



12 September 2016

Agenda Item: 8

REPORT OF SERVICE DIRECTOR, MID NOTTINGHAMSHIRE

INTEGRATED CARERS STRATEGY UPDATE

Purpose of the Report

1. To update the Committee on progress with the implementation of Nottinghamshire's Integrated Commissioning Carers Strategy, which aims to improve the life of carers and to sustain them in their caring role for as long as possible.
2. To seek approval for six-monthly update reports to be brought to the Committee on the Integrated Carers Strategy.

Information and Advice

Background

3. Over the past 18 months separate reports have been brought to Committee on different elements of carers services, including: the Carers Information and Advice Hub, Carers Support Workers, and the end of life Pathways Service. Members requested that the next planned progress report incorporate an overview of progress with the whole Carers Strategy.
4. The Integrated Commissioning Carers Strategy 2015-2018 is the over-arching strategy agreed by Nottinghamshire County Council and Nottinghamshire's six Clinical Commissioning Groups (CCGs). It has been developed in partnership with carers, health commissioners and providers, as well as the voluntary and community sector. An associated implementation plan is refreshed as required.
5. The Integrated Commissioning Carers Strategy 2015-2018 and action plan 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.
6. 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.

7. The three priority aims of the strategy are:
 - Identify carers
 - Improve information for carers
 - Improve support to carers

8. Nottinghamshire has a good history of collaboration and joint commissioning for carers, which are elaborated on in the rest of the report. In addition, the Council are funding the following activities:
 - Carers Personal Budgets, Personal Health Budgets and Direct Payments
 - Carers Crisis Prevention Service
 - Carers Commissioning staff
 - ‘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 (jointly with NHS)
 - Carer engagement and involvement, including Carers Roadshows (jointly with NHS)
 - Carers Information Pack (jointly with NHS)
 - Training for carers; including Money Matters and Moving and Handling (jointly with NHS).

Carer Engagement

9. Carers’ views are sought in order to shape local services in a number of ways, including through representatives on the planning groups, surveys and road shows. The following table summarises some of the key actions the Council has taken following engagement with carers.

Carers said...	We did...
<p>INFORMATION</p> <p>The bi-annual Carers Survey in 2014/15 asked carers about finding information. The results showed that the ease of finding information and advice locally is becoming more polarised with an increase in those finding it very easy as well as an increase in those finding it very difficult.</p>	<ul style="list-style-type: none"> • Establishment of a dedicated Carers Support Service who advise, inform, signpost and assess carers over the telephone (see paragraph 13) • Joint commissioning of a new Nottinghamshire Carers Hub which provides information and advice to all carers (see paragraph 10) • Production of Carers Information Pack which has been distributed to Adult Social Care teams and key partners including CCGs, local NHS providers, Carer Champions within General Practice homecare providers, and community organisations

	<ul style="list-style-type: none"> • Posting of carers information on Notts Help Yourself • Refresh of carers information on NCC website • Inclusion of carer dimension within Grant Aid agreements • All providers of carers' services are contracted to provide information and advice
<p>DEMENTIA</p> <p>Members of local carers' groups of people with dementia have commented that they need information and support. In addition, whilst the Compass Service has been very well received and used, members of local dementia carers' groups identified a gap for carers who cannot access Compass – these are carers of someone at the early stage of their dementia.</p>	<ul style="list-style-type: none"> • Joint commissioning of a Compass Service for carers of people with dementia (see paragraph 21) • Commitment of £30,000 in the 2016/17 Better Care Fund to fund a service for carers looking after someone in the early stages of dementia
<p>YOUNG CARERS</p> <p>Social Care staff working with young carers fed back that young carers were asking for somewhere to go and meet other young carers, and also to participate in activities which were not carer related.</p>	<ul style="list-style-type: none"> • £30,000 is currently being used from the Better Care Fund to fund 3 pilot projects for young carers: Carers Federation (South), who are linking in to schools to identify young carers; Carers Trust (Mid Notts), who are running leisure activities; and NCC's Youth Service which involves a residential event for young carers • Commitment of £50,000 in the 2016/17 Better Care Fund to fund a service for young carers
<p>MENTAL HEALTH OF CARERS</p> <p>National research shows that caring can impact on mental well-being. According to Pinquart and Sorensen (2003), 40% of carers experience psychological distress or depression.</p> <p>In a report by Hirst, (2005), carers providing more than 20 hours of care per week over extended periods are at twice the risk of experiencing psychological distress than non-carers.</p>	<ul style="list-style-type: none"> • Commitment of £50,000 in the 2016/17 Better Care Fund to fund a service/s for carers to maintain / improve their mental health – various approaches are being explored, e.g. enhancing existing contracts covering Improving Access to Psychological Therapies to focus on carers; funding mindfulness and resilience training

<p>The Carers Trust and Alcohol Concern produced a report in 2012 which stated that up to 20% of adult carers increase their alcohol consumption as a coping strategy.</p> <p>Many local carers report that the act of caring often takes a toll on their own mental health; there may be worry and concern over the well-being of the person they are looking after; neglecting their own health and missing health appointments etc.</p>	
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Update on current services for carers

Nottinghamshire Carers Information and Advice Hub

10. The Nottinghamshire Carers Hub is run by Carers Trust (East Midlands). It is jointly commissioned and funded by Nottinghamshire County Council and Clinical Commissioning Groups (CCGs) via the Better Care Fund. Since its establishment in 2015, 1,780 new carers have been identified between August 2015 and June 2016, with 2,443 hours being delivered to carers. Case studies are attached as **Appendix 1**.
11. The Hub offers a free, personalised, timely, responsive and reliable support service to make things easier for carers; the following are within the scope of their contract with the Council:
 - information support for carers, signposting to services and referral
 - helping carers to complete online carers' assessments
 - training group/community development
 - engagement and involvement opportunities for carers with the CCGs and Nottinghamshire County Council.
12. In addition, the Carers Hub can offer carers services which are funded through other means, which represents excellent added value and includes:
 - Short break accommodation
 - Access to carer's support groups
 - Free access to local leisure, health and wellbeing facilities
 - Access to carer's breaks
 - Free training and caring support
 - CarerSmart benefits and discounts
 - Carer's Grants
 - Peer support.

Carers Support Service

13. The Carers Support Service is a dedicated team within the Adult Access Service, who carry out carer's assessments and reviews over the phone. The team was expanded in order to meet some of the increased duties and demand arising from the Care Act and has proved a cost effective solution, which is highly regarded by carers. The Service consists of six Community Care Officers who give advice/information to carers, signpost to other voluntary and statutory agencies as well as undertake carer's assessments that it is appropriate to do by telephone. Carers Emergency Cards and bespoke information packs can be arranged. The Carers Support Service refer carers to the Nottinghamshire Carers Hub when carers require a little extra support, and to the District Teams for more complex assessments which would benefit from a visit. The Carers Support Service now completes approximately 34% of all requests for carer's assessments and reviews. If eligible, carers can be provided with an NHS Carers Short Break and/or a Carer Specific Personal Budget depending on their needs.
14. 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.

Carer's Assessments

15. 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. The number of carer's assessments and reviews is increasing over time, with a significant rise in April 2016.
16. As anticipated following the Care Act, there has been a steady increase in the number of carer's assessments and reviews which is continuing into this financial year. 4,630 carer's assessments and carer's reviews were undertaken in 2014/15, rising to 4,735 in 2015/16. In 2016/2017, 1,533 have already been undertaken up to the end of May and of these 56% of carers received a Carers Personal Budget. The proportion of assessments leading to a Carer's Personal Budget has decreased this year, which reflects the fact that more carers have their needs met through the provision of advice and information, and through the broader range of commissioned services that are now available to carers. The Nottinghamshire Carers Information and Advice Hub is proving particularly successful at identifying and supporting carers, and they work closely with the Carers Support Workers based in the Adult Access Service, which is now running at full capacity. Many GP practices now also have a Carers' Champion, who actively identifies and signposts carers.

Online carer's assessment

17. An online carer's assessment and review has been available to the public since April 2016. The completed assessment is sent to the Carers Support Service who then make a decision and complete the work as usual. To date 151 carers have completed their assessment online.

18. Between April and June 2016, the Carers Support Service dealt with 596 contacts from carers. Of these, 51 were resolved through providing information, advice and guidance with the others moving onto a carer's assessment. The Adult Access Team has set a target which aims to complete 5% of assessments online and to date carer's assessments have achieved an impressive 27% of online use.
19. The Carers Support Workers feedback that this is a good process and enables telephone assessments to be completed much more quickly. Gathering the information required for the assessment can usually take between 20 – 80 minutes, but when an online assessment is completed it can reduce the call to as little as 5 minutes to follow up on the information already provided.

Clinics in the community

20. Carer's assessments and reviews also take place in community clinics, alongside professionals from other agencies, for example, the Nottinghamshire Carers Hub and prevention services. A case study is included in **Appendix 1**.

Compass Workers

21. 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 personalised support service for carers of people with dementia in Nottinghamshire, supporting carers to remain mentally and physically well.
22. The expected outcomes are:
 - improved sense of wellbeing for carer
 - avoidance of unplanned admissions to hospital
 - successful timely discharge from hospital
 - delay patient from entering residential care.
23. The Compass service was evaluated in 2014 by Public Health. The service evaluated well with significant improvements in carers' quality of life evidenced. One carer said "Managed to sort things we didn't even know about which has been a great help, for example equipment, services and council tax reduction." Another commented, "Fantastic service. Dire need for someone who can spend time devoted to carers to listen and find out carers needs, because other staff have to spend most time on needs of the patient".

Seldom heard carers

24. 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 is co-ordinating commissioned research, stakeholder engagement and a literature review (see below) and is also working with potential providers, the voluntary sector and communities to share the findings and stimulate services to develop in a way that fills the identified gaps.

Commissioned Research

25. The Council has recently commissioned Nottingham Trent University (NTU) to undertake research into 'seldom heard' carers in Nottinghamshire. The research is being undertaken by experienced researchers from NTU with carers from 'seldom heard' groups, and the final report with findings will be available by 31 October 2016. The report will detail and analyse what the issues and barriers are for the identified 'seldom heard' carer groups, which prevents those carers accessing information, advice and support from the Council and local NHS.

Stakeholder Engagement

26. Key stakeholder involvement, using 'co-production' methodology, will be applied during the project to enable involvement, consultation and feedback from all key stakeholders. An event in June 2016 brought together carers and stakeholders to discuss key issues. Analysis and feedback from this event will be shared and used to inform the project. A further stakeholder event will take place in November 2016.

Literature Review

27. The Council commissioned a literature review into 'seldom heard' carers to identify and appraise existing national and local data and research relating to carers. The work was undertaken by a Foundation Year 2 graduate doctor in Public Health and completed in July 2016.

Carers' Champions

28. 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 which they work.
29. Two workshops have been held by NCC, 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.

NHS Carers' Breaks

30. 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.
31. A further £200,000 Better Care Funding is allocated for carer breaks to be taken as a Carer's 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.
32. This funding allocation is managed by the Council and is also available to carers in Bassetlaw. It is very popular with carers and since the establishment of the scheme in 2011 there has been a gradual 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.

Performance

33. The Adult Social Care Outcomes Framework 2014/15 (ASCOF) describes a number of measures which are 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
 - The proportion of people who use services and carers who find it easy to find information about services.
34. Most of these measures are investigated through the bi-annual Carer Survey, the results of which then inform the focus of carer activity. For example, the main aims of the carer assessments and reviews are to determine how much the impact of caring is having on the carer's life, and what steps may be taken to improve the quality of life and to enable the carer to continue in their role (see **paragraph 16** for performance information). The use of the Carers Personal Budgets and commissioned services, etc. are also designed to achieve these aims.
35. There is a commitment of £30,000 within the Better Care Fund for evaluation; it is proposed that a simple evaluation tool is developed for carers to gauge the effectiveness of using a Carer's Personal Budget and / or other carers' services. This will help to understand if carers think that they are experiencing an improvement in the quality of their lives, as a result of receiving support from the Council – either directly or indirectly through commissioned services.

Next steps

36. In 2016/17, in addition to on-going commitments, it has been agreed by the Carers Commissioning Forum, that Better Care Funding will be allocated to developing a number of new initiatives:
- Dementia Service for carers (not eligible for Compass service)
 - Carers with mental health issues
 - Young carers
37. Work will continue on projects that are already underway to: improve the information offer for carers, support seldom heard carers and extend recruitment of Carer Champions in General Practice to all parts of the County.

38. The October 2016 Health and Wellbeing stakeholder event will focus on young carers and promoting carer friendly communities. This will build on the success of the 'dementia friendly communities' model.

Finance

39. The total 2016/17 annual budget across Health and Social Care in Nottinghamshire which provides for a wide range of support options for carers is £6.3 million. This covers a wide range of flexible support options and breaks down as:

- £4.3 million Nottinghamshire County Council
- £0.8 million across all six Clinical Commissioning Groups
- £1.2 million Better Care Fund (historically NHS Carers Breaks funding).

Other Options Considered

40. Alternative options and their evidence base are considered as part of on-going joint commissioning arrangements.

Reason/s for Recommendation/s

41. The report is for noting and for the Committee to agree future reporting requirements.

Statutory and Policy Implications

42. 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

43. There are no financial implications.

Implications for Service Users

44. Carers who are well supported are likely to more able and willing to carry on looking after service users.

RECOMMENDATION/S

That:

- 1) the work undertaken to implement Nottinghamshire's Integrated Carers Strategy be noted

- 2) the Committee agrees to receive six-monthly update reports on the Integrated Carers Strategy.

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Constitutional Comments (LM 09/08/16)

45. The recommendations in the report fall within the Terms of Reference of the Adult Social Care and Health Committee

Financial Comments (KAS 09/08/16)

46. The financial information is contained within paragraph 43 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 Commissioning Carers Strategy 2015-2018

Electoral Division(s) and Member(s) Affected

All.

ASCH419