

Response to Healthwatch Report - Speak Up: Sheffield Young Carers

Recommendation	STH Response
<p>1. Be Curious and Ask Questions eg “Is everything okay at home?”</p>	<ul style="list-style-type: none"> • Our current training offer (online and face-to-face) for staff in relation to unpaid carers includes information about identifying young carers and ways to ask if someone has care at home. This training will be updated to align with the guidance developed by Sheffield Young Carers on how to speak to young carers about their role and the support available. • A new volunteer role is being developed to support unpaid carers – they will receive the above training and the resources relating to Young Carers will be shared with them as part of their induction.
<p>2. Recognise the Whole Family</p>	<ul style="list-style-type: none"> • Our unpaid carers training will be amended to emphasise the importance of remembering to ask about the whole family e.g. when considering referral to the Carers Service for an adult carer. • Consider options of how to best capture if someone is a young carer or being supported by a young carer within the Electronic Patient Record.
<p>3. Use and Display Awareness Materials - Display the poster in waiting areas, children’s corners, and consultation rooms so that young people and families can self-identify. Use the flowchart during appointments or staff training sessions to guide conversations and referral decisions.</p>	<ul style="list-style-type: none"> • Local and city-wide resources to support Carers are being reviewed and refreshed, including the Young Carers flowchart and poster. These will be launched during Carers week in June 2026 and will be included in display packs for use throughout the organisation. • Resources are handed out in training session (or a link to online resources for virtual training) and these will now include copies of the poster and flowchart. • Consider how we can promote the flowchart during carers week (e.g. on the home screen of all Trust computers) and whether we can display the poster on screens in outpatient areas.
<p>4. Undertake Training and Build Confidence</p> <p>Staff should be encouraged to complete SYC online /multi agency training.</p>	<ul style="list-style-type: none"> • The SYC online training is already promoted at all face-to-face unpaid carer training sessions and the multiagency training is regularly promoted via the all staff communication bulletin. • The Unpaid Carers e-learning package is available to all staff via our Trust learner management system (PALMS). We plan to amend this package to reflect the key messaging from the Young Carers. In addition, we will add a link to the SYC online training on PALMS.
<p>5. Create Safe and Supportive Spaces</p>	<ul style="list-style-type: none"> • The importance of speaking with families in a supportive way is included in the training packages. This also aligns with our Trust PROUD values and our What Matters To You workstreams.