

Carer Quality Markers

What was the opportunity?

Funding by the Department of Health and Social Care through the Association of Directors of Social Services (ADASS) to support sector-led improvement around the delivery of the Care Act 2014 in relation to unpaid carers provided the Yorkshire and Humber ADASS region the opportunity to identify key areas that they would like to work on.

What did we do?

The Yorkshire and Humber Carer Network developed a toolkit, in partnership with the regional Principal Social Worker Network, to support the introduction of adult social care strength based 'Carer Quality Markers'. The toolkit promotes local authorities' self-awareness of identification, assessment, and support for carers in order to help them to prioritise and improve how carers experience assessment and support. The network organised a successful event to launch the toolkit and the report associated with the work.

What are the 'Carer Quality Markers'?

The carer quality markers are a series of statements grouped into 6 main themes and based on things that carers themselves have said are important to them. The six quality marker themes are: Awareness and culture, Identification and recognition, Information and advice, Better conversations, Support and services and Carers as expert care partners.

The carer quality markers will help local authorities and the region to demonstrate best practice in relation to strength-based approaches and carers. They will also help to identify areas where improvements can be made and to demonstrate a culture of continual improvement.

What did we find and do?

Taken as a whole, the region's analysis shows good performance across Yorkshire and the Humber with regards to support for carers. A learning and dissemination event was held on 29 June 2021 and was attended by 35 people from across the region. The event looked at each Quality Marker in more detail and pulled out key areas of strength, improvement, and actions.

What's next and where can I find out more?

Feedback from the event has been collated and the key themes for continual improvement, as well as regional priorities for the Carers Lead Officer's Network, have been identified. The Yorkshire and Humber Carers Lead Officer's Network will work on the regional actions and next steps over the next 12 months and review progress in July 2022. A full report can be found at [Carers – Association of Directors of Adult Social Services Yorkshire and Humber Region \(adassyh.org.uk\)](https://adassyh.org.uk)