

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	6 September 2023
Title of paper	I Care: Hearing the voices of unpaid carers in South Cumbria and Carers' Charter for Lancashire and South Cumbria
Presented by	Lindsay Graham, Healthwatch Westmorland and Furness Director Sigrid Draeger, NHS England North West Carers Lead
Author	As above.
Agenda item	8
Confidential	No

Executive summary

This paper introduces a presentation by Healthwatch regarding a targeted piece of engagement on unpaid carers in South Cumbria.

Healthwatch Together were tasked with supporting the ICB Directors of Health and Care Integration to engage with local residents in each place on health and care topics which are prevalent to them. Jane Scattergood, Director of Health and Care Integration – South Cumbria, requested our support to hear the voice of unpaid carers in South Cumbria.

The purpose of the engagement was to understand experiences of what it is like to be an unpaid carer in south Cumbria, what is working well, and what could be improved to make their lives easier. As a result of our engagement, Healthwatch have collated 12 recommendations.

The item also covers how this engagement and insight is being used to develop a carers' charter for the Integrated Care Partnership in Lancashire and South Cumbria which is included in draft for review and comment by members of the committee.

Advise, Assure or Alert

The purpose of this report is to:

Assure the committee:

- A working group has been established to drive forward the recommendations from Healthwatch engagement with unpaid carers which will have a positive outcome for unpaid carers.

Advise the committee:

- Share findings of the project highlighting the needs of unpaid carers living in South Cumbria.

<ul style="list-style-type: none"> - A draft Lancashire and South Cumbria Carers' Charter has been developed collaboratively in Lancashire and South Cumbria by a carers partnership group and there is an opportunity to provide feedback. 				
Recommendations				
<p>The committee is asked to:</p> <ul style="list-style-type: none"> • Note the engagement project and insights from local Healthwatch and the recommendations within the wider Lancashire and South Cumbria footprint. • Review and provide feedback on the draft Carers' Charter as a product resulting from the engagement work in South Cumbria 				
Which Strategic Objective/s does the report contribute to				Tick
1	Improve quality, including safety, clinical outcomes, and patient experience			X
2	To equalise opportunities and clinical outcomes across the area			X
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees			
4	Meet financial targets and deliver improved productivity			
5	Meet national and locally determined performance standards and targets			
6	To develop and implement ambitious, deliverable strategies			
Implications				
	Yes	No	N/A	Comments
Associated risks			X	
Are associated risks detailed on the ICB Risk Register?			X	
Financial Implications			X	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
South Cumbria Place Based partnership	19 th May 23		Report endorsed and commitment to establish a working group to drive recommendations forward.	
Lancashire and South Cumbria Carers Partnership Group (15 th June 23)	15 th June 23		Report endorsed and commitment from Chair to participate in working group.	
Conflicts of interest associated with this report				
Not applicable				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			X	
Equality impact assessment completed			X	

Data privacy impact assessment completed			X	
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Report authorised by:	Neil Greaves, Director of Communications and Engagement
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