

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

Date: **8 November 2012**

By: **Director of Adult Social Care**

Title of report: **Scrutiny Review of Identifying Carers in East Sussex: Six Month Progress Update**

Purpose of report: **To inform the Committee of progress made against the recommendations of the Scrutiny Review into Identifying Carers in East Sussex**

RECOMMENDATIONS

The Scrutiny Committee is recommended to:

- 1. Consider and comment on the contents of this report and receive a further update in June 2013**
-

1. Financial Appraisal

1.1 Whilst developments have been achieved within existing budgets it should be noted that additional Primary Care Trust (PCT) funding to support carers is in the process of being agreed. Proposals for future expenditure (and associated activity) will be discussed at the Joint Commissioning Board in January 2013. From April 2013 Clinical Commissioning Groups (CCGs) will assume the commissioning responsibilities of PCTs.

2. Supporting Information

Introduction

2.1 The Adult Social Care and Community Safety Scrutiny Committee established a review to consider how to increase the identification of, and support to, carers in East Sussex. This report provides an update to the recommendations and actions agreed as a result.

2.2 The number of carers who have been assessed or reviewed plus those currently receiving a service has increased from 5,300 in April to 5,440 in October 2012.

Update to recommendations

2.3 An update to the agreed recommendations and actions is attached at Appendix 1.

Relevant service developments

2.4 There are a range of service developments that contribute to progress in carer identification and recognition, some of which are described below:

- **Project Pathway** – the redesign of operational services provides a care pathway that enables direct identification and appropriate intervention to support carers. Social Care Direct will either transfer calls directly to the relevant team for telephone assessment or arrange call back/face to face assessment as needed.
- Take up of the **Carers Discount Card** is proving very popular, with 132 issued to date. Care for the Carers have now been funded for 12 months to develop the card county-wide and will be working alongside the Rockinghorse charity which is developing a similar card for disabled children.
- **ESCC Working Carers Strategy** is being implemented and included in induction for all staff. This was promoted during Carers Week June 2012. Equal Opportunities staff monitoring has been updated to include carers and will be launched on Carers Rights Day 30 November 2012. Newhaven Community Development Association (NCDA) has been

funded to provide information, advice and training to small and medium sized employers in East Sussex to support them in recruitment and retention of staff who are also carers through the adoption of carer friendly policies and practice.

- **Carers Hospital Liaison Service** will now be reinstated with a focus on staff awareness and training rather than direct carer support. The Health and Wellbeing sub group of the Carers Partnership Board will oversee the delivery of this service.
- A series of meetings with Black and Minority Ethnic (**BME**) carers have been held this year in Eastbourne and Hastings to identify their specific needs and consider how to encourage BME carers to recognise themselves as carers and access appropriate services. The Hastings meetings were particularly well attended and further development work with BME carers in this area is planned.
- The development of a pilot for “**Carer Prescriptions**” will provide GPs with a tool to signpost and potentially refer carers to appropriate support and services

2.5 Significant progress has been made in responding to the recommendations of this review. The emergence of Clinical Commissioning Groups as the key health commissioning body will increasingly shape the health and social care economy within East Sussex. This in turn will impact on the support of carers.

KEITH HINKLEY
Director of Adult Social Care

Contact Officer: Tamsin Peart

Tel No. 01273 336195

	Recommendation	Action April 2012	Update October 2012
1	Adult Social Care should ensure that the Assessment and Care Management Teams have a mechanism in place that ensures they actively follow up any unreturned supported assessment forms so that all carers have the opportunity to be properly assessed.	Work is underway within Assessment and Care Management to determine how best to implement the necessary changes in practice. The full process of Assessment and Care Management is currently being reviewed under the Self Directed Support Pathway (Project Pathway). This will enable the necessary changes in process to be delivered by October 2012.	Following the implementation of Project Pathway in September, carers are no longer sent assessment forms to be completed and returned. All assessments are undertaken directly with the carer either over the phone or face to face.
2	ASC should build a mechanism into the process of transition from children's to adult social care services, which is being overseen by the new Transition Team, to ensure the referral of a carer of a service user for a carer's assessment.	Arrangements are now in place to ensure all carers receive a referral for assessment when the person they care for is being supported by the Transitions Team. This will be noted on the Care First client system; or when an initial assessment is completed on the cared for young person.	The transitions team are directly undertaking carers' assessments. When a client moves into Adult Services their carer will be logged on the client database and offered annual reviews. This ensures continuity as carers move through the system.
3	The appropriate Adult Social Care team should undertake an automatic review of a carer's needs when a young carer becomes an adult.	Work is underway to establish how best to allocate the carers needs assessments across the range of Adult Social Care teams, including learning disability, physical disability and sensory impairment. Progress will be reported to Scrutiny Committee in October.	Review of assessment, support and services for young carers is planned shortly and will include how to ensure this is taken forward. Also, see recommendation 2 above.
4	To engage more effectively with GP practices using all available tools, particularly new opportunities through commissioning and the development of integrated community teams.	As Clinical Commissioning Groups (CCG's) develop, this priority will be taken forward through their Boards. In relation to current work the NHS National Operating Framework has allocated specific funds to support carers. The work to deploy this resource will be taken forward jointly across health and social care and in partnership with carers. A needs analysis is	Adult Social Care is working with Care for the Carers to develop a "Carer Prescription" tool for GPs to provide information and signpost to a range of services. Adult Social Care is developing a pilot offering free respite care to enable carers to attend health appointments, e.g. GP, dental or outpatient appointments, tests

		being completed and plans for deploying these funds will be published by October. Neighbourhood Support Teams are being developed with pilots to be in place by October and Carer Aware Training in GP practices is also being progressed on an ongoing basis.	and short term treatment. This has been available through the Carers Breaks Dementia Service since the beginning of October and it is planned to roll this out to those in receipt of Home Based Respite or Home Care from January 2013.
5	The Council should encourage GP practices to continue to take up the Carers' Charter offered through Care for the Carers and to identify Carer Champions.	Care for the Carers is commissioned by Adult Social Care and work in partnership to support carers in a range of settings. The Carers Charter continues to be rolled out in GP practices across the county.	To date, 31 practices have signed up to the Charter and are receiving support from Care for the Carers Primary Care Liaison Worker to address the needs of carers including flexible appointment times, separate waiting room for people with challenging behaviour/unable to be left unsupervised. Clinical Commissioning Groups are represented at the Joint Commissioning Board and have requested a review of the Carers Joint Commissioning Strategy by taken to the January JCB meeting.
6	The Council should use its position on the Health and Wellbeing Board to make the business and quality case to the Clinical Commissioning Groups (CCGs) to demonstrate that effective support for carers will be beneficial for them in achieving quality of care targets.	The Health and Wellbeing Board will present valuable opportunities for influencing partner agencies across the health and social care local economy, particularly in relation to the Health and Wellbeing Strategy, Joint Carers Strategy and future investment decisions.	Carers were widely consulted in the development of the Health and Wellbeing Strategy. The Joint Carers Strategy is being refreshed to take account of the public health needs analysis and will include expenditure proposals for future years. This will be presented to the Joint Commissioning Board in January 2013.

7	East Sussex Healthcare NHS Trust should continue to roll out the Council's 'Carer Aware' training to its staff.	Information is being gathered to establish the current level of take up of training within the Trust to determine a baseline and future targets. This will be completed by October.	Currently, the e-learning tool is licensed to the County Council and whilst we can make it available to other organisations the system does not allow for monitoring take-up of the training outside of the council. We will discuss wider monitoring opportunities when negotiating the licence renewal in 2014. Take up of the e-learning package continues to be promoted.
8	The ESCC lead commissioner for carers should network with colleagues in West Sussex, Brighton & Hove, Kent and Surrey to share good practice and ensure there is consistency in relation to the passing on of carer information between trusts and local authorities.	This has historically taken place and will continue with the appointment of the new Strategic Commissioner for Carers Services.	The Strategic Commissioner for Carers Services is now in post and continues to network with colleagues both regionally and nationally and has recently agreed to represent South East local authority carers' leads on the South of England Leadership Carers Strategy Group.
9	Adult Social Care should devise a system to feedback to the Sussex Partnership NHS Foundation Trust the status of a carer's assessment following the referral of the carer by the Trust.	This work is being progressed and an update will be provided to Scrutiny Committee in October.	SPFT and ASC have agreed a system to keep Health staff informed of the progress of carers assessments undertaken by Social Care staff where agreement to share this information has been agreed by the carer. ASC staff will also inform their health colleagues when a carer's grant is agreed as a result of the assessment process.

Appendix 1: Identifying Carers Action Plan Update

10	<p>Commissioners in Public Health should support the role of pharmacies in identifying and signposting carers as part of their ongoing commissioning activity, including specific activities as follows:</p> <ul style="list-style-type: none"> ➤ To make 'Carer Aware' training available to pharmacy staff. ➤ To make "Do you look after someone?" leaflets available to pharmacies for insertion into blister packs/handing out to potential carers by pharmacy staff (including delivery drivers) <p>To encourage pharmacies to insert the leaflet into the 'Message in a Bottle' bottles supplied by Lions Clubs, prior to giving them to patients/carers.</p>	<p>Initial feedback from pharmacists has been positive and there is now a shared commitment to implement this recommendation. Work will now be completed on the practical arrangements to take this forward with an update to be provided to Scrutiny Committee in October.</p>	<p>The Joint Access to Information Project distributes four key Adult Social Care leaflets including "Do you look after someone" to a range of agencies including all Community Pharmacies.</p> <p>Access to medication advice for carers has been identified through the needs assessment and will be explored for the Strategy refresh.</p>
----	---	---	---