

CHESHIRE EAST HEALTH AND WELLBEING BOARD
Reports Cover Sheet

Title of Report:	Cheshire East Carers Hub
Date of meeting:	29 th January 2019
Written by:	Liz Smith
Contact details:	Liz.Smith@cheshireeast.gov.uk
Health & Wellbeing Board Lead:	Mark Palethorpe - Executive Director – People

Executive Summary

Is this report for:	<input checked="" type="checkbox"/> Information <input type="checkbox"/>	<input type="checkbox"/> Discussion <input type="checkbox"/>	<input type="checkbox"/> Decision <input type="checkbox"/>
Why is the report being brought to the board?	<p>The purpose of this report is to update the Health and Wellbeing Board on the progress, performance and key risks in relation to the Cheshire East Carers Hub Service.</p> <p>To provide an update on the status of the current contract and future service developments.</p>		
Please detail which, if any, of the Health & Wellbeing Strategy priorities this report relates to?	<p>Starting and Developing Well <input type="checkbox"/></p> <p>Living and Working Well <input type="checkbox"/></p> <p>Ageing Well <input type="checkbox"/></p> <p>All of the above <input type="checkbox"/></p>		
Please detail which, if any, of the Health & Wellbeing Principles this report relates to?	<p>Equality and Fairness <input type="checkbox"/></p> <p>Accessibility <input type="checkbox"/></p> <p>Integration <input type="checkbox"/></p> <p>Quality <input type="checkbox"/></p> <p>Sustainability <input type="checkbox"/></p> <p>Safeguarding <input type="checkbox"/></p> <p>All of the above <input type="checkbox"/></p>		
Key Actions for the Health & Wellbeing Board to address. Please state recommendations for action.	<p>That the Health and Wellbeing Board are to review and note the progress of the Integrated Carers Hub.</p> <p>That the Health and Wellbeing Board review and comment on the on the contribution that the Cheshire East Carers Hub is making against the five key priorities set within the Joint Carers Strategy Delivery Plan 2016 – 20018..</p>		

<p>Has the report been considered at any other committee meeting of the Council/meeting of the CCG board/stakeholders?</p>	<p>The report has been to DMT and CLT within CEC and has been circulated Eastern CCG and South Cheshire CCG to be presented at execs.</p>
<p>Has public, service user, patient feedback/consultation informed the recommendations of this report?</p>	<p>Carers supported the co-production and re-design of the Cheshire East Carers Hub. Carers have directed the contract award of the Cheshire East Carers Hub.</p> <p>The Cheshire East Carers Hub is in the processes of establishing the Carers Reference Group.</p> <p>A representative from the Carers Hub attends the Parents Carers Forum.</p>
<p>If recommendations are adopted, how will residents benefit? Detail benefits and reasons why they will benefit.</p>	<p>Improved BCF Outcomes and wider health and wellbeing outcomes for Carers through improved pathways and access to services.</p>

1 Report Summary

1.1 The purpose of the report is to update the Health and Wellbeing Board on the progress of the Cheshire East Carers Hub. The report will outline how the Carers Hub is delivering its targets and supporting the five key priorities within The Carer's Strategy Delivery Plan 2016 – 2018.

1.2 The Cheshire East Carers Hub has a focus upon key areas that carers told us that are important to them, providing a service that improves and positively impacts on their health and wellbeing.

2 Recommendations

2.1 That the Health and Wellbeing Board review and note the progress of the Cheshire East Carers Hub.

2.2 That the Health and Wellbeing Board review and comment on the contribution that the Cheshire East Carers Hub against the five key priorities of the Carers Strategy Delivery Plan 2016 to 2018.

3 Reasons for Recommendations

- 3.1 This report is a key driver to influence progress and success against the five key priorities set within the Joint Carers Strategy Delivery plan 2016 to 2018.
- 3.2 To continue to support the partnership approach that is essential to the achievements of mutually beneficial outcomes for Cheshire East Council and Clinical Commissioning Groups that are aligned to the Better Care Fund.
- 3.3 The Cheshire East Carers Hub is a key element of the Council's statutory obligations under the Care Act 2014, the Children and Families Act 2014. The Strategy therefore ensures compliance with the Council's strategic aims and policies for Carers including legal rights to assessment and support.

4 Impact on Health and Wellbeing Strategy Priorities

4.1 Outcome 2: Improving the mental health and wellbeing of people living and working in Cheshire East.

The Cheshire East Carers Hub provides an information and support service designed to help carers of all ages to fulfil their caring responsibilities and still enjoy a healthy life outside of their caring role. The Carers Hub is supporting carers who live in Cheshire East, along with those who live outside the area who care for a Cheshire East resident. The vision of the Carers Hub is to provide a high quality, effective, single point of access service that offers carers a range of diverse services designed to meet their individual needs. The service is focusing on early intervention and prevention for adults and young carers, while empowering them to improve their life chances and health and well-being.

Quarter 1: 100% of carers completing the baseline and end questionnaires reported improved emotional health.

Quarter 2: 96% of carers completing baseline and end questionnaires reported improved quality of life.

4.2 Outcome 3: Enable more people to live well for longer.

The Carers Hub model is a whole system, all age approach to delivering services for carers in Cheshire East. The service will ensure that carers needs and outcomes are met to support them in their caring role. This brings all carers services under one integrated approach thereby ensuring a clear referral pathway for all carers through one single access point so that they access the support they need, at the time when they need it most. By providing improved access to information, advice and support, this system is assisting to reduce the impact the caring role can have on a carers own health and wellbeing and therefore, enabling people to live well for longer.

Quarter 1: 89% of carers completing baseline and end questionnaires reported improved quality of life.

Quarter 2: 96% of carers completing baseline and end questionnaires reported improved physical health.

5 Background and Options

5.1 The Care Act sets out the Local Authority responsibility for carers and the improved outcomes that are required for carers. Ensuring that carers assessments and subsequent caring responsibilities, consider the impact of the caring role and how this affects their own daily life. The assessment should consider how the carer is able to maintain employment, training, learning, social connections and well as the effect on their physical health and mental wellbeing.

Carers and other key stakeholders have been involved in the development of the Strategy including our vision and 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. Building on the previous carer's engagement events officers from the Council and the Clinical Commissioning Groups continued to work with carers and service providers in shaping and developing (co-produce) services for carers. This is being achieved through aligning commissioning intentions to the priorities identified within the strategy and delivery plan.

As part of the Carers Whole System Redesign 2016/17, it was identified that Carers needed to have a service that was a single point of contact. In response to the feedback from Carer's the Council in partnership with the Clinical Commissioning Groups tendered for a organisation to provide the Cheshire East Integrated Carers Hub. The integration of carers services through an Integrated Carers Hub approach through a 'Hub and Spoke' model that will co-ordinate support for Adult, Parent and Young Carers in Cheshire East. This approach was to provide a single point of contact for Carers service that will coordinate and improve access to local support.

The aim of the service was to offer a universal service to all carers for information, advice and support, with targeted and crisis support offered to ensure the safety and welfare of the carer. This service was an 'all age' service that included all Carers regardless of their age and who they care for, therefore the service is for Adult, Parent and Young Carers.

Other actions for the Integrated Carer's Hub was to increase the identification of carers locally, manage and administer the Carers Living Well Fund, 24 hour Carers Helpline and improve the health and wellbeing of carers locally.

The Contract

The contract was awarded to NCompass in partnership with Child Action North West, and was available for all carers on the 1st of April 2018.

The Integrated Carers Hub now provides services including information, advice and guidance alongside other support mechanisms such individual key workers, peer support groups, drop-in sessions, access to Living Well funded breaks and 24 hour Carers Help and Talk (CHAT) phone line, as well as using community assets via our Connected Communities sites to increase accessibility.

The Service Achievements

The progress of Cheshire East Carers Hub achievement has been measured against the five key priorities within the Joint Carers' Strategy Delivery Plan (2016-18). These are highlighted below to provide Health and Wellbeing Board with an overview.

Summary of Key Achievements April 2018 to September 2018

Priority 1 Assessment of Carer Needs and Crisis Support:

There is no set target for the number of carers assessments that the Cheshire East Carers Hub is to complete annually, however in Quarters 1 and 2 (April to September 2018), the Carers Hub has completed 586 assessments. This is additional to the 219 Carers Assessments completed by the Council, of which 209 were for individual assessments. Compared with the number of carers assessments completed by the Council in 2017/18 which was 783, within the first two quarters of 2018/19 the number of carers assessment completed by the Hub has increased the council's interaction with carers. The Carers Hub contribution to the completed assessments target shows an indicative increase of 49.7% (Q1 & Q2). This demonstrating that the investment of the Carers Hub, has not only increased awareness but more importantly access to the right support at the right time for all Carers.

The breakdown of the assessments (April to September 2018) is as follows:

No. Carers Assessments (Hub)	586
No. Carers Assessments (Council)	219
Total in Quarter 1 and 2	805

There has been a significant change to the whole approach of Carer's assessments, which focus on a personalised approach of achieving individual's outcomes rather than a means of just accessing services. This is reflected in the various ways in which we seek to support carers, further details are outlined below:

No of Carers – Low support (Info/advice)	349
No of Carers – Medium support	794
No of Carers – Intensive support	75
No of Carers – Live Well Funding	691

Carer Choice Fund	10
No of Carers provided with a break	1662
No of groups sessions	178

Additionally, number of Carers who have received additional funding from the Carers Live Well Fund within the first two quarters is above the annual target set at 752 for year 1 of the contract. The Carers Hub offers Carers the opportunity to apply for support via The Live Well Fund, and is available to all Carers.

To date the Live Well Fund has been spent on the following, to support Carers:

Category	Totals
Digital Equipment	18
Driving lessons	12
Education / course materials	7
Entertainment	10
Household goods	52
Leisure/Fitness/Hobbies	128
Other	70
Other equipment i.e. wellbeing equipment	9
Short breaks	316
Therapies	69
Total	691

The following carers groups have received a break/equipment through the Live Well Fund:

182 – Parent Carers

370 – Adult Carers

128 – Caring for more than one person. This could be two children/two adults/one child and one adult etc.

11 – Unknown because their date of birth has been refused or not captured

A proportion of the Live Well Fund monies has been ring-fenced to support Young Carers in their caring role. The Carers Hub are currently working with Child Action North West and the Young Carers themselves to design the offer for young carers.

A further proportion of the Live Well Fund was used to fund the Carers Choice Grants Scheme. More than 100 local people attended the Carers Hub 'Carers Choice Awards' event on 26th September 2018 with Carers voting to choose the organisations who would receive a share of the funding to provide Carers with a break. Cheshire East Carers' Hub is committed to working in partnership with local organisations and groups to extend their reach in supporting Carers to fulfil their role, while maintaining Carers' own health and wellbeing. Representatives from 13 local

organisations presented their 'bid' to the audience of Carers for a share of the money – explaining how they would support Carers should their application be successful.

The successful organisations were:

- **Cheshire Young Carers: £10,000** – A programme of activities for Young Carers in Cheshire East during school holidays when they feel most isolated from friends and social activities due to their care responsibilities at home;
- **Space 4 Autism: £7,480** – This project will offer a programme of exciting, fun and educational social events and activities for Carers that live with a family member(s) affected by an autism spectrum condition;
- **Central Cheshire Buddy Scheme: £6,185** – To support Young Carers who have a disabled brother or sister, to give them a break as a young carer providing a support network with new opportunities, developing confidence and self-esteem. The project will allow young Carers valuable 'switch off time' in a supportive environment;
- **Chelford Together Caring Communities Project: £8,715** – Passionate volunteers will help deliver this project, giving £56,000 of their time. It includes a Carers' wellbeing programme, musical events, befriending, awareness raising, digital inclusion and advice sessions;
- **End of Life Partnership (EoLP) – Bereavement Project: £10,000** – EoLP will work with six compassionate communities to increase support and training for people who have experienced or are experiencing bereavement;
- **Cheshire and Warrington Carers Trust – Time For Me: £9,988** – A wide range of planned and flexible events and activities including relaxation treatments for Carers to enjoy across Cheshire East. Evening, weekend and daytime breaks co-produced with Carers;
- **Cheshire and Warrington Carers Trust – Parent Carer Project: £9,838** – A wide range of planned and flexible events and activities, including learning opportunities for parent Carers to enjoy across Cheshire East. Evening, weekend and daytime breaks recognising the specific needs of parent Carers;
- **Audlem and District Community Action (ADCA): £9,360** – ADCA plans to expand the successful Carers' breaks already organised in the local area, to increase the number of Carers supported to more than 100 and to cover a wider geographical area;
- **End of Life Partnership (EoLP) – Caring with Confidence: £10,000** – The Carers' wellbeing programme improves carer health and wellbeing locally, through practical workshops that help people to care with confidence and for as long as they feel able; and
- **Wishing Well: £6,434** – The 'Lift In' project aims to provide car-sharing for Carers to local activities, services and appointments, with the additional outcome of connecting Carers with like-minded people and social groups.

Key factors – April – September 2018

- Number of Adult Carers accessing the Carers Hub was **1069**, exceeding the incentivised indicator target set at 1000 for year 1.
- Number of Young Carers accessing the Carers Hub was **149**, exceeding the incentivised indicator target set at 100 for year 1.
- Number of referrals received was **1218**
- Single point of access successfully went Live on the 1st of April 2018. The phone line is open Monday to Friday 8am to 6pm, Saturday 9am to 12.30pm;
- 24 hour Carers Help and Talk (CHAT) line is now available;
- **1151** Carers who undertake Peer Mentoring role.

Priority 2 Information Service:

- Single point of access for all carers for information, advice, guidance and support is now available
- 24/7 CHAT line, supported by volunteers and peer mentors
- Market Stalls and social media campaigns
- Peer mentoring and volunteering opportunities
- The service is active in ensuring website updates – Including where they complement the offer via the Council's 'Live Well'- Online resource.

Priority 3 Respite and Carer Breaks:

- Live well Funded Breaks
- Carers Choice Grant Scheme
- Coffee and Chat (Drop-in sessions)
- Support Groups

Priority 4 Realising Carer Potential:

- Young Carers from the Integrated Carers Hub have expressed an interest involvement with ADASS CPN Regions and the Children's Society Transition Project.
- Recruitment of volunteers to support the Hub activities
- Peer mentoring
- Training and support
- Volunteer opportunities

Priority 5 Engagement and Co-Production

Carers Right day – has been arranged for the 30th of November 2018 in Macclesfield, NCompass have worked with Cheshire and Warrington Carers Trust who will host the event on the 30th of November 2018 in Crewe.

Carers Reference Group – is undergoing development with an expectation that this is established in Quarter 3.

Parents Carers Forum – the Hub is linking in with the PCF and representatives are attending the meetings.

Carers Hub 'Carers Choice Awards' – an event was held on 26th September 2018 with Carers voting to choose the organisations who would receive a share of the funding to provide Carers with a break. Cheshire East Carers' Hub is committed to working in partnership with local organisations and groups to extend their reach in supporting Carers to fulfil their role, while maintaining Carers' own health and wellbeing.

Key service developments for Quarter 3 and 4 (2018/19) include:

- Continued development towards the Trusted Assessor
- Carer Reference Board
- Carers Emergency Card
- Development of the assessment data sharing
- Recruitment of volunteers
- Live Well Online Carers Assessment

6 Access to Information

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

Name: Liz Smith

Designation: Senior Commissioning Manager

Tel No:

Email: liz.smith@cheshireeast.gov.uk

7. Contact Information

Contact details for this report are as follows:

Nichola Glover-Edge

Director of Commissioning

Cheshire East Council

Tel: 01270 371404 or 07779 967323

Email: nichola.glover-edge@cheshireeast.gov.uk

Jamaila Tausif

Associate Director of Commissioning

NHS South Cheshire CCG and NHS Vale Royal CCG

Tel: 01270 275555 or 07718995696

Email: Jamaila.tausif@nhs.net

Jacki Wilkes

Associate Director of Commissioning

NHS Eastern Cheshire Clinical Commissioning Group

Tel: [01625 663473](tel:01625663473) or [07974135961](tel:07974135961)

Mail: jackiwilkes@nhs.net