

A photograph of a woman and a child. The woman on the left is wearing a blue cap and has green and yellow paint on her face. She is smiling broadly. The child on the right is wearing a pink hat with colorful paint splatters and sunglasses. They are both smiling and appear to be at a paint festival or similar event. The background is bright and slightly blurred.

**Greater
Manchester
Integrated Care
Partnership**

**Are you
a parent
carer?**

Introduction

Across Greater Manchester, local authorities, health partners, and carer organisations are signed up to the GM Carer's Charter; a shared commitment to meet the needs of carers, manage their caring commitments and live a life outside of caring.

But we know that being a parent carer comes with its own unique challenges and experiences. The Greater Manchester Health and Social Care Partnership in collaboration with parent carers across Greater Manchester developed a series of standards. This work is now being taken forward by NHS Greater Manchester Integrated Care, which has brought together the Partnership and the ten CCGs since July 2022.

These standards serve two purposes:

- They guide organisations in how best to address, understand and support parent carers.
- They empower parent carers by informing them of how organisations will meet their needs as carers.

Who are parent carers?

A carer is someone of any age who supports, unwaged a relative, partner or friend who, due to physical or mental illness, disability, frailty, or addiction could not manage without that support. A parent carer is someone who provides care to a child or young person (aged 0 – 25) with a special educational need or disability (SEND), or the child or young person may be ill, have mental health issues or substance misuse problems.

We cannot underestimate the difficult experiences of parent carers across the system and the exacerbation of those negative experiences over the last few years, due, in part, to Covid-19 as well as the health inequalities experienced by different groups of people in society. The development of these standards has been both, an opportunity to listen to parent carer experiences, but also an attempt to create some consistency in the offer and inform parent carers what they can expect across the ten districts.

We cannot underestimate the difficult experiences of parent carers across the system and the exacerbation of those negative experiences over the last few years...

What are the standards?

As a parent carer I am assured that:

1. Professionals will listen and collaborate with me, committing to regular check-ins if that helps me.
2. Systems, information and advice aimed at me will be clear and jargon free.
3. I do not have to repeat my story; professionals share information with each other that has been agreed with the family, within legal guidelines.
4. I am known and addressed as an individual in my own right.
5. Respite care is appropriate to my family's needs.
6. My wellbeing and career aspirations are treated as a priority.
7. I am treated with compassion, dignity, and respect.
8. Primary care and health settings assist me with my carer journey and prioritise my appointments wherever possible.
9. I will be supported to help achieve my life and or career goals and aspirations.



Introduction for professionals

In April 2021 the GM Carers Delivery Group, lead by by the Disability Advisory and Support Service Manchester (DASS Manchester), asked the parent carer workstream to develop a series of standards; a set of principles and quality markers that would support the GM Carer's Charter. These standards focus on the unique challenges that parent carers face and will steer local authorities and services in shaping their offer and measure success.

The Parent Carer Standards were co-produced and developed alongside parent carers from across all ten Greater Manchester localities and the Greater Manchester parent carer workstream in Spring 2022. They speak to the frustrations of the parent carer experience – but are underpinned by the desire to work with localities and services to refine service offers. Alongside each standard is a statement reflecting the experiences of the voices we heard, as well as examples of how each recommendation could be put into practice.



The standards for practitioners

- Professionals listen and collaborate with parent carers and commit to regular check-ins.
- Systems, information and advice needs to be clear and jargon free.
- To not ask parent carers to continually repeat their story. Professionals share information with other organisations in consultation with the parent/carer and/or family.
- Parent carers are to be known and addressed as individuals in their own right.
- That respite care is appropriate to their family's needs.
- That parent/carer wellbeing is treated as a priority.
- Parent carers are to be treated with compassion, dignity and respect.
- Primary care and health settings to assist them with their carer journey and prioritise their appointments.
- Acknowledge that parent carers may have career aspirations. They require proactive support from social care and health care professionals to help them achieve these aspirations which are central to their wellbeing.