

Neighbourhood Health (and care) Service and Carers

We will be starting at
9:30am

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 @carers.trust



Before we get started...



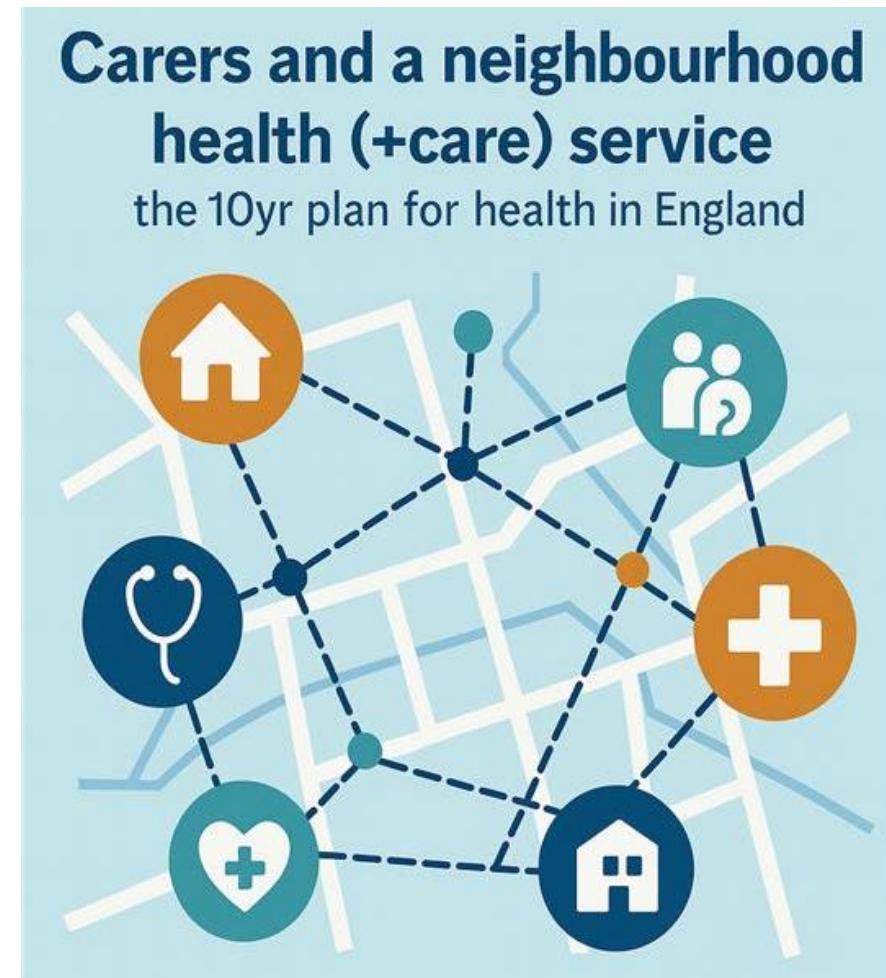
About Carers Trust

Carers Trust's vision is that carers are heard and valued, with access to support, advice and resources to enable them to live fulfilled lives.

- UK infrastructure organisation for local carer services. Network model of 135 local carer organisations across the UK covering 85% of local authority with a reach of 1.1million carers
- Our Network provide information, group and 1:1 activities, respite breaks, crisis support and partnership work with primary and acute services
- Carers Trust provide capacity building, grant and programmes funding, and a national policy and influencing voice for carers of all ages and stages of caring

What we are going to cover

- What actually **is** a Neighbourhood Health Service?
- Why is it so key for unpaid carers and local carer services to be actively considered within their development/expansion?
- Examples of how carers are being considered within Neighbourhood Health from Bromley and Leeds
- Your questions, your insights...



Who have we got in the room?

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CARERS TRUST Neighbourhood Health Service - The what?

02

From hospital to community

The Neighbourhood Health Service designed around you



25

Hospital to community

Bring the NHS to you In your community, including homes and high streets

Modernise hospitals Long waits reduced and a renewed focus on world-class, life-saving care



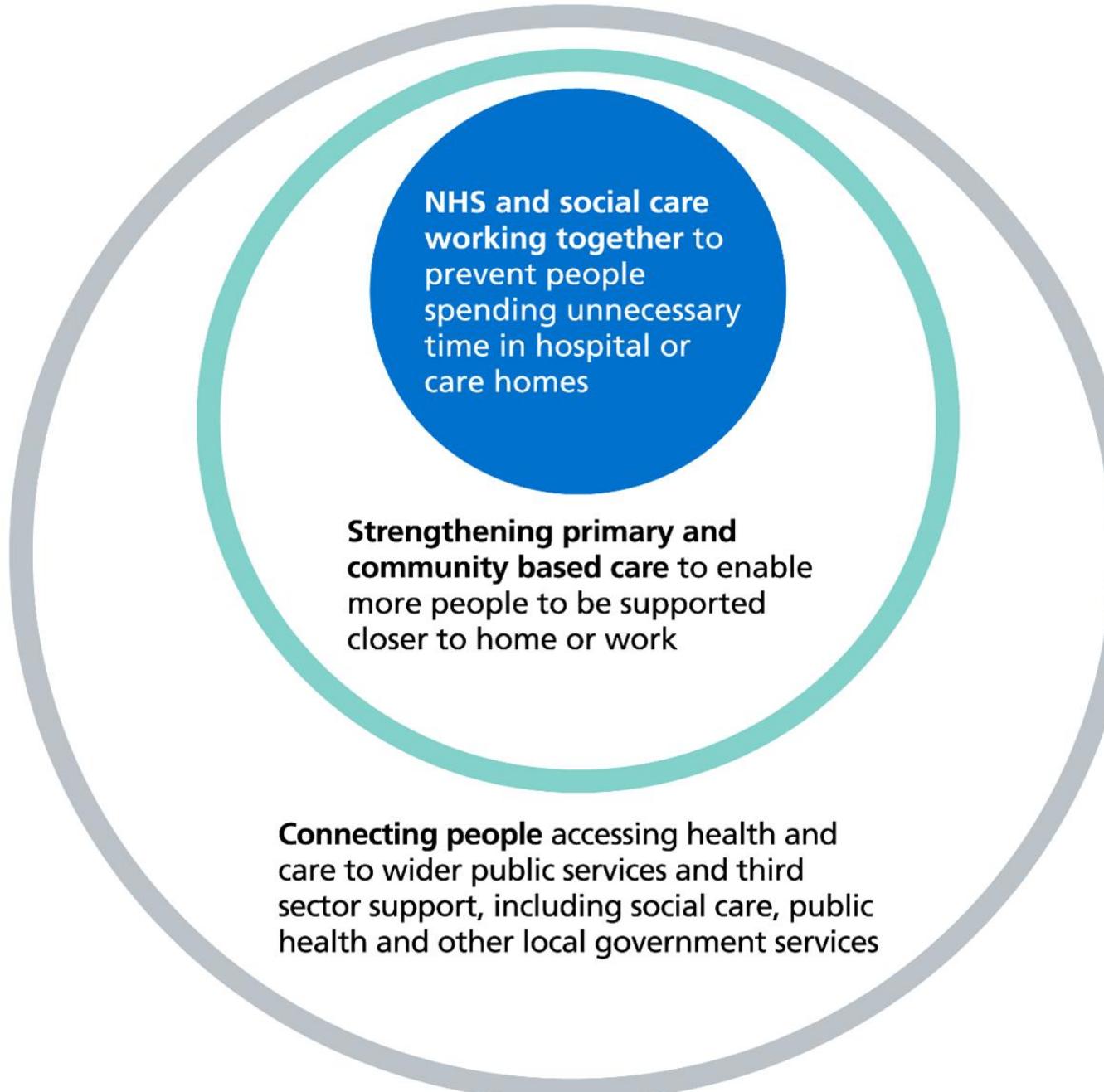
A neighbourhood health centre
In every community, with multi-disciplinary teams working together, under one roof

Create teams that work around you
Different professions, social care and voluntary sector

A new era for general practice
End the 8am scramble and bring back the family doctor

- *Want an NHS that delivers convenient care, at a time and place that fits around people's lives and as locally as possible.*
- *Personalisation and convenience will become the default.*
- *Patients will not just be passive recipients of care*
- *Want to tailor the approach to local need – carers need to be part of that*

- Systems that invest more in community care = 15% lower non-elective admission rates, 10% lower ambulance conveyance rates;
- Integrated Neighbourhood Teams = significantly reduced hospital use



What does this look like?



Restoring access to
GP surgeries

Multi-agency
Neighbourhood teams

Continue to transform
community mental health
services into 24/7
neighbourhood care models

Double number
of people
offered a
personal health
budget

People with complex
needs offered care
plan (95% by 2027)

Increased role of
community pharmacy in
management of long-term
conditions

Neighbourhood Health
Centres in every
community

How will we get to a Neighbourhood Health ***(and care)*** Service?

Improvements
to NHS App

Shift pattern
of health
spending

Increase delivery of
hospital-at home
functions by 2028

First 10 year plan neighbourhood mental health centre opens



- Tower Hamlets is the first of 6 centres around the country to open
- 24/7 neighbourhood mental health centre
- Staffed by a team that includes psychiatrists, mental health professionals, peer support workers, and voluntary sector staff.

What might this look like in practice?



How will we get to a Neighbourhood Health Service in every community?

Two new neighbourhood provider contracts from 2026

1. Single Neighbourhood provider contracts

- Deliver enhanced services for groups with similar needs across a single neighbourhood
- Maps onto Primary Care Network (PCN) population footprint of 30,000-50,000
- Might expect circa 1300 neighbourhood teams

2. 'Multi-Neighbourhood provider' contracts

- Used to cover larger population of 250,000+
- Designed to give economies of scale in terms of 'back-office' resource and cover care that requires working across different neighbourhoods (e.g. end of life care)
- Will still be expected to work across GP practices and smaller providers

[**Recommended read for more detail - Delivering a neighbourhood health service: what the 10 Year Health Plan means for local integration | NHS Confederation**](#)

- The Government has invited Places and their ICBs to apply to explore new approaches to commissioning Neighbourhood Health Services
- Initial focus will be creating **Neighbourhood Health systems and processes for adults with multiple long-term conditions and rising risk** before progressing to other areas
- First 42 sites (covering all regions) will be rolling out neighbourhood health programmes from September
- Services will be prioritised in **deprived areas where healthy life expectancy is lowest, targeting communities with the greatest need first**



Carers as delivery agents “and carers”

“My mother has dementia, and it has been a frustrating journey navigating between the right parts of the NHS and more widely how the NHS community and hospital settings interact with other services such as the GP and the local council. There is no cohesion, no clarity of who should help, lots of signposting of services and people who can help but no-one taking responsibility for a solution.

*Muhammed⁵², public participant,
via Change NHS website*

“Unpaid carers will also be actively involved in care planning. We will mirror the inclusive practices of family group conferencing, which are meetings where family, friends and carers agree decisions about care together. We will capture information about unpaid carers systematically, to ensure their responsibilities are recognised and supported.”

“My Carer will allow people to securely prove they are providing care, often for an older family member, and gain access to the App on their behalf. It will help unpaid carers book appointments and communicate with their loved one’s care team. For carers, this will streamline their care responsibilities significantly, while giving them a means to seek advice or reassurance directly from a range of professionals when they need it.”



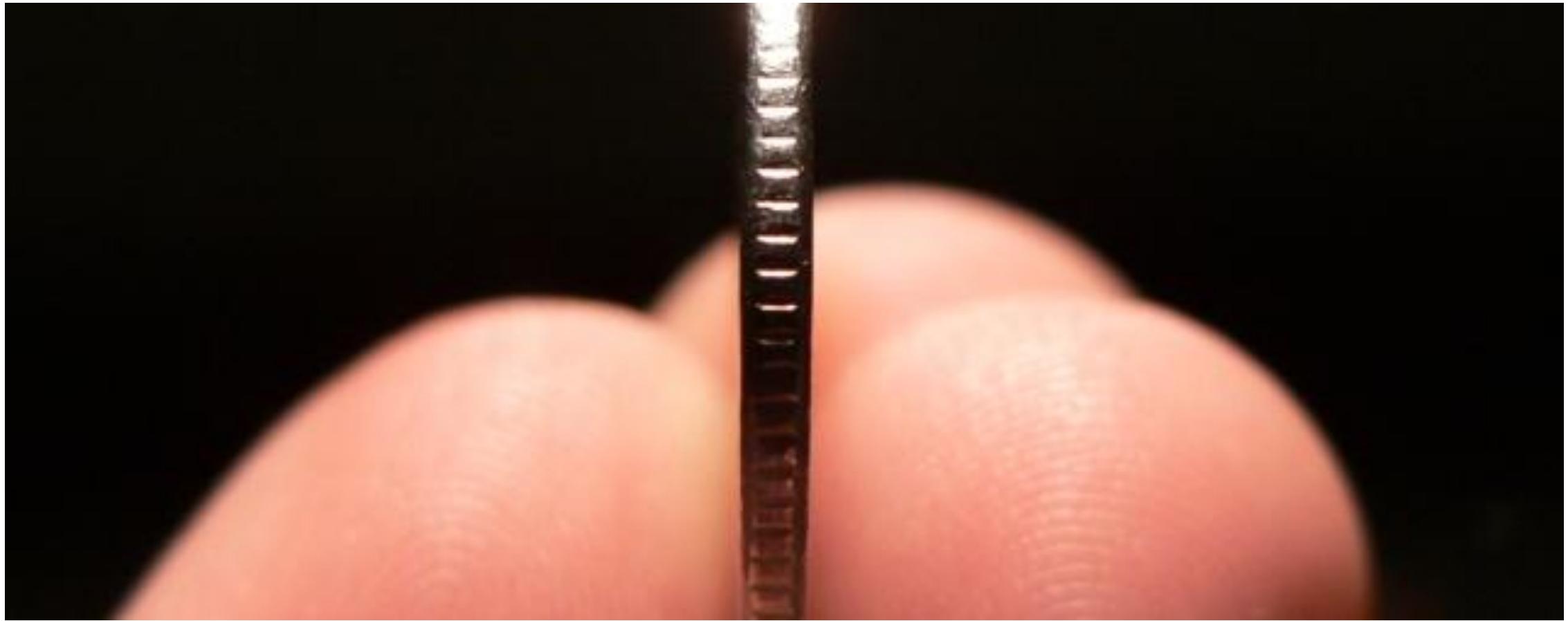
**Carers seen as individuals AND
partners**

**Carers seen as delivery agents
(aka “and carers”)**

Carers not considered

“Carers are covered by ‘the community’ ‘people’

**CARERS
TRUST**



“Neighbourhood Health Service” where do carers and local carer organisations fit in?

London ICB appoints ‘integrator’ to lead Bromley neighbourhood service



David Walker
Chief Executive
Bromley Third Sector Enterprise

[London ICBs' neighbourhood plan](#)

Claire Turner
CEO
Carers Leeds

□ **Mergers/clusters of Integrated Care Boards**

- Out of the 42 ICBs - 15 clusters have been agreed; 11 ICBs are not clustering
- No clustering arrangements so far in the North East and Yorkshire, and North West regions.
- Clusters could lead to mergers in 2026
- Find out more at [ICB clusters and mergers: what you need to know | NHS Confederation](#)

□ **Casey Commission**

□ **Devolution/Local Government Reorganisation**

"We will streamline how local government and the NHS work together and make ICBs coterminous with strategic authorities by the end of the Plan wherever feasibly possible"

□ **NHS England merging into DHSC**



So what does this all mean???

Carers	Health and local authorities	Local Carer Organisations/Voluntary Sector
<ul style="list-style-type: none"> - Increased focus across health settings - Increase identification and access to support - Cannot just be “the solution” - Need to consider “all carers” 	<ul style="list-style-type: none"> - Information-sharing, systems and joint working key - Opportunity for local authorities to lead/support neighbourhood governance - Time to embed ‘No Wrong Doors for (Young) Carers’ - More health partners around the ‘carers’ table? - Implications of clustering of ICBs and diversion of funding - How is social care embedded? - Funding pressures 	<ul style="list-style-type: none"> - Emphasis on Voluntary Sector - Local carer organisations, not just “the voluntary sector” - Key role in care planning, provision of support and data on carers - Reality of funding pressures - Space and capacity to engage

To find out more...

- [NHS England » Neighbourhood health guidelines 2025/26](#)
- [10 Year Health Plan for England: fit for the future - GOV.UK](#)
- [Delivering a neighbourhood health service: what the 10 Year Health Plan means for local integration | NHS Confederation](#)





**Thank you for joining!
Any questions - policy@carers.org
Please give us your feedback!**

www.carers.org
policy@carers.org

Upcoming Carers Trust events

Thursday 16th October, 9:30am-11am - Carers and Winter Pressures (Webinar)

Thursday 23rd October, 9:30am-5pm - Young Carers Futures Conference, Oval Cricket Ground, London

Tuesday 24th February, 9:30am-11am - What can Devolution/Local Government Reorganisation mean for unpaid carers? (Webinar)

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