

18 April 2017**Agenda Item: 4**

REPORT OF THE SERVICE DIRECTOR, MID NOTTINGHAMSHIRE INTEGRATED COMMISSIONING CARERS STRATEGY UPDATE

Purpose of the Report

1. This report:
 - a) provides a six monthly update on progress with implementing Nottinghamshire's Integrated Commissioning Carers Strategy.
 - b) requests approval for the extension of the following, for which funding has already been confirmed through the Better Care Fund:
 - 2 temporary FTE (full-time equivalent) Community Care Officer posts (Grade 5) until April 2019
 - 1 FTE Commissioning Officer post (Band C) until April 2019.
 - c) requests approval for the establishment of the following, for which funding has already been confirmed through the Better Care Fund:
 - 0.6 FTE temporary Commissioning Manager post (Band D) for two years until April 2019.

Information and Advice

Background

2. The Integrated Commissioning Carers Strategy 2015-2018 is the over-arching strategy agreed by Nottinghamshire County Council and Nottinghamshire's Clinical Commissioning Groups which aims to improve the life of carers and to sustain them in their caring role for as long as possible. It was developed in partnership with carers, NHS and voluntary and community sector colleagues. An associated action plan is produced as required.
3. The strategy and associated action plans are developed, implemented and monitored by the Nottinghamshire Carers' Implementation Group, which includes carer representatives and officers from the Clinical Commissioning Groups and other stakeholders. Commissioning recommendations are made through the Health and Social Care Carers Commissioning Forum, with representatives taking these through their own governance structures for decisions. Regular reports and updates are also taken to the Better Care Fund Board and the Health and Wellbeing Board.

4. Relevant national and local drivers and documents, policies and strategies have been taken into account in developing the strategy including 'Carers at the Heart of 21st Century Families and Communities' (Department of Health, 2008), the 2011 Census, the NHS Five Year Forward View 2014, the Carers Survey 2014/15 and the plans developed by Clinical Commissioning Groups (CCGs).
5. The Integrated Commissioning Carers Strategy has been developed within the context of a range of services for carers, which are funded by the County Council and CCGs, including through Better Care Fund arrangements.
6. Services include:
 - a dedicated joint funded Carers Support Service within the Customer Service Centre
 - Carers Personal Budgets and Personal Health Budgets
 - Crisis Prevention/Emergency Respite service
 - joint funded Carers Hub information and advice service
 - services provided to service users which may also benefit their carers, for example short breaks, telecare services, supported living or Extra Care
 - 'Pathways' End of Life service for carers - a dedicated service offering emotional support and respite for carers who are looking after someone at the end of their life
 - 'Compass' service for carers of those with dementia
 - training and development for carers
 - carer engagement and involvement.
7. The total 2017/18 annual budget across Health and Social Care in Nottinghamshire is £6.3 million. This covers a wide range of flexible support options and breaks down as follows:
 - £4.3 million Nottinghamshire County Council, including respite services
 - £0.8 million across all six Clinical Commissioning Groups
 - £1.2 million Better Care Fund (historically NHS Carers Breaks funding).

Progress in implementing the Integrated Commissioning Carers Strategy

8. The action plan associated with the strategy has three priority aims: identify carers, improve information for carers and improve support to carers. This report outlines progress towards each of these during 2016/17 and describes how the Council is working with partner organisations and carers to co-produce a revised action plan for 2017/18.

Aim: Identify Carers

9. As anticipated following the Care Act, there has been a steady increase in the number of carers identified who are offered Carer's Assessments and Reviews. The total number of assessments and reviews from April 2016 to February 2017 was 6,632, which is a 40% increase on 2015/16 (4,735). Of these, 70% have been offered a Carers Personal Budget and/or NHS-funded short breaks, while an increasing proportion of 30% have had needs met through the provision of information, advice or signposting to the range of commissioned services available to carers.

10. Carers are now able to undertake assessments in a number of ways: by telephone, online or face-to-face. Carers are also able to attend clinics in the community to access advice, information and a carer's assessment. A large proportion of the total number of assessments and reviews (40% of all completed) are now undertaken by the Carers Support Service, part of the Adult Access Team based within the Customer Service Centre. This is a dedicated team who carry out carers' assessments and reviews over the phone and provide information and advice to carers. The Better Care Fund and Care Act implementation funding has expanded the team up to 5.8 FTE posts, in order to meet some of the increased duties and associated demand. The team can refer carers to the Nottinghamshire Carers Hub for additional information, advice and support, and to the District Teams for more complex assessments which would benefit from a visit. The service was evaluated by Public Health with very positive outcomes reported. Carers who used the service commented that it was: good, very thorough, gave them ample time, that they were able to ask the questions they wanted to and that staff were patient and explained everything available. They also appreciated the accessibility of having a central contact point from which to gain information.
11. The Nottinghamshire Carers Information and Advice Hub is also proving successful at identifying and supporting carers. This service is commissioned from Carers Trust (East Midlands) and is jointly commissioned and funded by Nottinghamshire County Council and CCGs via the Better Care Fund. The Hub offers a personalised, timely, responsive and reliable support service to make things easier for carers. The service provides: information, signposting to services and referral, support to carers to complete online carer's assessments, training group/community development, engagement and involvement opportunities for carers. In addition, the Carers Hub can offer its other carers services which are funded through other means, which represents excellent added value. These include: short break accommodation; access to carers support groups; access to local leisure, health and wellbeing facilities; access to carers breaks; training and caring support; access to benefits and discounts with local businesses; Carer's Grants; and peer support.
12. The Carers Hub has been in operation since August 2015 and has identified a total of 2,804 new carers since then:

Service provided (some carers receive more than one service)	Number of carers accessing service
Information and Advice	3,643
Signposting / Referral to other service	1,436
Assistance to access a carer's assessment	684
Focussed 1:1 support	2,128
Access to peer support	23
Group session	1,735
Training provided	150

13. The Carers Hub has established close working arrangements and undertaken joint training with the Council's Customer Service Centre and the Carers Support Workers based in the Adult Access Service.

14. The Carer Champion role within GP practices is being promoted to enable carers to be identified and supported. A Carer Champion is usually a member of staff within a medical practice who supports with the identification of carers; they will act as a voice for carers within the practice and be a key point of contact for carer information within the General Practice in which they work. Two workshops have been held by the Council, local CCGs and the local voluntary sector in the County to promote carer support by equipping and supporting existing and potential Carer Champions within General Practice.
15. The Better Care Fund has been used to fund a 12 month 'Seldom Heard' Carers project, which includes the funding of a temporary Commissioning Officer post. The Commissioning Officer has co-ordinated research, stakeholder engagement and a literature review (see below), worked with potential providers, the voluntary sector and communities in order to establish how services can ensure that they identify and support all carers, including those who may find it more difficult to access services, such as those with disabilities and those from Black and Minority Ethnic Groups.
16. As part of this work, a research report has been commissioned from Nottingham Trent University (NTU) to undertake research into 'seldom heard' carers in Nottinghamshire exploring the experience of 'seldom heard' groups and this report will be published in late spring 2017. In addition, the Commissioning Officer has made contact with a number of community and faith organisations to promote carer services, and worked to ensure that information is accessible to all carers. Carers information can now be translated into other languages through the Notts Help Yourself website and work is in progress to produce a sign language version of key carers information.

Aim: Improve information for carers

17. As described above, the Carers Support Service and the Carers Hub have developed effective arrangements to provide information to carers, through telephone or face to face advice and support.
18. Further information and advice is made available to carers, promoting self-help without the need for formal assessment. The Notts Help Yourself website is central to this, as it provides information accessible to a wide range of people and can be updated regularly. The facility for information to be provided in other languages or made audible increases accessibility.
19. It is recognised however that there is still a place for paper-based information to be made available to promote services and as some carers do not have internet access. A Carers Information Pack has been produced summarising key information and has been refreshed and reprinted for April 2017. Increased demand has resulted in a larger print run of 40,000 but adapting the format to a simpler leaflet has made this possible at reduced cost.
20. The Council continues to support Carer Roadshows, organised by a local carer, which provide information and advice events where relevant organisations can promote their services to carers.

Aim: Improve support to carers

NHS Carers' Breaks

21. The six local Clinical Commissioning Groups provide a combined total of £800,000 per year to support carers in taking a short break from their caring role by funding either a placement in a care home or an agency to provide home care for the 'cared for'. Carers have to be assessed by Nottinghamshire County Council staff in order to target the breaks at carers who will most benefit from them.
22. A further £200,000 Better Care Funding is allocated for carer breaks to be taken as a carers Personal Health Budget (PHB). This PHB may be used to commission a carer's break via a direct payment from providers of the carer's choice. This funding allocation is managed by the Council and is also available to carers in Bassetlaw.
23. Carer's Personal Health Budgets for short breaks are very popular with carers and since the establishment of the scheme in 2011 there has been a year-on-year increase in uptake. It is thought to be a unique scheme in the region, which demonstrates the effective integrated working approach by the CCGs and the Council. In 2016/17 to date, 707 carers have accessed short breaks with payment administered by Rushcliffe CCG and a further 213 carers have accessed a Carer's Personal Health Budget.

Commissioned Services

24. In addition to the Carers Hub service outlined above, two further carer support services are commissioned, through the Better Care Fund: the Compass service for carers with moderate or severe dementia and the Pathways service for carers of those at the end of life.

Compass Workers

25. The aim of the Compass service is to ensure the carer can continue to support the cared for person with dementia in the home environment safely for as long as possible. The Compass team provides a personalised support service for carers of people with dementia in Nottinghamshire, supporting carers to remain mentally and physically well. The expected outcomes are: improved sense of wellbeing for carer, avoidance of unplanned admissions to hospital, successful timely discharge from hospital, and delayed admission to residential care. The Compass service was evaluated in 2014 by Public Health. The service evaluated well with significant improvements in carers' quality of life evidenced.
26. During 2016, the service has worked with 316 carers, providing mentoring and support and continues to receive positive evaluations from carers. **Appendix 1** includes two case studies identifying how the service has supported carers.

Pathways End of Life Service

27. In 2016/17, the Pathways service has received 164 referrals and is actively working with approximately 75 carers of those within the last 12 months of life, providing emotional, practical and spiritual support and short-term respite/sitting services. During 2016/17, the service provider for Pathways went into administration, but the Council worked with the

Carers Trust to set up an interim arrangement so that the service could continue with the existing staff.

Development of new services for carers

28. During 2016/17, two pilot projects have been in operation providing group support for young carers: a project in Broxtowe, Gedling and Rushcliffe has been operated by the Carers Federation and one in Mansfield and Ashfield has been operated by the Carers Trust East Midlands. The projects have provided group support activities for young carers aged 7-18 years and worked with local partners including schools to identify young carers. A formal evaluation of the pilots will be produced but initial feedback from young carers is that they value the opportunity to have a break from caring and make new friends who understand their situation. **Appendix 2** shows examples of feedback provided.
29. Further work has taken place to develop additional training and development opportunities for carers, particularly focused on carers' mental health wellbeing, resilience and coping skills. Kaleidoscope and Inspire Cultural Services have delivered workshops in early 2017 and these have proved popular with carers. A formal evaluation of their effectiveness is in progress and will inform the development of future services.

Co-production and next steps for 2017/18

30. The Carers Implementation Group (CIG), meeting quarterly, includes carer participation in the planning and evaluation of services. In addition to this, activities to engage carers have included a workshop organised by the Health and Wellbeing Board Stakeholder Network focusing on young carers and promoting carer friendly communities
31. A co-production group has been set up for carers services which includes a working group of carer representatives, operational staff from the Council and partner services and commissioners and providers of carer services. It complements the CIG by providing an opportunity for facilitated, in-depth discussion with a wider group of people. This group has proposed five key priorities for the development of carer services in 2017/18: improve awareness and knowledge of available services; capacity and availability of services; communication; carer wellbeing; and training and development for carers.
32. Alongside this work, proposals for integrated commissioning through the Better Care Fund carers allocation of £1.2 million have been developed jointly with CCGs through the Carers Commissioning Forum. These will prioritise the following developments:
 - **Re-tender end-of-life services for carers.** The current Pathways contract ends in 2017 and so this provides an opportunity to refine the specification and Key Performance Indicators and re-tender the service
 - **Planned re-commissioning of services for carers of those with dementia** to develop more integrated pathways and commissioning for all levels of need linked to wider dementia services
 - **Commissioning of county-wide young carers group support service**, following the success of 2016/17 pilots

- **Development of mental health/resilience training for carers** in response to carer requests for this and following the evaluation of the 2016/17 pilot activities
 - **Improving access for all groups of carers** – research on seldom heard carers to be used to influence how existing carer services are delivered and explore how to meet gaps
 - **Review of Personal Budgets and Personal Health Budgets** – to develop a more joined up approach as part of the Integrated Personalised Commissioning programme. Also to ensure resources are effective and targeted at carers who are most likely to benefit from them.
33. In addition, the proposals continue to fund the existing activities that have received positive evaluations, including a contribution to the Carers Hub information and advice service commissioned from the Carers Trust, support for the costs of the Carers Support Service based within the Council's Customer Service Centre, and some of the cost of providing Personal Health Budgets for carers to enable them to take short breaks from caring.
34. This work will be informed by the results of the two-yearly national Carers Survey. The most recent survey took place in autumn 2016 and the results will be available in summer 2017. It will provide an evaluation of Nottinghamshire services compared with other local authorities against the Adult Social Care Outcomes Framework 2014/15 (ASCOF). ASCOF includes a number of measures directly related to carers: carer-reported quality of life; proportion of people who use services and their carers who reported that they had as much social contact as they would like; overall satisfaction of carers with social services; the proportion of carers who report that they have been included or consulted in discussions about the person they care for; and the proportion of people who use services and carers who find it easy to find information about services.
35. A further local survey will be undertaken with Nottinghamshire carers in spring 2017, to identify which services are most valued in supporting them in their caring role, and the results of this will feed in to planning and commissioning activities in 2017/18.

Approval for staffing

36. The Carers Support Service within the Adult Access Service includes two temporary posts which contribute to the team's full-time establishment of 5.8 Community Care Officers and which are funded by the Better Care Fund. The BCF Steering Group has agreed to extend this funding for a further two years to enable the team to continue to provide support to carers (40% of carer's assessments and reviews are undertaken by this team). There will therefore be no additional cost to the Council. The Committee is therefore asked to approve the extension of:
- 2 FTE Community Care Officer (Grade 5) posts until April 2019 at a total cost of £120,000 including on-costs (£30,000 per annum per post)
37. The BCF Steering Group also approved use of the Better Care Fund to provide additional commissioning capacity within the Council's Strategic Commissioning Team. Committee is asked to approve:

- the extension of the current temporary 1 FTE Commissioning Officer post (Band C) until April 2019 at a total cost of £100,000 including on-costs (£50,000 per annum)
- the establishment of a temporary 0.6 FTE Commissioning Manager post (Band D) until April 2019 at a total cost of £72,000 including on-costs (£36,000 per annum).

38. This is in recognition of the fact that Council resources alone cannot complete all the commissioning work required and the range of contracts due to be re-tendered in this period. It includes extensive partnership work to develop and quality manage services. The Commissioning Manager post will include evaluation of carer services across the Council and partner organisations, to ensure that these are effective in meeting outcomes for carers and providing value for money.

Other Options Considered

39. Alternative options and their evidence base are considered as part of on-going joint commissioning arrangements with the six CCGs.

Reason/s for Recommendation/s

40. The progress report is for noting by the Committee. The recommendations in relation to staffing are to enable the Council and partners to plan, commission and deliver services as outlined in the body of the report.

Statutory and Policy Implications

41. This report has been compiled after consideration of implications in respect of crime and disorder, 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, 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

42. There are no financial implications to the Council arising directly from this report. The posts referred to in **paragraphs 36 and 37** will be funded through the Better Care Fund and approval has been given to this through the relevant integrated commissioning groups and the Better Care Fund Steering Group.

Human Resources Implications

43. As identified in the body of the report.

Ways of Working Implications

44. Three of the posts are already established and have appropriate ICT and office accommodation. The fourth post can be accommodated within the Strategic Commissioning Team office base. There is no requirement for additional business support.

RECOMMENDATION/S

That Committee:

- 1) notes progress with implementing Nottinghamshire's Integrated Commissioning Carers Strategy
- 2) approves the extension of:
 - 2 temporary FTE Community Care Officer posts (Grade 5) until April 2019
 - 1 FTE Commissioning Officer post (Band C) until April 2019.
- 3) approves the establishment of a 0.6 FTE temporary Commissioning Manager post (Band D) for two years until April 2019.

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Constitutional Comments (SMG 31/03/17)

45. The proposals outlined in this report fall within the remit of this Committee.
46. The Employment Procedure Rules provide that the report to Committee include the required advice and HR comments and that the recognised trade unions be consulted on all proposed changes to staffing structures (and any views given should be fully considered prior to a decision being made).

Financial Comments (KAS 03/04/17)

47. The financial implications are contained within paragraph 42 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.

Integrated Carers Strategy update – report to Adult Social Care and Health Committee on 12 September 2016

Electoral Division(s) and Member(s) Affected

All.

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