

		AGENDA ITEM 5	
		PAF/07/16	
Committee:	People and Families Scrutiny Committee		
Date:	12 th May 2016		
<u>Carers Strategy</u>			
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Purpose of the Paper

To update the People and Families Scrutiny Committee on the Essex Unpaid Family Carers Programme. The report covers:

1. Progress against the Essex Carers Strategy 2015-2020; 'Carers Count in Essex'
2. Outcomes achieved for Family Carers 2015-16
3. Support for Young Carers
4. Strategic, local and carer engagement

A number of appendices have been included to support this report:

- Appendix 1 – Carers strategy
- Appendix 2 - Details of the single point of contact for carers
- Appendix 3 – Case Studies
- Appendix 4 – Carer survey results
- Appendix 5 - Young Carers Commissioning Report

A. Introduction

The Essex Carers Strategy was launched just over one year ago. Signed off by the Health and Wellbeing board and published in April 2015, the strategy set out our new offer to Essex family carers of all ages, and how the County Council and partners will meet duties under the Care Act. The strategy was developed jointly with Essex CCGs and delivery is overseen by the Carers Partnership Board. This board has carer representation and co-chaired by a family carer to ensure the carer's voice continues to be heard.

What is currently in place to support Essex carers

During 2014 we undertook an open grant round to secure services for carers for two years, whilst we worked towards developing a model that would provide carers with a single point of access – something that carers had been telling us that they wanted. We were very pleased to award the funding to a partnership of local carers organisations who wanted to work together and provide a single point of access for carers.

The ‘Supporting Carers in Essex Partnership’ encompasses the following organisations:

- Action for Family Carers
- Essex Carers Support
- Crossroads Care Tendring and Colchester
- Crossroads Care Braintree District & Chelmsford
- Carers Trust Epping Forest, Harlow
- Crossroads Care Brentwood & Basildon

The following range of support is delivered for carers through this Partnership (see Appendix 1 for more detail):

- (i) A single point of contact for carers via a single telephone number or email address and a central point of contact for professionals
- (ii) Adult carer community based support, delivered by phone, home visits and peer-led support groups
- (iii) Hospital carer support in all acute hospitals in Essex
- (iv) Macmillan carers support for carers looking after someone with a terminal diagnosis or at end of life
- (v) Carers Rapid Response Service – short term support for carers experiencing exceptional difficulties or waiting to have a carers assessment
- (vi) Young carers secondary school-based support for carers aged 11 – 18yrs
- (vii) Young adult carers transition support for carers aged 16 – 24yrs

Additionally, more specialist support for carers has been funded via

- Headway
- Hamelin Trust
- SNAP
- Support 4 Sight

A range of additional more local support for carers is provided in local communities via the CCGs, other voluntary sector groups and the mental health trusts.

B. Progress against the Carers Strategy Action Plan

(i) Strategy progress – one year on

- ✓ **New services delivered:** For the first time one single point of contact across the county for family carers, and specialist provision for carers of people with specialist needs.
- ✓ **Better joined-up working and networking:** Carer organisations now regularly meeting to make better connections so that carers are supported in a more joined-up way.
- ✓ **Improved carers information:** New on-line information, the Living Well Essex website launch as a source of carers information and advice.
- ✓ **Better links between specialist services:** Better join up in ECC across Increasing Independence, Dementia and Autism programmes around carers.
- ✓ **Improved carer engagement:** Co production – funded a post at Healthwatch for 2 years to recruit, train and support carer ambassadors ensuring we continue to listen to and work alongside carers.
- ✓ **Improved and increased access to Carers Assessments:**
 - Adult Social Care – Implemented new processes for carers assessments, so that the focus of a discussion with a carer is about their health and wellbeing and a nominated lead for carers identified.
 - Practitioners Group set up which is meeting regularly to share and address practice issues.
- ✓ **New models of care in primary care:** Projects with GP practices in each CCG locality to develop GP carer friendly practices. Specifically in Castle Point & Rochford – a pilot with carer support workers offering drop-ins and 1:1 conversations based in GP practices.
- ✓ **New tools to help carers:** Recognising we need to support carers to plan better for all stages of the caring role a tool called 'Thinking Ahead' has been tested with a small group of older carers who are looking after someone with a mental or physical disability. As a result of the success of this, this tool is being rolled out across all increasing independence teams in Adult Social Care.
- ✓ **Supporting Mental Health of Carers:** Whilst carers mental health was not specifically identified in the strategy action plan, recent engagement with carers has identified this as a real issue. A mental health task and finish group has been set up with mental health providers to scope how support for carers can be improved.
- ✓ **Better engagement of CCGs:** There is evidence of greater engagement and interest in carers agenda in the NHS, outcome of close working in past year.

- ✓ **Better information on social care performance:** Developed a Management Information pack to performance manage social care and to inform future commissioning

(ii) Who has been supported and Outcomes delivered in 2015/16

- 5626 adult carers have been supported by the voluntary sector
 - 4924 by the partnership
 - 702 by the remaining funded organisations
 - 568 carers supported by Community Agents
- 3390 adult carers supported by Adult Social Care
- 1093 adult carers receiving direct payment
- Just over half of the carers supported by Adult Social Care are over the age of 75yrs
- The partnership support the majority of carers in the age band 65yr to 79yrs
- Patterns of referrals with the voluntary sector are roughly in line with referral patterns to Adult Social care

Outcomes

- 39% of Carers said that if they had not received support from Supporting Carers in Essex, they would have gone to their GP
- 26% of Carers said that if they had not received support from Supporting Carers in Essex, they would have gone to Social Care
- 81% of Carers feel that Supporting Carers in Essex has helped them feel more in control and able to make better choices in their Caring role
- 80% of Carers feel that their Caring role is recognised and respected more now than prior to receiving support from Supporting Carers in Essex
- 90% of Carers have increased knowledge of the support and information available
- 84% of Carers reported that Supporting Carers in Essex has helped them to maintain or improve their health and wellbeing
- 81% of Carers feel less isolated
- 86% of Carers feel more able to continue in their caring role

Hospital

- A total of **406** Carers have benefited from Support while the person they Care for was in hospital
- **60%** of Carers receiving Carer Support in Acute Hospitals, felt more confident to access the support they need, in order to help prevent future inappropriate admissions to hospital of the person they look after. **80%** felt that the support

they received had helped them to understand the hospital processes, so the person they look after was discharged safely and appropriately from hospital.

Macmillan End of Life

A total of **675** Carers have accessed support since the 1st April 2015, **214** of whom are newly identified Carers

Through feedback and evaluation, **42%** of respondents said that they would have gone to the GP if they had not received support through the Macmillan service. **100%** said that they were satisfied or very satisfied with the support they had received. **98%** of Carers felt that our service had helped them to maintain or improve their own health and wellbeing, which included feeling less stressed and anxious. **94%** also reported that they were less isolated and felt more able to continue in their caring role.

C. Supporting Young Carers

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Young Adult Carer Transition Support

A total of **169** Young Adult Carers have accessed support since the 1st April 2015, the majority of whom were aged between 18 and 20 years and **34%** were male. This was less than our indicative number, which was high and had been based on the figures of a younger cohort, and this age group are a challenge to engage.

106 new Young Adult Carers have been identified and a total of **300** Young Adult Carers are known to the service and registered on our database. The majority of Carers were looking after someone with physical disabilities or mental health needs. **194** people were reached through outreach work and **470** individual interventions took place. These ranged from home visits and group sessions to telephone calls and emails, with the majority of interventions providing emotional support. **57%** of these interventions were level 2, providing personalised advice and support. The service will continue its invaluable work over Year 2, further developing the service and providing this vital support to more young people

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Young Carers Early Intervention School-based Support

The 2014 SHEU survey figures indicate that there are 12,000 young carers aged 11-18 in Essex who provide care every day to someone, with just over 6,500 providing more than one hour of care.

A total of **392** Young Carers have accessed support through the Schools programme, the majority of whom were aged between 12 and 15 years, and 65% were female. **369** Young Carers have been newly identified and a total of **4,485** people have been reached through outreach work.

The team conducted **5,107** individual interventions, which ranged from home visits and group sessions to telephone calls and emails, the majority of which were

providing emotional support and at level 2. A total of **935** Young Carers are registered on our database.

The Young Carers Schools project has been actively working with 46 secondary schools across Essex, and is in regular contact with all **79** schools, actively encouraging them to participate with the service. Four secondary schools are being supported by the service to achieve the Carers Trust and The Children's Society Young Carers in School Award.

The team have been working with Provide to deliver Young Carer, Identification, Recognition and Support training to school nurses and school health champions. They have facilitated awareness sessions at Anglia Ruskin University and liaised with Primary Schools to identify year 6 pupils who have a Caring role, to ensure support is in place when they attend secondary school in September.

D) Strategic, local and carer engagement

Clinical Commissioning Groups - Over the last year, our relationships with the CCGs have developed, with improved attendance at the Carers Partnership Board and a willingness to start work to develop GP friendly communities. We have agreement that learning from all the different activity will be shared across all the CCGs. We have had early indications from some of the CCGs to invest funding for carers services in with us which we will be exploring further during 2016/17. The partnership has also focussed this year on meeting with the CCGs quarterly to update them on progress.

Hospitals – there are carer support workers based in each of the acute hospitals which are delivered through the partnership. This took a while to establish itself, and each worker is undertaking a slightly different role to reflect hospital need.

Community Agents – there are good links between the two partnerships, with the agents using the expertise of the carers partnership, and the carers partnership using the connections that the Community Agents have.

Mental Health Trusts – mental health trusts are part of the carers partnership board and a carers mental health task and finish group has been set up.

Parent Carers and Young Carers-

Support for young carers is delivered through assessments provided by ECC targeted youth advisors, with a number of young carer groups across the county, providing breaks. This is enabling us to have much better data about the needs of young carers which will be informing future commissioning.

Parent carers identified via our contact centre or through the Supporting Carers in Essex partnership are being linked to the current offers available through the Local Offer. The partnership is taking weekly referrals from parent carers and is able to offer information and advice and support, however, the partnership have recognised

that these parents are often managing very complex situations, and are planning additional training and support to their staff.

Engagement

The strategy was co-produced with carers full involvement, setting the outcomes, vision and principles and building on this, a post has been funded at Healthwatch to recruit and train carer ambassadors to ensure the carers voice is maintained. There are currently 6 active carer ambassadors and we have a network of 200 carers who indicated that they wanted to be involved in any future developments for support for carers following the engagement we did for the strategy. We have recognised that there are many people who do not recognise themselves as carers and we expect that the ambassadors getting out and about into the community will ensure we hear the voice of a wider group of carers.

There have been a number of events held with young carers across Essex to capture their views and to hear their voice in developing our next steps.

We will be promoting carers during carers week (6th – 10th June 2016) and following this will be then running a number of roadshows out across the county to help us share information about support for carers, to use as an opportunity to engage with carers, but also to offer them some time out at these sessions to focus on themselves.

E. Next steps - priorities for 2016/17

In the short period since publication of the Carers Strategy important and significant developments have taken place. We have seen improved engagement of the carers agenda within Social Care and the NHS. For the first time there is a single point of access for carers in Essex. Greater numbers of family carers are being assessed for their own needs and accessing Direct Payments. We have a range of carers providers working more closely together than ever before. Carers are now having a stronger voice in Essex. This is a sound platform for continued improvement. We have identified the following priorities for the year ahead to embed the good work:

1. Empowered and informed carers- including young carers
2. Designing the offer for carers with carers
3. Better join up of adult social care and children's services, including improved transitional arrangements for young carers becoming adults
4. GP recognition of carers
5. Carers mental health
6. Further development of the Data Information Pack

F. Conclusion

In the past year we have seen a number of new and more co-ordinated carers services in place and greater numbers of carers are identified and supported across Essex. We have seen improved outcomes for family carers with 86% of those supported by the partnership feeling better able to cope with the caring role.

Looking forward we will finesse existing carers information pathways. We will continue to engage with family carers to help shape the future of carers' services and recruit additional Carer Ambassadors as an important mechanism to cascade carer's

agenda at a local level. We will build and share good practice on GP engagement and to embed with emerging local neighbourhood teams. There will a new and improved offer to support young carers and those going through transition. Outcomes will continue to be captured to understand what difference is being made and engage on gaps and areas of improvement. We feel through the steerage of the multi-agency and carer-led Essex Partnership Board many new exciting developments can be delivered to give Essex carers a better quality of life and well-being.