



Agenda item:

[No.]**Cabinet****On 15th June 2010**Report Title **Response to Scrutiny Review of Support to Carers**Report of **Mun Thong Phung, Director of Adult, Culture and Community Services**

Signed :

Contact Officer : **Lisa Redfern, Assistant Director, Adult Services and Commissioning**Wards(s) affected: **All**Report for: **Key Decision****1. Purpose of the report (That is, the decision required)**

- 1.1. To set out the response of Adult, Culture and Community Services to the Scrutiny Review of Support to Carers.

2. Introduction by Cabinet Member (if necessary)

- 2.1. As Cabinet Member for Adults and Community Services, I welcome the content of this Scrutiny Report and I accept its recommendations;
- 2.2. It is clear that the review process has been detailed and has taken into account the opinions of carers, organisations who work with carers, and staff;
- 2.3. As Cabinet Member responsible for services that offer care and support to some of the most frail and vulnerable people living in the Borough, I am confident we have a very good platform to further improve how we work with carers and support them in this crucial role;
- 2.4. The report has thirteen recommendations. Our response to the individual recommendations in the Overview and Scrutiny report is outlined in the Appendix 1.

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

- 3.1. This review is linked to two key Council priorities:
 - i. A health, caring Haringey; and
 - ii. Delivering high quality, efficient services;
- 3.2. This review is linked to Haringey Carers Strategy 2009-14
- 3.3. This review is linked to the Well-being Strategic Framework 2007-2010

4. Recommendations

- 4.1. That Cabinet agrees the response.

5. Reason for recommendation(s)

- 5.1. N/A

6. Other options considered

- 6.1. N/A

7. Summary

- 7.1. The Overview and Scrutiny Committee commissioned a review into the support given to adult carers of adults as part of its 2009/10 work plan. The terms of reference for the review was:

“To assess the support provided to adult carers of adults in Haringey specifically to provide an objective view of these services and whether they provide value for money”
- 7.2. The Partnership has recently agreed a Carers Strategy and Delivery Plan, the recommendations within this report contribute to the work being carried out.
- 7.3. Key findings of the review:
 - Carers are estimated to save Haringey £236million per annum;
 - There is a strategic commitment across the partnership to improving the support given to carers in Haringey;
 - Carers highly value the support given to them by the Voluntary and Community Sector organisations and consider these services as a ‘life line’;
 - The Carers Partnership Board has a strategic input and is an effective forum for discussions and developments; and
 - Carers feel that easier access to flexible carers breaks/respice would help them to fulfil their caring role for longer.

8. Chief Financial Officer Comments

- 8.1. There are no direct financial implications arising from the action plan from this review. However the on-going impact of the implementation of these recommendations should be carefully monitored to ensure any future costs, arising

from the raising of expectation levels amongst carers is managed.

9. Head of Legal Services Comments

9.1. In 2004, the government introduced the Carers (Equal Opportunities) Act 2004 to ensure that that public bodies recognise and support carers.

The Act provides that where—

(a) a local authority is carrying out an assessment in relation to the relevant person or (as the case may be) a disabled child, and

(b) it appears to the local authority that an individual may be entitled to request (but has not requested) an assessment of his ability to provide and to continue to provide care for the relevant person or the disabled child,

the local authority must inform the individual that he may be entitled to an assessment before they make their decision as to the needs of the relevant person or the disabled child.

9.2. The Act applies in England and Wales to:

- carers who provide or intend to provide a substantial amount of care on a regular basis for another individual aged over 18
- people with parental responsibility for a disabled child, who provide or intend to provide a substantial amount of care on a regular basis for that child.

10. Head of Procurement Comments – [Required for Procurement Committee]

10.1. N/A

11. Equalities & Community Cohesion Comments

11.1. According to the 2001 Census, 15,967 people identified themselves as carers' in Haringey.

11.2. Equalities issues as identified in the Haringey Carers Strategy Equalities Impact Assessment¹ along the six equalities strands are as follows:

- Age – under-representation of young adult carers aged 18-34 years;
- Disability - Improved support for carers as a whole population has potential to benefit carers with a disability;
- Ethnicity – there is under-representation of Pakistani, Bengali and Chinese Carers in provided services, each of which are identified as growing populations in Haringey;
- Gender – under representation of male carers in services and in consultations;
- Religion – we need better data and information on religion or belief - available

¹ Haringey Adult Carers Strategy, Equalities Impact Assessment, Haringey Strategic Partnership, 2009

information points to an under-representation of Muslim carers in both services and consultations;

- Carers from Charedi community not separately identified as faith group and not directly represented in service development; and
- Sexual orientation – we need better information about needs of lesbian, gay, bi-sexual and transgender carers to make an evidence-based assessment of impact.

12. Consultation

- 12.1. Service users, carers and staff were consulted extensively as part of the Overview and Scrutiny review process. Their comments are included in the body of the report are reflected in the recommendations.

13. Service Financial Comments

- 13.1. All of the agreed recommendations are to be undertaken with current resource allocations. Where agreement is only in principle, these will progress as and when resources permit.
- 13.2. Value for money will need to be a key consideration in the future commissioning of services for carers, including ensuring robust and relevant activity information, that demonstrates good outcomes to carers are being delivered.

14. Use of appendices /Tables and photographs

- 14.1. Appendix 1 – Recommendations and responses.

15. Local Government (Access to Information) Act 1985

- 15.1. Haringey Well-being Strategic Framework 2007-2010
- 15.2. Scrutiny Review of Support to Carers
- 15.3. Haringey Carers Strategy 2009-2014
- 15.4. National Carers Strategy: *Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own*
- 15.5. Haringey Adult Carers Strategy, Equalities Impact Assessment, Haringey Strategic Partnership, 2009



Haringey Council

Appendix 1

Recommendations	Response	Commentary
<p>Recommendation 1 <u>Recognition</u> <i>That Full Council recognises:</i></p> <ul style="list-style-type: none"><i>The invaluable role that unpaid carers employed in, those living in and caring for people in Haringey play;</i><i>The impact that caring has on a person's life;</i><i>The new Carers strategy</i> <p><i>and;</i></p> <ul style="list-style-type: none"><i>Members commit to supporting carers in their role as a carer and their right to have a life outside of their caring role.</i>	For consideration by Full Council	
<p>Recommendation 2 <u>Identification of carers</u> <i>Systems should be put in place to ensure that carers are routinely identified and offered assessment and support across the partnership.</i></p> <ul style="list-style-type: none"><i>Staff awareness raising of carers in the care setting to enable them to identify carers and refer accordingly.</i>	Agreed	<p>One of the initiatives in the Carers Strategy Delivery Plan is the development of a training module for front line staff across the Council to help them to recognise and signpost carers. The training is expected to start in Summer 2010 and will involve carers from the Carers Partnership Board.</p> <p>Carer Champions in different settings such as Customer Services, Care Management Teams, Library information desks and Haringey Adult</p>

		<p>Learning Services are also being developed. Their role will be to act as champions in their teams, support the identification of carers and promote their recognition.</p> <p>The Scrutiny Review also acknowledged the work of the carer organisations in Haringey who identified over 150 new carers in 2008-09.</p> <p>The Council has maintained the profile of carers and caring through press and media coverage in Haringey People, in particular during Carers Week in June each year and the promotion of the Carer of the Year Award. The promotion of the Carers Register as a means of networking carers with borough-wide support and services is also a way of recognising the invaluable role carers play.</p>
<p>Recommendation 3 <u>Assessment</u> <i>Carer's assessment processes across the partnership should be reviewed to ensure consistency.</i></p> <ul style="list-style-type: none"> • <i>With the involvement of the Carers Partnership Board</i> 	<p>Agreed</p>	<p>Adult Services have acknowledged that carer process will need to be reviewed as part of the implementation of personalised support for carers as this will include giving carers the opportunity to complete a supported self assessment, leading to provision of carer specific services where the carer is eligible.</p> <p>Benchmarking information for 2009-10 across London authorities for National Indicator 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information. Haringey is just below the top quartile for performance for London, and above</p>

		the London median.
<p>Recommendation 4 Signposting</p> <p>a) <i>That robust systems are put in place across the partnership to ensure that even where carers do not want an assessment/does not meet assessment criteria they are signposted for advice and information.</i></p> <p>b) <i>That where a carer does not want assessment/does not meet the assessment criteria:</i></p> <p style="padding-left: 20px;">i. <i>This is recorded.</i></p> <p style="padding-left: 20px;">ii. <i>They are invited to go on the carers register, with benefits explained.</i></p> <p style="padding-left: 20px;">iii. <i>Regular engagement takes place in order for support to be provided should their situation change.</i></p> <p>c) <i>That a carers information pack is compiled which includes information on services across the partnership and:</i></p> <p style="padding-left: 20px;">iv. <i>Sent to all current and new carers who come into contact with carers services;</i></p> <p style="padding-left: 20px;">v. <i>A copy given to all Councillors;</i></p> <p style="padding-left: 20px;">vi. <i>Be available at key sites across the borough including voluntary sector centres.</i></p> <p style="padding-left: 20px;">vii. <i>An electronic version be sent to all staff who may come into contact with carers e.g. customer service centre, switchboard.</i></p>	<p>a) Agreed</p> <p>b) Agreed</p> <p>c) Agreed in principle</p>	<p>The Carers Strategy Delivery Plan recognises that carer reasons for declining assessment need to be recorded as an outcome of a carer's referral on Electronic Social Care Record (Framework-i). Work is planned to ensure the IT system can capture this.</p> <p>Work is taking place on updating The Essential Guide for Carers in Haringey which includes information on services across the partnership. The Information and Communications Subgroup of the Carers Partnership Group is leading on this. The Subgroup is made of up interested carers on the Partnership Board. We intend publishing a revised guide by Autumn 2010.</p> <p>The Guide will be available on the Council's website and Care Management and Integrated Access Team staff will be able to print off relevant sections of the guide for carers who do not have access to the internet. Promotion of the updated guide will be across the Council and Health services to ensure that all frontline staff that may come into contact with carers have access to appropriate information and advice.</p>

<p>d) <i>Staff who are likely to come into contact with carers should be trained to identify and signpost carers appropriately (Libraries, adult and children’s social care staff, call centres, receptionists, GP surgery staff, local A&E department staff, discharge staff).</i></p>	<p>d) Agreed in principle</p>	
<p><u>Recommendation 5</u> <u>Information, Advice and Support</u></p> <p>a) <i>Establishment of a single point of contact for Carers in Haringey</i></p> <p>b) <i>Update the “Essential Guide for Carers” taking into account service mapping exercise and ensure that this is available in a range of community languages.</i> viii. <i>A copy should be given to Members</i> ix. <i>Electronic copies should be sent to front line staff e.g. Libraries and Customer Service centres.</i></p> <p>c) <i>Ensure the effective coordination of all information dissemination for carers taking into account the variety of different services carers need to access e.g. housing and benefits advice.</i></p> <p>d) <i>Explore options for increased internet access for carers.</i></p>	<p>a) Agreed in principle</p> <p>b) Agreed</p> <p>c) Agreed</p> <p>d) Agreed in principle</p>	<p>Initial discussions have taken place in regards to the establishment of a Carers Hub for carers in Haringey. It is a key initiative in the Carers Strategy Delivery Plan to provide an integrated support service tailored to carers’ specific needs, delivering early identification of carers; advocacy; empowerment, involvement; and ongoing emotional support.</p> <p>The Carers Partnership Board Carers Organisations Provider Forum has been established and will lead on service mapping.</p>
<p><u>Recommendation 6</u> <u>Emergency Planning</u></p> <p>a) <i>Carers receiving a service should be systematically contacted and arrangements</i></p>	<p>a) Agreed</p>	<p>Mainstream planning for a carer emergency within carers assessments and self-assessment is another key initiative within the Carers Strategy Delivery Plan. Adult services</p>

<p><i>made to put an emergency plan in place to ensure all carers have peace of mind in the event of an emergency.</i></p> <p><i>x. This plan should link to both the Carers care plan (where one is in place) and to the care plan of the cared for person</i></p> <p><i>b) An emergency contact number should be included in all care plans to ensure Carers can easily contact the relevant team in the event of an emergency.</i></p> <p><i>c) Plans put in place with the consultation of the carer and where appropriate the cared for person to ensure the smooth transition of care if their informed carer dies.</i></p> <p><i>xi. Use of Voluntary and Community Sector organisations to provide advocacy and support.</i></p> <p><i>d) A regular seminar/event should be convened to explore issues associated with the death of a carer. These seminars should include:</i></p> <p><i>xii. Legal aspects</i></p> <p><i>xiii. Practice aspects e.g. putting a plan in place</i></p> <p><i>xiv. Support and advocacy available</i></p>	<p>b) Agreed</p> <p>c) Agreed in principle</p> <p>d) Agreed in principle</p>	<p>recognises that there is more work to do to get more carers signed up to this scheme and raise awareness of its existence. We will be increasing promotion of the Carers Emergency Alert Card Scheme amongst Care Management staff and key access points such as GP surgeries, hospital discharge, customer service centres, Integrated Access Team and libraries. As of end of March 2010, the scheme currently holds plans for 70 carers.</p> <p>To help inform future commissioning, data about carers needs for replacement care will be collected and analysed.</p> <p>For older parent carers, the importance of having an emergency plan in place is recognised and is a key priority fro 2010 in the Learning Disabilities service. Work has begun in the service to work with older carers to plan for the future care and support needs of their cared for person. Further, during Carers Week 2010, a series of workshops will be held for carers that will cover issues such as Trusteeships, living wills and mental capacity.</p>
<p><u>Recommendation 7</u> <u>Respite / Carers Breaks</u></p> <p><i>a) A review of respite provision across client groups to ensure consistency and clarity across all service areas</i></p>	<p>a) Agreed</p>	<p>Dialogue with NHS Haringey about joint commissioning respite provision is ongoing about this very important issue. Adult Services recognises the importance of ensuring appropriate access to respite breaks, and</p>

<p>b) <i>NHS Haringey and Haringey Council should jointly address the need for greater provision of carers breaks (including respite).</i></p>	<p>b) Agreed in principle</p>	<p>regardless of NHS Haringey input has already started reviewing respite models. This has started in Learning Disabilities.</p>
<p>Recommendation 8 Personalisation</p> <p>a) <i>The way in which information is provided to carers about the forthcoming changes should be reviewed to ensure that the language used is accessible to carers.</i></p> <p>xv. <i>This should be done in conjunction with the Carers Partnership Board, Carers organisations and where possible carers who attend support groups.</i></p> <p>b) <i>Next steps towards implementation and options available for carers and the cared for person need to be clarified and messages need to be consistent across all organisations.</i></p>	<p>a) Agreed</p> <p>b) Agreed</p>	<p>The Delivery Plan for the Carers Strategy recognises that a universal offer of advice and information for carers, as well as personalised services for carers with differing needs is essential. The Carers Partnership Group has set a subgroup focussed on personalisation and the impact on carers. One of the key tasks for the group will be reviewing information about personalisation to ensure that the language used is accessible. Existing support groups facilitated by the carer organisations will also be engaged in the review process or where appropriate encouraged to join the subgroup.</p>
<p>Recommendation 9 Strategic Planning and Partnership Working</p> <p>a) <i>Support to be given to the development of a Carers Provider forum and to ensure that this feeds into the Carers Strategy and Delivery Plan.</i></p> <p>b) <i>A full service mapping exercise should be undertaken across the partnership to gage what services are available and where duplication exists.</i></p> <p>xvi. <i>This should include a full gap analysis including assessing equity of access to all</i></p>	<p>a) Agreed</p> <p>b) Agreed</p>	<p>The first meeting of the Carers Organisations Provider Forum took place in March. The Forum has 11 member organisations and will be meeting every two months. The Terms of Reference were agreed at the first meeting and it was agreed that the provider forum would be working alongside the Carers Partnership Board and the Carers Strategy and Delivery Plan. The Provider Forum agreed that future meetings will be chaired by a member of a carer organisation to ensure the Forum is provider-led.</p>

<p><i>services for all carers.</i></p> <p>c) <i>Resources for carers across the partnership should be reviewed to ensure that services provided are linked to the priorities outlined in the Carers Delivery Plan.</i></p> <p>xvii. <i>Consideration should be given to the use of joint commissioning of services.</i></p>	<p>c) Agreed</p>	<p>One of the key tasks for the Provider Forum is a full service mapping exercise to gauge current services, duplication of services and gaps in services provided. The Forum agreed that it would also develop guidelines for joint working across the organisations.</p>
<p><u>Recommendation 10</u> <u>Carers Registers</u></p> <p>a) <i>Information held on Haringey Council's Carers Register and information held on the GP Registers should be shared where possible:</i></p> <p>xviii. <i>Options for sharing information between the Council's register and the GP register with carer's permission should be fully explored.</i></p> <p>xix. <i>Information held by other NHS Trust should also be included in this exercise.</i></p>	<p>a) Agreed in principle</p>	<p>Discussion with NHS Haringey and for example Barnet, Enfield, Haringey Mental Health Trust will start Summer 2010.</p>
<p><u>Recommendation 11</u> <u>Access to personal information</u></p> <p>a) <i>A carer/ cared for person information sharing protocol recognised by organisations across the borough signed by cared for person saying they give permission to carer to have access to their information should be established in consultation with carers, services users and carers organisations.</i></p>	<p>a) Agreed in principle</p>	<p>A key initiative in the Carers Strategy Delivery Plan is the development of a project to improve support for carers by the NHS. Suggestions include the development of a 'Carer Passport'. The passport would be a tool that would let carers help the cared-for person to express their care needs and would let NHS staff know that they can share information with the carer.</p>
<p><u>Recommendation 12</u> <u>Carers wider wellbeing</u></p>		<p>The Carers Partnership Board will shortly be reviewing its membership so this</p>

