

REPORT TO: Health and Adult Social Care Overview and Scrutiny Committee

Date of Meeting: 2 April 2015
Report of: Jacki Wilkes, Associate Director of Commissioning ECCG
Subject/Title: Caring for Carers: A Joint Strategy for Carers of all aged in Cheshire East 2015 - 2018

1 Report Summary

- Eastern Cheshire Clinical Commissioning Group (ECCCG) has worked in partnership with carers, South Cheshire Clinical Commissioning Group and Cheshire East Council to develop a new three year strategy for carers.
- An evaluation of the previous strategy (2011-2015) shows that some progress has been made to improve the health and well-being of carers in Cheshire East.
- A number of engagement events have been held over a 12 month period to understand the stated needs of carers and review opportunities to meet those needs.
- The publication of the 2014 Care Act outlines specific changes to the offer of support for carers and the impact of these changes have been assessed and included in the strategy.
- There are five priority areas outlined in the new strategy and an implementation plan will be developed for each area with a detailed set of actions to be undertaken in year one.
- The implementation of the plan will be monitored by a Carers Reference group which will look to develop a 'hub and spoke' approach to engagement accessing existing carer groups within third sector organisations
- An outcomes framework, with measures of success will be developed alongside the implementation plan and used to monitor progress. This will report to the Health and Well Being Board via the Joint Commissioning Leadership Team.

- Delivery of the strategy will require additional resources from across the three commissioning organisations and agreement is sought in principle for shared appointment of a project coordinator and associated costs.

2 Recommendations

- 2.1 That the Committee examines the strategy and submits its comments to the responsible officers.

3 Impact on Health and Wellbeing Strategy Priorities

- 3.1 The mission statement 'Valuing Carers and Supporting their Health and well-being in Cheshire East' was developed in response to feedback received during the engagement events. Specifically the strategy aims to:

- Recognise and value carers as partners with expert knowledge, experience and understanding
- Capture the experience and ideas of carers to improve and develop service
- Help carers to realise and release their potential including access to work and educational opportunities
- Support a life outside of caring
- Support carers to stay out of financial hardship
- Keep people in caring roles safe from harm
- Improve the health and well-being of those in a caring role
- Identifying and supporting young carers to ensure they learn, develop and thrive

4 Background and Options

- 4.1 In 2011, the first 'Joint Strategy for Carers in Cheshire East' was agreed bringing together carers, Cheshire East Council and the then 'Central and Eastern Cheshire Primary Care Trust alongside third sector organisation's supporting people in caring roles. The vision of this strategy was 'to support all carers to live their lives on their own terms.' There were 6 local outcomes identified in this strategy which included identifying people in caring roles, access to information and advice, personalisation and affordable services, life outside the caring role, caring in a family setting and strengthening the carer voice in the development of plans and services.

- 4.2 Progress against the 2011 -15 outcomes:

- I. Outcome one: Carers will be helped to identify themselves in their caring role, and be treated as expert care partners.
 - § Work with GP surgeries
 - § Crossroads Early Intervention service

- § Carer events
 - § New carer and service user assessments
 - II. Outcome two: 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.
 - § New care directory
 - § Commissioned carers' information service from Cheshire and Warrington Carers Centre as well as a universal service from Cheshire Citizens Advice Bureaux
 - § CarersTrust4All Early Intervention and Prevention service, and Cheshire and Warrington Carers Centre's Reablement service
 - III. Outcome three: Flexible, affordable and personalised services will be available to all carers at times which suit them.
 - § Range of commissioned services published, personal budgets introduced with carer breaks funding.
 - IV. Outcome four: Learning and personal development opportunities will be available to all carers
 - § Training through CarersTrust4All and Cheshire and Warrington Carers Centre;
 - § Carers centre's training fund;
 - § Connexions' employment service
 - V. Outcome five: A whole family approach will address the needs of young and parent carers
 - § Parent carers have access to personal budgets
 - § Parent and young carers services through carer breaks funding
 - VI. Outcome six: Awareness of carers' issues and needs will be developed so that carers are supported, respected and fully involved
 - § Carers events leading to new carers involved in shaping services and policy
 - § Reaching wider audience by going through local media
 - § GP training
 - § Social Worker and Social Care Assessor training as part of Care Act changes
 - § Whole family approach
- 4.3 Legislative Changes from the 2014 care gives local authorities a responsibility to assess any Carers need for support and the assessment will consider the impact of caring, as well as the things the carers want to achieve in their day-to-day life. It must consider if the carer is able or willing to carry on caring, whether they work or wish to work, or study or do more socially.
- 4.4 When the carer's assessment is complete, the local authority must use the National Eligibility Criteria to decide whether their needs are eligible for support. If they are not eligible Cheshire East Council will provide the carer with information and signpost to services which are appropriate to the needs identified.

- 4.5 If eligible to receive support from the local authority, the carer will receive a personal budget, which is a statement showing the cost of meeting the identified needs. This can then be used to help with planning support for the carers to meet these needs.
- 4.6 Carers have the right to request that the local authority meets some or all of their eligible needs via a direct payment so that the carer can control how this support is provided.
- 4.7 In January 2015 a series of engagement workshops were held across Cheshire East where 90 carers joined health and social care staff and providers of support services, to review progress against the outgoing strategy, implications of the new Care Act and emerging priorities for a new Carer Strategy
- 4.8 The proposal presented here brings together the key strands of work described above which relate to carers of all ages, in a new strategy for 2015-18. There are five emerging priorities:
- I. partnership working between social care, health and 3rd sector partners to support carers
 - II. improved information available to carers in a range of formats
 - III. increased engagement with carers
 - IV. raising the profile of all carers in Cheshire East
 - V. working to reduce the social isolation of carers
- 4.9 Each of these priorities will be supported by an outcomes framework to monitor and review progress, and measure success.
- 4.10 An implementation action plan has been developed which describes in relevant detail the actions required in years 1, 2 and 3 to achieve the outcomes required. This will be presented at the individual organisations executive teams during March and April 2015 for approval. The proposed implementation plan will be accompanied by a request for additional project support, working across the three commissioning organisations and liaising with third sector partners and carers to ensure engagement and delivery

5 Access to Information

- 5.1 Each of these priorities will be supported by an outcomes framework to monitor and review progress, and measure success.

Name	Jacki Wilkes
Designation	Associate Director of Commissioning
Telephone	01625 663473
Email	jackiwilkes@nhs.net