



“Pushed from pillar to post” – the reality of carers’ rights

A report drawing on the experiences of unpaid carers, local carer services and health and social care practitioners

**CARERS
TRUST**



About Carers Trust

Carers Trust is the UK infrastructure organisation supporting unpaid carers. It supports a network of over 130 local carer services, which covers nearly 90% of the UK. Last year it reached over 1.1 million carers through a mix of services, including advice and guidance, grants, respite, local groups and programme support. Carers Trust's vision is that carers are heard and valued, and have access to support, advice and resources to enable them to live fulfilled lives.

Carers Trust hosts the Young Carers Alliance, a network of over 200 organisations and 700 individuals committed to improving identification of, and support for, young carers and young adult carers. It also hosts the Scottish Young Carers Services Alliance, an informal network of 51 young carers services across Scotland.

About the We Care campaign

The award-winning, grassroots We Care campaign brings together unpaid carers and those who support them. Founded and led by Katy Styles, an unpaid carer to her husband and mother, the campaign is building a UK-wide community to campaign on issues that are important to carers. It provides opportunities for unpaid carers to have their voices heard by decision-makers, organisations, society and each other.

About this project

Ahead of Carers Rights Day 2024, Carers Trust and the We Care campaign asked carers, local carer services and those working within health and social care about how well carers' rights are working in practice in England.

We wanted to hear examples of where things are working well and where they aren't. Most importantly, we wanted ideas about what could be done to improve the situation. We worked with a group of carers and local carer services to identify the rights they wanted this work to focus on. The four areas were:

1. Carers' assessments
2. Carer's leave
3. Involvement of carers in hospital discharge
4. Transitions for parent carers and young carers from children's to adult services.

We held 13 online structured 'carers' rights conversations' either with individuals or small groups. These involved **49** people (47 England, 1 Northern Ireland, 1 Wales), who were either carers, staff from local carer services or health and social care practitioners.

Using the emerging themes from the conversations, we produced some 'quickfire questions' to seek the perspectives of carers. **288** carers from across the UK took part in this part of the research.

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Foreword

It is now ten years since the passing of the Care Act and Children and Families Act in England. These landmark pieces of legislation gave unpaid carers of all ages legal rights and recognition as carers. Job done you might think? According to the acts, carers of all ages have rights to an assessment of their own needs, rights to involvement in hospital discharge, rights to support with transition from children's to adult services and, more recently, the right to up to one week of carer's leave each year.

Although these rights are enshrined in law, carers, local carer services and those working in health and social care have told us that, far too often, these rights are not being met. Many carers do not receive any assessment of their needs at all. Of those that do receive an assessment, the majority do not go on to access any meaningful support. Instead, more often than not, carers merely receive a list of potential support services, most of which are dealing with far more demand than they could ever meet.

Despite this depressing picture, there are examples of good practice across the country. However, our 'carers' rights conversations' have highlighted just how much more needs to be done for these rights to become a reality.

With a new Government in Westminster, there is the opportunity to transform the landscape for unpaid carers. However, this is going to require real leadership, as well as resource. We need action at both national and local level and from governments and regulators alike.



A cross-government carers' strategy would be a good place to start. That could help all departments, agencies and levels of government to 'think carer' and put the implementation of carers' rights at its heart.

Our main ask is for a fair deal for carers. We all want the NHS to thrive and the social care system to operate well. Neither will, however, if unpaid carers are routinely pushed to the limit. As we mark another Carers' Rights Day, let us therefore all take stock and commit to real action to make carers' rights a reality.

Kirsty McHugh, CEO, Carers Trust



For unpaid carers, the rights we have on paper seldom match the reality we face every day. While policies promise support, the truth is many carers struggle to access even the most basic help. Day in, day out, we care for others, but too often are left to navigate a maze of support that is neither accessible nor adequate. At We Care Campaign, we hear firsthand how carers are being pushed into poverty, isolation, and burnout because those rights aren't translating into real, tangible support. Carers deserve more than words on paper; we deserve meaningful action in every community.

Katy Styles, unpaid carer and founder of the We Care campaign

Of the carers who responded to our quickfire questions:

Only
20%
agreed that the rights they have as a carer help improve their quality of life

Fewer than half
(38%)
agreed that they know how to access their rights as a carer in their local area

91%
of carers said they do not feel the Government is doing enough to make sure carers can access their rights



Carers' Assessments

The right

In 2014, the Care Act and Children and Families Act gave unpaid carers of all ages in England, including young carers and parent carers, the right to an assessment of their needs as carers. These assessments should look at the carer's ability and willingness to care, as well as how caring impacts on their wellbeing. Assessments should also consider: whether the carer is able to access education, training or employment; and whether the provision of support could contribute to desired outcomes.

The reality

- 45% of unpaid carers who answered our quickfire questions had never received a Carer's Assessment; and 6% did not know if they had received one.
- For those carers who had received an assessment, only 27% agreed it had helped them to get more support in their caring role.



“I have asked my local authority three times for a Carer's Assessment and been fobbed off with different excuses every time... I know the council doesn't have the budget to fulfil its legal obligations to unpaid carers and the only chance you stand to get any help is if you shout loud enough, persistently! And I'm perfectly capable of standing up for myself – but I'm tired!

“I'm exhausted from four hours sleep a night, double the washing everyone else has and the constant stress of sliding further into debt every week. I have no money, no social life, no energy and my marriage is on its last legs.

“My son is 16 and was registered disabled aged 5 and yet I still have to fight constantly for every bit of help that my local authority should be providing by law! The system stinks, and it's sending me to an early grave.”

Carer

“I've been a carer for my son for 37 years. Never had an assessment or anything to support my own health and wellbeing. When I asked if social services would fund my gym and swim membership – £450 a year – as well as funding his, I was told no. But they would fund a paid carer if we could find one, and it would need to be for at least 2.5hrs a week, so over £180 a month! Madness!”

Carer

“I have had one carer's assessment over a year ago now. I had read about them online, and I'd been hoping it would be helpful in some way, but unfortunately it was a negative experience. I came away feeling very disempowered and wished I hadn't requested one.”

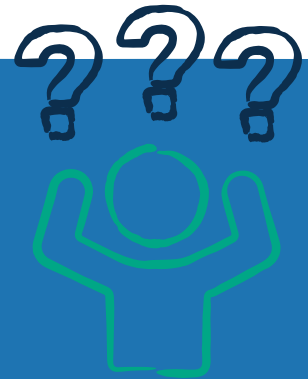
Carer



Participants highlighted that there can be a variety of barriers preventing carers from being able to access an assessment in the first place. These included carers not recognising themselves as carers and assessments not being tailored to their age or situation.

“Two words that make ‘carer’s assessment’ problematic are ‘carers’ and ‘assessment’. Sometimes people decline an assessment because they don’t know what we are doing. They say “I’m not a carer, I’m their wife, their husband etc.”

Local authority



“[Many] working carers in our area would not have another assessment as the signposting or provision that is offered after one are all within working hours so not of any use to them.”

Carer

“The format is not friendly for young adult carers. It needs friendly language.”

Carer



A specific issue raised was about access to assessments for parent carers. While a parent carer's right to assessment should be based on their level of need, or the carer simply requesting it, in some areas access to parent carer assessments is determined by the level of need of the child. Participants also described how parent carers struggle to get access to assessments and support whilst they were on long waiting lists for their child to get a formal diagnosis. They pointed out that, in some areas, there is no carer support service available for parent carers. This is particularly concerning given that recent University of Birmingham research found 41% of parent carers surveyed have thought about suicide.¹



“We were contacted by a parent carer looking after three disabled children. None of them reached the threshold for support in their own right, but the impact on mum was huge. It was only when we highlighted a real suicide risk with mum that the local authority were prompted into action, rather than continuously passing mum between early help, children’s social care and the children with disability team.”

Local carer service

“We’ve seen a huge spike in parent carers – around 40% of referrals are parent carers who are often on waiting lists for assessments for their child. We work with parent carers stuck in the void waiting for that diagnosis.”

Local carer service

“I was told I'm doing a good job so don't need support.”

Carer

“I had a carer’s assessment in 2021 as part of a local authority social services assessment for my son. He didn’t meet our local authority’s criteria. Because he didn’t get a social worker, there was no follow-up assessment for me.”

Carer

¹ <https://www.birmingham.ac.uk/documents/college-social-sciences/policy-briefs/siobhan-odwyer-preventing-suicide-among-parent-carers-1.pdf>

“In our area, the council have support for carers of adults with disabilities, support for young carers, but not for parents of disabled children. I feel we are both neglected and unsupported.”
Carer



Carers consistently highlighted their frustration at the outcomes of assessments being restricted to signposting, including to resources which could have been accessed without having an assessment. This is consistent with Carers Trust's analysis of the latest Adult Social Care Activity and Finance report which found that a staggering 70% of carers received only information, advice or signposting, and no direct support.² That report also highlighted that expenditure on carers has fallen by £12 million from 2022/23. Support involving the cared-for person, such as respite support, has reduced by 23% since 2019.

“For many carers, what is the actual point? They go through the process and then just get signposted rather than a direct payment or any form of support.”
Carer

“When I had my [parent carer's needs] assessment, the only thing they did was refer me to the parent carer support group – which I had set up!”
Carer

Carers should receive a review of their needs, either every year or if their circumstances have changed. However, carers, local authorities and carer services all highlighted how reviews often do not happen or there can be even longer waiting lists for them.

In our conversations, a consistent theme was the need for increased training, resources and support for practitioners completing assessments. This would ensure they know what should be included in an assessment, but also understand the different options available for delivering intended outcomes. A trainee social worker highlighted the big divide between what they learn in their social work degree and then carrying out assessments in practice.

² Adult Social Care Activity and Finance Report, England, 2023-24 – GOV.UK

“My carers assessor said she didn’t know what to do for me as she had never come across anyone with caring responsibilities for five members of their family. Offered one hour a week for someone to sit with my husband if that would help. Which it wouldn’t as that’s hardly time to meet a friend for coffee or go for a long walk.”

Carer



Staff working in local authorities highlighted how the focus within their council on carers, and Care Act and Children Act duties, had been high when the legislation first came in, but had decreased as other priorities had taken their place. Carer services and local authorities highlighted the important role that the Care Quality Commission (CQC) and Ofsted play in determining how much of a priority carer assessments are for councils.

Julie’s story

“In December 2022, I requested a carer’s assessment. I have had them previously but hadn’t had one for a really long time because things were going ok. But I was at burnout [point] trying to help look after my mum but mainly my dad who was approaching end of life.

“I wanted to keep my job; I loved it. I wanted to stay living [in my own] home, but my caring responsibility was becoming too much. I wanted to just sit down and chat with someone about how I might be able to make things easier.

“I waited 22 months for the assessment. I rang on numerous occasions to ask if I’m still on the list. They said they were inundated with referrals and had a long backlog of assessments to complete. I explained my dad was end of life and I was completely overwhelmed.

“In the end I lost my job, moved back home, lost my house. I had the assessment a couple of days ago. The most difficult thing was doing things retrospectively – knowing this could have been helpful or was available to me then [when I most needed it]. In the end I had to say ‘I can’t have conversations about what could have been’.

“From that assessment they then explained that the outcome could take another month to two months in terms of write-up or carer’s breaks allowance. It needs to go to a panel to argue my case because of the council’s struggle for money. They said that is taking much longer than it used to. She said “If you’re lucky it’ll take a month”. I don’t feel very lucky.”



Transitions for carers from children's to adult social care services

The right

The Care Act 2014 states that young carers and parent carers in England have the right to a transitions assessment if it is felt that they will need support when either the young carer or the child the parent cares for turns 18. The assessment is supposed to identify support which might be needed and help prepare carers for changes that come when entering adult services. The council is also required to consider whether the provision of support could help achieve the carer's desired outcomes. The assessment should happen at a time which would be most beneficial to the carer.

The reality

“I've been told nothing about transition to adult services. Instead, I've had to seek help which has led to signposting to services who have passed me and my son from pillar to post. I am still none the wiser as to what will happen to my son once he turns 18 (he is currently 17). I am terrified.”

Carer



“My son was due to leave school at 19. What should have happened was two years before he leaves, there should be a transition from children's to adults. We got told about this in May – he was going to be leaving school in the July – so we only had eight weeks' notice. Everything was a rush around to get things in place to meet his needs. Adult services had no clue about this so had nothing in place. It caused a major disruption when it could have been done smoothly.”

Carer



“There was no transition. From the carer’s point of view, there was none. It’s a really confusing time. You’d love someone to hold your hand and walk you through everything you need to go through when you go from children’s to adult services.”

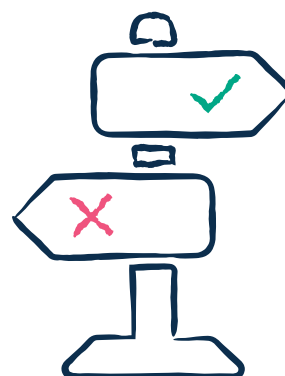
Carer



“I feel like a UN Negotiator – trying to get him to ask for support. There is support out there for him, but I can’t ask on his behalf. Your rights as a parent carer get taken away, even though emotionally he’s probably more like 16/17. He wants to be independent but he’s struggling because he doesn’t have the social skills to ask for help.”

Carer

In our carer conversations, we heard that pathways for transitions assessments were clear in some areas and non-existent in others. Some local authorities had moved to all-age contracts or added specific requirements for joined-up working into commissioned contracts. However, others were only just starting this work or weren’t clear about transition pathways at all, despite the legislation coming in ten years ago.



“Our local authority has only just started bringing people together to look at transitions for parent carers this past summer. Until then, there has been nothing – despite us repeatedly asking.”

Local carer service



“As part of our support, we do our own mini assessment for young adult carers. But that is something we have designed to help identify which of our services will be of most use. We still have no idea how young carers can get a statutory transitions assessment.”

Local carer service

“We have built it into our contracts that adult carer and young carer services have to work together around transitions. We have two governance groups for carers that meet quarterly – one for adult/parent carers and one for young carers. In both groups, we have reps from both adults and children’s [social care services] and health to make sure transitions are considered and overseen by both groups.”

Local authority



Fran’s story

“I only found out about transitions assessments for young carers from the work I had been doing with Carers Trust. So just before I turned 18, I asked about my transitions assessment. They said they could do it quickly over the phone. It was more of a check-in – didn’t really cover transitions. It asked me things which didn’t really feel helpful at the time like – where did I want to be in five years time?

“What I didn’t realise was that, as I became an adult carer caring for my younger sister, all of a sudden I wasn’t eligible for any help. In my area, the only support for carers over 18 is for carers looking after adults – nothing for young adult carers like me looking after a younger sibling. So I was just put on that referral carousel with nowhere that could actually support me.

“It’s only taking part in this session today that I learnt my mum also has the right to an assessment. I’ve just messaged her and she had no idea either.”



Hospital discharge

The right

The Health and Care Act 2022 states that if an adult patient being discharged from hospital in England is likely to require further care and support when they leave hospital, carers have the right to be consulted. This should happen as soon as is feasible after the hospital begins making any plans relating to discharge. This right applies to both adult carers and young carers.

The reality

During our conversations and when answering our quickfire questions, carers shared many examples of not being consulted within the hospital discharge process. Many said they weren't even given suitable information and resources to support them in their caring role.

“We have a hospital to home service. The amount of unsafe discharges that we see is unbelievable. The mind boggles. People being discharged in the middle of the night, sent home needing support and nothing is in place for them or their carer. So many times, the person just ends up back in hospital. Our hospital to home service is one of the busiest.”

Local carer service



“Hospital discharge is awful, I was left to cope and get on with it, as a carer you aren’t supported or listened to.”
Carer

“My experience of my husband’s hospital discharges has been appalling; in spite of requests there have been no after-care assessments; it’s been a case of ‘we’re discharging him – get on with it’. We’re fortunate that we now live in an accessible home but it can be a very isolating experience. Information detailing contacts for advice and support should automatically be provided on discharge. There’s nothing at the moment.”
Carer



“I don’t feel carers are engaged in hospital discharge. Information is given to the patient. There is very little to check they have understood the information. It is very difficult to know what information you will receive.”
Carer

“Who is advocating where agreed things don’t happen? What happens if the GP letter isn’t written? Who is making sure the Occupational Therapist is getting involved? When in hospital, the responsibility is with the hospital, once discharged, it’s then social care. It’s left to us carers to sort.”
Carer

“Our local carer service has just done a survey on carer involvement [in hospital discharge] – it wasn’t great – 68% of carers say they didn’t feel involved.”
Local authority



“We used to have Home from Hospital. They would check things like heating, ensure there is food in the cupboards. But that service has now stopped completely.”

Carer

“The pressure to discharge is huge. Families and carers often feel intimidated. Where is the information about rights to challenge?”

Carer

“I was only taken seriously when I said I was willing to give up work to look after my dad following his stroke. The hospital staff alerted the roving ambassador at the hospital from the carers’ centre to meet with me. It was only at that stage I realised I was a carer – until then I was just his daughter.”

Carer

“When my dad was finally discharged, they were supposed to write to the GP about what was needed. But that didn’t happen and I just got given incontinence pads and no information on what to do when we ran out. So I had to ring the GP to then contact the district nurse to scurry around with more pads.”

Carer

“Dad was coming home by hospital transport, and I couldn’t go with him in the transport – so because I don’t drive, I had to race him in a taxi to get home so that he wasn’t left on his own.”

Carer

“We had just sat him down to start eating his first meal when the care workers turned up – no-one even told us when they would be coming.”

Carer



Through our conversations we did hear some good examples of work being done to improve carer involvement in hospital discharge:

“Our ICB (Integrated Care Board) will be having a new role in each of the local authorities that will be looking at how people go into hospital and their inpatient journey, including carers.”

Local authority

“Our hospital now has an in-house carer support service. Before any patient is discharged, staff have to confirm that any carers have been linked in with this support service first. Since launching it, more than 1,000 carers have been identified by hospital staff. We are particularly pleased that we have also been able to identify young carers as part of this”

Hospital

Lee's story

“My mum had been in hospital but when she was ready for discharge she was sent home with no consultation at all. No mention to me that mum was going home that day at that time. I just opened the door and mum was there being dropped off by the ambulance.

“Mum couldn't get from her bed to the bathroom and I don't have the strength to lift her. There was no walk-in equipment/commode and the wheelchair doesn't fit in our hallway. As it was late afternoon, I had to make a make-shift way for mum to use the toilet in her bed.

“I called the emergency social work team. I told them I couldn't provide what mum needed and they just advised me to take mum back to A&E. In the morning, I called back the social workers who said these issues should all have been sorted at discharge and again advised me to take mum back to the hospital. I ended up taking mum back to A&E and they had to start the discharge process all over again.”



Carer's Leave

The right

The Carer's Leave Act 2023 states unpaid carers in England, Scotland and Wales now have a statutory right to request up to one week of unpaid carer's leave per year. This right is for any employee who needs 'to provide or arrange care for a dependant with a long-term care need' but can only be used for planned purposes, as opposed to emergency situations.

The reality

- Just 17% of the 184 carers in employment answering our quickfire questions said they would be able to take the one week of unpaid carer's leave if they needed to.



“We have a working carers network – about 120 carers are part of it – but not one of them has used carer's leave yet. I think partly it's because there are other policies that would support the carer better. Because it's unpaid – they still choose annual leave.”

Local authority

“What difference has it made? Zero personally. Professionally, it's a starting place, it's starting to enable some conversations with employers.”

Local carer service



Carers, carer services and local authorities all highlighted in our conversations that the Carer's Leave Act 2023 is not yet having the impact that was intended and that the leave is not being taken up. There were three particular barriers highlighted:

1. The difficulty of taking unpaid leave

- **40% of carers answering our quickfire questions said they cannot afford to take unpaid leave.**



“It's all well and good saying you can have unpaid leave but really in this day and age, who can actually afford to go a whole week without pay?”

Carer

“My mum has to take a lot of time off of her job – you never really get to choose when appointments are – and it's so hard living somewhere rural because it takes so long to get there and back.”

Carer

“My husband was in hospital for two weeks. I spent around £300 just from visiting him when you add up the cost of lunch, parking, taxis etc. So I would have been doubly out of pocket by losing money by using carer’s leave while also spending a lot of extra money seeing my husband. I can’t afford that.”

Carer

2. Employers not being aware of the right, not promoting it or not having the process in place for requesting carer’s leave

- **Only 24% of working carers answering our quickfire questions said their employer had promoted the right to request carer’s leave among staff**

Despite this right to carer’s leave being in force for more than six months, carers, carer services and local authorities all raised concerns about the lack of awareness among employers of this new right. This even extended to large employers with their own in-house Human Resources teams.



“I work for a really big company – probably close to 100,000 staff across the country. There is no option for us to request carer’s leave on our system for leave; there is nothing in our staff handbook about carer’s leave, and nothing has been sent out to staff about this new right.”

Carer

“In our most recent newsletter, I gave the information about the Carer’s Leave Act. In the feedback, out of 23 carers, I was the only person who knew about the right. About three quarters of the carer volunteers I work with have jobs. None of them were aware, their employers weren’t aware.”

Carer

“The most common answer I get is “I didn’t even know that was a thing!” Very few employers are promoting it. The ones who are are those who are enhancing it. This includes some NHS trusts who are offering more days and paid leave.”

Local carer service



“We met an MP in Parliament who is an employment lawyer – she didn’t even know about the right!”

Carer

However, some local carer services did tell us how the new legislation had opened doors to work with new employers.

In our carers’ rights conversations, one of the issues highlighted was the need for resources and help for smaller employers to help them identify and support their staff who are carers. We heard that one local authority included a ‘Carers in Employment’ project as part of its commissioned service. Another paid for access to Employers for Carers resources for smaller employers in its area. But the majority of areas represented did not have any support available for employers.

“Where they have an influential Equality, Diversity and Inclusion person in place that makes a big difference. In all sectors, HR aren’t wanting to engage as much. Often it’s about the right individual who then gets senior leadership support and the resources to set up networks, do the other work around promoting carers, training staff – many organisations don’t have those resources.”

Carer

“I’m often talking to employers of 10, 15, even 50 people who all say they don’t have the budget to pay for resources.”

Local carer service

“I would love to have something to give to our employers – wouldn’t it be great if smaller employers could have resources from a national perspective.”

Local carer service

3. Culture in the workplace and fear of employer's reaction

Many carers reported feeling reluctant talking to their employer about being a carer because of worries about how it would be perceived by their manager or colleagues. Particular concerns were raised about disclosing caring responsibilities to prospective employers.



“I’m not saying anything to prospective employers – not a chance.”

Carer

“There is the stigma – the idea you’re not going to be around, you’re not able to do your job, or why can’t your partner just do the care instead.”

Carer

“I got offered a job which was advertised as remote working. I was told I was the best candidate by a country mile. When I told them I was a carer, the hiring manager rescinded the offer – they thought I was saying it to angle for more money. Halfway through the recruitment process they changed it from remote, to hybrid, to me needing to be in the office at least three or four days a week. I’m caring for a 99-year old who is blind, I just can’t do that.”

Carer

One of the other issues raised in our carers’ rights conversations was about the lack of support for carers who are self-employed.

“As I’m self-employed, I have no carer rights or recognition in law (as one of about 500,000 such carers). There is no carer support designed for me.”

Carer

Conclusion and recommendations

Carers' rights should be exactly that – rights, not just an optional 'nice to have'. The strengthening of carers' rights on paper in recent times is a real positive. But inconsistent implementation and, all too often, a lack of support for carers ends up disempowering, frustrating and harming carers.

Carers have made it clear – those responsible for upholding carers' rights need to better prioritise those rights. They need to learn about and share information on what these rights are and why they matter. And they need to help ensure that budgets are fit for purpose so that carers can receive timely and meaningful support.

All too often it takes years for carers to be identified in the first place. We cannot continue with a situation where they are then waiting years for an assessment and left completely unsupported.

**Carers deserve better. Carers need better.
We as a society must do better.**



Crowd-sourced solutions to help make carers' rights a reality

Throughout our 'carers' rights conversations' we asked carers, local carer services and health and social care professionals for their ideas on how we could address the various issues that had been raised. We have collated their ideas into a crowd-sourced selection of potential solutions.

These solutions would need the support of multiple government departments and other key organisations such as NHS England, Ofsted and the Care Quality Commission (CQC).

This is why our headline recommendation is for a cross-government national carers' strategy, with carers rights as a core component.



The Department for Education (DfE), Department of Health and Social Care (DHSC), Department for Work and Pensions (DWP) and NHS England (NHSE) should create and implement a plan for improving early identification for unpaid carers of all ages.



DWP should review how carers applying for carers allowance could be more easily linked into a carer's assessment and support.



The Government should consider introducing a specific duty for NHS organisations or Integrated Care Boards in relation to identifying unpaid carers.



DfE and DHSC should create refreshed guidance for local authorities in relation to carers' assessments. This should cover all types of assessments for carers and include examples of good practice.



DHSC should also produce guidance around improving transitions for young carers and parent carers from children's to adult services.



DfE and DHSC should commission the production of training resources and materials to support practitioners who are completing carers' assessments.



Local authorities should ensure that sufficient funding is available for direct support for carers (including parent carers and young carers) following assessments.



As part of their inspections of adult social care services, the CQC should specifically ask about carers' assessments, reviews and transitions for carers.



CQC and Ofsted should undertake a joint thematic review looking at how well local authorities are meeting their legal obligations towards carers of all ages.



All hospitals and health settings should commit to embedding the principles of the Triangle of Care in order to improve involvement and support for carers.



To improve data around carers and hospital discharge, DHSC and NHSE should consider how hospitals and Integrated Care Boards could improve monitoring of carer involvement in hospital discharge and successful carer involved discharge.



Ofsted should add parent carers to its Inspecting Local Authority Children's Services (ILACS) framework so that local authorities are asked about how they are identifying, assessing and supporting parent carers.



The Department for Business and Trade should ensure that there are resources universally available to help small employers identify and support carers in the workplace. It should also undertake a wide-ranging awareness-raising campaign to help raise awareness of carer's leave amongst employers.



The Government should immediately launch its review into carer's leave and the merits of paid carer's leave. The findings from this research and Carers UK's State of Caring survey should inform the scope of this review.





[Carers.org](https://carers.org)



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