

11 June 2018

Agenda Item: 8

REPORT OF THE SERVICE DIRECTOR, MID NOTTINGHAMSHIRE

OUTCOME OF CARERS CONSULTATION AND PROPOSALS FOR SERVICE DEVELOPMENTS

Purpose of the Report

1. The purpose of the report is for Committee to:
 - a. approve the proposed principles and associated workstream for next steps in the development of carers services.
 - b. agree to receive a revised Carers Joint Commissioning Strategy for Nottinghamshire, in Autumn 2018.

Information

2. Over the previous two years, the Council has undertaken consultation with carers, partner organisations and its own social care workforce to identify what carers value and how they would like to see services develop in the future. This has provided an opportunity to reflect on changes introduced in response to the Care Act 2014 and the effectiveness of the service arrangements that were introduced at that time.
3. In January 2018, a report was presented to Committee on the outcome of public consultation undertaken in Autumn 2017 which received 1,164 responses about how the Nottinghamshire support offer for carers might be improved. This included providing a more personalised approach to carer's assessment and support planning and the use of Direct Payments, alongside quicker access to information and advice. Committee approved further engagement work with carers and partners to develop more detail on the new support offer for carers and requested a report back in spring 2018.
4. In March 2018, carers and support staff participated in two workshops to progress this. A total of 47 people attended the events at County Hall and Pleasley Landmark Centre. 22 carers attended (46.7% of the participants). Carers were identified through existing networks and were carers with experience of caring for those with a range of conditions.
5. The outcomes of this work are:
 - a. a set of principles for providing support to carers

- b. an Action Plan for 2018-19 that identifies key activities and associated timelines to implement a new support offer
- c. information about carers' views that will be used as a basis for the development of a new Carers Joint Commissioning Strategy for Nottinghamshire. This Strategy will be presented to the Committee for approval in autumn 2018.

New Carers Support Offer: Principles

6. The key principles proposed to underpin the development of a new carers support offer are:
 - a. use an integrated approach to developing and delivering services, considering all support available including wider community resources as well as those services directly delivered or commissioned by the Council and its partners
 - b. make use of existing resources, including carers' own capacity for supporting each other, and provide opportunities to share experiences
 - c. help carers to navigate a complex health and social care system to better understand and meet the needs of the person that they care for and to plan for the future, including planning for a crisis
 - d. consider carers' own wellbeing and life aspirations and enable carers to access activities or resources to promote this
 - e. use a personalised approach to assessment and support planning – support planning could draw on a wide range of support and community resources and assist carers to access these
 - f. consider the varying situations and requirements of carers at differing stages of life, including young carers, working age carers who may also have childcare or work commitments, and elderly carers who are more likely to be managing their own health conditions or care and support needs.
7. These principles were developed from information gathered from the public consultation and consultation workshops. Feedback from both activities was similar, with carers indicating that the most important services for them were: respite arrangements (including a range of options such as home based care, day services or short breaks from caring) as well as information, advice and support to assist them in understanding health and social care provision and to promote their personal wellbeing. Carers highlighted the importance of support networks, including peer support and accessing activities available in their communities. Carers indicated that flexibility and timeliness of service provision were important and that they would value a more personalised approach to individual assessment and support planning. At the consultation events, many carers considered that a more personalised approach to Direct Payments was appropriate, and that this would allow limited public resources to be invested in support services for carers. However, a smaller number of carers considered that providing all carers with Direct Payments was a way of valuing carers and would not like to see them discontinued.

New Carers Support Offer: Action Plan

8. An Action Plan for 2018/19 has been developed which identifies activities that the Council will undertake to develop a revised carers support offer. This has a mixed approach of both internally delivered and externally commissioned services, alongside a review of short-term care / respite services provided by the Council and health partners. This Action Plan comprises four workstreams, which are described below. **Appendix 1** provides a summary and timeline.

Workstream 1: Review Carers Assessment and Support Planning Process

9. This workstream will develop proposals for changes to the support planning for carers which will include the following:
 - a. instead of all eligible carers automatically being offered a Direct Payment (usually of £150 or £200) as the main option, a more personalised approach will be taken where carers will be offered support options that are more tailored to their individual circumstances
 - b. Direct Payments will be provided to individuals where this is the best option, with increased scope to provide higher Direct Payments to those carers who have an identified, specific need for services or equipment to promote their wellbeing or enable them to continue caring
 - c. the process of Carers Assessments and Reviews will be revised to make it simpler and respond to carer feedback about how to achieve a more person-focused approach.

Workstream 2: Review arrangements for carer respite (to include Council and NHS funded short breaks, sitting services, day services and short term care)

10. There are currently a number of routes into different types of respite services funded by the Council and the Clinical Commissioning Groups (CCGs). Carers report that this can be confusing and it can be a difficult system to navigate. This workstream will:
 - a. review the respite offer provided by the Council and partners (including the Council and NHS funded short breaks, sitting services, day services and short term care) to ensure that best use of resources is made to enable carers with differing needs to know about and be able to access the right support.
 - b. develop more integrated arrangements with simpler access mechanisms.

Workstream 3: Review commissioned support services

11. The Council is the lead commissioner for a range of carers support services, jointly commissioned with Clinical Commissioning Groups. These are:
 - a. the Carers Hub information, advice and support service, commissioned from Carers Trust East Midlands; contracts end in March 2019

- b. the Compass Dementia Support Service, commissioned from Nottinghamshire Healthcare Trust; contracts end in March 2019
 - c. the Pathways End of Life Carers Support Service, commissioned from Carers Trust East Midlands; contracts end in December 2019.
12. There is now the opportunity to review these support services, prior to their being recommissioned with new contractual arrangements being in place for April 2019. There will be further consultation with carers and other stakeholders about whether any changes are needed to service specifications. Carers have already identified that they would value an enhanced information, advice and support service that provides more one-to-one support to those carers who need help to navigate the health and social care system or more support with their own personal wellbeing.
13. Key activities will be to:
- a. define how services will be commissioned
 - b. consider the range of provision and relative importance of universal or specialist services
 - c. identify likely resources available to procure services
 - d. develop specifications for new services and tender for new contracts.
14. The review will also consider how any new service arrangements relate to other support services for carers, including the carer crisis element of the Home First Response service. It will also need to consider the wider context of Council contracts for social care and health provision.
15. A Carers Dynamic Purchasing System (DPS), established in 2016, is already in place and will be used to procure services. A DPS is essentially a list of Providers who evidence that they meet the core specification for delivering services to carers. The Council can then invite Providers who are on the list to submit bids to deliver a specific service. Providers are able to apply to join the DPS at any time. The Carers DPS was used to procure the Carers End of Life Support Service in 2017.

Workstream 4: Develop a communication and information plan

16. Carers have identified this as a key area for them, and have suggested ideas for more effective communication. They also emphasised that communication is about more than dissemination of information, and that it should include opportunities for carers to communicate their ideas to service providers and also ways for carers to communicate with each other to provide information and support. Ideas for developing more effective communication include:
- a. make use of existing community resources such as GP practices, libraries or local supermarkets to be used as information hubs
 - b. work with partner organisations to ensure that all workers who come into contact with carers can identify carers and signpost them to services or support
 - c. provide communication through a varied range of media. A clear message from carers is that communication needs to be undertaken in a diverse way, with some wanting to

make use of ICT resources such as social networks and access to e-learning, with others preferring printed material and the ability to seek advice by telephone or in person.

Further consultation and development work

17. Carers and other stakeholders will be involved at all stages of implementing this Action Plan. This will include contributing to discussions about new arrangements and involvement in the tender process for any new contracts. A number of interested carers have been identified through existing carer networks, including the Carer Hub Carer Support Groups, Nottinghamshire Mental Healthcare Trust Carers Strategic Group, the Learning Disability Carers Network, and the Carers Implementation Group. Work will also take place to identify innovative ways of using different media to engage a wider range of carers in this work, for example, working carers.
18. This work will also be regularly reviewed through the existing partnership arrangements for carers, comprising two groups that meet quarterly:
 - a. the Nottinghamshire Carers Implementation Group, which includes carer representatives, and representatives from Clinical Commissioning Groups, provider organisations and other stakeholders, and provides a forum for discussion of strategic direction and initiatives to support carers
 - b. the Nottinghamshire Carers Commissioning Forum which includes representatives of Clinical Commissioning Groups and has oversight of the shared Better Care Fund budget and of joint commissioning activities. Representatives at this meeting ensure that decisions made are approved through their own governance structures. Regular reports and updates are also taken to the Better Care Fund Board and the Health and Wellbeing Board.

Other Options Considered

19. To not make any changes to the way services are currently provided to carers: this would not help the Council and partners to respond appropriately with regard to developing the services and support that are considered to be of most value by carers in the County.

Reason/s for Recommendation/s

20. A series of carers consultation activities sought feedback on proposals for changes to, and investment in, the support provided to carers in order to ensure that support focuses on those things that people have said are the most useful in terms of improving carer well-being or enabling them to continue caring. This information has been used to develop an underpinning Strategy and annual Action Plan to develop and prioritise support to carers in the future.

Statutory and Policy Implications

21. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability

and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Data Protection and Information Governance

22. Any changes to the Adult Social Care assessment and support processes and the commissioning of services will need to be compliant with the relevant data protections and information governance legislation.

Financial Implications

23. The combined budget for the Council and partners to provide support to carers is approximately £6.3 million. £4.3 million is Nottinghamshire County Council funding which includes provision of respite services. Due to significant national funding reductions since 2010, the Council has committed to making a saving of £150,000 across the carers budget from improving the work set out in this report, which represents a relatively small reduction to available resources.
24. The Council provides approximately 6,000 eligible carers with Direct Payments of £150 or £200, at a cost of approximately £900,000. Planned changes to carers support arrangements are expected to reduce the numbers of carers receiving a Direct Payment, however proportionally more carers are also likely to receive a higher sum linked to their needs.

Human Resources Implications

25. No direct impact on staff posts has been identified in any of the changes described.

Public Sector Equality Duty Implications

26. An Equality Impact Assessments was completed prior to public consultation on proposals. Further assessments will be undertaken as part of the work to develop a revised carers support offer, in consultation with partners and carers. These will form part of the planned report to Committee in autumn 2018, which will outline detailed proposals.
27. Developing proposals for service delivery will take account of the recommendations in research that the Council commissioned into supporting Seldom Heard Carers, and national research and guidance on best practice, for example, guidance on delivering (Lesbian, Gay, Bisexual & Transsexual) LGBT inclusive services.

Implications for Service Users

28. Support to carers will be developed in line with information that they have provided about what is most valuable to them,

RECOMMENDATION/S

That Committee:

- 1) approves the proposed principles and associated workstream for next steps in the development of carers services.
- 2) agrees to receive a revised Carers Joint Commissioning Strategy for Nottinghamshire, in Autumn 2018.

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For any enquiries about this report please contact:

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Constitutional Comments (LM 15/05/18)

29. The Adult Social Care and Public Health Committee is the appropriate body to consider the contents of the report.

Financial Comments (DG 16/05/18)

30. The financial implications are contained within paragraphs 23 and 24 of this report.

HR Comments (SJJ 14/05/18)

31. There are no HR implications identified in 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.

Adult Social Care and Health Consultation – report to Adult Social Care and Public Health Committee on 8th January 2018

Electoral Division(s) and Member(s) Affected

All.

ASCPH558 final