

CARERS STRATEGY 2018 - 2021 UPDATE

Cabinet Member(s)	Councillor Jane Palmer
Cabinet Portfolio(s)	Social Care, Health and Wellbeing
Officer Contact(s)	Kate Kelly-Talbot - Social Care Department
Papers with report	Appendix A: Carers Strategy Delivery Plan Update 2019/20. Appendix B: Top Tips for Supporting Working Carers. Appendix C: CNWL Preparing for an Outpatient Appointment Leaflet.

HEADLINES

Summary	This report provides Cabinet with an update on progress with implementing the 2018-2021 Carers' Strategy and specifically the 2019/20 Delivery Plan arising from it. It also seeks approval for a proposed approach to supporting Carers for the period 2020-2022.
Putting our Residents First	This report supports the following Council objectives of: <i>Our People</i> It also supports the 2018-2021 Joint 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 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. The Approved budget for 2020-21 is £658,700
Relevant Policy Overview Committee	Social Care, Housing and Public Health
Relevant Ward(s)	All

RECOMMENDATIONS

That Cabinet:

1. **Notes progress against the Carers Strategy delivery plan activity for 2019-20 and the work that the Council, its partners and Hillingdon Carers Partnership does to support those with caring responsibilities in the Borough.**
2. **Approves the proposed approach to supporting Carers for the next two years as set out in the report.**

Reasons for recommendation

1. *2019-20 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 2019-20 as reflected in the Delivery Plan update (**Appendix A**).

2. *Approach to Supporting Carers 2020-2022*: The successful implementation of the Carers' Strategy means that many of the initiatives reflected within delivery plans have now become business as usual. The report suggests that the focus of the Council and partners should be to maintain this until new data about Hillingdon's Carer population is available from the 2021 census, which can inform the development of new priorities within a refreshed Carers' Strategy.

Alternative options considered / risk management

3. *2019/20 Delivery Plan update*: No alternative options were considered as Cabinet has requested an annual update report.

4. *Approach to Supporting Carers 2020-2022*: No alternative options were considered due to the importance of recommendations about new priorities being informed by accurate needs data.

Policy Overview Committee comments

5. None at this stage.

SUPPORTING INFORMATION

Strategic Context

6. According to the 2011 census, 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. 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 13% to 6,438 by 2025. Additional census information showed that approximately 10% of Carers were aged under 25, which emphasises the continuing importance of supporting Carers of all ages.

7. 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. The Council and its partner want to enable our residents to recognise and identify their role as a Carer, so they know where to access the right support.

8. The 2018-2021 Joint Carers' Strategy updated work undertaken in previous years to reflect the principles of the national integrated approach to identifying and assessing Carer health and wellbeing. The Strategy outlined a delivery plan for the Council, Hillingdon Clinical Commissioning Group (HCCG) and other partners to implement over the course of the Strategy based upon these principles. The updated Strategy was approved by Cabinet and the CCG's Governing Body in May and June 2018 respectively.

2019-20 Delivery Plan Achievements

9. **Appendix A** provides Cabinet with a detailed update on the actions contained within the 2019/20 Delivery Plan. This section highlights some of the key achievements by the Council and its partners.

Council Achievements

10. **Carer Engagement:** In order to ensure that the views of Carers are adequately reflected in the work of the Strategy Group, two Carers will be recruited to attend the Strategy Group meetings. Their role will be to offer constructive advice and use their experiences of being a Carer to influence the development of carer support in Hillingdon. They will be in place by December 2020.

11. Two Borough-wide forums continue to run bi-annually (March and October) 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.

12. As a result of this ongoing work, Carer engagement has improved dramatically, Carers say that they feel included and more informed, and issues raised with the Carers' Champion have reduced.

13. **Carers Assessments:** During 2019/20 968 Carers' assessment were completed. These include assessments undertaken by Hillingdon Carers and also those undertaken by Social Care staff. It also includes online self-assessments undertaken by Carers, a self-service facility introduced over the last couple of years and refined during 2019/20.

14. Triage assessments undertaken by Hillingdon Carers help to identify whether Carers are likely to benefit from receiving a full assessment. The Cabinet may also wish to note that the Hillingdon Carers' Partnership has been very successful in developing a range of support services and activities access to which is not dependent on a Carer's Assessment.

15. **'Double Caring' responsibilities:** At the instigation of the Council's Carers' champion, Councillor Haggar, Adult Social Care has developed a mechanism for identifying and recording people who have multiple caring responsibilities, so that associated needs can be reflected in

reviews. This will ensure access to appropriate support.

16. **Supporting working Carers:** A presentation was given to the Local Strategic Partnership Executive in November 2019 to raise awareness of the caring role and the contribution that Carers make to the local economy. A guidance document has been produced and is attached as **Appendix B**, which outlines how to support working Carers and will be shared across the partnership. The Council will be reviewing existing HR policy guidance to ensure the needs of our staff who are Carers are reflected within it. The guidance will be offered to partners so that they can also share with their staff.

17. **Training for frontline staff:** An online training package has been co-produced with Hillingdon Carers Partnership and will be rolled out to all staff but especially those in frontline services who may come into contact with Carers but not realise it, e.g. Libraries. The programme includes facts and figures about Carers in Hillingdon, how to spot a Carer, case studies and signposting information. The programme will be offered to partners so that they can also share with their staff.

18. **Carers and Domestic Abuse:** The Council lead for Domestic Abuse attended the Carers Strategy Group in November 2019 and presented on the Borough's Domestic Abuse Strategy, the impact of abuse on Carers, available training and how partners can signpost those who need support.

Hillingdon Clinical Commissioning Group and GP Confederation Achievements

19. **Carers Leads in GP Surgeries:** One of the joint activities driven by the Strategy has been to improve awareness and understanding of the caring role in Primary Care.

20. The Hillingdon GP Confederation is encouraging all GP practices in Hillingdon to have a Carers Lead in order to raise awareness amongst the practice staff about the vital role that Carers have in supporting the local health and care system. The key tasks of the Carers Lead are to:

- Proactively identify and support Carers, many of whom do not see themselves as Carers;
- Ensure that a Carer Register is maintained and updated regularly;
- Ensure the practice provides active signposting to the Hillingdon Carers Partnership, a one-stop shop that will conduct a Carers Assessment, provide ongoing support and ensure relevant onward referrals (to Social Services or other sources of support) as required;
- Working alongside their Health Champion, ensure that standardised packs of information for Carers is available within the waiting room;
- Feed into the Confederation and its partners (Hillingdon Carers Partnership and Hillingdon CCG) any gaps in provision or requirements to help practices to support Carers further;
- Work with colleagues in the practice to provide enhanced access and flexibility of appointments for Carers;
- Consider how else the practice might facilitate improved carer-health – monthly Carer Health checks for example;

- Be willing to attend any training/information sessions that relate to the support of Carers within General Practice.

21. There are now 44 out of 45 GP Practices with a member of staff nominated as a Carer Lead and they receive bespoke training and regular support.

22. **Engagement with Partners:** GP Practices are engaging more actively with Hillingdon Carers who have attended their practice meetings. One practice this year also included Hillingdon Carers during their CQC inspection as evidence not only of them supporting Carers but also of joint working. This was really well received by the Inspectors.

23. Hillingdon Carers have also supported the delivery of Carers Lead forums throughout the year which provide information about the national Carers' agenda and local support combined with personal experiences of supporting Carers and sharing of good practice.

CNWL Mental Health Services Achievements

24. Carers are involved in any aspect of clinical care that the service user gives consent for. This includes attendance at ward rounds, care programme approach (CPA) reviews, transfer meetings, assessments, outpatient appointments, crisis appointments etc. Where capacity is compromised e.g. in dementia, the clinical team will liaise and work directly with the family/carers. Some specific achievements are shown below.

Care Programme Approach Explained

The Care Programme Approach (CPA) is a package of care for people with mental health needs. Everyone on a CPA has a Care Coordinator and a care plan, which sets out what support they will get and who will provide it.

25. **Co-produced leaflet:** A leaflet was co-produced with Carers and service users that explains the role of Carers in an outpatient appointment (**Appendix C**)

26. **Carers assessments recorded on clinical systems:** This ensures visibility of Carers and their needs to other professionals.

27. **Service User and Carer involvement meetings:** These are held every 2 months and have regular Carer attendance including as one of the Co-Chairs.

28. **Older Adults Team Inpatient Unit Carer Support Group:** A bookable slot for Carers with the team consultant has been established for every Thursday afternoon.

29. Cabinet may also wish to note that the following are also in place to support Carers

- The Early Intervention Service has an education programme for Carers.
- All teams have Carers notice boards and information is sent round regularly to teams to

keep them updated.

- A regular programme of Recovery and Wellbeing College courses and Carers are able to attend any course free of charge. Hillingdon has the highest attendance rate of carers in the trust.

Hillingdon Carers Partnership Achievements

30. Hillingdon Carers is the lead organisation for a consortium of third sector organisations that support Carers known as the Hillingdon Carers Partnership and holds a contract from the Council for the provision of support services for Carers in the Borough. The support services are delivered by all of the organisations within the partnership. Delivery of the contract is reported on separately and actively supports the work of all partners, including HCCG, the GP Confederation, Hillingdon Hospital and CNWL. It also has strong links into the H4All third sector consortium, with Hillingdon Carers being one of its constituent members.

31. Some key achievements of the Partnership in the past year include:

- The consortium model has proved popular with external funders and since the start of the Combined Carers Services contract (Sept 2016), Hillingdon Carers Partnership has drawn down £1,117,955 in new resources for services for Carers outside contract income. For example, in Q4 2019/20 £225k over three years was secured to improve support to Carers of people with acute mental health conditions, as well as for providing support to Carers dealing with their own low-level mental health issues. This is contributing to the 24 additional services that are now being delivered outside the contract, which have been developed as a result of consultation with Carers. Cabinet may also wish to be aware that a further funding bids worth a total of £124k have been applied for by Hillingdon Carers and the outcome is awaited.
- The Advice team has secured £700,231 in Carer-related benefits in the 10 months from April 2019 and during 2019 broke the £1m mark, securing £1,142,178 for Hillingdon's Carers, which boosted household incomes and was largely spent in the local economy.
- The Family Support Service supports complex families where there are young carers affected by parental mental health or substance misuse issues. We help these vulnerable children by addressing families' wider social issues and supporting the children in schools. At the start of the contact, children had an average attendance at school of 52.7% and, post-intervention, there was an average attendance of 94.7%.
- Annual investment in support for Carers of people with dementia has increased by £95,000 per year compared to three years ago.

Carers and Covid-19

32. The Hillingdon Carers' Partnership has worked with H4All in the joint initiative with the Council to support residents during the pandemic. This includes responding to the immediate basic needs of Carers, such as food, medicines, emotional support and information and advice.

33. A comprehensive programme of online and telephone support and activities is in development that includes: telephone peer support groups; online yoga and chair-based exercise classes; personal 1:1 support to get online tuition in the use of social media and FaceTime apps; an arts, poetry and photography competition, which will document the impact of the lockdown on Carers; Young Carer discussion groups and access to hardship grants.

34. Since the beginning of the crisis, Hillingdon Carers has secured £9K funding (and has bid for a further £7.5K) for a Carer Hardship Fund, which is paying for household essentials, e.g. washing machines, fridges, cookers, beds and they have purchased multiple tablets and laptops to help young and young adult Carers continue their studies online.

Priorities for 2020-2022 and Refreshing the Strategy

35. As previously stated, the vast majority of the delivery plan for 2019/20 has been successfully implemented and actions have become business as usual. It is therefore proposed that the priority for the next two years should be managing business as usual. This would be pending the publication of data from the next census that will be taking place in March 2021. It is intended that the Carers' Strategy Group will use the data from the census about Carers in Hillingdon and their needs in order to inform the priorities within a refreshed strategy to run from 2022. The priorities within the refreshed strategy will be informed by other national and local drivers, including the data from the biennial National Carers' Survey that will take place in the autumn of 2020.

36. Despite the proposed focus on maintaining the momentum of activities that are now business as usual, there are some specific actions that the Carers' Strategy Group will be working on over the coming year and these include:

- The recruitment of Carer representatives to attend the Strategy Group.
- Development of a guide for people who suddenly become Carers.
- Ensuring that the identity of the Carers' lead in each GP Practice is clearly displayed.
- Implementing the response to Carer feedback at the CCG's October 2019 AGM in respect of:
 - Developing and implementing a strategy for addressing identified barriers to screening uptake;
 - Supporting access to primary care by piloting a darsi/farsi speaking interpreter in the south of the borough where there is greatest need;
 - Co-design information for children with learning difficulties and/or autism and their families, including Easy to Read guidance on accessing the health service appropriately.

Financial Implications

37. There is a contract in place with Hillingdon Carers Partnership to deliver services to Carers in Hillingdon. The approved budget for this contract is £658,700 in 2020-21. 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?

38. 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

39. 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 Haggar.

CORPORATE CONSIDERATIONS

Corporate Finance

40. 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 2020/21 to cover the costs arising from the activities set out in the Carers Strategy 2020/21.

Legal

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

BACKGROUND PAPERS

[Carers' Strategy 2018-21](#)