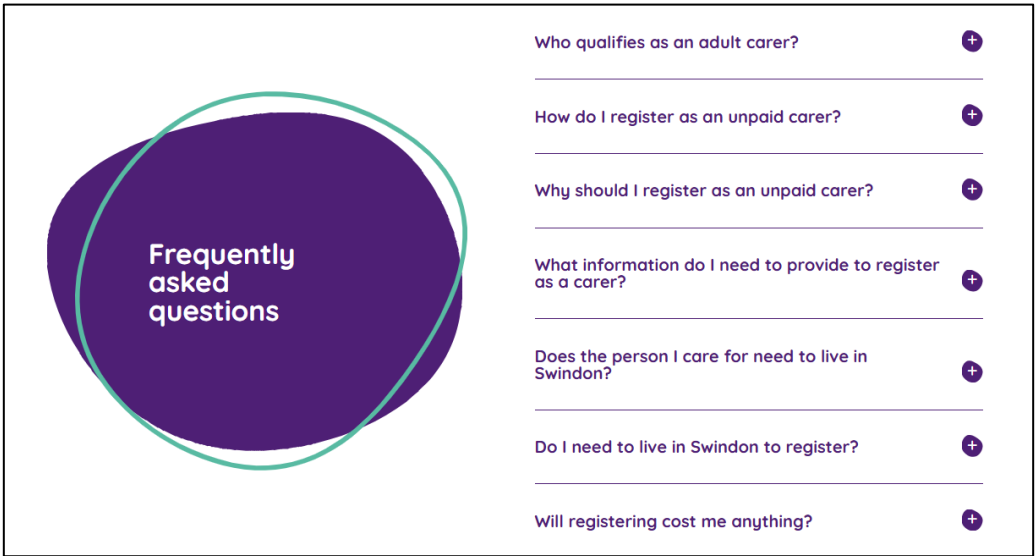


SCRUTINY REVIEW OF STOCKTON-ON-TEES ADULT CARERS SUPPORT SERVICE

OTHER APPROACHES / GOOD PRACTICE

Examples of carer-related support offers across the UK

- **East Riding of Yorkshire Council:** Newsletter for Carers (Winter 2025)  
<https://downloads.eastriding.org.uk/ersab/carers-and-cared-for/we-care-newsletter/We%20Care%20Newsletter%20-%20Winter%202025.pdf>
- **Action for Carers Surrey:** Adult Carers (featuring carers stories)  
<https://www.actionforcarers.org.uk/who-we-help/adult-carers/>
- **Swindon Carers Centre:** Adult Carers (featuring ‘Frequently asked questions’ and an ‘Events and activities’ section)  
<https://www.swindoncarers.org.uk/support-for-unpaid-carers/adult-carers/>



- **Gateshead Council:** Support for adult caregivers (includes carers stories and a ‘carers passport’ initiative)  
<https://www.gateshead.gov.uk/article/15878/Support-for-adult-caregivers>
- **Devon County Council:** Supporting you to look after someone (includes free training courses available to training and a ‘Carer Ambassador’ concept)  
<https://www.devon.gov.uk/adult-social-care/carers-support/>

- **Suffolk Family Carers:** Adult Carers (includes 'technology to help your caring role' section)  
<https://suffolkfamilycarers.org/who-do-we-support/adult-carers/>

**What technology can do for you**

Many of us use technology in our everyday lives but have you thought about how it could help make your life as a family carer easier.



There is a range of simple devices and apps that can help someone live independently for longer and give you peace of mind when you can't be around to help them.

Technology could help you to:

- Have more control over your caring role
- Give you peace of mind when you cannot be physically present
- Help reduce unplanned visits or hospitalisations
- Help the person you care for leave hospital earlier
- Keep track of medication, appointments, referrals and more with the [NHS App](#)

You could set up a simple device or app to help keep organise the person you care for, build a system that monitors a whole house or take advantage of one of the offers from Suffolk County Council and local NHS services.

**Support via technology**




Getting online  
Carers Assessment  
NHS App


## Good practice guidance

- **National Institute for Health and Care Excellence (NICE):** Supporting adult carers (Jan 20)  
<https://www.nice.org.uk/guidance/ng150>
- **Directors of Adult Social Services (ADASS):** Supporting Carers Hub (including 'Explore great practice from across the UK' section)  
<https://www.adass.org.uk/supporting-carers-hub-homepage/>
- **CQC Local Authority Assessments:** Update to National Scrutiny Officer Network on two-year programme of baselining to determine how well Local Authorities are meeting their social care duties under part 1 of the Care Act (Mar 25)

**Emerging themes**



- **Support for unpaid carers** is an area where there is a need for improvement including;
  - better identification,
  - improved range and capacity of services,
  - more timely assessments
  - personalisation of support in differing needs dependent on age and needs of the person being cared for (i.e. adult carer of a young person, children caring for adults)



- **Carers Trust:** Time away from caring: Good practice in carer breaks (2023) (note: includes section on SBC Time Out service (page 23-24)).  
<https://carers.org/downloads/carers-trust-carer-breaks-hwa-report2.pdf>

### **Good Practice: Stockton Borough Council – Time Out**

Key lessons: Tailored to individual needs

Stockton Borough Council provides carer support “in-house” – so, unlike many other local authorities, do not commission carer support to a third-party organisation.

The Carers' Hub offers a 'Time Out' service for unpaid carers who need time away from their duties. Time Out provides up to 8 hours of breaks a month free of charge. This can be a planned regular break or used on an ad hoc basis.

Referrals to the project can come from any professional in health and care or be a self-referral. The only criteria for accessing the services for both the carer and the person with care needs must be adults, and the service is not regulated and does not provide domiciliary care as part of the break.

When carers are referred to the service, a Time Out Coordinator will have an initial conversation with the carer, and the person with support needs to find out what their needs and preferences are. Based on this, the Time Out Coordinator will connect the family with a Time Out worker. The project aims to have the same Time Out worker providing the break each time.

Breaks are flexible and the Time Out worker can take the person with care needs into the community or sit with them at home. It is up to the person with care needs and the carer how the time is spent.

Time Out can often be a good first step into accessing carer support. Because carers do not require a statutory assessment to access the service, the service can act as an early intervention preventative measure and enable Stockton Borough Council's carer support team to engage with the carer and monitor if their support needs increase. If additional support is required, then carers can access other services that are provided by the Stockton Borough Council carers support team.

#### **Carer's Story**

Margaret's husband Michael was diagnosed with Parkinson's Disease in 2009. Margaret has been using the Time Out service for several years, using the opportunity to meet friends and family.

Karl, a Time Out worker, takes Michael out for walks and to the sites like Preston Park. A visit to a local museum sparked many memories for Michael who shared them with Karl.

Margaret said, “Karl has become a friend, he's like one of the family now. He treats Michael as his friend and it's as if we've known him for years. The support workers that take Michael out are really brilliant. They make him laugh.”

Margaret added, “I don't think I could cope without the Time Out service now. They are really nice, trustworthy people. I would recommend the service to everybody.”