

CARERS STRATEGY 2018-21: REVIEW OF 2018-19 DELIVERY PLAN & APPROVAL OF 2019-20 DELIVERY PLAN

(including results of the Carers Survey 2018)

Cabinet Member(s)	Councillor Phillip Corthorne
Cabinet Portfolio(s)	Social Services, Housing, Health and Wellbeing
Officer Contact(s)	Kate Kelly-Talbot, Social Care
Papers with report	Appendix A Carers Strategy Delivery Plan update 2018-19 Appendix B GP Guide to supporting Carers Appendix C Carers Survey 2018 Results Report Appendix D Carers Strategy Delivery Plan 2019-20 DRAFT

HEADLINES

Summary	This report provides Cabinet with an update on the Carers Strategy 2018-19 delivery plan and the results of the Carers Survey 2018. It also seeks approval for the Carers Strategy Delivery Plan 2019-20.
Putting our Residents First	This report supports the following Council objectives of <i>Our People</i> . 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. The Strategy also implements the Council's additional responsibilities for supporting Adult Carers introduced under the Care Act 2014 and Young Carers e.g. Carers under the age of 18, introduced by the Children and Families Act 2014.
Financial Cost	The Strategy does not have any direct financial implications. There is a contract with Hillingdon Carers Partnership to deliver Universal Services and the costs for LBH will be contained within this contract.
Relevant Policy Overview Committee	Social Care, Housing and Public Health
Relevant Ward(s)	All

RECOMMENDATIONS

That the Cabinet:

1. **Note the update on the Carers Strategy 2018-19 Delivery Plan including partner updates;**
2. **Note the results of the Carers Survey 2018 and;**
3. **Approve the new Carers Strategy 2019-20 Delivery Plan and instruct officers to provide an annual progress report to Cabinet.**

Reasons for recommendation

1. *2018-19 Delivery Plan update* - At its November 2015 meeting, Cabinet requested an annual review and update on the implementation of the Carers Strategy and associated Delivery Plan. The recommendation reflects the update of the work completed in 2018-19 as reflected in the Delivery Plan update (Appendix A) and includes an example of partnership working in the GP Guide to supporting Carers (Appendix B). The progress update and proposed Delivery Plan (Appendix D) will also be submitted to Hillingdon Clinical Commissioning Group Governing Body on the 5 June 2019, subject to Cabinet approval.
2. *Carers Survey 2018 results report* - Results of the Annual Carers Survey 2018 which is completed by the Council are presented in the Carers Survey Report (Appendix C). Data from the report will be analysed and where relevant, inform the work of the Strategy Group moving forward.
3. *Carers Strategy Delivery Plan 2019-20* - A proposed work plan for the coming year is presented in the Delivery Plan 2019-20 DRAFT (Appendix D). The plan reflects the joint working of the Council and its partners to support Carers in the Borough which is over and above business as usual activities.

Alternative options considered / risk management

1. *2018-19 Delivery Plan update* - No alternative options were considered as Cabinet has requested an annual update report.
2. *Carers Survey 2018 results report* - No alternative options were considered as the results of the survey will inform the work of the Carers Strategy Group moving forward and are an important measure of how the Council is performing in supporting Carers.
3. *Carers Strategy Delivery Plan 2019-20* - No alternative options were considered as the Delivery Plan required a refresh for the coming year.

Policy Overview Committee comments

At its meeting on 11 April 2019, the Social Care, Housing and Public Health Committee welcomed the Carers Strategy and commended the work and achievements of officers and partners. The

Committee noted the Carer Survey results detailed in this report, which highlighted some concerns in relation to carer hours and acknowledged that there was still work to be done. Overall, the Committee was pleased with the achievements and congratulated carers in the Borough.

SUPPORTING INFORMATION

Strategic Context

The 2011 census showed that there were over 25,000 Carers in Hillingdon providing unpaid support. Their contribution to the health and wellbeing of those they care for is significant. The census also showed that 18% of unpaid carers were aged 65 and over. Projections by the Projecting Older People Population Information Service (POPPI) developed by the Institute of Public Care (IPC) and Oxford Brookes University suggest that this number is likely to increase by 19% to 5,703 by 2020. Additional census information showed that approximately 10% of Carers were aged under 25, which emphasises the continuing importance of supporting Carers of all ages.

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. Addressing these issues is critical to supporting Carers in their caring role for as long as possible, thereby reducing pressure on the local health and care system.

1. Carers Strategy Delivery Plan update 2018-19

Some key highlights that have taken place over the past year to deliver against the priorities of the Carers Strategy are outlined below:

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.

GP Guide to supporting Carers

One of the joint activities driven by the Strategy has been to improve awareness and understanding of the caring role in Primary Care.

There are now 39 out of 45 GP Practices with a member of staff nominated as a Carer Champion and they receive bespoke training and regular support.

Hillingdon CCG and Primary Care Confederation have worked with Hillingdon Carers Partnership to design, print and circulate a GP Guide to supporting Carers (Appendix B).

This guide is intended to help primary care staff to:

- better understand the needs of carers.
- recognise the benefits to identifying and supporting them.
- identify a few simple steps that will improve the carer's experience of primary care.
- inform practice staff of the help that is available and how to access it.

The Hillingdon Hospitals Trust Carers Charter and Passport

The Hospital Trust greatly values the support of family and friends caring for people who use their services. They have developed 'The Carers Charter' which outlines what Carers can expect from the Hospital Trust. The Charter includes recognising Carers as expert partners in care, respecting a Carers right to decide how much they want to care and providing clear and accessible information to support Carers in their caring role.

Another initiative is 'The Carers Passport' which identifies Carers to clinical and support staff, provides opportunities to visit outside of regular visiting hours, concessionary car parking rates, a hot drink on the ward at meal times and a guest bed to allow the Carer to stay overnight if required.

CNWL Mental Health Services

CNWL have made great progress in embedding principles of the Carer experience and role into day to day clinical practice in Mental Health provision.

From a clinical perspective, Carers are encouraged to attend appointments, ward rounds and clinical review meetings (if the person they care for is in agreement).

Carers are also able to attend any course on the Recovery and Wellbeing College timetable and this is advertised widely. Courses include 'Looking after your health and wellbeing', 'Understanding health difficulties and how to manage them' and 'Taking control in recovery and life'.

Two new documents, a 'Living well with Dementia stories booklet' and an 'Information leaflet for outpatient appointments' have been co-produced with Carers.

CNWL held a second Carers conference last November which provided Carers with an opportunity to meet other Carers as well experience some fantastic talks, workshops and a marketplace. Topics included surviving and thriving in the health system, understanding medication and trauma-informed care.

Hillingdon Carers Partnership

The 'Carers in Hillingdon' contract with Hillingdon Carers Partnership has been in place since 2016 and has delivered some outstanding results for Carers in Hillingdon. Highlights from 2018-19 include:

- For the first time ever, Hillingdon Carers' Advice team has secured in excess of £1 million in Carer related benefits in a 12 month period. (Total actual figure £1,142,178.20). These benefits boost household incomes and are largely spent in the local economy.
- At 31 March 2019, there were 7,773 active adult Carers (29.9%) against a target of 6,240 (24%).
- 295 new Young Carers have been registered bringing the total number supported in year to 1,112. This is 45% of the census estimated total of Young Carers between 5-24 years old against a target of 24%.
- A five year (£175,000) grant has been secured to fund Dementia Support from 2018-23 and a second year's funding for the Dementia Support Advisor at the Memory Clinic. This is an increased annual investment of £95,000 in support for Carers of people with dementia compared to three years ago.
- 100% of newly-registering carers have had a Tier 1 Carer Assessment.

2. Carers Survey 2018 results

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 anonymous 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.

The results of the survey will be reviewed by the Carers Strategy Group and will inform future work as appropriate.

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. Carers Strategy Delivery Plan 2019-20 DRAFT (Appendix D)

The delivery plan 2018-19 has been reviewed by the Carers Strategy Group and updated for 2019-20. The work programme for the next year is intentionally high level, focussing on working with partners and making the best use of limited resources.

This plan continues the work that Carers told us was important to them and there will be a particular focus on raising awareness of the caring role in the workplace, developing social media support for Young Carers and continuing Carer engagement activities.

Financial Implications

There is a contract in place with Hillingdon Carers Partnership to deliver services to Carers in Hillingdon. The approved budget for this contract is £659k in 2019-20. Council activities outlined in this report will be delivered within this budget.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities?

The Carers Strategy 2018-21 and Delivery Plans to support this demonstrate to residents and Carers in Hillingdon the shared commitment to supporting Carers - across the Council, HCCG and its partners - and the shared accountability to improving services for Carers.

Consultation carried out or required

Carers and strategic partners have been consulted on the Strategy and work programme in the Delivery Plans via the Carers' Strategy Group and Carers Forum. Integral to this is the role of the Carers' Champion, Councillor Becky Haggar.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed the report and concur with the Financial Implications set out above, noting that there are no financial implications arising from the report recommendations. There is an approved revenue budget in 2019/20 to cover the costs arising from the activities set out in the Carers Strategy 2019/20.

Legal Implications

The Borough Solicitor confirms that there are no specific legal implications arising from this report.

BACKGROUND PAPERS

NIL