

6th January 2014

Agenda Item: 8

**REPORT OF THE SERVICE DIRECTOR FOR MID NOTTS AND BASSETLAW
CARERS' STRATEGY 2013-14**

Purpose of the Report

1. To update the Adult Social Care and Health Committee on the Carers' Strategy 2013-14 and recommend a further update report is received in July 2014.

Information and Advice

2. Nottinghamshire County Council has worked in partnership with the local NHS for a number of years to produce and implement an annual Carers' Strategy.
3. This over-arching strategy is agreed by Nottinghamshire County Council and Nottinghamshire's Clinical Commissioning Groups (CCGs) in relation to carer support. It has been developed in partnership with carers, NHS and voluntary/community sector colleagues.
4. The strategy and action plan are overseen, developed and updated by the Nottinghamshire Carers' Implementation Group, which reports to the Older Peoples' Integrated Commissioning Group and ultimately the Health and Wellbeing Board.
5. The Nottinghamshire Carers' Implementation Group comprises both carer and officer representatives from all CCGs, key partners and staff from Nottinghamshire County Council (including the Service Director for Mid Notts and Bassetlaw).
6. Relevant national and local drivers and documents, policies and strategies have been taken into account in terms of developing actions, for example, 'Carers at the Heart of 21st Century Families and Communities' (Department of Health 2008), the 2011 Census, the Carers' Survey 2012 and the plans developed by the CCGs.
7. There has been extensive consultation on the strategy with both carers and partners in order to gain valuable feedback and ideas for improving existing services and developing new services for the future. In February 2013, the draft strategy was shared with:

- Existing members of the Carers' Advisory Group
- Learning Disability Carers' Groups
- Nottinghamshire Carers' Alliance
- Members of diverse carers groups
- Carers' Implementation Group
- CCGs across Nottinghamshire

8. Key principles underpinning the work include:

- involving and engaging carers in decisions that affect them as individuals and decisions made by policy makers about the way public money is spent
- putting carers at the heart of service delivery and decisions, rather than expecting carers to fit around the needs of a service
- enabling carers to take more control and exercise more choice in the services they access
- outcomes which improve the quality of life of carers

9. A summary of key actions and achievements is set out below:

- **Improve support to carers:**

- Consultation events were held in Summer 2013 with key partners (including carers and CCGs) to develop specifications for the 'Compass' Dementia workers and the End of Life service for carers
- Contract variation for Notts Healthcare Trust (NHCT), who will host the Compass workers has been developed
- Carers are now able to access the Let's Talk Well-being services and to self-refer
- 'Caring with Confidence' courses run by Carers Federation
- 'Looking After Me' course started in October 2013 (with carers referred by Triage workers)

- **Identify carers**

- Significant increase in the number of carers assessed and reviewed. From April to September 2013, there have been 2,461 carers assessed or reviewed (compared to 1,549 for April to September 2012)
- Significant increase in the number of carers receiving a service. From April to September 2013, there have been 1,778 carers receiving a service (compared to 1,058 for April to September 2012)

- **Improve information for carers**

Carers' Triage Workers are based in the Adult Access Team, Customer Services Centre (CSC). This is evaluating very well and is proving a very successful service and an exceptionally positive experience for carers.

Carers ringing the CSC are given detailed and tailor made information to help them in their caring role. Some are also being assessed on the phone and eligible carers offered Personal budgets.

10. A copy of the updated action plan of the strategy is attached as an appendix.

Other Options Considered

11. The priorities and actions within the strategy are the result of consultation and responses to national and local drivers, and therefore there are no other options considered.

Reason/s for Recommendation/s

12. The Carers' Strategy 2013-14 is the continuation of joint working between the local NHS and Nottinghamshire County Council.

Statutory and Policy Implications

13. 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

14. Most of the costs to complete the actions will be covered by the recurrent £1.2 million which has been transferred from the local NHS to Nottinghamshire County Council. The rest will be covered by the existing budget for carers.

Public Sector Equality Duty implications

15. The strategy applies to all carers across the County.

Implications for Service Users

16. The successful implementation of the Carers' Strategy 2013-14 will have a positive impact on both carers, and by implication on the service users they are looking after, as carers will be receiving more support, advice and information to assist them in their role as a carer.

RECOMMENDATION/S

It is recommended that the Adult Social Care and Health Committee:

- 1) notes the update on the Carers' Strategy 2013-14.
- 2) receives a further report on the progress of the Carers' Strategy in July 2014.

DAVID HAMILTON
Service Director for Mid Notts and Bassetlaw

For any enquiries about this report please contact:

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Constitutional Comments (LM 16/12/13)

17. The Adult Social Care and Health Committee has delegated authority within the constitution to approve the recommendations in the report.

Financial Comments (CLK 27/11/13)

18. The financial implications are contained within paragraph 14 of the report.

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.

- Report to the Adult Social Care and Health Committee – Expenditure of Carers' Funding Allocation – Proposed plans 4 March 2013
- Report to the Adult Social Care and Health Committee – Carers' Strategy 2013-14 – 22 July 2013

Electoral Division(s) and Member(s) Affected

All

ASCH178

ACTION PLAN

Actions required / milestones	Target/measure	Adult Social Care Outcomes	Timescale	Lead	RAG (Red / Amber / Green)	Progress
1. Improve support to carers	1.1 To commission 6.5 FTE Band 5 qualified 'Compass' workers to provide practical and emotional support to carers of people with dementia	Earlier diagnosis, intervention and reablement mean that people and their carers are less dependent on intensive services. Carers can balance their caring roles and maintain their desired quality of life	Summer 2013	NCC Notts Health-care Trust	AMBER	<ul style="list-style-type: none"> • Consultation events held in Summer 2013 with key partners (including carers and CCGs) to develop specification • Contract variation for Notts Healthcare Trust (NHCT), who will host the Compass workers has been devised • Workers to be appointed to start by April 2014
	1.2 To ensure carers of people living with dementia can benefit from psychological therapies (this relates to the IAPT or Improving Access to Psychological Therapies)	Carers can balance their caring roles and maintain their desired quality of life	March 2014	Public Health	GREEN	<ul style="list-style-type: none"> • Carers are now able to access the Let's Talk Well-being services and are able to self-refer
	1.3 To enhance carer support as part of the ' Living at Home ' programme through increased provision for carer breaks at the	Carers can balance their caring roles and maintain their desired quality of life	March 2014	NCC	GREEN	<ul style="list-style-type: none"> • Work is progressing in Care and Support Centres; e.g. bathing schemes and out of hours projects

	Care and Support Centres and provision of assistive technology e.g. Lifelines and sensors					
1.4	To commission 'End of Life Carers Support Service' to provide practical and emotional support for 'end of life' carers	Carers can balance their caring roles and maintain their desired quality of life	Autumn 2013	NCC	AMBER	<ul style="list-style-type: none"> • Consultation events held in Summer 2013 with key partners (including carers and CCGs) to develop specification • Service Specification has been devised • Tender released on 22.11.2013 • Contract to successful bidder to start in April 2014
1.5 (a)	To increase value of carers' Personal Budget from £200 to £300 per carer	Carers can balance their caring roles and maintain their desired quality of life	March 2014	NCC	AMBER	<ul style="list-style-type: none"> • Decision has been made to pause this decision in light of efficiencies and savings agenda • The number of carers being identified, assessed and offered Personal Budgets has dramatically increased this year, necessitating a review of this proposal
(b)	Increase percentage of assessed carers receiving PBs					
1.6	Carer training: a) To run training courses ('Caring with Confidence' by Carers' Federation) across the county b) To increase awareness of and recruitment to 'Looking	Carers can balance their caring roles and maintain their desired quality of life	March 2014	Carers Federation Notts CHP NCC	AMBER	<ul style="list-style-type: none"> • 'Caring with Confidence' courses run by Carers Federation • 'Looking After Me' course started in October 2013 (with carers referred by Triage workers) • Licensing issues have delayed the tender for 'Looking After

	After Me' course					Me' courses in Bassetlaw
2. Identify carers e.g. health, public protection, community	2.1 To increase number of carers identified and assessed	Carers feel that they are respected as equal partners throughout the care process. People who use social care and their carers are satisfied with their experience of care and support services	March 2014	NCC CCGs NHS Trusts	GREEN	<ul style="list-style-type: none"> • April to September 2013 • 2,461 - Carers assessed or reviewed • 1,778 - Of these the number receiving a service
3. Improve information for carers	3.1 To ensure that all carers contacting the department have access to good quality and timely information/signposting , by Adult Access Service carer worker	People know what choices are available to them locally, what they are entitled to, and who to contact when they need help	Summer 2013	NCC Adult Access Service and commissioning team CCGs	GREEN	<ul style="list-style-type: none"> • FTE temporary Carers' Triage Workers are based in the Adult Access Team, Customer Services Centre (CSC). This is evaluating very well and is proving a very successful service, and an exceptionally positive experience for carers. Carers ringing the CSC are given detailed and tailor made information to help them in their caring role. Some are also being assessed on the phone and eligible carers offered Personal budgets.
	3.2 To improve information for parent carers	People know what choices are available to them locally, what they are entitled to, and who to contact when they need help	March 2014	Children's Services, NCC	RED	There has been no capacity to start this work yet.

Abbreviations: CCG = Clinical Commissioning Group

NCC = Nottinghamshire County Council
CHP = County Health Partnerships