



The Dorset Carers Partnership Group (DCPG)
Working Together

End of year report - 2020-2021

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“ The DCPG is a very pro-active group who have worked collaboratively to support carers in Dorset during the pandemic. The introduction of this group has also been a good opportunity for the Dorset carer network to build closer working relationships and share good practice. Personally, it has been so nice to feel part of a wider supportive carer team at such a difficult time. I feel very lucky to work with such a great bunch of carer colleagues who are very passionate about what they do. ”

Feedback from partners

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Pat Wilkins
The chair of the DCPG

Opening statement

Caring will touch each and every one of us in our lifetime, whether we become a carer or need care ourselves. Whilst caring can be a rewarding experience, it can also impact on a person's health, finances and relationships (Carers UK)

In Dorset, carer support organisations are here to help unpaid carers, across all age groups, for people caring for others with both physical and mental health needs. Links to the main Dorset carer support organisations can be found at the end of this report.

Foreword by chair

It has been a really challenging year and if I was to think of one positive from this it would be bringing together key people/services that have the same passion to ensure all carers have knowledge and access to support across all of Dorset.

Working collaboratively has been the key to our success achieving so much together and ensuring the messages and support reaches out to our carers.

It's been such a delight watching us all working together bouncing ideas around, being creative and learning new ways of working as partners.

Our approach to supporting carers feels much more joined up rather than people working in silo. I look forward to continuing working together as partners to ensure we are reaching as many carers as we can.



Executive summary

This Report has been produced by members of the Dorset Carers Partnership Group (DCPG). The group initially came together due to the necessary restrictions caused by the COVID-19 pandemic. It needs to be stated that unpaid carers have faced and continue to meet significant challenges due to the impact of the pandemic; especially with regards to the lack of available face to face support, short breaks and respite services, imposed by Government restrictions.

However, the move to virtual, online support has been embraced positively by professionals, support services and unpaid carers themselves. It is by no means a satisfactory substitute but information, support and training sessions have continued to be provided by local carer support organisations, to many unpaid carers of people with both physical and mental health conditions across Dorset.

We would like to say a very big thank you to all our colleagues, partners, and stakeholders and especially to all unpaid carers across Dorset, for your hard work and dedication in caring for people who would not be able to manage without your support.

“ The group has enabled organisations dedicated to carers to unite, work quickly and creatively to support and inform carers that they are valued, and there is support available.”

Feedback from partners



“ The difference being part of the DCPG has made to me and the hub is immense. It has enabled joined up working and sharing of information to help support carers where and when needed. It has made getting hold of information to share with carers so much easier and above all it has created a supportive environment where we all work together and support each other to enable us to work smarter which means better care for carers.”

Feedback from Dorset Carers Hub

Background

As the pandemic progressed and the lockdown continued, partners, including statutory and voluntary sector organisations, recognised the need to ensure existing work regarding identification, registration, and support services, continued to reach unpaid carers, including young carers, across all settings.

Originally, we worked as the COVID-19 Staying Connected group before eventually deciding to officially form as the Dorset Carers Partnership Group, agreeing a new name, Terms of Reference and appointing the Chair and Deputy Chair.

The DCPG has developed, following successful partnership working across the whole of Dorset. Partners established regular virtual meetings and this allowed more partners to attend and provided increased opportunities for improved collaborative working. During this time the existing Pan-Dorset Carers Steering Group was due to be reviewed and members were acutely aware of the need to continue with existing work plans for unpaid carers.

Recent organisational changes have impacted on the existing Pan-Dorset Carers Steering Group and the function and membership of the group is being reformed. It is anticipated that the DCPG will continue to meet expected deliverables for 2020/21 and over the next five years (see separate delivery plan) and continue as an operational group, working with and alongside the Pan-Dorset Steering Group.

Summary of key deliverables and actions

The group has highlighted key deliverables and actions based on local and national ambitions and are actively working together to achieve better outcomes for all unpaid carers.

📄 Key deliverables document - Dorset

Are you here to do shopping for someone else?

Do you look after someone who relies on your unpaid help for everyday tasks?

Our carer support services are here for you. Talk to us today:

If the person you care for lives in Bournemouth, Christchurch or Poole, contact CRISP:
 ☎ 01202 458204
 🌐 www.CRISPweb.org

If the person you care for lives in Dorset, contact Carer Support Dorset:
 ☎ 0800 368 8349
 🌐 www.carersupportdorset.co.uk

CRISP Carer Support Dorset

Are you here to pick up a prescription for someone else?

Do you look after someone who relies on your unpaid help for everyday tasks?

Our carer support services are here for you. Talk to us today:

If the person you care for lives in Bournemouth, Christchurch or Poole, contact CRISP:
 ☎ 01202 458204
 🌐 www.CRISPweb.org

If the person you care for lives in Dorset, contact Carer Support Dorset:
 ☎ 0800 368 8349
 🌐 www.carersupportdorset.co.uk

CRISP Carer Support Dorset

Examples include:

- A successful joint venture is the creation of posters for supermarkets and pharmacies at the very start of the pandemic. This was to try and capture carers who are not known to services and have been caring for years and for those who have recently taken on a caring role due to the restrictions imposed by the pandemic. Partners worked together to jointly come up with a plan to distribute and share these across the whole of Dorset; involving everyone from our communication teams, system partners and some amazing volunteers
- Coordinated by the Carers Engagement Facilitator, partners of the DCPG were involved in the creation of the GP Carers Leads handbook for primary care. This was to provide support and a 'go to' guide for Carers Leads in primary care. This has been well received and feedback from Carers Leads signifies how it has given them a 'boost', answers a lot of their questions, and even given them more recognition for the role they do at practice level
- Our acute and community hospitals have a carers passport scheme and we agreed to work together and look at branding under the "Our Dorset" logo that would be recognised across the whole of Dorset.



“ It’s good to work as a group and not feel isolated.”

Partner on what worked well

- Revised 'Carer Prescription Pad'. This is a standardised form, to identify carers in primary care and includes an information sheet which signposts carers to the main support organisations in Dorset. Partners from Dorset Council and BCP Council along with CCG colleagues, worked together to fund and revise the information.
- Home First initiative and Discharge leaflet. The need for 'discharge from hospital' information for carers was identified by the DCPG. The Carers Lead from Poole Hospital worked co-productively with their discharge team and colleagues at Dorset Healthcare, including Experts by experience, to produce an Our Dorset 'Discharge from hospital and recovery at home - information for carers' leaflet which is due to be printed imminently.
- Dorset Carers Hub have been sending out facemasks, hygiene packs and food packages to unpaid carers as well as treats to help carers' wellbeing. This work has been facilitated by the collaborative work with the DCPG and

their help in sharing our items which enabled us to reach more carers than if we had been working alone.

- We have worked with all our communications teams across partner organisations to successfully highlight and promote:

- ▶ **Carers week - 8/06/20 to the 14/06/20**
- ▶ **Carers Rights Day - 26/11/20**
- ▶ **Young Carers Action Day - 16/03/21**
- ▶ **Carer training and workshop opportunities**

Clap for unpaid carers

8pm, Thursday 11 June

Carers Week is an annual national event and a great opportunity to show your appreciation.

'Making Carers Visible' is the theme this year and we are encouraging carers, and everyone in the community, to celebrate and recognise the contribution of this often-hidden group of people known as carers.

Please join us to celebrate and appreciate those, who make such a difference, to the lives of the people they care for.

A small gesture to acknowledge our Carers and show appreciation for all they do.

carers RIGHTS DAY

Over the last year there has been lots we have learnt:

- Potential for overload – lots of carer surveys/questionnaires
- Avoid duplicated messages
- Keep information clear and simple
- Digital complications and the impact on carers
- Barriers for those who are not online
- Impact of increased caring responsibilities leading to potential for carer crisis and carers feeling overwhelmed, resulting in the carers feeling an adverse impact on their mental health
- Difficulties supporting the cared for who needed longer stay hospital treatment due to restricted visiting

What went well

- Sharing and developing resources
- The positives that have come from the pandemic
 - ▶ Online working has been timely for partners, less time travelling to meetings across Dorset
 - ▶ The pandemic has encouraged the general public and carers to be more digitally engaged, and support to do this has been developed by carers support organisations
 - ▶ Support for partner members and feeling part of a wider carer team
- Online training has been successful using webinars and podcast, working closely with carers with lived experience. This has reached more carers due to them being able to access this at any time
- More awareness of carer trends and themes
- Information sent out to carers in both electronic and hardcopy formats

Going forwards

The success of this group formation is clear and voiced by all partners. The DCPG is now looking to how it works with its strategic group partner, the Pan-Dorset Carers Steering Group, to make sure that the two groups work collaboratively and towards the same goal of improving outcomes for unpaid carers across Dorset.

Working with the Dorset Carers Steering Group, we aim to look at the Governance structures and how other groups will feed into each group to ensure all carers voices are represented.

To continue the great partnership work and provide members with the opportunity to discuss unpaid carer related matters as a collective partnership, across the Dorset system, in a timely manner, during the COVID-19 period and as part of individual partner work streams for 2021/22 and beyond.



“ Feeling part of a wider carer team.”

Partner on what worked well

Comments from the deputy chair

I am delighted to work as part of the Dorset Carers Partnership Group.

Our willingness to work together to improve outcomes for unpaid carers is our core value and is central to the groups success.

I want to thank everyone for all their hard work and dedication.



Tracy Rowland
Deputy Chair of the DCPG



“ Being a member of the group has enabled us to keep abreast of, and share, developments and issues affecting carers in our area. We manage a diverse Social Prescribing workforce and the additional insight has been invaluable to their work alongside carers in Dorset.”

Feedback from partners

Carers organisations:

CRISP

Website: www.crispweb.org/home.aspx
Telephone: 01202 458204

Carer Support Dorset

Website: www.carersupportdorset.co.uk
Telephone for carers: 0800 368 8349

ReThink

Website: <https://www.rethink.org/>
Telephone for advice: 0808 801 0525

Dorset Carers Hub

www.dorsetcarershub.com
Telephone: 01305 751524



Jargon Buster:

- ▶ **CCG** – Clinical Commissioning Group
- ▶ **BCP** – Bournemouth, Christchurch, and Poole
- ▶ **DCPG** – Dorset Carers Partnership Group
- ▶ **Pan-Dorset** – inclusive of Dorset and Bournemouth, Christchurch, and Poole areas
- ▶ **Governance structure** – how other groups and committees work together, looking at accountability, processes, and reporting
- ▶ **Dorset System** – both statutory and voluntary sector organisations working together in Dorset
- ▶ **Strategic partner** – another group where a formal arrangement has been agreed to share resources and information
- ▶ **Collective partnerships** – agreement and actions made by different organisation to share resources, such as knowledge, information, and expertise

Thanks for reading

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For more information about Our Dorset visit:

www.ourdorset.nhs.uk