>The Council is working with information which was transferred to the Council from SVCS. We are working to update the list to an amended target of May 2025.</p>

		<p>their caregiving responsibilities and the support they may need.</p> <p>Update the list regularly</p> <p>Protect privacy and confidentiality</p>		
<p>Priority 3</p> <p>Promote Carer Awareness</p>	<p>Gathering more information around equalities information. BAME, LGBT</p>	<p>We will be setting out steps to strengthen the early identification of carers from Slough's diverse community including the underrepresented groups so that their particular needs can be more fully understood and addressed. This aligns with plans to bring the Carers Service in house so that it is embedded within the wider Adult Social Care Operational Team.</p>	<p>Data / information</p> <p>Ongoing – progress will be reported by 31st March 2024. Amend to 31st March 2025</p>	<p>All carers' assessments include equalities information and ethnicity. SBC will be working with schools, GP surgeries, pharmacies, and faith groups to identify carers from the diverse community in Slough. SBC will also look at those carers that are 'hidden' due to digital exclusion or language barriers.</p> <p>This will be developed in partnership with NHS (household project in Slough) faith groups, community connectors. Recruitment of community champions and wellbeing friends within community groups will be beneficial. The Carers Support & Development Officer to link with Age UK for LGBTQ+. Some data available of unpaid carers from diverse communities from 2021 Census.</p> <p>Plan to use SBC interpreter and translation service to help carers access support at events including provide translated and culturally sensitive materials. Signpost carers to digital technologies and apps that can translate information, Reach Desk is one example.</p>

				<p>Holding advice and information workshops in local trusted places like a mosque or gurdwara.</p> <p>Working with Hope College to set up an unpaid male carers group in Slough, a gap identified in our Carers Strategy. Male Carers will meet regularly at a café in central Slough.</p> <p>Working on a new project with East Berkshire College – health and social care students will learn from carers about their caring journeys. In exchange for this the hospitality students will cook a light lunch for carers.</p>
Understand more around safeguarding issues – Independent Domestic Violence Advocates for OP	<p>We will ensure that IDVAs are aware of safeguarding issues to ensure the safety and well-being of the victim, and any children involved.</p> <p>IDVAs need to receive regular training on safeguarding issues and have access to appropriate resources and support. We will promote working closely with other professionals, to ensure a coordinated approach to safeguarding.</p>	<p>Feedback from carers and carers leads locally and communication with Slough Safeguarding Partnership to achieve these actions.</p> <p>Improvements to be made as suggested by 31st July 2024.</p> <p>Amend to 31st July 2025</p>	<p>The Carers Support and Development Officer to be vigilant and mindful of any safeguarding matters they may become aware of through their carer engagement. Matters to be reported by the Carers Support & Development Officer immediately through to the Duty Social Work Team (new).</p> <p>The Carers Support & Development Officer to pick up the IDVA role with the Head of Safeguarding along with co-ordinating approaches and to undertake mandatory Safeguarding training by 31st January 2025 (new)</p> <p>The Carers Support & Development officer to link immediately with IDVAs if aware of any safety/safeguarding issues to ensure the safety and wellbeing of the victim and any children (new)</p>	

				<p>By December 2024 the Carers Support & Development Officer to have regular meetings with the Head of Safeguarding and the IDVAs (new)</p> <p>We will also work in partnership with Hestia which provides a specialist domestic violence support service in Slough (new).</p>
	Facilitate training / briefing sessions for Adult Social Care Staff and other Professionals on the role of carers, including carers who do not self-identify as such.	Adult Social Care Staff to work with Carers to develop carer-led training / briefings to raise awareness of carers and their responsibilities and to address some of the issues and negative experiences of carers identified through the Strategy engagement,	<p>Carer feedback, staff feedback.</p> <p>Between 2 and 4 Training and Briefing Sessions facilitated by December 23. Amend to 31st Jan 2025</p>	<p>Meetings to be set up with community connectors, Wexham Park Hospital staff and ASC social workers.</p> <p>Target has been amended to January 2025.</p>
<p>Priority 4</p> <p>Provide person-centred support – to enable carers to manage their own</p>	Increase the number of carers assessments	<p>We will:</p> <p>Make the process simple</p> <p>Provide different options: Some carers may prefer to complete their assessment online or over the phone, while others may prefer a face-to-face assessment.</p>	Data monitoring and evidence that there had been an increase up to a minimum of new carers assessments per year bringing the total to 200 this year (from 130).	<p>Since 4th March 2024 73 new carer assessments were carried out resulting in Direct Payments. Assessments can be carried out on the phone or in person or online. More information is currently being produced regarding renewal reminders for carers assessments. Carers assessments are currently prioritised according to carers circumstances.</p>

<p>health and wellbeing and access to the right support at the right time</p>		<p>Prioritise high-risk groups: Some carers may be at higher risk of experiencing stress, mental health issues, or burnout as a result of their caring role</p> <p>Provide regular reminders: Carers' circumstances may change over time, which can impact their eligibility for support.</p> <p>Improving the timeliness of carer assessments and what those outcomes are.</p>	<p>To be reviewed on 31st July 2024. Amend to 31st Jan 2025</p>	
	<p>Embed community connectors into Hospital Social Work Teams</p>	<p>We will ensure there is collaboration and communication between Hospital Social Work Teams and community connectors.</p>	<p>Feedback from carers and carers leads locally.</p> <p>Hospital Social Work Plans to demonstrate packages of support were fulfilled using the Community Connectors. An audit of this progress to be undertaken by 31st March 2024</p>	<p>There are three Community Connectors commissioned by ASC, funded by the Better Care Fund and Public Health. Slough CVS deliver this service across ASC and Wexham Park Hospital. The dedicated Community Connector at Wexham supports people on discharge linking in with both clinical and social work staff based at the hospital. In addition to any wrap around support required, the connectors will refer carers into the appropriate carers support service. This could include either mental health or general health.</p> <p>Referrals made since September 23</p> <ul style="list-style-type: none"> • 3 who were referred to them by ASC

			Amend to 31 st Dec 2025 with options for improvement.	<ul style="list-style-type: none"> • 15 referred to them by WPH • 3 who self-referred into ASC internal Carers Support service <p>As part of the contract monitoring of the Community Connectors service, a request has been made of Slough CVS to provide case studies of people who may have caring responsibilities but do not identify as a carer where they exist.</p> <p>As part of the development of this service, it has been identified that the demographic data collected include should people that self-identify as carers. There is an acknowledgment that the service may be missing opportunities to contribute intelligence on potential preventative carers support to reduce carer breakdown, especially within the group of people that do not self-identify as a career.</p> <p>An Audit team to be identified by 30th June 2025 (new)</p>
Increase the number of carers accessing Direct Payments	<p>We will:</p> <p>Raise awareness: Many carers may not be aware of the existence of Direct Payments or may not know how to access them.</p> <p>Simplify the process: The process of accessing Direct</p>	Data / information	<p>Raise the awareness and increase the numbers of carers accessing Direct Payments by 10% by 31st July 2024</p>	<p>SBC have processed 73 new carer Direct Payments (DP) since Carers Support & Development Officer started in March 2024.</p> <p>SBC are trying to raise awareness by distributing the DP leaflet to many key locations across Slough including libraries and GP surgeries and educational establishments.</p>

		<p>Payments can be complex, which may deter some carers from applying.</p> <p>Offer training and support: Some carers may lack confidence or feel overwhelmed by the responsibility of managing Direct Payments.</p> <p>Ensure there is advocacy available for people who need support.</p>	<p>Amend to 30th Sept 2025</p>	<p>Carers Support Development Worker to raise awareness through events, website, billboards, leaflet distribution, Asian Star Radio, SBC Comms Team with greater awareness by 31st August 2025 (new).</p> <p>Debt & Welfare Team to work with Carers Support Officer by September 2025 (amended) to create a process map for Carers DP. Aim to distribute 1000 DP leaflets by 31st December 2025 via the DP team, Social Workers, Translation Services, Comms Team and Slough Carers Support to provide support on managing DP's (new).</p> <p>The Carers Support Development Worker working with purchasing and DP teams is to create a process map for DP's.</p> <p>The debt and welfare team (SBC) can offer support to carers with regards to managing payments. More work to be done in enabling Carers understand their rights and responsibilities when it comes to managing Direct Payments e.g rights as an employer of a PA (new)</p> <p>Matrix SDT provides advocacy services to Carers in Slough. Our data tells us:</p> <p>See below data from the Advocacy service: Total 8 over the year.</p>
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				<table border="1"> <thead> <tr> <th>Dates</th> <th>Carers Supported</th> </tr> </thead> <tbody> <tr> <td>July 23 – September 23</td> <td>0</td> </tr> <tr> <td>Oct 23 – Dec 23</td> <td>2</td> </tr> <tr> <td>Jan 24 – Mar 24</td> <td>6</td> </tr> <tr> <td>April 24 -June 24</td> <td>0</td> </tr> </tbody> </table> <p>One of the main reasons why the numbers are low, is people who use the service, are mainly service users (if the carer calls them for their cared for person, they would use the cared for persons details) also, some do not identify themselves as carers. SBC have spoken with Matrix, and we are trying to promote and build awareness, Matrix will be attending the carers forum events and also carers rights day this year. Work is required to improve the way info is collected and counted</p> <p>There are plans to also link with project - Empower Slough – A new project to work closely with Slough’s diverse communities to increase awareness and understanding of advocacy through free training and assist those communities to advocate for themselves. (new)</p>	Dates	Carers Supported	July 23 – September 23	0	Oct 23 – Dec 23	2	Jan 24 – Mar 24	6	April 24 -June 24	0
Dates	Carers Supported													
July 23 – September 23	0													
Oct 23 – Dec 23	2													
Jan 24 – Mar 24	6													
April 24 -June 24	0													
Promote the take up of ASC Portal for carers assessments	We will communicate these benefits to carers and their families. Highlighting the convenience, flexibility, and accuracy of the ASC Portal can help encourage more carers to use it. It may also be useful to	Feedback from carers Data monitoring Numbers accessing the	The Carers Support & Development Worker to work with SBC Digital Services to develop a training plan and help with digital confidence for carers – ongoing (new) Digital Services team to check number of carers accessing the ASC portal. They are also											

		provide training or support to carers who are less confident with technology or online portals / platforms.	Portal to increase by 40% in the next year up to 31 st July 2024. Amend to 31 st August 2025	checking data on number of hits to the carer's webpages. (new)
	Develop an operational Carers Pathway to mirror this Strategy and the transition to an in-house service.	To work with operational colleagues to ensure all referral points on the Carers customer journey are reflected in the Carers Pathway and all teams are aware of their responsibilities.	Carer feedback, staff feedback New Carer Pathway developed by February 29th 2024. Amend to 31 st December 2025	Meetings to be set up from January 2025.
	Review current respite and short break utilisation for those who are eligible.	Scope opportunities for further development of the offer within the available budgetary envelope.	Review concluded by Autumn 2024. Amend to 31 st March 2025 Any developmental work required to be scoped at the conclusion of the review.	Currently producing a carers survey for respite which will be distributed to carers at the next Carers Forum. This will help us to identify current respite options and potential respite provision to be explored. SBC were successful in bidding as part of a Consortia bid to a national Accelerated Reform Fund as part of Frimley Integrated Care System (ICS) as an East Berkshire Consortium. Project One a) Flexible respite break offer (led by Bracknell Forest Council, BFC) b) Community Networks (led by Royal Borough of Windsor & Maidenhead, RBWM)

				Project Two Development of Assistive Technology to support the life of carers (led by Slough BC)
	Ensure that the Annual VCS Grants Programme is informed by data on unmet need for carers.	Ensure that data is gathered through the in-house service to provide an evidence base for the annual VCS grants programme.	Data gathered on an ongoing basis and reported into the Steering Group	<p>All bids were evaluated against themes agreed by both community feedback and the strategic aims of the Slough Wellbeing Strategy. The generic theme of 'Supporting Health and Wellbeing' included carers support as an example of bids that would be welcomed.</p> <p>Three successful bids were for targeted support for Carers in Slough.</p> <p>An additional four bids undertake work that would include support carers as part of their universal offer to residents in Slough.</p>
Priority 5 Ensure that carers are viewed as experts in care	Facilitate training / briefing sessions for Adult Social Care Staff and other Professionals on the role of carers, including carers who do not self-identify as such and carers as	Adult Social Care Staff to work with Carers to develop carer-led training / briefings to raise awareness of carers and their responsibilities and to address some of the issues and negative experiences of carers identified through the Strategy engagement,	<p>Carer feedback, staff feedback.</p> <p>Between 2 and 4 Training and Briefing Sessions facilitated by August 23.</p> <p>Amend to 31st March 2025</p>	This will be delivered by March 2025.

	experts in care.			
<p>Priority 6</p> <p>Support effective Integration and partnership work – including co-production and ensuring that carers voice is central to any service development</p> <p>Year 1 Priority</p>	<p>Further develop the in-house carers service.</p>	<p>We will continue with our work plan, and we brought this service in house on 1st of July 2023. There will be a continuation of the development of the new in-house model.</p> <p>We need to agree the KPIs with the ICB to report back to the BCF.</p> <p>Looking at increasing the reach into more diverse communities by linking in with faith groups.</p> <p>Increasing the numbers of carers registered for preventative support by 40% by 31st July 2024.</p> <p>Improved User satisfaction, carers feeling they have more say in service development.</p> <p>Increasing the hits to our carer webpage.</p> <p>Introduce an annual wellbeing survey/user satisfaction survey.</p>	<p>Changes to the current carers service provision</p> <p>KPIs and Outcome</p> <p>A new Carers Co-ordinator in place by December 2023.</p> <p>Develop the SBC carers webpage by March 31st 2024.</p> <p>Amend to 31st March 2025</p> <p>Review and report progress with these developments and the new model by 31st March 2024.</p> <p>Amend to 31st March 2025</p>	<p>Immense development of the carer's agenda has taken place since the appointment of a new Carers Support & Development Officer in March 2024. Comprehensive detail about this in house carers model can be seen in appendix 2.</p> <p>Early work has taken place in refreshing the SBC carers website to include up to date carers contact info. The main contact information has been updated on the website. Links to local/national websites have been added. Carers also have information about how to apply for Direct payments and carers assessments. The Financial information pages need further updates with the various options for carers. A series of meetings will be scheduled with the communication team and members of the task and finish group to review and update the website by winter 2024.</p> <p>Carers – Slough Borough Council</p> <p>Improved engagement with five faith groups facilitated by the new Carers Support & Development Officer has seen an increase in carers being registered by 40 as at 15th July 2024. This will meet our requirement of increasing carers preventative support by 40% by 31st August 2025 (amended).</p> <p>Looking at Slough's ASCOF survey return shows a number of key improvements. The</p>

			<p>types of change that will have provided positive outcomes include the roll out of the Carers Strategy, development of an in-house Carers Model, improved carer governance, development of the VCS sector in Slough.</p> <ul style="list-style-type: none"> • The Carer reported quality of life (1D) increased from 6.1 in 21-22 to 6.5 (↑+0.4) in 23-24, although remains below the 21-22 England (7.3) and Southeast (7.3) averages. • Proportion of carers who reported that they had as much social contact as they would like (1(2)), increased from 17.2% in 21-22 to 26.3% (↑+9.1%) in 23-24, although remains below the 21-22 England (28.0%) and Southeast (27.9%) averages. [only -1.7% below England and -1.6% Southeast averages] • Overall satisfaction of carers with social services (3B) increased from 22.1% in 21-22 to 26.5% (↑+4.4%) in 23-24, although remains below the 21-22 England (36.3%) and Southeast (33.7%) averages. • The proportion of carers who report that they have been included or consulted in discussions about the person they care for (3C) increased from 54.2% in 21-22 to 63.6% (↑+9.5%) in 23-24, although remains below the 21-22 England (64.7%) and Southeast (64.1%) averages. [only -1.1% below England and -0.5% Southeast averages]
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				<ul style="list-style-type: none"> The proportion of carers who find it easy to find information about services (3D2) increased from 41.8% in 21-22 to 44.0% (↑+2.2%) in 23-24, although remains below the 21-22 England (57.7%) and Southeast (58.7%) average.
	<p>Re-establish the carers forum and a new Careers Steering Group</p>	<p>We will engage with the providers and with carers via the Co-production Network.</p> <p>We will engage all carers through the Co-production Network and wider Carers Groups and Carers Lead to set up the new Carers Steering Group which will be co-produced and be the monitor of this Carers Action Plan. The Away Day and Survey feedback are cross referred in this Strategy</p>	<p>Start date and drafting of a Terms of Reference for both the forum and for the new Carers Steering Group to be in place by 30th November 2023.</p> <p>Achieved for the Carers Steering Group.</p>	<p>A new Carers Forum is being set up by the Carers Support & Development Officer. The first meeting will take place on 17 September 2024.</p> <p>The Carers Steering Group has been in place since September 2023 and membership is developing to include a wider number of carers. The Co-Chair of the Carers Steering Group is a Volunteer and Carer. Participation includes a cross section of partners, volunteers, Co-Production Network and wider SBC colleagues with significant passion for change.</p> <p>The Terms of Reference were in place for the Carers Steering Group since its inauguration.</p> <p>At a successful carers week launch on 10th June 2024 there were 11 new carers that approached the lead Commissioner for Older People & Carers expressing an interest in having a seat as a member of the Carers Steering Group.</p> <p>A link to the presentations delivered at the Carers steering groups can be found on the Council webpage for Carers - Carers Steering</p>

				<p>Group Meeting Documents – Slough Borough Council</p> <p>The top 3 priorities have been agreed and now have task and finish groups.</p> <ul style="list-style-type: none">• Priority 1 Enable carers to access information, advice and guidance• Priority 2 Identify and recognise carers at an early stage• Priority 6 Support effective Integration and partnership work – including co-production and ensuring that carers voice is central to any service development. <p>These are led by a carer, a member of the CPN and the Carers Support officer and co-chaired by the OP and Carers Commissioner. Each task and finish group includes both carers and internal and external partners.</p> <p>Focus areas of the task and finish groups to date include</p> <ul style="list-style-type: none">• Extensive reach out to small specialist groups. Engaging with them for inclusion in the Carers Steering Group• Thames Hospice – End of Life Care Anita Sawal developing agenda around End-of-Life care and support. A whole family approach.• Apna Virsa – wanting new ideas for Slough – bringing in other LA approaches.
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				<ul style="list-style-type: none">• Pakistani Welfare Org – wanting strong partnership, positive follow up.• Supported the Memory Clinic set of events for Dementia Action Week commencing 13th May 2024.• Developing ideas around Technologies for Carers
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Appendix 1 - Carers rights day flyer

Carers Rights Day

23 November 2023

Do you look after someone who can't manage without your help, due to an illness, disability or mental ill health?

If so then you will have rights as an informal carer.

Join us at our drop-in information event to find out what support you can get at Arbour Park Stadium on Thursday 23 November between 2-4pm.



We are working with our partners to make sure as an unpaid carer you know:

- your rights
- where to get information, help and support.

Light refreshments will be served, you can register for a carers discount card and connect with other carers.

Our partners will be there to offer help and information, including:

- ✓ Adult social care teams
- ✓ Voluntary sector support services
- ✓ Local carer support groups
- ✓ Cost of Living support
- ✓ Slough Memory clinic
- ✓ HealthWatch.

How to get there: Arbour Park, Stoke Road, Slough SL2 5AY - ample free parking.
Number 7 bus from Slough town centre runs every 20 minutes.
Arbour Park Stadium is an accessible building.

SS-7-00002-11-23



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Appendix 2 – Carers week flyer

Carers Week Celebration 10 June 2024

Ditton Manor Itinerary

- | | |
|---------------|---|
| 11-11.30am | Arrival of guests and registration |
| 11.30-11.50am | Live dance performance (on the lawn) |
| 12noon-1pm | Welcome and introduction (Jane Senior, Director of Commissioning, Slough Borough Council) in the Atrium <ul style="list-style-type: none">• Lived experience talks• Slough carer leads gifts• Prize draw - Box of Positivity readings |
| 1pm | Buffet served (Saiful's Magic Tricks) |
| 2pm | Laughing Yoga (by Kiki Daflou) |
| 2.45-3pm | Mindful Music - carers farewell sing-along. |

Free private health checks (with a nurse) will be available in the Georgian room between 1-3pm. Please see the NHS stall for bookings.

To all Slough Carers
We appreciate you!
Thank you for all that you do.
Happy Carers Week from Slough Carers Support!

Please note that filming and photography is taking place at this event for promotional purposes. If you would prefer not to be photographed, please let the photographer know.

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"I attended the Slough Carers event in my capacity as newly appointed Chair for Trustees for Crossroads, a Slough based charity supporting carers. My aims were to learn more about the scope of carer support, make contact with SBC and help promote Crossroads who had a stall at the event. I was more than impressed and was able to do some significant networking with both LA staff and other charities. A number of residents in need of care support registered with Crossroads at the event and several of them have since developed into referrals and care packages so overall the event was very valuable for both myself and Crossroads. I must also praise the venue and organisation, it was a busy day for me and being able to network over some nice food was very welcome." **Rob Miles Crossroads, Slough.**

"The carers event held in Langley was one of the best events I participated in recent years. Overall, I feel that the event was successful. There were nearly 80 people attended the event. I do not know the actual number. The dance performance outside the park was one of the highlights of the day. The venue was fabulous and the speakers were good too. I could speak to the carers from different parts of Slough, and they enjoyed the event I also like to mention the food which was brilliant. On the whole it was a good event There were few stalls each promoted their work" **Dolly Bhaskaran M.Sc, Living in Harmony.**

"It was great to attend and see so many of our carers at the Carers Week event. It was lovely to see carers having some dedicated time to concentrate on their own health and wellbeing. Watching people's scepticism about the laughing yoga turn to enjoyment was my favourite part of the day. Well done to all involved." **Katie Humphrey, Carers Lead & Purple Network Chair Berkshire Healthcare NHS Foundation Trust**

"It was really nice to be under one roof with other professionals and representatives from various organisations. Serving the community by supporting the carers in any way that we can. The turnout was amazing and feedback on the day was very positive. Overall, it was a successful event which I hope will be of benefit to many carers." **Rumana Azeem, Dementia Advisor, Slough Memory Clinic.**

"I would say, the event was well planned, great venue, food, entertainment and information. For many it was an opportunity to take a break. Other feedback includes one particular lady who preferred to take a walk into the grounds as she is often indoors looking after a loved one therefore does not get much chance to go out." **Bestina Bukori, Co-Production Network Lead, SBC**

"I was lucky enough to be invited to Slough Carers Celebration at Ditton Manor. What a wonderful day it was. It was amazing to hear about all the work carers do and the passion they showed. The event really did highlight the challenges carers face and reflection on how we can help and improve services to make life a little easier for them and their loved ones. Remi, Vanessa and their teams done an absolutely outstanding job of delivering this special event. Well done everyone." **Anita Sawal, Thames Hospice.**

"One of the good things about it was seeing the number of people who identify as carers and who are willing to attend an event like this. Some were members of carers groups, and others were just family members. There was a willingness to get more involved in shaping support for carers and an awareness that there were far more people in Slough not engaged in the network. The modern dance was also great fun" **Craig Brewin, Volunteer and Co-Chair of the Carers Steering Group.**

Appendix 4 – Carer week activity timetable

Carers Week activity timetable 2024

10-16 June Putting carers on the map!

Monday 10 June

Coffee and danish morning

Special Voices
10.30am-12.30pm

Cippenham Baptist Church
Contact Jan on 07990 693439

FREE carers week event at beautiful Ditton Manor!

Slough Carers Support
11am-3pm
Ditton Manor

Booking essential - call 07519 751640
or email ramandeep.gogna @slough.gov.uk



Tuesday 11 June

Bingo with gifts

Special Voices
10am-1pm

Cippenham Baptist Church
Contact Jan on 07990 693439

Kundalini Yoga session for carers

Singh Sabha Gurdwara (Slough)
10-11am

Singh Sabha Sports Centre
Contact Harsharan on 07956 320365

Wednesday 12 June

Slough Young Carers 'carers week special'

Slough Young Carers
5.30-7.30pm

YES shop, Slough High Street

Contact Aliya on 07547 559050 or email
aliya@sloughyoungcarers.org

Fish and chips lunch

Cippenham Carers
1-3pm

Cippenham Baptist Church
Cippenham Carers only by invite

Quick draw and quiz games with gifts

Special Voices
10-11.30am

Virtual

Contact Jan on 07990 693439

Crossroads Carers Week events

Slough Crossroads
10am-2pm

The Langley Scout Hut
No booking required

Wellbeing Workshop (Simran)

(includes light refreshments)

WSWF Art Gallery
11am-12.10pm

WSWF Art Gallery, Bath Road, Slough
Contact Remi on 07519 751640

Thursday 13 June

Crossroads Carers Week events

Slough Crossroads
10am-2pm

The Langley Scout Hut
No booking required

Celebration lunch with cake

Special Voices
10am-1pm

Cippenham Baptist Church
Contact Jan on 07990 693439



Friday 14 June

Kundalini Yoga session for carers

Singh Sabha Gurdwara (Slough)
10-11am

Singh Sabha Sports Centre
Contact Harsharan on 07956 320365

Carers cream tea and coffee morning

Special Voices
9.30am-12.30pm

TBA

Contact Jan on 07990 693439

Saturday 15 June

Gardening sessions for carers

Raggy Road Community Allotments Group
12noon-2pm

Slough

Contact Anita on 07879 100908

**For more info
on the week contact:**

Remi on 07519 751640 or email ramandeep.gogna@slough.gov.uk

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moxy

Carers Forum and Networking

Afternoon Tea



TUESDAY
17 SEPT 2024
FROM 2-4PM

The Moxy Hotel
5 William Street, Slough, SL1 1GZ



Booking is essential as places are limited. To book your free place text Remi on 07519 751640 or email ramandeep.gogna@slough.gov.uk

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Appendix 6

Community Connectors Case Studies:

Case Study 1: Empowering M, a Hidden Carer

Background: M is 48 years old, from a Pakistani background, a devoted caregiver for her mother-in-law who suffers from dementia. She was referred to our Community Connector service in July by a social worker from Slough Borough Council. Despite her significant role, M was identified as hidden carer.

Challenges:

- **Lack of Awareness:** M was unaware of her rights and the support services available as a carer.
- **Unregistered Carer:** Not being formally registered as a carer, she missed out on essential benefits, including financial support.
- **Financial Strain:** M was unfamiliar with the process of applying for Carer's Allowance, leaving her without potential financial aid.
- **Physical and Mental Health Impact:** The pressures of caregiving were taking a toll on M's well-being, limiting her personal life and affecting her mental and physical health.

Interventions: Our Community Connector service stepped in to support M in multiple ways:

1. **Registration as a Carer:** We connected M with Slough Carer Support, ensuring she was formally registered. This step was crucial in unlocking access to carer-specific benefits, such as financial aid, respite care, and support networks.
2. **Financial Guidance:** M received assistance in applying for a Carer's Allowance, helping to alleviate some of the financial pressures she faced.
3. **Health and Well-being Activities:** To enhance her physical and mental well-being, we referred M to various community activities:
 - **Yoga Classes** with Sports in Mind for relaxation and fitness.
 - **Zumba Classes** at Slough Hub to promote social interaction and physical activity.
 - **Stretch and Mobility Sessions** with Coffee Mornings at the Pakistan Welfare Association, offering both exercise and a social outlet.
 - **Art Classes** from a local community organisation to encourage creativity and provide a therapeutic escape from caregiving.

Impact: Through our service, M has gained access to vital resources and support previously out of reach. Her registration as a carer has provided her with financial security, and the community activities have helped her regain a sense of personal fulfilment and well-being. M is now better equipped to balance her caregiving responsibilities with her own needs, leading to an improved quality of life for both herself and her mother-in-law.

Case Study 2: Supporting a Carer of an Autistic Child in Colnbrook, Slough

Background:

- **Client Profile:** 34-year-old H of Indian origin and a mother who is the primary carer of her 8-year-old autistic child.
- **Current Situation:** H experiences social isolation, and loneliness, and has limited social interaction within the community.

Challenges Identified:

- **Isolation:** H has limited engagement in community activities due to caregiving responsibilities.
- **Lack of Peer Support:** Limited contact with other carers who might understand her experiences.

Referred into available Activities and Resources:

1. Support Groups and Carer Networks:

- **Autism Berkshire Parent/Carer Support Groups:** Referred into Autism Berkshire who offer a chance to connect with other parents and carers facing similar challenges. They provide emotional support, information, and practical advice.
- **Slough Carers Support Group:** This group meets more frequently and offers additional services such as workshops, peer support, and respite care options, which can provide the carer some time to attend other activities.
- **Asian Carers Group:** Regularly connects Asian carers of Indian origin, offering peer support in H's native language and fostering a deep understanding of cultural needs and dynamics.

Conclusion: Expanding the client's social opportunities in a way that fits her caregiving schedule has helped to alleviate her loneliness and build a supportive network for her. Combining local community activities, online resources, and respite services has created a more holistic support system for this carer.

Case Study 3: Supporting K, a Carer Under Increased Strain

Background :

- **Client Profile:** K, a 60-year-old woman from a Punjab background is the primary carer for her elderly father, who is currently under the reablement service. K also cares for her son, who has autism.
- **Health and Well-being:** K has reported feeling overwhelmed by her caregiving duties and struggles with her health issues, which further compounds her stress.

Challenges Identified:

1. **High Caregiver Burden:** K is juggling multiple caregiving responsibilities, leading to physical and emotional strain.
2. **Health Concerns:** Managing her health issues while caring for her father and son is challenging, increasing her sense of burden and stress.
3. **Limited Time for Self-Care:** K's busy schedule leaves little time for self-care, socialisation, or personal activities that could enhance her well-being.
4. **Need for Practical and Emotional Support:** K has expressed a desire for support and guidance on managing her well-being amidst her caregiving duties.

Referrals into Available Support and Resources:

1. **Support Services for Carers:**
 - **Slough Carer Support:** Provides access to resources, workshops, and support groups tailored to carers. They offer practical advice, and emotional support, and can help K explore respite care options to alleviate her caregiving load. Regular attendance at carer support groups facilitated by Slough Carer Support or similar organisations can provide K with a network of peers who understand her challenges.
 - **Financial and Benefits Advice:** Ensuring K is receiving all eligible financial support and carer allowances to alleviate financial stress.
 - **Asian Carers:** Opportunity to connect with other carers from a similar ethnic background.

Conclusion: K is facing significant challenges as a primary carer with multiple responsibilities and personal health concerns. A multi-faceted approach that includes respite care, carer-specific support, health and wellness activities, and practical assistance will be essential in reducing her burden and supporting her well-being. Continuous follow-up and adjustments to her support plan will help ensure that K remains engaged with these resources and receives the support she needs to manage her caregiving responsibilities effectively.