



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)