

## Cabinet Meeting on Wednesday 16 October 2019

### All Age Carers: Strategy & Future Options



**Cllr Alan White, Deputy Leader and Cabinet Member for Health, Care and Wellbeing said,**

“Every day, thousands of people in Staffordshire support an ill, frail or disabled family member, friend or partner. For most carers the experience of looking after someone close is rewarding, and many carers manage with help from their friends and communities.

Our strategy sets out how we will strengthen our relationship with carers, communities and the organisations that support them. In implementing our strategy, we want to ensure carers can lead healthier, happier and more independent lives, whilst continuing to care for their loved ones.”



**Cllr Mark Sutton, Cabinet Member for Children and Young People said,**

“It is really important that our strategy for carers reflects what is important to all carers, especially young people. Many young people perform a caring role, which is why we specifically sought out the views of younger carers when putting together the strategy.

The task now will be to implement the strategy, and ensure we work with carers every step of the way to support them in their caring role, but also ensure they are able to access all of the opportunities available to them.”

#### **Report Summary:**

The Carers Strategy has been developed by the Council and the five Staffordshire CCGs through a 12-week period of consultation and taking into account feedback from carers, professionals and other stakeholders, as well as the Health and Wellbeing Board and the Healthy Select Committee.

As part of implementation of the Strategy the Council is reviewing the pathway and services for carers with an expectation that new arrangements will be in place from September 2020, when the current Carers Assessment and Support contract ends. A number of options have been identified for further exploration and discussion with those who might be affected.

## **Recommendations**

I recommend that Cabinet:

- a. Endorse the Joint Carers Strategy: 'All Together for Carers' and delegate authority for final approval to the Cabinet Member for Health, Care and Wellbeing.
- b. Support implementation of the Strategy and ensure that it is used to inform future planning and commissioning of services.
- c. Endorse the high-level options for the future of carers services and request a detailed evidence-based options appraisal, and engagement with those who might be affected.
- d. Request that the outcome of this options appraisal and engagement with recommendations for the future of carers services be brought to February Cabinet.

<b>Local Members Interest</b>
N/A

## **Cabinet – Wednesday 16 October 2019**

### **All Age Carers: Strategy & Future Options**

#### **Recommendations of the Deputy Leader and Cabinet Member for Health, Care and Wellbeing and the Cabinet Member for Children and Young People**

I recommend that Cabinet:

- a. Endorse the Joint Carers Strategy: ‘All Together for Carers’ and delegate authority for final approval to the Cabinet Member for Health, Care and Wellbeing.
- b. Support implementation of the Strategy and ensure that it is used to inform future planning and commissioning of services.
- c. Endorse the high-level options for the future of carers services and request a detailed evidence-based options appraisal, and engagement with those who might be affected.
- d. Request that the outcome of this options appraisal and engagement with recommendations for the future of carers services be brought to February Cabinet.

#### **Report of the Director of Health and Care and the Deputy Chief Executive and Director for Families and Communities**

##### **Reasons for Recommendations:**

##### **Carers Strategy:**

1. The Council and the five Staffordshire CCGs have developed an all age Carers Strategy: ‘All Together for Carers’ (Appendix 1). The Strategy sets out the statutory duties of the Council and the NHS for Carers under the Care Act 2014, Children and Families Act 2014 and the NHS Constitution.
2. In brief the Carers Strategy ‘All Together for Carers’ is based on the following principles:
  - a. To work in partnership with carers, health and social care providers, communities and employers to develop a society that is carer friendly, which values and supports carers to fulfil their caring role, maintain their health and wellbeing and manage their caring role safely, enabling the Council to target resources for those who are most in need of support.
  - b. To prevent, reduce or delay dependency on health and care services by increasing the resilience of individuals and communities in line with

Staffordshire's Whole Life Disability Strategy and the Council's vision for Health & Care.

- c. A clear single point of contact and access, underpinned by a clear and equitable pathway, ensuring those with eligible need receive the right support, at the right time with plans to reduce or delay longer term support needs. We will do this in a way which is safe and financially sustainable.
3. The Strategy outlines seven priorities, based on national research, the NHS 10 Year Plan and learning from earlier consultations with carers:
    - a. Improving information, advice and guidance
    - b. Identifying carers
    - c. Staying healthy
    - d. A life outside of caring
    - e. Assessment and support
    - f. Crisis management
    - g. Recognition and value
  4. Following development of a draft Strategy, a 12-week consultation was undertaken with carers, professionals and other stakeholders between 29<sup>th</sup> April and 22<sup>nd</sup> July 2019. The consultation was advertised through the Council's webpages and social media and promoted through a number of public, private and voluntary organisations. In addition, the Strategy was presented and discussed in multiple forums and boards, including the Health and Wellbeing Board (two approaches), the Healthy Select Committee, the Carers Partnership Board and local carer support groups.
  5. People could share their feedback in writing (letter or email), in person (by attending one of six local drop-in events across the County) or online (via two surveys, one for carers and another for professionals and other stakeholders). In addition, the Voice Project undertook specific consultation with young carers on our behalf.
  6. A total of 250 individual responses were received in response to the engagement in addition to attendance at various professional boards and meetings.
  7. The overwhelming feedback from the consultation was that the seven priorities are sensible, laudable and exactly what the Council and the CCGs should be doing to further enhance the lives of carers across Staffordshire.
  8. A range of views emerged during the consultation, which have been reflected in the final strategy. The most prominent suggestions were:
    - a. The Council and the CCGs should review the carers pathway to ensure a single gateway and an equitable approach – this review has begun;
    - b. The Council and the CCGs should review currently commissioned services for carers to ensure that they are able to deliver the ambitions set out within the

Strategy. With current commissioned arrangements expiring Sept 2020, a review of the current commissioned service has already commenced; and

- c. The Council and the CCGs should consider how to strengthen relationships and joint working both with each other and with the voluntary and community sector to improve collaborative working and to ensure that “All Together for Carers” becomes a reality in the coming years.
9. A summary of the feedback obtained through engagement can be found in Appendix 2.
  10. After taking into consideration the feedback received on the presentation, length and format of the Strategy the document has been significantly redrafted, although the core information and priorities remain the same.
  11. Cabinet is recommended to endorse the Carers Strategy: ‘All Together for Carers’ with authority for final approval delegated to the Cabinet Member for Health, Care and Wellbeing. This is to enable the CCG Governing bodies to consider and approve the Strategy during the autumn, prior to final approval by the Council.

## **Carers Services**

12. As part of implementation of the Strategy the Council is reviewing the pathway and services for carers.
13. The Council and the CCG’s fund a number of services to support carers, a summary is presented in Table 1, a further breakdown can be found in Appendix 3:

**Table 1:**

<b>Service</b>	<b>SCC</b>	<b>CCG</b>	<b>Maximum Contract Value 18/19</b>
The Carers Hub	£429,551	£571,000	£1,000,551
Residential Replacement Care	£4,060,160.97	£800,000	£4,446,752.47
Home Based Respite			£387,000
Carers Direct Payments			£26,408.50
<b>TOTAL:</b>	<b>£4,489,711.97</b>	<b>£1,371,000</b>	<b>£5,860,711.97</b>

14. The following services are in the scope of this project:
  - a. The Carers Hub,
  - b. Carers Direct Payments,
  - c. Carers assessment and associated support planning and service provision undertaken/ arranged by the Council or MPFT.
15. This project is being undertaken as part of the Adult Learning Disability Community Offer 2022 Programme. The purpose of this Programme is to establish the assessed eligible care and support needs and outcomes of adults with a learning disability and ensure that there are appropriate and sustainable

services across the county to meet them. The Programme will also support people to maximise their independence, in line with Staffordshire's Whole Life Disability Strategy and the Council's vision for Health & Care. The approach will include an options appraisal informed by:

- a. Understanding the needs and demands of the people in the scope of the programme;
- b. Understanding the current marketplace / offer;
- c. Engagement and consultation with stakeholders; and
- d. Considering all options and engage proportionately (as per legal advice).

16. Whilst this project sits within the remit of the Adult Learning Disability Community Offer 2022 Programme, for the avoidance of doubt, the scope of the project includes services for those who provide unpaid care for a family member, partner or friend, who require support because of their illness, frailty, disability, mental health condition or addiction.

### **Carers' Hub**

17. The Carers' Hub was commissioned in 2015, in response to the Care Act (2014) which established the needs of carers as equal to those they provide care for, for the first time and placed statutory duties on local authorities to provide information, advice and support which prevent, reduce or delay the need for more acute service. In addition, the Children and Families Act (2014) placed a duty on Local Authorities to protect children and young people from undertaking excessive or inappropriate levels of care and to offer an assessment to young carers upon request or the appearance of need.

18. The Carers' Hub was commissioned jointly by Staffordshire County Council with Stoke on Trent City Council and the six CCGs to support carers of all ages, including Young Carers.

19. The Carers' Hub, operated by People Plus, is commissioned to offer assessments and support to carers, based on the wellbeing principle at the centre of the Care Act (2014). The service provides the following support to carers of all ages, either directly or through subcontracting arrangements:

- a. Information, advice and guidance,
- b. Engagement and awareness raising e.g. Autism Roadshow, Carers Week, Carers Rights Day,
- c. Adult carers assessments and reviews,
- d. Young carers assessments, case management and reviews, (SCC Only)
- e. Administration of Personal Wellbeing Budgets,
- f. Peer support/ groups/ activities,
- g. Benefits advice,
- h. Legal advice,
- i. Training – First Aid, Moving and Handling, Mindfulness, Yoga, Nutrition and condition specific e.g. Dementia,
- j. Workshops - Coping with Caring and carer wellbeing,
- k. Contingency planning,

- l. In Case of Emergency Card, which has a dual purpose as a discount card,
  - m. Befriending / Keep in touch scheme,
  - n. Schools liaison and engagement e.g. YouCan (trademarked program, designed to help young carers to build self-esteem, peer relationships and raise awareness with other students and teaching staff.)
20. The Carers' Hub has undertaken assessments and provided support to 5,035 adult carers and 645 Young Carers in Staffordshire from contract commencement in October 2015 to April 2019.
21. The service has been operating for four years and is now in its fifth and final year of the contract. As part of implementation of the Strategy and to align with the expiration of current contractual arrangement, Officers are in the process of conducting a service review and mapping out the carer's pathway to inform future planning and commissioning requirements and have devised high-level options for future service delivery for further exploration and public consultation.
22. Three potential options have been identified to date:
- Option One:** Externally commission one or more providers to provide carers assessments and support services.
- Option Two:** Bring carers assessments and support services in-house.
- Option Three:** Hybrid model – provide some services in-house and commission one or more provider to deliver the remainder.
23. Cabinet is recommended to endorse these high-level options and request a detailed evidence-based options appraisal and engagement with those who might be affected. This will provide the opportunity to test each option against the required outcomes of the Adult Learning Disability Community Offer 2022 Programme agreed by Cabinet in July 2018, including, if appropriate, their contribution towards the associated MTFs savings, as well as to confirm ongoing partnership arrangements with the CCGs, Stoke on Trent City Council and Children's Services.

**Community Impact Assessment (CIA):**

24. Please refer to Appendix 4 for the Executive Summary, with the full CIA accessible as a Background Reference Document.
25. Table 2 summaries the key domains of the CIA.

**Table 2:**

<b>Domains</b>	<b>Benefits</b>	<b>Risks</b>
<b>PSED:</b>  Disability Age	The strategy sets out our intention to: <ul style="list-style-type: none"> <li>• help those carers who have eligible assessed needs and provide support in times of crisis,</li> <li>• protect young carers from</li> </ul>	

	inappropriate levels of caring,	
<b>Health &amp; Care:</b>  Healthy Lifestyles Access to Social Care Mental Health and Wellbeing	The strategy: <ul style="list-style-type: none"> <li>• Sets out plans to review and amend the pathway for carers to ensure a single point of contact and access which is equitable,</li> <li>• Outlines the foundations for carers physical and mental health to be supported by early identification, compliant assessments and good crisis prevention within carer friendly communities.</li> </ul>	The strategy sets out our intention to review (and amend as necessary) our current commissioned support arrangements, in line with the natural end of the contract. As a result, carers may experience a change in their support provider.  Risk of complaint and challenge.
<b>Economy:</b>  Economic Growth Poverty and Income Workplace Health & Environments	The future Offer may provide the opportunity for Carer Support providers to expand as well as encourage new Providers to the county.  The strategy: <ul style="list-style-type: none"> <li>• outlines SCC's intention to signpost Carers who want more information about benefits, grants and financial management,</li> <li>• sets out plans to develop carer friendly workplaces in order to encourage carers into and maintain employment.</li> </ul>	SCC's carer self-directed support offer will be reviewed which could result in a change to the personalised support options available.
<b>Localities/ Communities:</b>  Community Development/ Capacity Educational Attainment and Training	The strategy: <ul style="list-style-type: none"> <li>• supports an asset-based approach to drive the development of community capacity</li> <li>• commits SCC to improve the way we work with schools and other agencies who come into contact with children and young people, to better identify young carers.</li> </ul>	There is a high level of demand and expectation of the Community, with limited financial resource to support investment.  There is a risk that schools will not actively engage due to competing priorities.

## List of Background Documents/Appendices:

Appendix 1 - Joint Carers Strategy 2019-2023

Appendix 2 - Carers Strategy Engagement Summary

Appendix 3 - Cost and Activity Data for Carers Services 2018/19

Appendix 4 - Community Impact Assessment – Summary Document

## Contact Details

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