

CHESHIRE EAST COUNCIL

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

Date of Meeting:	14 January 2016
Report of:	Brenda Smith, Director of Adult Social Care
Subject/Title:	Carers Task and Finish Group November 2013 to January 2015 Progress Report
Portfolio Holder:	Councillor Janet Clowes

1.0 Report Summary

- 1.1 This report is to give an update on progress in respect of Carers.
- 1.2 It outlines how Cheshire East Council Adult Social Care, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups are delivering the key responsibilities outlined in the Care Act 2014 and the Childrens and Families Act 2014.
- 1.3 This report addresses the recommendations of the Health and Adult Social Care Overview and Scrutiny Committee - Carers Task and Finish Group.
- 1.4 The report outlines how these have been included within The Joint Strategy for Carers of All Ages in Cheshire East 2016 – 2018, referred to as the Strategy and the supporting Delivery Plan

2.0 Recommendation

- 2.1 That this report is presented to Members for information and comment.
- 2.2 That Members are updated half yearly against the recommendations to monitor progress following the launch of the strategy and delivery plan in April 2016.

3.0 Reasons for Recommendations

- 3.1 To update Members on the progress to date in delivery of the Carers Task and Finish Sub- group recommendations and the direction of travel for the Joint Strategy for Carers of All Ages in Cheshire East 2016 – 2018 and Delivery Plan for Cheshire East

4.0 Wards and Local Ward Members Affected

4.1 All Wards.

5.0 Background and Options

5.1 The Policy Development Group - sub group, which subsequently became the Overview and Scrutiny Task and Finish Group (the Group), held several meetings between November 2013 – January 2015, following a Carers Event held at Middlewich Community Church in November 2013, with a variety of officers to discuss a range of implications for the Council of the Care Act 2014 and how the Council could change services to ensure it delivered better outcomes for carers and their cared for person.

5.2 Through the review the Group wanted to:

- Consider the changes in the legislative framework with the finalisation of the Care Bill prior to the Royal Assent and its impact on Carers
- Ensure that its review covered issues raised at the Middlewich event to show that they have been considered
- Support the future development of the Carers Strategy

5.3 The Group presented their final report and recommendations to Cabinet in March 2015 (Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Carers Task and Finish Group full report)

5.4 Following the presentation of the report and recommendations officers from both Cheshire East Council and NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups have revised the strategy and delivery plan. The Draft Strategy and Delivery plan is still being finalised. See Appendix 2.

6.0 Response from the Director of Adult Social Care to the recommendations for Cheshire East Council

Adult Social Care Services have committed to implement the recommendations as approved by Cabinet. Details of progress against the recommendations are detailed below. The Task and Finish Group recommendations are in italics.

6.1 **Carers should be informed of their entitlement to an assessment.**
The Council should carry out an options appraisal for conducting carers' assessments to assess the best option for ensuring all carers known to adult social care have an assessment when they are identified and that existing carers who had a joint assessment with their cared for person are offered a review in their own right.

A newcomer's assessment has been introduced which is Care Act compliant and which was produced in consultation with the Carers Centre.

The Adult Social Care Carers policy has been revised and new practice guidance and procedures have been put in place. The guidance specifically refers to the legal requirement that at any point staff give priority to identifying carers and offering them an assessment in their own right.

Staff have been provided with a range of training opportunities in relation to the changes in the Care Act with regard to carers and to the revised practice guidance and documentation. This has included workshops, E-learning, provider events and input from professional leads for social work.

6.2 Carers should experience a seamless service across health and social care.

There needs to be seamless service between hospital, social care and community services. The number of transfers between care teams needs to be reduced. This could possibly be done by reducing the number of teams from three to two by integrating services.

The Caring Together and Connecting Care integration programmes will see the integration of health and social care teams based on identified GP populations. These teams will take responsibility for the health and social care needs of that population, including the needs of carers. Whilst there may be a need for individuals to have short term intervention from other services, it is likely that responsibility for carers' assessments will remain with the appropriate integrated community team to avoid unnecessary transfers.

In mental health services, we are piloting a specialist role for carers' assessments to see if this offers greater consistency and value to carers. Early indications are that this approach is successfully identifying an increased number of carers but this initiative will be evaluated properly at the end of this financial year.

6.3 “Tell Us Once” - Carers should only have to explain their situation once.

A person's information should be available to all social workers, hospital teams, GPs and carers so there don't have to repeat anything each time someone different interacts with them.

The aim within integrated community teams is for individuals to have one assessment and one support plan. For people with more complex needs, a lead professional role will be identified to work with the individual and their carer to coordinate support arrangements.

It is anticipated that the Cheshire Care Record will be operational in quarter one of 2016/17. This will allow health and social care staff to share data on individuals which will reduce the need for them to repeatedly provide information about their situation.

6.4 Carers should be targeted for information and advice about support available to them.

The Council needs to ensure it identifies as many carers as possible to ensure they get the support they need and avoid crisis. This includes educating those who may not see themselves as carers as they are unaware they are performing a caring role.

Please see the answer to question A in relation to the new carers' assessment, the revised practice guidance and procedures and training undertaken.

A factsheet about carers has been produced in partnership with the Carers Centre. This is available on the web site and hard copies are provided to carers as they are identified.

The Cheshire East Council website page for carers has been reviewed and revised to provide more targeted information for carers. The pages will be further reviewed and developed to reflect the information needs of carers on an annual basis following feedback from carers

6.5 Carers should have easy access to their own assessment.

The Council needs to be prepared for the increased demand created by Carers' entitlement to an assessment in the Care Act 2014. The Council should consider simplifying the reassessment process to avoid future backlogs.

The revised practice guidance includes the legal requirement to provide a copy of the carers' assessment and eligibility determination to all carers. This right is reinforced in the carers' assessment documentation and in the training to staff. Carers now have the right to supported self-assessment under the Care Act. A copy of the assessment is available on the Cheshire East website and carers can be sent either a hard copy or a copy by email so they can see what is involved in a carers' assessment. This also helps carers prepare for the assessment process.

The reassessment process and documentation for carers has been reviewed and simplified.

The training for staff includes the need for proportionate assessments in accordance with the Care Act and in line with the nature and complexity of the individual's needs.

Advocacy Services provided through the Council's contracted services to support individuals with their assessment and support planning .Advocacy support services have been provided via general advocacy services including support around debt, financial issues, and legal issues

6.6 Carers should have access to increased advice, information, preventative services and support.

The Council's Adult Social Care budget should be redirected to invest more in

supporting Carers and other preventative measures which may keep service users out of residential care and avoid the need for domiciliary care which are more expensive to provide. This should include training to carry their caring role effectively.

Cheshire East Council Adult Social Care in the financial year 2014/15 commissioned 9 contracts through our wider Early Intervention and Prevention tender exercise for Services to Carers with a total value of £372,489 per year. This is additional to the £426,000 commissioned CCG Carer Breaks services which the Council procure on behalf of the CCGs.

A range of information and advice to support carers is available through our commissioned services and also includes training for carers. These are detailed below:

Carers Reablement

Cheshire and Warrington Carers Trust

ReLive service to provide intensive support to carers to support them in their carers' role. The service works with carers to plan for the future at times of crisis or considerable change helping to prevent future crises. Covering all Cheshire East.

Carer Breaks

Cheshire and Warrington Carers Trust

Monthly carers groups, relaxation vouchers and individual relaxation sessions and supported group overnight breaks to give carers a break from their caring responsibility and provide peer support. Covering all Cheshire East.

Neuromuscular Centre

Carer break service to provide regular breaks for carers of people with muscular dystrophy with an opportunity to have day breaks, short breaks, pamper and counselling sessions. Across Cheshire East with a base in Winsford.

Career connect - Carers employment

Career advice service to provide information, advice and support to carers on employment, training and volunteering with assistance to look for supported work experience placements. Covering all Cheshire East.

Carers Training

Cheshire and Warrington Carers Trust

4 week caring with confidence training course, one off practical skills training sessions and one off personal development sessions.

Carers trust 4 All (Crossroads)

Tailor made sessions for carers including: healthy eating and nutrition, dementia awareness, first aid, safer handling and falls prevention, winter and emergency planning, safer handling of medication, personal development and end of life / bereavement.

Alzheimers Society Support for carers with a mental health condition

Specialist service for carers of people with any type of dementia. The service provides information and assists carers to get support from a number of organisations and provides dementia cafes across Cheshire East.

Carers Trust 4 All (Crossroads) - Early Intervention and Prevention Carers

'In Time' community based assessment, information, support and advocacy service for carers who are new to the caring role or who have not accessed support before.

Service to provide information, support and advocacy to adult carers new to the caring role and hidden carers to prevent the escalation of carer need, improve health and wellbeing and support carers to have a life of their own whilst continuing their caring role.

Cheshire and Warrington Carers Trust - Carers Information & Advice

Carers information and advice service offering Freephone helpline, twice weekly drop in sessions, 1:1 appointments or home visits, newsletters and information events.

Practice guidance for staff has been written which sets out the offer to carers and what is available at each stage of the assessment process. This includes information about accessing early intervention and prevention services, the carers' reablement service, carer support groups and Direct Payments for carers. Joint events for social care staff and carer support services have been held at which the offer to carers has been promoted and developed.

Social Care Local Area Coordinators have developed strong links with community hubs and cross feed information and advice developments regularly as well as collating information on alternative services in the community to underpin prevention and assist individuals with their wellbeing needs. We have recruited additional Local Area Coordinators (LAC) to work across the footprint of Cheshire East. The focus of the role of the LAC is on the gathering and dissemination of information about community resources. Providing access to such services can delay or prevent the need for more formal support.

6.7 Carers should have access to advice and information about the support available to them.

Adult social care services need to establish the use of iCE, or something similar, to make information available to residents in the way that children and families services has. Managers also needed to encourage external providers

and NHS services to use the directory to provide a comprehensive list of services to carers. Processes should also be in places to ensure pages are kept up to date and accurate.

Our Care Act Help Line and dedicated Care Act Advisors are available through the third sector organisation Advice Cheshire East, which along with the Cheshire East Council improved website and revised factsheets provide information and advice. A directory of resources has been published for those needing guidance on care, health and wellbeing services. A number of public consultation events have been facilitated around the Care Act and social care charging policies. Local Area Coordinators draw together knowledge of community resources and assist in the development of such services for individuals

As detailed in F above the council commissions 9 carers service providers to provide advice and information about the support available to them. These services are community based and are accessed by a range of carers with varying caring roles and responsibilities either face to face, telephone or mailing information. Each provider is equipped to support carers with resources available to support them in their caring role and signposting to other services as required

Information and advice for advice and the support available to carers has been provided through a number of ways. A new service directory was commissioned in 2015 – ‘Care Choices Directory’, which includes information and contact details of support and services available to carers, and also advice on how to recognise yourself as a carer. This is currently being updated for the 2016 edition, due out in April. The directory is available in a booklet format and is also available on the council website. The directory has been widely distributed to various council services, external partners, community groups and individuals. The feedback on the directory has been extremely positive. A copy of the Directory is attached at Appendix 3.

Cheshire East Council commission a range of Early Intervention and Prevention services which are low in cost, including support for carers. These services can be universally accessed by citizens of Cheshire East. Services that provide information and advice use a range of methods but usually include face to face, written, web and telephone contact. It also includes café sessions and translation services (for those with a sensory impairment) where appropriate.

The Adult Social Care website has been completely revised and reformatted to reflect the needs of the Care Act including a dedicated section for carers. This includes:-

- information and advice on carers’ assessment
- financial support and planning
- managing someone else’s affairs
- carer support services
- employment and training for carers
- carers’ respite.

Owners of the information provided on the website have been identified and the Cheshire East web team work with owners to ensure that information is updated regularly.

For carers and their families who are able to access web based information we are developing a public facing web based resource which will support carers with obtaining information they need through this portal. Carers will also be able to 'self-assess' and this will enable them to refine the type of information and advice which is most suitable to their personal circumstances.

6.8 Young Carers Pathway is developed to support them in their transition to adult status.

That a pathway for young carers transitioning to adult status be created to ensure all young carers are provided with the same opportunities for employment and further education as their peers. A memorandum of understanding should be put in place between Children and Families and Adult Social Care to make it clear what is required during transition.

A Transition Coordinator has been appointed whose role is to ensure that transition for children and young people with disabilities is as smooth as possible. This will include support to carers through this process.

This will be achieved through working closely with key organisations; children's and adult social care, education, health and finance to oversee the early identification, planning and coordination of transitions and to remove any barriers to the transition process.

Policy and practice guidance on transition has been reviewed and revised. A factsheet on transition is being developed.

The Transition Coordinator is involved in delivering training to social care staff on young carers. An E-learning module on transition is also available to staff.

The revised Carers strategy has taken account of the needs of young carers through revising the format to an 'All age' strategy to enable young carers to have support to enable them to have a greater opportunity to make life choices outside of caring should they wish to.

6.9 Carers should be identified in order that they can be supported in their caring role.

The Council should encourage commissioned services and community organisations to contribute towards the identification of carers.

Joint events for social care staff and carer support services have been held at which the offer to carers has been promoted and developed. A review on carer's assessments practice and processes as well as promotional information has been undertaken to inform improvements on engagement with Carers during the second half of the year. A Carers Panel has been established to consider carers funding requests and to ensure links are robustly made with universal services or reassessment needs for the person requiring care and support services

Think Local, Act Personal events have taken place to promote relationships and public engagement on social care issues

Through contract monitoring we will be reviewing our current monitoring forms to enable more information to be captured about carers who access some of the broader, non-specialist carer's services. This will enable the council to also identify carers who may currently be 'hidden' and enable more targeted information to be provided to those carers through the services they are accessing currently.

The Life Links project (delivered by Peaks and Plains) targets people and their carers who may be on the brink of physical dependence or social isolation. By giving self help advice and referrals to local non-statutory services they look to improve health and wellbeing, therefore preventing unnecessary access to health and care services.

The Community Agents service is commissioned primarily to support older people in rural areas but also to identify carers who can benefit from support. Through direct face to face contact they can provide people with information and support to access appropriate agencies, whilst helping them to make informed choices. They link in closely with Cheshire East Councils Local Area Co-ordinators in identifying local day opportunities and support groups

6.10 Carers should have the opportunity to engage with the Council and CCGs to influence future developments and receive services.
The Council and CCGS should develop Engagement Strategies for carers and communities to improve standard and scale of engagement.

There has been recent consultation which included carers to ascertain their views on the impact of the Care Act. Two events were held (In Congleton and Crewe) which focussed on the assessment process, the carers offer, the website and financial issues. These views have been incorporated into the Think Local Act Personal action plan that is being developed and will be used to inform commissioning and service developments.

Carers were involved in the design of the new carer's assessment and fact sheet.

Cheshire East Council Adult Social care, NHS Eastern Cheshire and NHS South Cheshire CCG have jointly funded a new post for a Carers Project Manager This is a temporary post for an initial 2 year period and the Project manager will be responsible for delivering the strategy delivery plan in conjunction with officers across the three organisations. One of the key functions of the post is to increase the engagement with carers across the Cheshire east footprint and this will enable carers to contribute and influence future developments across Social care and Health services. The project manager will also have responsibility for the commissioning of future services based on agreed developments across the three organisations

Think Local, Act Personal events have taken place to promote relationships and public engagement on social care issues. Work with health colleagues planning for integrated teams has improved connections around wellbeing. Adult Social Care has improved links with Public Health in promoting physical and emotional well-being. Further ongoing work is taking place through the Autism Strategy Group, Learning Disability Partnership Board and the Carers Reference Group.

- 6.11 **Carers should always feel safe and be aware of safeguarding issues if they occur.** *That the Council and CCGs promote safeguarding for carers from abuse and train them to recognise the signs of abuse from their cared for person.*

The updated practice guidance and procedures for carers now includes a section on safeguarding carers.

The safeguarding policy and practice guidance has been updated in response to the Care Act. Training for staff includes recognising the possible signs of abuse and ensuring that carers' views are taken account of from the start of any investigation.

As part of the contractual arrangements with commissioned services, staff are required to be trained in safeguarding procedures.

- 7 The Task and Finish Group report contained recommendations for health partners. Eastern Cheshire Clinical Commissioning Group (ECCCG) and South Cheshire Clinical Commissioning Group (SCCCG) have provided an update on those recommendations below.

NHS Commissioners and Providers should also consider the following recommendations to improve the interaction with carers:

- 7.1 **That GP surgery should make it common practice to proactively identify carers but also inform their GPs about which of their patients are carers so they can monitor their wellbeing from that perspective. This should include young carers and parents carers.**
- **ECCCG:** *We feel GP practices can play a crucial role in identifying patients with caring responsibilities at an early stage and ensure that they receive the right support to stay healthy, maintain a life of their own and continue caring. As part of the delivery plan we will be engaging with practices to encourage them to assist in carer identification, making sure they are on the carers register and help in referring carers to suitable local services.*
 - **SCCCG:** *There is a requirement that carers of all ages are identified within a practice*

7.2 **CCGs and GP practices should have a carers' champion (This could be a nurse or receptionist: it doesn't have to be a GP) to promote the role carers play and the need to support them.**

- ***ECCCG:** Having a carer champion within the workplace and at GP Practices is one of our key actions that forms part of the delivery plan. Carer awareness and carer support training along with co-production with carers will play a key role in helping to deliver this.*
- ***SCCCG:** We have actively tried to recruit a carers champion in each practice, - we have a Quality Champion in each SC practice who is taking on this role*

7.3 **All identified carers should be offered annual “carer’s health checks”; this could be at GPs’ surgeries or in the community/at home if needed.**

- ***ECCCG:** Again working closely with GPs and local organisations we aim to promote annual health checks and appropriate services.*
- ***SCCCG:** Carers health checks are starting to be implemented as per A above*

7.4 **That other NHS service providers also be mindful of the potential impact a caring role may be having on their patients and be aware of how where they can signpost them to services.**

- ***ECCCG:** New Project manager who will make links with service providers ensuring we include the needs of carers in the quality schedules within core contracts*
- ***SCCCG:** Other healthcare providers such as acute/ mental health and community services, are all currently aware of carers issues etc. through their contracts*

7.5 **CCGs should consider how Care Breaks Funding can be made more flexible to enable carers to use funding for products and services that they feel will benefit them the most.**

- ***ECCCG:** As part of the delivery plan CCGs and the CEC will be working together to reshape the carer break funding application process. We are in absolute agreement that carer breaks need to be personalised. We intend to work closely with service providers to help them shape services they're providing so that they become more flexible and more personal to the carer.*
- ***SCCCG:** Carers breaks – currently a shared pot with the local authority and is allocated through joint commissioning of the services rather than the NHS telling carers how to spend their monies*

7.6 **Health services should ensure training and advice for Carers is provided prior to their Cared for Person being discharged to ensure Carers are prepared to fulfil their role effectively, helping to avoid readmissions and delayed discharge.**

- **ECCCG:** *Co-production is a key priority and we endeavour to incorporate this as much as possible when delivering our strategy. It is crucial that carers are supported to help carry out their caring role. Clear signposting to appropriate services and organisations especially those providing training in all different kinds of areas should help support carers. Promoting care plans in times of crisis is also part of the delivery plan*
- **SCCCG:** *Not all carers need training as they can often tell statutory providers how to care for their loved better than paid staff members! However, if someone is being discharged and their carer needs support to look after their loved one, then advice/training can be arranged by the ward staff/therapists depending on the individual's need*

8.0 Access to Information

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

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Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Carers Task and Finish Group



Carers Task Group
Final Report - Approv

Appendix 2: The Draft Strategy Delivery Plan



OSC Draft delivery
plan for report struct

Appendix 3: Care Choices Directory



Cheshire-East-Care-
Services-Directory-20