

Report to: **Adult Social Care and Community Safety Scrutiny Committee**

Date: **8 November 2012**

By: **Director of Adult Social Care**

Title of report: **Carers' Strategy**

Purpose of report: **To inform Members of recent developments in relation to carers' services**

RECOMMENDATIONS

The Scrutiny Committee is recommended to:

1. Consider and comment on the contents of this report

1. Financial Appraisal

1.1 East Sussex County Council (Adult Social Care Department) will receive transfer of funding of £1,000,000 from East Sussex Primary Care Trusts (PCTs) for funding carers' breaks and services in 2012/13. This represents an agreed sum for six months of activity. In April 2013 Clinical Commissioning Groups (CCGs) take on the commissioning function of current PCTs. Levels of funding from April 2013 have yet to be confirmed and secured.

1.2 The Joint Commissioning Board (JCB) has requested a detailed refresh of the Carers' Strategy, based on the public health needs analysis. This will be presented to the JCB meeting on 9 January 2013.

2. Supporting Information

Introduction

2.1 This report informs Members of recent developments in relation to carers' services, the Carers' Strategy and additional NHS funding to support carers.

Carers Plan

2.2 The Carers' Plan, attached at Appendix 1, was written and published on the PCT and Council websites on 1 October 2012 to meet the 2012/13 NHS Operating Framework requirements as follows:

"Following a joint assessment of local needs, which should be published with plans, PCT clusters need to agree policies, plans and budgets with local authorities and voluntary groups to support carers, where possible using direct payments or personal budgets. For 2012/13 this means plans should be in line with the Carers' Strategy and:

- be explicitly agreed and signed off by both local authorities and PCT clusters;
- identify the financial contribution made to support carers by both local authorities and PCT clusters and that any transfer of funds from the NHS to local authorities is through a Section 256 agreement;
- identify how much of the total is being spent on carers' breaks;
- identify an indicative number of breaks that should be available within that funding".

2.3 As at 24 October 2012 the Section 256 agreement has not been signed though funding of £1,000,000 for 2012/13 was agreed at the September JCB.

Needs Assessment

2.4 The Carers' Needs Assessment, (commissioned externally by Public Health), was not completed in time to inform the Carers' Plan and it has been agreed to produce a refresh of the Carers' Strategy for the JCB in January 2013. This will make recommendations for future expenditure in 2013/14 and 2014/15 developing the proposals outlined in the Carers' Plan. The needs assessment, other consultation and national research will also inform planning. A draft of the Gap Analysis and Recommendations is attached at Appendix 2.

2.5 Key recommendations of the needs assessment include:

- **targeting** of carers through health care settings and to specific groups/communities
- **increased promotion** of existing services
- support to carers to look after their own **health**, e.g. back care advice, respite care to enable carers to attend health appointments
- **carer awareness** raising with health and social care providers, including pharmacies

Additional Service Developments and Proposals

2.6 As detailed in the attached Carers' Plan, the additional NHS funding for 2012/13 is targeted at expanding current breaks provision and the development of new services. This includes: a service in the two acute hospitals; additional support groups for carers; a county-wide development of the Carers' Discount Card.

2.7 Additionally, procurement of short-term crisis intervention service, currently provided in rural areas by the British Red Cross, is underway and a tender for a county-wide free sitting service, currently provided in Hastings and Rother by the Association of Carers, is being prepared.

2.8 A pilot service through the emergency respite arrangements (Carers Respite Emergency Support Service – CRESS) to cover health appointments is being offered through the Dementia Breaks Service and a wider pilot is being developed for implementation January – March 2013.

2.9 Proposals for a carers' information and signposting "prescription" that can be used by GPs and other health practitioners is in development and a range of training opportunities are being planned for carers.

2.10 The Health and Wellbeing sub group of the Carers Partnership Board is considering models for delivering back care advice to carers and a review of young carers' services is planned.

3. Conclusion and Reasons for Recommendation

3.1 Expansion and development of carers' services requires additional investment from the PCTs (CCGs from 1 April 2013). The additional funding for 2012/13 provides the services covered in the plan. Confirmed funding levels for 2013/14 and 2014/15 will enable further detailed planning to take place.

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East Sussex Joint Carers Plan 2012

Why a Joint Plan?

The East Sussex Joint Commissioning Strategy for Carers' Services 2010 – 2015 was agreed between East Sussex County Council, NHS Hastings and Rother Primary Care Trust and NHS East Sussex, Downs and Weald Primary Care Trust for the support of adult carers in East Sussex.

To take account of the additional NHS funding allocated to carers in East Sussex in 2012/13, the strategy has been updated and a needs assessment of carers has been undertaken.

This Joint Plan reflects the priorities of the Joint Commissioning Strategy and explains how the joint funds are used to commission services that meet the following outcomes for carers:

- Access to appropriate advice, information and opportunities to help them in their caring role.
- Carers feel less isolated and are supported to stay mentally and physically well.
- Carers are respected as equal partners in care, and are involved in all aspects of service planning.
- Young Carers are identified, and protected from having to take on an inappropriate level of care, supported to make the most of their education, to have leisure time and enjoy good health.

Update on the East Sussex Joint Commissioning Strategy for Carers' Services 2010 – 2015

- The key priorities for this strategy were based on the University of Brighton 2006 research "*Carers and Services for Carers in East Sussex*" and the results of the 2009 Carers Survey "*What Carers Want*". The findings of the 2012 Needs Assessment are still being evaluated and will be incorporated into a more detailed refresh of the Carers Strategy in January 2013.

Proposals for additional/new services are highlighted below together with an update on the existing work programme.

Respite/breaks

Update

- Carers Breaks Service supported 330 people with dementia and their carers in 2011/12 providing 1,200 short breaks from caring and continues to support and develop day activities for people with dementia and support their carers
- Home Based Respite Care supported over 720 carers in 2011/12 by delivering approximately 16,000 weekly breaks
- CRESS emergency respite care service now has over 3,600 carers registered and 59 carers accessed the service in 2011/12
- Association of Carers¹ sitting service in Hastings and Bexhill provides 50 breaks a week and supported over 100 carers in 2011/12
- British Red Cross¹ provides a flexible programme of interventions including practical and emotional support and short breaks for up to 6 weeks. During April-June 2012 they provided 500 breaks to 200 individual carers across Wealden and Lewes. From October 2012 they will be expanding into Rother.

Proposals

- Increase funding for Home Based Respite to provide more flexible breaks including evenings, weekends and overnights
- Expansion of sitting services county-wide
- Review Dementia Breaks Service with a view to extending the service to all people with dementia and their carers and exploring options for this model for people with other care needs
- Review access to CRESS for carers of people not linked in to Adult Social Care, the role of CRESS in preventing crises and in enabling carers to access health appointments and treatment
- Increase provision of short term/crisis interventions into Eastbourne and Hastings
- Develop opportunities for short breaks for carers away from their caring role

Support to stay mentally/physically well

Update

- Developing carer awareness with health staff:
- Carers Charter developed by Care for the Carers being promoted with GP practices
- Over 2,300 Carers Personal Budgets were allocated in 2011/12 enabling carers to access a range of activities and services in their own right from help with transport costs to contribution to a holiday, adult education classes to gym membership

¹ The Association of Carers and British Red Cross are both commissioned to provide a universal service available free of charge to all carers whether or not the cared for person is receiving Adult Social Care services

- Carers Card now developed in the Eastbourne area
- High numbers of carers accessing counselling service through Care for the Carers

Proposals

- Carers Hospital Liaison Service within the two acute hospitals providing carer awareness training, information, signposting, advice and support to NHS and ASC Staff in order to identify, involve and support carers of hospital patients
- Development of the Carers Card county-wide will start from October 2012
- Pilot Carers Break with Roffey Park
- Review information, advice and peer support services for specific groups of carers including substance misuse, mental health and carers of younger disabled people
- Provision of Back Care for carers involved in moving and lifting of people they care for and appropriate equipment
- Review how young carers identified, assessed and supported
- Specialist support groups e.g. mental health, BME, male carers
- Explore access to carer support through GPs, e.g. “Carers’ Prescriptions” for information, advice, breaks etc
- Access to Benefits and Legal advice across the county
- Develop range of training opportunities for carers

Respect and involvement

Update

- A wide range of involvement opportunities are available for carers across the county from Carers Forums, a Working Carers Group, local support groups and engagement with mental health carers
- Autism Sussex Family Support Services developing online information and forum for carers
- Mandatory Carer Aware e-learning for all Adult Social Care staff and also available to health staff
- Carers Champions throughout Adult Social Care Assessment Teams and a network of volunteer Community Champions supported by Care for the Carers
- Redesign of assessment and care management services with a care pathway that will ensure carers are fully involved in support for the person they care for and offered support in their own right

Proposals

- Quarterly Carers Newsletter
- Review engagement processes

The Way Forward

A more detailed refresh of the Carers Strategy with detailed proposals for future developments and expenditure in 2013/14 and 2014/15 will be developed for agreement by the Joint Commissioning Board in January 2013. This will include plans for taking forward the proposals highlighted above and once agreed will confirm funding commitments from both the NHS and Adult Social Care for the following two years.

Expenditure

Expenditure on carers' breaks as detailed in Tables 1 and 2 will fund approximately 20,000 breaks in 2012/13. These can range from Home Based Respite, community and day opportunities, holidays, leisure and educational activities, support with transport, waking night care and residential care.

Of this total expenditure of £3.190m, 78 per cent is allocated directly to carers' breaks. Additional infrastructure is required to identify and support carers and therefore 22 per cent of total expenditure is allocated to Information, Advice, Support, Training and engagement.

Average unit costs for these services are set out in Table 3 below.

Table 4 details planned expenditure on respite services from mainstream Adult Social Care funding.

Table 1.

Current expenditure 2012/13	ASC	NHS	£'000S
Information Advice Support Training <ul style="list-style-type: none"> • Information and advice available to all carers • Emotional support, casework and counselling available as appropriate • Access to training courses to support carers in their roles, e.g. dementia, moving and handling 	322.5	236	558.5
Breaks <ul style="list-style-type: none"> • Home Based Respite • Free sitting service • Short term and crisis interventions • Carers Personal Budgets • CRESS (emergency respite) 	1535		1535
Engagement	61.5	35	96.5

<ul style="list-style-type: none"> Information, consultation and involvement of carers in planning and development of services 			
	1919	271	2190

Table 2.

Proposed Additional NHS Expenditure October 2012 – March 2013²	£'000S
Information Advice Support Training <ul style="list-style-type: none"> Hospital Liaison Service Additional dementia and other training New support groups for e.g. male carers, BME carers, mental health carers Publication of quarterly carers newsletter Carers Discount Card – county-wide development 	60
Breaks <ul style="list-style-type: none"> Dementia Carers Breaks Home Based Respite – additional breaks, evenings, weekends, overnights, bereavement visits CRESS – pilot to provide replacement care for carers to attend health appointments Short term and crisis interventions – expand service to Eastbourne and Hastings Free sitting service – expand to Eastbourne, Wealden, Lewes and Havens Carers Personal Budgets 	940
	1,000

Table 3.

Key Unit Costs for Respite Care Services	
Residential Care	£408 per week
Dementia Residential Care	£479 per week
Nursing Care	£463 per week (excl. RNCC), £572 (incl RNCC)
Dementia Nursing Care	£481 per week (excl. RNCC), £590 (incl RNCC)
Home Based Respite	£42 per 3 hour visit
Free Sitting Services	£25 per 3 hour visit
Day Opportunities	Average £65 per day
Carers Personal Budgets	Average £250 p.a.

² This expenditure covers a six month period and will require full year funding to continue from April 2013.

Table 4.

Respite Service Type	Gross Commitment £'000s
Nursing Care	153
Residential Care	869
Day Care	2,475
Direct Payment	3
Supported Accommodation	35
Total	3,535



Community Interest Company: a Social Enterprise Organisation

**East Sussex Downs & Weald
Primary Care Trust, Hastings &
Rother Primary Care Trust and
East Sussex County Council**

**Comprehensive Needs
Assessment for Carers**

Project Report

September 2012

Gap analysis and Recommendations

Need	Service/support identified	Current service/provider	Recommendation
Identifying carers	GP surgeries continue to identify carers	Care for the Carers (support to GP practices and carer awareness training)	Continue to commission services to identify carers, particularly targeting places where carers can be systematically identified e.g. health care providers
	GP surgeries are flexible to enable carers to make appointments for themselves which fit with their caring role	Care for the Carers (support to GP practices through liaison service)	GP practices should routinely offer flexible arrangement for booking appointments for carers recorded on their systems
	Target identification and support for carers services to groups who are less likely to use services e.g. men, BME communities.	All services	<p>Focus attention on targeting carers under represented in services e.g. men and BME communities.</p> <p>Use specific techniques e.g. social marketing to promote services to these groups in ways which are likely to be most effective</p> <p>Ensure that specific barriers faced by communities e.g. language, fear of stigma and cultural issues are recognised and addressed by providers of service to carers</p>
Support to adult carers to maintain their caring role	Telephone emotional support, advice and information	Care for the Carers	Ensure that the service is widely promoted so that carers are aware that this help is available
	Services to support carers where the carers role involves physical effort or the use of specialised equipment	GAP	Commission specific service/s to enable carers to use equipment safely and protect their own health e.g. back care

	A coordinated approach to providing emotional support to carers including support from professionals, mentors, peer groups and telephone support	Care for the Carers	Ensure that professionals are aware of the role of the Carers Centre and help they can provide in co-ordinating support
	Services to offer specific support regarding stress management and caring for a person with challenging behaviour	GAP	Commission managing stress training for carers Commission supporting people with MH needs training for carers
	Specific support to enable carers to attend medical appointments e.g. respite care and sitting services	GAP (pilot planned)	Evaluate planned pilot to inform future commissioning intentions
	Health care services should recognise the needs of people who find it difficult to spend long periods in waiting rooms e.g. by enabling carers to book fixed appointment times in these circumstances.	GAP	Health care commissioners should work with health care service providers to consider whether fixed appointment slots can be provided and booked by carers where this is identified as a specific need for the cared for person
	Financial advice for carers	specific services for carers not available General advice services available e.g. CAB	Carers should be supported to understand how to access financial advice services.
	Professionals and organisations should consider carers as part of integrated care provision	Care for the Carers	Continue to commission and promote the uptake of carer aware training for specific professional groups including health and social care providers

	Advice and support for carers on issues relating to medication	GAP	Ensure that carers support services raise awareness of the role of community pharmacists in advising on medication Raise awareness of the support needs of carers with community pharmacists
	General advice and support for carers through a range of access points including telephone, web based and face to face	Carers Centre	Continue to commission information and advice for carers ensuring carers are aware of the different ways of accessing support
	Target services to carers where the caring role has the most impact on the health and well being of the carer. e.g. carers who have their own health needs or disability, are under financial pressure, find it hard to balance work with caring, have other family responsibilities, where caring takes up a lot of time, where the behaviour of the person being cared for is very challenging	All commissioned services	Develop clear eligibility criteria and thresholds for access to carers services
	Emergency respite e.g. were carer becomes ill	CRESS Emergency Respite service	Continue to commission emergency respite and ensure that carers and carers organisations are aware of this and promoting access with carers
Carers breaks	Commissioners should ensure that a range of different services which enable carers to have a break are available, and that	PCT/LA commissioners East Sussex	Commissioners should ensure that a range of break opportunities continue to be available to carers and that carers are aware of them. Carers breaks should be promoted to carers in different circumstances e.g. care managed, self – funders,

	carers are aware of them. These should include the following options: commission day, residential and home-based respite services	1SPACE (information on a range of services available across East Sussex)	personal budget holders, people who chose not to access formal support services etc
	Commissioners should commission flexible services that are responsive to carers who care for people with conditions that vary in severity over a period of time	various	Commissioners should commission a range of flexible services and promote and support take up of personal budgets to enable the cared for people to purchase the specific support they need Commissioners should continue to provide access to carers personal budgets to enable carers to purchase the support they need
Support to young carers to ensure their caring role is appropriate	Young carers should be supported in the transition into adulthood	GAP	Consider extending the age range of young carer support services and enable 'reach down' from adult carer services to enable a smooth transition
	Commissioners should ensure adequate access to an appropriate range of support services for young carers in settings that are accessible to them.	Care for the Carers	Develop clear eligibility criteria and thresholds for access to young carers services
	Schools and youth settings are able to identify when a young person is a carer and refer them to appropriate support	GAP	Commissioners should consider the provision of specific training for those working with young people in identifying and supporting young carers
	Young carers value the opportunity of meeting with other young people undertaking a caring role	Young carers club (care for the carers)	Continue to provide opportunities for young carers to socialise and meet others in their circumstances

Appendix 2. Carers Needs Assessment

Continuous feedback from carers	The survey monkey questionnaire should continue to be available and used as required to inform commissioners of future carers support needs	Developed by PHAST for this needs assessment	Adult social care continue to periodically review responses to the questionnaire
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