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DATE: 28 June 2012

Dear Councillor

ADULT SOCIAL CARE SCRUTINY COMMITTEE - THURSDAY, 5TH JULY, 2012

I am now able to enclose, for consideration at next Thursday, 5th July, 2012 meeting of the Adult Social Care Scrutiny Committee, the following reports that were unavailable when the agenda was printed.

Agenda No	Item
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6.	Carers Strategy and Implementation Plan Update report (Pages 1 - 22)
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9.	Proposal for Development of Respite Service (Pages 23 - 38)
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Yours sincerely

Mark Grimshaw
Scrutiny Officer

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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.

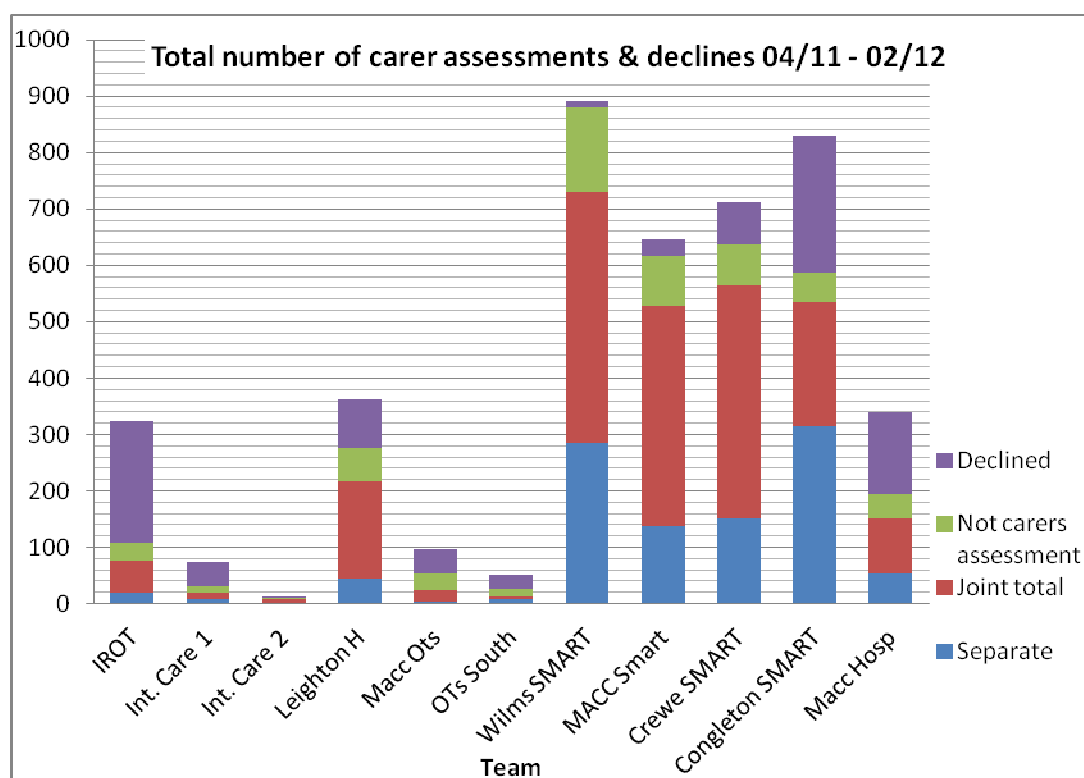
The number of Carers' Assessments completed for the financial year 2011/12 has increased as a result of the focus for carer's needs assessments being raised within the SMART teams. The National Indicator

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:

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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

Carers Strategy Implementation Plan - June 2012		
Cheshire East Carers Interagency Group		
Interagency partners:		
Cheshire East Council Central and Eastern Cheshire PCT Cheshire and Wirral Partnership NHS Foundation Trust Job Centre Plus Cheshire East Carers Reference Group Alzheimer's Society Cheshire Carers Centre Crossroads Care Cheshire East, Manchester and Tameside Making Space Neuromuscular Centre St Luke's Hospice	Green =	on track - milestones on time and supporting carers
	Amber =	The workstream has commenced but not been realised to fully support carers or milestone completed but not on time
	Red =	There is significant risk that milestones will not be reached
	Blue=	Plans for future activity - not yet started
Outcome 1. Carers will be helped to identify themselves in their caring role, and be treated as expert care partners		
Related National Carers Strategy 2008 outcomes	Actions / gaps identified	Progress
• Carers will be respected as expert care partners	Embedded within working practice of all staff, senior managers and leaders	
• Carers will be treated with dignity	Embedded within working practice of all staff, senior managers and leaders	
Related National Carers Strategy Refresh 2010 outcomes	Actions / gaps identified	
• Supporting those with caring responsibilities to identify themselves at an early stage, recognising the value of their contribution	Services Currently support carers and through advice and information assist carers to identify themselves	
Activities supporting Outcome 1	Updates	Progress
• Carer Support Service – Primary Care - Making Space (PCT funded) Support, information & advice for carers in primary care	Project Commenced awaiting update	
• Dementia Adviser project - Alzheimer's Society (PCT funded) Direct support for people with dementia and their carers as soon as possible after diagnosis.	Project Commenced awaiting update	
• Carer needs assessments review - Cheshire East Council A project to look at the carers needs assessment process and documentation to make sure it is meaningful with concrete outcomes identified.	This project group has been formed and is reviewing current assessment process and will be making recommendations for system changes	
• Communication with customers - CE Council To ensure that relevant and up-to-date information on Adult Services is available to customers of Cheshire East Council and their carers.	All service areas are informed of the requirement to maintain up to date information for all citizens of Cheshire east	
Outcome 2. There will be access to a range of advice, health checks, support and information in easily accessible formats, and the opportunity to plan for the future		
Related National Carers Strategy 2008 outcomes	Actions / gaps identified	Progress
• Carers will be supported so that they are not forced into financial hardship by their caring role	Strategically Commissioned providers signposting and monitoring carers to this outcome through contract.	
• Carers will be supported to stay mentally and physically well	Strategically Commissioned providers signposting and monitoring carers to this outcome through contract.	
Related National Carers Strategy Refresh 2010 outcomes	Actions / gaps identified	
Supporting carers to remain mentally and physically well	Review of services available and information required for carers	
Activities supporting Outcome 2	Updates	Progress
• Looking After Me Courses - PCT	Project Commenced awaiting update	
• Carers' health checks - PCT	Project Commenced awaiting update	
• Caring & Coping courses - Alzheimer's Society - Council funded Courses which provide specialist information and support to carers of people with any type of dementia.	On Track ,delivering and awaiting update through contract monitoring returns	
• Caring at Home - Cheshire Carers Centre - Council funded An 8 Week course for all carers looking at key aspects of caring for someone at home	On Track ,delivering and awaiting update through contract monitoring returns	
• Carer Breaks - Cheshire Carers Centre The Carers Breaks Fund funds up to £180 towards the cost of a break and can be applied for once per year per carer	On Track ,delivering and awaiting update through contract monitoring returns	

<ul style="list-style-type: none"> • Relaxation vouchers - Cheshire Carers Centre (Council funded) Carers can apply for a voucher to be used at Colleges across Cheshire for relaxation type treatments. 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Carers Centre Counselling - Cheshire Carers Centre A small number of qualified and BACP accredited volunteer counsellors offer free and confidential sessions for carers within the Crewe office. 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Carer Support Services – Adults & Older People - Making Space - Council funded Support, information & advice for carers of people affected by mental health conditions 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Educational Workshops - Making Space - Council funded To offer carers of people affected by mental health conditions opportunities to have training/education around all aspects of their caring role. 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Volunteer befriending/ peer support group - Alzheimer's Society To provide range of support and activity groups for carers or carers and people with dementia 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Cheshire East Carers Helpline - Cheshire Carers Centre - Council funded A freephone helpline providing a single point for information, advice and support for carers across Cheshire. 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Drop-ins,home visits,outreach - Cheshire Carers Centre - council funded Face to face information, advice and support to help carers to find their way through the complexity of health and social care systems 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Caring with Confidence Course - Cheshire Carers Centre - PCT funded A 7 week course to help carers to develop knowledge and skills to continue to care with confidence. 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • What on earth are personal budgets course - Cheshire Carers Centre To provide carers with information and to dispel myths around personalisation and personal budgets 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Annual Carers Day - Cheshire Carers Centre - Council funded Bringing together a large number of carers for information, mutual support and to have a short break from caring whilst taking part in interest sessions. 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Annual information / health day - Carers Interagency Group An event to raise awareness of carers in Cheshire East 	Currently scoping	
<ul style="list-style-type: none"> • Volunteer Befriending and Peer Support - Crossroads Care CEMT Offering carers the chance to meet with a peer group, discuss relevant issues and form supportive friendships and support networks. 	On Track ,delivering and awaiting update through contract monitoring returns	
Outcome 3. Flexible, affordable and personalised services will be available to all carers at times which suit them		
Related National Carers Strategy 2008 outcomes	Actions / gaps identified	Progress
<ul style="list-style-type: none"> • Carers will have access to integrated and personalised services they need to support them in their caring role. 	Further work is required to scope out with carers personalised service provision	
Related National Carers Strategy Refresh 2010 outcomes	Actions / gaps identified	
<ul style="list-style-type: none"> • Personalised support for both carers and those they support, enabling them to have a family and community life 	Further work is required to scope out with carers personalised service provision	
Activities supporting Outcome 3	Updates	Progress
<ul style="list-style-type: none"> • Carers Fund - Cheshire Carers Centre - Council funded 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Personal budgets pilot - Cheshire Carers Centre 	On Track ,delivering and awaiting update through contract monitoring returns and project evaluation in september 2012	
<ul style="list-style-type: none"> • Carer Break service – Adults & Older Persons - Making Space - Council funded Tailored respite opportunities for carers of people affected by mental health conditions 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Young Carers Fund - Cheshire Carers Centre - PCT funded 	To be evaluated by Sue McDowell	
<ul style="list-style-type: none"> • Crossroads carer breaks - Crossroads Care CEMT - Council funded 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Take A Break, CAMEO, Carers Support Group, Parent Carer Support Group - Crossroads Care CEMT - Council funded Carer breaks facilitated through group care support 	On Track ,delivering and awaiting update through contract monitoring returns	
<ul style="list-style-type: none"> • Carers Emergency Response Service - Crossroads Care CEMT - Council funded A quick response emergency service which provides support to carers in the event of an emergency occurring 	On Track ,delivering and awaiting update through contract monitoring returns	

Outcome 4. Learning and personal development opportunities will be available to all carers		
Related National Carers Strategy 2008 outcomes	Actions / gaps identified	Progress
• Carers will be able to have a life of their own alongside the caring role	Further work is required to scope out with carers personalised service provision	
Related National Carers Strategy Refresh 2010 outcomes	Actions / gaps identified	Progress
Enabling those with caring responsibilities to fulfil their educational and employment potential	Further work is required to scope out with carers personalised service provision in relation to education and employment	
Activities supporting Outcome 4	Updates	Progress
• Learning Opportunities Fund - Cheshire Carers Centre - Council funded	Project Commenced awaiting update	
• Carer Development Service - Making Space - Council funded To support Carers of people affected by Mental Health conditions to access employment, training and education, and help with job retention	On Track, delivering and awaiting update through contract monitoring returns	
• Carers in Employment project - Crossroads Care CEMT	Project Commenced awaiting update	
• Job Centre Plus Carers' Offer - Job Centre +	Project Commenced awaiting update	
Outcome 5. A whole family approach will address the needs of young carers and parent carers		
Related National Carers Strategy 2008 outcomes	Actions / gaps identified	Progress
Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against the 'Every Child Matters' outcomes.	Project Commenced awaiting update	
Activities supporting Outcome 5	Updates	Progress
• Crossroads Care Cheshire East Young Carers Project - Crossroads Care CEMT - Council funded Regular group sessions, one to one support, advocacy, advice and information sessions and social activities for young carers up to the age of 19	Project Commenced awaiting update	
• Young Carers Fund and Young Carers Celebration Event - Cheshire Carers Centre - PCT funded	Project Commenced awaiting update	
• Young Carers Supported to Achieve Future Excellence (SAFE) - Working with schools - Crossroads Care CEMT to increase awareness and understanding of young carers issues in the school environment, removing stigma and reducing isolation and bullying	Project Commenced awaiting update	
• Sibling Carers Workshops - focussed support for sibling carers - Crossroads Care CEMT A 10 week workshop programme for siblings of disabled children.	Project Commenced awaiting update	
• Parent carer support group - Crossroads Care CEMT Offers parent carers of a disabled child the opportunity to meet up with a peer group, discuss issues and form supportive friendships and support networks	Project Commenced awaiting update	
• The Fun Club - Crossroads Care CEMT Activity sessions for disabled children - this service also facilitates short breaks for parent carers	Project Commenced awaiting update	
• Home based short breaks service for parent carers - Crossroads Care CEMT This service places a member of staff in the home allowing parent carers to have a break.	Project Commenced awaiting update	
• Aspergers Social Skills Programme for children and teenagers - Crossroads Care CEMT This service facilitates short breaks for parent carers of children with Aspergers Syndrome	Project Commenced awaiting update	
Outcome 6. Awareness of carers' issues and needs will be developed so that carers are supported, respected and fully involved		
Related National Carers Strategy Refresh 2010 outcomes	Actions / gaps identified	Progress
Carers will be involved from the outset both in designing local care provision and in planning individual care packages.	Scoping	

Activities supporting Outcome 6	Updates	Progress
• Dementia Adviser Service - Alzheimer's Society	Project Commenced awaiting update	
Carer Break Service – Primary Care - Making Space - PCT funded	Project Commenced awaiting update	
• Carer Awareness Training Sessions - Carers Interagency	Being scoped	
• Carers Reference Group - Carers Reference Group	Project Commenced awaiting update	
Carers Reference Group - Crossroads Care CEMT	Project Commenced awaiting update	
Young Carers Reference Group - Crossroads Care CEMT	Project Commenced awaiting update	
• Cheshire Carers Centre carers group - Cheshire Carers Centre	Project Commenced awaiting update	
• Carer Link training for professionals - Making Space	Project Commenced awaiting update	
• Work with GP Commissioners - PCT, Cheshire East Council	Project Commenced awaiting update	

Tier 4 - Critical

Full referral to
Social Services

Tier 3 – More intervention - substantial

Referral to Social
Services – full carer's
RAS

3 free hours support
as applicable

6 weeks
reablement
support (3 hr
break p/w)

Personal
budget

Referral to LAC

Level 2 Specialist advice - sustaining

Carer groups

Housing

PA advice /
care

GP

Outreach
workers

Options leisure
card

Universal breaks

DWP

CAB

Psychological
therapies

Employment
support

Training &
personal
development

Telecare

Alcohol advice

Level 1 Scoping

Initial contact – carers
passport

Benefits check /
income maximisation

Advice and
information – general

Carers information
leaflet

CERS referral

Carers Offer

Eligibility
advice

Referrals from
Social Services

Targeting
hidden carers

Self referrals

Referrals from
health settings

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Please find below comments from carers accessing each service to include in reporting. We have hard copies if required.

Core Information, Advice and Support Service

Margaret, 74, from Middlewich, has been accessing Cheshire Carers Centre since summer 2008. She regularly attends the monthly support groups in Middlewich and Crewe, and has accessed benefits advice from our carer support worker, both for herself and her husband. She has also attended Carers Days and Caring at Home courses. Her husband had been suffering with dementia and moved into a care home, and Margaret found the support from Cheshire Carers Centre extremely useful in supporting her through this, especially talking to other carers in similar situations. She attended the support groups for social interaction but also gained specialist knowledge from attending sessions such as a "Living with Dementia" talk at the Middlewich support group. Sadly her husband passed away in April 2012 and when Margaret phoned the centre to inform them, she said, "I couldn't have got through this without you, you have helped me so much over the past few years." Cheshire Carers Centre continue to support former carers for up to one year and have now developed a former carers group which is run by volunteers which Margaret has decided to attend when she is ready.

Miss A from Crewe area contacted Cheshire Carers Centre Helpline extremely distressed and unable to cope with caring for her mother who suffers from Alcohol related dementia, and she herself was alcohol dependent. She spoke at length to our Carer Support Worker to who made an immediate referral to Social Services for the family to receive additional support. He also referred the family to Addaction who support people with alcohol issues. The support worker called the lady a few days later to follow up the case and Miss A expressed that she felt much more able to cope now that some additional support was being put in place.

Melanie, from Audlem cares for her 22 month old son with Cerebral Palsy and has accessed benefits advice from Cheshire Carers Centre. "I appreciated the help, support and guidance given to my family by the centre's staff. The staff are professional, caring and helpful. They understand the needs of carers' and the children / adults they care for. Being a carer can be lonely and stressful, and I felt that the appointments I had with Lizzie Tettmar were just what I needed. Lizzie was someone to talk to and she helped me locate important information relating to benefits and support groups...She also helped me write letters to support my son's DLA application, which I had felt unable to do by myself due to my caring role and the emotional

stress that I was feeling. We achieve the higher level DLA care component for Jacob because of your help and expertise."

Caring at Home Courses

Roland, 75+ from Handforth attended the Handforth Caring at Home course in Autumn 2011. He had never had contact with Cheshire Carers Centre before. He cares for his wife Sheila who has physical disabilities and has had to take on many new responsibilities along with his caring role, such as cooking, cleaning and personal care for his wife. The course informed him about many local services for carers, and also put him in touch with other projects within the centre.

He applied to Cheshire Carers Fund in October 2011 for a new cooker and was awarded £220. He also began attending the Male Carers Group where he has learnt new skills and gained social support by accessing cookery workshops, trips out and social support from other male carers. He contacted the centre to thank both Janet Vowles , Carers Fund Co-ordinator and Dave Johnson, Male Carers Support Worker and said "I am really getting a lot from the Male Carers Group and I am pleased to have my new cooker from the Carers Fund."

Eileen P, in her 60s, from Crewe has been accessing various services at Cheshire Carers Centre, including information, advice and support via office drop ins, benefits advice, and the Caring at Home course. "When my husband had a stroke I became his carer and was subsequently invited into the carer's organisation. I attended a 6 week course which helped a great deal in giving me confidence and providing me with all kinds of extra knowledge to help me fulfil my role as a carer. During the course I met a lot of very nice dedicated people. Our course leader encouraged us all to be friendly and get to know each other which would help us all to feel more comfortable within the course setting. This we did, and I was introduced to one lady who was delightful and very friendly and we got on well together. We now continue to meet every month for coffee, which we both enjoy and we can be ourselves for a couple of hours."

Eileen B from Knutsford, first contacted Cheshire Carers Centre via the helpline for information on our services. Her husband is elderly and she was struggling to cope. She had benefits support from our Carers Support Worker and then attended the Congleton Caring at Home course from 06.09.11 to 25.10.11. When asked what the most helpful topic was on the course, she replied, " A talk by a representative from social services, it changed my life and gave me the feeling I wasn't alone. I had a carers assessment following on from this". Elaine also expressed verbally to the course co-ordinator and the rest of the group that she had found the talk from Social Services to be life changing as

she was getting to breaking point and they very quickly carried out a carers assessment and got her husband into respite as soon as possible to give her a much needed break.

Training and Personal Development

Amanda Whittaker, 53, from Macclesfield, cares for her husband with physical disabilities. She attended the overnight residential to Manchester Marriott hotel in November 2011 where she took part in a cookery class, experienced pamper treatments and relaxed in the hotels facilities. Amanda's caring role requires her to help her husband dress, wash, and supervise him at all times as he is prone to falls. She had not had a break for 3 years. She wrote following the break saying, "The break was just what I needed...it has been a difficult year, so it was lovely to chill out and enjoy the great company, good food, and enjoy the facilities of the hotel...it was fantastic to have some space to myself."

Denise, from Congleton, cares for her father who is now in respite with a view to going into long term residential care. She has accessed a variety of services at Cheshire Carers Centre including the Caring at Home course and monthly support groups. She attended a Therapy Day in March 2012 where she experienced a back massage, reiki and a workshop on Emotional Freedom Technique. Denise commented, "I was really stressed when I arrived but I enjoyed the therapies I tried very much. The day gave me a break from my caring role and I would recommend alternative therapies to other carers. I really found the Emotional Freedom technique helpful as I was given a one to one session which was brilliant and I am hoping to continue this at home, it has really helped."

Carole, 54 from Nantwich cares for her partner who was injured in a car accident. She is going through a lot of stress as he is now becoming less independent as he is getting older and her caring role is increasing. She has accessed one to one counselling at Cheshire Carers Centre which she said is really helping her to cope and she also attended the Therapy Day where she enjoyed treatments and a relaxation workshop. As a result of accessing these services she now feels more confident and has applied to become a volunteer at the centre to help with carers groups and courses, and she has also accessed a personal budget.

Relaxation Vouchers

Bev, 50, from Crewe cares for her mum with Alzheimer's Disease. She accesses therapies at Cheshire Carers Centre as a result of having a Personal Budget. She told the Personal Budget Co-ordinator that she would not be able to continue her caring role if

it was not for accessing therapy sessions to help her cope and provide her with a break.

An anonymous carer who accesses therapies at the Crewe office commented about her reiki treatment, "I both enjoyed the treatment and feel positive about benefitting from it. Any such treatments I feel are very worthwhile to carers in a similar position to myself as I feel the strains and stress of caring take their toll."

Helen, a parent carer from Crewe, has accessed services via the Disabled Children's Database, including a parent carer drop-in, and as a result of this has accessed therapies at the centre, and introduced her mum to the services as well, as she cares for her husband. She received a massage and reflexology and said she really enjoyed the treatment and the opportunity to chat to other carers at the centre, and she would recommend alternative therapies to other carers to help them take a break from her caring role.

Carers Fund

Alan, 60, from Crewe carers for his son with Learning Disabilities. Alan supports his son financially, ensures he has a nutritious diet, prompts with personal hygiene, provides emotional support and social stimulation. In December 2011, Alan applied to the Carers Fund for a tumble dryer and was awarded £220. As he lives in the Crewe and Nantwich area, he was also automatically referred to the Personal Budgets Project for a break from his caring role. Following this a Carers Assessment was then carried out for Alan to ensure his needs were being met, and he being supported to apply for a Personal Budget.

Sharon, from Crewe, cares for her son with physical disabilities and applied to the carers fund in February 2012 for a gym membership. She was awarded £209 and she wrote to us stating that as a result of receiving the gym membership the previous year, she had lost 25lbs in weight which made her feel much better and gave her more energy to continue with her caring role. Attending the gym provided her with a break from her caring role and increased her confidence, hence the fact that she wished to apply for this again this year to continue this.

Joanne lives in Crewe cares for her husband with Mental Health Problems. She first accessed the centre for a Personal Budget, and in addition to this received support from Making Space. Joanne discussed the she is "going to try to make time for myself and try and gain some independence back into my life and create a more "balanced" lifestyle. She accessed the Carers Fund in February 2012 to attend a one day course to learn something

new in her profession as she wanted to look into further training and start to be independent again, rather than relying on Carers Allowance. "The thought seems daunting at one day working back in my profession but this has enabled me just that one step closer to achieving this so I thank the Funding very much for this opportunity. Life can very quickly become bleak and despondent when your independence is stripped away and this funding has been very beneficial into helping me think of myself again and give me hope again into one day achieving a small income to help with the ever rising cost of living."

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CHESHIRE EAST COUNCIL

REPORT TO: ADULT SOCIAL CARE SCRUTINY COMMITTEE

Date of Meeting: 5th July 2012

Report of: Lynn Glendenning

Subject/Title: Proposal for Development of Respite Service

1.0 Report Summary

- 1.1 This report gives the background to and outlines the proposal from 3L Care to develop a respite service in the Crewe & Nantwich area as an alternative to Cheshire East Council carrying out an adaptation at Lincoln House that would provide short break accommodation for adults with a learning disability.

The adaptation at Lincoln House was to provide an alternative to the current provision at Queens Drive and to provide for more complex needs respite which is currently not available in the Crewe and Nantwich area. Queens Drive is due to close in September as part of the Improvements to Adult Social Care work which concluded that it was not fit for purpose.

Officers have worked with 3L Care to see if their proposal can be developed and 3L Care have now sourced a building in the private sector that may be suitable to provide this service.

This report examines the areas that need to be considered as part of the proposal and asks for views from Members.

2.0 Recommendations

- 2.1 That consideration is given to Cheshire East Council continuing to work with the private market to expand the choices available for respite provision in the Cheshire East area.
- 2.2 That the decision to remodel services at Lincoln House be reexamined in the light of any new provision in the area.

3.0 Reasons for Recommendations

- 3.1 To support market development for the provision of respite services.
- 3.2 To ensure services meet the needs of residents both now and in the future.

4.0 Wards Affected

4.1 All.

5.0 Local Ward Members

5.1 All.

6.0 Policy Implications

6.1 Part of the Improvements to Adult Social Care work approved by Cabinet on 5th March 2012.

7.0 Background

7.1 The Consultation

A consultation was held on proposed changes to day and respite services (named 'Improvements to Adult Social Care Services'). As part of the consultation the closure of Queens Drive in Nantwich was suggested giving Mountview in Congleton as an alternative. The reason for selecting Queens Drive was primarily as it was unsuitable for people with more complex needs and could not be adapted but also due to the low usage of the existing facility (54% occupancy).

A number of representations were received about Queens Drive during the course of the consultation. This included the problem of transport to the alternative centre in Congleton and the feeling that Queens Drive offered a homely environment which would be hard to replicate elsewhere.

As a result of this a modified proposal was put to Cabinet on 5 March 2012 to offer alternative respite provision at Lincoln House as well as Mountview. This proposal was endorsed by Cabinet.

7.2 Post Consultation

Correspondence from some members of the public since the Cabinet decision has continued to maintain that Lincoln House would be an inadequate replacement for Queens Drive. Lincoln House is seen by some as a centre for older people completely unsuitable for younger people with learning disabilities. In fact, it has been stated that going there would create a 'stigma'. This is despite the fact an emphasis has been put on a self-contained wing being created at Lincoln House for this client group, with appropriate furnishings and a separate entrance.

Work is ongoing to firm up the cost for changes to Lincoln House. The figure given in the report to Cabinet was costs circa £31,192 for modifications. This figure was arrived at by carrying out a desktop exercise based on the known cost of equipment and change of use of existing rooms. The price quoted by the consultants subsequently employed (David Trowler Associates) was

originally £83k. This has now been reduced to £73k following a request to them to cut out all cosmetic and unnecessary costs.

The main reason for the difference between the estimate from the desktop exercise and the current estimate from Trowlers is unforeseen construction costs. This is because we are unable to simply change the use of existing rooms – regulations about the permitted size of bedrooms and bathrooms, plus the space needed for ceiling track hoists means there is construction work involved that was not originally expected. A further reason for the difference in cost is the need to create a separate entrance.

If the work at Lincoln House does not go ahead there will be implications for the Care4CE staff currently working at Queens Drive as there was an expectation that they would transfer to Lincoln House and Mountview. However, Care4CE are confident that alternative posts can be found.

7.3 Proposal Put Forward to Cheshire East Council by 3L Care

On 13th May an e-mail was sent to Cllrs from Marcus Tarrant from 3L Care with a supporting letter from Mike Card (a parent/carer) this letter is attached as Appendix 1. The proposition is summarised as follows:-

- 3L Care would enter into a lease for the currently empty property (vacated by Cheshire & Wirral PCT) at 30 Primrose Avenue, Haslington which is owned by Cheshire East Council. This property was previously used for short break Health respite for people with a learning disability.
- 3L Care would refurbish the accommodation to ensure that it is brought up to standard needed to provide a high level of care for young people with learning disabilities. This will be done in consultation with the families and would be at no cost to the Council in its role as Landlord.
- 3L Care would provide the staffing and infrastructure to deliver the care needed through Personal Budget.
- 3L Care would then replace the existing service at Queens Drive without Cheshire East having to spend money at Lincoln House for a service that families do not want.
- Should Cheshire East Council wish to dispose of the property in the future to generate further income 3L Care would be happy to enter into negotiations for the purchase.

The rationale from 3L Care is as follows:-

- They have the existing infrastructure and staffing to make this happen quickly and effectively.

- The young people and families who currently use Queens Drive will have an immediate alternative solution more suited to their needs, that they have involvement in and would prefer.
- Cheshire East Council will save money on the planning, refurbishment and implementing of a relocation to Lincoln House which will also ensure that the current residents of Lincoln House are not disrupted.
- This will be a great example of the Council working with families and local business to provide cost effective solutions and demonstrate that cost cutting can be performed with minimal disruption to services.
- It will bring "back to life" an empty Council building not being utilised at the moment.
- It will create revenue for the Council from the building lease and potential future sale.
- It is a solution that benefits all parties involved and has direct input from the families concerned.
- It brings to an end the current uncertainty of the families over a proposal that they are very much against.

3L Care are a relatively new company having been registered with Care Quality Commission since 7th October 2011. They have a care home in Winsford and CEC have one resident placed in the service. CQC have yet to inspect the service. It may therefore be prudent to have contingency plans in place for the service.

7.4 Actions to Date

A meeting took place between Marcus Tarrant from 3L Care and Lucia Scally and Lynn Glendenning on Monday 11th June to discuss the proposal in more detail. It was accepted by 3L Care that any care provision would be via personal budgets. The remaining issue was around the building. The Council's position was explained in that a decision would be required to ascertain that using the building for respite would be best use of the building and also that any lease granted on a property owned by the Council would need to go to competitive tender (see 8.1, 8.2 and note at 11.2) and Marcus agreed to then look for properties in the private sector and support from CEC Contracts team was offered where appropriate.

Following this meeting an e-mail was received from 3L Care stating that a colleague was aware of a similar situation in another local authority where the tender rules had been waived and that they would come back to us with further details.

A second meeting took place on 21st June 2012 where 3L Care stated that the situation they had referred to in another authority had taken place quite a few years ago and it would not be possible to move forward in that way under current legislation. Further discussion took place regarding 3L Care continuing to look for properties in the private sector.

On 23rd June 2012 an e-mail was received from 3L Care stating that a possible property had been found in the Crewe area. 3L Care are now in discussion with Cheshire East Council planning department with regard to a request for a change of use for this property. They have also been in contact with CQC regarding registration for the service.

Business information provided by 3L Care is attached to this report as Appendix 2.

Two engagement events for service users and their families and carers have been arranged at Macon House at 10am and 5pm on 6th July 2012. This will allow the Council to discuss these developments with the current families who use Queens Drive to ascertain their views directly.

8.0 Issues to be Considered

8.1 Use of the Property in Primrose Avenue

The Corporate Landlord function has confirmed that this site is one that is being considered for affordable housing and Strategic Housing have confirmed that there is considerable need in this area. If the building is not used for affordable housing it would be surplus to CE requirements and would therefore be sold. The property also is subject to covenants which could make it unsuitable for use as respite by a private provider.

8.2 Granting a Lease on the Primrose Avenue Property

The Council has no power to dispose of the property (which includes granting a lease for 7 years or more) unless it secures the best consideration reasonably obtainable or it has Secretary of State consent. There is a blanket consent (General Disposal Consent 2003 - GDC) which applies if a well being objective is satisfied. Our Corporate Landlord would need to determine if the 3L Care offer constitutes best consideration or, if it does not, whether a lease at undervalue to 3L Care is desirable and, if so, whether the criteria in the GDC are satisfied. Regardless of whether the General Disposal Consent applies the Council has to fulfil its fiduciary duty to tax payers. A tender process for the lease of the property is the usual way for a local authority to satisfy itself that it will secure best consideration and fulfil its fiduciary duty but a tender is not required if our Corporate Landlord is satisfied by reference to a valuation for the purposes of the GDC that it will receive best consideration and has sound reasons to proceed with 3L Care as opposed to another tenant. There is concern that 3L Care may be seen as being preferentially treated and to ensure that this is not the case, it is recommended that the lease is advertised to establish what other offers may be available from the market. On condition that there are no services or works being offered as part of the lease, then Procurement Rules and Regulations do not apply.

8.3 Demand for Services

Queens Drive is a 6 bed unit and the utilisation over the past 12 months has been as follows:-

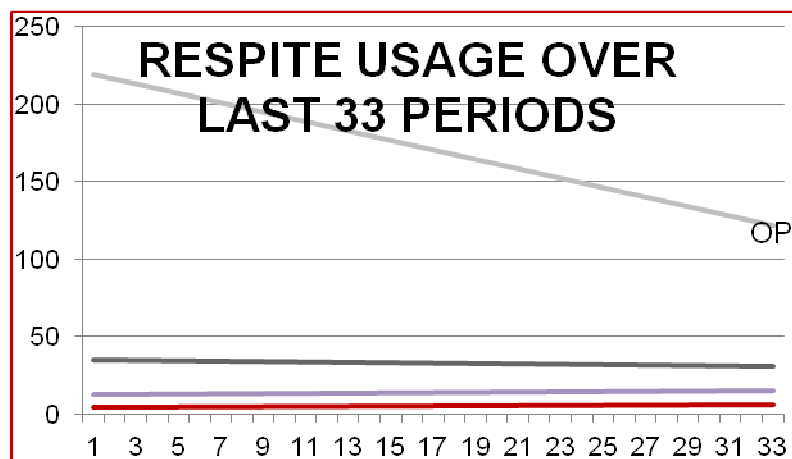
June 2011	50%	December 2011	54%
July 2011	49%	January 2012	45%
August 2011	73%	February 2012	61%
September 2011	58%	March 2012	38%
October 2011	61%	April 2012	32%
November 2011	47%	May 2012	42%

The 3 beds at Mountview has been utilised for 36% of the time over a period from January 2012 to June 2012. The view from Individual Commissioning is that there is currently an overprovision of building based respite for this client group.

The information below has been taken from the Improvements to Adult Social Care business case:-

[http://moderngov.cheshireeast.gov.uk/ecminutes/Published/C00000241/M00003637/AI00015501/\\$AppendixBBBRBusinessCasefinalversion220212.docA.pdf](http://moderngov.cheshireeast.gov.uk/ecminutes/Published/C00000241/M00003637/AI00015501/$AppendixBBBRBusinessCasefinalversion220212.docA.pdf)

Care4CE short breaks usage trends



	TOTAL USAGE APR-JUNE2009	TOTAL USAGE AUG-OCT 2011	CHANGE
LD	104	88	-15.4%
MH	14	24	+71.4%
OP	660	423	-35.9%
PD	30	46	+53.3%

The reasons for this overall reduction, as outlined in the report, was identified as follows:

- The increased take-up of Direct Payments has moved 'demand' into the private sector where increasing competition is offering lower cost services (especially respite) in higher quality establishments
- Direct payments cannot be spent on Council-run services
- People are using the principles of choice and control to find innovative alternatives to traditional service offerings
- The offer of free reablement services as part of initial assessment or review is helping to reduce the need for long-term support
- Improved information, prevention and signposting is redirecting some people to other solutions
- The rigorous application of Fair Access to Care guidance and Council policy is ensuring that council-funded support is only directed towards those with the greatest need

The only growth areas are those of Mental Health and Physical Disability respite. It should be noted the numbers involved here are relatively small, therefore it only needs a handful of users to change the trend in usage.

8.4 Current Provision

The only services provided directly by the Council are those provided by Care4CE, which include provision at Mountview and Warwick Mews, and Shared Lives. There is provision in the private sector but these service tend to cater for people with high and complex needs. Several other services are available in Stoke-on-Trent and Tarporley but these services also tend to cater for people with high and complex needs.

8.5 Provision of Care Services

If it was decided that Primrose Avenue would be used to provide the services this would not be on a block contract but by service users and families utilising their personal budgets. This would therefore mean that there are no issues regarding the procurement of care. It would be up to the individual families to book their places at any agreed scheme. This means that any care provider would not have a guaranteed income. It is likely additional occupancy would need to be sourced to make the proposal more financially viable.

Should 3L Care be successful in securing the building identified in the private sector the care would still be paid for by utilisation of personal budgets.

9.0 Risk Management

Should the Authority decide to go ahead and grant a lease to 3L Care without undertaking a full market evaluation, they would be at risk of challenge from other providers who may wish to develop a similar service. It would set a precedent of offering properties to specific providers without going to the

market. It would also be difficult to prove “best consideration” if no market testing was to be carried out.

There is a risk due to the lack of demand for services that the provider would, at a later date, look for a change of use for the building although the lease could prohibit any such change of use.

If 3L Care develop a service in the Crewe area this calls into question the need for the adaptation and development of a service at Lincoln House.

10.0 Financial Implications

- 10.1 The savings relating to the closure of Queens Drive have already been taken in to account financially. Delays to the closure reduce the part year effect being delivered in 2012/13 and add to an already over stretched revenue position.
- 10.2 Account needs to be taken of any financial impact of issuing personal budgets and the availability in the market of any alternative respite accommodation.
- 10.3 Account needs to be taken of the need for building adaptation at Lincoln House that could avoid capital expenditure referenced at 7.2.

11.0 Legal Implications (Authorised by the Borough Solicitor)

- 11.1 If 3L Care move forward with a private property this negates any immediate consideration of legal issues with regards to the property at Primrose Avenue as a lease of the property would not be being granted to 3L Care nor would a tender process for a lease of it to provide a respite service be undertaken.
- 11.2 If 3L Care does not proceed with a private property and wishes to proceed with Primrose Avenue the following issues need to be addressed:
 - 11.2.1 Planning permission for change of use would be required prior to the grant of the lease as the property is currently private residential and the judicial review period in respect of the planning permission would need to expire without challenge;
 - 11.2.2 As stated in 8.3 the Council has no power to lease the property unless it secures the best consideration reasonably obtainable or can rely on the GDC and regardless of whether the GDC applies the Council has to fulfil its fiduciary duty to tax payers. Moreover, accepting undervalue could constitute unlawful State aid. Market testing by open competition is the safest way of establishing best consideration.
 - 11.2.3 If there is intended to be any agreement with 3L Care with regard to the manner of use of the property or its development then it will probably amount to a public contract or concession. In such case there would have to be an EU compliant competition. Controls arising in contracts other than the lease are likely to bring the deal within the ambit of the EU regulations.

11.2.4 The Council would have to be satisfied that there is the soundest justification for proceeding with 3L Care rather than undertaking a tender process and be reasonably confident that its desired outcome will be achieved.

11.2.5 Under the Treaty of Rome there has to be fairness and transparency and an 'even playing field'. Early discussions with 3L Care could bring into question whether they are eligible to be considered as bidders in a later competitive process.

These issues will also be relevant if the lease of another property to 3L Care is considered.

11.3 CQC registration for the property would be required prior to the granting of the lease.

11.4 The Right to Challenge, part of the Localism Act, comes into force on 27th June 2012. The right to challenge will allow voluntary and community groups, charities, parish councils, and local authority staff to bid to run a local authority service where they believe they can do so differently and better. This may be a whole service or part of a service.

11.5 Use of Personal Budgets avoids the need for procurement of the care by Cheshire East Council.

12.0 Access to Information

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

Name: Lynn Glendenning

Designation: Commissioning Manager (SP & Contracts)

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Email: lynn.glendenning@cheshireeast.gov.uk

Appendices



Appendix 1 - Letter
from Mr Card.docx



Appendix 2 - 3LCare
Business Summary.dc

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12th May 2012

Dear Councillors.

Re: Queens Drive, Nantwich

After a long and fruitless discussion with CEC about the future of the young vulnerable adults, who have received excellent care at 199 Queens Drive and have now been sentenced to be dumped in the totally unsuitable geriatric home at Lincoln house against their wishes and the wishes of their families and carers, we have accepted the fact that CEC will not or cannot honour their responsibility for these under privileged young people.

Instead we offer a no cost alternative plan which will which will not only save money for the Local Authority but in fact, will create revenue. We have found suitable premises, at present derelict and owned by CEC together with a suitable provider who has the finance and qualified staff to refurbish and run this home at no cost to CEC.

All that we want from CEC is a chance to utilise this derelict building, in return we will save CEC vital capital on refurbishing Lincoln House, save CEC the responsibility of caring for these young people, pay CEC vital monies for the lease of the derelict building, invest to refurbish and bringing back to use a derelict eyesore, at no cost to CEC.

CEC will receive further benefits by showing that they DO LISTEN to the electorate, contrary to popular opinion.

Please help us by assisting in the speedy creation of our new respite home to bring to an end the uncertainty for our sons daughters and carers.

Yours Sincerely

Mike Card

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**3L Care Respite & Short Break Provision for
Young Adults with Learning Disabilities Currently Cared for At 199 Queens
Drive**

Proposal –

We have been working closely with the families of those affected by the proposal to close the Cheshire East Council's short break and respite home at 199 Queens Drive in Nantwich, in particular Mr Mike Card as representative of the parent group. Like these families, we are concerned about the proposal to move these young people to Lincoln House which is predominantly for Elderly People, some with Dementia. The parents and families of these young people, like many others, do not feel that this is a suitable environment for young people with learning disabilities.

We completely understand that in these current times there is a great pressure on Local Authorities to reduce cost wherever possible and that these decisions, however difficult, sometimes have to be taken. However, further to work done by us in conjunction with the families and Cheshire East Council we have a proposal that would benefit all parties and most importantly ensures that these young people are cared for in an environment that is perfectly suited to their needs. This solution will save the Council from spending any funds on the relocation and refurbishment works to Lincoln Drive.

- 3L Care have identified a property in Crewe which is fit for purpose and ready to occupy.
- 3L Care will refurbish the accommodation to ensure that it is brought up to standard needed to provide a high level of care for young people with learning disabilities. This will be done in consultation with the families.
- 3L Care will provide the staffing and infrastructure to deliver the care needed.
- We will then replace the existing service at Queens Drive without Cheshire East having to spend money at Lincoln House for a service that families do not want.
- We have the existing infrastructure and staffing to make this happen quickly and effectively.

3L Care Limited – Who are We:

3L Care delivers high quality care and nursing for people with complex health needs, including people requiring high levels of intervention, administration of medication, oxygen and seizure management. This also includes people who have learning difficulties and those with acquired brain injury.

Our focus is on creating a homely, fun and engaging environment in which people can receive the highest quality of care. Though we are not a substitute for family life, we consider that we have the same responsibilities that a family provide. We create a “home from home” environment.

We provide everyone with holistic individualised nursing and social care, which is person centred according to their needs. All those we care for experience a safe, supportive and homely environment that is conducive to their welfare and development.

Following are some of the comments we have received so far:

“We are delighted with 3L Care as our Daughter’s new home. The facilities are wonderful and the atmosphere is always warm, bright and cheerful. The staff are all lovely and the standard of care is excellent. We feel reassured that our daughter is safe, happy and well cared for.”

“The open, friendly attitude towards visitors, the 3L Care team’s commitment to continual improvement and ensuring people are part of their local community; coupled with the services and facilities on offer will positively contribute to the lives of visitors and residents.”

“My 19 year old brother started at 3L Care in November 2011 and it’s a heaven on earth for him. He absolutely loves it and the staff are fantastic. I’m extremely delighted that I can be reassured that my brother is in safe hands when we need a break. I couldn’t think of a better place for him to visit.”

“Our son Adam started to visit 3L in February. It’s a lovely place with warm and friendly staff who really care. I see it already as a home from home which is an amazing achievement as Adam has never accessed respite care before due to my difficulty in letting him go. All credit to the staff!”

We are fully registered with CQC and have been successful in already becoming part of the Cheshire West & Chester Learning Disability Framework.

We are also the first company to be awarded the AAA rating by York People First. The AAA award has been created to promote equal opportunities and to challenge perceptions of what people with learning disabilities can and can't do.

Property:

The property is a detached 4 bedroom house which will have a further bedroom added to it. It has a conservatory and good sized gardens. It is situated in a nice residential area in Crewe and is close to Leighton Hospital. It is only 10 years old and is already decorated and fitted to a very high standard. It has a double driveway with off road parking for several vehicles. We would make any necessary modifications to ensure that the house is suitable for the provision of a care service.

We have already commenced contact with the planning department regarding the change of use and have also started the CQC registration process.

Benefits:

- The young people and families who currently use Queens Drive will have an immediate alternative solution more suited to their needs, that they have involvement in and would prefer.
- Cheshire East Council will save money on the planning, refurbishment and implementing of relocation to Lincoln House which will also ensure that the current residents of Lincoln House are not disrupted.
- This will be a great example of the Council working with families and local business to provide cost effective solutions and demonstrate that cost cutting can be performed with minimal disruption to services.
- It is a solution that benefits all parties involved and has direct input from the families concerned.
- It brings to an end the current uncertainty of the families over a proposal that they are against.
- It provides a good combination of care and accommodation for people with learning disabilities and their families.

Sustainability & Continuity

This service can be provided through our existing infrastructure and forms part of the existing services we offer through our home in Winsford. It has always been the intention of 3L Care to extend its ranges and types of services within the local area. This includes care for children and young adults with learning disability that may or may not require the level of nursing that we currently provide.

The house is situated just 15 minutes from our existing home in Winsford which will allow us to easily integrate it into our current commercial management structure as an extension of our current service. It also provides an opportunity to become a provider in the Cheshire East catchment area as we are currently situated and providing services in Cheshire West & Chester.

We already provide a high quality level of short break, respite and residential care which is backed up by the families and those we care for. This is further endorsed by the fact that Mike Card as a parent currently using the services of Queens Drive (and representative of other parents), have specifically asked us to be the ones to provide the care needed.

Costs:

The cost of the care will be paid through the parents using direct payments. The following is a guide to unit cost of care for a 24 hour stay with waking care nights and may vary dependant on the level of need of each individual. The unit cost is made up of a number of factors including:

Capital Cost – Made up of cost of property and equipment on a capitalised basis.

Revenue Cost – Made up of direct and non-direct staffing costs, calculated using facility specific accounts information.

Personal Living Expenses – Include direct and non-direct costs associated with providing package of care.