

To: INSERT YOUR OWN EMAIL ADDRESS
Subject: The Carers Hub - Newsletter

The Carers Hub Newsletter



August has been a busy month and we have been working closely with the incumbent providers, our local partners, carers, Stoke and Staffordshire councils and our locally-based Independent Living Services team to ensure the smooth launch of the Carers Hub next month.

I am delighted to report that we have established the new locations for the Hub in Stoke and Staffordshire. After drawing on feedback from carers, partners and the commissioning teams, we look forward to welcoming carers and visitors to the following Hub locations:

- Hanley – Suite 9, The Forecourt, Albion Street, Hanley, Stoke-on-Trent, ST1 1QH
- Stafford – SGI Offices, Madford Retail Park, Foregate Street, Stafford, ST16 2QY

The selection of these sites followed an intensive search by our Estates team for sites that met all the necessary requirements, including:

- Accessibility for carers
- Accessible public transport routes
- Fit for purpose facilities
- IT & Telephony requirements
- Parking and drop off points
- Disabled access
- Health and Safety for staff, carers and visitors to the Hub

PeoplePlus has also appointed two experienced managers to help mobilise the contract and support the transition to the new model. Myself and Interim Partnership Engagement Manager Deborah Roe, who will be responsible for developing new and existing relationships with organisations that can support carers.

We fully respect and understand that many carers currently have well-established relationships with the existing providers and will be concerned about change. Over the coming weeks we will be arranging further engagement events across the regions to meet carers, their families and local partners.

Carers and their families who want further information and organisations who are interested in the hub can email carershub@peopleplus.co.uk.

Get in touch

If you have any queries regarding the delivery of the integrated Staffordshire and Stoke Carers Hub or you would like to support with potential outreach locations then contact us at carershub@peopleplus.co.uk

People & training update

Having a strong local team to deliver this service was high on our priorities. We have now completed a mapping process as part of the TUPE transfer activity and all concerned will be notified shortly. From mid-September, we will be starting learning and development programmes for all employees, as well as introducing new staff to the PeoplePlus ethos, mission and services that support carers.

Services for Carers - update

Over recent weeks, one frequent question we have been asked is **'what will be different about the Carers Hub compared to what has been/is already in place?'**

From October 1, the new service includes:

- **A single point of access** - for all partners and care services across Staffordshire and Stoke-on-Trent, making it easier for carers, of all ages, to get the help and support they need. This is important because while the services previously available provided a range of good support, carers were sometimes confused about where to go for help, and not all services were available in all parts of the county.
- **Personal key worker support** - from start to finish so carers don't have to repeat the same information to various professionals.
- **Accessible support** - the Carers Hub can be accessed in person, through the Hub centres, online through an interactive website, by email or phone to their key worker. The wide range of services will also include access to free Money Advice, either face to face or by telephone, and counselling and support services via workshops and drop in events.

PeoplePlus will work in partnership with a number of local organisations making sure that carers receive a localised service that is tailored to their individual needs.

I am also delighted with the fantastic response we have received from local organisations and charities, who have offered us their support. As an example of this, The Carers Hub is exploring with Staffordshire and Stoke on Trent Library and Information Services how they can work with us to support some of the community provision across Staffordshire within their premises.

Another question we have been asked is **'what service will exist for different types of carers, particularly young people'**.

We believe that carers perform one of the most important roles in society, and we want to ensure that they are getting the best, personalised, support regardless of their age, needs or location. Below, I have set out a brief overview of some of the services that carers can expect from the Carers Hub.

| Young Carers | Adult Carers | Carers of people with learning disabilities or mental health conditions |
|---|---|---|
| <ul style="list-style-type: none"> • Dedicated key worker • Personal support plan • Crisis management • Speak to your school or college if there's a an issue we can help with • Health and well-being activities through Stoke City Football club • Personal well-being budget • Face to face, web, telephone access • Assist with and arrange | <ul style="list-style-type: none"> • Dedicated key worker • Personal support plan • Personal well-being budget • Carers allowance support • Events calendar of activities to help cope with caring and socialise with other carers • Access to money advice services • Access to employment advice services • Access to vocational skills training services | <ul style="list-style-type: none"> • Dedicated key worker • Personal support plan • Liaise with health and social care teams for self-directed support services such as Direct Payments and Personal Health budgets • Co-ordinate all activities on your behalf to help navigate the various professional and teams • Help access a range of support services through Staffordshire Cares Market place |

| | | |
|---|--|---|
| <p>meetings with local services</p> <ul style="list-style-type: none"> • A range of social and leisure activities • Weekly activities within the hubs e.g. training and education, homework clubs • Peer support with other young people | <ul style="list-style-type: none"> • Access to respite care services • Access to services through a range of partner organisations e.g. Stroke Association • Peer support workshops | <ul style="list-style-type: none"> • Personal well-being budget • Carers allowance support • Access to money advice services • Access to employment advice services • Access to vocational skills training services • Access to respite care services • Access to services through a range of partner organisations e.g. Stroke Association, Dove services |
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Referrals

We know that many people are also keen to know **how referrals will be made to specialist services** when the Carers Hub launches.

This month, we will open discussions with our partners to develop a joint protocol that gives a clear view of who does what and how the service will work, and this will continue throughout September and after 1 October. We will meet with practitioners working in adult social care and mental health services, as well as with young carers, so that we can agree how processes will ensure we have a joined-up service that achieves the best outcomes for carers.

Important Contact Details

As always, if you have any queries regarding the delivery of the Staffordshire and Stoke Carers, please do not hesitate to get in touch. You can reach me at Gary.Smith@peopleplus.co.uk and Deborah at Deborah.Roe@peopleplus.co.uk. Organisations who would like to support with potential outreach locations can also contact us at carershub@peopleplus.co.uk.

We are one step closer to implementing this new service and making improvements that will genuinely make a difference to local carers and their families. Thank you for your ongoing support.

Kind regards,

Gary

Gary Smith | Acting Contract Manager
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