

The **Integrated Carers Service** operates throughout Bradford, Airedale, Wharfedale and Craven. It is based on a “hub and spoke” model, sitting in a range of community settings in a bid to raise awareness amongst professionals as well as reaching carers earlier and providing tailor-made support so they can continue their caring role while having the opportunity for social and leisure activities. Services are delivered to both adult and parent carers with appropriate referral pathways for young carers.

Bradford Metropolitan District Council manages the jointly commissioned contract on behalf of Bradford City Clinical Commissioning Group, Bradford District Clinical Commissioning Group, Airedale, Wharfedale, Craven Clinical Commissioning Group and North Yorkshire County Council with proportionate funding from all partners.

- [what impact has the integrated carers' service had on the quality of life for carers?](#)

Bringing together carer services with funding, access and support from both the local authority and health commissioners and frontline staff has increased quality and ease of access to services for carers across the district.

Specialist staff from the Carers' Resource sit within integrated primary, secondary and community teams as respected and valued partners, enabling us to ensure carers are identified at the earliest possible stage and referred on for support.

In addition we are now able to fulfil our promise to carers that we can deliver a holistic support service covering all their needs and including assessment, emergency planning, emotional support, financial and benefits applications. This takes the stress from the carer journey, the constant re-telling of stories and re-assessment and bouncing around an endless system trying to find the right answers and the specialist help they need.

As a comprehensive centre we also bring added value by identifying additional needs and gaps in provision, aiming to meet these through external funding and partnerships. Currently this includes a Big Lottery funded employment and education programme supporting working carers and employers, a volunteer-led befriending and mentoring scheme and a variety of self-care, activity and training schemes.

- [what evidence is there of improved outcomes for carers arising from interventions from the integrated carers' service?](#)

Being at the heart of the health and social care systems and having a broad remit to offer help across a spectrum of need means we can provide solutions that others haven't seen or considered.

One example of how this is improving lives:

An elderly gentleman struggling with mobility problems was being discussed at a multi-disciplinary meeting. His wife was regularly contacting their practice and requesting home visits for husband but there was nothing medical to treat. The couple were extremely socially isolated, struggling with keeping their home habitable and in financial difficulties. The Carers' Resource colleague in the meeting suggested the carer could be referred to explore support from this angle.

Following referral we were able to complete full assessment and instigate and undertake the following interventions:

- DWP home visit arranged to sort out pension difficulties
- Application for Attendance Allowance completed
- Carers Small grant form completed for a short break
- An emergency plan completed to provide peace of mind should anything happen to either party
- Spoke to other members of the family with carer's consent and have arranged for son and grandson to visit weekly and take carer out to get shopping

This couple are now much happier and more financially secure. They are considering getting a cleaner in to help and are enjoying more family contact. The family were unaware they had been struggling. They are contacting the surgery far less often now.

- [what links can you provide so that people can find out more about this service?](#)

Carers' Resource should be contacted in the first place through Anne Smyth OBE (director@carersresource.org) or at Carers' Resource, Unit 15, Park View Court, St Paul's Road, Shipley BD18 3DZ. Telephone (01274) 449660 or visit www.carersresource.org

