

## Health and Wellbeing Board Meeting Date 5<sup>th</sup> March 2020

### Review of Shropshire Carer Support Services

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#### 1. Summary

The purpose of this report is to update the Health and Wellbeing Board on the activity and outcomes of a review of the services and support for unpaid adult carers in Shropshire and to share the recommendations and actions that have emerged from the review. These actions will now be integrated into the existing Shropshire's All-Age Carers Strategy Action Plan and taken forward by the Shropshire Family Carer Partnership Board.

The review was led by Adult Social Care (ASC) and focussed on the support available for unpaid adult carers within the council and its commissioned services, health services and the diverse range of voluntary and community groups.

A co-production approach was adopted for the review, with the Family Carers Partnership Board (FCPB), chaired by Cllr Dean Carroll and made up of family carers, and representatives of Shropshire's health and care system fully involved in its design and delivery.

This co-production approach continued through 3 task and finish group meetings. The membership of the group was primarily family carers along with other members of the FCPB. Through the meetings the group heard evidence from organisations delivering services and support to carers, including Shropshire Council and Shropshire and Telford Hospital Trust (SaTH), using this information and the findings of the survey to inform the recommendations and actions detailed in the attached report.

#### 2. Recommendations

That the Board notes this report, with particular reference to the recommendations and actions that have emerged through the review work.

### REPORT

#### 3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

## 4. Financial Implications

In the 2011 Census 34,260 people in Shropshire identified themselves as carers, and the associated economic value associated with this has been calculated as £261.5 million, or an average of £7,633 each.

The economic value of unpaid care in the UK has been estimated as £132 billion – an average of £19,336 per carer.

The financial impact on the council of not supporting family or unpaid carers to remain in their caring role and avoid carer breakdown, could be significant. The investment of less than 500K currently made by ASC to support carers, including assessments, and to commission externally delivered support plays an important role in reducing the number of care packages and admissions to a residential setting,

## 5. Report

Following feedback from a number of sources that suggested people in Shropshire either did not understand our model for providing support for carers, or attached little value to the conversations and assessments we deliver, it was agreed in June 2019 to undertake a 'deep dive' into the services and activities provided for adult unpaid carers in Shropshire and how these carers currently feel about what is available to them.

This was done through a combination of face to face interviews with individuals and groups, an on-line survey and gathering information about services and activities designed for carers. The findings of the review will be used to update the action plan of the All Age Carer Strategy to ensure alignment and continuity of the existing strategy.

The information gathering stage of the review was completed in August 2019. We spoke with 135 carers and a further 93 carers completed an online survey. Members of frontline staff responded along with a group from the voluntary sector.

The information gathered through the survey was collated into key points, which have been aligned with the priorities of the Carers Strategy. These are -

### **Carers Strategy Priority One – Carers are listened to, valued and respected**

Key point: currently, not all carers feel that the organisations they are seeking support from listen, value and respect them, and talking to practitioners is only of benefit when it is a proper two-way conversation where what they have said has been heard and recognised.

### **Carers Strategy Priority Two – Carers are enabled to have time for themselves**

Key Point: Currently, not all carers felt practitioners considered a wide range of options when suggesting different ways to allow the carer to have space and time for themselves and it is only by practitioners addressing any isolation and thinking outside the box that may allow carers to have a break.

### **Carers Strategy Priority Three – Carers can access timely, up to date information.**

Key Point: Currently, not all carers feel they are getting the right information at the right time during their journey and information needs to be helpful, appropriate, correct, consistent and provided in a timely manner if it is to be of use.

### **Priority Four – Carers are enabled to Plan for the Future**

Key point: Currently, not all carers felt they had been given information to plan for the future and without regular contact, timely conversations and support are missed when their caring role changes.

### **Priority Five – Carers are able to fulfil their educational, training and employment potential.**

Key point: Currently not all working carers feel they are receiving good, understanding support from their workplaces where their options are discussed. Without standardisation of carer rights and a carer policy in the workplace carers may have to stop working to provide care.

Following the survey work a task and finish group was created, involving carers, stakeholders and officers, that used the evidence heard, the information gathered, along with the existing strategy and action plan to develop recommendations and an action plan to implement these.

## **Recommendations**

### **Priority 1**

- Plan meetings and workshops with the carer in mind.
- Carers are actively involved in overseeing the All Age Carer Strategy action plan, ensuring their voices are heard
- Conversations must be person centred where carers are heard and recognised. Practitioners recognise the difference in the caring role for different conditions
- Opportunities to provide training for carers
- Raise awareness of the particular needs of carers to ensure that they are not disadvantaged by the way Shropshire Council delivers services
- How do we support cross boundary carers -especially when their cared for is in hospital in Shropshire?
- Ensure young adult carers are recognised and given appropriate support in line with Care Act 2014
- Ensure parent carers are transitioned into ASC and given appropriate support in line with Care Act 2014
- Adopt a whole family approach to ensure all carers for an individual are identified e.g. main carer recognised but often siblings provide care but are not recognised
- Specialist support required as well as generic support provided

### **Priority 2**

- Person centred assessments that have value and are quality conversations
- Better information sharing with partner organisations
- Digital Approach - Technology enabled support that may aid carer
- Proactive identification of carers to aid self-identification and signpost/refer for support
- Ongoing Support – how to move from carer assessment and support plan to outcomes being met.

- How to access emotional support; coping strategies and psychological support with caring responsibilities

### **Priority 3**

- How information on what is available in the local community is provided
- Making every conversation count across the sector. Ensuring all areas of health and social care are able to identify carers and are aware of the best route to signpost a carer and where to access digital information.
- Practitioners are sufficiently skilled to explain and advise on the ASC process
- Information on technology enabled support

### **Priority 4**

- Provide information to allow carers to plan for the future
- Ongoing contact to receive timely information.

### **Priority 5**

- Ensure Council policies are carer friendly
- Raise awareness of working carers in business sector and provide information and support to businesses to enable them to support working carers
- Support services provided for working carers
- Sustaining the caring role by supporting someone to work, train or volunteer

## **6. Additional Information**

NICE guidance - Supporting Adult Carers guidelines issued on 21 January 2020 has been cross referenced and corresponds with the recommendations and actions emerging from the review.

At the request of our Making it Real Board the recommendations and actions will be cross referenced with the Making it Real 'I and we statements'.

## **7. Conclusions**

This review has focussed on the services and support provided to adult carers. To follow this work discussions about the areas in the strategy relating to young carers will take place with Children & Young People Services at the Family Carers Partnership Board.

This review has benefitted from the involvement throughout of carers, who have shared their knowledge and experience to inform and shape the recommendations and actions that have emerged from the review work.

The All-Age Carers Strategy updated action plan will now be taken forward to implementation by the Shropshire Family Carers Partnership Board.

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

**NICE guidance – Supporting Adult Carers January 2020**

<https://www.nice.org.uk/guidance/NG150>

**Making it Real – I and we statements**

<https://www.thinklocalactpersonal.org.uk/makingitreal/about/six-themes-of-making-it-real/>

**Cabinet Member (Portfolio Holder)**

CLLr Dean Carroll, Portfolio Holder for Adult Social Care, Public Health and Climate Change

**Local Member**

All

**Appendices**

Appendix 1 – Recommendations and actions Shropshire Carer Support Services Review

Appendix 2 – Shropshire’s All-Age Carers Strategy 2017-2021