

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

Date: **13 June 2013**

By: **Director of Adult Social Care**

Title of report: **Scrutiny Review: Identifying carers in East Sussex**

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

RECOMMENDATION

The Committee is recommended to:

- 1. Consider and comment on the contents of this report; and**
 - 2. Determine whether further reports are required.**
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1. Financial Appraisal

1.1 The developments outlined in this report will be delivered within the overall carers' budget of £4.757m, which is inclusive of health funding (approved by East Sussex Clinical Commissioning Groups (CCGs)) of £2.4m.

2. Supporting Information

Introduction

2.1 The Scrutiny Committee established a review to consider how to get more people to recognise when they are performing a caring role and whether statutory agencies and voluntary organisations could do any more to identify carers they come into contact with and direct them to appropriate support. This was reported on to Scrutiny Committee in March 2012 and an update on progress provided in November 2012. This report provides a further update on the recommendations and actions agreed in March 2012.

2.2 Carers' services are commissioned by Adult Social Care directly and on behalf of CCGs. The East Sussex Carers Joint Commissioning Strategy provides the strategic direction and reflects the national carers strategy. The Carers Partnership Board, made up of statutory, voluntary and community organisations and also carers' representatives manage oversight of the delivery of the strategy. This was refreshed in 2012 and an action plan developed to use the additional funding from Clinical Commissioning Groups.

2.3 The number of carers receiving a service has increased from 4,063 in 2011/12 to 4,593 in 2012/13, an increase of 11 per cent.

2.4 An update on the actions taken to implement the scrutiny review recommendations is attached at Appendix 1.

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

Recent service developments:

- Take up of the Carers Discount Card is proving very popular, with over 360 issued to date. Care for the Carers have been funded to develop the card county-wide and will be working

alongside the Rockinghorse charity which is developing a similar card “Igo” for disabled children in East Sussex, launched in May.

- Healthcare Appointments Service - provides additional replacement care to enable carers to attend GP, dental, outpatients appointments etc. Clients are not charged for this service.

Planned service developments:

- Carer Training – a range of training courses for carers have been commissioned including First Aid, dementia and mental health. Replacement care can be provided to enable carers to attend, again clients are not charged for any additional care provided.
- Funding agreed for the Alzheimer’s Society to offer Singing for the Brain sessions for people with dementia and their carers, initially in Eastbourne and then expanding to the Hastings area
- The pilot Primary Care Carers’ Referral will provide GPs and other primary and community health staff such as practice nurses and District Nurses with a tool to directly refer carers to appropriate support and services.
- Through the 2013 Prospectus we are commissioning sitting services delivered by volunteers which will provide a regular weekly break for carers where the cared for person is below the care managed threshold. This will be provided in Lewes, Eastbourne and Wealden, as a service already exists in Hastings and Rother.
- Smaller Carers Forums are to be held in the three CCG areas rather than county-wide to enable more carers to be involved. The first ones are being held in the week commencing 10 June 2013, national Carers Week
- Also during national Carers Week there will be information stands staffed by Care for the Carers and Adult Social Care on both acute hospital sites
- Developing shared assessment/review tool to ensure that carers services can be offered through all teams.

3. Conclusion and Recommendation

3.1 Progress continues with the recommendations as detailed in the Action Plan attached at appendix 1. The additional funding secured from the Clinical Commissioning Groups enables a wider range of services to be delivered and also engages health partners in the strategic objective of identifying and supporting carers to continue caring. Universal services that are not dependent on an Adult Social Care assessment are being increased and other services are being designed around health settings and GP practices.

3.2 The Scrutiny Committee is recommended to consider and comment the progress made against targets detailed below and determine whether further reports will be required.

KEITH HINKLEY
Director of Adult Social Care

Contact Officer: Tamsin Peart
Tel No. 01273 336195
Local Member(s): All
Background Documents: None

	Recommendation	Update October 2012	Update May 2013
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 non returned supported assessment forms so that all carers have the opportunity to be properly assessed.	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.	The Carers Assessment Tool has been revised so that a single tool can be used throughout the system as either a shared or separate assessment. This is currently being piloted by the Reviewing Team and full implementation is planned for 1 August.
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.	Transitions team are directly undertaking carers' assessments. When client moves into Adult Services their carer will be linked in and offered annual reviews.	Transitions team are directly undertaking carers' assessments. When client moves into Adult Services their carer will be linked in and offered annual reviews along with the client.
3	The appropriate Adult Social Care team should undertake an automatic review of a carer's needs when a young carer becomes an adult.	Review of assessment, support and services for young carers is planned shortly and will include how to ensure this is taken forward.	Identification of young carers is included in revised carers assessment tool, work with Children's Services underway to develop appropriate pathways for young carers.
4	To engage more effectively with GP practices using all available tools, particularly new opportunities through commissioning and the development of integrated community teams.	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 and short term treatment. This has been available through the Carers Breaks Dementia Service since the beginning of	The Primary Care Carers' Referral is in development as a referral tool for GPs and other primary care practitioners and will be piloted in 9 practices across the CCG areas June-Dec 2013. The Healthcare Appointments service piloted during January-March 2013 and is continuing and will be included in the Community Services tender. Currently being promoted with GP practices. Feedback from individual carers is being collated.

		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.	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.	There are now 39 practices signed up to the Charter and Care for the Carers are currently working with 51 practices across the county. Includes bespoke carer awareness training for GP practices.
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.	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.	ASC working with the Joint Commissioning Board to develop KPIs that reflect the health impact of supporting carers
7	East Sussex Healthcare NHS Trust should continue to roll out the Council's 'Carer Aware' training to its staff.	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 discussing the licence renewal in 2014.	ESHT continue to use the carer aware training and as part of the Carers Charter work, a minimum of 25% of GP practices that sign up to the Charter are expected to use the training. Use of the training will be reviewed across the social care and health economy in preparation for considering licence renewal next year

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.	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.	The South of England Leadership Carers Strategy Group is no longer running. The Strategic Commissioner for Carers Services is facilitating the SE Carers Leads Network for 13/14 and liaises closely with colleagues in Brighton & Hove and West Sussex.
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.	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.	Health staff are informed of progress and outcomes of carer's assessments and carers grants as well as any other critical carers issues. There have been no cases of Carers refusing to share information with health. Carers Break service also keep health staff informed of progress with their requests for Community Support Worker input. At a strategic level the Head of Operations for Mental Health is involved in the local Mental Health Carers action group chaired by the Trust and compile reports to the Mental Health Partnership Board on Carers issues.
10	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: <ul style="list-style-type: none">➤ To make 'Carer Aware' training available to pharmacy staff.➤ To make "Do you look after someone?" leaflets available	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. Access to medication advice for carers has been identified through the needs assessment and will be explored for the Strategy refresh.	Access to medication advice will be highlighted through the Primary Care Referral Project. Carer Aware training is available through ESCC website to all organisations

	<p>to pharmacies for insertion into blister packs/handing out to potential carers by pharmacy staff (including delivery drivers)</p> <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>		
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