

Meeting	Safeguarding Overview Scrutiny
Date	12 th December 2012
Subject	Carers Support – Progress Update
Report of	Associate Director, Joint Commissioning (Interim) Adult Social Care and Health
Summary	This report provides an update on carer’s developments and support in Barnet.

Officer Contributors	Jasvinder Kaur Perihar, Carers Strategic and Commissioning Lead
Status (public or exempt)	Public
Wards Affected	All
Key Decision	N/A
Reason for urgency / exemption from call-in	None
Function of	Executive
Enclosures	Appendix 1: Carers Health Support Pathway Appendix 2: Carers Charter
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1.0 RECOMMENDATIONS

- 1.1 **The Committee notes the progress on the range of work being developed in Barnet to support carers and make appropriate comments and/or recommendations to the responsible Cabinet Member.**
- 1.2 **The Committee consider whether they would like to receive add a further carer's support update to the work programme for reporting to a future meeting**

2.0 RELEVANT PREVIOUS DECISIONS

- 2.1 General Functions Committee, 3 November 2011, decision item 6 – approved the People Implications of the Budget Headlines for 2012- 13 and agreed that any restructures and any further identified redundancies arising out of budget savings and efficiencies as should be authorised by Officers Delegated Powers Report.
- 2.2 Cabinet meeting on the 14 February 2011, decision item 9, approved the Corporate Plan, Budget, and Council Tax and Medium Financial Strategy proposals for the period from 2012/13 to 2014/15.
- 2.3 Cabinet Member (Executive Function) Carers Support Services – Award of Contract, 16 May 2012 approved Carers Support Services Contract Award.
- 2.4 Delegated Powers Report Adult Social Care – Project Manager resource 8 June 2012, approval to appoint Project Manager for Carers contingency planning and health integration.

3.0 CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 This report supports the following corporate policy priorities: **Better services with less money** – Carers Support Services as part of the Prevention and Well-being agenda enables more people to remain at home and live independently. The services provided by Barnet Carers Centre (BCC) will provide support to carers developed around the carer to achieve a better customer experience and better value for money. The new carers support contract contributes to effective resource management and sustainability across the public sector.
- 3.2 **Sharing opportunities and sharing responsibilities:** The carers strategy aims to support carers early in the carers support pathway, thereby enabling carers to sustain their caring role by provide the right information, advice and support when needed. The strategy aims to work with carers to maximise the effective deployment of volunteering

and focus on enabling customers to set up sustainable co-support groups that minimise dependency on Council funding.

- 3.3 **The NHS Operating Framework for 2012/13** emphasise carers' support as a key area for improvement. It required the Primary Care Trust (PCT) to agree policies, plans and budgets to support carers with local authorities and voluntary groups, following a joint assessment of local needs. The Carers Strategy Refresh has been developed to reflect these requirements.
- 3.4 The NHS Outcomes Framework 2012/13 also includes a carer-specific improvement measure (EQ5D), namely: *'Enhancing quality of life for carers measured by a health-related quality of life'*.
- 3.5 The **Health and Wellbeing Strategy 2012-15** sets out themes relevant to support carers, these are :
- *wellbeing in the community* - creating circumstances that better enable people to be healthier and have greater life opportunities.
 - *how we live* - enabling and encouraging healthier lifestyles
 - *care when needed* - providing appropriate care and support to facilitate good outcomes.

The carers support pathway seeks to enable carers to remain in the community and maintain their health and well being and have a life outside of caring.

- 3.6 **Protecting Adults at risk:** London multi-agency policy and procedures to safeguard adults from abuse (2011). Carers are members of the Safeguarding Adult Board and contribute to working together to prevent and protect adults at risk of abuse. Safeguarding and the role of carers is overseen by the Carers Strategy Partnership Board (CSPB). The Safeguarding Adults Board update is a standing item at the CSPB agenda.

4.0 RISK MANAGEMENT ISSUES

- 4.1 The key risk to carers is not providing timely support or breaks which could impact on carers health and well being and present the risk of carer breakdown. This would require greater resources to support both the person cared for and the carer. The carer's support pathway emphasise the need for early identification and preventative services for carers. Early identification and signposting carers to appropriate support ensures carers have access to relevant advice and information to make informed choices and access appropriate support when needed to sustain their caring role.

- 4.2 Failure to provide carers support would have financial consequences for the council and the spend for Adult Social Care and Health (ASCH) in 2012-14 and beyond would be at risk.
- 4.3 Carers can be at increased risk of not sustaining their caring role without adequate support in an emergency and in health patient pathways. The development of carer's contingency process will support carers to have peace on mind in an emergency and continue caring if they wish to. The carer's support pathway is being integrated with patient pathways in health.
- 4.4 There is a risk for Adult Social Care and Health (ASCH) services if parent carers in transitions are not supported. Without accurate information on the range of agencies and support available there is the risk of increased workload for ASCH staff to manage families expectations and increasing funding from placement costs.

5.0 EQUALITIES AND DIVERSITY ISSUES

- 5.1 In line with the Equalities Act 2010, Adult social care works within the councils policy framework for equalities, offers services to users within this framework and undertakes relevant positive action to ensure social care is accessible to groups with different equalities characteristics, for example producing easy read information for people with learning disabilities.
- 5.2 The Council considers 'discrimination by association' for carers as one of the categories within Equalities Impact Assessments. This ensures Council policies do not indirectly discriminate against carers.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 The contract value for support services contract over five years is £1.4 million. This is £280,000 per year for carers support services, including £30,000 from NHS NCL Barnet. There is also a ring fenced budget of £150,000 which Barnet Carers Centre will use to administer direct payments to carers for preventative breaks.
- 6.2 The Project Manager – Carers Contingency and Health Integration is a 12 month fixed term post. The funding comes from NHS funds for Social Care transferred to the Local Authority under section 256 of the NHS Act 2006. The work of this post will help to support savings within Adults MTFS.

- 6.3 £200,000 for 2012/13 to support carers from section 256 funding was approved by Barnet QIPP Group on 19 January 2012. This is NHS funds for Social Care transferred to the Local Authority under section 256 of the NHS Act 2006. This funding would complement investment already made by Barnet Council in supporting carers. This funding is being used in the following areas:

	Project	Funding from Section 256
a	Health breaks for carers	£100,000
b	Carers Nurse role to support GPs to identify carers and signpost them for support	£50,000
d	Training for carers	£2,000
e	Hospital discharge support	£48,000
	Total	£200,000

7.0 LEGAL ISSUES

- 7.1 The statutory duties of local authorities to carers have been extended over a period of years. The Carers (Recognition and Services) Act 1995 contains the core statutory responsibilities and introduced the concept of a “carer’s assessment”. The Carers and Disabled Children Act 2000 extended the rights of carers, to include the right to support services. The latter Act also enabled those services to be made available by way of direct payments and vouchers. The Carers (Equal Opportunities) Act 2004 further extended the obligations in relation to assessments by introducing a new statutory obligation on social services authorities to inform carers of their rights and by requiring that carers’ assessments consider whether the carer works or wishes to work and or is undertaking or wishes to undertake education, training or other leisure activities. Policy and Practice Guidance issued by the Government must also be applied. The change in emphasis of the legislation gave recognition to the growing importance of carers and focus on opportunities for them to work, to study and engage in a life beyond caring. The Carers and Disabled Children Act 2000 rectified the earlier situation of carers not receiving help in their own right and enabled local authorities to provide support directly to and for the carer.
- 7.2 The Carers’ strategy refresh 2012 is consistent with the Council’s legal obligations. It supports the delivery of the five outcomes of the National Carers Strategy, 2010. These are:

- i. Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.
- ii. Carers will be able to have a life of their own alongside their caring role.
- iii. Carers will be supported so that they are not forced into financial hardship by their caring role.
- iv. Carers will be supported to stay mentally and physically well and treated with dignity.
- v. Children and young people will be protected from inappropriate caring.

7.3 In July 2012, the government published the following key documents:

- *Caring for Our Future: Reforming Care and Support (White Paper)*
- *The draft Care and Support Bill*

The draft Care and Support Bill will modernise and consolidate 60 years of law with regard to adult social care and support. The proposals in these documents have implications for the Council and carers support. Both the draft Care and Support Bill and White Paper set out a range of new entitlements.

The draft Bill creates a new duty to meet the eligible needs for support of carers. This places the needs of the carer on the same legal footing as the person needing care.

It creates a single duty for local authorities to undertake a carer's assessment which will mean more carers will be able to access an assessment. The aim of the assessment will be to determine the impact of caring on the carer and to determine the support needs of the carers as well as giving consideration to the carer's ability or willingness to carry on caring or whether they want to work. If the carers and the person being cared for agree, a joint assessment of needs could be undertaken. A new regulatory framework is also proposed. This would provide a new framework for local authorities to determine eligibility for needs of carers, alongside the people they care for. Having determined eligibility the local authority will be required to consider what type of support the carer would benefit from. In recognition of the contribution carers make to society, the intention of Parliament seems to be that local authorities will not charge for this support, however, there will be a discretionary power to charge. If the local authority decides to charge for support a financial assessment will need to be undertaken.

For carers 18 and over proposed new rights include:

- a) A requirement for local authorities to 'establish and maintain a service for providing people with information and advice relating to care and support for adults and carers' (clause 2).
- b) No need to request an assessment as now, but an automatic assessment if the local authority considers the carer to have needs (clause 10).
- c) New rights to services for carers following assessments (clause 19).
- d) New rights to be consulted on the assessment of the person needing care (clause 9).
- e) New rights in primary legislation to receive a copy of the care plan and to be consulted (clause 24).

7.4 The Consultation period has only just closed and the proposed changes to the legislative framework are in their early stages. The developments will need to be followed to enable the council to respond appropriately to the changes.

8.0 CONSTITUTIONAL POWERS (Relevant section from the Constitution, Key/Non-Key Decision)

8.1 The scope of Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Constitution. 8.2 The terms of Reference of the Scrutiny Committees are in the Overview and Scrutiny Procedure Rules (Part 4 of the Constitution). The Safeguarding Overview and Scrutiny Committee has within its terms of reference the following responsibility:

- To scrutinise the provision of Adult Social Care services (including those who have physical disabilities, sensory impairment, learning disabilities, mental health needs or other special needs) to ensure that residents are safeguarded and supported to lead as independent lives as possible in their own homes.
- To scrutinise the Council and its partners in the discharge of statutory duties in relation to safeguarding.

9.0 BACKGROUND INFORMATION

9.1 Carers Strategy Refresh 2012/13:

The Barnet Carers Strategy 2009- 2012 was updated during the summer. The Carers Strategy refresh sets out recent developments, investment in carers support and an action plan for 2012/13. The strategy has been published on NHS, Barnet Council and Barnet Carers Centre websites.

9.2 The main focus of the strategy is to build support for carers in health services, review contingency planning for carers to ensure carers have back up plans in case of emergency and work with Children's services

to develop a Young Carers action plan and agree joint protocols for working with young carers.

This strategy takes forward the implementation of the carers support pathway to provide early intervention and prevention of carer's breakdown and the carer's health pathway which aims to integrate carers support within primary care and acute trust settings.

9.3 Carers Strategy Partnership Board:

The Carers Strategy Partnership Board meets 6 times a year and oversees the implementation of the strategy and provides an annual report to the Health and Well Being Board. More than half of the board members are carers. The Board ensures that carers' interests are reflected in social care and health service development.

9.4 Memorandum of Understanding for Young Carers:

In November 2012, *Working together to Support Young Carers and their Families*' A Template for a Local Memorandum of Understanding [MoU] for young carers was adopted by the Adult/ Children's Senior Leadership Team. A working group will be set up to look at a shared pathway across adults/children's services, good practice guidelines including some case studies/scenarios, and develop guidance around training and information awareness.

9.5 Adult Carers Support Service Lead Provider Barnet Carers Centre

The Council is working closely with the Barnet Carers Centre to ensure that they as the new carers Lead Provider move smoothly into delivering the new carers support services contract. The contract provides a greater range of services for carers than were provided under the previous contract. Barnet Carers Centre provide: Carers assessments, carers emergency plans, assessment for carers breaks, outreach support, training and awareness programmes, support with transition for carers from Children to Adult services, peer support and support groups, a carer register, development and facilitation of partnerships, support for carers to remain or return to work, counselling support, carers newsletter, activities and outings for carers, carer's web site, welfare benefits for carers and an out of hours support service.

9.6 Barnet Carers Centre (BCC) work as part of a Carers Hub with six local voluntary sector organisations which have experience of supporting carers, these are the Alzheimer Society, Age UK Barnet, Barnet Carers Centre, Caring4carers, Friends In Need, Jewish Care, and Barnet Mencap.

- 9.7 Monthly meetings are held with Barnet Carers Centre to monitor the new contract implementation. The Centre has recently undertaken a recruitment exercise to recruit Carers support outreach workers, to provide support to carers within local neighbourhood rather than from one central base. Direct payments are now provided to carers for short breaks, to give carers greater choice in the break they receive. A new Hospital Discharge Co-ordinator has been recruited to support carers on Hospital discharge. The centre is also supporting carers who receive a health break prescription to take a break. The centre will assess carers for a health break and provide them with a direct payment to take a break which meet their circumstances.
- 9.8 **Carers Forum**
The Carer's Forum had a relaunch and the first meeting was held on Monday 10th September 2012. Areas discussed were Hospital discharge, Mental health services and young carers. Issues raised will be used to feed into developments in these areas. The Carers Forum is lead by a steering group of carers, four forum meetings are held each year and the next meeting is planned for end of January with a focus on home and community support services.
- 9.9 **Carers health support pathway**
A carer's support health pathway has been designed to ensure carers support is built into community health and secondary care. This pathway is currently being implemented. (see Appendix 1).
- 9.10 **GPs health breaks prescription**
This scheme has been developed with GP localities and went live on 1st October. GPs are now able to prescribe breaks for carers they see who are not receiving breaks from other sources. The carer takes their prescription to Barnet Carers Centre to receive a direct payment for a suitable break which meets their particular circumstances. In the first month BCC received 6 referrals from GPs. This scheme will continue to be promoted to GPs through the GP locality meetings.
- 9.11 **Hospital carer's charter and carers badge scheme launched**
Barnet and Chase Farm Hospital launched a carer's charter and introduced a carer's badge scheme in August 2012. (See Appendix 2). Carers are identified on admission and can have greater access to the patient outside visiting hours. Staff are also asked to involve carers in decisions about the patient. The carers charter and carers badge scheme is to be extended to Finchley Memorial and Edgware Community Hospitals.
- 9.12 **Support for carers after discharge**
In July 2012 the support for families after hospital discharge was extended to include families with carers supported by hospital discharge teams. Outreach Barnet can provide support for up to 6 months for patients leaving hospital.

- 9.13 This service aims to encourage carers to support the person they care for in the home once they leave hospital and reduce the use of residential and nursing care. Practical support will be provided by support workers and a care plan will be developed. The carer will be kept informed of support provided to the person cared for.
- 9.14 **Hospital Discharge Co-ordinator for carers**
Barnet Hospital discharge team and Barnet Carers Centre recently recruited a Hospital Discharge Co-ordinator for carers, who will support carers through the discharge process. The Co-ordinator will work with Barnet Hospital, Finchley Memorial and Edgware Community Hospital. The Royal Free will be able to refer carers to the Co-ordinator. The outcome of the work will be evaluated over the next two years in order to build an evidence base of the benefits of supporting carers at discharge. The aim of evaluation will be to continue to attract NHS funding to maintain this service.
- 9.15 **Carers Assessments, Carers Contingency and Emergency Planning**
A project has been developed within ASCH to review the carer's assessment process, carers contingency planning and emergency planning processes for carers. The aim of this project is to increase the number of carers supported and develop a consistent and effective process across Adult Social Care and Health by March 2013. Care Services Delivery teams have identified carers champions within their teams and they are supporting this project.
- 9.16 From November to February monthly training for staff on Carers Assessment good practice is being provided to support the quality of and consistent approach to providing carers assessments. The 'to be' process for carers assessment is to be mapped and implemented by end March 2013.
- 9.17 **Dementia pathway and carers**
Carers support is being aligned with the dementia pathway. As part of this process a number of carer's dementia support services are to be provided. These include a dementia café, dementia hub and carer's dementia training. Carers dementia training was piloted during 2011/12 and will now be mainstreamed and offered to all carers who are seen by the Springwell Memory Clinic.
- 9.18 **Safeguarding and carers:** During Safeguarding month a safeguarding workshop was held (14.11.12) for carers to raise awareness of safeguarding and the role of carers. This included talks on the areas highlighted in the ADASS publication, *Carers and Safeguarding Adults – Working together to improve outcomes* (July 2011). There was also a talk from a residential agency and Barnet Hospital on good practice in supporting carers. The feedback from the workshop will be used to develop the safeguarding action plan priorities. Safeguarding training

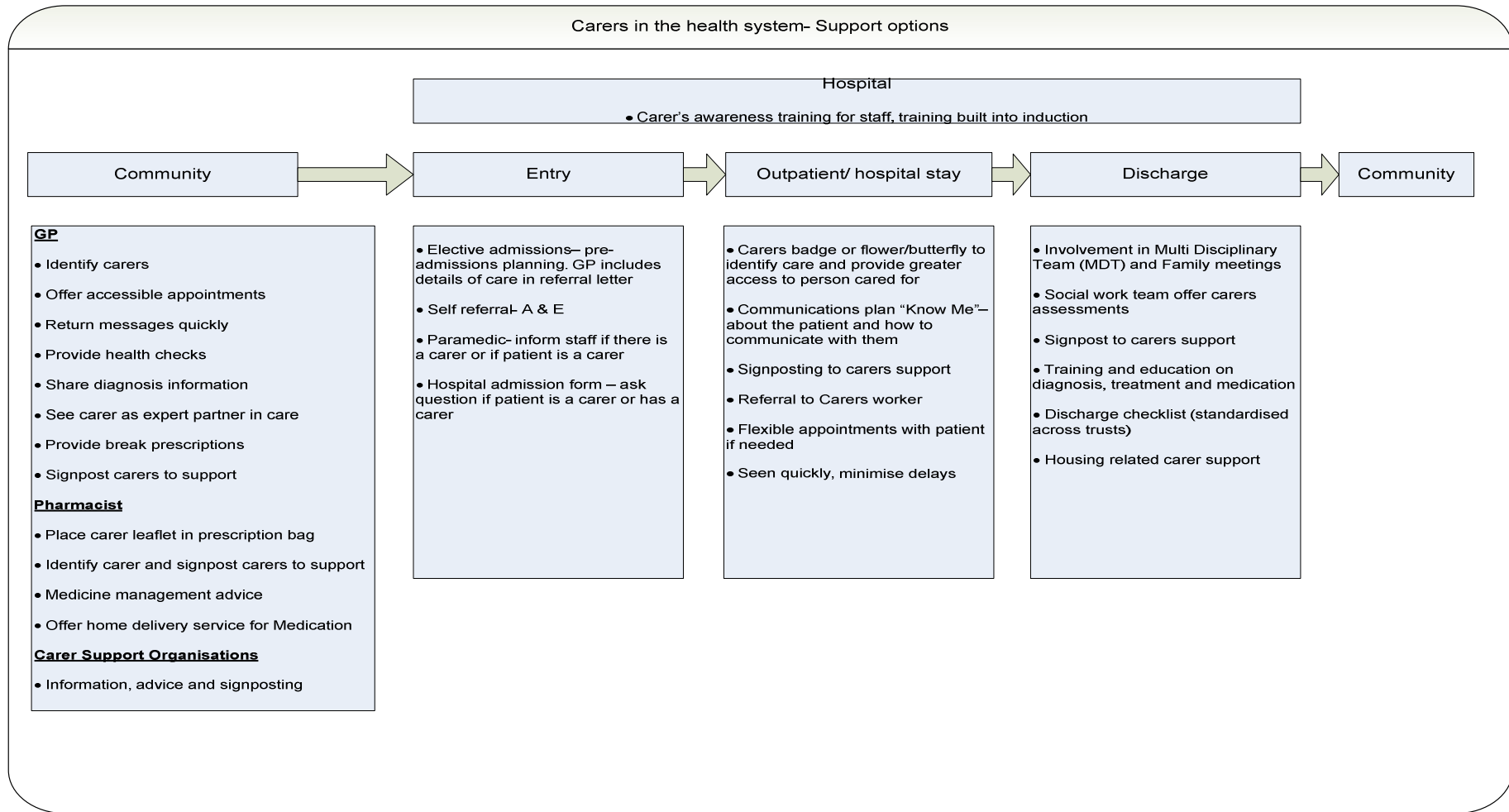
for carers is also to be offered to inform carers about the process for reporting safeguarding concerns.

10.0 LIST OF BACKGROUND PAPERS

- 10.1 Carers Strategy Refresh – available from website :
https://www.barnet.gov.uk/downloads/download/651/barnet_carers_strategy_2009-12

Cleared by Finance (Officer's initials)	MC
Cleared by Legal (Officer's initials)	HP

Appendix 1: Carers Health Support Pathway



Appendix 2: Carers Charter

Barnet and Chase Farm Hospital Trust value the important role played by family, friends, relatives and paid support workers in caring for people who use our services. We recognise the importance of working in partnership with all Carers to help us achieve improved outcomes for our service users. To achieve this we, as a Trust are committed to the principles outlined in our 'Carers Charter'

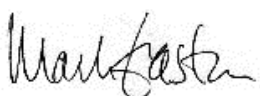
Carers Charter

Identification – we will ensure that all carers are identified at the point of admission. All carers will be offered the option of joining our Carers' Badge Scheme.

Respected – we will ensure that all carers are respected as our 'Partners in Care' and their expert knowledge and skills recognised.

Involved – we will involve carers in the decisions made about the treatment and care pathway of the person for whom they care (with their consent).


Supported – we will ensure carers are supported to continue their caring role and are provided with a comfortable environment during the hospital admission. We will inform carers of their rights under the Carers (Equality) Act 2010.



Mark Easton
Chief Executive



Terina Riches
Director of Nursing



Ian Mitchel
Medical Director

If a carer is unhappy with the service they receive please speak to the ward manager or matron. If concerns are not resolved please ask them to contact our PALS team: 020 8216 4924 bcf.tr-barnetpals@nhs.net Barnet Hospital, or 020 8375 2378 bcf.tr-chasefarmpals@nhs.net Chase Farm Hospital