

CHESHIRE EAST COUNCIL

REPORT TO: Overview and Scrutiny Committee

Date of Meeting: 5th July 2012

Report of: Rob Walker Commissioning Manager

Subject/Title: Carers Strategy and Implementation Plan Update report

Portfolio Holder: Cllr Clowes Adults, Cllr Gaddum Children and Families

1.0 Report Summary

This report will inform members of the progress with the implementation of the Carer's Strategy and Work Plan since the ratification by Cabinet on 3rd October 2011. This report will also identify additional areas for inclusion in the Carers' Implementation Plan.

2.0 Decision Requested

- 2.1 The continued endorsement and implementation of the Strategy, which underpins and demonstrates the value the Council and its partners place in supporting Carers and their families across Cheshire East.
- 2.2 That Scrutiny notes the progress of the work on the Carers' Strategy Implementation Plan.
- 2.3 To continue to support and acknowledge, through all engagement and communications with Carers, our continued commitment and acknowledgement of them as 'Expert Care Partners' treating all Carers with Dignity and Respect.

3.0 Reasons for Recommendations

3.1 Background on Strategy and Implementation Plan

The Carers' Strategy for Cheshire East was developed in partnership with Cheshire East Council, Central and Eastern Cheshire PCT, Carers Reference Group and Voluntary, Community & Faith Sector (VCFS) partners.

As part of the implementation of the Strategy, the Carers Executive Partnership Board [representatives of Health and Social Care Commissioning, Carers Reference Group chair and VCSF representative] has been established to oversee and review progress of the Implementation Plan.

The Carers Interagency Working Group directly report progress on project work associated with the Implementation Plan to the Carers' Executive Partnership Board.

3.2 Progress of the Carers' Strategy and Implementation plan: Background and monitoring arrangements

The Carers' Strategy was presented to and further revised by Scrutiny in September 2011 and has been taken forward by the Partnership as outlined in 3.0 of this report. The recommendations previously made by Members have been added to the Implementation Plan.

The Implementation Plan has been RAG rated (Red, Amber, and Green) to enable progress on each outcome to be monitored and reported to the Carers Executive Partnership Board (CEPB). A copy of the Implementation Plan is at appendix 1 of this report.

3.3 Highlights on progress

Work continues on the identified outcomes relating to the Carers' Strategy and Implementation Plan. A summary below notes four key areas where significant progress has been made.

3.3.1 Outcomes 1, 2,3,4,5 - Young Carers / Parent Carers' future / Whole Family Commissioning

The new Directorate of Children, Families and Adults has provided the opportunity of joint working and connected commissioning to ensure that all carers across Cheshire East are supported.

A Working Group has been established within Children and Families to lead on the development of an assessment and support pathway for young and hidden carers, parent carers and their families. This may identify further areas of work, which will need to be captured within the current implementation plan.

3.3.2 Outcome 1 - Carers Needs Assessments

The Carers' team has analysed the current performance data available within PARIS. This has identified some areas for improvements in recording of information across the SMART teams which is explained below.

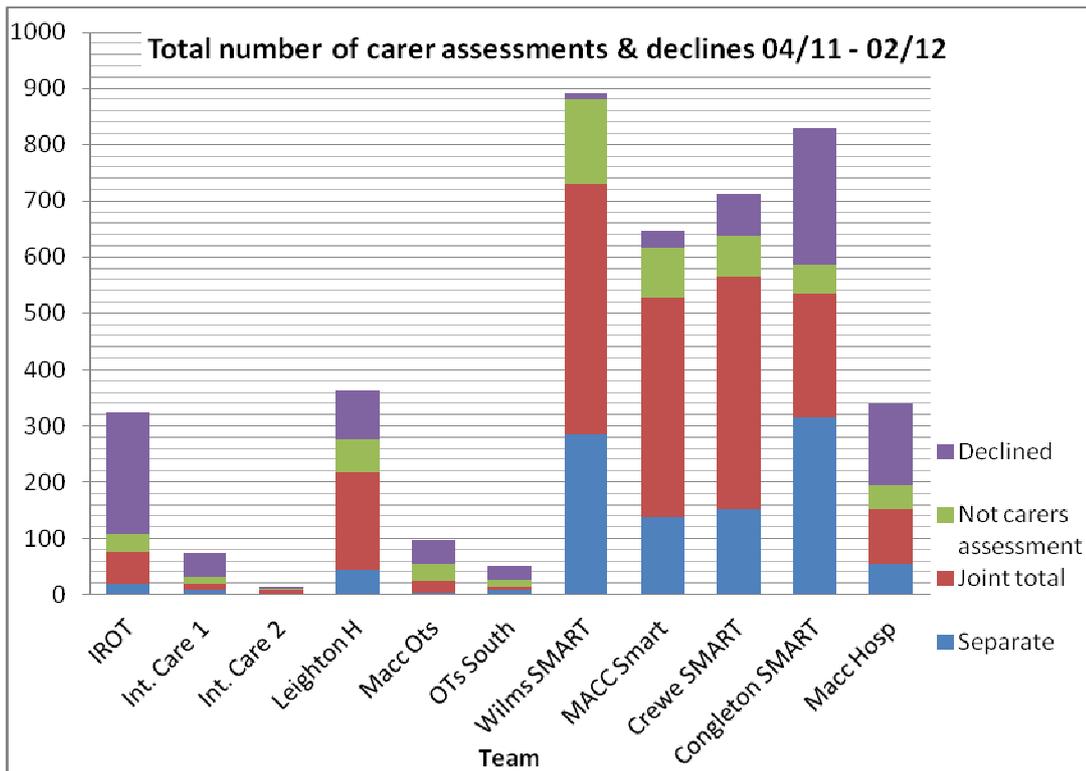
The number of Carers' Assessments completed for the financial year 2011/12 has increased as a result of the focus for carer's needs assessments being raised within the SMART teams. The National Indicator

is 24% of all carers who had contact with the teams having a Carers Needs Assessment completed. The figure achieved was 35.6% (this represents constant customers and new referrals made for 2011/12 which total 8,176).

Figure 1 below outlines further analysis for new referrals (4492), and this illustrates that 68% of carers received a carers needs assessment for 2011/12.

Type of Assessment	Number of Carers	Percentage
Separate Assessment to the Cared For	997	22.2%
Joint Assessment with the Cared For	2048	45.6%
Assessment Declined	882	19.6%
No Assessment Offered/No Assessment Requested	565	12.6%
Total	4492	100%

Figure 2 shows all referrals [4492] by team:



Analysis has identified that there are some inconsistencies in the hospital discharge processes and within Intermediate care teams at the point of discharge home. There has been pressure placed on hospital teams to discharge patients quickly. This pressure and impact can be mitigated by increasing capacity within the hospital teams, and this recommendation has been taken forward by Individual Commissioning.

Carers are supported at all stages through the assessment process. However, the figures clearly show that often Carers decline a Carer's Needs Assessment in their own right. Further work is needed to identify the reasons why these are declined.

Continued monitoring of the quality of Carers Assessments is also required to ensure that all appropriate information is recorded within the assessment, both for jointly and individually completed assessments. This auditing approach will ensure that we continually improve the outcomes experienced by carers as a consequence of the assessment.

3.3.3 Outcome 1 and 6 - Carer Development Link Worker / Trusted Assessors

The 'Trusted Assessor' is a Carer Development link worker role for the undertaking of Carers' Needs Assessments. This role has been developed within Mental Health Services through Making Space. The service offers an independent holistic assessment to Carers of Mental Health Service users.

This Service has been very effective and Carers' feedback has indicated that they value the support. Further analysis is required to consider this role across other client groups within Cheshire East.

3.3.4 Outcome 4. - Carers into Employment

There have been significant barriers for carers who wish to regain employment. To enable carers to become more confident *Jobcentre Plus* can help if carers want to combine their caring responsibilities with paid work, or return to work when their caring role stops. Through the Carers' Interagency Working Group *Jobcentre Plus advisors* are supporting carers to access information and additional resources to assist them into employment.

Through the Welfare to Work programme run by Cheshire East Council in partnership with Job Centre plus and Making Space, it is delivering a pilot project to help Carers into work. This will assist and help Carers have an opportunity to retain, return or seek employment.

If people are seeking employment there is funding available to assist with meeting the needs of the Cared for by providing additional care hours to enable the Carer to attend training events. This is not widely known and can be difficult for Carers to access. Further work needs to be done to publicise this and to support carers to access this funding.

http://www.direct.gov.uk/en/CaringForSomeone/CarersAndEmployment/DG_182917.

As a good employer, Cheshire East Council Human Resources Department commenced an evaluation of the numbers of staff within the workforce who have a caring role and responsibility. A survey will be carried out to establish the numbers of carers within the workforce in June 2012. This work will coincide with the addition of a staff Carer's Information Page with links to existing policies on Centranet, which support flexible working.

<http://centranet.ourcheshire.cccusers.com/humanresources/nonschoolsHR/attendanceandleave/Pages/Carers.aspx>

3.4 Further Strategic Priorities

3.4.1. LINKs Carers Respite Report

Cheshire East Local Involvement Network commissioned Making Space to carry out a research project into Carers Respite and the project included the area of carer assessments. In January 2011, Making Space began the research project and on 27th January 2012 the final report was presented.

The report identifies areas of concern and some of these areas overlap with the Carers' Strategy work being undertaken by the Carers' Interagency Working Group. The remaining will be added to the Implementation Plan.

[http://www.makingspace.co.uk/userfiles/Respite%20for%20Carers%20\(1\)\(1\).pdf](http://www.makingspace.co.uk/userfiles/Respite%20for%20Carers%20(1)(1).pdf)

3.4.2 Clinical Commissioning Groups (CCGs)

The Carer's Strategy and Implementation Plan identifies the information required in GP practices for Carers' support, and health and wellbeing. Within each GP Practice, there are already identified Carers' Leads who are responsible for providing information and for identifying Carers.

Further work is required with the Clinical Commissioning Groups to develop Joint Commissioning intentions to support Carers within the framework of the current Carers Strategy. Account will also be taken of the Clinical Commissioning Groups own developing priorities and those of the Health and Wellbeing Board within the joint Health and Wellbeing Strategy.

3.4.3 Carers Support 'Map'

A Carers Support map has been developed by the Carer's Team to support Carers in accessing the right information, advice and support to aid them in their caring roles. The Support map covers advice, signposting and assisting with contacting other support organisations, benefits and possible income maximisation to reduce financial hardship. There is further consultation required with partners to agree implementation. The Support map is at **Appendix 2**.

This will provide consistency across partner organisations when engaging with Carers and referring Carers who require full Carers' Needs Assessments from Cheshire East Council.

3.4.4 Carers' Needs Assessment Pilot

Carers report inconsistency in the quality of Carers' Needs Assessments, Support Plans and identified outcomes. To address this we are proposing to develop a pilot that will provide the opportunity to structure the *Initial Contact Assessment form* used by the current strategically commissioned providers of Carer's services and will provide a consistent format for carers. This process will link to the Carers Support Map.

Proposals have been made to pilot a standardised form across all VCFS partners who support Carers. The form would be owned by the Carer and act as a '*Carer's passport*' that would transfer with them to other organisations

The pilot will need to be evaluated and the information received from Carers will determine the future commissioning in this area of work. A further report could be provided to Scrutiny when the pilot has concluded.

4.0 Wards Affected

4.1 All wards

5.0 Local Ward Members

5.1 All ward members

6.0 Policy Implications including - Carbon reduction - Health

6.1 The recommendations have implications for CEC Corporate Objectives and their link to policies:

- **Corporate Objective One** – To give the people of Cheshire East more choice and control about services and resources
- **Corporate Objective Three** –To improve life opportunities and health for everybody in Cheshire East
- **Corporate Objective Five** – Being an excellent Council and working with others to deliver for Cheshire East
- **Children, Families and Adults 'One Page Plan'**

- **Draft Joint Health and Wellbeing Strategy**

7.0 Financial Implications (Director of Finance and Business Services)

- 7.1 The proposed pilot costs will be within the current cost envelope. The 2012/13 carer's budget (excluding Care4CE commissioned services) is £639,363 and has been agreed as part of the Needs Led budget setting for this financial year. The importance of continued investment to support carers by Cheshire East Council and its partners is recognised.
- 7.2 Consultation has commenced with all commissioned VCFS organisations including organisations providing services to Carers. This consultation will inform the future commissioning of services for 2013/14 and beyond. Equality Impact Needs Assessments (EINA) are being completed by each organisation currently.
- 7.3 From an NHS perspective, in the interim, the Primary Care Trusts will continue to receive baseline funding for Carer Breaks.

In the future Clinical Commissioning Groups will have the responsibility for commissioning services for Carers. They will need to work together with Local Authorities to ensure that the right services are available to meet the needs of Carers and the Cared For. It is expected that the Health and Wellbeing Boards (HWBs) will provide the vehicle to achieve this.

Starting last year, the Government made an additional £400 million available to the NHS over a four-year period. This will support Carers to take breaks (not Respite Care funding) from their caring responsibilities.

The 2012/13 NHS Operating Framework identifies Carers as an area that requires particular attention and is a key driver for improvement.

The operating framework identifies that PCT clusters need to identify and publish policies, plans and budgets with and including local authorities and voluntary groups. Plans should be in line with the Carers Strategy and:

- Be explicitly agreed and signed off by both PCT clusters and local authorities
- Identify financial contributions made to support carers by local authorities and PCT clusters
- Identify how much is being spent on Carer Breaks
- Identify an indicative number of breaks that should be available within that funding

- Be published on PCT websites by 30th September 2012 at the latest.

8.0 Legal Implications (Authorised by the Borough Solicitor)

8.1 Carers rights are enshrined within legislation that sets the responsibility of Social Services to carry out a Carer's Needs Assessment for all carers.

8.2 The legislation includes:

- The Carers (Recognition and Services) Act 1995
- The Carers (Equal Opportunities) Act 2004
- The Work and Families Act 2006
- The white paper 'Our Health, Our Care, Our Say' 2006
- Putting People First: A shared vision and commitment to the transformation of Adult Social Care (HM Government 2007)
- Carers at the heart of the 21st century families and communities (HM Government 2008)
- The Carers Strategy 'refresh': 'Next Steps for Carers: Recognised, Valued and Supported (HM Government 2010)
- NHS and Adult Social care Outcomes Framework
- Equality Act 2010
- The Big Society 2010
- Cheshire East Compact

9.0 Risk Management

9.1 Risks identified in the evolving Equality Impact Needs Assessment.

9.2 The risk that the current levels of commissioned services do not match the needs of Carers with regard to the 'Personalisation' Agenda for Carers.

9.3 The risk through the future commissioning of services for Carers; there will be changes to services, some that may have been commissioned for some time, this will impact on both providers and Carers and will need to be managed sensitively. Continuity of service needs to be ensured during any transition.

9.8 Risk to Individual Commissioning if services to Carers are reduced; this would lead to higher demand and higher costs on personal budgets for the cared for.

10.0 Background and Options

10.1 The estimated number of carers in Cheshire East is 39,829 (from 'Valuing Carers 2011' Carers UK). This is based on a calculation from the 2001 census, the latest information currently available. The number of people known to the Council as Carers on the PARIS social care system is 4,474. We also collect information on the amount of support given to Carers by our VCFS commissioned partners, and in the coming financial year, we will be

working with these partners to review how many individual carers this applies to. The Survey of Carers in Households 2009/2010 (the Health and Social Care Information Centre, 2010) found that nationally:

- **62%** of all carers felt that their general health was good,
- **8%** felt it was bad, and
- **30%** described it as 'fair'.

However, for Carers who cared for someone in the same household as themselves for over 20 hours a week, only:

- **52%** felt that their health was good, and
- **8%** described it as bad.

<http://www.ic.nhs.uk/pubs/carersurvey0910>

This suggests that a graduated approach to Carer support is necessary, where a low level of support (information and signposting) is available to the majority of Carers and a higher level of support (Carer breaks, or potentially personal budgets for Carers) is available to those with a more demanding caring role.

10.2 Background to this report is documented and further options appraisals undertaken, with the review of current commission and profiling of new whole system service for Carers. Case Studies relating to Carers' experiences and the associated commissioned services for Carers can be found at Appendix 3

11.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Rob Walker
Designation: Commissioning manager
Tel No: 01260 371097
Email: rob.walker@cheshireeast.gov.uk

Appendices

Appendix 1 – Carers’ Strategy and Revised Implementation Plan



2011 09 29 Strategy
for Carers Final Ratifi



2012 06 21
Implementation Plan \

Appendix 2 – Carers’ Offer Support Map



2012. 14. 19 Carers
Support Map.doc

Appendix 3 – Carers’ Case Studies



Case studies.doc