



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: 20 January 2017

**Committee:
Health and Adult Social Care Scrutiny Committee**

Date: Monday, 30 January 2017

Time: 10.00 am

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Head of Legal and Democratic Services (Monitoring Officer)

Members of Health and Adult Social Care Scrutiny Committee

Gerald Dakin (Chairman)

Tracey Huffer

Madge Shineton (Vice Chairman)

Heather Kidd

Peter Adams

Pamela Moseley

John Cadwallader

Peggy Mullock

David Evans

Peter Nutting

Your Committee Officer is:

Amanda Holyoak Committee Officer

Tel: 01743 252718

Email: amanda.holyoak@shropshire.gov.uk

AGENDA

1 Apologies for Absence and Substitutions

2 Declarations of Interest

3 Minutes of the Last Meeting

To confirm the minutes of the meeting held on 21 November 2016 as a correct record, attached marked: 3

4 Public Question Time and Petition (Pages 1 - 4)

To receive any public questions or petitions from the public, notice of which has been given in accordance with Procedure Rule 14. Deadline for notification is 4.00 pm on Wednesday 25 January 2017.

Petition

A petition containing 475 signatures regarding the Sustainability and Transformation Plan has been submitted by Shropshire Peoples Assembly Against Austerity. The petition heading and response to it from the Portfolio Holder for Health are attached, marked: 4

5 Member Questions

To receive any questions of which Members of the Council have given notice. Deadline for notification is 4.00 pm on Wednesday 25 January 2017.

6 Adult Social Care Local Account 2015 - 2016

To consider what the Council has achieved, what challenges lie ahead and areas of focus for improvement. Report will follow, marked 6

Contact: Andy Begley, Director of Adult Services, 01743 253767

7 Carers Support Shropshire (Pages 5 - 12)

To consider Shropshire Council's support for Carers, related to the Duty of Care made under the Care Act, report attached marked: 7

Contact: Andy Begley, Director of Adult Services
andy.begley@shropshire.gov.uk

8 Delayed Transfer of Care (DToC) Review to November 2016

An update report was requested at the last meeting, to follow, marked: 8

Contact: Andy Begley, Director of Adult Services,
andy.begley@shropshire.gov.uk

9 Work Programme

To consider the proposed work programme for the Committee, to follow, marked: 9

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To **Councillor Malcolm Pate, Leader of Shropshire Council**
Councillor Karen Calder, Chair of Health and Wellbeing Board
Councillor Gerald Dakin, Chair of Health and Adult Social Care Scrutiny Committee

We are writing to express our outrage at **Shropshire Council's support for the new NHS cuts proposals**, the 'Sustainability and Transformation Plan' (News release, 16th November).

The Council statement forgets to mention that Sustainability and Transformation Plans are intended to achieve cost savings of £22 billion across England – and **our 'STP' for Shropshire, Telford and Wrekin is designed to cut close to £150 million every single year from local NHS care.**

The statement omits to comment **on the loss of an A&E (Shrewsbury or Telford)** and the downgrading of an acute hospital under our Sustainability and Transformation Plan. There is no mention of the laughable **pretence from NHS bosses that an A&E only 18% of the size of existing A&Es can meet local needs.** You forget to point out that **30% of activity will be transferred out of hospitals** into the community – **without adequate community investment** to make this work.

It is not the job of our Council to support an NHS cuts plan without bothering to discuss this with the public. The NHS has been told the Sustainability and Transformation Plan is secret. Shropshire Council is not bound by this. We urge you to immediately publish the local Sustainability and Transformation Plan so the public can judge for ourselves.

29/11/16.

To Malcolm Pate
Karen Calder
Gerald Dakin



Dear Councillors,

I write on behalf of Shropshire Peoples Assembly Against Austerity. Enclosed is the letter & signatures seven of us collected last Sat (Nov 26th) in 2 hours on Pride Hill.

As you can see your initial statement (Nov16th) on the "Sustainability and Transformation Plan" caused real anger.

We welcome your revised position (Nov 28th) & hope the council will continue to defend local healthcare, ~~thus~~ representing the views of Shropshire people.

Yours sincerely



Frances Robbs

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Shropshire Council's Response to the Petition presented to it on the subject of NHS Sustainability and Transformation Plans for the County

Having a Sustainability and Transformation Plan (STP) is a requirement placed on all NHS organisations by NHS England to reform health care in line with the strategy set out in the "Five Year Forward View". Local Government organisations were identified by NHS England as consultees for these plans however, as the focus of the STP was internal reform of the NHS, Local Government was not given an active role in the process.

Shropshire Council, along with other local authorities, requested that greater consideration be given to the social care aspects of the national and local STP proposals. The statement issued on the 16th November was in relation to NHS England, and subsequently all involved NHS bodies, insistence that the STP documents should not be public. Our belief both then and now is that public involvement is key to resolving these issues and we have continued to lobby for transparency. Fortunately, soon after, the STP document was cleared for release and we could begin working more openly towards a solution.

The Council's statement also comments on the concerns of Cabinet Members that NHS England had restricted the publication of any of the draft proposals for the STP, as they believed that such restrictions had led to inaccurate reporting of the outline proposals. However, the Council respected the draft documents had been received in confidence and were for the NHS to make public.

Shropshire Council has been lobbying the Westminster Government for a fair financial allocation for our communities. This lobbying is ongoing, most recently with the Council Leader, Malcolm Pate and Chief Executive, Clive Wright meeting the Health Secretary, Jeremy Hunt on the 10th January to press the case for the county's health and social care service to receive fair funding.

In addition, Elected Members and officers have continued to draw attention to the relative under funding of Shropshire to national bodies such as the Local Government Association, Public Health England, NHS England, members of Parliamentary Select Committees and our local Members of Parliament. Cabinet Members meet with local MPs on the 23rd January, when again they will be raising our concerns about fair and equitable funding to commission health and social care services for our communities.

In relation to Accident and Emergency services, Shropshire Council has made clear that it wishes to have clinically safe and effective services available within the county that meet the needs of our dispersed communities. Planning for these services and the primary and community care services should be clinically led and evidence based. Whilst these proposals are developed, Shropshire Council has requested NHS England to assist Shrewsbury and Telford Hospitals Trust to recruit and retain the clinical staff it needs for its A&E departments.

Elected members have made it clear that they also wish to see the STP proposals developed further to address concerns that the Council has identified in its feedback to the STP Board. Along with Telford and Wrekin Council, we are saying that there is a lack of confidence in the financial projections and the rationale for future cost reductions, and that significantly more resources should be invested in prevention, community and primary care services.

Cllr Karen Calder,

Portfolio Holder for Health
Chair of the Shropshire Health and Wellbeing Board

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Committee and Date

Health & Adult Social Care Scrutiny

30th January 2017

Item

Public

Carers Support Shropshire

Responsible Officer: Andy Begley

e-mail: Andy.begley@shropshire.gov.uk

Tel: 01743 258911

1. Summary

- 1.1 The 2011 census lists 34000 people as having identified themselves as a carer in the Shropshire Council area
- 1.2 This report describes how carers in Shropshire are currently supported by the council.
- 1.3 Performance data produced for the Adult Social Care Outcomes Framework (ASCOF) requires evidence of support offered to carers, following a formal assessment and via the provision of a personal budget
- 1.4 The adult social care operating model of early intervention and prevention provides support for carers via several pathways which are not captured within the current reporting guidelines.

2. Recommendations

- 2:1 Committee Members are asked to note the current levels of support provided to Carers in Shropshire, which is in line with the ASC operating model.
- 2.2 Committee Members are asked to note the current Carers offer in Shropshire focussing on prevention with universal access to commissioned carers services, and to recognise the impact this has on national ASCOF/SALT performance target reporting requirements.
- 2.3 Committee Members are asked to note that the directorate are developing local indicators in order to record and evidence current performance.

REPORT

3. Risk Assessment and Opportunities Appraisal

Equalities and Human Rights

- 3.1 Carers contribute a vital role to the people their support and to their communities. The Care Act 2014 now requires local authorities to offer carer's advice, information and assessment. Carers who are assessed as having eligible needs may be eligible for a personal budget to support their wellbeing and to assist them to continue in their caring role. Eligible needs may also be met by non-funded support for example advice and information.
- 3.2 All carers regardless of their age, disability, and health of the carer or cared for person, culture, sexual orientation, place of residence are entitled to this support. Supporting carers who live in rural or isolated areas is challenging but is something commissioned support services are addressing.

4. Financial Implications

- 4.1 There are no direct financial implications in relation to this report. The current commissioned services by Shropshire Council are as follows:
- **Carers Trust 4 All**
Contract for carers support services £180k a year
 - **Carer Trust 4**
Carer Trust 4 All - £7.6k a year Contract for the carer's emergency response service £633.75 per month (pilot scheme)
 - **People 2 People**
Contract for Replacement Care Project £50k a year
- 4.2 From 23rd January 2017 for a six-month pilot period Carers Trust 4 All has also agreed to provide an emergency service for out of hours requests for support from the hospital and emergency duty teams. This will include support for people not registered with the Trust and also situations where there are no carers but where there are carers will be of importance to support them.
- (Carers Trust 4 All are also paid £1076.92 per month for carers who are supporting people who are Continuing Health Care Funded by the CCG).
- 4.3 Post Care Act the universally available early help and preventative offer for carers commissioned by Shropshire Council is to enable carers to access services themselves from Carers Trust 4 All. This has resulted in many carers accessing this support so they are able to meet their needs earlier and independently. This has affected the number of carers

requesting carer’s assessments as they are now accessing support direct from Carers Trust 4 All without an assessment.

5. Background

5.1 Performance: There are two reported indicators in the national adult social care outcomes framework (ASCOF) that relate to support for carers

Indicator	14/15 Result	15/16 Result	Family Group average 15/16	England Average 15/16
1C: Part 1b – Proportion of carers receiving a direct payment or a council managed personal budget as a percentage of all carers receiving care specific services	40	11		
	1793	530		
	2.23%	2.1%	70.9%	77.7%
1C: Part 2b – Proportion of carers receiving a direct payment as a percentage of all carers receiving specific carers services	40	11		
	1793	530		
	2.23%	2.1%	62.2%	67.4%

In comparison with the national picture, Shropshire is a significant outlier in terms of this indicator. The low numbers of carers supported with a direct payment evidenced is due to the early help and preventative approach in Shropshire that aims to provide carer support by advice, information and local community initiatives and self-support groups.

As carers are able to access services from Carers Trust 4 All without a carer’s assessment, this resulted in a significant reduction in referrals for carers at ‘Let’s Talk Local sessions’.

Carer’s assessments are part of the SALT return as evidence that carer’s needs are being assessed and met. Following the decline in referrals for a carer’s assessment in early summer First Point of Contact started to encourage carers to consider accepting a ‘Let’s Talk Local’ appointment. They were clear it was not a requirement, to have a comprehensive carer’s assessment to access Carers Trust 4 All services. Changing the conversation at First point of Contact

so carers are encouraged to consider an assessment has increased the numbers of carers assessments completed since June 2016.

There are two possible options to capture services provided by Carer's Trust 4 All:

1. That Carers Trust 4 All provides the Council with the personal information of the people they support. A carer's assessment would then need completing on Care first by the social care teams, with a support plan. This also would need a reassessment each year and updated information from Carers Trust where the carer's circumstances change.
2. That a carer's assessment was required in order to access the service provided by Carers Trust 4 All. This would result in assessments and data being input straight into care first.

As both these options require resources and additional demands on the carer with no (to the carer) evident benefit, we have agreed that Carer's Trust 4 All provide some information on a regular basis that is input into Care First to record numbers of carer's provided with Advice and Information.

5.2 The Care Act 2014 Section 13 (Background paper 1.) requires that the needs, roles and responsibilities of carers are assessed and any needs identified are then met with the same priority and attention as users. This does not have to be by funded support. This has given carers the same legal entitlement to an assessment as the people they support. Section 13 states that

A carer meets the eligibility criteria if

- Their needs are caused by providing necessary care for an adult. As a result their health is at risk or they are unable to achieve specified outcomes.
- As a consequence there is or is likely to be a significant impact on the carers well-being. (1. Care Act 2014 Section 13)

There were 369 carers assessments completed in 16/17. Some of these carers would also be known to Carers Trust 4 All.

5.3 Carers Strategy 2017 The Health and Wellbeing Board (HWBB) with the Family Carers Partnership Board and other stakeholder groups including carers groups are developing the carer's strategy and action plan. An outline draft Shropshire Carers Strategy has been produced which reflects outcomes from the 2016 carer's survey. This is to be presented to the Health and Wellbeing board on the 9/2/17 as they have not yet signed it off.

(Background Papers 2: **DRAFT** All-Age Carers Strategy for Shropshire 2017 – 2021)

The process to develop the strategy included:

- The Working group of the partnership board in order to develop the draft included or used
- Feedback from carers surveys
- Feedback from HWB Strategy development
- Use of Carers' Voice (NHSE local project)
- Specific engagement work with young carers

Key points included were that

- It's an all age carers' strategy for all carers.
- The Action plan will be a live document worked through with carers
- The Partnership Board is now an all age Partnership Board and its membership includes Children's Services and representatives from VCS.

The draft outline identifies five priority outcomes for carers:

1. Carers are listened to, valued and respected
 2. Carers are enabled to have time for themselves
 3. Carers can access timely, to up to date information and advice
 4. Carers are enabled to plan for the future
 5. Carers are able to fulfil their educational, training or employment potential
- The development of the All Age Carers Strategy included young carer consultation which included young adult carers. This is a joint piece of work with Telford & Wrekin Council as a part of the NHSE Carer Voice project. This work included a focus group with young people in Telford, who are not in a caring role, to gain their understanding of what a young carer is and what things they may need to support them.

This final strategy with action plan is due to be published early in 2017.

5.4 Carers Trust 4 All

Shropshire Council commission Carers Trust 4 All to provide two services:

- Advice, support, advocacy and information to carers to enable them to future plan and to promote their health and wellbeing. This includes peer support.
- To provide the Carers Emergency Response Service. Other services provided by Carers Trust are self-funded or if eligible could be funded via an individual personal budget.

Carers Trust 4 All currently have 926 carers registered for the Carer information service and 574 registered to the Carers Emergency Response Service. The service has responded to 35 requests for emergency support since April. They have 2,260 carers on the mailing list for Shropshire.

The Carers Trust provides a number of services that the Council have not contracted. Some services would be free for carers others will incur a charge.

Services, which detailed on their website, include:

- Flexible breaks for carers, with care in your own home
- Information, support and advice for carers
- Support for Young Carers and Young Adult Carers
- Groups, activities and individual support for children and young people with disabilities, including those with complex needs
- Singing Together and Musical Memories
- Asperger's Social Skills groups for children and adults
- Volunteer Befriending
- Carers Emergency Response Service
- Palliative and End of Life Care - enabling people to choose to live their last days at home
- High quality personal care and general help with daily living
- A range of services you can purchase privately, with your Personal Budget or by Direct Payment

(Reference: Carers Trust Website 2017 www.carerstrust4all.org.uk/shropshire.html)

The contract agreed between Shropshire Council and Carer's Trust, which started spring 2016, agreed that carers could access Carers Trust without having a carer's assessment. It was agreed in the contract that the Trust would provide information as to numbers accessing or registered for their services but not individual specific details including names, addresses, date of birth etc.

Carers Trust 4 All feel this is important, as if carers go directly to them, they are able to provide information, advice and support immediately. They do complete their own internal assessment but this is not Care Act compliant. If as a result they feel a carer may be eligible for a personal budget they redirect them to First Point of Contact so a referral to a 'Let's Talk Local' can be made.

5.5 Direct Payments for carers. This has been addressed in different ways nationally. In Shropshire in previous years we offered Vouchers for Council run services. We then offered a specific object, membership or service up to the value of £200. This improved performance for the provision of a personal budget for a care and was popular with some individual carers. It failed to provide comprehensive support to the majority of carers and was not an efficient use of resources.

The Care Act stipulates that carers can be considered for a direct payment if that is identified as required to meet assessed eligible need. In Shropshire we arrange personal budgets in the user's name if the service is provided directly to them. So replacement care is often a direct benefit to carers but will be part of the cared for person's budget

as they are in receipt of the service. The user is financially assessed for any funded service received and is counted in the self-directed support performance indicator.

5.6 Carer's Assessments: In 2016/17 there were 369 carers assessments completed.

Carers assessed eligible needs are being met in a number of ways:

- Services which are provided for the person they care for.
- community groups or services
- a non-funded service
- Via Carers Trust 4 All

Direct payments are considered if the above options are not appropriate or cannot meet the carers assessed needs.

5.7 Adult Social Care DMT continue to discuss and explore a number of resolutions to carer's performance indicators and do recognise that services to support carers is being provided but not in a way that results in direct payments.

DMT following consideration of alternative actions believe any changes would result in a poorer outcome for carers.

The following sections of this report describes some of the other initiatives and services being developed:

5.8 People 2 People Replacement Care project. This contract was to develop services that enable carers and their communities to support themselves, to reduce carer isolation but not as a provider of the services.

The coordinator of this project is developing networks and natural forms of support so carers can communicate with each other, provide peer support and can source information and advice. Work has included information via local community resources for example Parish magazines, carer information stands at local events, representation at Family Carers Partnership Board and Making It Real advisory groups, and involvement with local community initiatives and developments for example Local Support Swop and volunteer recruitment and development initiatives.

5.9 Making it Real. There are three Making it Real advisory groups in the three areas of North, South and Central Shropshire with the Making It Real Board representing the whole county. These four groups meet bi-monthly and involve carers and users alongside representatives from

service providers and the council to support service design and improvement. One area Making it Real have looked at this year has been Direct Payments to users and carers.

6. Conclusion

- 6.1 Adult Social Care are currently supporting organisations and services designed to support carers through prevention, early intervention, the emergency response scheme, community initiatives advice, information and assessment.
- 6.2 There is an increasing aging population in Shropshire with a large number of carers who are recognised as providing a critical contribution towards supporting a large number of vulnerable people to maintain their independence and remain living in their own homes.
- 6.3 Current services being commissioned work work collaboratively with voluntary and charitable organisations, including services from Carers Trust 4 All, People 2 people, , Making It Real Groups and Board and Let's Talk Local sessions.
- 6.4 The Council is contributing a significant budget to carers support services via a number of contracts as well as through the Adult Social care assessment process. These, however, are not eligible to be counted within current ASCOF figures.
- 6.5 Local indicators being developed include the numbers of carers seen at 'Let's Talk Local', Numbers of carers registered with Carers Trust 4 All and numbers of carers using the emergency response scheme etc.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

1. Care Act 2014 Section 13.
2. Health and Wellbeing Board 9th June 2016 DRAFT Carers Strategy



All ages Carers
strategy final version

Cabinet Member (Portfolio Holder)

Councillor Lee Chapman

Local Member

Reference's

1. Carers Trust 4 All Website www.carerstrust4all.org.uk/shropshire.html)