

CARERS COMMISSIONING PLAN 2011 -2015

Cabinet Member	Councillor Philip Corthorne
Cabinet Portfolio	Social Services, Health and Housing
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Papers with report	The Carers Commissioning Plan 2011-2015

HEADLINE INFORMATION

Summary	<p>The Carers Commissioning Plan 2011-15 has been developed by Social Care, Health and Housing with NHS Hillingdon in response to both the refresh of the National Carers Strategy in November 2010 and the modernised approaches in the provision of social care and the consequent impact on the support needs of carers.</p> <p>The Council strongly recognises that the support and benefits provided by carers, helping local residents to live at home and in their local communities, is significant.</p> <p>The Plan sets out how carers, as our partners in care, will be supported, using services which deliver valued outcomes - regardless of which organisation provides it – thereby making best use of partnerships and local community resources.</p>
Contribution to our plans and strategies	The Carers Commissioning Plan supports the objectives of the Council's Sustainable Community Strategy and the Transforming Adult Social Care: Personalisation and Commissioning Plan 2011-2015.
Financial Cost	All costs directly linked to proposals in the strategy will be met within existing budgets in Social Care, Health and Housing. Projects managed by Health partners will be covered from within health budgets
Relevant Policy Overview Committee	Social Services, Health and Housing
Ward(s) affected	All

RECOMMENDATION

That Cabinet approve the Carers Commissioning Plan and the direction of travel for services for carers in Hillingdon including a number of detailed actions included within the report

INFORMATION

Reasons for recommendation

1. The delivery of the Carers Commissioning Plan will:
 - Improve access to information, advice and guidance services
 - Increase the number of carers using personal budgets to purchase community based services of their choice
 - Increase the choice of services to support carers available from the council and its partners
 - Raise awareness of carers and young carers
 - Improve understanding in all agencies that carers have support needs in their own right
 - Encourage agencies to develop and/or promote carer support within their own services that will help carers maintain their own health and well-being
 - Work with organisations providing access to training and employment so that they are aware of the needs of carers
 - Support the process of enabling carers to access training and/or return to work, should they wish to do so.

Alternative options considered / risk management

2. The alternative is not to approve the Carers Commissioning Plan or require amendments prior to approval.

Comments of Policy Overview Committee(s)

3. None at this stage.

Supporting Information

4. The Carers Commissioning Plan 2011-15 has been developed in response to:
 - the refresh of the National Carers Strategy in November 2010
 - the move to personalised approaches in the provision of social care and the consequent impact on the support needs of carers
 - the need for ongoing development of support for young carers
5. Carers supporting vulnerable residents in Hillingdon save the council an estimated £442.6million each year in community care costs (*Carers UK with the University of Leeds – Valuing Carers – 2011*). By providing this support, carers allow vulnerable residents to carry on living in their own homes and communities, often at a personal cost in terms of their own health and financial position.
6. The number of carers is increasing, given an ageing population and an increase in the number of people with disabilities and serious illnesses living at home. It is estimated that there will be a need for the number of carers in the UK to increase by around 60% to 3.4 million carers by 2030 (*Carers UK – It Could be You – 2001*).
7. There is also constant change in the carer population. As some residents cease their caring role, others will find themselves with new caring responsibilities. Research undertaken by Carers UK estimates that every year at least 37% of the total number of carers in the

population will be people that have started caring in that year. In Hillingdon that means around 8,500 people will be new to caring every year, some of whom will be young carers.

8. Young carers (children and young people aged under 18) are a particularly vulnerable group. Research indicates that extensive or inappropriate caring can result in negative outcomes for school attendance, educational achievement, and emotional and physical wellbeing.
9. SCHH and its partners recognise that carers play a key role in the successful delivery of the agenda outlined in the Transforming Adult Social Care: Personalisation and Commissioning Plan 2011–2015 and the Wellbeing Strategy 2010-2015. The direction of travel for more people being supported in their own homes is only achievable if carers are supported in their caring role.
10. The Carers Commissioning Plan sets out a framework for developing support that will allow those providing care to continue to do so for as long as they are able, whilst maintaining their own health and well-being.

The national context

11. The National Carers Strategy provides a framework for a 10 year programme where carers are :
 - respected as expert care partners with access to the integrated and personalised services they need to support them in their caring role;
 - able to have a life of their own alongside their caring role;
 - supported so that they are not forced into financial hardship by their caring role;
 - supported to stay mentally and physically well and treated with dignity;and that
 - children and young people are protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.
12. The National Carers Strategy identified further priorities as part of a recent refresh:
 - Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset in designing local care provision and in planning individual care packages
 - Enabling those with caring responsibilities to fulfil their educational and employment potential
 - Personalised support for carers and for those they support, enabling them to have a family and community life
13. In November, 2010, the Government announced that £400m over four years (2011-15) will be identified in allocations to Primary Care Trusts to spend on supporting carers.
14. The NHS Operating Framework for 2011/12 states that PCTs should pool budgets with local authorities and work with them and carers' organisations to publish policies, plans and budgets to support carers and make them available to people locally

15. The NHS Outcomes Framework 2011/12 has “enhancing the quality of life for carers” as an improvement area for the NHS, so PCTs will be monitored on their performance in this area. Carers will be asked as part of the GP survey to feedback on their quality of life.
16. Government has not given an annual breakdown of the £400m that provides details of allocations within each PCT. It should be noted that £100m has not been inserted into NHS budgets each year between 2011-15. Rather, PCTs are expected to identify this funding within existing allocations. There is no ring-fence applied to the allocation and PCTs with significant pressures on their budgets have had difficulty using this funding specifically for carer support
17. Organisations, such as The Princess Royal Trust for Carers and Crossroads Care continue to lobby at a national level with Ministers to ensure PCTs identify and invest funding in carer support.

Developments in Hillingdon

18. Hillingdon Council’s Carers Strategy Group is the focus of partnership working between the Council, carers voluntary organisations representing carers and statutory agencies. Taking a lead from the Strategy Group, the council has been responsible for a number of positive developments for carers, including:
 - ✓ Contracting a centrally located carer support project from Hillingdon Carers to provide information, advice and guidance for all carers; regardless of age or the needs of the person supported; as part of this support, Hillingdon Carers helped families in Hillingdon claim £834,778 in benefit entitlements during 2010/11
 - ✓ Developing a Young Carers project which has provided support to over 600 young people since its inception and currently has 145 young carers registered
 - ✓ Providing training for carers to make sure they are safe in their caring role, such as use of attendant wheelchairs and lifting and handling, or to help with a better understanding of the diagnosis of the person they support
 - ✓ Appointing an elected member as Carer’s Champion
 - ✓ Ensuring that residents receiving Carers Allowance are eligible to apply for a LeisureLink card
 - ✓ Developing a publicity campaign to help residents with caring responsibilities to recognise themselves as carers – posters and information cards in GP surgeries, pharmacies, libraries etc
 - ✓ Working with GP practices to raise carer awareness and signpost carers to support;

Views from carers

19. Making sure that the Council is aware of and responding to the views of carers is an ongoing process.
20. In March 2011, a focus group of carers was asked to identify key issues where improvement or development would make a real difference to them in their caring role.

21. The seven major areas for development identified are:

1. Carers Assessments
2. Respite (including well-being projects)
3. Hidden Carers
4. Information
5. Benefits Advice
6. Carer Involvement
7. Young Carers

22. The Carers Strategy Group also carried out a self-assessment of carer support across Hillingdon to identify which services were working effectively and where there were gaps in carer support.

23. This self-assessment confirmed the priorities outlined by the carers focus group and additionally identified the need for:

- a greater understanding of carer support needs in health provider services;
- better information about debt management advice and support services;
- improved awareness of the interdependency of care, where two frail or vulnerable people may be caring for each other (e.g. where a person with learning disabilities is caring for an ageing parent);
- specific support for young adult carers (aged 18-24), particularly where educational, training or career aspirations are being affected by caring responsibilities
- flexible approaches to support carers in employment

Proposals within the Carers Commissioning Plan

24. The Plan builds on Hillingdon's previous achievements and responds to the needs identified by carers.

Carers Assessments

Carers Commissioning Plan desired outcome: Carers have their needs assessed in a timely way and receive help to plan and implement the support they need

25. The Council will:

- Consult with carers about their experience of the assessment process in order to inform future plans relating to assessments and outcomes for carers.
- Use information from carers assessments to inform the development of personalised approaches for carers to give them choice and control over the support received, including respite.
- Work with partners to ensure that staff are informed about key services and are able to signpost carers to relevant support where carers do not want an assessment
- Encourage carers to explore opportunities that will support them in their caring role and which utilises social networks and activities available in their local communities with the help of partners such as voluntary sector organisations and libraries
- Re-commission the Carers Assessor project which works with carers of people with significant and enduring mental health need to identify appropriate support.

Respite

Carers Commissioning Plan desired outcome: Carers are able to take a short break from their caring role, in a planned way, which supports them to stay well.

26. The Council and/or NHS Hillingdon (as appropriate) will:

- Develop fact sheets for carers which will explain respite services and provide information about how to access them. It will also include information about how to purchase services privately.
- Produce information for carers about personalisation and the support available.
- Ensure close working between commissioning and care management so that carers' need for a break is accurately reflected in support planning for service users
- Continue to use the TeleCareLine monitoring, alarm and response service to enable carers to leave the person they care for while they take a short break from their caring role

27. It is noted that the funding identified by Government for PCTs relating to short breaks (referred to in paragraphs 13-17 above) would make a significant difference for carers in Hillingdon. Partnership working, including the passporting of funds to SCHH, would enable an increased number of personalised budgets to be made to carers to arrange their own services. It is likely that NHS Hillingdon would wish to see any such funds used to assist those carers supporting a person with a significant health condition, such as dementia, stroke or Chronic Obstructive Pulmonary Disease

Identifying Hidden Carers

Carers Commissioning Plan desired outcome: Those people supporting a vulnerable person who is a Hillingdon resident are encouraged to identify themselves as carers and find relevant support

28. The Council and/or NHS Hillingdon will:

- Continue with the publicity campaign which helps people to identify themselves as carers and signposts to appropriate support
- Roll out Age UK Hillingdon's 'Just Ask' project which positively encourages those accessing their services to think about whether they have a caring role and, if so, signposts to the carer support project.
- Encourage and support health partners in developing their carer support processes, such as The Hillingdon Hospital Foundation Trust Carers Strategy
- Organise events such as the Carer Fair, so that carers and their support needs are better understood in the wider community
- Continue to work with GP practices to raise awareness of carers and their support needs
- Provide regular 'Carer Aware' training to statutory sector teams
- Develop an online training course which will provide information about who is a carer, carers' rights, local support and where to find further information.

Information

Carers Commissioning Plan desired outcome: Information is easy to find, relevant and available to carers in a timely manner, utilising all appropriate media

29. The Council and/or NHS Hillingdon will:

- Work with the Library Service to improve carer awareness and ability of staff to signpost to support and ensure information about carer support is available in all libraries in the borough
- Ensure the Carers Handbook is available on-line in a fact sheet format so that carers can easily access relevant information
- Ensure that information for carers, such as “A guide to a carer’s assessment”, is updated in fact sheet format and available online
- Review the Mental Health Carers Information Pack and make it available online
- Review the Hillingdon Mental Health Service Directory and publish it online
- Work with partners to ensure that information produced by other agencies includes links to information for carers.

Financial Support

Carers Commissioning Plan desired outcome: Carers have the support they need to maximise household income and reduce financial hardship

30. The Council will:

- Monitor the financial support outcomes of the Carers Support Service, which assists carers and their families to maximise income and reduce financial hardship
- Develop a fact sheet for carers providing details of where they can obtain debt management advice.
- Work with partners to better publicise that financial advice is available from a number of organisations in Hillingdon, including Hillingdon Carers, Age UK and the Citizens Advice Bureau.

Carers Voice – Influencing Strategy

Carers Commissioning Plan desired outcome: Carers are involved in developing and monitoring services as well as influencing commissioning priorities

31. The Council and/or NHS Hillingdon will:

- Continue to organise ‘Carers’ Speakeasy’ sessions, focus groups and Listening Exercises to provide opportunities for carers to monitor and influence the development of services.
- Monitor the role of carers on a range of strategic delivery groups to ensure that carers are fully involved, consulted and supported at such meetings.
- Include carers on evaluation and interview panels for potential providers of services for carers, or posts relevant to the interests of carers, eg Carers Commissioner , so that the carers’ view is integral to service development
- Continue to support the organisation of an Annual Carers Conference which is an accessible, enjoyable and highly regarded event for carers and professionals.
- Ensure that carers’ information in the Joint Strategic Needs Assessment is robust, so that the needs of carers are routinely considered in strategic planning
- Promote the availability of support to encourage carers to become involved in strategic processes

Young Carers

Carers Commissioning Plan desired outcome: Young people with caring responsibilities are supported so that their life opportunities are not restricted and they do not carry inappropriate levels of caring.

32. The Council and/or NHS Hillingdon will:

- Undertake awareness raising presentations to staff across all agencies to encourage proactive approaches in recognising and supporting young carers and their families
- Review current processes and procedures in assessment and data collection to improve awareness of young carers in both adult and children's services
- submit a Memorandum of Understanding to a future meeting of Cabinet to provide a commitment to joint working practices which support young carers
- Ensure that those young people registered with SPACE, (a project supporting young people caring for a family member with a substance misuse problem), continue to receive support after the LAA Reward funding ends in March 2013. This continuing support will be provided through the Young Carers Project, funded by SCHH and provided by Hillingdon Carers.
- Ensure that young carers approaching the age of 18 are informed in a timely manner about the transfer of their carer support to adult services and provided with contact information relevant to their individual caring role.

Financial Implications

33. All costs directly linked to proposals in the strategy will be met from existing budgets within Social Care, Health and Housing. Projects managed by Health partners will be subject to the budget setting process of NHS Hillingdon. The tables below set out the spend on LBH projects for 2010/11 and budgets for 2011/12.

34. The Department of Health Gateway (ref 15434) published on 13th January confirmed that £400m nationally has been made available to PCT's for carers breaks over the period 2011/12 to 2014/15; for Hillingdon this should equate to approx £470k for this 4 year period. The Gateway states "*PCT's should pool budgets with local authorities to provide carers' breaks, as far as possible, via direct payments or personal health budgets. For 2011/12, PCT's should agree policies, plans and budgets to support carers with local authorities and local carers organisations, and make them available to local people.*"

Table 1 - 2010/11- Residential Respite Spend by User Group and Service Area

Type of Service	2010/11 actual
Older People – Respite support purchased from the P&V sector	£ 318,097
Specialist (People with a Disability) - Respite support purchased from the P&V sector	£ 170,492
SCHH - Merrimans House	£ 394,984
Total Respite spend	£ 883,573

35. Respite is funded by the Residential and Nursing placements budgets held by Care Management Teams. There is no separate budget for purchased respite provision. Respite support for carers may be provided through a residential placement, replacement care in the home or day care or may be organised by the family directly through a Personal Budget or Direct Payment

Table 2 - 2010/11 – Carer Support Budget

Project	2010/11 total	2011/12 budget
Alzheimer’s Society – Templeton Day Centre – daytime service	£ 24,160	£ 22,950
Crossroads - Respite at Home service	£ 96,400	£ 76,400
Enara – Respite at Home service	£ 144,600	£ 119,600
Hillingdon Carers – generic support service for carers	£ 210,870	£ 210,870
British Red Cross – Relaxation sessions for carers	£ 13,050	£ 13,050
Mental Health Carers Assessor	£ 20,000	£ 20,000
Rethink – all projects (specific support for carers of people with Mental Health need)	£ 73,010	£ 69,360
LBH – Arts for Carers – respite break for carers	£ 17,600	£ 17,600
LBH Assessment and Care Management (for carers services)	£ 112,270	£ 112,270
Commissioning (Publicity/Carer Engagement)	£ 6,830	£ 6,830
TOTAL	£ 718,790	£ 668,930

Table 3 - 2010/11 – Young Carers Support Budget

Project	2010/11 total	2011/12
Hillingdon Carers Young Carers Project	£ 68,780	£ 68,600
SPACE Project	£ 32,550	£ 32,650
TOTAL	£ 101,330	£ 101,250

36. There is no validated data published that allows a comparison between carer support spend in Hillingdon and other similar councils.

EFFECT ON RESIDENTS, CARERS & COMMUNITIES

What will be the effect of the recommendation?

37. In order to maximise the amount of time that carers are able to continue in their caring role, they will be identified and supported by local services across the borough and, where they meet the relevant criteria, will be given control on how money is spent on their support services through the use of personalised approaches.

Consultation Carried Out or Required

38. A mixture of approaches is used to engage with carers and organisations supporting carers:

- The Carers Strategy Group meets every other month and focuses on developing services at a strategic level. This is the main body the Council consults on carers' issues.
- listening exercises, where carers talk about their experience of council and health services in relation to a specific diagnosis, such as stroke
- ‘Carers Speakeasy’ sessions to give carers the opportunity to talk about services and carer support with council staff;
- Face-to-face and telephone surveys arranged by the Customer Engagement Team

- Focus groups, for example to identify the key requirements for carers in particular training sessions

CORPORATE IMPLICATIONS

Corporate Finance

39. Corporate Finance has reviewed this report and is satisfied that all costs directly linked to the Council's proposals in the strategy can be met within existing Social Care, Health and Housing base budgets. Projects managed by Health partners will be subject to the budget setting process of NHS Hillingdon.

Legal

40. The Council's duties to carers are largely set out in the Carers (Recognition and Services) Act 1995, as amended. This requires the Council to assess the individual needs of carers and provide support or services to enable them to act as carers.

41. This report sets out the Council's strategy for providing this support. Further legal advice will be provided on the Council's duties to individual carers as necessary.

BACKGROUND PAPERS

NIL