

**CHESHIRE EAST HEALTH AND WELLBEING BOARD**  
**Reports Cover Sheet**

<b>Title of Report:</b>	Carers Strategy and Carers Hub
<b>Date of meeting:</b>	27 <sup>th</sup> March 2018
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<b>Health &amp; Wellbeing Board Lead:</b>	Cllr Janet Clowes - Adult Social Care and Integration Portfolio Holder Cllr Jos Saunders - Children and Families Dr Andrew Wilson - Eastern Cheshire CCG Dr Paul Bowen - South Cheshire CCG

**Executive Summary**

<b>Is this report for:</b>	Information <input checked="" type="checkbox"/>	Discussion <input type="checkbox"/>	Decision <input type="checkbox"/>
<b>Why is the report being brought to the board?</b>			
<b>Please detail which, if any, of the Health &amp; Wellbeing Strategy priorities this report relates to?</b>	Starting and Developing Well <input type="checkbox"/> Living and Working Well <input checked="" type="checkbox"/> Ageing Well <input checked="" type="checkbox"/> All of the above <input type="checkbox"/>		
<b>Please detail which, if any, of the Health &amp; Wellbeing Principles this report relates to?</b>	Equality and Fairness <input checked="" type="checkbox"/> Accessibility <input checked="" type="checkbox"/> Integration <input type="checkbox"/> Quality <input checked="" type="checkbox"/> Sustainability <input type="checkbox"/> Safeguarding <input type="checkbox"/> All of the above <input type="checkbox"/>		
<b>Key Actions for the Health &amp; Wellbeing Board to address. Please state recommendations for action.</b>	That the Health and Wellbeing Board review and note progress against the five key priorities set within the Delivery Plan.  That the Health and Wellbeing Board review and comment on progress against the five key priorities set within the Delivery Plan.		
<b>Has the report been considered at any other committee meeting of the Council/meeting of the CCG board/stakeholders?</b>	The report has been to DMT and CLT within CEC and has been circulated Eastern CCG and South Cheshire CCG to be presented at execs.		

<p><b>Has public, service user, patient feedback/consultation informed the recommendations of this report?</b></p>	<p>Carers are currently being engaged with regards to the Carers Hub developments via a number of opportunities including the Carers JSNA developments, Carer Engagement events, Carers Survey.</p> <p>The Carers Partnership Board will be developed through the Carers Hub to lead on the future developments for the Carers Strategy.</p>
<p><b>If recommendations are adopted, how will residents benefit? Detail benefits and reasons why they will benefit.</b></p>	<p>Improved BCF Outcomes and wider health and wellbeing outcomes for Carers through improved pathways and access to services.</p>

## 1. Report Summary

- 1.1. The purpose of this report is to provide an update on progress against the Joint Strategy for Carers of All Ages in Cheshire East. The Carer's Strategy Delivery Plan 2016 – 2018 outlines the achievements of the partnership against the five key priorities and actions set.
- 1.2. The Carers' Strategy and Delivery Plan continues to be a driver for change, focussing upon the key areas that carers have told us are important to them and will make a real impact upon improving their health and wellbeing.
- 1.3. The Carers Strategy provides a platform for the future direction of travel in terms of the partnership approach for the re-commissioning of carers services to achieve improved outcomes for Carers while responding to legislative requirements and budget restrictions.

## 2. Recommendation

- 2.1. That the Health and Wellbeing Board review and note progress against the five key priorities set within the Delivery Plan.
- 2.2. That the Health and Wellbeing Board review and comment on progress against the five key priorities set within the Delivery Plan.

## 3. Reasons for Recommendation

- 3.1. This report is a key driver to influence progress and success against the five key priorities set within the Joint Carers Strategy delivery plan.
- 3.2. To support and strengthen the partnership approach which is essential in the achievement of mutually beneficial outcomes for Cheshire East Council and CCGs, which are aligned to the Better Care Fund.
- 3.3. The Strategy is a key element of the Council's statutory obligations under the Care Act 2014, the Children and Families Act 2014. The Strategy therefore ensures compliance with the Council's strategic aims and policies for Adult and Young carers including legal rights to assessment and support.

## 4. Other Options Considered

- 4.1. This is an update report and as such an options appraisal was not required.

## 5. Background

- 5.1. The Care Act ensures parity of esteem for carers in line with the people they care for, with a clear responsibility for Local Authorities to assess the need for improved outcomes for the carer.
- 5.2. The carers assessments must consider the impact of caring, as well as improved outcomes for carers in their own day-to-day life such as maintaining employment, training, learning, social connections, physical health and wellbeing. The assessment must also explore whether the carer is able or willing to carry on caring.
- 5.3. Local authorities must use the National Eligibility Criteria to decide eligibility for support. Individuals who do not meet the eligibility criteria should be supported to access information and wider community services. This is facilitated through the development of [Live Well Cheshire East](#), which contains useful information and advice on a range of subjects, and an easy to use directory of over 3000 local services and activities.
- 5.4. A robust project management approach and clear governance arrangements to drive delivery against the Strategy have been delivered through the joint appointment of a Carers Project Manager.
- 5.5. The Carers Project Manager post was jointly funded by NHS Eastern Cheshire CCG, NHS South Cheshire CCG and Cheshire East Council. The secondment arrangements ended in November 2017, future arrangements will focus on a strong partnership between CEC and the CCGs.
- 5.6. A key function of the Carers Project Manager post had been the commissioning and delivery of the provision of Carers Breaks, which was funded by the Better Care Fund. The arrangements from November 2017, have seen the development of a Carers Living Well Fund which ensures an innovative solution for the provision of Cheshire East Carers Breaks offer from November 2017 until March 2018. The Carer's Living Well Fund is aligned to the Better Care Fund Outcomes:
- a) Non-elective admissions (General and Acute)
  - b) Admissions to residential and care homes
  - c) Effectiveness of reablement
  - d) Delayed transfers of care (reducing Delayed Transfers of Care (DToC))
- 5.7. Carers and other key stakeholders have been involved in the development of the Strategy including our vision and local priorities. The delivery plan priorities are being implemented by lead officers from Cheshire East Council, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups.
- 5.8. Building on the previous carer's engagement events officers from the Council and the Clinical Commissioning Groups will continue to work with carers and service providers in shaping and developing services for carers. This will be achieved through aligning commissioning intentions to the priorities identified within the strategy and delivery plan.

5.9. For the purpose of the report some of the key achievements have been highlighted to provide Health and Wellbeing Board with an overview.

#### 5.9.1 Summary of Key Achievements 2016/2017

##### **Priority 1 Assessment of Carer Needs and Crisis Support:**

- A target was set for a 10% increase on the number of carer assessments completed. There was a 1.6% reduction in 2016/17. Whilst this is disappointing, the make-up of these assessments tells a different story. In 2015/16 there were 536 joint assessments (with the cared-for person) and 743 individual carer assessments.
- In 2016/17 we have increased the number of individual carer assessments completed by 18% to 881 with a reduction in the number of joint assessments. This demonstrates that we are investing considerably more time in more comprehensive assessments of carers' needs.
- In addition, carers assessments now take more personalised approach with a focus on outcomes rather than a means of just accessing services. This is reflected in the various ways in which we seek to support carers in 2016/17:

Carers packs from LACs	1610
Carers receiving services commissioned by CEC	1352
Carers receiving Information and Advice	686
Carers getting support from Well-Being Fund	397
Carers getting respite	145
Carers receiving Direct Payments	63
<b>Total</b>	<b>4253</b>

##### **Key factors in 2016/17:**

- Implementation of Liquidlogic system in July 2016 – reinforced the development of the carers assessment offer;
- Significant issues in mental health services in relation to the completion and the capturing of carer's assessments resulting in few carers assessments being completed;
- A flexible offer for carers assessment including office-based appointments, dedicated assessors for carers and self-assessments (paper based);
- The role of the Local Area Co-ordinators (LACs) in identifying and providing information to carers.

##### **Priority 2 Information Service:**

- The Carers UK "Jointly" App and other digital media to support carers is being investigated and will become a priority for 2018 refresh of the Strategy;
- Website Updates - Development of 'Live Well'- Online resource for services, information and advice on living independently, care and support for adults and children;
- Work with Dementia End of Life Team and other teams including Libraries with our Carers Reference Group;
- Cheshire Young Carers Network, the commissioned Provider for Young Carers services, have developed services to ensure young carers have access to timely and appropriate information and a range of interventions to support their needs.

### **Priority 3 Respite and Carer Breaks:**

- Carer Breaks Funding 2016/17;
- Development and Implementation of the Carers Living Well Fund 2017/18 (also available to Young Carers)
- Development of Integrated Carers Hub;
- Review of Carer Respite Services 2018.

### **Priority 4 Realising Carer Potential:**

- The involvement of CEC in a pilot with NW ADASS Carer Leads to develop 'Top Tips for Supporting Working Carers' to help all organisations within the borough to become carer friendly organisations  
<https://www.adass.org.uk/media/5920/workingcarerstoptips-final-3152017.pdf>
- Umbrella membership of Employers for Carers – as a member, Cheshire East Council has had access to a range of resources to raise the awareness of working carers in the workplace and toolkits to enable Cheshire East, as an employer, to retain staff through supporting them as carers, work is progressing to develop HR policy and practice in order to better support working Carers within the organisation;
- Plans are in place to work with partner organisations to ensure the Top Tips for Supporting Working Carers are embedded;
- Dementia Friends training taking place at Eastern Cheshire CCG in March;
- HR Organisational policies review will consider working carers and the Employers for Carers project will feed into this work stream;
- Top ten tips created and published to form part of a toolkit for working carers and local employers;
- Development of a working carer's induction charter;
- Carer engagement Events and Engagement with local businesses – supporting working carers.

### **Priority 5 Engagement and Co-Production**

- Linking in with Mental Health – Triangle of Care standard 1 form
- Engagement Events – Supporting working carers and *"Do you look after someone? Who is looking after you?"*
- Scoping with Carers on the development of a Carers Partnership Board for Cheshire East
- Development of Carers JSNA chapter, including surveys and focus groups across the Borough.
- Engagement and co-production events in relation to commissioning intentions for Carers services, including young carers.

#### **5.10 Key achievements for 2017/18 include:**

- The redesign of Carers Services and the commissioning of an integrated Carers Hub model across Cheshire East for Adults and Young Carers, which will ensure one clear contact point (Hub) for Carers in Cheshire East, while improving sustainable community based access (Spokes). Following a fully compliant procurement process the contract for delivery of the Carers Hub, has been awarded to N-Compass North West and is currently being mobilised;
- Introduction of the Resource Allocation System (RAS) within carers assessments;

- The development of more locality based health and social care services working more closely with GPs. This should mean more opportunities to identify carers;
- Continued engagement with GPs a regular review of the Carers Register has shown an increase in carers registering with their GPs. See Appendix 2;
- Continuous Carer feedback including the National Carers Survey and co-production events.
- The development of a Joint Strategic Needs Assessment is underway including an additional carer's survey,
- Safeguarding carers in line with Council policy remains a priority area and regular reviews of the policy and staff safeguarding training will include safeguarding carers.

#### 5.11 Key developments for 2018/2019

- Development of a Trusted Assessor route within the Carers Hub Model, including specific assessment for young Carers
- Ongoing mobilisation and embedding of the Carers Hub
- Online self-assessment option through Live Well Cheshire East;
- Publication of Carers JSNA chapter
- Refresh of the Carers Strategy (to include young carers)
- Redesign and recommissioning of Carer respite utilising a co-production approach.

### 6. Wards Affected and Local Ward Members

#### 6.1. All Wards and All Ward Members

### 7. Implications of Recommendation

#### 7.1. Policy Implications

Policy implications, including the Council's duty to carers, have been considered and accounted for in the process that led to the development and agreement of the Carers' Strategy.

#### 7.2. Legal Implications

Legal implications have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper as the Council is Care Act 2014 and Children and Families Act 2014 compliant.

#### 7.3. Financial Implications

7.3.1. Financial implications have been considered in the process that led to the development and agreement of the Carers' Strategy.

7.3.2. The Strategy is currently being delivered within the existing budget. The commissioning of carers services will ensure value for money while exploring solutions which are appropriate, adequate and improve outcomes for carers.

7.3.3. Commissioners will review existing services to ensure that they meet the outcomes that carers have told us are important to them. This may result in decommissioning some services, while commissioning alternative solutions via the commissioning of an integrated Carers Hub model.

7.3.4. The Better Care Fund and the pooling of resources ensure support for carers is jointly commissioned with clear outcomes. By commissioning services in partnership we can ensure that we better meet the needs of carers, and reduce the duplication that may occurred through historic arrangements.

#### **7.4. Equality Implications**

7.4.1. Equality implications, including the Council's duty to ensure parity of esteem for carers, have been considered in the process that led to the development and agreement of the Carers' Strategy.

7.4.2. An Equality Impact assessment has been completed and reviewed by the Director of Commissioning.

#### **7.5. Rural Community Implications**

7.5.1. Implications for rural communities, including ensuring that rural communities have access to services, have been considered in the process that led to the development and agreement of the Carers' Strategy.

#### **7.6. Human Resources Implications**

7.6.1. Human resources implications, including the joint appointment of a Carers' Strategy Lead (hosted by Eastern Cheshire CCG on behalf of Cheshire East Council and the two CCGs), have been considered in the process that led to the development and agreement of the Carers' Strategy.

#### **7.7. Health and Wellbeing Implications**

7.7.1. Public health implications include the consideration of the impact on the health and wellbeing of carers due to their carer roles, have been considered in the process that led to the development and agreement of the Carers' Strategy.

#### **7.8. Implications for Children and Young People**

7.8.1 The implications for children and young people have been considered in the process, implications relate specifically to those children and young people who have a caring responsibility.

7.8.2 The development of the Carers Hub will make a positive impact on Young Carers and enhance their life opportunities. The Carers Hub will ensure that Young Carers are identified and provided with support in their caring role, whilst improving and maintaining their own health and wellbeing so that they continue in their caring role for as long as they chose.

7.8.3 The Carers Hub will support children and young people with a caring role in the following ways; helping them to take a break from their caring role, getting help, advice and support for the person they care for, introducing them to other Young Carers, getting them support in school or college. Support will be offered and provided to Young Carers in a variety of ways, such as; support to access community, health and wellbeing services, one-to-one support, and group based support, peer support, workshops, training, access to activities and providing information and guidance.



## 7.9. Overview and Scrutiny Committee Implications

7.10. Overview and Scrutiny have overseen the development of the Carers Hub.

## 7.11. Other Implications (Please Specify)

7.11.1. No other implications

## 8. Risk Management

8.1. The content of this report poses no risks to the achievement of Cheshire East, NHS Eastern Cheshire CCG and NHS South Cheshire CCG outcomes.

## 9. Access to Information

9.1. The Joint Carers' Strategy Delivery Plan and Delivery Plan Achievements can be seen in **Appendix 1**

9.2. GP Carer Register Totals can be seen in **Appendix 2**

## 10. Contact Information

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