

# Identifying and supporting unpaid carers in England to improve integrated system working

A resource  
for health and  
social care  
professionals

19 February 2025

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TRUST**

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*making life better for carers*

**VCSE**  
health &  
wellbeing  
alliance ■

**Dominic Carter**

**Director of Policy and Public Affairs, Carers Trust**

**Introduction and welcome**

Agenda item:	Facilitator:
Introduction and welcome	Dominic Carter, Director of Policy and Public Affairs, Carers Trust
Why supporting unpaid carers across health and social care matters – an unpaid carers perspective	Dame Philippa Russell DBE, Vice President, Carers UK
A local carers organisations perspective	Vicky Keeley, CEO, Sefton Carers Centre
A different approach to supporting unpaid carers – 10-year plan for the NHS	Neil Churchill OBE, Director for People and Communities, NHS England
Existing legal responsibilities to unpaid carers across health and social care	Emily Holzhausen CBE, Director of Policy and Public Affairs, Carers UK
About the new resource Carers Partnership has developed for health and care professionals	<ul style="list-style-type: none"> <li>• Rachel Garton, Experience of Care Senior Manager, NHS England</li> <li>• John Perryman, Policy and Public Affairs Manager, Carers UK</li> <li>• Chloe Rollings, Policy and External Affairs Officer, Carers Trust</li> </ul>
Update from NHS E re. upcoming resources in 2025	Ellie Coulbeck / Jim Smith, Experience of Care Managers, NHS England
Audience Q+A	Dominic Carter, Director of Policy and Public Affairs, Carers Trust Emily Holzhausen CBE, Director of Policy and Public Affairs, Carers UK
Thanks and close	Emily Holzhausen CBE, Director of Policy and Public Affairs, Carers UK

# About the VCSE Health & Wellbeing Alliance



The Voluntary Community and Social Enterprise (VCSE) Health and Wellbeing Alliance (HW Alliance) is a partnership between voluntary sector representative and the health and care system.

The Alliance is jointly managed by the Department of Health and Social Care (DHSC), the UK Health Security Agency (UKHSA) and NHS England, and is made up of 18 VCSE Members that represent communities who share protected characteristics or that experience health inequalities.

**Carers UK and Carers Trust collaborate through the Alliance as the Carers Partnership. Our work aims to:**

Improve knowledge of barriers and enablers regarding unpaid carers' access to services amongst health and social care professionals, commissioners and policy makers.

Increase uptake of resources by unpaid carers and the professionals who support them, across both health and social care, helping to improve carers' access to support and their understanding of local support available.

Support providers and policy makers to include and systematically think about unpaid carers when it comes to service design and improvement – at both national and local levels.

Increase sharing of knowledge about 'what works' when it comes to supporting unpaid carers across both health and social care.

**Dame Phillipa Russell DBE**  
**Vice President, Carers UK**

An unpaid carers' perspective:  
**Why supporting unpaid carers across  
health and social care really matters**



## **Vicky Keeley** **Chief Executive, Sefton** **Carers Centre**

**A local perspective:  
Supporting unpaid carers  
across health and social care**







## “In the middle” ... Advocating for unpaid carers

In the middle can be challenging

We work with both Local Authority and Health

Both have different pressures, targets and measures

We sit on a variety of improvement projects and boards and although there is an understanding of the need to support unpaid carers, and acknowledgement of legislation to ensure this happens.....the reality of putting into day-to-day practice is the challenge.



# Recognising the value of partnership

Some examples of areas we have impact:

- ✓ Hospital Discharge project
- ✓ Virtual wards / Home First
- ✓ One off PHBs
- ✓ Carers Assessments
- ✓ Direct Payments
- ✓ Personal Health Budgets
- ✓ Living Well Sefton





# Personal Assistants & Hospital Discharge

- Our partnership enables skills and knowledge to be exchanged. This example shows the importance of this process.
- Sefton Carers Centre also delivers Direct Payments for Social Care. SCC knowledge of liability insurance identified that PAs may not be insured on virtual wards.
- Meetings brokered with Hospital Trust, SCC & Lead insurance broker.
- Agreement made to refer to SCC identified patients for VW who employ a PA via a Direct Payment to review if insurance endorsements are required.

## **Background**

A gentleman in his 80s was referred by the social worker at Southport Hospital. He had had a fall in the grounds of his sheltered accommodation.

## **Barrier to discharge**

There was a need for assistance with purchasing a microwave as the gas had been disconnected in the flat as a safety precaution. The patient also needed to purchase new bedding as his double bed was being replaced with a single hospital bed.

## **What we did**

The gentleman's neighbour and unpaid carers agreed that the card could be made in his name and that he would go and purchase the items. The social worker calculated that £165 would be sufficient for everything that was needed. Within 24 hours of us receiving the referral we had issued the card and the unpaid carer had bought the microwave and bedding. Support was also given to the unpaid carer from the hospital discharge team at SCC and a carers assessment provided.

# One-off PHBs Hospital Discharge Case Study

**Neil Churchill OBE**

**Director for People and Communities  
NHS England**

**A different approach to supporting unpaid carers:  
the 10-year health plan for the NHS in England**

**Emily Holzhausen CBE**

**Director of Policy and Public Affairs**

**Carers UK**

**Existing legal responsibilities to unpaid carers across  
health and social care**

# Legal duties to unpaid carers across health and social care

## Legal responsibilities towards unpaid carers across health and social care

There are several statutory duties (or legal responsibilities) which are placed on public health and social care bodies, like local authorities and Integrated Care Boards (ICBs).

Legislation is often supported by statutory policy guidance which also helps set out expectations to explain parts of the law. This has the equivalent of the force of law.

These legal responsibilities are outlined on pages 7 and 8, and we provide more detailed information in [Annex 1](#).

### Carer-specific legislation

#### Health and Care Act 2022

The Health and Care Act 2022 contains four key provisions in relation to carers:

- **Section 10:** Places a duty on NHS England to consult carers and other representatives regarding commissioning or policy decisions which affect service provision and delivery.
- **Section 25:** Places a duty on Integrated Care Boards to promote the involvement of unpaid carers, where appropriate, in relation to decisions about prevention, diagnosis, treatment and care.
- **Section 25:** Places a duty on Integrated Care Boards to consult carers in commissioning or policy decisions affecting services.
- **Section 91:** Places a duty on NHS Trusts and Foundation Trusts to involve carers, where appropriate, in planning for hospital discharge as soon as is feasible.

#### Care Act 2014

The Care Act 2014 requires local councils to assess unpaid carers, provide support to meet their needs, and promote carer-wellbeing. Duties also include providing information, advice, and support to prevent carers from developing further support needs. Local councils also have a duty to involve unpaid carers in the design of services that affect them.

#### Children and Families Act 2014

The Children and Families Act 2014 protects children, as well as offering specific protection to young carers, young adult carers moving into adulthood, and parent-carers of disabled children (including those with a long-term condition). It specifies that local authorities must meet their duties to identify, assess and support young carers, young adult carers and their families.

#### Carer's Leave Act 2023

The Carer's Leave Act 2023 makes provision for employees who balance work with unpaid caring responsibilities to take up to one week of unpaid carer's leave per year, if providing or arranging care for someone with a long-term care need. There are other workplace rights which support carers in employment, which are set out [here](#).

The National Institute for Health and Care (NICE) guideline, **'Supporting adult carers' (NG150)**, also includes information and guidance for health and social care practitioners.

## In practice, what does this mean for health and social care professionals?

1. Proactively identifying and recognising carers
2. Offering carers timely and relevant information
3. Connecting carers to local or relevant support services
4. Supporting carers to access a carer's assessment
5. Providing support following the outcomes of a carer's assessment
6. Involving carers in relevant decisions about health and social care services
7. Involving carers in any strategic planning or delivery of services



# Our new resource for health and social care professionals

Our new resource has been codesigned with the input of unpaid carers, professionals working in health and social care, virtual wards leaders, local carers' organisations and local authorities, colleagues at NHS England and the Department of Health and Social Care.

## Identifying and supporting unpaid carers in England to improve integrated system working

A resource for health and social care professionals

February 2025

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# Carer identification

Health and care professionals are essential in helping family members and friends identify as unpaid carers, supporting them to navigate an often-confusing pathway between the NHS and social care, and connecting them to the most appropriate support.

Several resources have been developed by NHS England, the Carers Partnership, and others to support the identification of unpaid carers across health and social care, including the following:

- [Supporting carers in general practice: a framework of quality markers](#)
- [SNOMED CT codes – coding unpaid carers](#)
- [Carers passports in hospitals](#)
- [Carers UK webpage on identification](#)

Includes [Good Practice Example from Carers Support Bristol and South Gloucestershire](#)

51% of carers take over a year to recognise their caring role; 36% take over three years to do so.

**Carer identification**

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The identification of unpaid carers is essential for ensuring that people understand and can access support for their physical, mental, and emotional wellbeing. Identifying as a carer also enables people to engage with relevant health and social care systems and processes, such as hospital discharge, and helps to improve policy making.

Several resources have been developed by NHS England, the Carers Partnership, and others to support the identification of unpaid carers across health and social care, including the following:

- **Supporting carers in general practice: a framework of quality markers**
- **Carers passports in hospitals**

A Carer Passport in a hospital is a simple tool which helps to identify and recognise someone as a carer for a patient in their hospital. The Carers Passport allows the carer to be more involved in the patient's care and connects them to additional support. The **video** below explains how a Carer Passport scheme in your hospital could benefit you.

This NHS England resource is designed to improve carer identification in general practice. It includes practical ideas and actions to help GPs better identify and support carers of all ages. Its overall aim is to develop quality markers for Carer Friendly GP practice, to reduce carer breakdown and improve carer health-related quality of life. Participation by GP practices is voluntary and can be promoted and supported at Integrated Care System, Primary Care Network or individual practice level.

Carers UK's State of Caring survey found that half (51%) of carers said it took over a year to recognise their caring role, with over a third (36%) taking over three years to do so.<sup>10</sup>

Health and care professionals are essential in helping family members and friends identify as unpaid carers, supporting them to navigate an often confusing pathway between the NHS and social care, and connecting them to the most appropriate support.

**Good practice example**

NOTE: This resource is being updated by NHS England in 2025.

You can find more information about Carers Passports [here](#).

integrated approach to... of carers, across 26 GP practices in South Gloucestershire and 54 GP practices in Bristol. Some of the initiatives used to help support the identification of unpaid carers include:

- > Carer...
- > GP practices.
- > Carers registers.
- > Carers surgeries.

# Hospital discharge and unpaid carers

## Hospital discharge and unpaid carers

When supporting someone to be discharged from hospital, local authorities and NHS Trusts have a legal requirement to consider what support people are going to need at home, and who will provide that care.

Deciding to care, or continue caring, for someone leaving hospital can be challenging, especially for new carers

or those whose caring responsibilities have increased or changed. A needs assessment for unpaid carers should therefore be undertaken to determine if they are willing and able to provide care, ensuring carers have a choice. Carers are entitled to support, ranging from advice and personal budgets to additional services for the person they care for.

### Legal responsibilities regarding carers at hospital discharge

As health and care professionals, you will be delivering your organisation's statutory duty under Section 91 of the Health and Care Act 2022 to *involve carers* where appropriate, in planning for hospital discharge as soon as is feasible.

This is supported by statutory guidance which specifies that NHS bodies and local authorities should ensure that, where appropriate, unpaid carers and family members are *involved in discharge decisions*.



Includes Good Practice Example from Camden Carers

## Resources:

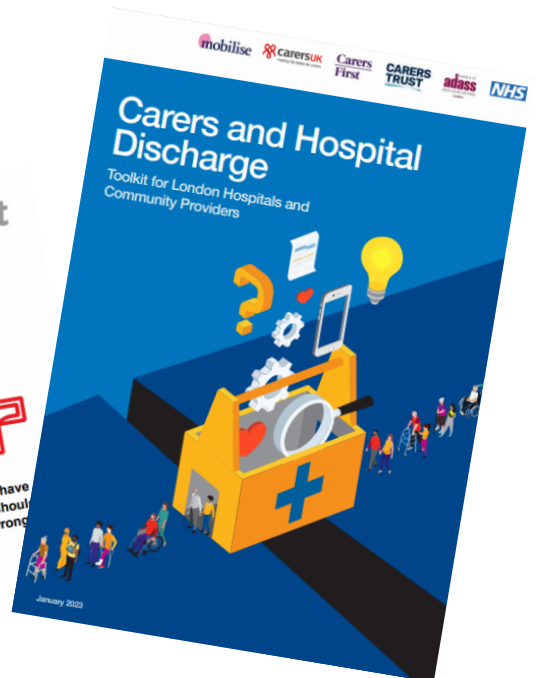
- NHS London has developed a [Carers and Hospital Discharge Toolkit](#) to improve the experiences of carers and the people they care for during hospital discharge.
- Carers UK has produced a [‘Coming out of hospital checklist’](#) and a comprehensive [‘Coming out of hospital factsheet’](#) to support unpaid carers at hospital discharge.

carersUK

factsheet

### Coming out of hospital

It is helpful to know what to consider if you're looking to care for someone who is coming out of hospital, especially if their needs have changed. This factsheet explains what to expect, the steps that should be followed, your rights as a carer, and what to do if things go wrong. This information applies to people living in England.





# Social prescribing for unpaid carers

Health and care professionals can support carers to access local social prescribing through their GP practice or through support offered by voluntary, community or social enterprise organisations.

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## Social prescribing for unpaid carers

Social prescribing helps support unpaid carers to stay healthy, well and connected to their community. It works particularly well for unpaid carers who are feeling lonely or isolated, experiencing poor mental health, have long term conditions or complex social needs.

By connecting people to practical, social and emotional community support, carers can access a wide range of community groups, activities, and services that support them with issues that affect their health and wellbeing.

**NHS England » Social prescribing** outlines that since 2022/23, as part of their contract, Primary Care Networks have been required to deliver proactive social prescribing services. This means that primary care networks must work with a population experiencing health inequalities to proactively offer social prescribing interventions. Local areas can use population health management data and the health inequalities improvement dashboard, alongside working with their local communities to identify who in their areas is experiencing health inequalities. Many PCN's have identified unpaid carers as a group that should be offered social prescribing.

Health and care professionals can support carers to access local social prescribing through their GP practice or through support offered by voluntary, community or social enterprise organisations.



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Includes Good Practice Example from Sefton Carers Centre – Listening Ear Service

## CARERS TRUST

What we do ▾ Help for carers ▾ Our networks ▾

Home > Resources > Social Prescribing Good Practice and Top Tips

### HOW-TO-GUIDE

## Social Prescribing Good Practice and Top Tips



Published: 2022 Author: Carers Trust on behalf of the Health and Wellbeing Alliance



Carers Trust, as part of the Carers Partnership alongside Carers UK, in the **Health and Wellbeing Alliance**, delivered a project looking at good practice in partnership working between local VCSE organisations and statutory partners in Social Prescribing and interventions aimed at combatting loneliness amongst unpaid carers.

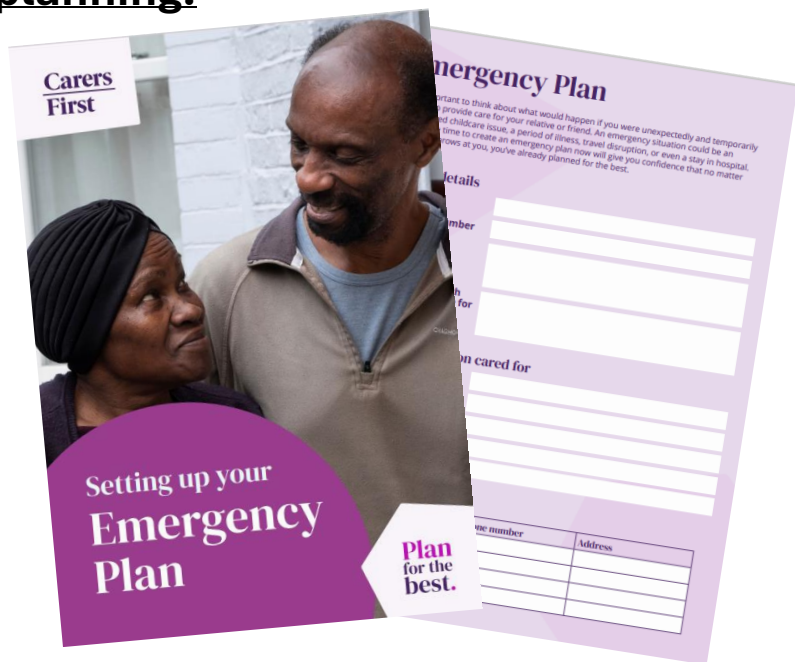
Social Prescribing and interventions combatting loneliness amongst unpaid carers: Good Practice examples

Top Tips for Commissioners and Providers of Social Prescribing and interventions combatting loneliness for unpaid carers

# Carer contingency planning

For effective contingency planning, carers need to understand the benefits of making a contingency plan and what support is available. It is also essential that health and care teams are aware of how to find existing plans, know how to activate them promptly when required, and feel confident to have meaningful conversations with carers.

## Resources to support effective carer contingency planning:



**Carer contingency planning**

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The NHS Long Term Plan, published in 2019, recognises that a system of support for this type of work is needed in the areas where they are most needed.

For effective contingency planning, carers need to understand the benefits of contingency plan and what support is available.

The report recommends that all ICSs need to take steps to:

- understand current contingency planning provision in the system,

**Resources to support health and care professionals with effective carer contingency planning:**

- **Carer Contingency Campaign Pack:** The Carers Partnership worked with NHS England in 2023/24 to develop a Carer Contingency Campaign Pack. The pack includes a toolkit of resources designed to support local carers organisations and others to deliver carer contingency plans for carers in their area.
- **MyBackUp:** Please use this simple tool to support unpaid carers to develop effective contingency plans that meet their needs and the needs of the person(s) they care for. Find out more [here](#).
- **Jointly:** an innovative mobile and online app that is designed by carers for carers to help make caring feel less stressful and more organised. Please highlight the tool to any carers you come into contact with. Find out more [here](#).

**Carers First's 'Plan for the best' Emergency Plan**

In 2022, Carers First launched a campaign to help unpaid carers understand the importance of planning for an emergency and to encourage them to put an emergency plan in place. Working collaboratively with carers, Carers First gathered insights on the barriers to having an emergency plan including misunderstandings about what an emergency plan is or why it was needed and 'not knowing where to start'. To address these challenges, Carers First developed a practical emergency planning toolkit which includes a downloadable template with guide and a physical pack.

**Since the campaign**

- > Over 2,300 templates accessed through the website.
- > Over 4,000 views on the Planning for Emergencies as a carer page.

Continuing this best practice, Carers First supports registered carers to prepare for emergencies, supporting them to access resources to ensure every carer has an Emergency Plan in place.

**Good practice example**

**Includes Good Practice Example from Carers First – 'Plan for the best' Emergency Plan**



# Supporting carers through virtual wards

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## Supporting carers through virtual wards

Virtual wards (also known as **Hospital at Home**) allow patients to get hospital-level care safely at home and in familiar surroundings. The staff, equipment, technologies, medication, and skills usually provided in hospital are delivered in people's own homes.

**Legal requirements to involve and support unpaid carers through virtual wards**

Under the **Health and Care Act 2022** (Section 25, amending Health Act 2006), each Integrated Care Board (ICB) has a duty to promote the involvement of patients and their carers in any decisions which relate to the prevention or diagnosis of illness in the patients, or their care or treatment.

In practice terms this means:

- Ensuring that the contributions of carers are properly acknowledged and valued when it comes to planning and providing care.
- Being proactive in communicating with carers, ensuring that they are kept well informed throughout the process from planning care, to implementation, and ensuring that there is correct follow-up after the use of a virtual ward ceases.
- Training and information should be provided for staff involved in the delivery of the virtual ward so that they can better understand the needs of unpaid carers, and ensure they fulfil their duties towards them.

**The NHS England operational framework for virtual wards** (published August 2024) highlights that unpaid carers should be recognised as equal partners in care who can provide vital information about the person with care and support needs.

The framework makes clear (**appendix 2**) that to support carers, virtual wards must be designed in such a way that enables professionals to:

- identify unpaid carers,
- signpost carers to carers' assessments and further support, such as advocacy and respite care,
- involve carers as equal and expert partners in care,
- be aware of carer rights under the Care Act and young carer rights under the Children and Families Act,

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Training and information should be provided for staff involved in the delivery of the virtual ward so that they can better understand the needs of unpaid carers, and ensure they fulfil their statutory duties towards them.

## Resources to support carers through virtual wards:

The Carers Partnership has worked with the virtual wards team at NHS England to develop a suite of resources to support the delivery of virtual wards in England, ensuring they consider and engage with unpaid carers.

These resources are brought together in a **co-produced toolkit** aimed at professionals, local carer organisations, local authorities and unpaid carers.

The toolkit includes:

- (1) [a professional's checklist](#);
- (2) [a carer pathway through virtual wards](#);
- (3) [a checklist and advocacy guide for carers](#);
- (4) [a policy briefing on what virtual wards are](#); and
- (5) [carer information leaflet for local carers organisations](#).

# ICS engagement of unpaid carers

The statutory bodies that comprise Integrated Care Systems (i.e., Integrated Care Partnerships and Integrated Care Boards) have statutory duties towards carers, as set out in the Health and Care Act 2022, which mean they have a legal responsibility to:

1. Involve unpaid carers alongside patients and the public in relation to planning, commissioning and operational changes of services that relate to them.
2. Promote unpaid carers' individual involvement (where appropriate) in a patient's prevention, diagnosis, treatment and care.

## Resources to support ICS engagement with unpaid carers:

- [ICS policy explainer](#): This resource provides information on what ICSs, ICBs, and ICPs are and how they relate to unpaid carers.
- [Carer engagement guide](#): This resource, co-produced with unpaid carers, provides an overview of ICSs, including what their legal responsibilities towards carers are, and the types of services and systems that fall under them. It highlights the potential challenges of engaging with ICSs, and how carers can effectively engage with them, and which structures they can do so through.

## Integrated Care Systems (ICSs) engagement of unpaid carers



**Integrated Care Systems are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area.**

The statutory bodies that comprise Integrated Care Systems (i.e., Integrated Care Partnerships and Integrated Care Boards) have statutory duties towards carers, as set out in the Health and Care Act 2022, which mean they have a legal responsibility to:

- **Involve unpaid carers alongside patients and the public in relation to planning, commissioning and operational changes of services that relate to them (s. 25 14Z45 Health and Care Act 2022).**  
This means that if strategies or services are being created or changed, then unpaid carers should be involved. It is essential that unpaid carers are mentioned specifically in involvement and consultation and the way that this is done is critical to

ensure that carers' experiences are understood. There is guidance on engagement for ICSs more generally which we set out below.

- **Promote unpaid carers' individual involvement (where appropriate) in a patient's prevention, diagnosis, treatment and care (section 25 14Z36 of the Health and Care Act 2022** which amends the 2006 Act).  
Integrated Care Boards must promote this through all providers of services e.g. NHS Trusts (hospitals) and GP practices.

The Carers Partnership has worked with NHS England to develop resources to support ICS engagement with unpaid carers and ensure they are meeting their statutory duties. These resources include:

- **ICS policy explainer**  
This resource is aimed at unpaid carers and local carers organisations, to provide information as to what ICSs, ICBs, and ICPs are and how they relate to unpaid carers. It provides

information about how these structures fit with others in health and social care, the role Voluntary, Community, and Social Enterprise (VCSE) organisations play, as well as how to find out information about their local ICB/ICS.

- **Carer engagement guide**  
This resource, co-produced with unpaid carers, provides an overview of ICSs, including the background to their formation, what their legal responsibilities towards carers are, and the types of services and systems that fall under them. The resource also talks about the potential challenges of engaging with ICSs, and how carers can effectively engage with them, and which structures they can do so through.

# Carers' breaks

National Institute for Health and Care Excellence (NICE) recommends that carers' breaks should "meet carers' needs for a break...in duration, timing, frequency and type of break" and "be arranged in a way that provides reliable and consistent support to the carer".

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## Carers' breaks

Carers' breaks are essential in helping people to continue caring while maintaining their own health and wellbeing, social connections and relationships.

Being able to take time away from the pressures of a caring role is one of the most frequently voiced concerns from unpaid carers. Despite this, access to breaks can be difficult and many carers simply do not get the breaks they need; 41% of carers recently told Carers UK they have not taken a break in the last year.<sup>11</sup>

Carers' breaks should be planned, meaningful and positive. The National Institute for Health and Care Excellence (NICE) recommends that carers' breaks should "meet carers' needs for a break, for example in duration, timing, frequency and type of break" and "be arranged in a way that provides reliable and consistent support to the carer". The arrangements therefore need to work for both the carer and the person they care for, in order to be beneficial and improve carer wellbeing.

**Time Away From Caring: Good Practice in Carer Breaks**, is a report and resource developed by the Carers Partnership for commissioners and providers who want to develop and enhance their carer breaks offer. It:

- brings together evidence on the importance of breaks for unpaid carers,
- highlights good practice in providing breaks and,
- offers top tips to commissioners and providers on what steps they can take to ensure the carers they support have access to breaks.

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Includes Good Practice Example from Wandsworth Carers Centre – partnership working with local organisations

## GOOD PRACTICE

# Time Away From Caring: Good Practice in Carer Breaks



Published: 2023 Author: Carers Trust

Time Away From Caring: Good Practice in Carer Breaks, is a case study led report

- Brings together evidence on the importance of breaks for unpaid carers – collected as part of the project and Carers Trust's wider work with local carers

Time away from caring: Good practice in carer breaks

## Other resources to support carers' breaks:

- [The Social Care Institute of Excellence \(SCIE\) guidance for commissioners](#)
- [Carers UK's Taking a break factsheet](#)
- [Carers UK's Supporting carers to take a break video series](#)



# Carers' assessments

Health and social care professionals have a key role in helping carers access and engage with these assessments. This includes informing carers of their rights, explaining the purpose of the assessment, and providing clear guidance on the process.

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## Carers' assessments



Under Section 10 of the Care Act 2014, local authorities must assess unpaid carers to identify their personal outcomes, current and potential needs, and the impact of their caring role on their wellbeing.

Health and social care professionals have a key role in helping carers access and engage with these assessments. This includes informing carers of their rights, explaining the purpose of the assessment, and providing clear guidance on the process.

Professionals conducting the assessment must create a supportive environment, empowering carers to share their needs and priorities. Using strengths-based approaches, they can facilitate meaningful conversations and explore the carer's existing resources and challenges.

Assessments should evaluate whether carers are willing and able to continue their role and determine the support required to sustain it. They must also account for the fluctuating nature of carers' needs, considering both present circumstances and potential future changes.

Once completed, the assessment should provide a comprehensive understanding of the carer's situation, ensuring appropriate support is identified. Where eligible needs are found, professionals should work to secure support that makes the carer's role both sustainable and aligned with their wellbeing and personal outcomes.

### Carers' assessments – developments, digital, diversity, co-production and good practice

This resource is aimed at local authorities and local carer organisations and is intended to increase awareness around what carers' assessments entail from a carer's perspective. It also highlights what further support can be offered in terms of accessing assessments and the support that follows. It also includes good practice examples of innovative delivery regarding carers' assessments.

### Legislation and further resources

You can access further information about the importance of carers' assessments using the resources below.

Care Act: Legal duties and impact on individuals (SCIE, 2024)

NICE guideline: Supporting adult carers (NICE, 2020)

Advice for unpaid carers on carers' assessments (Carers UK)

## Resources to support carers' assessments:

- [Carers' assessments – developments, digital, diversity, co-production and good practice](#): Aimed at local authorities and local carer organisations, this resource is designed to increase awareness around what carers' assessments highlight what support can be offered and good practice examples of innovative delivery regarding carers' assessments.



**Carers' assessments:  
developments, digital,  
diversity, co-production  
and good practice**



- [Care Act: Legal duties and impact on individuals \(SCIE, 2024\)](#)
- [NICE guideline: Supporting adult carers \(NICE, 2020\)](#)
- [Advice for unpaid carers on carers' assessments \(Carers UK\)](#)

**Ellie Coulbeck and Jim Smith**  
**Experience of Care Managers**  
**NHS England**

**Update on upcoming NHS England resources in 2025**



# Any questions?

**Download the new resource using the links below:**

- [Carers UK website](#)
- [Carers Trust website](#)

**For further information, please contact**

- [policy@carers.org](mailto:policy@carers.org)
- [policy@carersuk.org](mailto:policy@carersuk.org)

