

<b>SCRUTINY COMMISSION FOR RURAL COMMUNITIES</b>	<b>Agenda Item No. 6</b>
<b>11 JANUARY 2016</b>	<b>Public Report</b>

## **Report of the Service Director for Adult Services and Communities**

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### **CARERS IN RURAL COMMUNITIES AND THE CARE ACT**

#### **1. PURPOSE**

- 1.1 This report is being presented to update the Commission on the Council's responsibilities relating to Carers within the Care Act 2014, and to update on progress so far. The report also sets out some detail around the quality of life for carers in rural wards as reported within the bi-annual carers survey carried out in late 2014 prior to the Care Act implementation in April 2015.

#### **2. RECOMMENDATIONS**

- 2.1 The Commission are asked to consider the information provided and comment on how carers in rural communities might be best supported both within those communities and more widely.

#### **3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY**

- 3.1 Carers are integral members of our community and providing the right levels of information, advice and support is in line with a number of aspects of the Sustainable Community Strategy.

#### **4. BACKGROUND**

- 4.1 In April 2015 the Care Act 2014 was enacted. The Act brings with it new statutory duties for Council's to support Carers, alongside a national eligibility criteria for funded support services.

- 4.2 The duties within the Act in relation to Carers can be summarised as follows:

- Creating a new focus on **preventing and delaying needs** for care and support (rather than only intervening at crisis point) and building on the strengths within the local community
- Supporting our carers with **information, advice and advocacy** to understand their rights and responsibilities in order to make good decisions
- Embedding **rights to choice**, through support plans and personal budgets, and ensuring a range of high quality services are available locally, and
- Providing for a single national threshold for **eligibility** which gives our carers new rights to **assessment and support plans**.

- 4.3 As part of the Adult Social Care Outcomes Framework the Council must survey carers once every two years to both determine their experience of services and to gauge their quality of life using a suite of measures.

- 4.4 This report provides an update on progress with implementing the Care Act duties and also provides an overview of the findings of the most recent carer's survey for those wards with rural populations.

## 5. KEY ISSUES

### Care Act implementation

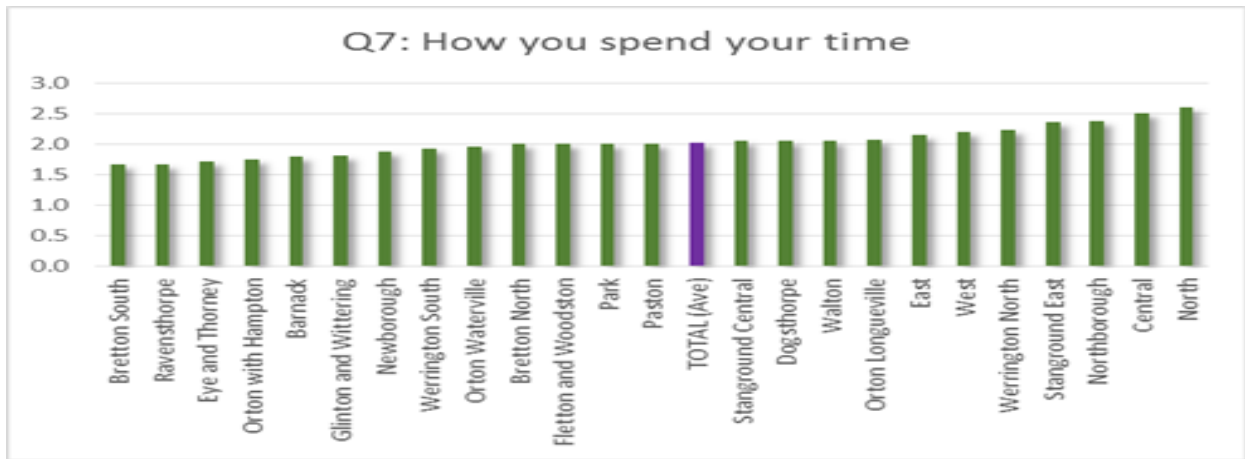
- 5.1 A carer is someone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally, or through a voluntary organisation. In order to meet the duties under the Care Act the Council has been working closely with the Carer's Forum to review the information advice and guidance available to carers. This has resulted in the launch of new web pages, and production of a carers pack including a carer's directory for those who do not have easy access to the internet. The web pages can be found here - <https://www.peterborough.gov.uk/healthcare/adult-social-care/looking-after-someone/>.
- 5.2 Copies of the carers information pack will be available at the meeting. The pack includes literature from partner organisations including: Carerstrust; Alzheimer's society; Peterborough Age UK; the Clinical Commissioning Group; and Safe Local Trades. The pack also includes various advice leaflets from the Council and the Peterborough Carers Directory 2015/16, which provides a comprehensive listing of carer's information and support services.
- 5.3 The Council has also worked with the carer's forum to revise the self-assessment form that carers can complete if they wish to access Council funded support services, or would like tailored information and advice. The service can be posted out to carers or accessed via the Council's website at <https://www.peterborough.gov.uk/upload/www.peterborough.gov.uk/healthcare/adult-social-care/LookingAfterSomeone-CarersAssessmentFormNov2015.pdf?inline=true>
- 5.4 The assessments support the Carer to consider their support needs in relation to the impact that their caring role has on the following aspects of their lives:
- The effect on physical and mental health
  - The effect on childcare responsibilities
  - Providing care to other persons
  - Maintaining their own home environment
  - Managing and maintaining their own nutrition
  - Developing and maintaining family and other significant relationships
  - Engaging in work, training, education or volunteering
  - Making use of services in the local community
  - Engaging in recreational activities
- 5.5 Where a carer experiences a significant impact on their wellbeing in relation to any of the above aspects of their life due to caring responsibilities they are entitled to a support plan, which might include free services, universally funded services or specific funded services such as respite breaks or a carers direct payment.
- 5.6 It is early days in the implementation of the new duties and we are yet to have comprehensive feedback from carers. In the first two quarters we have provided 472 carers with information advice and guidance, received and responded to 321 carers self-assessments of which 95 were eligible for support and 42 received Council-funded carers support services.
- 5.7 The Council carries out a statutory survey of all carers every two years. The survey is sent to all carers who have received support services in the previous 12 months. The survey contains six quality of life related questions. Overall the results for Peterborough in all areas were slightly worse than for the rest of the region, varying from 0.5% lower in respect of feelings of safety to 8.8% lower in respect of the amount of social contact. Analysis of the comments submitted has been undertaken to help inform an action plan to address these issues across the City by feeding into the Care Act work and Customer Experience Programme.

5.8 The following graphs show the responses around each of the 6 quality of life themes by ward. There are 24 wards in the City 5 of which are rural wards, Barnack, Eye and Thorney, Glinton and Wittering, Newborough, and Northborough.

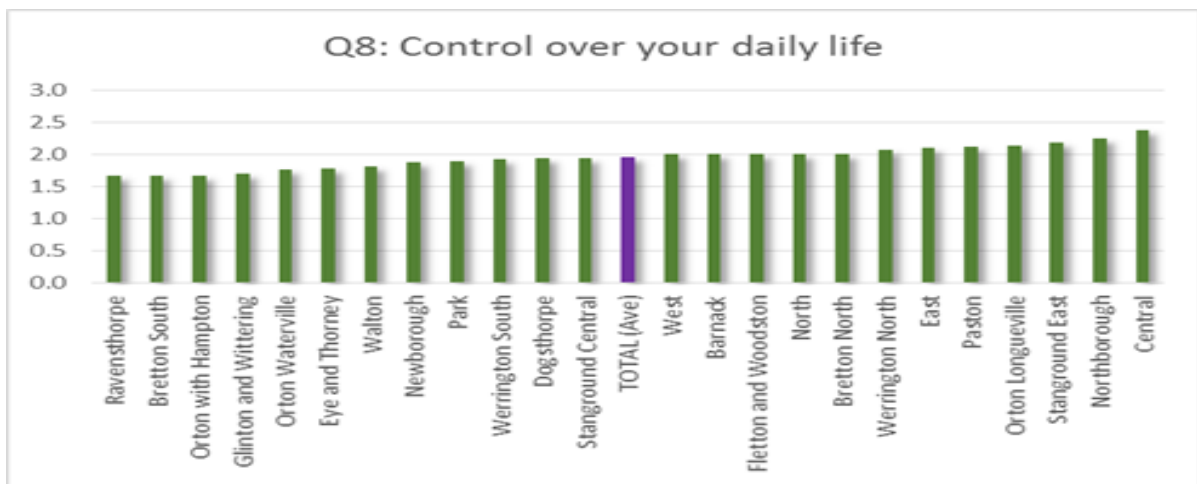
5.9 There are three possible answers to each question ranging from the very positive scoring one to the very negative scoring three. The lower the average score the higher the self-reported quality of life in each area. Overall results are shown in the table below, red shows lower levels of quality of life and green shows better quality of life. Barnack and Glinton and Wittering are seen to have better quality of life results for carers than other wards whereas Northborough's results are worse.

	Q7: How you spend your time	Q8: Control over your daily life	Q9: Getting enough sleep or eating well	Q10: Worries about your personal safety	Q11: Social contact	Q12: Encouragement and support in caring role
Barnack	1.8	2.0	1.0	1.0	1.4	1.4
Bretton North	2.0	2.0	2.2	1.0	2.0	2.3
Bretton South	1.7	1.7	1.3	1.3	1.7	1.7
Central	2.5	2.4	2.0	1.4	2.3	2.3
Dogsthorpe	2.1	1.9	1.8	1.1	2.0	1.8
East	2.2	2.1	1.9	1.5	2.1	2.1
Eye and Thorney	1.7	1.8	1.5	1.2	1.8	1.9
Fletton and Woodston	2.0	2.0	1.5	1.1	1.9	2.0
Glinton and Wittering	1.8	1.7	1.5	1.0	1.5	1.8
Newborough	1.9	1.9	1.7	1.0	1.9	2.0
North	2.6	2.0	1.8	1.0	2.4	2.0
Northborough	2.4	2.3	1.9	1.3	2.3	2.0
Orton Longueville	2.1	2.1	1.9	1.2	2.0	2.0
Orton Waterville	2.0	1.8	1.6	1.1	2.0	1.8
Orton with Hampton	1.8	1.7	1.4	1.0	1.7	1.8
Park	2.0	1.9	1.8	1.4	1.8	1.6
Paston	2.0	2.1	1.8	1.1	2.1	1.9
Ravensthorpe	1.7	1.7	1.0	1.0	1.7	1.0
Stanground Central	2.1	1.9	1.7	1.1	1.9	1.8
Stanground East	2.4	2.2	1.5	1.1	1.8	1.7
Walton	2.1	1.8	1.6	1.3	2.1	1.6
Werrington North	2.2	2.1	1.9	1.4	2.1	1.9
Werrington South	1.9	1.9	1.4	1.1	1.6	1.6
West	2.2	2.0	1.2	1.0	1.9	1.3
Average	2.0	2.0	1.6	1.2	1.9	1.8

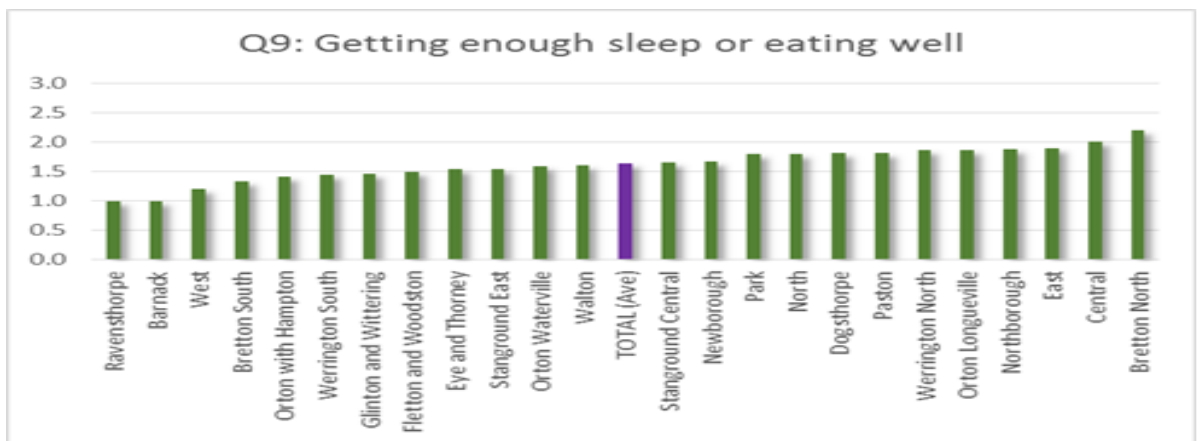
5.10 In relation to the question about whether carers can spend enough of their time doing the things they would like to four of the five rural wards score better than the average. However Northborough results are poorer.



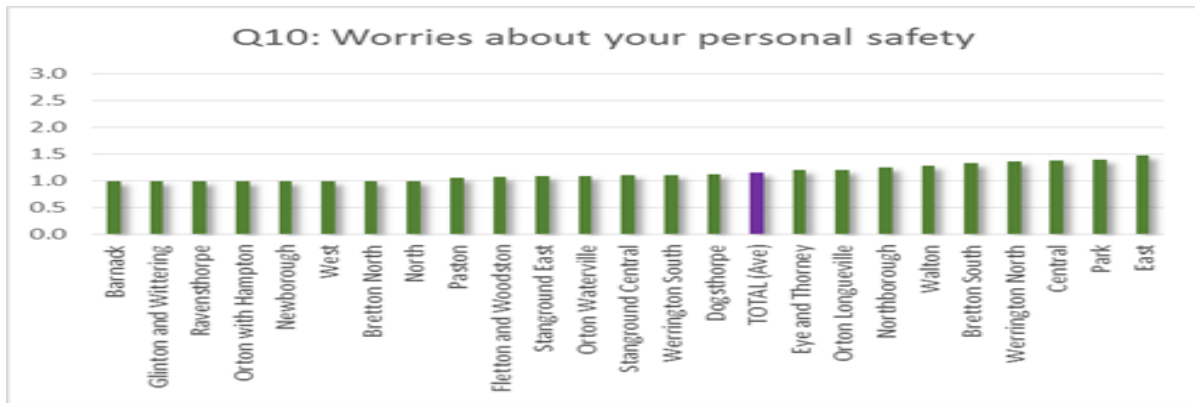
5.11 In relation to how much control carers felt they had over their daily lives, three of the rural wards answered more positively than the average. However Barnack and Northborough carers reported lower feelings of control.



5.12 In relation to getting enough sleep and eating well three of the rural wards scored better, but Newborough and Northborough reported poorer outcomes than the average.

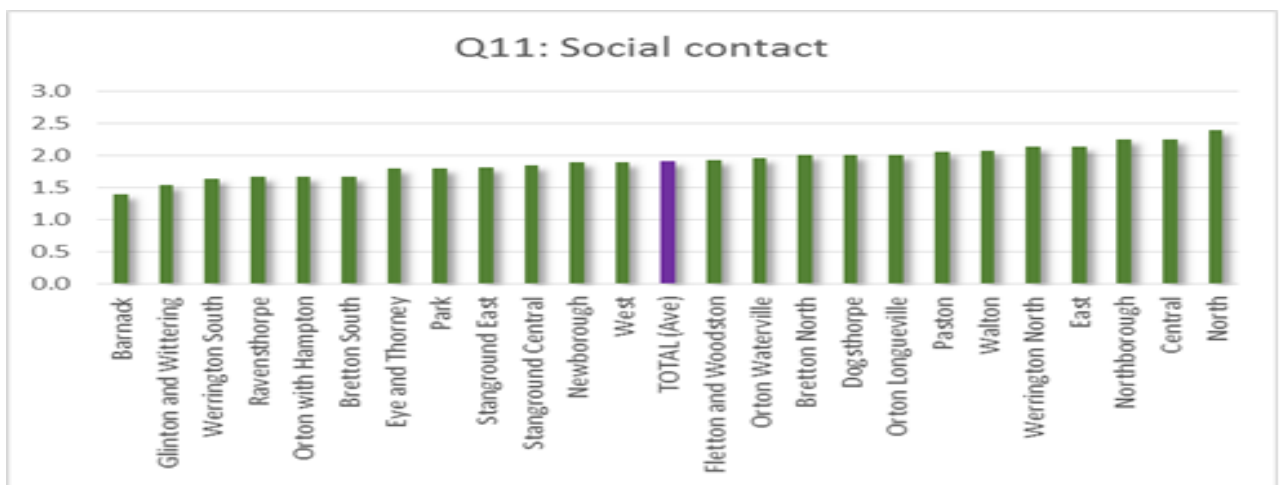


5.13 In relation to feelings of personal safety three of the rural wards had better responses but Eye and Thorney and Northborough carers report slightly worse perceptions of safety.



5.14

In respect of social contact four of the five wards scored better in respect of carers feeling they had enough. However once again Northborough carers reported poorer experience in this area



5.15

Lastly in relation to carers feeling encouraged and supported in their caring role only two of the rural wards scored better than the average, with carers in Eye and Thorney, Newborough and Northborough all reporting lower experiences of support.

## 6. IMPLICATIONS

- 6.1 From the carers survey overall we have identified the need to work with and support our carers more effectively. From the ward analysis we can identify possible additional concerns around the experience of carers within Northborough ward.
- 6.2 Our work to implement the Care Act in partnership with the carers' forum has helped us to try to address a number of the issues. It will be useful to revisit the ward analysis of the survey conducted in 2016 to see whether the Care Act has had an impact. It is also proposed that the Council have a look at the specific comments raised by carers in Northborough to see whether they are any key themes which may have been missed.

## 7. CONSULTATION

- 7.1 Carers have been involved in co-producing the new carer's assessment documentation and the Carers information pack.

## 8. NEXT STEPS

- 8.1 It is proposed that similar analysis is brought to the Commission following the next carer's survey.

**9. BACKGROUND DOCUMENTS**

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

9.1 Peterborough City Council's Carer's Information Pack.

**10. APPENDICES**

10.1 None