

Carers Strategy - an update on work to support Carers in the Borough

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| Committee name | Social Care, Housing and Public Health Policy Overview Committee |
| Officer reporting | Kate Kelly-Talbot, Adult Social Work |
| Papers with report | Appendix A - Carers Strategy 2018-21 Appendix B - Carers Strategy Delivery Plan 2019-20 DRAFT Appendix C- Carers Survey Survey Report 2018-2019 |
| Ward | All |

HEADLINES

The Carers Strategy 2018-21 (Appendix A) demonstrates what the Council, Hillingdon Clinical Commissioning Group (HCCG) and its partners are doing to support Carers in Hillingdon. It also supports the Health and Wellbeing Strategy priority of developing integrated, high quality social care and health services within the community or at home.

This report provides the Committee with an overview of the achievements and the contribution that the Council has made to the delivery of the strategy.

The key findings from the Carers Survey 2018/19 are also included (Appendix B).

The draft Delivery Plan 2019-20 (Appendix C) outlines the work plan for the coming year.

RECOMMENDATIONS

That the Committee:

- 1. Notes the work that the Council does to support those with caring responsibilities in the Borough.**
- 2. Notes the key findings of the Carers Survey 2018-19.**
- 3. Comments on the Carers Strategy delivery plan activity for 2019-20.**

SUPPORTING INFORMATION

1) Background

According to Census 2011 there are over 25,000 Carers in Hillingdon who provide unpaid support. Their contribution to the health and wellbeing of those they care for is significant.

Carers say that supporting someone to live an independent life at home, in the community they know, can be very rewarding. However the cost to Carers themselves can be considerable in terms of their own health, financial situation, employment position and independence.

We want to enable our residents to recognise and identify their role as a Carer, so they know

where to access the right support.

The Carers Strategy 2015-18 sets out the Council and HCCG's joint vision and strategic aims for Carers of people within the London Borough of Hillingdon. The strategy builds on the Carers Commissioning Plan 2011-15 (published in 2011) and replaces the Young Carers Strategy 2007-12.

The Strategy also outlines a delivery plan for activity that the Council, HCCG and its partners will deliver over the course of the Strategy. This delivery plan is updated and monitored by the Carers Strategy Group, with annual updates presented to the Council's Cabinet and HCCG's Governing Body.

A full consultation programme was completed to establish what unpaid Carers in Hillingdon want and need to be healthy, happy and supported in their caring role, which informed the priorities and activities in the Delivery Plan.

The Strategy 2018-21 was updated to reflect the principles of the national integrated approach to identifying and assessing Carer health and wellbeing. The work programme for the next three years is based upon these principles. The updated Strategy was approved at Council Cabinet in May 2018.

2) Carers Survey 2018-19

The Carers Survey is a national survey commissioned by the Care Quality Commission and the Department of Health. All authorities in England with Social Care responsibility have been asked to complete the survey.

The survey has been developed to learn more about whether services received by Carers are helping in their caring role and their life outside of caring, also to understand Carers' perception of services provided to people they are caring for.

In late 2018, a 30 question survey was sent to 614 carers who had received a carers' assessment or review from Hillingdon's Adult Social Care or Hillingdon Carers.

36% returned a completed survey which means the survey is statistically valid and accurately reflects the views of Carers in Hillingdon.

Key survey facts

- 82% of carers live with the person they care for
- 51% of carers spend over 100 hours a week caring
- 35% of carers have been performing caring duties for over 20 years
- 49% of carers are aged over 65
- 8% of people looked after by carers are aged over 85
- Top 3 caring activities
 - Other practical help
 - Keeping an eye on him/her to see if he/she is all right
 - Helping with dealing with care services and benefits
- Top 3 support and care services used

- Equipment / Adaptations
- Home care / Home help
- Lifeline Alarm

Key survey results

74% of carers are satisfied with the support and care services they receive for themselves and the person they care for. There has been a slight increase in those who said they are extremely satisfied and a large increase in those who said they are quite satisfied, when compared to last year's results.

The caring role

Compared to 2017 there was an increase of:

- 5.3% from 29% to 35.3% of those who have been caring for 20 years or more.
- 12.7% from 38.7% to 51.4% of those who care for 100 or more hours a week.

There has been a decrease in the age of people being cared for with the largest age group being 75-84 year olds at 25.2%.

For cared for persons aged 75+, this has decreased from 66.7% in 2014-15 to 49.5% in 2018-19.

Impact of caring and quality of life

There has been a slight increase in the percentage of Carers who said they have some control over their lives and a decrease in those who said they had no control when compared to last year.

18% of Carers said they are able to spend their time as they would want doing activities they valued and enjoyed, whereas 18.9% said that they do not feel able to do anything they value or enjoy.

49.1% of Carers feel that they are able to look after themselves and 73.9% said that they had no concerns about their personal safety.

2.7% of Carers are extremely concerned about their personal safety (up from 0.7% in 2016-17).

39.2% of Carers feel they are encouraged and supported in their caring role, an increase from 35% in 2017.

3) Achievements

The following achievements provide the Committee with an overview of the contribution that the Council has made to the delivery of the Carers Strategy.

Carer Engagement

A key piece of work over the past four years has been to improve engagement with Carers. The purpose of this engagement is twofold; to gain views from Carers on what is important to them and help shape the direction of the work of the Strategy Group and secondly, to provide Carers

with information and updates on services available for them to access.

Work started with four local carer forums delivered across Hillingdon in Hayes and Harlington, Northwood and Ruislip, Heathrow Villages/West Drayton and Uxbridge. These were attended by 110 carers overall.

The forums focussed on presenting information to Carers about the new Carers Support Service and the integration of Health and Social Care services.

Discussions were also held to gather feedback from Carers about respite; crisis intervention and prevention; care planning; Hospital discharge; and support for those new to the caring role.

Two borough wide forums continue to run bi-annually to ensure that Carers are kept abreast of the work that the Council and its partners are doing to support them. It also provides an opportunity for Carers to ask questions about specific issues they may have.

As a result of this ongoing work, Carer engagement has improved dramatically and Carers say that they feel included and more informed.

Carers Assessments

Over 500 Carers Assessments per year have been completed by the Council over the past three years.

There had been some previous dissatisfaction expressed by Carers in their experience of the assessment process. The Council led a focus group in 2016 to gain feedback on the process and understand what impact having an assessment had on Carers and their role. As a result of this focus group, training was put in place with the aim of improving the 'soft skills' around conducting assessments and assessors' understanding of the process.

The training has improved satisfaction, in part by managing Carer's expectations of the process and by improving their understanding of what the Council can and can't deliver. There has also been a significant reduction in the number of complaints by Carers with regards the assessment process. Work continues to develop the process.

Carers Recognition Events

Run by the Council, these events recognised and showcased the commitment and dedication of Carers of all ages in the Borough.

Nominations were received by the cared for person themselves but also by friends, neighbours and other family members who recognise the hard work that Carers put in to care for their loved ones.

Attended by the Leader of the Council, the Cabinet Members for Social Services, Housing, Health and Wellbeing and Education and Children's Services, the Mayor of Hillingdon and the Carers Champion, those who received a nomination were presented with a certificate and small token to thank them for their hard work.

Work continues to support schools in recognising young people with caring responsibilities and

how they can best be supported in their role.

3) Delivery Plan 2019-20 draft

Appendix C provides the Committee with a draft Delivery Plan for 2019-20.

This plan outlines what we aim to achieve over and above what is contained within the 'Carers in Hillingdon' contract with the Hillingdon Carers' Partnership led by Hillingdon Carers, that started in September 2016. There is a focus on what Carers have told us is important to them.

Council activity includes producing a guide for local businesses on how to support Carers in the workplace and designing and delivering short training sessions for frontline staff to help them recognise residents who have a caring role and know where to signpost them to.

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

The work outlined in this report supports the Carers Strategy 2018-21 as approved by Cabinet in May 2018.

How this report benefits Hillingdon residents

The work outlined in this report supports those with caring responsibilities who live in the borough. The work plan for 2019-20 will continue the good work that has been carried out to date.

Financial Implications

There are no direct financial implications as part of this report as it is for noting only.

Legal Implications

Implementation of the Carers' Strategy helps the Council to meet its duty under section 4 of the Care Act 2014 to provide information and support to Carers and their families.

BACKGROUND PAPERS

Carers Strategy 2018-21

Carers Survey-Survey Report 2018-19

Carers Strategy Delivery Plan 2019-20 draft