

CREATING OPPORTUNITIES AND TACKLING INEQUALITIES SCRUTINY COMMITTEE	Agenda Item No. 7
15 NOVEMBER 2010	Public Report

Report of the Executive Director of Adult Social Care and Executive Director of Children's Services

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CARERS' STRATEGY – ANNUAL UPDATE ON IMPLEMENTATION

1. PURPOSE

- 1.1 The purpose of bringing this report before the Scrutiny Committee is to up-date members on the implementation of the 2009-2011 Peterborough Carers' Strategy.

2. RECOMMENDATIONS

- 2.1 The Scrutiny Committee is asked to note the contents of this report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

- 3.1 As a cross-cutting strategy, the 2009-2011 Peterborough Carers' Strategy is linked to a number of organisational strategies and corporate plans:

- Living Longer, Living Well – NHS Peterborough's 5-Year Strategic Plan 2009-14
- Sustainable Communities Plan
- Children and Young People Plan
- Peterborough Young Carers' Strategy

- 3.2 National Indicator 135 is contained within the Local Area Agreement. National Indicator 135 measures the proportion of carers receiving a service as a percentage of clients receiving community based services.

- 3.3 Peterborough exceeded its target for this indicator in 2009/10. The 2010/11 Peterborough Local Area Agreement stretch target for National Indicator 135 is 36% with current performance at September 2010 of 32.14%. This performance should be seen in the context of the national average for this National Indicator which in 2009/10 was 26.4%. As such, the Peterborough performance whilst below the LAA stretch target, is favourable.

4. BACKGROUND

- 4.1 The 2009-2011 Peterborough Carers' Strategy was reviewed by the Creating Opportunities and Tackling Inequalities Scrutiny Committee at its meeting on 17 November 2009 as part of the consultation and approval process of the strategy. Members requested an annual up-date to review progress of its implementation.

- 4.2 The Peterborough Carers' Strategy was modelled on the Department of Health National Carers' Strategy and aimed to reflect the priorities identified in the national strategy in a local context. The national strategy is currently being reviewed by the Coalition Government, and the Peterborough strategy will be refreshed when this review is completed. Regular up-dates of the strategy action plan are provided to the Carers' Partnership Board, and a sub-group of the Partnership Board has been established to review and up-date the action plan to ensure it

remains relevant.

4.3 The strategy identified 12 overarching objectives to be delivered during the term of the strategy, which are outlined below:

- To ensure that carers and the role they undertake is valued by all agencies involved in supporting them. To enhance awareness and understanding of the role of carers in society across the whole of the local authority area.
- To ensure that statutory responsibilities towards carers are met and include carers in the planning, commissioning and managing of services for both carers and cared for.
- To identify carers and encourage individuals to identify themselves as carers to ensure that a wider group of people access services available to enhance their lives.
- To develop a greater range, diversity and volume of services.
- Ensure people with caring responsibilities have the chance to work flexibly to combine work and their caring roles.
- To ensure children and young people are not providing unreasonable levels of care.
- To provide appropriate support services for carers, when and where they are needed, in a flexible and co-ordinated manner, for all sections of the community.
- To promote the physical and mental health and well-being of carers and prevent ill health of carers, by improving health and social care support. Ensuring carers are able to access advice, support, training, education and leisure opportunities. This includes the provision of emergency care and support systems.
- To provide carers with information, support and advice required that is up to date, relevant and readily available, for both the care they give and for them, in a flexible manner.
- To offer all carers a carer's assessment in their own right, giving more personalised support and greater scope to control and customise services by offering greater choice and control over how their needs are met.
- To ensure that all practitioners receive training in assessing carers' needs and have an awareness of the services and expertise available, both within the Partnership and from outside agencies.
- To provide flexible working practices to staff who have caring responsibilities. Also to disseminate good practice to other local employers.

5. KEY ISSUES

Progress on the action plan has been driven by key work streams, involving partners, to deliver the overarching objectives of the strategy, summarised below:

5.1 Staff training to help them understand, respect and work with carers as expert partners (objective 1)

Peterborough Community Services holds regular carers' awareness training sessions where carers attend to give their perspective. A Department of Health funded carers' awareness training event was run by NHS Peterborough, attended by over forty representatives from statutory, voluntary and community sector providers. Carers were involved in the planning of this event and feedback from professionals who attended was very positive.

5.2 Engaging carers in the planning, commissioning and managing of services (objective 2)

The Carers' Partnership Board provides the forum where carers are engaged in the planning and commissioning of services through the Carers' Strategy and action plan. The Carers' Partnership Board has established a sub-group to review the action plan to ensure it remains relevant and focused on meeting the areas that are of most important to carers. The Adult Social Care Transformation Commissioning Manager attends the Carers' Partnership Board to provide up-dates on the transformation programme, and carers attend a number of working groups created to support its successful delivery.

5.3 Engaging with hard-to-reach carer groups (objective 3)

Data from the carers' register identified a low level people from the BME population joining the register and accessing services. To address this, and working in partnership with the Carers' Centre and Greater Peterborough Partnership, visits were undertaken to three mosques where 200 people requested further information on carers' services. This work will be taken forward to continue to raise the profile of carers' services.

5.4 Developing a greater range, diversity and volume of services (objective 4)

NHS Peterborough commissioned the Independent Living Support Service in 2009, which provides an accredited framework of service providers from which carers, eligible for adult social care, are able to access services. The framework allows carers to choose a service provider which is best able to deliver the support in the way they want. The development of services for carers will continue to be addressed through the adult social care transformation programme.

5.5 Supporting carers to get back into employment (objective 5)

The aspiration of carers to seek employment and/or adult education is identified within the carers' assessment. Job Centre Plus representatives attend the Carers' Partnership Board and attend bi-annual events to advise on issues and developments relating to work and accessing benefits.

5.6 Young carers (objective 6)

Whilst young carer services are the responsibility of Peterborough City Council Children's Services Directorate, NHS Peterborough and Children's Services work closely to ensure the needs of young carers are met. Children's Services has produced a Young Carers' Strategy and action plan. Representatives from Children's Services attend the Carers' Partnership Board to up-date on issues relating to young carers. To enhance the service provided to young carers, Children's Services has recently re-commissioned the Young Carers' Support Service and a new service provider will take the draft strategy and action plan forward. A newly formed Make a Positive Contribution Board will support the young carers' lead and the new service to develop the action plan and strategy for the city. The service will be closely monitored and evaluated through the Children's Trust procedures and the information will be shared with NHS Peterborough so that it is assured that the service is delivering as expected.

5.7 Developing appropriate support services for carers (objective 7)

The range of services available to carers is being reviewed within the context of the adult social care transformation programme and the review of the Carers' Strategy action plan.

5.8 Meeting carers' needs for emergency respite care (objective 8)

NHS Peterborough has an established Emergency Respite Service with 350+ carers registered with the service. The service provides peace of mind for the carer and, so far, has been activated seven times since 2008. A survey of carers on the Emergency Respite Register in 2009 recorded high satisfaction levels with the service.

5.9 Provision of emotional support to carers to support them in their caring role (objective 8)

The Department of Health has funded a number programmes to support carers, including 'Caring with Confidence', 'Expert Patient' and 'Self Care'. These have been delivered to carers in Peterborough. In addition, a part time Carers' Case Worker is commissioned to work at the Carers' Centre provided by Peterborough Council for Voluntary Service.

5.10 Providing information, support and advice (objective 9)

The carers' leaflet was produced in conjunction with carers and the leaflets have been distributed to all GP Practices, the Carers Centre and community services. NHS Peterborough

has over 2,000 people registered on the Carers' Register and the number is steadily growing. The details are passed to Community Services, who send out a Carers' Assessment Form and Emergency Support information. Carers are encouraged to complete and return the forms and they are then signposted to other support agencies that may be able to help them further. The website was updated in November 2009 to refresh the carers' area and, in addition, links to all national carers' websites were added.

5.11 Using information on un-met needs of carers to improve outcomes (objective 9)

A consultation exercise undertaken between October 2009 and January 2010 identified a lack of knowledge about hospital discharge. To address this issue, a Carers' Service Directory was developed which is currently being piloted on two hospital wards. This directory was produced with the active involvement of carers and colleagues within the acute trust. Issues were also identified by carers around GPs being able to signpost them to services. To address this, a GP-Carers-Perfect- Pathway was developed which provides a resource for GPs via the intranet to the carers' section of the NHS Peterborough web-page where the information is held.

5.12 Carers and the adult social care personalisation agenda (objective 10)

The NHS Peterborough Adult Social Care Transformation Team involves carers in stakeholder groups created to take the programme forward. If carers are eligible for community care services, they are able to take a direct payment and choose their service provider if they wish.

5.13 The success of the Carers' Strategy in providing support and improving the lives of carers (objective 7) has been highlighted in the analysis of the Peterborough carers' responses to a recently published Department of Health 'National Carers' Survey'. NHS Peterborough was benchmarked against the other PCTs in the East of England. High performing areas identified by Peterborough carers were:

- Quality of life for the carer: 85% positive response
- Perception of your personal safety: 90% positive response
- Access to generic services such as GPs: 84% positive response
- Health of the carer: 70% reporting they look after themselves (second highest in eastern region)
- Social contact: 56.4% of carers having as much social contact as they want with people they like

Areas broadly in line with the regional average relate to:

- Condition of carer, i.e. physical disability of long standing illness
- Length of time spent in caring role
- Condition of the cared for person
- Living arrangements
- Services accessed
- Satisfaction with social services

5.14 The Carers' Partnership Board is involved in reviewing actions to improve the performance in areas where the survey results identified further attention was required. These areas are:

- Availability of breaks of more than 24 hours: 51.9% extremely or very satisfied
- Keeping carers informed of changes to services: 50.5% of carers always felt involved or consulted.

6. **IMPLICATIONS**

6.1 The continued successful delivery of the Peterborough Carers' Strategy and carers' services commissioned by Peterborough City Council and NHS Peterborough will be influenced by the availability of public funding.

6.2 Carers are entitled to an assessment of their own needs and, those who qualify for community care services, will be able to take advantage of the choice and control afforded through personal budgets to design services which meet their specific needs, and choose service providers best suited to deliver them.

7. CONSULTATION

7.1 The Carers' Partnership Board receives regular up-dates on the implementation of the Carers' Strategy and a sub-group will be reviewing and up-dating the Strategy action plan.

8. NEXT STEPS

8.1 This report is for information only and will not be referred to other committees. The Scrutiny Committee is asked to note the progress made in the last year and to consider whether it requires an update on progress in a year's time.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 NHS Peterborough Carers' Strategy 2009-2011

10. APPENDICES

10.1 None.

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