

**REPORT OF THE SERVICE DIRECTOR OF NORTH AND MID
NOTTINGHAMSHIRE****DEVELOPMENT OF THE CARERS' STRATEGY 2014-15****Purpose of the Report**

1. To up-date Policy Committee on the Carers' Survey 2012 and following its presentation on 9th June 2014 to the Adult Social Care and Health Committee, to approve the Carers' Strategy 2014-15.

Information and Advice

2. The 2011 Census shows there are approximately 5.8 million people providing unpaid care in England and Wales, representing just over one tenth of the population. The figure has grown by 600,000 since 2001. The largest growth was in the category of people who provide 50 or more hours unpaid care per week.
3. The exponential growth in the number of older people will almost certainly mean a similar increase in the number of older carers; predictions include the demand for care provided by partners will more than double over the next thirty years, and care provided by adult children will increase by approximately 90%.
4. The 2011 Census report identified that there has been an increase in the number of carers in the last decade by 7,517 across Nottinghamshire (excluding Nottingham City). There are now 90,698 carers in the County; 57,426 carers are providing between 1-19 hours of care per week, and the number of carers now providing over 50 hours of care per week has reached 21,680.
5. The economic value of the contribution made by carers in the UK is estimated to be £119 billion per year. Based on population data, the value in Nottinghamshire would be around £1,656 million. In other words, carers in the County are saving the public sector an enormous sum of money; it is therefore both economically and ethically sound to support carers to continue in their caring role.
6. Currently, Nottinghamshire County Council spends approximately £9 million on carers (including NHS monies transferred to the Local Authority under a S256 arrangement for carers' services, which is overseen by the Carers' Implementation Group- see section 8).

7. From April 2013 to March 2014, the Authority has assessed and reviewed 4,719 carers, of whom 3,470 received a service (NB these figures are provisional until the Department of Health ratifies them in June 2014).
8. The Carers' Strategy 2014-15 is overseen, developed and up-dated by the Nottinghamshire Carers' Implementation Group, chaired by the Commissioning Manager for Carers and comprising representatives from all Clinical Commissioning Groups, carers from all localities and key stakeholders. The Carers' Implementation Group reports to the Older People's Integrated Commissioning Group and ultimately the Health and Wellbeing Board.
9. The Carers' Strategy is developed in response to local need and national drivers such as, 'Carers at the heart of 21st Century Families and Communities'; (Department of Health, 2008), the 2011 Census; consultation with local carers (including carers of people with dementia carried out by the Alzheimer's Society); the new Care Bill; and the plans developed by the Clinical Commissioning Groups. In addition, the Strategy addresses the Carers' Survey 2012.
10. Nottinghamshire County Council and the Clinical Commissioning Groups commissioned Healthwatch to host a countywide Carers' Conference on 1 May 2014, "What next for carers?" At this 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
11. The new Care Bill provides an ideal opportunity to capitalise on the new focus on the importance of working more closely with carers and the responsibility placed on Local Authorities to undertake a Carer's Assessment. In addition, the Bill emphasises:
 - 'Parity of esteem' for carers & cared-for
 - Principles of well-being & personalisation
 - Universal rights to information & advice
 - Right to carer's assessment & support plan

12. The Care Bill creates a single duty to undertake a “carer assessment”. The aim of the assessment is to determine whether the carer has support needs and what those needs may be. A “carer” is defined as any adult who is caring, or intends to care, for another adult. This duty replaces existing duties previously described in the Carers (Recognition and Services) Act 1995 and section 1 of the Carers and Disabled Children Act 2000. However, the new duty does not require (as the previous provision did) that the carer must be providing “substantial care on a regular basis”.
13. The Carers’ Survey 2012 results were described in the ACSH Committee Report on 25 November 2013. The Survey is a national tool which aims to find out whether or not services received by carers are helping them in their caring role, their life outside of caring and also their perception of services provided to the cared for person.
14. The key findings from the Carers’ Survey 2012 are shown below, in comparison with results from the 2009/10 survey.
 - Nottinghamshire remains slightly above the average for overall satisfaction with support or services.
 - The percentage of carers who feel they are neglecting themselves has fallen in Nottinghamshire since 2009/10.
 - More carers in Nottinghamshire have no worries about their personal safety since 2009/10. Results for the East Midlands dropped and England remained the same.
 - Nottinghamshire have scored higher than the East Midlands and England average for carers saying they felt involved or consulted to some level.
 - Carers in Nottinghamshire feel they spend less time doing things they want or enjoy than in the East Midlands or England.
 - Nottinghamshire score for carers having enough control over their lives is below the East Midlands and England average.
 - Results for social contact remain fairly consistent between years however Nottinghamshire scored below the East Midlands and England average in this area.
 - There has been a drop in the percentage of carers who feel they have encouragement and support in their role and Nottinghamshire are below the East Midlands and England average.
15. Between September and November 2013, Helen Turner, Alzheimer’s Society Project Manager, undertook a Personal Budgets and Dementia project, which included feedback on consultation with people with dementia and carers.
16. The purpose of the consultation was to establish what information about services or support people with dementia and their carers wanted and needed, plus where and how they might want to access that information.
17. The results highlighted that many carers of people with dementia did not know where to go for help in the future when they might need support. People placed a great value on practical information particularly in the early stages post

diagnosis, such as: reduction in Council tax, eligibility for Attendance Allowance, Blue Badge scheme, life line on call system, radar disabled toilet key. Legal advice and information was also mentioned as important.

18. Some people would like ‘self-help’ information sheets or a booklet, rather than leaflets in different locations.
19. Carers were very keen to receive information about services or support that might give them some respite from their caring role. Sitting service whilst carer shops, or when carer has to attend appointments; more respite care; day care opportunities were all regularly mentioned. Carers did have some information, but this was often just what had been mentioned by their Community Psychiatric Nurse (CPN) or GP.

“Information doesn’t come to you, you have to find it” Carer Rushcliffe

“Information about activities please. I am not able to fill the day with enough activities for my husband who is still very active” Rushcliffe Carer

20. In response to this consultation, the Carers’ Strategy has many actions relating to support for carers of people with dementia; for example, the commissioning of a team of Compass Workers who will advise and support these carers and provide extensive information.

Update and Carers’ Strategy

21. The Integrated Commissioning Carers’ Strategy 2014-15 includes several actions to address the concerns raised in the Carers’ Survey 2012. Please see Appendix for full Strategy.

Concerns from Carers’ Survey	Carers’ Strategy
25% of carers said information and advice were difficult to find	<ul style="list-style-type: none"> • Recruitment of 3 Carers’ Support workers in the Adult Access Team, based at the Customer Services Centre, who provide accurate and comprehensive information promptly to carers • Commissioning of Carers’ Universal Services (current provider is Carers Federation) to provide information and advice to carers. There is agreement to merge the similar contracts held by Nottinghamshire County Council and the Clinical Commissioning Groups to ensure cost-effectiveness and comprehensive cover across the County • Development of various information outlets to reach carers in diverse situations e.g. displays in GPs surgeries, Community Pharmacists, and utilising social media

87% of carers said they do not spend as much time as they want on what they enjoy	<ul style="list-style-type: none"> • Promoting use of Personal Budgets for carers to facilitate a life outside caring • Improving accessibility of availability of NHS breaks through the flexible use of Carers' Personal Budgets
45% of carers said they do not look after themselves well enough	<ul style="list-style-type: none"> • Commissioning team of qualified 'Compass' workers to provide practical and emotional support to carers of people with dementia • Commissioning 'End of Life Carers Support Service' to provide practical and emotional support for 'end of life' carers • Implement the role of Carers Champions within General Practice • Promoting awareness and uptake of Carers' Crisis Prevention Service • Offering training courses ('Caring with Confidence' by Carers Federation)
68% of carers said they did not have enough social contact	<ul style="list-style-type: none"> • Commissioning of Carers' Universal Services to provide support to carers • Encouraging carers to access 'Choose My Support' for information about community activities in their locality
65% of carers said they did not get enough encouragement and support in their role	<ul style="list-style-type: none"> • Establish mechanism to improve communication from Carers' Support Service, NCC to GP practices and vice versa, to identify carers and then provide information and support • Implement the role of Carers' Champions within General Practice • Commissioning of team of 'Compass' workers to provide practical and emotional support to carers of people with dementia • Commissioning of 'End of Life Carers Support Service' to provide practical and emotional support for 'end of life' carers

Other Options Considered

22. There were no other options to be considered.

Reason/s for Recommendation/s

23. The Carers' Strategy is the key way in which the Authority and the local NHS respond to the findings of the Carers' Survey 2012, and other drivers such as the Care Bill, the 2011 Census and local consultations.

Statutory and Policy Implications

24. 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

25. The costs of the various proposals will be met through the utilisation of the budget of £1.225 million for 2014-2015 which is transferred from the NHS to the Local Authority and overseen by the Carers' Implementation Group.

Public Sector Equality Duty implications

26. The survey applies to all carers across the County.

Implications for Service Users

27. The successful implementation of the Carers' Strategy will have 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

- 1) It is recommended that Policy Committee notes the Carers' Survey 2012 update and approves the Carers' Strategy 2014-15.

DAVID HAMILTON

Service Director of North and Mid-Nottinghamshire

For any enquiries about this report please contact:

Sue Batty
Group Manager

Penny Spice
Commissioning Manager
Email: penny.spice@nottsc.gov.uk

Constitutional Comments (SLB 30/05/2014)

28. Policy Committee is the appropriate body to approve the strategy, following its consideration by the Adult Social Care and health Committee on 9th June 2014.

Financial Comments (KAS 20/05/14)

29. The financial implications are contained within paragraph 25 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.

- Carers' Survey: Adult Social Care and Health Committee on 25 November 2013
- The Integrated Commissioning Carers' Strategy 2013/14 Update, approved by the Adult Social Care and Health Committee on 6 January 2014.
- Carer's Strategy 2014-15: Adult Social Care and Health Committee on 9th June 2014.

Electoral Division(s) and Member(s) Affected

All.

ASC

INTEGRATED COMMISSIONING CARERS' STRATEGY AND ACTION PLAN 2014 - 2015

Actions required	Target/measure	Outcomes	Timescale	Lead (post / organisation)	RAG (Red / Amber / Green)	Progress
1. Improve support to carers	1.1 To develop ' Compass ' workers who 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	March 2015	<ul style="list-style-type: none"> • NCC • Notts Healthcare Trust • CCGs 	GREEN	Contract set up with Notts Healthcare Trust who are recruiting 7.5 Compass Workers to start ASAP
	1.2 To develop ' End of Life Carers Support Service ' providing practical and emotional support for 'end of life' carers	Carers can balance their caring roles and maintain their desired quality of life	March 2015	<ul style="list-style-type: none"> • NCC • CCGs 	GREEN	Tender has been awarded to Central Notts Clinical Services
	1.3 Carer training: a) To run training courses ('Caring with Confidence') across the county b) To increase awareness of and recruitment to 'Looking After Me' course c) To provide input into Carer Information Support Programme (CrISP) for carers of people with	Carers can balance their caring roles and maintain their desired quality of life	March 2015	<ul style="list-style-type: none"> • Carers' Federation • Notts CHP • NCC • CCGs • Alzheimer' 	AMBER	Input into CrISP sessions on-going. 'Caring With Confidence' evaluated and on-going. Investigation into other training

	<p>dementia, run by the Alzheimer's Society on a rolling programme</p> <p>d) To support the provision of training for carers of people with Dementia through Radford Care Group</p>			<ul style="list-style-type: none"> s Society Nott'm West & Nott'm North & East CCG 		<p>providers underway.</p>
	<p>1.4 To improve access to NHS Carers' Breaks, i.e. to provide alternatives for the 'cared for' person. This may be through the use of Direct Payments for carers.</p> <p>Improve appropriate promotion of Carers Breaks in order to increase access to more groups - including seldom heard groups.</p>	<p>Carers can balance their caring roles and maintain their desired quality of life</p>	<p>Summer 2014</p>	<ul style="list-style-type: none"> NCC GEM CCGs 	<p>AMBER</p>	<p>SLT approved allocation of Carers' Personal Budgets to access NHS Carer Breaks on 28 May 2014. Plan to change Framework in progress.</p>
	<p>1.5 To implement the Rushcliffe carers and self-care support service:</p> <ul style="list-style-type: none"> - holistic focus on the lives of for mental and physical health and wellbeing, ensuring their practical, social & emotional needs are met - focus on patients, supported to self-care & proactively self-manage conditions, particularly long term, to reduce some dependency on carers. 	<p>GP practices and their teams will be supported to embed the carers agenda into primary care. Practices will have up to date resources.</p> <p>Carers will be signposted to support that is available to them.</p> <p>Carers will be supported to ensure that they stay healthy and prioritise their own physical and mental wellbeing.</p> <p>Carers will be supported to fulfil their own ambitions and potential outside their caring responsibilities.</p>	<p>Summer 2014</p>	<ul style="list-style-type: none"> Rushcliffe CCG 	<p>AMBER</p>	<p>CCG to advise on progress</p>

		Patients will be empowered as much as possible about how to deal with their condition.				
	1.6 To develop BME Carer Support Service	<p>BME Carers will feel that they are respected and valued as equal partners throughout the care process.</p> <p>People from BME communities who use social care and their carers are satisfied with their personal experience of care and support services</p>	March 2015	<ul style="list-style-type: none"> Nott'm West CCG 	AMBER	CCG to advise on progress
	1.7 To develop Memory Clinic support workers and CRISP courses provided by the Alzheimer's Society within Bassetlaw for carers of people with dementia	<p>Earlier diagnosis, intervention and reablement mean that people and their carers are less dependent on intensive services.</p> <p>Carers can balance their caring roles and maintain their desired quality of life.</p>	March 2015	<ul style="list-style-type: none"> Bassetlaw CCG Alzheimer's Society 	AMBER	CCG to advise on progress
	1.8 To scope current services for young carers in Bassetlaw and identify gaps. Put together proposal for development of services.	<p>Carers feel that they are respected as equal partners throughout the care process.</p> <p>People who use social care and their carers are satisfied with their experience of care and support services</p>	March 2015	<ul style="list-style-type: none"> Bassetlaw CCG 	AMBER	CCG to advise on progress
	1.9 To establish a carers' forum meeting the costs of out-of-pocket expenses that will release carers from their caring role to attend	<p>Carers feel that they are respected as equal partners throughout the care process.</p>	March 2015	<ul style="list-style-type: none"> Mansfield / Ashfield CCG 	AMBER	CCG to advise on progress

2. Identify carers	2.1 To increase number of carers identified and assessed through a joint Communications Plan between the CCGs and NCC Work in partnership with the District Council and the local CVS to engage and consult with a range of local groups that support carers. We want to look for quick wins, for areas where local agencies working together can achieve more sustainable change.	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 2015	<ul style="list-style-type: none"> • NCC • CCGs 	GREEN	Joint NCC and CCG Communications Plan established and joint budget identified.
	2.2 To identify Carers within GP practices through a carers promotional banner, information packs and carers sign-posting cards within each GP surgery in Rushcliffe and Mansfield and Ashfield	Carers will have greater information about relevant services to access.	July 2014	<ul style="list-style-type: none"> • Rushcliffe CCG • Mansfield / Ashfield CCG 	AMBER	CCG to advise on progress
	2.3 To work with local schools to raise awareness of help & support for young carers through local 'Young Carers' Campaign at primary & secondary schools.	Young carers will be signposted to support that is available to them.	Autumn 2014	<ul style="list-style-type: none"> • Nott'm West CCG 	AMBER	CCG to advise on progress
	2.4 To evaluate the Practice Carers Support Pilot & rollout to the remaining 10 practices.	Carers will have greater information about relevant services to access.	March 2015	<ul style="list-style-type: none"> • Nott'm West CCG 	AMBER	CCG to advise on progress
	2.5 To provide Carers' Training for new clinical and non-clinical staff	Carers feel that they are respected as equal partners throughout the care process. People who use social care and their carers are satisfied	March 2015	<ul style="list-style-type: none"> • NCC • CCGs 	GREEN	Regular sessions are being run for NHS staff

		with their experience of care and support services				
	2.6 To implement the role of Carers Champions within General Practice providing appropriate training, support and materials	Carers feel that they are respected as equal partners throughout the care process	March 2015	<ul style="list-style-type: none"> Mansfield / Ashfield CCG 	GREEN	Rushcliffe have Champions in all Practices
3. Improve information	3.1 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	December 2014	<ul style="list-style-type: none"> NCC CCGs 	RED	Work planned with regard to Care Act requirements
	3.2 To establish mechanism to improve communication from carers Support Service, NCC to GP practices and vice versa to help them identify Carers	Carers will have a greater information and experience of care and support from their local care services	March 2015	<ul style="list-style-type: none"> NCC CCGs 	AMBER	Plan established with CCG and Carer Support Service
	3.3 To ensure that carers of people living with dementia have early access to information about services & support To develop: <ul style="list-style-type: none"> Carers Resilience website for carers of dementia simple signposting sheets introductory leaflet on Personal Budgets and Direct payments aimed at people with dementia and carers produced in partnership with the Alzheimer's Society Website developed by carers for carers of people with dementia 	People know what choices are available to them locally, what they are entitled to, and who to contact when they need help	Summer 2014	<ul style="list-style-type: none"> NCC CCG Alzheimer's Society ARC Research & BCCG 	GREEN	Website developed using carers in videos to inform and inspire

	www.dementiacarer.net					
	3.4 To produce leaflets in different formats to reach seldom heard groups; including: Carers Information leaflet translated and printed in other languages, 1 page Carers' signposting card of local services	People know what choices are available to them locally, what they are entitled to and who to contact when they need help	Summer 2014	<ul style="list-style-type: none"> Nott'm West CCG 	AMBER	CCG to advise on progress
	3.5 To work with community pharmacists , to improve information & advice for carers through specially designed aids with promotional material to help the management of medications	People know what choices are available to them locally, what they are entitled to and who to contact when they need help	Autumn 2014	<ul style="list-style-type: none"> Nott'm West CCG 	AMBER	CCG to advise on progress
	3.6 To produce & implement a specifically designed carers' point of information display for GP practice waiting rooms & potentially clinic rooms. To be accompanied by a practice lead (carers champion) - key contact to respond to questions & keep information updated.	People know what choices are available to them locally, what they are entitled to, and who to contact when they need help	November 2014	<ul style="list-style-type: none"> CCG 	AMBER	CCG to advise on progress
	3.7 To pilot dedicated support to tenants for Carers in managing their own health & cared for's health, working with Gedling Homes & Gedling Borough Council. To include dedicated resource in addressing health needs & dedicated support relevant for young carers & dedicated support for older carers.	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	August 2014	<ul style="list-style-type: none"> Nott'm North & East CCG 	AMBER	CCG to advise on progress

	3.8 To produce comprehensive Carers packs for individuals with Dementia available through GP practices & local pharmacies, in different languages	People know what choices are available to them locally, what they are entitled to and who to contact when they need help	June 2014	<ul style="list-style-type: none"> Nott'm North & East CCG 	AMBER	CCG to advise on progress
	3.9 To provide a dedicated page on the NNE web-site, in the NNE app and on the NNE page providing relevant information for carers and sign-posting to local services.	People know what choices are available to them locally, what they are entitled to and who to contact when they need help	July 2014	<ul style="list-style-type: none"> Nott'm North & East CCG 	AMBER	CCG to advise on progress

Abbreviations: CCG = Clinical Commissioning Group NCC = Nottinghamshire County Council