

<b>ADULTS AND COMMUNITIES SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM No. 6</b>
<b>12 NOVEMBER 2019</b>	<b>PUBLIC REPORT</b>

Report of:	Charlotte Black, Service Director – Adults and Safeguarding	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Cabinet Member for Integrated Adult Social Care, Health and Public Health.	
Contact Officer(s):	Debbie McQuade, Assistant Director Adults and Safeguarding Operations. Helen Duncan – Principal Social Worker and Head of Safeguarding.	Tel. 01733 452440 Tel 01223 475983

**CARERS UPDATE – CARERS SURVEY AND ADULT POSITIVE CHALLENGE PROGRAMME.**

R E C O M M E N D A T I O N S	
<b>FROM:</b> Service Director – Adults and Safeguarding	<b>Deadline date:</b> N/A
<p>It is recommended that The Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> <li>1. Note the results of the Carers Survey undertaken in Autumn 2018 and published in June 2019.</li> <li>2. Note the work underway in the Carers work stream of the Adult Positive Challenge Programme and how this aligns to improving the experience of and outcomes for carers and managing demand for Adult Social Care.</li> </ol>	

**1. ORIGIN OF REPORT**

- 1.1 Local authorities in England with responsibility for providing adult social care services are required to conduct an annual postal survey of their carers. The Personal Social Services Survey of Adult Carers in England (SACE) 2018/19 asks questions about quality of life and the impact that the services they receive have on their quality of life. It also collects information about self reported general health and wellbeing. The results and actions arising from this survey are reported to Scrutiny Committee for information.

**2. PURPOSE AND REASON FOR REPORT**

- 2.1 Informal or family carers are often the critical success factor in supporting people with long term care and support needs to continue living independent lives at home and in the community. As such it is very important that we understand and respond to the experience of carers and the ways in which they feel they could be supported in their caring role.

The national carers survey is carried out biennially and this is the fourth time all carers have been surveyed on a national basis, using the same methodology and questionnaires.

This report supplies analysis of the findings of the survey and also update the Scrutiny Committee on actions being taken within the Adult Positive Challenge Programme to improve

the experience of carers and better support them in their caring role.

- 2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2 Functions determined by the Council:

1. Adult Social Care

- 2.4 *How does this report link to the Corporate Priorities?*

3. Safeguard vulnerable children and adults  
6. Keep all our communities safe, cohesive and healthy  
7. Achieve the best health and wellbeing for the City

The report sets out the implications for this priority in relation to the safety, health and wellbeing of carers. A large number of people in Peterborough act as a carer for family or friends. The survey evidences the impact this can have on people's quality of life and this report updates on the various actions we are taking to improve the experience of carers.

Supporting carers to continue living full and active lives alongside their caring role can also support the local community and economy.

Many carers are also parents of children and young people, and providing adequate information and support will ensure that carers role as parent is not compromised.

- 2.5 How does this report link to the Children in care Pledge?

N/A

### 3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	N/A
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#### 4.1 **Background**

The national carers survey questionnaire template was provided by NHS Digital. The questionnaire is divided into six sections:

- 1: About the person you care for
- 2: About your needs and experiences of support
- 3: The impact of caring and your quality of life
- 4: Information and advice quality
- 5: Arrangement of support and services in the last 12 months
- 6: About yourself

A total of 993 questionnaires were sent out through the post during the Autumn of 2018 and 460 were returned, representing a response rate of 46%. Appendix 1 provides a public facing summary of the results of the survey. It should be noted that the survey is only sent to individuals who identify that they have a caring role, we know that there are many people in our communities who do not recognise that the valuable support they give to friends and family would give them the status of a carer and would not therefore have received a copy of this survey

#### 4.2 **National Findings**

The report published by NHS Digital on 25 June 2019 highlighted the following national headline findings

- Nationally 38.7% of people who had received services said that they were extremely or very satisfied with the support and services they received. 7.2% said that they were very or extremely dissatisfied. In Peterborough the results were better at **39.8%** and **4.8%**.
- The majority of carers (65.4%) have been caring for people for over five years. Almost a quarter (23.5%) have been caring for 20 years or more. In Peterborough a smaller percentage of people have been caring for 20 years or more (**15.6%**) and more people have been caring for between 3 and 5 years (**23.6%**).
- Nationally, 60.6% of carers reported that caring had caused them feelings of stress, an increase on the previous survey where the result was 58.7%. In Peterborough the result was **52.4%** which was a drop from the previous survey where the result was 56.4%.
- Nationally 53.4% of carers reported that caring caused them no financial difficulties. The result in Peterborough was **59.8%**. Nationally 10.6% of people said that caring caused them a lot of financial difficulties, an increase on the 2016-17 figure of 9.6%. In Peterborough the figure was **7.8%**.
- Nationally the largest group of carers (23.8%) is aged between 55-64. In Peterborough the largest group of carers (**22.9%**) is between the ages of 75-84.


#### 4.3 Local findings - demographics

- The highest percentage of people looked after are aged between 75 and 84 (**34.7%**) followed by 85+ (**27.2%**). The England result has lower percentages of both of these older age groups of carers at 26.1% for people aged 75 – 84 and 25.3% for people over 85.
- The highest groups of people cared for were those with a physical disability (**57.1%** England result 51.4%), long standing illness (**42.7%** England result 39.7%) or dementia (**41.2%** England result 35.3%). This is likely to reflect the lower healthy life expectancy within Peterborough as these are the care reasons which are likely to relate to poorer health later in life.
- **84.2%** of people cared for live with the carer. This has increased from the 2016-17 survey where the result was 80.6%. For all of England 76.7% live with the carers.
- **67.4%** of carers in Peterborough are retired - more than the result for England which was 57%. **17%** are employed full time or part time (23.5% in 2016-17). **7%** of carers are in paid employment and feel supported by their employer (down from 12.6% in the last survey. This is lower than the England average of 11%.
- **7.2%** are doing voluntary work and **21.4%** are not in paid work (England 21.5%). **17.8%** of carers are not in paid employment due to their caring responsibilities. This is lower than the England average of 22.6%.
- The majority of respondents care for someone for 100 or more hours a week (**51.3%** England result 38.7%). This evidences the important role carers play locally.
- In relation to the type of care provided, the highest results were for 'other practical help' (**94%** - England result 91.5%) and 'keeping an eye on them to see if they are all right' (**94%** - England result 91.3%) and 'helping with paperwork or financial matters'







**(88.5%).** The third highest result for England was 'Helping to deal with care services and benefits' at 86.2%.







- **30%** of carers stated that they have a long standing illness. For England the result was 29.8%.
- **33%** of carers were male and **67%** female. **85.1%** of carers are White British. **8.8%** are Asian/Asian British and **1.4%** are Black/African/Caribbean/Black British.
- **52%** were assessed separately to the cared for person and **12.1%** had not had an assessment or review during the year.

#### 4.4 Local findings - detailed results

No	Question	Response Measured	2016/17 result	2018/19 result	England result	DOT
4	Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?	I am extremely satisfied/I am very satisfied	38.1%	39.8%	38.7%	






The overall satisfaction rating (**39.8%**) has improved since the last survey and is better than the England result (38.7%) and the Eastern Region result (37.6%). However in a number of over areas Carers experience is less positive








No	Question	Response Measured	2016/17 result	2018/19 result	England result	DOT
6	<b>Have you used any of the support or services listed below, to help you as a carer over the last 12 months?</b>					
a	Information and advice	Yes	48.1%	43.1%	51.4%	
b	Support from carers groups/talks in confidence	Yes	23.1%	20.7%	31.3%	
c	Training for carers	Yes	5%	2.9%	5.3%	
d	Support to keep you in employment	Yes	3.6%	1.7%	3.1%	
7	Which of the following statements best describes how you spend your time?	I'm able to spend my time as I want, doing things I value or enjoy	14.5%	16.8%	17.3%	
8	Which of the following statements best describes how much control you have over your daily life?	I have as much control over my daily life as I want	25.4%	21.5%	23.3%	
No	Question	Response Measured	2016/17 result	2018/19 result	England result	DOT

9	Thinking about how much time you have to look after yourself – in terms of getting enough sleep or eating well – which statement best describes your present situation?	I look after myself	57.6%	55.2%	51.9%	
10	Thinking about your personal safety, which of the statements best describes your present situation?	I have no worries about my personal safety	85.1%	79.3%	81.3%	
11	Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?	I have as much social contact as I want with people I like	33.2%	32.2%	32.5%	
12	Thinking about encouragement and support in your caring role, which of the following statements best describes your present situation?	I feel I have enough encouragement and support	35.8%	33.4%	34.6%	
13	Thinking about the other people you have caring responsibilities for, which of the following best describes your current situation? Please exclude the person you spend most time helping.	I always have enough time to care for them	30.7%	14.2%	19.9%	
		I don't have caring responsibilities for anyone else	32.9%	70.5%	50%	

#### 4.5 Impact on carers health

Although experience appears to have been better in this area since the previous survey it is clear to see that a significant percentage of carers feel that their caring role impacts adversely on their health.

No	Question	Response Measured	2016/17 result	2018/19 result	England result	DOT
14	In the last 12 months, has your health been affected by your caring role in any of the ways listed below? (Lower figures are better, with the exception of k)					
a	Feeling tired	Yes	78.5%	78.6%	77.8%	
b	Feeling depressed	Yes	49.7%	42.5%	45.1%	
c	Loss of appetite	Yes	12.7%	13.7%	13.9%	
d	Disturbed sleep	Yes	66.9%	65.2%	66%	
e	General feeling of stress	Yes	56.4%	52.4%	60.6%	

f	Physical strain	Yes	31.8%	31.9%	34.6%	
g	Short tempered/irritable	Yes	40.1%	39.3%	43%	
h	Had to see my own GP	Yes	31.8%	25.4%	29%	
i	Developed my own health condition	Yes	25.1%	23.6%	23.6%	
j	Made an existing condition worse	Yes	20.7%	18.8%	20.6%	
k	Other	Yes	3%	2.3%	3.4%	
k	No, none of these (higher is good)	Yes	8.9%	9.1%	8.6%	

#### 4.6 Benchmarking Regionally

In addition to providing useful intelligence on our local carer experience, the survey also produces the Council's out-turn against five of the national indicators in the Adult Social Care Outcomes Framework (ASCOF). Although the national results for the ASCOF have not yet been published all Local Authorities in the Eastern Region voluntarily share their provisional results for benchmarking purposes.

Peterborough performs better than the regional average on all but one of the indicators. The indicator on which we do less well is carer consultation and inclusion in decision making.

No	Question	2016/17 Regional Result	2018/19 Regional Result	PCC 2018/19 Result
1d	Social Care Related Quality of Life	7.7	7.3	7.4
4	Carers overall satisfaction	38.2%	39.6%	39.8%
11	Carers social contact	32.6%	29.4%	32.2%
16	Ease of finding information	65.8%	63.1%	63.6%
18	Carers included or consulted	70.7%	70.1%	67.7%

#### 4.7 A sample of comments from the Carers Survey:

The following are just a sample of the comments we received from carers within the survey.

"We feel very lucky to live in Peterborough area - compared to others' stories the help we receive is excellent. Advice is at the end of a phone and we feel you are on our side".

"Was on carers allowance but couldn't afford to pay my bills so maxed out credit cards just to survive, had to go back to work 2 weeks ago. Now I worry about dad when I am not there. I work 4hrs per day".

"Both myself and the person I care for (wife) receive all the help and support we require at the dementia resource centre in York Road Peterborough. The people at the centre are always

there to discuss any problems or offer help in any way they can”

“More needs to be done locally to ensure carers are delivering care in safe environments. We need some serious attention paid to the lack of truly accessible homes in Peterborough and even those that are supposed to be accessible such as local extra care facilities are not suitable. My physical health has suffered, my husband is weakened by his bad housing situation, has had many more infections due to there not being any space to use a tilt table. We have had to hunt around ourselves because the local council has been no help whatsoever, to find a not for profit to help us find suitable housing, you should all be utterly ashamed of what you have put us through. You do not listen, you do not learn, you do not act in the best interest of local disabled people. You have left the both of us very angry at the way we have been treated”

“There seems to be no facility for people like myself who care for elderly parents, older husband as well as young children. It’s either support for those who care for the elderly - support for those who care for disabled - or support for those who care for children. There needs to be a more holistic approach. I have no-one to care for me when I am ill”.

“Thank you for sending the questionnaire and I hope some of my following comments may be of use. My experience of the past 12 months would be that the help comes all at once and the carer can feel overwhelmed and confused by it all - it then becomes more disruptive than helpful - especially if the situation is difficult enough at that time. Most of the information and advice is beneficial but it can take weeks/months for major decisions to be made. Also if the carer lacks expertise and confidence in using a computer and unfamiliar to accessing and managing services and accounts online it all adds to the stress and frustration. Advice and training classes for carers would be helpful eg. how to help someone who has fallen down, minor health problems - diet and keeping well. Getting a person in and out of a car etc. Lifting and first aid. Useful and emergency contacts. Best places to buy pads and waterproof sheets etc. special clothing - elastic waisted trousers for men and easy fastenings instead of buttons”.

#### 4.7 **Carers Work Stream – Adult Positive Challenge**

The survey evidences a number of areas where carer experience could be enhanced. The Adult Positive Challenge Programme Carers Support workstream has a clear focus on improving support for carers in recognition to the valuable role they play and the potential impact it can have on their own health.

The aim of the Carers workstream is to improve outcomes for carers and minimise the demand on statutory services, the cost of crisis services by ensuring that carers receive the right support at the right time to enable them to sustain their caring role.

#### 4.8 **Progress so far**

The work stream holds at its core the need to deliver a change in the way that conversations with carers are used to recognise the issues that matter to them most. Over March and April a series of workshops were delivered for operational staff to build on and develop their knowledge and skills in having meaningful and purposeful conversations with carers, directing them towards appropriate support to help them manage their health and wellbeing and maintain their caring role.

A series of 15 workshops focusing on supporting carers have been delivered to staff, across all of adult social care in Cambridgeshire and Peterborough. Included in this were bespoke sessions for the Adult Early Help Team to focus on their role in managing demand at the front door, and to the hospital based discharge planning teams to strengthen the identification of and

support to carers in a hospital setting. To encourage shared learning and practice-sharing, the rest of the workshops included a mixture of staff and managers from a variety of CCC locality teams, PCC long term and review teams and some CPFT staff who complete carers assessments on behalf of the local authority.

Feedback from these workshops was very positive, with over 90% from the sample of participants stating that they found the workshop useful. Some examples of how staff said they will apply the learning were:

- ❖ “Allowing more time to have exploratory conversations with carers”
- ❖ “Putting myself in their shoes”
- ❖ “Completing carers assessments more confidently”
- ❖ “Through strengths-based conversations with carers”
- ❖ “Looking more creatively at community resources”

Alongside the staff workshops, there has also been a focus on our operational processes in supporting carers. This has resulted in the development of one assessment form across Cambridgeshire, Peterborough and CPFT which went live in CCC/PCC in April following consultation with and feedback from local carers. There has also been an introduction of a supported self-assessment in Cambridgeshire which is available where appropriate for the carer. This has increased consistency of approach across organisations

There has also been work to improve the web-based information available for carers to make it clear how carers can access support, alongside a wider review of the website through APCP to ensure that information presented is clear, accessible and structured.

#### 4.9 Case Study

##### Overview

Mrs C is a lady in her 80's with dementia. She was discharged from hospital following a Urinary Tract Infection (UTI) and returned home. She needed to have a bed downstairs due to poor mobility. Mrs C's husband was frail and had health problems of his own, needing oxygen at night. Mr C was concerned he wouldn't be able to cope looking after his wife. He was also worried that she may fall when trying to get out of bed and that he wouldn't know what she was doing during the night whilst he was sleeping upstairs.

##### Intervention

A **movement sensor** was provided and placed on the floor beside Mrs C's bed downstairs, including a **vibrating alarm pager**. Both of these provisions would alert Mr C as soon as his wife was sitting on the edge of the bed. Mr C kept the pager in his pocket during the day and on his bedside cabinet at night.

Provision of a **mini CCTV camera** was set up unobtrusively and angled so it could focus on Mrs C when she was in bed. Mr C had a small handheld **night vision monitor** that enabled him to see his wife from his bed upstairs. It also had a microphone that could be switched on to hear any sound. This helped Mr C decide whether he needed to go down to attend to his wife or not.

##### Outcome

Risk of falls greatly reduced

Peace of mind, re-assurance and feeling of relief for carer

Mr C was able to conserve his energy, reducing the impact on his own health condition.

The couple could remain living together in their marital home

##### Cost Savings



Potential hospital admission and consequential social care costs avoided due to these preventative measures  
Necessity for respite care reduced as carer supported to avoid a crisis developing.  
Potential long term residential dementia admission avoided

#### 4.10 **Next Steps**

- 1) Following the staff workshops, which took place throughout March, April and May, the focus is now on embedding the learning and key messages from the workshops:
  - The importance of initial meaningful conversations with Carers at every opportunity when we have contact, not just at assessment, in order to really understand the things that make a difference to them and maximise the value of the conversation.
  - Offering a supported self-assessment where appropriate for the carer.
  - The purpose of the assessment is to focus on the Carer as an individual, their wellbeing and what is important to them – it is an opportunity for the Carer to tell their story and explore support that is available to them (Carers can be unclear of the purpose of an assessment or put off by the word assessment)
  - Creative support planning for Carers: a weekly Carers focused ‘huddle’ has been introduced across the service as part of the Changing the Conversation workstream. This is a supportive space for staff to bring cases involving a Carer and consideration of different ideas and ways to support the Carer with their colleagues. This is also a space for shared learning and encouraging people to feedback on what happened as a result so learning can be shared across the service.
  - Expanding awareness of the support available e.g. promoting the Caring Together magazine which holds lots of information about their groups and events as well as other support organisations and groups which are available to support Carers.

This will be embedded into the ongoing workforce development offer and through the work of the Quality and Practice Team. In addition, a new Carers operational group has been established overseeing practice relating to carers.

- 2) Finalising systems updates to ensure that they are set up to support good practice, including ensuring that our systems have the capability to record conversations with Carers and that operational teams have the tools required to capture their work with carers.
- 3) There is also comprehensive work underway to recommission carers support services, with the new contract expected to come into operation in August 2020.
- 4) Public Health are currently recommissioning lifestyle services, which includes health trainers. Health trainers support individuals to make lifestyle behaviour changes over a period of time. Historically, health trainers have had a generic role that has been well evaluated and locally “specialist health trainers” have now been introduced. There is an opportunity through the new commission being explored whereby the Health Trainer Service would be trained to become more aware of carer needs and also have a number of specialist carer health trainers who would be trained to work with carers who have been identified by their colleagues.
- 5) Linking in to the current review of Libraries to examine how they might develop and offer for carers information and advice and drop in sessions.

- 6) Linking in to the current review of day services to identify ways in which this might enhance the offer for carers.

#### 4.11 **What we would like to be different as a result of the Adults Positive Challenge Programme.**

The focus of the Adult Positive Challenge on recognising carers and engaging in strengths based conversations to identify what really might make a difference and following this through to make the connections to the solutions, is anticipated to improve carer outcomes in a number of the areas for improvement identified in the survey including:

- Carers feeling they have control
- Ease of being able to find the information they need
- Being able to look after their own health and wellbeing
- Having as much social contact as they would like

However the survey also evidenced that carers themselves suffer significant health impacts from their role, or have pre-existing conditions on which their role as carer impacts. We are exploring with Public Health colleagues potential opportunities to better support health and wellbeing of carers.

The key differences we want to see through the work of the APCP are:

- **Prevention and Early Intervention:** Carers are identified early, meaningful conversations are carried out and carers are prevented from reaching crisis point and breakdown.
- Carers have access to information, tools and support to enable them to manage their health and wellbeing and support them to maintain their caring role e.g. through a “one stop shop” information offer from the new provider. Carers can balance their caring roles and maintain their desired quality of life

The role of the new provider through the recommissioning of carers services will be central to prevention and early intervention through identifying adult carers as early as possible and introduce them to the services available to support them where appropriate.

## 5. **CONSULTATION**

- 5.1 The carers survey was undertaken with 993 carers, 460 of whom responded. An overview of responses is attached at Appendix One and will be published on the Council website.

## 6. **ANTICIPATED OUTCOMES OR IMPACT**

- **Increase independence, confidence, and quality of life.**  
The carers survey measure the carers self-reported quality of life and the finding of the survey have fed into our planning for the carers work stream of the Adult Positive Challenge.
- **Increased quality of life and wellbeing for people with complex long term needs.**  
The carers work stream recognises that support for carers is a crucial element of supporting people with long term conditions to maintain a quality of life within their own communities. The carers work stream also recognises that being a carer can have an impact on a person’s health and wellbeing.
- **Help manage potential risks around the home.**  
A key element of the support offer for carers is the promotion and supply of technology to help to manage risks to the people they care for, such as monitors, alarms and medication dispensers.
- **Provides reassurance to carers.**

A key focus is working with carers to support them to know what level of self-support the person they care for can manage for themselves safely.

- **Reduce the costs of traditional care and support**  
Supporting carers to continue to support their loved ones to remain at homes can minimise the level of long term reliance on Council funded care and support.

## **7. REASON FOR THE RECOMMENDATION**

- 7.1 Raise awareness of carers experience and the Adult Positive Challenge Programme carers work stream

## **8. ALTERNATIVE OPTIONS CONSIDERED**

- 8.1 Not applicable

## **9. IMPLICATIONS**

### **Financial Implications**

- 9.1 The Adults Positive Challenge Programme has an overall target of savings of £3.172 million across 19/20 and 20/21. Support for carers has no specific savings target but is a key enabler of these savings.

### **Legal Implications**

- 9.2 Support for Carers is a statutory duty of the Council under the Care Act 2014

### **Equalities Implications**

- 9.3 The carers survey provides demographic information which can aid the understanding of differences in experiences of carer among specific demographic groups.

### **Rural Implications**

- 9.4 Working with Public Health Intelligence we are seeking to map the locations of our carers in order to understand whether differences in health impacts can be linked to geographic location.

## **10. BACKGROUND DOCUMENTS**

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

<https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-survey-of-adult-carers/england-2018-19>

- 10.1 None

## **11. APPENDICES**

- 11.1 Appendix 1 – Public Facing Carers Survey Summary

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