

8 September 2014**Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR OF NORTH AND MID
NOTTINGHAMSHIRE****CARERS' CONFERENCE 1 MAY 2014****Purpose of the Report**

1. To report on the Carers' Conference held on 1 May 2014.

Information and Advice

2. Nottinghamshire County Council and the Clinical Commissioning Groups are committed to the successful implementation of the Integrated Carers' Strategy 2014-15, which seeks to identify carers, and provide information, advice and effective support to all carers across the county.
3. In addition, the new Care Act provides a new focus on the importance of working more closely with carers. The Act emphasises:
 - 'parity of esteem' for carers and cared-for
 - principles of well-being and personalisation
 - universal rights to information and advice
 - right to carer's assessment and support plan.
4. As part of the continuous commitment to carers in Nottinghamshire, the Council has developed various means of engaging with carers to involve them in decisions about carers. This includes the appointment of carer representatives on the Nottinghamshire Carers' Implementation Group, which reports to the Older People's Integrated Commissioning Group and ultimately the Health and Wellbeing Board.
5. As part of carer engagement, it was also decided to run a Carers' Conference in 2014. The aims of the conference were: to update carers on national and local developments, to provide information and advice about services and most importantly, to listen to local carers' views and suggestions.
6. To ensure an independent conference, it was decided to commission the local Healthwatch to host the event. Officers from the Council and the Clinical Commissioning Groups met regularly with staff from Healthwatch to plan the day. The Carers' Conference, "What next for carers?" took place on 1 May 2014.

7. Please see the attached Carers' Conference Report, written by Healthwatch colleagues, for details about the content and the outcomes from the event.
8. At the Conference, local carers were asked for their views on the priorities for supporting carers to inform the Carers' Strategy. The headlines were:
 - one stop shops for information
 - packs of carers' information
 - more leaflets; not everyone has access to the internet
 - up to date information about what is available locally; sometimes information goes out of date - this should be monitored with regular reviews
 - working with the local media more
 - parity between carers and service users from the start
 - service-user / patient to give permission for carer to be involved once - to be recorded in the assessment
 - recognition of the role of advocacy
 - more 'professional' training for carers, especially dementia and moving and handling.
9. The learning from this Conference is already being used to inform the continual development of the Carers' Strategy; for example:
 - The Carers Support Service team based at the Customer Service Centre has recruited a further two full time members of staff starting in September. The workers will give support and advice over the phone, completing carer assessments and signposting carers to information and support.
 - Eight county wide carer-led events to support carers looking for advice and support are being planned with the Carers Forum and Independent Voices for Engagement.
 - A Carers Information pack is being developed with Clinical Commissioning Groups and carer groups. This pack (available online and offline) will create a pathway for carers and a comprehensive view of services offered by Nottinghamshire County Council, NHS and local organisations.
 - A carers' newsletter is being developed to keep carers in the loop of news, information and advice about carer services.
 - A single contact database to capture information of individuals and organisations interested in the carer agenda has been created.
 - Carers will be able to access information online and offline through the website, Facebook and twitter pages - these will complement road shows, events and new paper based information is being developed.
 - A Young Carers week is planned for October 2014 to help identify and raise awareness of the needs of young people across the county providing care

Reason/s for Recommendation/s

10. The Carers' Conference was well received by both carers and staff (please see Report).

Statutory and Policy Implications

11. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

12. The cost of the Conference was shared between the Council and the Clinical Commissioning Groups.

Public Sector Equality Duty implications

13. The Carers' Conference was open to all carers across the County.

Implications for Service Users

14. The outcomes of the Carers' Conference are documented in the attached Conference Report.

RECOMMENDATION/S

1) It is recommended that the Adult Social Care and Health Committee note the Carers' Conference 2014 Report.

SUE BATTY

Service Director of North and Mid-Nottinghamshire

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Constitutional Comments (KK 14/08/14)

15. The proposal in this report is within the remit of the Adult Social Care and Health Committee.

Financial Comments (DLM 15/08/14)

16. There are no financial implications contained within this report. Any future spend in relation to this report will be overseen by the Carers Implementation Group in accordance with the Carers Strategy 2014/15.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- The Integrated Commissioning Carers' Strategy 2014 – 15 was approved by the Adult Social Care and Health Committee on 9 June 2014.

Electoral Division(s) and Member(s) Affected

All.