

Supporting Carers Committee Report (25.11.13) Appendix Document

Appendix 1 – Carers Budget Commitments 2013/14

Carers Budgets (ASC and CCG) – overview of the Contracted services and internal support for Carers.

CCG Carers Budget - £493,798

ASC Carers Budget - £980,000

Total £1,474,000

Carers dedicated contracts total commitment £855,000:

| Contract |
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| Adult Carers Support |
| Young Carers Support |
| Carers Engagement |
| Emergency Back Up Plans |
| End of Life Support |
| Homebased Respite for people with dementia |
| Information and Support for carers of people with dementia |
| Specialist dementia training for carers |
| Specialist Carers Back Care Adviser |
| Carers Card Development |
| Parent Carers Survey |
| Homebased Respite services |
| Carers Support Group |
| Emergency Back Up Scheme |

Additional commitments regarding Carers support, non-contractual £619,000:

| Service |
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| Carers SDS Budget – bespoke allocation of funding directly to carers via an application process |
| Carers Contribution to the Community Care Budget |
| Integrated Primary Care Trust Carer Support Workers – 6 Carer Support Workers locality based |
| ASC Operational dedicated Carers staff |

Appendix 2 – Carers Strategy Outcomes and Action Plan 2013-14

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| <p>Identification and recognition <i>Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages</i></p> | <ul style="list-style-type: none"> • Information Sharing Policy Implementation across local health services • Monitor and address issues raised by Carers Centre Reaching OUT project for BME, LGBT and other disadvantaged communities • Integrated Primary Care Teams Carer Support Service • Carers Assessments available from range of providers and self assessment • End of Life and Bereavement support • Embrace initiative • Increase numbers of Key Workers for parent carers • Transitions • Review Learning Disability carer engagement • Parent carer engagement - reach and thus represent the more vulnerable families. • Accessible community services in order to reach dementia carers at an early stage • Involvement and feedback from carers to shape appropriate services • Increased recognition of needs of mental health carers |
| <p>Realising and releasing potential <i>Enabling those with caring responsibilities to fulfil their educational and employment potential</i></p> | <ul style="list-style-type: none"> • Support to working carers • Support to carers to access education, training & employment • Services in place long enough for carers to work full day, i.e. 8am – 6pm |
| <p>A life outside of caring <i>Personalised support both for carers and those they support, enabling them to have a family and community life</i></p> | <ul style="list-style-type: none"> • Universal offer for carers • Services for carers • Quality, flexible breaks • Support to parents to develop independence/life skills training with cared for person • Respite that develops life skills • Continue to promote and develop the Carers Card • Maintain current levels of respite provision for parent carers • Ability to access alternative care at times and days to suit carer • Activities available for both carer and cared for person together |
| <p>Supporting carers to stay healthy <i>Supporting carers to remain mentally and</i></p> | <ul style="list-style-type: none"> • Advice and support available through Carers Centre, Alzheimer's Society and Patched; • Dementia training, • Looking After Me, |

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|---|---|
| <p><i>physically well</i></p> | <ul style="list-style-type: none"> • Mindfulness Based Cognitive Therapy, • Positive Caring • Back Care Support Workers will provide advice to all carers with service based at Daily Living Centre and also to support hospital discharge and access from other short term services • Male carers support • Counselling • Concurrent support groups for carers and people with dementia at same time and venue • Amaze “Looking After You” relaxation course for parent carers • Online support networks |
| <p>Young Carers <i>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 all the Every Child Matters outcomes.</i></p> | <ul style="list-style-type: none"> • Joint working between services for adults and services for children and whole family work & young carers pathway across all services • Support for young adult carers including befriending/mentoring • Sibling carers • Raise profile of young carers in Youth Strategy • Healthy living programme • Additional capacity in Young Carers Team for 8-12s and teens work • Family support work • Ensure respite options considered for young carers |

Appendix 3 The emerging issues/implications regarding carers and the Care and Support Bill

The new Care and Support Bill places a greater emphasis on supporting carers, for the first time, carers will be recognised in the law in the same way as those they care for. With new duties which include providing greater information and advice, meeting assessed eligible needs of carers (which is equivalent to the duty to meet the needs of cared for people), and to have a proactive approach to supporting carers to access carers assessments, through increased identification and recognition.

Additionally, it removes the requirement that carers have to provide 'substantial' care to qualify for an assessment. It has been estimated that this may treble the number of carers' assessments councils have to undertake. The draft regulations issued in England (which will replace the FACS eligibility criteria) clarify the assessment process – stating that decisions about whether a disabled person has eligible needs for support must not *'take into account any support that is being provided by a carer'*.

The new requirements are summarised as follows:

- A whole family approach to assessment when assessing individuals and carers;
- A carers' entitlement to request an assessment of their own needs will not be dependent on them providing regular and substantial care;
- An increased focus on supporting young carers, including with the transition into adulthood;
- A 'duty' to respond to a carer's eligible needs (rather than the current 'power');
- A requirement to provide better information services for carers;
- A statutory obligation to provide a range of preventative services, including for carers
- Councils will need to make available more breaks and carer personal budgets.

The Government will be providing additional funding to address the new duties in the legislation, phased over 5 years rising to £175 million a year.

Appendix 4 – Carers Survey Nov'12

Carers Survey Nov'12 Outcomes – the survey identified Carers dis/satisfaction issues from the Carers Survey

ASCOF benchmarking indicates:

- Satisfaction (as measured by those extremely and very satisfied) levels were comparatively low: 37% in Council against comparator average of 42.7% and all England average of 44.2%. Lowest performance in our comparator group of 16 Councils.
- Quality of life levels were below average; 7.8 in Council against comparator average of 8.1 and all England of 8.2. Second lowest performance in comparator group of 16 Councils.
- Carers included or consulted in discussions about the cared for person levels were comparatively low; Council 68.8%, comparator average 72.8% and all England 74.7%. Third lowest in our comparator group.

Also noted that in the additional written feedback provided, was predominately negative. However this information generally related to the services and the assessment process that the person they cared for had gone through, not about specific carers services.

The local intelligence re carers services, provides a more positive outlook:

- Contract reviews and the related carer's feedback on services which forms part of these are positive about the quality and outcomes of these services and the carers experience is broadly a positive one.
- The Carers Support team monitor outcomes for individual carers in relation to services, including one off services and the overwhelming response from carers is positive in relation to the outcomes and their experience of the service.
- The Council supports a comprehensive and innovative range of carer's services, often through the voluntary sector that are perceived to be equal or in excess of other similar Councils.
- When following up by phone call those carers who did not feel safe it was noted that most of them had either been jointly assessed, assessed by non-statutory agencies or assessed at access point.
- During Carers Week the Carers Development Manager provided a range of awareness sessions and it was clear that staff had limited knowledge of what the Council could offer carers and this may impact on the outcomes for carers from reviews which are not completed by the Carers Team.

The Carers Survey also raised issues related to working carers – 22% of responds stated they could not work because of their caring role and

5% did not feel supported by their employer. Given this information and the commitment within the Care and Support Bill to support working carers, this will be a key focus in the new year, and will be driven by the Carers Strategy Group.