

## **The Cheshire East Integrated Carers Model 2023**

The consultation and engagement with carers told us what works well, and the Integrated Carers Hub model was recognised as an invaluable service that makes a difference to local carers. Therefore, the Cheshire East Integrated Carers Hub will continue to deliver a service very similar to the current approach with a focus on the single point of access for carers, families, and professionals.

During the consultation events carers told us that changes are needed to support them getting a break from caring and how difficult this can be. The new proposed model will address this need much earlier by ensuring all statutory assessments are identifying carers respite needs and the level of support required. A further area for development is around services for young carers and better links within schools/educational settings.

The outlined model is looking to address these areas of development, with the lessons we have learnt from working and delivering services during Covid. We have shaped this model to ensure it is fit for the future.

The provider[s] will be expected to:

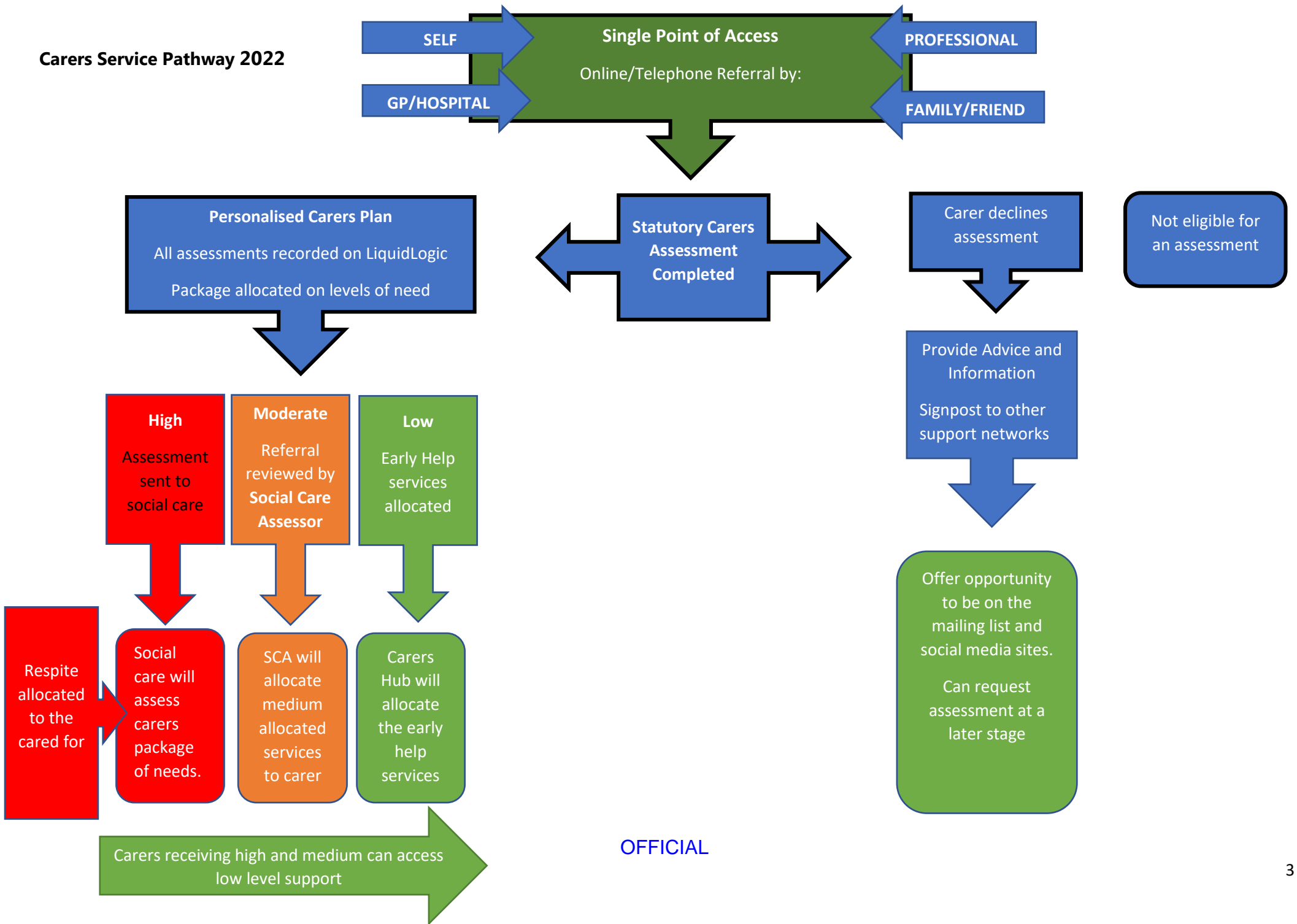
- Implement and operate the Hub, which will be a single point of contact for carers.
- Be responsible for managing and co-ordinating the service, ensuring through telephone, website, social media or face to face contact that carers gain easy and quick access to information, intervention and support.
- Complete statutory carers assessments on behalf of Cheshire East Council and review the support plan annually. All assessments and reviews will be submitted to the local authority for recording on our case management system.
- Determine the most appropriate type and level of support for the carers based upon their statutory carers assessment, where the level of need is deemed to be.
- Support carers to access the most appropriate resource to meet their outcomes.
- Develop a tiered approach to the support offered that best meets the level, type and time period for the intervention and support needed to best achieve the carer's outcomes. A tiered approach will ensure that carers receive the support at the right level e.g. low, moderate or high.

## Key Developments for 2023

- Develop and refine the tiered approach for the levels of need e.g., low, moderate early intervention support
- Develop the offer to young carers with a target approach around schools and age-appropriate respite
- Develop the referral and support mechanisms within schools and other education settings
- Develop the Take a Break service using providers from VCFS, residential and nursing homes and home care providers
- Strengthen the links with GP's – carers register
- Strengthen the links and approach with social care and hospitals
- Continue to keep our carers health and wellbeing at the heart of the service delivery.

Below is a visual representation of the model and pathways for carers gaining support. Further outlined details are included on the three levels of need and the services that would be offered. It will be expected that the Integrated Carers Service will provide all aspects of the low level of need and contribute to the moderate level of need.

# Carers Service Pathway 2022



## Levels of Need



### HIGH

Residential and Nursing Respite Care  
Day Care  
Community Respite

These services are allocated to the *cared for* individual via a social care assessment. The carer may also receive support from low and moderate services.



### MODERATE

Take a Break  
1 to 1 Support  
Community Respite

These services can be combined with low level services to provide a full package of support.



### LOW

#### Unlocking Advice and Support

Information, Advice and Guidance  
Online based support  
Group and Drop In Sessions  
Peer mentoring  
24/7 Chat Line  
Emergency Card  
Wellbeing Fund  
Befriending and Volunteering  
Education and Training  
Signposting to community activities/support  
Advocacy for carers  
Transition support

Carers allocations of support could change, and support could be a combined offer subject to assessed needs.

## Low Level Support for all carers

The lower-level support need is the first step for carers in unlocking the advice and support they need. It can also be used as a mixed approach to support carers who receive some help from high and moderate services.

**Information, Advice and Guidance** - Carers have access to relevant, up to date information relating to caring as well as other individual requirements identified in support plans.

Information and advice shall be available through various means accessible by carers, families and professionals. These may include (but are not limited to):

- Information packs/ booklets;
- Newsletters and publications;
- Telephone based support;
- Face to face;
- Web-based (including website, online networks and social media).

**Online / Virtual based support** - Carers have access to online based information, advice and support. This will be included onto the Live Well Cheshire East, Facetime, Zoom and other video options and the use of innovative technology. Virtual groups and activities will be included as part of the offer, including some outside of 'normal' office-based hours.

**Group Support** – A provision of group-based support both face to face and virtually will be scheduled. Group support will enable carers to build positive relationships with peers and can be used as a tool for befriending and mentoring. Group based support may be particularly useful as a step down from more structured support or for those who do not have high needs identified. Number and frequency of groups to be determined by level of need and desired outcomes.

**Drop-In Sessions** - (face to face support) – Will offer a scheduled number of sessions at community venues and also online for carers from Cheshire East to drop into to gain advice, information, guidance, arrange an assessment, meet the staff and volunteers. The service will target

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those locations with poor public transport and/or semi-rural and rural localities. The sessions will give carers requiring immediate support the provision of specific support for current carers accessing the service, as well as providing short term support for former carers, or carers who have previously accessed the service as part of their follow up provision. Carers should also be signposted to drop-in services which are already available in the community.

**Peer Support** - Facilitate peer support, befriending, social networks, self-help and support groups for carers. This will include supporting groups to become self-sustaining. These may be physically based at a range of locations and can be delivered in partnership with other organisations or through virtual networks.

**Telephone Support/CHAT Line** - Carers have access to telephone-based information, advice and support. This will be included onto Live Well Cheshire East and provided through Facetime, Zoom and other video options. Access to a 24-hour helpline, supported by volunteers.

**Emergency, Contingency and Future Planning** - Support carers to develop emergency and contingency plans, to provide peace of mind for carers in the event of an emergency or to plan for the future when they are no longer able to care. This will include the implementation of an Emergency Card.

**Living Well Fund** – Oversee and administer the use of the Wellbeing Fund. The Wellbeing Fund will allow for innovative interventions and solutions that promote the health and wellbeing of the carer as identified within the support plan.

The fund will allow carers to access activities and support that enable the carer to have relief/ a break from their caring responsibilities. Options may include (but are not limited to):

- Short breaks;
- Leisure activities (may include access to sports and exercise facilities/ classes);
- Hobbies and interests;
- Accessing universal services;
- Holistic, relaxation and alternative therapies;

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- Time with friends/ family;
- Assistive technology and IT solutions.

**Befriending and Volunteering Network** - The provider[s] shall ensure that carers have opportunities to meet with other carers and provide peer support, befriending and mentoring opportunities. The provider[s] will develop self-sustainable carer led befriending activities/networks and shall offer volunteering opportunities for people wishing to work with carers. The provider[s] shall be required to ensure that all volunteers undertake a training programme in line with staff requirements and have had the necessary checks and clearance.

**Carers Education, Employment and training support** - The provider[s] is to provide support and information to carers to access or maintain education, employment and training. The provider[s] will support carers to enter into paid work. This will be achieved through a variety of measures including providing information and advice, signposting, promoting volunteer and work placement opportunities. The provider[s] will work closely with the Department of Work and Pensions, local employers, educational and training establishments, and other local initiatives to maximise carer take up of training and employment opportunities.

**Carers Advocacy** - The provider[s] shall deliver an element of one-to-one and self-advocacy support to carers. The Provider[s] should consider a co-production and co-delivery approach through the development of a volunteer base to support the delivery of carers advocacy. Where advocacy is the reason for referral or becomes the principal concern, this should be referred to the commissioned advocacy services.

**Transition Support** - The provider[s] shall ensure that appropriate support is in place for carers at key transition points.

### Medium Support allocated by Social Care Assessor

Medium assessed needs – a carer requiring immediate support for a variety of reasons, e.g. carer breakdown, carer's ill health, support with cared-for returning from hospital, crisis. This is targeted at carers where the cared-for person has no allocated social care respite services. It is a short-term intervention with a step-down approach to de-escalate the issue and provide an essential break for the carer.

**1-2-1 Support** – Any 1-2-1 support will be put in place based on the assessment and subsequent support plan. 1-2-1 support could be via face to face or virtual support. Any intensive support will be delivered for a time limited period and a step down and exit plan approach applied. This activity will be supported by the Carers' Hub, with oversight and support from a social care assessor.

**Take a Break Service** – The provider[s] shall ensure there is a varied respite offer available to carers. The respite offer will enable the carer to take a break from their caring role. Respite options could include a sitting service, activities, opportunities to meet new carers, a short break. A break from caring needs to be personalised and meet the needs of the individual as identified within their care and support plan and desired outcomes. This offer does not include respite for the cared for person.

### High Level

Cheshire East allocates residential and community respite to the *cared for* individual following a statutory social care assessment. Although the allocation provides the carer with a carers break, there is still a need for carers to access the appropriate services to meet the carer's assessed needs, for example this could be support to access benefits/financial help, attendance at groups/coffee mornings, volunteering.