

Cheshire East Council

Informal Cabinet

Date of Meeting:	11 th October 2016
Report of:	Mark Palethorpe, Strategic Director of Adult Social Care and Health Kath O'Dwyer Deputy Chief Executive and Executive Director of People
Subject/Title:	Joint Strategy for Carers of All Ages in Cheshire East: Progress Report
Portfolio Holder:	Cllr. Janet Clowes (Adults) Cllr. Liz Durham (Children and Families)

1. Report Summary

- 1.1. This Progress Report provides the first six month update on progress against the Joint Strategy for Carers of All Ages in Cheshire East. Appendix 1 details case studies where the updates contained within this report are evidenced. The supporting Delivery Plan 2016 – 2018 can be seen in Appendix 2. This outlines how Cheshire East Council Adult Social Care, Cheshire East Council Children's and Families, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups are delivering against the five key priorities set within the delivery plan.
- 1.2. The Carers' Strategy and Delivery Plan continues to be a driver for change, focussing upon those key areas that carers have told us are important to them and will make a real impact upon improving their health and wellbeing.

2. Recommendation

- 2.1. That Informal Cabinet review and comment on progress against the five key priorities set within the Delivery Plan.
- 2.2. That Informal Cabinet approve this report to go Overview and Scrutiny Committee on 3rd November.

3. Other Options Considered

- 3.1. This is an update report and as such an options appraisal was not required.

4. Reasons for Recommendation

- 4.1. This is an update report and as such an options appraisal was not required.

5. Background/Chronology

- 5.1. Following the formal sign off by the Health and Wellbeing Board in March 2016 of the Joint Strategy for Carers officers have identified and concentrated on a number of target areas within the first six months of delivery against the plan.
- 5.2. The strategy and delivery plan has been produced as part of the Council's statutory obligations under the Care Act 2014, the Children and Families Act 2014 and other allied legislation and sets the basis for compliance with the Council's strategic aims and policies for carers. Carers and other key stakeholders have been involved in the development of the strategy and local carers have agreed our vision and five local priorities. The delivery plan priorities are being implemented by lead officers from Cheshire East Council, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups.
- 5.3. A Carers' Project Manager joint position is now in place and has been ensuring identified delivery plan leads are progressing actions. Quarterly highlight reports on the delivery plan are reported to the Joint Commissioning Leadership Team for routine governance.
- 5.4. This approach will ensure that all aspects of the delivery plan will be met over the two year life time prior to a further refresh of the strategy and delivery plan in 2018. Any slippage in priority area delivery will be mitigated by regular monitoring and JCLT governance procedures.
- 5.5. Continuing engagement with carers is taking place to develop a feedback card that will be given to carers following assessment to monitor and identify the level of satisfaction around the assessment and support they received. Feedback from carers is also being sought routinely following a period of carers respite; feedback can also be evidenced from Carers' services quarterly monitoring returns and this is a broader way of engagement reducing the need for carers' time to be taken in completing survey type questionnaires.
- 5.6. The Carers' Breaks Grants for 2016/2017 have been awarded to a range of third sector and volunteer-led providers and details can be seen in Appendix 3. The priorities for these breaks were informed by carer engagement. It is important to note the vital contribution that carers make to the health and social care system by keeping people out of hospital and care settings. If this were to breakdown, there would be significantly higher emergency

admissions, delayed transfers of care and admissions to residential care, in a time when the system is already being significantly challenged.

- 5.7. The following sections (5.7.1-5.7.5) detail progress against the five key priorities within the Carers' Strategy Delivery Plan.

5.7.1. Respite and Carer Breaks:

5.7.1.1. This year we have used the information we received from carers about what was important to them and what was reflected in the Joint Carers' Strategy delivery plan to inform 'The Carers' Breaks Fund Grant Awards' bidding criteria for 2016/17. A full list of the services that were awarded funding, through the Better Care Fund, can be seen in Appendix 3. Funding was made available to support the delivery of services that enable and facilitate a range of carer breaks, where one or more of the following key objectives must be met:

- **Realising and Releasing Potential**
Enabling those with caring responsibilities to fulfil their potential by removing barriers to opportunity and promoting access to learning.
- **Supporting Carers to Stay Healthy**
Supporting carers to remain mentally and physically well by offering services that provide positive outcomes to an individual's health and wellbeing.
- **Life Outside of Caring**
Support to carers which enables them to have a family and community life, alleviating the impact of the caring role.

5.7.2. Realising Carer Potential:

5.7.2.1. Carers' week took place at the beginning of June and the CEC website was updated to showcase the links to local organisations and national websites. Carers were able to view what events/activities were taking place during Carers' Week across the borough. The website was also updated with information regarding support services available. Both CCGs promoted Carers' Week on their websites and the link for the National Carers' Week website was highlighted.

5.7.2.2. Both CCGs took this opportunity to promote carer awareness and to encourage people to register with their GPs and highlighted the benefits of doing so.

5.7.2.3. Cheshire East Council was approached by Barclays Bank, Radbroke Hall, Knutsford to work in partnership to support and facilitate their annual "Barclays Working Carers Forum". The aim of the forum was to enable employees based at Radbroke Hall who also care for a relative or friend, young carer or parent carer, to talk to care providers, find out what help is available and understand the

changes for carers following the implementation of the Care Act 2014 or talk informally to other carers. As well as having council staff present and support from Cllr Steve Edgar, CEC also invited commissioned providers to attend. This proved to be an exciting opportunity to work with Barclays who have a strong commitment to customers and staff who have caring responsibilities. Officers from Adult commissioning and Operational Adult Social care will be working with Barclays staff on an ongoing basis and will be supporting the development of the forum in 2017. Further work is being undertaken by CEC Local Area Co-ordinators in developing additional links following the event with Barclay's staff to facilitate targeted support to staff and also to carry out possible volunteer work. The delivery plan seeks to encourage all local employers to be carer friendly. The learning from this event will be used for planning next year's forum and in future with other employers.

5.7.3. Information Service:

- 5.7.3.1. Cheshire East Council communications team have assigned an officer, funded by the Better care Fund, to work with the Carers' Project Manager in developing the strategy and delivery plan presentation in a simplified range of formats. This will then be sent to the carers who are featured within the strategy for their comment. This will then be available in community settings for carers to access. Additional work is being undertaken with the Local Area Coordinators' to develop a carers pack and information for hospital social work teams.
- 5.7.3.2. Good links continue to be made with other organisations and carers to continually update on services being offered. The Cheshire East Council, South Cheshire CCG and Eastern Cheshire CCG websites have been updated to reflect the most up to date information for carers.

5.7.4. Assessment of Carer Needs and Crisis Support:

- 5.7.4.1. During Carers' Week both CCGs sought ways to raise awareness of carers and to encourage them to register with their GPs using variety of media platforms to attract a large number of people for example via websites and "Health Matters" articles.
- 5.7.4.2. Contact has been made with all GP surgeries across Eastern Cheshire and South Cheshire asking for all surgeries to complete a small questionnaire on how practices support carers. In Eastern Cheshire, out of 22 surgeries asked, 18 responses were received. In South Cheshire out of 18 surgeries asked, 16 responses were received. The results of the questionnaire have helped to identify gaps where there is no carers' champion in place at surgeries. The results have also informed how each surgery proactively promotes the registration of carers and has highlighted examples of best practice. Further engagement work will now take place in the next 6 months with carers to understand what would encourage them to

register and what support they would like to see from their GP carer champion and surgeries. Engagement work will then take place with the carers' champions to embed standardised processes and ensure best practice is shared across each GP surgery.

5.7.4.3. Initial discussions have taken place regarding the development of a local carer's survey, to be conducted after the national carer's survey. The Business Intelligence team have also created an assessment survey that will be piloted from September 2016 within the Wilmslow and Macclesfield teams. This survey will be for people who use the services and have had an assessment. This will help capture information on outcomes and help to inform the future development of carer's services.

5.7.4.4. Planning is currently taking place with the purpose for carrying out training workshops during SMART team meetings, to share the RIPFA (Research in Practice for Adults) Training Tool, working around carers assessments. A carer and their care worker will be involved in leading the sessions to share their experiences of the carer's assessment process and outcomes. Not only is training being planned for social workers but, research is being carried out looking into options for carer awareness training for a variety of audiences including GP staff and our own organisations. It has been identified that there is a demand for this type of awareness training with such organisations as Healthwatch members and volunteers, who consistently engage with their local community and have partnerships with local organisations.

5.7.4.5. Wider investigation is taking place into a new mobile application which has been launched by Carers UK called "Jointly". The new mobile application is a tool to help families manage care for loved ones. Engagement with range of carers groups will take place to identify if carers would find the app useful and to pilot this across Cheshire East. Feedback will be captured on how this assisted them in their caring role. The feedback from carers will inform how stakeholders can raise the benefits of the app to carers.

5.7.5 Engagement and Co-Production

5.7.5.1 There is a new working group led by Cheshire and Wirral Partnership (CWP) supporting the ongoing implementation of 'The Triangle of Care' principles across the Trust. The 'Triangle of Care' is an alliance between service user, staff member and carer that promotes safety, supports recovery and sustains well-being. The Group shares current best practice in all CWP localities. More recently all localities within CWP came together with the aim of starting a process to create a Person Centred Framework. The outcome goal was to come away with the first set of principles for the Person Centred Framework for wider consultation. There are six key elements suggested as good practice examples required in 'The Triangle of

Care' to achieve better collaboration and partnership with carers and the service user and carer's journey through a typical acute episode. The learning from this working group will provide valuable information to support the principles being standardised across other services as the strategy develops.

- 5.7.5.2 Work is currently being carried out with one of our Young Carers (whose story features in the Joint carers' strategy) to make one of her ideas come to fruition. This is to produce a leaflet which will be handed out to all students in schools to find hidden young carers and to raise awareness of carers. The Young carer, with the help of other young carers will design the leaflet themselves so that it is relevant and speaks to young people. The idea is to contact local schools across Cheshire to see which ones are willing to work with us and then pilot the idea with one school in Eastern Cheshire and one in South Cheshire.
- 5.7.5.3 A Young carer's forum has recently been set up which includes members from Cheshire East Council, Health and third sector organisations. The first meeting was focused upon how we ensure this group is young people led (so looking at ways to link into existing groups and reach some of our hidden young carers). Then to look at developing the action plan as outlined in the Carers' Strategy.
- 5.7.5.4 Links continue to be made with organisations across Cheshire east to identify which areas of the delivery plan they can support through engagement with carers to ask for their input and support in providing a wider range of feedback on their experiences of caring and the impact that the strategy delivery plan has had in supporting them in their caring role. In addition, the Carers' Project Manager has engaged with the Dementia Steering Group, Substance Misuse Forum and the Think Local Act Personal Steering group and has identified avenues to work with other colleagues for the benefits of carers and also ensure no duplication is taking place across different teams and services. An asset mapping exercise is currently being carried out by the Substance misuse forum and the carers' services that have recently been awarded funding, have been added to this. The involvement with these different forums of people and organisations is a great example of a collaborative approach that wasn't there before and a good way of ensuring duplication is not taking place and any gaps in services are being identified.

6. Wards Affected and Local Ward Members

6.1. All wards

7. Implications of Recommendation

7.1. Policy Implications

7.1.1. Policy implications, including the Council's duty to carers, have been considered and accounted for in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.2. Legal Implications

7.2.1. No implications.

7.3. Financial Implications

7.3.1. Financial implications have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.4. Equality Implications

7.4.1. Equality implications, including the Council's duty to ensure that carers have the same opportunities as non-carers, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.5. Rural Community Implications

7.5.1. Implications for rural communities, including ensuring that rural communities have access to services, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.6. Human Resources Implications

7.6.1. Human resources implications, including the joint appointment of a Carers' Strategy Lead (hosted by Eastern Cheshire CCG on behalf of Cheshire East Council and the two CCGs), have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.7. Public Health Implications

7.7.1. Public health implications, such as ensuring carers do not suffer adverse health and wellbeing impacts due to their carer roles, have been considered in the process that led to the development and

agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.8. Implications for Children and Young People

- 7.8.1. Implications for children and young people, namely young carers, have been considered in the process that led to the development and agreement of the Carers' Strategy. There are no additional implications arising from this paper.

7.9. Other Implications (Please Specify)

- 7.9.1. No other implications.

8. Risk Management

- 8.1. The content of this report poses no risks to the achievement of Council outcomes.

9. Access to Information/Bibliography

- 9.1. Case studies illustrating the progress detailed in Sections 5.7.1-5.7 can be seen in Appendix 1.
- 9.2. The Joint Carers' Strategy Delivery Plan can be seen in Appendix 2.
- 9.3. Details of the Carers' Breaks awards for 2016/17 can be seen in Appendix 3.

10. Contact Information

Contact details for this report are as follows:

Name: Rachel Wood
Designation: Joint Commissioned Project Manager for Carers
Tel No: 07901 848167
Email: rachel.wood11@nhs.net

