

Carers Strategy: 2020/21 Delivery Plan Update

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Kate Kelly-Talbot, Adult Social Work
Papers with report	Appendix A - Case Studies Appendix B - Top Tips for Supporting Working Carers Appendix C - CNWL Outpatient Appointment Leaflet Appendix D – Carers Strategy Delivery Plan 2019/20
Ward	All

SUMMARY

1. The Carers Strategy 2018-21 demonstrates what the Council, Hillingdon Clinical Commissioning Group (HCCG) and its partners are doing to support Carers in Hillingdon. It also supports the Joint Health and Wellbeing Strategy priority of developing integrated, high quality social care and health services within the community or at home.
2. In May 2020 Cabinet received a comprehensive update on the delivery of the Carers Strategy in 2019/20 and agreed a proposed approach to supporting Carers over the next two years pending a refresh of the Carers' Strategy following the publication of the findings from the 2021 Census. The proposed approach included the priorities for 2020/21. This report provides the Committee with an update on the delivery of those priorities. In recognition of the extent to which the importance of supporting Carers is now recognised across health and care partners and has become more embedded as business as usual, the report proposes an approach to scrutinising the effectiveness of this support going forward.
3. The 'review period' in this report mean the period from 1 April to 30 September 2020.

RECOMMENDATIONS

That the Committee:

1. Notes progress against the Carers Strategy delivery plan activity for 2020/21.
2. Confirms that reporting on the delivery of the strategy should be annual and precede the annual progress report to Cabinet.

SUPPORTING INFORMATION

Strategic Overview

4. 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.
5. 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. In Hillingdon we want to enable our residents to recognise and identify their role as a Carer, so they

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 26 November 2020

know where to access the right support.

6. 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. The delivery plan is updated and monitored by the multi-agency Carers Strategy Group, with annual updates presented to the Council's Cabinet and the CCG's Governing Body.

The 2020/21 Delivery Plan

7. Despite the agreed focus on maintaining the momentum of business as usual activities there were a series of specific actions identified that the Carers' Strategy Group would work on during 2020/21. These actions are shown below with a progress update:

- The recruitment of Carer representatives to attend the Strategy Group: Action paused – The progress of the pandemic has prevented the Carers Strategy Group from meeting. Once meetings resume the process for selecting a Carer representative will be activated. Depending on the progress of the pandemic, this may not be until 2021/22.
- Development of a guide for people who suddenly become Carers: On track – An initial draft has been developed that will be refined during Q3 for consultation and completion in Q4.
- Ensuring that the identity of the Carers' lead in each GP Practice is clearly displayed: Action paused – Due to the pandemic most consultations are currently being undertaken either by telephone or online.
- Implementing the response to Carer feedback at the CCG's October 2019 AGM in respect of:
 - Supporting access to primary care by piloting a darsi/farsi speaking interpreter in the south of the borough where there is greatest need: On track – A person has been appointed on a one-year contract and they are due to start in the new year.
 - 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: On track – Information is available through the SEND (Special Educational Needs) Advisory Service. In addition, the Hillingdon Parents Forum is working with officers to make improve the information available on the Council's for parents of children and young people with Autistic Spectrum Disorder (ASD) conditions.

Achievements April – September 2020

8. The progress of the pandemic during 2020/21 has impacted on the delivery of some of the identified priorities for this year. However, examples of achievements during the review period are shown below and **Appendix 1** provides the Committee with case study that demonstrates the positive outcomes for residents resulting from joint work across partners.

9. **Carers and Covid-19:** The Committee will not be surprised to note that the review period was

dominated by the pandemic. **Appendix 1** also provides a case study that demonstrates the support provided to a Young Carer during the height of the pandemic.

10. In the first three months of the pandemic the Hillingdon Carers' Partnership supported:

- a) 134 families to receive regular deliveries of ready meals.
- b) The delivery of 378 food parcels
- c) The collection of 296 prescriptions

11. In Q2 £36.4k in Covid grants were secured to provide the following:

- ❖ Hardship grants to 40 families with Young Carers
- ❖ Hardship grants to 23 Adult Carers
- ❖ Provided 22 young adult carers with laptops to support their home study

12. Other support included:

- Delivering *Keeping Busy Bags*, baking boxes and activity packs to 72 families with young carers. Content of the Keeping Busy Bags varied according to the age of the recipients as Young People aged between 5 and 18 were supported.
- Providing regular care calls to over 1,034 carers. The Committee may wish to note that this figure may be much higher as data in the early stages was not captured.
- Completion of 324 Emergency Replacement Care Plans with Carers to ensure that alternative care arrangements were in place if the Carer was incapacitated for any reason.

13. **Carers' Assessments:** On track – The period from April to August 2020 has seen 525 assessments, which on a straight-line projection would suggest an outturn for 2020/21 of 1,260 assessments against a target for the year of 986. The Committee may also wish to note that although a Carer's assessment is the route to directly funded support from the Council, the Hillingdon Carers' Partnership provides access to a range of support services for which an assessment is not required. This information can be obtained through this link <https://www.carersuk.org/help-and-advice/get-support/local-support/hillingdon-carers-2>

14. **Carers' Register:** As at 30/09/20 there were 7,982 Adult Carers registered on the Hillingdon Carers' Partnership Carers' Register, which is an increase of 263 on the position in April and represents 30.7% of Adult Carers against a target of 28%. For the Committee's information, 132 adults ceased to have caring responsibilities during the review period.

15. At the end of the review period there were 835 Young Carers on the Carers' Register, which represents 34% of Young Carers against a target of 28%. There were 57 new young people and 164 people whose caring role either ceased or they became Adult Carers.

16. **Carers with Multiple Caring Responsibilities:** Originally identified as an area of focus by the Council's Carers' Champion, Councillor Haggar, Carers with multiple caring responsibilities

are being identified by Adult Social Care. The implications of these additional responsibilities on the wellbeing of Carers are then taken into consideration as part of the annual review process.

17. **GP Carer Leads:** All 43 of the GP practices that are members of the GP Confederation have now identified 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.

18. **Improved income for Carers:** During the review period the Hillingdon Carers' Partnership has helped to improve the income of 140 Carers by securing an additional £607,397 in Carer-related benefits.

19. **Short breaks:** 1,213 breaks were provided via the Carers' Partnership during the review period. Covid restrictions meant that most of these breaks were provided virtually and included arts, language lessons, gardening, exercise, IT training, Pamper evenings, discussion groups, a Book club and Wellbeing programmes.

20. During the review period 91 Carers used Council commissioned respite services at a cost of £1,174k. This compares to 123 Carers in the same period in 2019/20 and the reduction in numbers supported in 2020/21 can be explained by the closure of some services during the initial Covid lock down period and/or some Carers deciding to pursue a more personalised approach to addressing their needs through Direct Payments. In fact, the review period also saw an increase in the number of Carers using Direct Payments to commission their own support from 73 in the same period in 2019/20 to 93 in 2020/21. The Committee may wish to note that in 2020/21 the Council has invested £661k in the provision of universal services to support Carers, which compares to £602k in 2019/20 and mainly relates to the Hillingdon Carers Partnership contract.

Proposed Reporting Arrangements

21. It is recommended that the Committee receive an annual strategy delivery plan update in advance of the annual report to Cabinet. This will enable any comments that the Committee may have to be reflected in report for Cabinet's consideration.

How this report benefits Hillingdon residents

22. The work outlined in this report supports people who provide unpaid care and support to residents of the borough. The proposed approach for the 2020-22 period will continue the good work that has been carried out to date pending the availability of up to date data about how many of Hillingdon's residents are providing unpaid care and what their needs are.

Financial Implications

23. There are no direct financial implications of this report.

Legal Implications

24. Implementation of the Carers' Strategy helps the Council to meet its duties under section 4 of the Care Act 2014 to provide information and support to Adult Carers and their families and section 96 of the Children and Families Act, 2014 in respect of Young Carers.

BACKGROUND PAPERS

[Carers Strategy 2018-21](#)

Classification: Public

Social Care, Housing and Public Health Policy Overview Committee – 26 November 2020

Appendix A

Case Study A

Mr A is 72 years old and began caring for his wife who was diagnosed with dementia. She has a good degree of independence with activities of daily living, however Mr A observed a steady deterioration in her memory and mood. He was able to manage running the home but found he was struggling with his own health. He became increasingly concerned about leaving Mrs A alone as on one occasion she left the house for several hours whilst he was out and had no recollection of where she had gone. Mrs A then became increasingly anxious when apart from her husband and soon he found himself caring for her continuously.

Mr A was isolated and frustrated as he couldn't come to terms with the changes in her mood and behaviour, as she was keen to go out regularly. Their GP referred Mr A to the Carers Lead at the surgery and he was able to speak openly about his situation for the first time. Mr A was relieved to share how he felt and acknowledged that he needed help. Mr and Mrs A were referred to the Council for an assessment. Mr A requested that he was assessed separately from his wife. He was visited by a social worker who explored what his own needs and wishes were. Mr A felt strongly that he wanted to continue caring for his wife but needed a better understanding of dementia and also needed to access regular breaks to enable him to attend to his own pursuits.

Mr A was referred for Understanding Dementia training and also was allocated a Personal Budget to enable him to access clubs and events of his choosing. He was also provided information on respite services and Carer Clubs where he could meet other Carers. Mrs A was also assessed as eligible to attend two days a week at a day centre, as she enjoyed going out. Mr A is now much more able to sustain his caring role and has improved his own physical and emotional wellbeing. Mr A is also reassured that he knows who he can speak to should their circumstances change.

Case Study B

Mr B is a 14-year-old primary carer for his father who has both physical and mental health conditions. As a result of dad's disabilities, they were required to shield during the height of the Covid-19 pandemic and this had a negative impact on them both. Dad's mental health deteriorated during lockdown and this increased Mr B's caring role and caused friction within their relationship. Mr B felt isolated, was unable to access any online learning due to lack of technology and started to experience low mood himself. The Carers' Trust Partnership maintained contact through their care calling and had regular conversations with dad and Mr B. The Partnership was able to provide a hardship grant to fund a laptop which enabled Mr B to complete schoolwork from home as well as access the online activities that we were providing. Mr B attended a 3-day Create workshop during the May half-term holiday and he visibly flourished within this time. At the start he would not appear on camera and was reluctant to fully engage but his confidence grew and he became the star of the resultant radio show by the end of the workshop.

When school reconvened in September, dad was understandably anxious about Mr B returning to school as he is continuing to shield. The Partnership has worked extensively with dad and the school to come to an agreement whereby Mr B can continue to work from home, fully supported by the school who are providing work and regular feedback. The Partnership has funded additional learning materials for Mr B and has sourced free maths tutoring for him. The Partnership continues to provide weekly care calls and Mr B has agreed to engage in their future online activities.