



*Although a formal committee of the city council, the Health & Wellbeing Board has a remit which includes matters relating to the Clinical Commissioning Group (CCG), the Local Safeguarding Board for Children and Adults as well as Healthwatch. Papers come from a variety of sources. The format for Health & Wellbeing Board papers is consequently different from papers submitted to the city council for exclusive city council business.*

1. Supporting Carers – Carers Rapid Needs Assessment; Carers Commissioning Strategy; and Carers Joint Commissioning Intentions
  - 1.1. The contents of this paper can be shared with the general public.
  - 1.2. This paper is for the Health & Wellbeing Board meeting on the 12<sup>th</sup> July 2016
  - 1.3. Author of the Paper and contact details  
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## **2. Summary**

- 2.1 To provide the Health and Wellbeing Board with a brief overview of the Carers Rapid Needs Assessment; Carers Commissioning Strategy; and the Carers Commissioning Intentions. Highlighting three key initiatives to increase the identification, recognition and support for unpaid adult and young carers across the City – who are arguably social care and health biggest asset. The Carers Strategy and the Carers Commissioning Intentions aim to support all carers, and adoption the definition provided by NHS England:



*“A carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative or friend who couldn’t manage to live independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse.”*  
(Commissioning for Carers, NHS England, 2015).

### **3. Decisions, recommendations and any options**

- 3.1 That the Board approve the new Carers Commissioning Strategy and grants delegated authority to the Director of Adult Social Care to conduct a procurement process for the provision of a Carers Hub and to enter into the subsequent contracts.

### **4. Relevant information**

- 4.1 Carers are arguably the city’s biggest social care and health asset: supporting them is essential, and with the right support for carers there will be a significant positive impact on key services within the city – including Primary Care, Adult Social Care, and Secondary Care. Adult Social Care and the Clinical Commissioning Group’s commitment to supporting carers is expressed through the new Carers Commissioning Strategy, which includes the Carers Rapid Needs Assessment. Both have driven the new commissioning intentions for carers services – The Carers Hub delivery model, designed to promote the priorities within the Carers Strategy to support carers through an increasingly Carer Friendly City.
- 4.2 Carers have a vital role within our community, and there is both a moral and economic duty to support them. Carers predominately want to care for those they love, but there is a cost to caring both physically and financially. This is why it is essential that services enable carers to care, but aim to reduce any potential negative impacts on the carer. If we recognise carers as early as possible we can provide a range of interventions which support them with caring. Local carers, through the ASC Carers survey have stated “Having the information I need, when I need it” as a key priority. This includes the need for improved web-based information; one place to go to for information and advice; more information within GP surgeries and libraries; and that different agencies which provide support should have better knowledge and be more joined up.



- 4.3 The economic impact of caring estimates that support provided by carers across the UK is worth £119 billion per year; £326 million per day! The Carers Rapid Needs Assessments references the estimated economic value within Brighton and Hove at £437 million per year. The cost to the UK economy of carers giving up work (2.3 million people have given up work to care; 3 million have reduced their hours; and carers retire on average 8 years early) is £5 billion per year. Therefore it is essential that we support carers to care, but also have effective services in place to support those who wish to continue to work: 3 million of the UK's 6.5 million carers combine caring with paid employment.
- 4.4 The Carers Commissioning Strategy - **THINK CARER, supporting Carers through an increasingly Carer Friendly City** - is Adult Social Care and the Clinical Commissioning Group's strategic commitment to carers. Through increasingly successful partnership working with Carers; Carer organisations; and statutory agencies, led by Adult Social Care, we are building on and improving services for carers. Additionally, we have the Supporting Carers Better Care Programme, which aims to ensure that the needs of carers are embedded across the Better Care agenda, and the provision of dedicated funding to pilot a range of new support initiatives for carers (Appendix 1, Supporting Carers Better Care Programme).
- 4.5 Joint commissioning arrangements between the City Council and the CCG and greater collaborative working is galvanising provision, building a local carers evidence base, and continuing to support new opportunities for carers, which is truly making Brighton and Hove a **Carer Friendly City! THINK CARER** is both a commissioning strategy and a mandate to continue to improve local provision for carers, ensuring that supporting carers is everyone's business.
- 4.6 **THINK CARER** creates a framework for improving the recognition of and support for local carers, through essential building blocks:

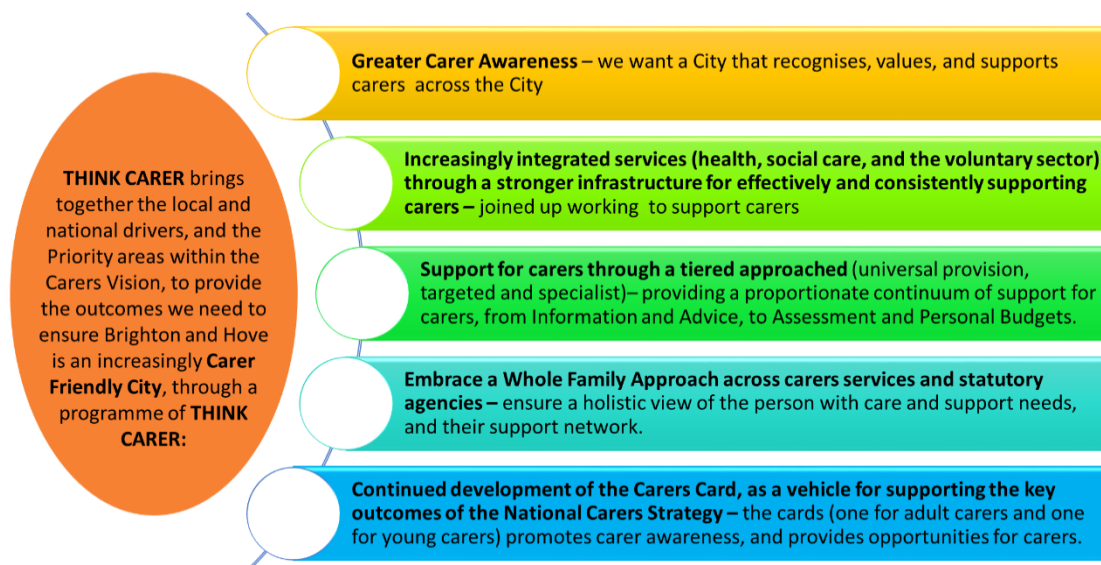


- ✓ **Carer Profile** – Creating a greater evidence base for supporting carers, through local and national data analysis, building on the Carers Rapid Needs Assessment.
- ✓ **Carer Priorities** – 5 key Priorities for making Brighton and Hove an increasingly Carer Friendly City, developed through a multi-agency approach.
- ✓ **Delivering THINK CARER** - How we are aiming to make those Priorities a reality, through partnership working and effective commissioning – The Carers Hub.

4.7 The strategy supports a number of key drivers, including the duties related to carers within the Care Act 2014, and Children and Families Act 2014.



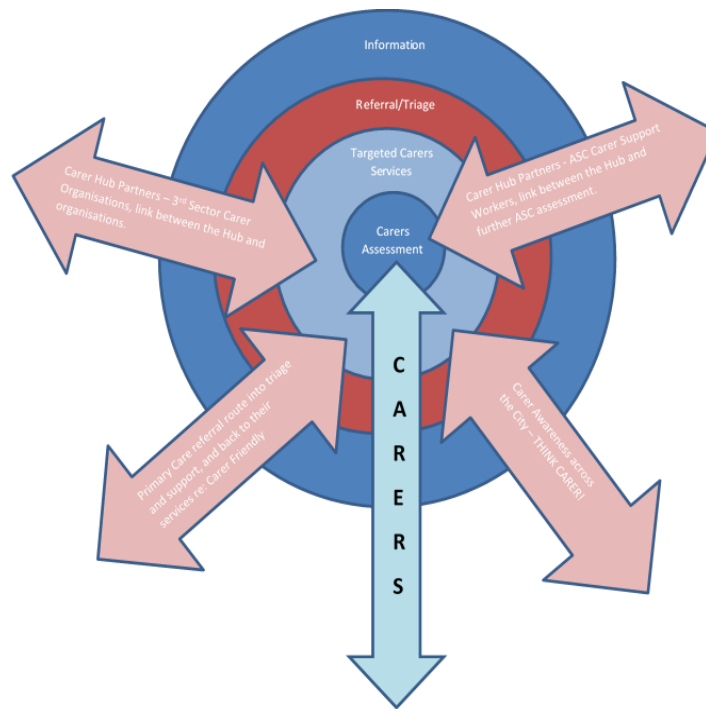
4.8 **THINK CARER**, has 5 Priorities which will assist in building a Carer Friendly City (Appendix 2 THINK CARER summary):



4.9 The **Carers Rapid Needs Assessment for Brighton and Hove** (May 16), has provided analysis of a range of key data sources regarding carers across the City. It includes routine data from the Census; analysis of local data from Adult Social Care and local surveys; and feedback from stakeholders through an Expert Panel and Questionnaire. Providing a detailed picture of who is caring in the City and the impact of their caring role. The Needs Assessment makes a number of recommendations which will inform the development of local services, both those directly commissioned for carers, and those indirectly supporting carers and those they care for. It reinforces the need to collect equality data across services in order to ensure they are responding effectively to our diverse community. As well as monitoring the impact of services on carers, through a standardised outcome tool. Identifying the need to focus on Young Carers, and a number of stated “higher risk or priority groups”, including – Parent Carers; Older older Carers (over 75 years old); Carers of people with mental health needs; Working Carers; and Remote/distant Carers.

4.10 The **Carers Commissioning Intentions** aims to deliver the strategic priorities for carers through a Carer Hub model. The Carers Hub aims to support all carers at as early point as possible, through preventative approaches to increase their resilience and to reduce

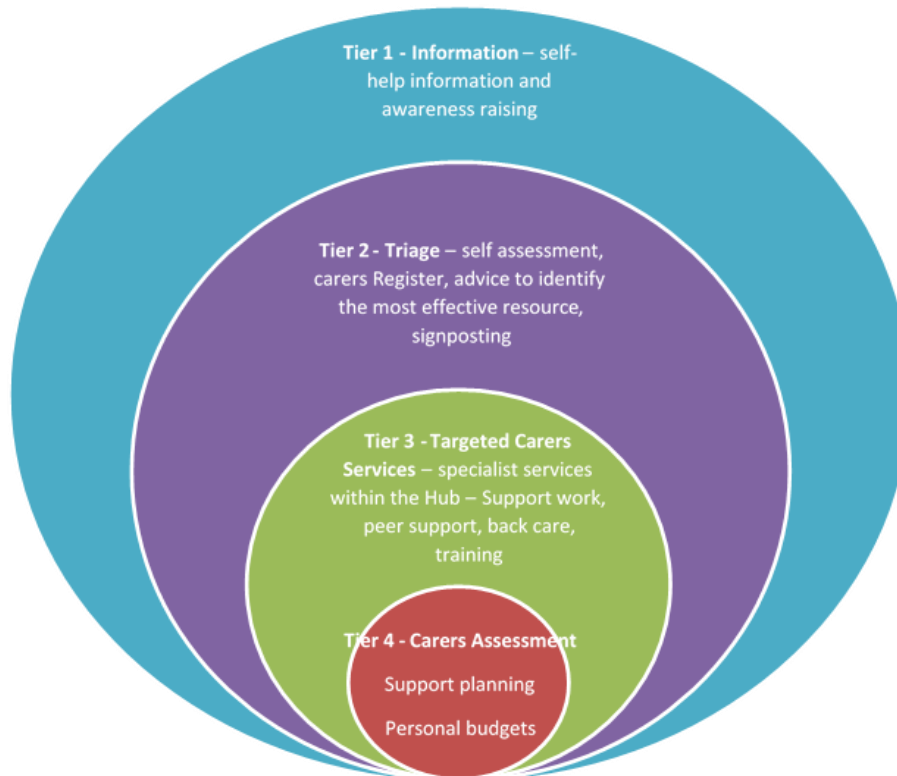
the need to access more intensive services. The Carers Hub (which will be virtual, as opposed to a building) will provide tiered levels of interventions, through one website; one phone number; one referral point; opening up a range of services and opportunities. Additionally, the Carers Hub will have a central role in promoting carer awareness across the City, and will work with the current statutory Carer Support Workers at the core of the Hub.



- 4.11 The Carers Hub model, has 4 distinct Tiers:
- Tier 1 – **Awareness raising and Information** – promoting the need to identify carers through training opportunities and on-line resources to support Employers of carers, through to carer access (and Professionals for promoting Carer Awareness) to a range of on line resources, including the Carers UK Digital Offer (information and a range of e learning) + the new BHCC Carers Guide (paper copies available) + links to all key websites – it is anticipated that 50% of contacts will be resolved via this Tier, and there will be a training programme for a variety of “Digital Support Services” to support carers to navigate this resource, e.g. Library Volunteers.
- Tier 2 – **Triage** – self assessment, referral route, Carers Register, Signposting and access to a range of services – the core Carers Hub Team (on a rota basis) will triage referrals and self-assessments to ensure the most effective response.

Tier 3 – **Targeted Carers Services** – specialist carers services (provided by third sector, health trusts and adult social care) within the Hub – peer support, back care, reablement, etc.

Tier 4 – **Carers Assessment** – support planning and personal budgets – this tier will be provided by the ASC Carer Support Workers and will have a clear pathway into ASC assessment should there be a need for Joint/Combined Assessments. All information will be held on CareFirst.



- 4.12 By developing this model it will reduce duplication and confusion over current provision, and provide a more integrated streamlined service, as well as responding to our statutory duties (Care Act duties and the Carers Hub, Appendix 3) - no multiple access routes, no duplication of service provision, promotion and publicity of one service, outreach proactively seeking out carers and working with

other community groups to raise awareness of carers and specifically targeting identified high risk carer group, and to encourage their organisation to be “carer friendly”, access to carers for consultation and engagement regarding the development of the Carers Hub and wider consultation, with clear feedback routes for carers using the service.

- 4.14 The Carers Hub will aim to provide a holistic information and advice service for all carers, adult, parent and young carers. With regard to Parent Carers and Young Carers there will be clear to the dedicated pathways for support. For example, a recently developed Young Carers Pathway is now in place, where all referrals for support for Young Carers come through the Early Help Hub. The Early Help Hub has a dedicated Young Carers worker, jointly funded by Adult Social Care and Children’s Services. The Carers Hub will not replace this pathway, but enhance it.
- 4.13 The Multi Agency Carers Strategy Group has been involved in initial discussions, and a procurement exercise for the Carers Hub would need to begin soon, to enable new contracts to be awarded in Autumn 16 to start April 17. The budget for the Carers Hub will be drawn from the existing funding for the currently jointly commissioned carers services within the voluntary sector (contracts end March’17), with a total value of £351,000, and the Carers Support Workers £185,000. (A breakdown of currently jointly carer commissioned services – Appendix 4).

## 5. Important considerations and implications

Legal:





- 5.1 Decisions and monitoring of Adult Social Care in the city is responsibility of The Health and Wellbeing board. The Care Act 2014 and contains specific statutory duties to assess and provide services to Carers and to provide information and advice to Carers. In relation to young carers and parent carers the Children and Families Act 2014 insert into the Children Act 1989 duties to assess and provide services to young carers and parent carers.

Lawyer consulted: Sandra O'Brien Date: 27 June  
2016

Finance:

- 5.2 The Supporting Carers budget is jointly funded through the Better Care Programme by the council and the CCG. The new Carers Commissioning Strategy along with the procurement process for the provision of a Carers Hub and its subsequent contracts will need to be funded from existing budgets.

Finance Officer consulted: Neil J Smith Date: 04.07.16

Equalities:

- 5.3 A Short Equality Impact and Outcome Assessment is currently being completed, which will draw together the Carers Commissioning Strategy and the Carers Rapid Needs Assessment, developing a plan of mitigating actions to be addressed through the Carers Commissioning Intentions.

Sustainability:

- 5.4 The Carers Commissioning Intentions advocates a virtual Carers Hub, enabling the Hub to work from the accommodation of successful providers, and developing further partnerships with providers across the city to “host” the Hub workers, as well as greater emphasis on mobile working through effective technology. Ensuring that the Carer Support Workers are locality based will reduce the need for travel cost and time across the city.

Health, social care, children’s services and public health:

- 5.5 This report was presented to the Better Care Board (June’16).

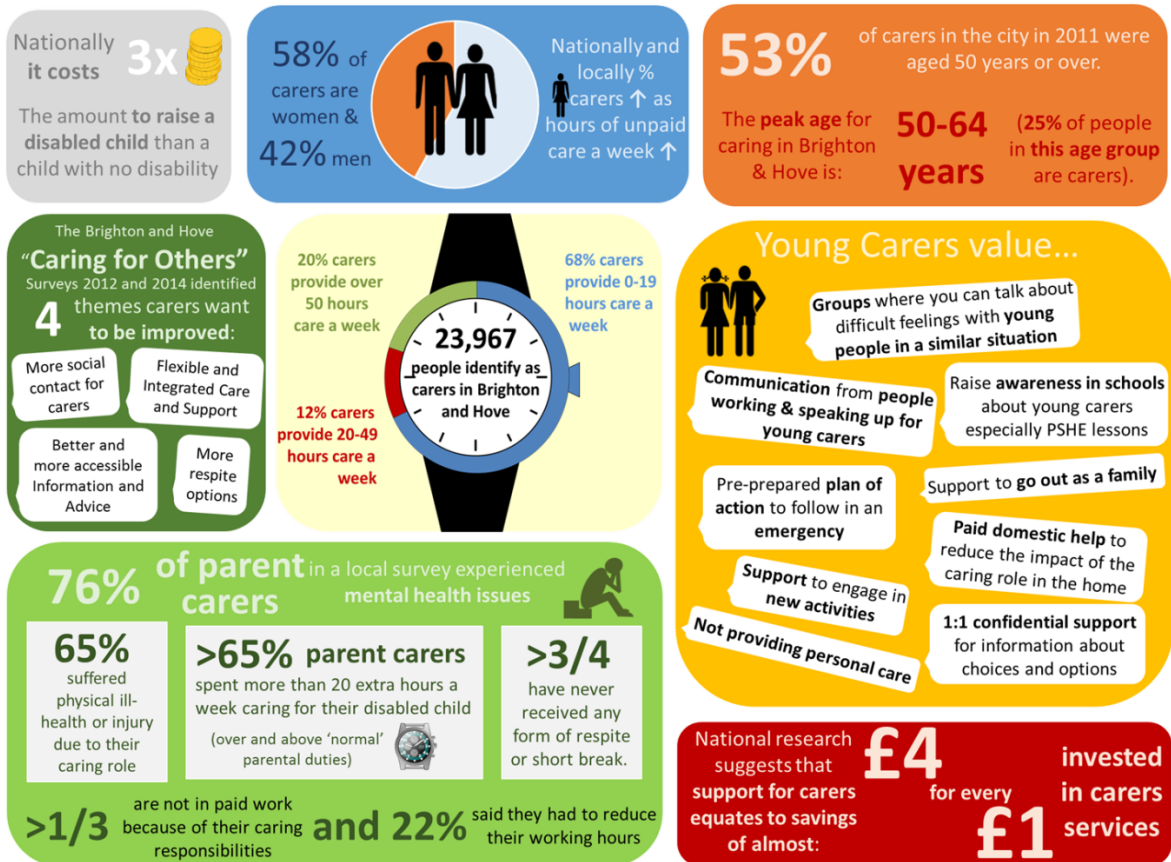


## 6. Supporting documents and information

### 6.1 Appendix 1, Support Carers Better Care Programme

The Supporting Carers Better Care Programme provides a range of services for unpaid carers across Brighton and Hove, to maintain their caring roles. Carers are defined as a person (child or adult) who is unpaid and looks after or supports someone else who needs help with their day-to-day life, because of: their age; a long-term illness; disability; mental health problems; or substance misuse. Carers play a vital role in supporting vulnerable people across the City: according to the Census (2011) just under 10% of the population in Brighton and Hove define themselves as a carer.

#### Local Carers Information:



The Better Care funding for Supporting Carers, has enabled the development of four new pilots locally, to test out new initiatives. Plus additional funding for the Carers Breaks and Services Budget (which provides payments to carers to fund activities and opportunities, resulting from an Adult Social Care carers assessment), and funding for ongoing jointly (ASC/CCG) commissioned dedicated support for carers both within the statutory and voluntary sector – from information and advice services through to carer assessments.

The four pilot initiatives provide a diverse range of support for carers, from providing free alternative care to enable carers to attend health related appointments (My Health Matter, Crossroads); developing a range of initiatives to support working carers or carers who wish to return to work (ASC

Working Carers Project); supporting carers through volunteers to achieve identified goals/outcomes they wish for themselves (Carers Reablement Project, Carers Centre); and dedicated carer support based with the Royal Sussex County Hospital, to both raise awareness of carers within the hospital setting and to provide individual support to carers (ASC Hospital Carers Support Worker).

The evaluation of these pilots will feed into a wider procurement exercise for jointly commissioning services for carers. Currently we are exploring the possibility of a Carers Hub within the City, to provide information and support to carers through one website, one phone number, and one centralised triage point, behind which will be a partnership of organisations with a shared identify and outcomes for supporting carers from advice to assessment, and continue to build a carer friendly City.

Project data updates 2015/16:

KPI's	Description	Baseline	Target	2015/16
1	Carer Reablement Project	0	50 carers supported	<b>80</b> carers supported (35 trained volunteers)
2	Integrated Carers Support Workers Carers Assessments (x8)	300 carers assessments 2014/15	775 carers assessments	<b>798</b> carers assessments (594 IPCT + 158 RSCH) (46 carers information and advice only)
3	My Health Matters (Carers Prescriptions)	0	1,000 one off sessions	<b>537</b> one off sessions to carers
4	Carers Breaks and Services (SDS Budget)	712 2013/14	1,400 individual allocations	<b>770</b> individual allocations £60,000 – underestimated the number of new carers coming through assessment in need of Carers Personal Budgets

New initiatives for supporting working carers:

- Membership of Employer for Carers (national Carers organisation, providing a range of tools to support working carers and to encourage organisations to be carer friendly – digital toolkit and development of Carers Policy to be more Carer Friendly)
- Setting up a local network for employers to receive information and advice for carers in the workplace
- Identifying working carers within the assessment services – mandatory question on employment status, currently a quarter of assessments haven't got this information.
- Working with the Work Forums within BHCC and NHS to promote the Employer for Carers toolkit and resources.

Additional development funding through Better Care include:

- The Carers Digital Offer (provides a range of preventative information and training for carers)
- Carers Guide (local information guide and checklist for carers)



We are aiming to reallocate funding for 2016/17 in line with the priorities of the Carers Strategy, this will potentially include the creation of a Carers Primary Care Project Worker, to support GP Practices to be more “Carer Friendly”; explore the development of a simple GP on-line referral process (similar to the Surrey Carers Prescription model); and a Young Carers Information Pack (guide for identifying young carers and access effective support).

## **Appendix 2 – Carers Commissioning Strategy Summary**



PRIORITIES	HOW WILL WE MAKE THIS HAPPEN?	HOW WILL WE KNOW IT IS WORKING?
<b>PRIORITY 1 – Greater Carer Awareness</b>	<ul style="list-style-type: none"> <li>• THINK CARER campaign to raise awareness - publicity</li> <li>• Carer Awareness training across the statutory, voluntary and independent sectors</li> <li>• Carer Awareness within Locally Commissioned Services</li> <li>• Carer Awareness with local employers</li> <li>• Carer Awareness within Education</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation of the THINK CARER campaign</li> <li>• Increased number of Carer Policies across statutory, voluntary and independent sectors</li> <li>• Contract monitoring of Locally Commissioned Services, achieving targets</li> <li>• Audit of key local employers regarding the identification and support for carers</li> <li>• Increased identification and recording of carers within schools, further education and higher education.</li> </ul>
<b>PRIORITY 2 – Increasingly integrated services</b>	<ul style="list-style-type: none"> <li>• Continued implementation of combined assessments for carers</li> <li>• Implementation of young carers identification across all relevant assessment processes</li> <li>• Effective carer protocols and pathways between services and across agencies</li> <li>• Development of a shared outcome assessment between dedicated carers services, across statutory and voluntary sectors</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment data across service areas</li> <li>• Robust data regarding young carers</li> <li>• Monitoring the effectiveness of protocols and pathways, through carer satisfaction questionnaires</li> <li>• Effective outcome data on the experience of carers through joint and integrated services</li> </ul>
<b>PRIORITY 3 – Supporting carers through a tiered approach</b>	<ul style="list-style-type: none"> <li>• Joint working protocols across service providers to ensure effective pathways for carers and to reduce duplication.</li> <li>• Effective Information and Advice – web based and factsheets to be used across carers services, provision of locality based information and advice surgeries</li> <li>• Implementation of “no wrong doors” to ensure carers are either directly provided with the information and support they need, or are effectively signposted</li> <li>• Explore the potential of a virtual or actual Carers Hub (multi-agency approach)</li> <li>• Develop a Carers Checklist to evaluate the impact of the implementation of THINK CARER</li> </ul>	<ul style="list-style-type: none"> <li>• Increased carer satisfaction across carer services, and audit of protocols</li> <li>• Increased satisfaction from the Adult Social Care (ASC) Carers Survey, audit of the implementation of the Care and Support Act, outcome monitoring</li> <li>• Triangulation of carers survey by ASC Carers Survey; provided surveys through the outcome monitoring, Locally Commissioned Services contract monitoring</li> <li>• Commissioning a Carers Hub</li> <li>• Positive satisfaction regarding the Carers Checklist</li> </ul>
<b>PRIORITY 4 – Embrace a Whole Family Approach</b>	<ul style="list-style-type: none"> <li>• Ensure Whole Family approach to assessment – identification of young carers, family carers and older carers</li> <li>• Multi agency interventions for Whole Family working</li> <li>• Personal Budgets to support Whole Families</li> <li>• Strategic working across Adult and Children’s Services to support young carers</li> </ul>	<ul style="list-style-type: none"> <li>• Robust data regarding Young Carers; Family Carers; and Older Carers</li> <li>• Data regarding multi agency working across families</li> <li>• Data regarding Personal Budgets and agreed outcomes</li> <li>• Implementation of the Memorandum of Understanding for Young Carers and related monitoring.</li> </ul>
<b>PRIORITY 5 – Continued development of the Carers Card</b>	<ul style="list-style-type: none"> <li>• Greater promotion of the Carers Card with carers</li> <li>• Greater promotion of the Carers Card with business and opportunities across the City</li> <li>• Ensure that the Carers Card covering the four carer outcomes of the National Carers Strategy</li> <li>• Increased involvement of carers in identifying the type of offers they want developed, and carers directly involved in canvassing for offers</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the number of carers receiving the Carers Card</li> <li>• Increase the number of opportunities and activities on the Carers Card</li> <li>• Increased number of opportunities which link to the National Carers Strategy</li> <li>• Carers directly involved in the Carers Card development</li> </ul>

### Appendix 3 – Care Act Duties and the Carers Hub:

Care Act Duties	Operational delivery via the Carers Hub
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<p><b>Prevention duty-</b> preventing, reducing, or delaying carers from developing a need for support.</p>	<p>Delivering services that can intervene and help carers before their health suffers as a result of their caring role, including: Training that helps carers feel confident undertaking care tasks; Support developing coping mechanisms; IT equipment and assistive technology; and Help finding paid employment.</p>
<p><b>Information and advice</b> - service that provides carers with information and advice about support for their caring role.</p>	<p>Information provided on the following - getting a break from caring; Carers' own health and wellbeing; Carers' finances; Carers' employment and/or education; Advocacy for carers; the care and support system locally, and how to access this the choice of types of care and support. Information should be provided in a range of formats and be distributed using a range of methods.</p>
<p><b>Advocacy</b> - duty to arrange for a person who is independent of the authority to be available to represent and support that person as they seek to get support.</p>	<p>Support carers who are having difficulty understanding relevant information; retain information; weighing up that information; and communicating their views or wishes.</p>
<p><b>Assessment, support planning, and whole family approaches</b> – duty to provide carers assessments, and support planning.</p>	<p>Provision of proportionate carers assessment – self assessment, Carers Register and full carers assessments. Working with the wider social network of the cared for person, and the whole family of the carer. Identifying the eligibility for the carer and responding appropriately.</p>
<p><b>Support for carers in starting, returning to, or staying in work or education</b></p>	<p>Provide support through the Working Carers Initiative, and within carers assessments seek to understand a carer's desire and ability to work and/or to partake in education and training.</p>
<p><b>Personalisation, personal budgets, and direct payments</b> - person-centred approach to care.</p>	<p>Through effective triage and support provide a carer centred approach, based on what carers need and want, rather than relying on a one-size-fits-all model.</p>
<p><b>Integration and cooperation among councils, the NHS, and the voluntary sector</b> - Local authorities and the NHS have a duty to cooperate to ensure the Care Act is effectively delivered.</p>	<p>Provide an integrated service and a central resource to support carers locally and proactively identify "hidden" carers (carers who are not currently receiving support) and direct them to the services that they can go to for help and advice.</p>
<p><b>Involvement of carers and carer organisations</b> - In planning how they will deliver support for carers, local authorities are required to consult with carers and organisations in their area.</p>	<p>Consolidate the local carer organisations and form a partnership approach, ensuring that the principles of co-production enable carers to actively influence the development of the Hub.</p>

## Appendix 4, 2016/17 Carers Jointly Commissioned Services

Alzheimer's Society - Information, Advice and Support for carers of people with dementia and training £60,000	Carers Centre -Adult and Young Carers Support – information, advice, peer support, activities £272,000 (£208 + £64)	Sussex Community Trust - Carers Back Care Advisor £34,000	Amaze - Carers Card Development Work + DLA Outreach Service £20,000
Crossroads - My Health Matters – health related appointments - <b>Better Care Pilot</b> £75,000	Crossroads Homebased respite for Parent Carers £47,000	Carers Centre - Support for carers of people at the End of Life £19,000	Carers Centre - Carers Engagement £22,000
Early Help - Whole Family support worker £18,000	Pavilion - Information, Advice and Support for carers of people with substance misuse issues £5,000	Carers Emergency Back Up Scheme (CareLink Plus) £5,000	Carers Centre - Carers Reablement Project - <b>Better Care Pilot</b> £40,000
ASC Working Carers Project - <b>Better Care Pilot</b> £60,000	Integrated Primary Care Team Carer Support Workers £185,000	ASC Hospital Carer Support Workers - <b>Better Care Pilot</b> £54,000	ASC Carers Budget for breaks services for carers £200,000 ( <b>£100k Better Care</b> )

**Total joint budget = £1,124,000, of which £329,000 is currently non-recurring Better Care funding.**

