



Ealing Joint Strategic Needs Assessment (JSNA)

Carers 2024

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Context

A Carer is anyone who spends time looking after or helping a family member, friend, or neighbour who, because of their health and care needs, would find it difficult to cope without this help regardless of age or whether they identify as a Carer This includes:

- adult Carers: an adult aged 18 and over who is caring for another adult such as a spouse, parent, partner, friend, neighbour, relative or adult child
- parent Carers: A parent or guardian who provides care to their child (of any age) to a degree greater than would be normally expected in a parenting role
- Carers of multiple people: Those who care for more than one person this could include different generations
- young Carers: A person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work)
- young Adult Carers: An adult aged between 18 and 25 who is caring for another adult or child

Caring can come about unexpectedly or can develop gradually over time. Caring can be rewarding but also be challenging. Many Carers put their own lives on hold to provide care and support impacting their own health and wellbeing, relationships, employment opportunities, finances and social and leisure activities.

The 2021 Census indicate that Ealing has 24,309 Carers, representing 7% of the total Ealing population. This is a reduction from the 2011 census, which reported 28,773 Carers (9% of the population).

Although the Census provides useful information, it is widely acknowledged that the figures are likely to be an under estimation due to underreporting of the number of Carers, as many Carers view their caring responsibilities as part of another role, such as that of a parent, partner, child, relative or friend.

Potential explanations for the unexpected decrease in Carers recorded in the 2021 census compared to 2011 include:

- the 2021 census was held against the background of COVID-19 lockdown restrictions affecting mixing between different households. This could impact, for example, shared caring responsibilities among siblings, where one may have taken on the role alone during the pandemic

- the high number of COVID-19 deaths in 2020 and 2021 may have resulted in a reduction in the overall need for care
- driving this reported decrease in unpaid caring was a marked drop in the number of carers providing up to 19 hours of care per week. This suggests that, while overall fewer people now provide unpaid care than 10 years ago, carers in 2021 were more likely to provide a higher number of hours of care

Source: [Understanding unpaid carers and their access to support - The Health Foundation](#)

Carers in Ealing

- most Carers are female (58.7%). This pattern is consistent for London and England
- half of unpaid carers (50.8%) were aged 50 years or older
- the largest proportion of unpaid carers by ethnic group are White (40.2%) followed by Asian/Asian British (32.4%)
- 27% of Carers are providing 50+ hours of care per week
- more than half (53.9%) of the unpaid Carer population are economically active and in employment
- 34.4% of Carers self-report as being in very good health. This compares to 51.8% for the population not providing any unpaid care
- a higher proportion self-report being in fair health or worse when compared to the population non providing unpaid care.
- More than half (53.8%) of unpaid carers live in the two most deprived quintiles
- wards with higher proportions of Carers are Lady Margaret, Norwood Green, North Hanwell, Dormers Wells, Perivale
- the number of individuals aged 65+ providing unpaid care is projected to increase by 37.7% between 2023 and 2040
- the number of males (65+) unable to manage at least one self-care activity is projected to increase by 50% between 2023 to 2040 and 42.5% for females
- Ealing ranks near the bottom of local authorities nationally for carers who feel they have been included in discussions about the person they care for (142nd out of 149) and is below the London and England average for overall satisfaction with services and ease of finding information about support

Carers accessing support

During 2022 to 2023 the number of Carers accessing services in Ealing was 1,529. Most Carers accessed services through the council. The highest number accessing support were female (68%). Carers accessing services is higher in Southall. The ethnicity of Carers accessing services (rate per 1,000) is Black (including Black Caribbean, Black African and Black other (19.6); Asian (including Indian, Pakistani, Bangladeshi and Asian other (17.2).

Primary care: There are 140,000 unpaid Carers across north-west London however only 9% are identified on GP records. In Ealing there are 3,577 Carers recorded in primary care. The proportion of Carers registered were highest in South Central Ealing PCN (1.0%) and lowest in South Southall PCN (0.4%).

Carer outcomes

The adult social care outcomes framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. Ealing's performance against the indicators has been relatively low, compared with London and England, however indicative results of the 2023/24 survey of Adult Carers in England (SACE) shows an improvement against most measures. There has however been a drop in performance against indicator 3C 'being included and consulted in the cared for person's care'. Ealing's ranking for this indicator is near the lowest nationally. Ealing is also below the London and England averages for 'overall satisfaction with services' and 'Carers who use services find it easy to find information about support'.

Indicative Adult Social Care Outcomes relating to carers for Ealing, London and England 2023/24

No.	Indicator	2019-20	2021-22	2023-24	London 2021/22	England 2021/22	National ranking 2021/22
1C1B	Carers who receive self-directed support	33.1	58.2	82.1	89.2	89.3	136
1C2B	Carers who receive direct payments	8.9	54.5	82.1	84.5	77.6	136
1D	Carer reported quality of life	8.5	6.7	7.1	7.1	7.3	118
1I2	Carers who reported that they had as much social contact as they would like	45.7	21.5	29.5	27.5	28.0	131
3B	Overall satisfaction of carers with services	40.5	26.5	28.3	31.8	36.3	135

No.	Indicator	2019-20	2021-22	2023-24	London 2021/22	England 2021/22	National ranking 2021/22
3C	Proportion of carers who feel they have been included in discussion about the person they care for	81.3	57.7	55.9	61	64.7	142
3D2	Proportion of carers who use services who find it easy to find information about support	74.4	44.1	46.8	51.6	57.7	129

Impact of caring

Mental health: Carers experience poor mental health, including anxiety and depression, alongside, stress and poor quality of life. The 2019 national GP survey found that 50% of Carers reported a mental health need at their last general practice appointment. Younger age groups are more likely to report a long-term mental health condition and report feeling isolated from others.

Physical health: The GP patient survey also showed Carers are at increased risk of illness, specifically musculoskeletal conditions, cardiovascular disease, generalised cognitive deterioration and function and poor sleep. In Ealing, 34.4% of Carers self-reported as being in very good health this compares to 51.8% for the population not providing any unpaid care. The 2021 GP patient survey found that Carers are more likely to report a long-term condition, disability or illness (64% compared to 51% non-Carers).

Access to healthcare: The GP patient survey indicated that around half of Carers who needed an appointment, avoided making one in the past 12 months. 26% of Carers avoided this as they were worried about the burden on the NHS, 21% because they were worried about the risk of catching Covid-19, 14% because they found it too difficult.

Caring as a social determinant of health: Public Health England suggest in their report 'Caring as a social determinant of health' (2021) that unpaid caring should be considered a social determinant of health as Carers experience poorer physical and mental health, struggle to access services and are at risk of financial hardship. Unpaid caring responsibilities clearly shape health outcomes and potentially contribute to health inequalities between Carers and non-carers.

Covid impact on Carers

During the Covid pandemic both the numbers of Carers and the level of caring provided increased. Carers UK identified that 70% of Carers provided an average of ten extra hours of care and support a week.

The impact that the pandemic had on Carers' physical, emotional and mental wellbeing was due to a range of issues and challenges. The Healthwatch Ealing report 'How has the Covid-19 pandemic affected Ealing residents living with a disability and their Carers?' (October 2021) reported Carers feeling neglected and exploited; received insufficient information on changes made to their loved one's care and a lack of support for their mental health.

Burden of care: Carers experienced an increased burden of care during the pandemic due to; isolation, fear of contracting COVID, closure of support services, multiple responsibilities (e.g. childcare, home schooling, home working, financial difficulties due to loss of income) difficulties around access and information sharing in hospitals/hospices and care homes.

Cost of living

Caring can have a significant impact on a family's finances because of the loss of income and the additional costs of caring. Carers UK 'State of Caring' report, 2022 identified that almost all Carers (90%) reported that their energy bills had increased and that they were spending more on food and drink and transport. Carers spend a significant amount of their income on energy costs and Carers who need to use life-saving care equipment to ensure the person they care for is kept warm are extremely concerned about further increases. 77% said that the rising cost of living was one of the main challenges they face.

There is a clear link between financial stress and a person's mental and physical health. The cost-of-living impact on Carers is not just a financial issue but one of health inequalities.

Young Carers

A young Carer is someone aged 25 and under who cares for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Older young Carers are known as young adult Carers and have different support needs to younger Carers. (Carers Trust)

Census data 2021 estimates there are 1,937 young Carers aged 0-24 in Ealing with 353 aged under 16. It is recognised that the recorded number of young Carers is likely to be a significant under estimation of the actual number of young Carers.

There is very little local data available on the number of young Carers in Ealing. The Brentford Young Carers project commissioned by the council has 158 Carers registered. Of these 54% are female and 46% are male. 9% are aged 10 or under; 68% aged 11-16 years of age and 23% aged 16+. The ethnicity of the young Carers supported are 24% Asian; 32% Black; 22% White; 12% Mixed and 10% other including Arabic, Afghan.

Of the young Carers supported in 2024 most are caring for a parent with over half caring for their mother. 43% caring for someone with a physical disability, 26% caring for someone with mental health problems, 19% caring for someone with autism, 4% for someone with a learning disability and 6% for someone with drug or alcohol issues.

Nationally the census data indicated a 'drop' in the number of young Carers and young adult Carers however the data also identified that the intensity of caring increased between 2011 and 2021 for both young Carers and young adult Carers.

There has been an increase in the proportion of young Carers providing 20+ hours of care a week and an increase in the number of young adult Carers providing 50+ hours of care a week.

- young Carers and young adult Carers report spend between 20-49 hours a week caring. This increased from 11% to 16% (Young Carers) and 17% to 31% (Young Adult Carers)
- more than half (51%) reported spending 20-49 hours of caring per week

The Young Carers Alliance snapshot survey found that young Carers were caring for three years on average before being linked in to support. Some were caring for more than 10 years before being identified.

The Children's Society has identified that young Carers and young adult Carers are more likely to live in high areas of deprivation.

Impacts of the caring role on young Carers

The Carers Trust report 'It's harder than anyone understands- experiences and thoughts of young Carers and young adult Carers' (March 2022) highlights the following:

Emotional impacts

- young Carers report feelings of shame which can lead to an increased likelihood of behaviour problems and mental ill health
- Carers report feelings of worry, stress and anxiety with 44% saying they 'always' or 'usually' feel stressed and 27% have either 'never' or 'not often' feel they get enough sleep
- young Carers experience loneliness and isolation and increased likelihood of bullying. 40% of young Carers said caring 'always' or 'usually' affects how much time they can spend with their friends

Caring can be an isolating experience but having the right support in place can give young Carers a better chance of succeeding in life. Offering activities such as football clubs can help with this.

Financial impact: 56% said the cost-of-living crisis is either 'always' or 'usually' affecting them and their family, and 32% said they 'always' or 'usually' face additional costs because they are an unpaid Carer.

Educational impact: Young Carers are likely to have lower educational attainment than their peers - this was even worse during the pandemic. The Carers Trust identified that:

- 40% either 'never' or 'not often' get help in education to help balance caring and school, college, or university work
- 33% did not feel that their needs were understood either 'at all' or 'very well' by their school, college, or university
- 33% said they 'always' or 'usually' struggle to balance caring with school, college, or university work

Research for the BBC estimates that there are around 800,000 young Carers in the UK typically around three young Carers in any classroom. The NHS Commitment to Carers programme has identified that if you enter school with a health inequality that health inequality will never close. (NHS Commitment to Carers Programme, March 2023). Looking after young Carers and supporting them to reach their full potential has to be a key priority for us all. There is a need for the entire 'system' to 'Think Carer' and 'Think family'.

National and local policy context

Ealing Council's corporate plan 2022-26 sets out the council's vision and strategy for four years. Three strategic objectives have been identified these are (1) Fighting inequality (2) Tackling the climate crisis (3) Creating good jobs. The Carers strategy fits within the council's strategic objective to tackle inequality and priorities for healthy lives and a fairer start.

Ealing's Health and Wellbeing strategy 2023 to 2028 identifies the building blocks of health and wellbeing and the sense of power and control we have over them, as the foundations of creating good health and wellbeing. It identifies the need for working in partnership across the Health and Wellbeing Board, with partners and our communities, to achieve sustainable system change to fight inequalities.

The strategy sets an over-arching objective to see Ealing's communities thriving with good health and well-being, and with fairness and justice in the building blocks of health and well-being. The aim is to do this by (1) Putting communities at the heart of everything (2) Systems and structures that leave no one behind (3) Connecting the building blocks of health and wellbeing.

The Care Act 2014 put into place a consolidated legal framework for Carers that means that Carers are recognised in law in the same way as those that they care for.

The Children and Families Act 2014 gives young Carers and parent Carers similar rights to assessment as other Carers have under the Care Act. Local authorities must offer an assessment where it appears that a child is involved in providing care.

The Care Act and the Children and Families Act promote a "whole family approach" and joined up working to avoid the need for multiple assessments. In Ealing, young Carers assessments are undertaken via the Early Help Assessment team. These assessments consider whether the care being provided by a child is excessive or inappropriate; and how the child's caring responsibilities affects their wellbeing, education, and development. The local authority should consider how supporting the adult with needs for care and support can prevent the young Carer from undertaking excessive or inappropriate care and support responsibilities.

The Health and Social Care Act (2012) placed a duty on the NHS Commissioning Board and clinical commissioning groups to promote involvement of patients and Carers in decisions about their care.

Guidelines state 'we are clear that patient, their Carers and families should be involved in decisions about their care along and this applies equally to decisions about their treatment, management and support.

The Health and Care Act 2022, set out new duties on Integrated Care Boards for involving Carers and those they care for in decision-making. Carers should be involved in decisions about changing or developing a service and expect to be involved in relation to the patient's prevention, treatment, diagnosis and care.

NHS hospital trusts in England must ensure that unpaid Carers are involved as soon as feasible when plans for a patient's discharge after treatment are made.

The new statutory guidance is clear about the need to ensure that Carers and young Carers are identified, kept safe during the discharge process and signposted to sources of help and assessment of their needs.

The NHS long-term plan places a strong emphasis on improving early intervention and support for patients and for Carers. It identified:

- Greater recognition and support for Carers. Improving how unpaid Carers are identified particularly those from vulnerable communities and strengthen support to address their individual health needs. Through introducing Quality Markers for primary care and national adoption of Carer's passports.
- Carers should not have to deal with emergencies on their own. Carers should understand the out-of-hours options available and have appropriate back-up support in place for when they need it.
- Young carers: The NHS will roll out 'top tips' for general practice which have been developed by young Carers, which include access to preventative health and social prescribing, and timely referral to local support services.
- We will ensure that initiatives around personalised care including personal health budgets and social prescribing are fully reflective of Carers' needs.

Local need

Information about the provision of unpaid care by Ealing residents is taken from the Census 2021. The question asked in the 2021 census regarding unpaid Carers was: "Do you look after, or give help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?" Respondents could answer either "No" or specify the number of hours of care provided. This was to exclude any care provided as part of paid employment.

Table 1: Number of individuals and proportion of total population providing unpaid care in Ealing and England, 2011 and 2021

- 24,232 unpaid carers were recorded in 2021. This is 4,450 fewer than recorded in the 2011 census
- There are fewer Carers as a proportion of its population (6.6%) than both London (6.8%) and England (8.3%)

	Number unpaid carers 2011	%	Total population	Number unpaid carers 2021	%	Total population
Ealing	28,773	8.5	338,449	24,323	6.6	367,124
London	689,973	8.4	8,173,941	1,192,919	6.8	17,599,439
England	5,430,016	10.2	53,012,456	4,678,271	8.3	56,490,054

Source: Census 2011 and 2021 (ONS)

The Health Foundation proposes some potential explanations for the unexpected decrease in Carers recorded in the 2021 census compared to 2011.

- the 2021 census was held against the background of COVID-19 lockdown restrictions affecting mixing between different households. This could impact, for example, shared caring responsibilities among siblings, where one may have taken on the role alone during the pandemic
- the high number of COVID-19 deaths in 2020 and 2021 may have resulted in a reduction in the overall need for care
- driving this reported decrease in unpaid caring was a marked drop in the number of carers providing up to 19 hours of care per week. This suggests that, while overall fewer people now provide unpaid care than 10 years ago, carers in 2021 were more likely to provide a higher number of hours of care

Source: [Understanding unpaid carers and their access to support - The Health Foundation](#)

Table 2: Number of individuals and proportion of population providing unpaid care by age of care giver in Ealing, London, and England, 2021

- reduction in numbers of Carers most pronounced among under 50's compared to 2011
- half of unpaid carers (50.8%) were aged 50 years or older
- the age cohort making up the highest proportion of carers was 50-64 (33.9%) followed by 35-49 (28%)

Age of carer	Ealing		London		England	
	Number	%	Number	%	Number	%
Under 16	353	1.5	10,179	1.7	78,810	1.7
16-24	1,584	6.5	40,218	6.7	255,505	5.5
25-34	3,219	13.2	81,152	13.6	463,732	9.9
35-49	6,803	28.0	166,592	27.9	1,086,183	23.2
50-64	8,232	33.9	199,566	33.5	1,705,802	36.5
65 and over	4,117	16.9	98,755	16.6	1,088,239	23.3

Table 3: Number of individuals and proportion of total population providing unpaid care by gender of care giver in Ealing, London, and England, 2021

Most carers are female (58.7%). This is consistent with London and England.

Gender	Female		Male	
	Number	%	Number	%
Ealing	14,284	58.7	10,039	41.3
London	354,916	59.5	241,541	40.5
England	2,770,780	59.2	1,907,491	40.8

Table 4: Number of hours of unpaid care provided by all individuals in Ealing, London, and England, 2021

- almost half of carers provide 1-19 hours of unpaid care. This is similar across London and England
- since 2011, the proportion of people providing 1-19 hours of care has dropped from 61.4% to 48.2% (2011 data not shown)

Care hours per week	1-19 Hours		20-49 Hours		50+ Hours	
	Number	%	Number	%	Number	%
Ealing	11,717	48.2	6,036	24.8	6,555	27.0
London	295,498	49.5	138,520	23.2	162,444	27.2
England	2,303,722	49.2	969,785	20.7	1,404,764	30.0

Table 5.1: Number of individuals and proportion of population providing unpaid care by ethnicity of care giver in Ealing, London, and England, 2021

In Ealing, White (40.2%) followed by Asian/Asian British (32.4%) make up the largest proportion of unpaid carers by ethnic group. This is a smaller proportion for White ethnicity carers than both London and England.

Ethnicity	White		Mixed		Asian/Asian British		Black/Black British		Other ethnic group	
	Number	%	Number	%	Number	%	Number	%	Number	%
Ealing	9,776	40.2	1,068	4.4	7,876	32.4	2,757	11.3	2,846	11.7
London	317,950	53.3	27,650	4.6	127,319	21.3	82,960	13.9	40,578	6.8
England	4,000,957	85.5	88,266	1.9	356,715	7.6	151,742	3.2	80,591	1.7

Table 5.2: Number of individuals and proportion of population providing care within each ethnicity group in Ealing, London, and England, 2021

The rates of individuals providing unpaid care also varies within ethnic groups. Other ethnic group has the highest proportion of unpaid carers among its population (7.3%) with Mixed (5.6%) being the lowest.

Ethnicity	White		Mixed		Asian/Asian British		Black/Black British		Other ethnic group	
	Number	%	Number	%	Number	%	Number	%	Number	%
Ealing	9,776	6.2	1,068	5.6	7,876	7.1	2,757	7.0	2,846	7.3
London	317,950	6.7	27,650	5.5	127,319	7.0	82,960	7.0	40,578	7.3
England	4,000,957	8.7	88,266	5.3	356,715	6.6	151,742	6.4	80,591	6.6

Table 6. Self-reported general health of individuals providing unpaid care in Ealing, London, and England, 2021

34.4% of Carers self-report as being in very good health. This compares to 51.8% for the population not providing any unpaid care. A higher proportion of Carers in Ealing also self-report being in fair health or worse when compared to the population non providing unpaid care.

Health of Carer	Very bad health		Bad health		Fair health		Good health		Very good health	
	Number	%	Number	%	Number	%	Number	%	Number	%
Ealing	293	1.2	1,207	5.0	4,632	19.1	9,807	40.3	8,373	34.4
London	7,375	1.2	30,667	5.1	112,949	18.9	239,962	40.2	205,511	34.5
England	60,281	1.3	272,499	5.8	971,473	20.8	1,919,476	41.0	1,454,536	31.1

Table 7: Number of individuals and proportion of population providing care by economic activity in Ealing, London, and England, 2021 (16+)

More than half (53.9%) of the unpaid Carer population are economically active and in employment. The proportion of unpaid Carers that are unemployed is higher among Ealing Carers (4.7%) and London (4.3%) than England (2.7%). This is likely driven by higher rates of unemployment in the population overall compared to England.

Economic activity				Ealing	London	England
Economic Activity	Economically active	In employment	Number	12,903	321,085	2,371,020
			%	53.9	54.8	51.6
		Unemployed	Number	1,132	24,922	122,577
			%	4.7	4.3	2.7
	Economically inactive	Retired	Number	3,663	89,284	1,097,113
			%	15.3	15.2	23.9
		Student	Number	759	18,611	96,559
			%	3.2	3.2	2.1
		Looking after home or family	Number	3,780	87,091	587,852
			%	15.8	14.9	12.8
		Long-term sick/disabled	Number	883	24,132	200,985
			%	3.7	4.1	4.4
		Other	Number	838	21,159	123,350
			%	3.5	3.6	2.7

Table 8. Number of individuals providing unpaid care by deprivation quintile

- this table looks at the proportion of unpaid carers by IMD 2019 deprivation quintiles. There is no significant association between deprivation quintile and unpaid carers as a proportion in Ealing
- due to a significant amount of Ealing's population living in more deprived areas in general, more than half (53.8%) of unpaid carers live in the two most deprived quintiles

Unpaid carers by deprivation quintile (IMD 2019)	Number	%
1 (most deprived)	4,297	6.9
2	8,766	6.6
3	5,999	6.4
4	3,971	6.8
5 (least deprived)	1,267	6.4
Ealing Total	24,300	6.6

Table 9: Number of individuals and proportion of population providing unpaid care by electoral ward in Ealing, 2021

Several wards have an unpaid Carers population higher than that of Ealing overall (6.6%). Of these wards, Lady Margaret, Norwood Green, North Hanwell, Dormers Wells and Perivale have proportions of Carers that are statistically higher than Ealing.

Ward	Number	%
Lady Margaret	1,227	7.8
Norwood Green	1,231	7.6
North Hanwell	1,126	7.5
Dormers Wells	1,136	7.3
Perivale	1,172	7.2
Pitshanger	1,063	7.0
Northolt West End	1,132	6.8
Greenford Broadway	1,190	6.8
Northolt Mandeville	1,194	6.8
Southall Broadway	730	6.7
Hanger Hill	1,145	6.7
North Greenford	1,030	6.6
Central Greenford	950	6.6
Southall West	432	6.6
Northfield (Ealing)	915	6.4
East Acton	973	6.4
Ealing Common	1,009	6.3
Southall Green	990	6.3
Hanwell Broadway	950	6.2
Walpole	916	6.2
North Acton	1,146	6.0
Ealing Broadway	802	5.8
South Acton	946	5.6
Southfield	899	5.5
Ealing Total	24,304	6.6

Projections of unpaid care provision

These figures are taken from POPPI (Projecting Older People Population Information), developed by the Institute of Public Care (IPC). It is for use by local authority planners and commissioners of social care provision in England, together with providers. It is a programme designed to help explore the possible impact that demography and certain conditions may have on populations aged 65 and over.

Figures are taken from the Census 2011 - Sex by age by provision of unpaid care. The numbers have been applied to population projections to give estimated numbers of unpaid carers to 2040.

Table 10. People aged 65 and over providing unpaid care in Ealing, London, and England, projected to 2040

The number of individuals aged 65+ providing unpaid care is projected to increase by 37.7% between 2023 and 2040. This is lower than the projected increase for London (+44.5%) and higher than that of England (+29.1%).

Area	Hours of care provided	2023	2030	2035	2040	% change 2023 to 2040
Ealing	1-19 hours	3,095	3,640	4,001	4,263	37.7
	20-49 hours	924	1,087	1,202	1,292	39.8
	50+ hours	2,127	2,513	2,789	3,020	42.0
	Total	6,146	7,239	7,993	8,576	39.5
London	1-19 hours	75,439	90,840	100,728	107,889	43.0
	20-49 hours	19,987	23,980	26,717	28,899	44.6
	50+ hours	54,393	64,959	72,765	79,719	46.6
	Total	149,817	179,780	200,209	216,507	44.5
England	1-19 hours	749,208	861,175	924,646	949,736	26.8
	20-49 hours	197,152	226,238	244,168	254,906	29.3
	50+ hours	608,083	697,148	756,378	801,647	31.8
	Total	1,554,441	1,784,562	1,925,190	2,006,289	29.1

Source: POPPI

Self-care projections:

There is a larger projected increase in the number of males aged 65+ and unable to manage at least one self-care activity (+50.1%) than female (+42.5%) between 2023 to 2040.

Figures are taken from the Health Survey for England 2016: Social care for older adults (2017) NHS Digital, Table 4: Summary of Activities of Daily Living (ADLs/IADLs) for which help was needed and received in the last month, 2011-2016, by age and sex.

The prevalence rates have been applied to ONS population projections of the 65 and over population to give estimated numbers predicted to need help with at least one of the self-care tasks listed to 2040. Activities of Daily Living (ADLs) are activities relating to personal care and mobility about the home that are basic to daily living:

- having a bath or shower
- using the toilet
- getting up and down stairs
- getting around indoors
- dressing or undressing
- getting in and out of bed
- washing face and hands
- eating, including cutting up food
- taking medicine

Table 11. People aged 65 and over unable to manage at least one self-care activity on their own in Ealing, London and England, by gender, projected to 2040

	Gender	Year				% Change 2023 to 2040
		2023	2030	2035	2040	
Ealing	Male	5,574	6,676	7,584	8,368	50.1
	Female	8,351	9,800	10,886	11,902	42.5
London	Male	129,626	156,217	177,174	197,780	52.6
	Female	204,051	241,668	269,688	296,538	45.3
England	Male	1,253,755	1,462,078	1,600,751	1,716,637	36.9
	Female	1,905,098	2,212,618	2,404,700	2,564,197	34.6

Source: POPPI Figures may not sum due to rounding.

Carer-reported quality of life

The Survey of Adult Carers in England (SACE) is an overarching outcome metric for the quality of life of unpaid carers. It combines individual responses to 6 questions measuring different outcomes related to overall quality of life. These outcomes are mapped to 6 domains:

- occupation
- control
- personal care
- safety
- social participation
- encouragement and support

The measure gives an overall indication of the reported outcomes for carers - it does not, at present, identify the specific contribution of councils' adult social care services towards those outcomes.

Table 12. Quality of life for carers aged 18+ in Ealing and North West London UTLAs

In 2021-22 Ealing ranked near the bottom of local authorities nationally for carers quality of life (135th out of 149 with data reported). There has however been some improvement in the most recent survey. In 2023-24 the indicator value for Ealing was 7.1 ranking Ealing as 118th.

Area	2021-22 indicator value	rank
England	7.3	-
Westminster	7.1	85 th
Hillingdon	7.1	88 th
Harrow	7	105 th
Hounslow	7	106 th
Hammersmith and Fulham	6.9	119 th
Kensington and Chelsea	6.9	120 th
Ealing	6.7	135 th
Brent	6.6	140 th

Table 13. Carers recorded at primary care by type in Ealing, 2024

3,577 carers are recorded at primary care which is markedly lower than the numbers recorded in the 2021 Census.

Carer type	Number in 2024
Patient themselves providing care	2,181
Cares for a relative	569
Has Carer Contingency Plan	827
Total	3,577

Source: WSIC, 2024

Table 14. Carers recorded at primary care by gender in Ealing, 2024

The majority (68%) of carers recorded at primary care are females. This proportion is higher than that indicated by the 2021 census (58.7%).

Gender	Male		Female		Total
	Number	%	Number	%	
Ealing	1,144	32.0	2,432	68.0	3,577

Source: WSIC, 2024

Table 15. Carers recorded at primary care by PCN in Ealing, 2024

The proportion of carers among the registered population were highest in South Central Ealing PCN (1.0%) and lowest at South Southall PCN (0.4%).

PCN	Number in 2024	%
Acton	624	0.8
Greenwell	242	0.6
NGP	703	0.9
North Southall	494	0.9
Northolt	272	0.7
South Central Ealing	522	1.0
South Southall	260	0.4
The Ealing Network	460	0.8
Total	3,577	0.8

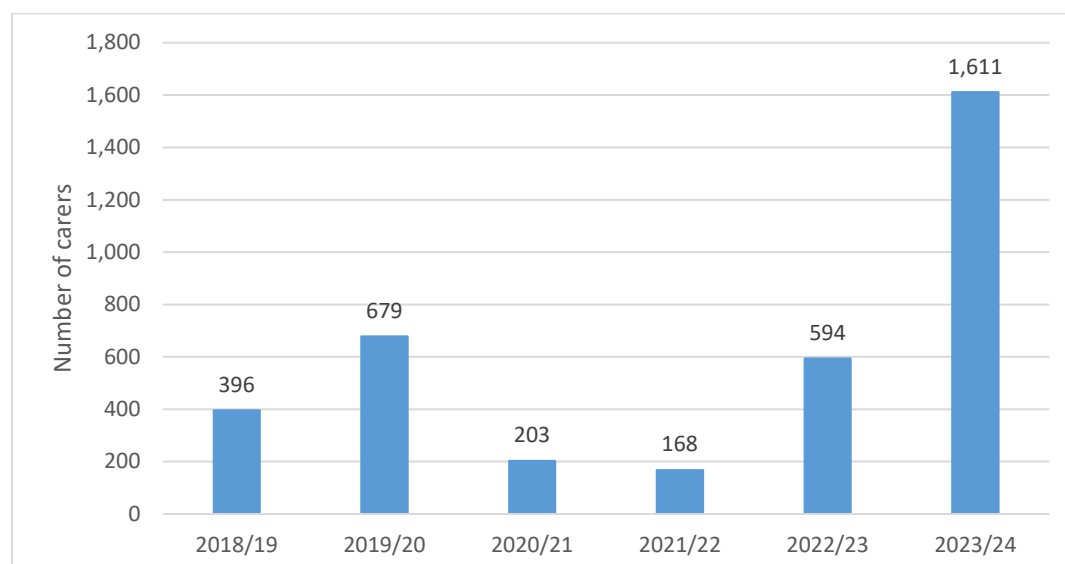
Source: WSIC, 2024

Table 16. Carers recorded at primary care by PCN in Ealing, 2024

Ethnicity	White		Mixed		Asian or Asian British		Black or Black British		Other ethnic group	
	Number	%	Number	%	Number	%	Number	%	Number	%
Acton	330	52.9	27	4.3	102	16.3	89	14.3	72	11.5
Greenwell	119	49.2	5	2.1	53	21.9	39	16.1	25	10.3
NGP	259	36.8	22	3.1	259	36.8	74	10.5	87	12.4
North Southall	56	11.3	13	2.6	353	71.5	49	9.9	22	4.5
Northolt	97	35.7	11	4.0	104	38.2	44	16.2	15	5.5
South Central Ealing	304	58.2	21	4.0	100	19.2	37	7.1	56	10.7
South Southall	10	3.8	<5	NA	203	78.1	29	11.2	12	4.6
The Ealing Network	265	57.6	10	2.2	86	18.7	31	6.7	63	13.7
Total	1,440	40.3	113	3.2	1,260	35.2	392	11.0	352	9.8

Table 17. Total Carers recorded at primary care in Ealing, 2018 to 2019 to 2023 to 2024

Table 17 shows the number of carers recorded at primary care in Ealing GPs from 2018/19 to 2023/24. These are based on patients recorded with terms "Cares for relative" and "Patients themselves providing care". The increase in recorded carers observed in 2023/24 requires further investigation.



Source: WSIC, extracted April 2024

Table 18. Carers recorded at primary care by PCN in Ealing, 2018 to 2019 to 2023 to 2024 (Source: WSIC, extracted April 2024)

Table 18 shows the number of carers recorded at primary care by PCN from 2018 to 2019 to 2023 to 2024. The largest relative increase in records of carers is seen in The Ealing Network PCN followed by North Southall PCN. The largest absolute increase in numbers was also seen The Ealing Network PCN followed by North Southall PCN.

Primary Care Network	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Acton	78	85	41	36	73	292	+274%
Greenwell	34	59	20	12	35	118	+247%
NGP	82	153	33	21	126	337	+311%
North Southall	59	159	41	38	95	319	+441%
Northolt	77	91	8	6	45	86	+12%
South Central Ealing	21	17	29	17	15	31	+48%
South Southall	20	50	21	10	147	103	+415%
The Ealing Network	25	65	10	28	58	325	+1200%

Table 19: Number of carers accessing services by type of service provider

London Borough of Ealing holds data about the number of carers who access services within the borough. Figures include all carers who received a carer assessment that led to either information and advice being given, or services being accessed (see Service Mapping section for examples of services offered).

During 2022 to 2023 1,529 carers accessed some type of service, signposting or advice. Most carers accessed services through the council

Type of service provider	Number of carers 2015-16	September 2023	2023 to 2024
Voluntary Organisation	1119	107	241
Council	487	1422	883
Total	1851	1529	1224

Source: Adults Performance & Management Team, London Borough of Ealing

Table 20: Number of carers accessing services by age 2023 to 2024

Nearly all carers accessing services were aged 18 or over. The majority 52% were aged 18-64 years and 48% were over 65 years old.

Age band	Number of carers 2015-16	September 2023	2023 to 2024
Under 18	5	9	15
18-64	1123	789	1051
65-84	518	393	623
85+	178	107	266
Not recorded	27	231	-
Total	1851	1529	1955

Table 21: Number of carers accessing services by gender 2022 to 2023

Most carers accessing services are female 68% (67% in 2015 to 2016) and most, 37%, of those are between 18-64 years old.

Gender	Number of carers 2015-16	2022 to 2023
Female	1256	1055
Male	569	474
Unknown	26	-
Total	1851	1529

Source: Adults Performance & Management Team, London Borough of Ealing

Table 22: Number of carers accessing services and rate per 1,000 population by locality of cared for person, 2022 to 2023

The rate of carers accessing services is higher in Southall (5.3 per 1,000 population) than any other area within the borough.

Locality	Number of carers 2015 to 2016	Rate per 1,000 population 2015 to 2016	Number of carers 2022 to 2023	Rate per 1,000 population 2022 to 2023
Acton	272	4.1	172	2.5
Ealing	311	4.3	280	3.1
Greenford	230	4.8	203	4.3
Hanwell	218	4.7	138	4.5
Northolt	126	4.1	128	3.8
Perivale	62	4.0	54	3.3
Southall	509	7.1	426	5.3
Not Recorded	92	-	14	-
Out of Borough	31	-	114	-
Total	1851	5.3	1529	4.2

Source: Adults Performance & Management Team, London Borough of Ealing; ONS ward level population estimates

Table 23: Number of carers accessing services and rate per 1,000 population by ethnicity of carer 2021

Ethnic groups with the highest rate (per 1,000 population) of accessing services are: Black Caribbean (8.6); Black Other (6.7); Indian (5.3); Asian Other (5.3) Pakistani (4.7).

Ethnic group	Number of carers 2015/16	Rate per 1,000 population 2015 to 2026	Carers 2022 to 2023	Rate per 1,000 population 2022/23
White	721	4.3	464	2.9
Indian	406	8.4	290	5.3
Pakistani	79	5.4	78	4.7
Bangladeshi	10	4.9	7	1.9
Chinese	8	1.7	3	0.7
Asian Other	4	0.1	167	5.3
Black Caribbean	98	7.6	111	8.6
Black African	48	2.7	97	4.3
Black Other	22	1.6	27	6.7
Other	197	7.3	65	1.1
Unknown	258	-	220	-
Total	1851	5.3	1529	4.2

Data sources

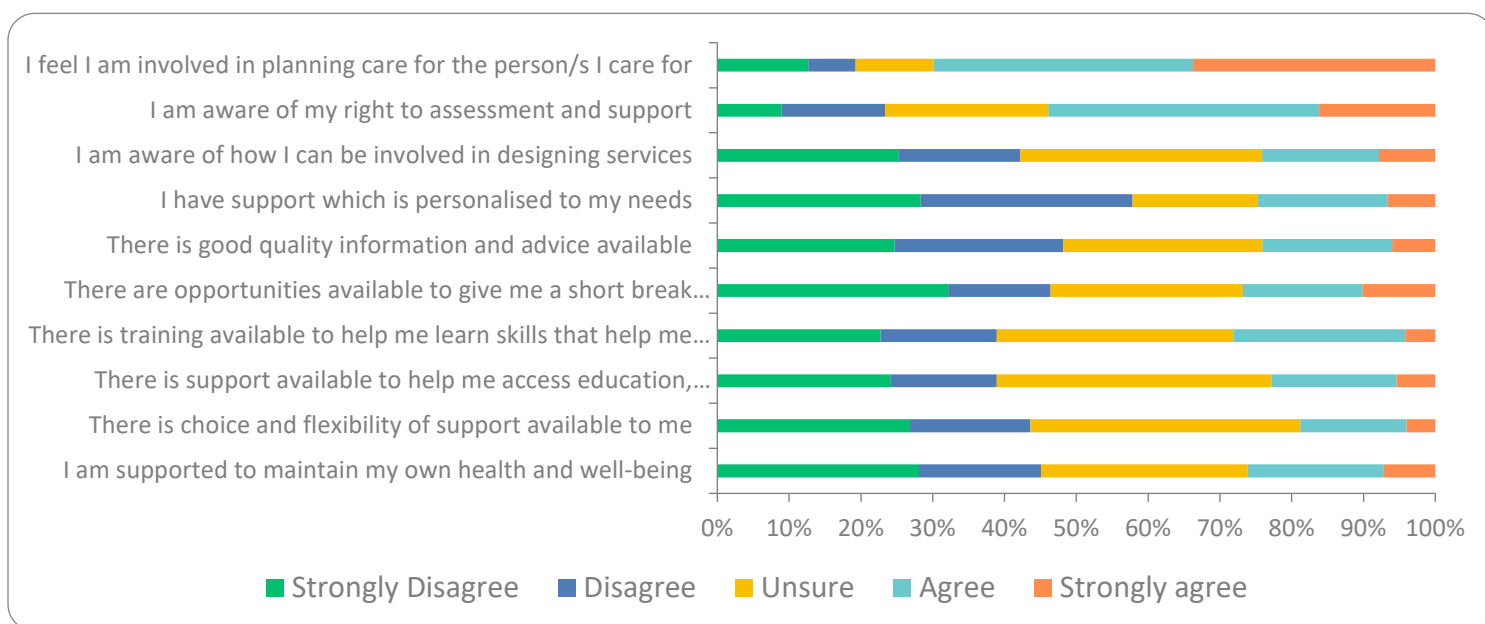
Indicator	Source	Link	Year
Unpaid Carers	ONS	Create a custom dataset - Office for National Statistics (ons.gov.uk)	2021
Carer's Allowance	NOMIS	benefit payments - carers allowance - Nomis - Official Census and Labour Market Statistics (nomisweb.co.uk)	2021
Unpaid carer projections	POPPI	Projecting Older People Population Information System (poppi.org.uk)	Accessed January 2024
Self-care need projections	POPPI	Projecting Older People Population Information System (poppi.org.uk)	Accessed January 2024
Health Related Quality of Life	NHS	2.15 Health-related quality of life for carers, aged 18 and above - NHS Digital	2016/17
Quality of Life	NHS	Personal Social Services Survey of Adult Carers in England, 2021-22 - NHS Digital	2021/22
Carers in Primary Care	WSIC (via NHS NWL BBP Team)	NA	Extracted February 2024

What Carers have told us?

Results from the consultation with Carers indicated strong agreement that the priorities identified in the current strategy are still important areas to be addressed.

No.	Priority	Strongly agree/agree
1.	Identifying Carers at an early stage when they take on a caring role	88%
2.	Helping Carers have a family and community life alongside caring	92%
3.	Supporting Carers to stay healthy, mentally, and physically	94%
4.	Supporting Carers to maximise their incomes and realise their potential	86%

The 2018 to 2023 action plan identified several key actions measured by outcome statements. As part of the consultation Carers were asked to indicate their level of agreement with the following statements:



What is working well?

Carers identified some areas that are working well including:

- **respite care:** respite care services and short breaks where they are available
- **direct payments:** Carers felt this allowed them to have more control and flexibility in accessing care services
- **support from specific organisations:** such as Ealing Carers, Dementia UK, Contact Ealing and Parent Carer forum

- positive experiences with specific individuals or professionals: such as Care workers, counsellors, occupational therapists, and health professionals
- specific care arrangements: Care arrangements such as attending day centres, having Care Coordinators, and accessing homecare

What is not working well?

- access to information: Limited awareness and difficulty accessing available support networks and organisations. Lack of information about support options during the initial diagnosis
- access to services: Getting timely appointments with doctors and specialists. Lack of communication and follow-up from health and social services. Difficulties contacting and getting responses from relevant agencies and organisations. Slow and inefficient administrative processes. Delays in receiving necessary equipment and adaptations
- respite and care services: Limited availability of respite care and need for longer respite periods. Challenges in finding suitable Carers. Consistency of Carers and lack of continuity in care
- mental Health Support: Mental health support and counselling for Carers and service users. Understanding impact of caregiving on the Carer's own well-being and need for support
- financial Challenges: Financial strain, lack of support with bills and general expenditure. Insufficient financial help for education and children's needs

Priorities that are important to Carers:

- access to information and support: Carers want improved access to information about services, benefits, and support networks. Clear communication on support available and improvements in the assessment process
- access to services: Timely and meaningful actions, reduced waiting times and better coordination of services. Consistent and designated support to navigate various systems. Increased funding for Carer support organisations to enhance their services. Access to specialist advice and services to improve the well-being of the person they care for. Timely diagnosis and access to medical professionals during crises
- respite care and breaks: Carers emphasised the importance of respite care and breaks from their caregiving responsibilities. More respite care to give Carers a break from their caring responsibilities

- health and Well-being: Carers emphasised the impact of health problems on their ability to work and care. Need for support for their mental health and support specifically designed for Carers
- financial support and benefits: Carers expressed the need for increased financial support and help with additional costs. Assistance in accessing benefits and entitlements they may be eligible for. Simplification of the application process for Carer-related financial benefits
- communication and recognition: Carers would like better communication between health and social care, and themselves. They want to be involved in care planning and have their voices heard. Carers want professionals to understand the challenges they face and receive adequate training. Carers would like acceptance, understanding and recognition of their role in society
- education and employment support: Support in balancing caring responsibilities with education and employment. Practical assistance, training programmes and initiatives for Carer-friendly workplaces. Better rights and protections for Carers
- inclusion and social contact: Carers seek inclusion and support from their local communities. Social activities, respite and accessible facilities for the person they care for. Promotion of networking opportunities for Carers to connect with others in similar situations

Feedback from Young Carers

Consultation and engagement with young Carers identified the following:

- the need for support for their mental health and wellbeing
- opportunities to socialise and make and keep friends
- support with education and help in school and with exams
- help with the cost of living /financial support
- support with maintaining their physical health
- being able to talk about how they feel
- to get a break from caring duties

The young Carers identified that they would like to get help and support in the following ways:

- through the Young Carers project: including having activities; adults to talk to; workshops and one to one support
- opportunities for days out and meeting other people
- an online forum and more information on websites
- support from a Social Worker or GP
- support as a family rather than just the young carer
- through volunteering and workshops that help with job skills
- work opportunities specifically for young carers
- a service for young adults' carers when we they turn 18
- financial support so they can choose their preferred activities

What works?

Emotional and mental wellbeing

Carers experience depression, anxiety, and stress as a result of their caring role (Findings from a rapid review of reviews and analysis of the GP patient survey, 2019). Carers support should aim to lessen the impact on their mental health and include targeted support for depression, anxiety and stress when needed. Carers are more likely to delay seeking help for their own health needs, therefore a proactive joined-up approach is needed to identify those at risk of experiencing these outcomes.

There is some evidence that psychosocial interventions show positive outcomes for Carers. These include mindfulness-based stress reduction. One example was an eight-week intervention comprised of training Carers in yoga, meditation and mindfulness with in-person instruction and self-directed practice at home.

Physical wellbeing

Measures to prevent poor physical health because of caring (for example injuries, back pain) are also an important part of supporting Carers. Carers often have their own long-term conditions and disability, which should be addressed as part of a support package. Whilst these may not always be a direct consequence of caring, these conditions can be exacerbated through the physical and mental demands of caring. This could be prevented with appropriate support such as health and safety training for those providing care, pain management advice and aids for the care recipient to reduce the demands placed on the Carer.

Time pressures associated with caring mean that Carers are also likely to neglect their own health. A package of support should not only target and prevent the direct health consequences of caring but also consider how to support Carers to manage their own long-term health conditions.

Quality of life

Carers benefit from interventions that aim to improve overall quality of life and reduce the emotional, physical and social hardships associated with caring. A review of carer interventions found that contact with other Carers is an important component of any support offered.

High risk groups

Some groups of Carers are at greater risk of poor health, and experiencing emotional, physical and social hardships. These groups may

benefit from additional, *targeted* support. These 'high-risk' groups include.

- young Carers: Younger Carers with poor financial and social support, experience greater 'carer burden'
- older Carers: Older Carers and Carers living in areas of greater deprivation, are more likely to be providing a greater number of hours of care per week. These groups are also more likely to report multiple long-term conditions

These groups need more targeted support to enable them to care for their own health and reduce the risk of exacerbating existing poor health as a result of caring.

The evaluation of the Carers service in Norfolk (Evaluation of Carers Matter Norfolk, Sept 2023) found that the service had been successful in increasing the number of Carers identified and achieved improvements in wellbeing using the Carers star tool. However, the study also found that the scores were a poor predictor of Carer breakdown and where this did occur the scores were the same for other Carers. The study also found that breakdowns in the caring relationship occur very rarely and where they do happen, they are usually due to unavoidable circumstances. The findings indicate that Carers will continue to care as long as they possibly can.

Higher risk Carers are more likely to benefit from respite which appears to be effective in sustaining caring. The study found offering respite support for Carers facing more intensive demands, alongside a service able to offer low level and flexible support is likely to be the most positive way forward.

Information and advice

Providing a universal information and advice service to Carers can be helpful in meeting straightforward needs however targeting Carers who require more nuanced and tailored services requires services to identify higher need groups and deliver appropriate support of sufficient intensity and duration to sustain them in their caring and improve their well-being.

Carers are frustrated by not being able to access appropriate support rather than simply being signposted to information receiving short-term interventions such as Carers breaks when their underlying needs are unchanging or intensifying.

Co-ordination and communication

The report also identified the need for co-ordination between the Carer support service and the council; the lack of transparency and communication between systems limits the ability to join up care and referral pathways for both Carers and cared for people. The report stressed the importance of integrating care between the council and the Carers service. Improving Carer wellbeing and better outcomes

Carers breaks

The [National evidence base for adult carers' breaks - SCIE](#) identified that breaks can help Carers maintain their health and wellbeing and prevent Carer breakdown when a Carer reaches a point where they feel emotionally and/or physically unable to provide care.

A literature review of evidence about Carers breaks identified:

- carers value breaks for a wide range of reasons – practical, emotional, social and psychological
- for some, the break has value beyond the allotted time 'to look forward to a break has the same effect as the break itself'.
- a whole family approach is important as breaks are a break from the caring routine, not just time away from the person. Some Carers prefer a break that is about being with the person they care for, or as a whole family, but not having to do all the caring
- breaks play a vital preventative role, sustaining the caring relationship and preventing Carer stress, crisis and breakdown. If practical support and information can be provided the impact of caring may be reduced
- breaks can reduce loneliness and isolation, enabling the Carer (and the cared for) to stay connected to family, friends and things they enjoy

Whole system approaches

The Kings Fund report 'Caring in a complex world: perspectives from unpaid carers and the organisations that support them' identified whole system approaches that support Carers including:

- developing and maintaining a strong understanding of the local population
- acknowledging Carer identification as an ongoing priority
- changing measurement approaches from measuring processes to outcomes
- involving Carers meaningfully to plan and deliver quality services.
- building a local support offer based on this understanding
- embedding awareness of Carers in strategic-level commissioning decisions
- acknowledging and mitigating the negative impacts from the lack of availability and quality of wider health and care services

- integrating health and care services to reduce the burden on Carers interacting with different services and professionals

NICE guidance

The National Institute for Health and Care excellence (NICE) published guidance in 2020 on the provision of support for adult Carers. The guidance based on evidence and the views and experiences of Carers identifies good practice. The guidance makes recommendations for the provision of information and support to Carers; identifying Carers; assessing Carers needs; helping Carers stay in, enter or return to work, education or training; social and community support, training to provide care and support; psychological and emotional support for Carers; support during the changes to the caring role; support for Carers during end-of-life care and after the person dies.

Services and assets

Carers have access to a range of support services in Ealing. The table below describes these by Carer group. Some of these services are provided to the person with care needs but they also offer a break from caring for the Carer whilst the person is being supported. The list below includes both types of services ie. Those aimed directly at Carers and those aimed at people with care needs.

Support for parent Carers

Service	Description
Family Links Sitting Service	<p>Ealing Family Link Service provides short break support to disabled children and their families within the London Borough of Ealing.</p> <p>The children are aged between 0-18 and will have severe to profound learning, neurodevelopmental and/or physical disabilities, which delay their development. Some may have medical conditions. The support includes:</p> <p>Sitting service - the support takes place in the child's home and / or the community during the day and evening.</p> <p>The Family Link Carer service - support is provided in an approved carer's home and the community, during the day and evening and may include overnight stays.</p> <p>The Ealing Family Link services is committed to providing high quality practical support that enables parents to have a break from their caring responsibilities and for the child to have a safe and enjoyable short break experience.</p>
Family Information Service	Ealing Family Information Service (FIS) provides information on childcare and early years education and other support services for children aged 0-19.
Early Bird Parenting	The programme aims to support parents in the period between diagnosis and school placement, empowering and helping them facilitate their child's social communication and appropriate behavior in their natural environment. It also helps parents establish good practice in handling

Service	Description
	their child at an early age, so as to pre-empt the development of inappropriate behaviors.
After-school Club	A weekly afterschool club for young people with additional needs supporting 10 to 15 young people. The club offers a variety of group activities focused on social skills development, healthy living, and developing independence for transition and beyond.
Short Breaks	Log cabin runs an after-school and holiday club for children and young people aged 4-15 years with additional needs, with exciting and stimulating play activities in a safe, caring and fun environment.
Contact Ealing	<p>Contact Ealing runs an independent information and advice service to families of children with additional needs aged 0 to 18 years.</p> <p>The project helps families understand their child's condition and provides information and advice on the support networks and services available. It provides support with Enquiries and casework: by telephone, email and face-to-face, support with form filling, interpretation and translation, letter reading etc. Support groups and workshops: mutual/social support, exchange of information and enhancing parents' knowledge.</p> <p>The project runs a carers group and condition-specific group for Autism & ADHD. <u>Ealing office (contact.org.uk)</u></p>
HSENA	HSENA (Holistic Special Educational Needs Alliance) also works in partnerships with Contact Ealing and GOSAD. They host coffee mornings specifically tailored for parents and carers of children with special educational needs, primarily those caring for children with ASD or ADHD. Call Ealing Contact for more information 0208 8406870
Anchor Foundation	Anchor Foundation. provides free, impartial and confidential advice, support and guidance to parents and carers of children with disabilities, complex health and additional needs aged 0-5. Services include Play and Stay sessions, twice weekly offering an environment to allow parental friendships and support.

Service	Description
	6 Parents Support Evenings per year where speakers give free, confidential, impartial advice and support on a range of topics including health, benefits, housing, education and counselling.
Havelock Family Centre	<p>The Havelock Centre runs a group-based parenting programme that offers short-term interventions aimed at improving the quality of the parent-child relationship. The content of the parenting programmes varies in style and structure ranging from those that support parents to cope better with raising a child in general to those that work with parents facing specific difficulties.</p> <p>Havelock Family Centre, Aleka House, 10b Havelock Road, Southall, Middlesex UB2 4PD 020 8574 2443 www.havelockfamilycentre.org.uk</p>
Ealing Parent Carer forum	<p>Run by parents and works with the council to ensure that parents voices are heard in the delivery and development of services.</p> <p>www.epcf.org.uk</p>
I SAID / YVHSC	<p>I SAID (Impartial Advice, Information and Support on Disability and special educational needs) offers free, impartial support, advice, and information to parents/carers who have a child or young person aged 0-25 years with special educational needs and/or a disability (SEND) in the Ealing borough.</p> <p>45 St Mary's Road, London W5 5RG 020 3978 89891 info@yvhsc.org.uk</p>
Home Start Ealing	<p>Home Start Ealing recruits and trains volunteers from Ealing and then carefully matches the volunteer with a family in need of support. Volunteers are from all walks of life, with some free time available each week to help provide emotional and practical help to local families. Support is confidential, flexible and totally responsive to the family's needs. Hanwell Children's Centre, 25a Laurel Gardens, Ealing W7 3JG. Tel: 020 8842 1617</p>

Service	Description
	Email: admin@homestartealing.org www.home-start.org.uk/home-start-ealing
EASE (Empowering Action and Social Esteem)	EASE (Empowering Action and Social Esteem) offers a programme of free weekly stay and play sessions (up to age 5) and baby and toddler groups at North Hanwell Baptist Church, Cuckoo Avenue W7 1BW. Every Friday 12.30 – 2pm term time only. Tel: 0208 575 6139

Support for young Carers

Service	Description
Ealing Young Carers Project	Brentford Community Sports Trust runs the Ealing Young Carers Project. The project provides one-to-one support as well as a programme of fun activities, offering young carers a break from their caring role and chance to meet other young carers who are in a similar situation. Activities include a weekly after school club, homework support, swimming clubs and holiday activities.
SAFE service, Ealing Council	SAFE leads and provides the young carers needs assessment. Children and Young People that are identified as young carer should be referred to SAFE.
Speak CAMHS helpline	Speak CAMHS Helpline Telephone support offered by the Children and Adolescent Mental Health Service (CAMHS). Offering immediate talking support to children, young people and their families who are distressed, by listening, offering a friendly supportive voice and thinking through helpful options. The helpline team is multi-disciplinary (meaning professionals with different areas of expertise) who are familiar with local services and have specialist knowledge to help, support and advise. The helpline is for young people aged under 18, their parents, families and carers and other professionals. Tel: 0800 328 4444 (select option 2)
Circle – Mental Health hub space, West	Circle is a hub space and cafe that offers support for children and young people aged 5-18 in Ealing who are near to or at a crisis point with their mental health and need urgent help. Clinically trained staff

Service	Description
London NHS Trust	<p>can help young people in a mentally overwhelmed state to reduce their levels of anxiety and distress to avoid needing emergency care. Staff can direct young people and their families to the right services and support. Young people can come in for advice, support, or just to talk, with drop-in or appointment-based services.</p> <p>Opening times (Mon-Fri, 3pm to 11pm) (Weekends and Bank Holidays, 12pm to 8pm) Drop-In Times (Mon-Fri, 3.30pm to 6.30pm) (Weekends and Bank Holidays, 12.30pm to 3.30pm) 020 3475 0060 46 South Ealing Road, Ealing W5 4QA</p>

Carers of older adults with dementia

Service	Description
Dementia Concern	<p>Support services include:</p> <p>Dementia advisors - ongoing support and advice of Dementia Concern services</p> <p>Dementia link workers - providing post diagnostic support.</p> <p>Community support workers - offered to those living alone who need support to gain independence and stay in the community with independence.</p> <p>Carer's support group at Elm Lodge in Greenford - separate activities in another room for respite for the person they care for.</p> <p>Carers coffee mornings at Elm Lodge and other activities for carers in Northfields call 0208 568 4448</p>
Michael Flanders Day Centre, Ealing Council	<p>Day centre for adults diagnosed with dementia and other physical or long-term conditions.</p> <p>Carers support group call 020 8825 7875 to find out more.</p>

Service	Description
Clementina Day Centre	Clementina Day Centre and Activity Hub offers support to adults of all ages, with varied medical conditions. They specialise in assisting people with a diagnosis of Dementia. All services at Clementina Day Centre are designed, developed and built to support the needs of those living with dementia and their families. Viking Centre, Radcliffe Way, Northolt UB5 6HW 07736 164 748 Email: info@clementinasupportservices.com www.clementinasupportservices.co.uk
St Barnabas Church, Dementia Cafe	Provides social events for carer and the person with dementia. While at the same time making information available for carers on services and support available.

All Carers

Service	Description
Ealing Carers Hub	Provides a range of events and activities for carers. Information and advice for carers on services and support available. Carers centre based in Sycamore Lodge, Acton. Carers coffee mornings every Tuesday www.ealingcarers.org.uk
Ealing Carers Partnership	Short Breaks service provides carers with the opportunity to have a break from their caring role During this time we can: <ul style="list-style-type: none"> • Support the cared for person in their home if unable to go out. • Carry out personal care needs, including medication. • Take them on a social outing to an activity of their choice. • Create relationships and encourage independence where possible. The service will also provide a number of wellbeing activities for carers and the person they are caring for. Some of the activities can be attended together if preferred, with trained care support staff on hand to help.

Service	Description
	<p>0203 4759891 info@ealingcarerspartnership.org www.ealingcarerspartnership.org</p> <p>Two Carers Cafes are running, one at West Ealing Library and one in Perivale. There's also going to be one at Elm Lodge in Greenford and one in Northolt Library. Call for more details.</p>
Southall Day Centre	<p>Southall Day Centre tailored services to older people from Asian communities. They offer a range of activities including group discussions and seminars, keep fit classes, cultural events, excursions and day trips.</p> <p>20 Western Road, Southall UB2 5DS 020 8574 0902</p>
Age UK Ealing	<p>Age UK Ealing provides a range of services to support carers. These services are designed to assist those who care for others, ensuring they receive the necessary help and respite. Services they offer include day care services, information, advice, and emotional support to carers, social activities, digital inclusion support and practical assistance with household tasks.</p> <p>Greenford Community Centre, 170 Oldfield Lane South, Greenford UB6 9JS connect@ageukealing.org.uk 020 8 578 2712 www.ageuk.org.uk/ealing/</p>
The Armenian Centre	<p>The Armenian Day Centre offers a range of services and activities including: Advice and information for the Armenian community and those connected to them on housing, homelessness, benefits, employment, immigration, nationality, training, education. They also run an older people's lunch club Friday 1pm-4pm.</p> <p>Centre for Armenian Information & Advice (CAIA) at 105a Mill Hill Road, W3 8JF2. 020 8992 4621</p>
West London NHS Trust – Talking Therapies	<p>The service provides psychological therapies and/or other BACP approved talking therapies for adults with mild to moderate mental health issues, depression or anxiety in Ealing, often working in partnership with statutory services and offering a choice of options for therapeutic support.</p>

Service	Description
	<p>The service aims to reach black, Asian and minority ethnic communities, refugees, unemployed people, lone parents, people living with chronic illness, people coming out of hospital, older people, people who have experienced a bereavement and carers. One part of the consortium offers specific therapies for people living with Long Term Conditions, many of whom are also carers.</p>
Ealing Advice Service (EAS)	<p>EAS provides two key support functions for borough residents. The service delivers outreach advice and information (including home visits for individuals who are unable to leave their home) to people with learning disabilities, physical disabilities, sensory impairments, autistic spectrum conditions, older people, people with substance misuse issues, people with mental health issues and their Carers. EAS also delivers free information and advice services through appointments based at a centrally located hub in West Ealing.</p> <p>Visitors can also drop in from 10am-4pm on Mondays, Tuesdays and Thursdays and 10-1pm on Fridays.</p> <p>Residents are able to access EAS directly via face-to-face appointments, telephone, and internet and smartphone services. Out-of-hour appointments are available on request.</p>

Carers of adults with learning disabilities

Service	Description
Short Breaks service	<p>Residential respite service for adults with learning disabilities including people with profound and multiple learning disabilities.</p> <p>Carers Coffee mornings every other month.</p>
Cowgate Centre	Centre-based day opportunities for people with learning disabilities and challenging needs living at home with their families.
Impact theatre	Community arts theatre – creative and performance arts provide activity-based respite.

Service	Description
Beadsew Crafty	Provides day opportunities for adults with a learning disability living at home with their families.

Carers of adults with mental health or substance misuse problems

Service	Description
Mental Health Carers support group	Carers Support Group held monthly on the second Tuesday of every month (except August) from 5:30pm to 8:30pm. The structure of the group is a presentation is provided by a speaker providing information to Carers at the start of the group; as well as refreshments provided and opportunities for Carers to network with each other.
Early intervention for psychosis Carers Group	Carers Support Group for informal Carers of Customers under the care of Ealing Early Intervention for Psychosis held on every second Thursday of every month from 5:00pm to 6:30pm at Cherington House, Cherington Road, Hanwell, London W7 3HL
Carers Corner	Carers can get involved in a variety of gardening activities, such as planting seeds tending to blooms and harvesting fresh produce. The project is held on a weekly basis at DIG, 62 Green Lane, Hanwell W7 2PB.
Specialist Carers group for Carers of people with dual diagnosis	Offering Carers an opportunity to talk with others in a similar situation, to give and receive support. Aimed at Carers of people who have both a Mental Health diagnosis and a drug or alcohol issue, this group offers support to Carers who may not be able to get support from other groups. The group is in-person or via Teams on the last Tuesday of each month from 5:30-6:30pm. The Dominion Centre RISE Hub, Southall Library Entrance, Dominion Road, Southall, UB2 4BQ. To request a Teams link or any questions email: DDCarers@cgl.org.uk

Gaps and challenges

The information and evidence gathered demonstrates the challenges faced by Carers. These challenges have not changed but for some Carers the intensity of these has increased. The impact of the pandemic increased the burden of care, impacting the health and wellbeing of Carers and the census data shows that both older and younger Carers are providing more care hours than they were before.

Feedback from Carers indicates that the priorities identified in the current strategy are still relevant. Gaps and challenges remain however within these priorities.

Early identification and recognition of Carers

- the data indicates there are over 24,000 Carers in Ealing. Of these only a small proportion are known to services or identified by their GP. There is a significant gap in the number of Carers identified, recorded and accessing services
- there is a lack of available recorded local data on young Carers. Evidence indicates that young Carers tend to be caring for three years before they are identified and, in some cases, this could be as many as 10 years. Young Carers are potentially missing out on valuable support. The identification of young Carers should be a priority for all services
- national policy requirements set out the need to identify and undertake Carers assessments within a 'whole family' approach. All services need to do more to ensure that Carers are identified at every opportunity. There is a need for the entire 'system' to 'Think Carer' and 'Think family'
- Carers feel they are not involved in care planning despite national policy that sets out requirements to promote the involvement of patients and Carers in decisions about their care
- Carers want to be involved in care planning and this has benefits for the Carer, cared for and professionals. There is a need for staff training to better understand the role and challenges faced by Carers

Enabling Carers to have a family and community life alongside caring

- opportunities to have breaks from caring is a priority for many Carers. There is evidence of the benefit of breaks on Carers mental and physical wellbeing. Further development of the short breaks offer should be designed with Carers to ensure it meets their needs
- young Carers and young adult Carers are clear about what needs to change so that they have breaks and respite from their caring role and help from services that understand them

- the impact of Covid left many Carers feeling more isolated, neglected and exploited. Evidence indicates the importance of Carers having access to opportunities to socialise, connect with others in similar situation and be able to access facilities for them and the person they care for

Supporting Carers to maintain their physical and mental wellbeing

- the impact of caring on a Carer's physical and mental wellbeing needs wider recognition and understanding. Supporting Carers to maintain their own wellbeing should address both their mental wellbeing and physical health
- there is a need to identify Carers most at risk of poor mental and physical health outcomes. Targeted interventions that offer more intense support are needed to prevent and delay the health deterioration of these Carers
- an integrated and co-ordinated approach is needed to identify these Carers
- Carers have identified the need for access to mental health support and counselling, regular health checks, workshops or seminars on self-care techniques and stress management

Supporting Carers to maximise their incomes and realise their potential.

- there is a clear link between financial stress and a person's mental and physical health. The cost-of-living impact on Carers is not just a financial issue but one of health inequalities. There is a need to offer support to help Carers access benefits and other entitlements
- the financial strain of caring also impacts young Carers who have limited access to the benefits and support that is available to adult Carers
- more than half the Carers in Ealing are economically active and feedback from Carers has identified the need for support in helping them balance their caring responsibilities with education and employment
- young Carers are likely to have lower educational attainment than their peers and this was further exacerbated during the pandemic. Young Carers want help from their place of education and employer, to help them succeed
- the NHS Commitment to Carers programme has identified that if you enter school with a health inequality that health inequality will never close. Looking after young Carers and supporting them to reach their full potential must be a key priority for all services

Supporting Carers in their caring role

- accessing the support Carers need for themselves and the person they care for is a major cause of stress for Carers. Carers often sacrifice their own health needs to support the person they care for. All agencies need to do more to encourage Carers to self-identify and have an assessment of their own needs
- Carers play a vital role in providing care and support and they need to be supported to undertake their role. Carers want more information and training about the medical conditions or disabilities of the person they care for to help them in their caring role
- there is a continued need to understand the specific information and advice needs of Carers and respond appropriately
- information and advice needs may be different at different points in the caring journey eg. time of diagnosis, as conditions changes or deteriorates, at points of crisis or at the end of the caring journey. Finding the right information at the right time continues to be a challenge for Carers
- Carers want more understanding and recognition from professionals and the wider community about the caring role and the contribution they make

Recommendations

The priorities identified in the current Ealing Carers' Strategy (2018-23) are still important areas to address. Progress has been made in some areas such as awareness of assessments and involvement in care planning. However, there are still areas to be addressed such as access to good quality advice and information; identification and recognition of the role of Carers; access to services; opportunities for short breaks; support to maintain Carers health and well-being training to help in the caring role, employment and education support and. The following recommendations are made to address the priorities.

Early identification and recognition of Carers

1. develop and maintain a robust understanding of the local Carer population including young Carers, young adult Carers, parent Carers and adult Carers by improving data recording and reporting
2. prioritise the identification and recording across all parts of the health and care system with regular reporting to measure progress.
3. Support frontline staff across health, social care, education and voluntary sector services to increase the identification of Carers and offer support.
4. measure improvements in support for Carers by focusing on outcomes rather than processes
5. involve Carers meaningfully in the planning and delivery of quality services

Enabling Carers to have a family and community life alongside caring

1. develop the local support offer with Carers based on their feedback and understanding of their needs including how and where they want to receive information
2. ensure widespread understanding of the local support offer as well as its availability to inform Carers assessments
3. develop support that is appropriate and accessible for all Carers and those they care for recognising the diversity of Ealing's population and ensuring support is inclusive for all groups
4. design support that meets both current needs as well as helps prevent or delay deterioration in health and wellbeing by enabling Carers to take a break from their caring responsibilities
5. provide support that is personalised to Carers' needs and offers choice and flexibility including for example use of direct payments
6. adopt a whole family approach when considering the needs of Carers and develop care plans that help Carers identify their own support networks and maintain connections with family, friends and their local community

Supporting Carers to maintain their physical and mental wellbeing

1. understand and mitigate the negative impacts on the health and wellbeing of Carers due to the lack of availability and quality of wider health and care services, as well as the wider economic environment including the increase in cost of living
2. identify and address the barriers faced by Carers to improve access to services so that they can address their own health needs as well as those they care for
3. develop integrated approaches across health and social care to reduce the burden on Carers when interacting with different services and professionals
4. recognise caring as a factor that can impact health and health inequalities experienced by Carers
5. prioritise support for Carers that helps them stay physically and emotionally healthy to prevent their own health needs from deteriorating
6. recognise the social isolation and loneliness experienced by Carers and identify those most in need and tailor services to address this need

Supporting Carers to maximise their incomes and realise their potential

1. acknowledge the economic contribution of unpaid Carers as well as the role of Carers who maintain employment, education and training whilst caring
2. support Carers to balance their caring responsibilities to ensure these responsibilities are not having a detrimental impact on their employment or educational prospects
3. recognise statutory duties to protect children and young people from inappropriate levels of caring, and ensuring they have the support they need to learn, develop, and thrive and enjoy positive childhoods
4. develop a Carer-friendly borough including Carer-friendly workplaces where the needs of Carers are widely understood and accommodated, and support is available to help Carers maximise and realise their potential