

**Meeting: Adult Social Care, Health and Wellbeing Sub-committee**

**Date: 8 September 2016**

**Title: Carers' Support and Respite Provision Study – Cabinet and NT Clinical Commissioning Group's response**

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**Directorate:** Law and Governance

**Wards affected:** All

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## **1. Purpose of Report**

The purpose of this report is to update Members on the response from Cabinet and North Tyneside Clinical Commissioning Group to the final recommendations made by the Carer's Support and Respite Provision Sub-group which were presented to Cabinet on 13 June 2016.

## **2. Recommendations**

The sub-committee are asked to:

- (1) Note the Cabinet and North Tyneside Clinical Commissioning Group response to the recommendations of the Carer's Support and Respite Provision Sub-group; and
- (2) Receive a progress report on the implementation of the action plan at the sub-committee meeting on the 9 March 2017.

## **3. Details**

- 3.1 At its meeting held on 13 June 2016 Cabinet received the report from the Carer's Support and Respite Provision Sub-group. In accordance with Section 21B of the Local Government Act 2000, Cabinet was required to provide a response to the recommendations of the Sub Group within two months.
- 3.2 Attached is a copy of the report submitted to Cabinet on 15 August 2016 to agree its response. Appendix 1 of the report includes Cabinet's response and action plan and Appendix 2 is North Tyneside Clinical Commissioning Group's response and action plan.
- 3.3 The Head of Health, Education, Care and Safeguarding will be responsible for monitoring the implementation of the Local Authority actions.
- 3.4 It is recommended that the sub-committee receives a progress update on the recommendations and associated action plans, from both the Local Authority and North Tyneside Clinical Commissioning Group at its meeting on the 9 March 2017.

**4. Appendices (if any)**

Appendix 1 - Cabinet Response to Scrutiny Report on Carers' Support and Respite Provision - 15 August 2016

# North Tyneside Council Report to Cabinet 15 August 2016

## ITEM 6(d)

Cabinet Response to Scrutiny  
Report on Carers' Support and  
Respite Provision

**Portfolio(s):** Adult Social Care  
Children, Young People and  
Learning

**Cabinet Member(s):** Cllr A Waggott-  
Fairley  
Cllr I Grayson

**Report from Service Area:** Health, Education, Care and Safeguarding

**Responsible Officer:** Jacqui Old, Head of Health, Education, Care and Safeguarding Tel: (0191) 643 7006

**Wards affected:** All

## PART 1

### 1.1 Executive Summary:

The purpose of this report is to seek Cabinet's approval to the proposed response to the recommendations of the Carers' Support and Respite Sub-Group in relation to its study into the provision of respite and support to carers, as set out in Appendix 1. Appendix 2 to this report is the response to the report from the Clinical Commissioning Group, this is for information only.

In accordance with Section 21B of the Local Government Act 2000, Cabinet is required to provide a response to the recommendations of the Carers' Support and Respite Sub-Group within two months. In providing this response Cabinet is asked to state whether or not it accepts each recommendation. Cabinet must also indicate what action, if any, it proposes to take.

### 1.2 Recommendation(s):

It is recommended that Cabinet agrees the proposed responses to the recommendations from the Carers' Support and Respite Sub-Group in relation to its study into the provision of respite and support to carers, as shown in Appendix 1 of this report.

Cabinet is also requested to note the response from the North Tyneside Clinical Commissioning Group to the recommendations, as shown in Appendix 2 of this report.

### 1.3 Forward Plan:

Twenty eight days notice of this report has been given and it first appeared on the Forward Plan that was published on 15 July 2016.

## **1.4 Council Plan and Policy Framework**

This report relates to the following priorities in the 2014/18 Our North Tyneside Plan:  
Our people will be cared for and safeguarded if they become vulnerable.

## **1.5 Information:**

- 1.5.1 As part of the Adult Social Care, Health and Wellbeing Sub-committee work programme 2015/16, members agreed to establish a sub-group to carry out a study of carers' respite provision in North Tyneside for adult carers and parent carers of disabled children, however during the study it became evident that the scope needed to be extended to cover carers' support.
- 1.5.2 Realising the important role that carers play in North Tyneside, the main aim of the study was to ensure that the appropriate services and structures are in place to support them in this role, and that they have access to good quality support, advice and information and respite care.
- 1.5.3 This work resulted in a detailed report and the sub-group identified 19 recommendations, which were directed to Cabinet to respond to. Of the 19 recommendations, 14 related to the Local Authority, 2 related to the Clinical Commissioning Group and 3 were joint between the Local Authority and the Clinical Commissioning Group

## **1.6 Decision options:**

The following decision options are available for consideration by Cabinet:

### Option 1

Cabinet may accept the recommendation set out in paragraph 1.2 above.

### Option 2

Cabinet may not accept the recommendation set out in paragraph 1.2 above.

### Option 3

Cabinet may also accept, reject or amend any of the proposed responses at Appendix 1 on an individual basis.

Option 1 is the recommended option.

## **1.7 Reasons for recommended option:**

Option 1 is recommended in order for the service to further develop support for carers and the provision of respite to give carers a break from their caring role.

## **1.8 Appendices:**

Appendix 1: Cabinet Response to Overview and Scrutiny Recommendations – Local Authority response

Appendix 2: Cabinet Response to Overview and Scrutiny Recommendations – North Tyneside Clinical Commissioning Group response

## **1.9 Contact officers:**

Scott Woodhouse, Strategic Commissioning Manager Whole Life Disability  
0191 6437082

Kath Robinson, Principal Manager of the Integrated Disability and Additional Needs  
Service – 0191 6437708

Alison Campbell, Senior Business Partner – 0191 643 7038

## **1.10 Background information:**

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- (1) [Carers' Support and Respite Provision in North Tyneside](#) – Report presented to Overview, Scrutiny and Policy Development Committee on 6 June 2016

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

If approved it is anticipated that the accepted recommendations can be delivered from existing budgets. Any actions that cannot be met from existing budgets, or have further financial implications, will be brought to Council / Cabinet, as appropriate in future reports before implementation.

### **2.2 Legal**

In accordance with Section 21B of the Local Government Act 2000, Cabinet is required to provide a response to the recommendations of the Carer's Support and Respite Sub Group in relation to its study into Carer's Support and Respite Provision within 2 months. In providing this response Cabinet is asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

### **2.3 Consultation/community engagement**

#### **2.3.1 Internal Consultation**

The Sub-Group consulted with officers of the Authority as follows:

Scott Woodhouse – Strategic Commissioning Manager, Whole Life Disability

Kath Robinson – Principal Manager, 0-25 Integrated Disability and Additional Needs Service

Annalise Eastland – Manager, Addison Street

Andy Thornton – Manager, Heatherfield Mews

Nicola Price – Improvement Manager, Adult Social Care

Martin McGregor – Lead Officer, Shared Lives

Joanne Safe – Service Manager, Community Learning Disability Team

Sandra Lillford – Manager Financial Services

Paula Gibbons - Service Manager Fostering and Adoptions

Julie Blakey – Social Worker Fostering and Adoptions

Susan Meins - Commissioning Manager, People Based Commissioning Team

### 2.3.2 External Consultation/Engagement

The Sub-Group consulted with the following external individuals / organisations:

Sharon Robe – Registered Manager, West Farm

Julia Pollin – West Farm Respite Service

Tom Dunkerton – Commissioning Manager, North Tyneside CCG

Marina Yaseen – North East Commissioning Support

Claire Easton – Manager, North Tyneside Carer's Centre

Fiona Richardson – Carers' Lead Officer, Newcastle City Council

### 2.4 Human rights

There are no human rights issues directly arising from this report.

### 2.5 Equalities and diversity

There are no equality and diversity issues directly arising from this report.

### 2.6 Risk management

There are no risk management issues directly arising from this report.

### 2.7 Crime and disorder

There are no crime and disorder issues directly arising from this report.

### 2.8 Environment and sustainability

There are no environment and sustainability issues directly arising from this report.

## 1 PART 3 - SIGN OFF

- Deputy Chief Executive
- Head(s) of Service
- Mayor/Cabinet Member(s)
- Chief Finance Officer
- Monitoring Officer
- Head of Corporate Strategy

**Cabinet Response to Overview and Scrutiny Recommendations  
Completed Action Plan**

**Carers' Support and Respite Provision**

In accordance with Section 122 of the Local Government and Public Involvement in Health Act 2007, Cabinet is required to provide a response to the recommendations of the Overview, Scrutiny and Policy Development Committee within 2 months. In providing this response Cabinet is asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

<b>Overview and Scrutiny Recommendation</b>	<b>Officer Commentary</b>	<b>Cabinet Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<p><b>Recommendation 1:</b> That North Tyneside Clinical Commissioning Group and the Council's Adult Social Care continue to work with primary care services and GPs to increase the number of carers identified, receiving an assessment and timely advice and information.</p>	<p>Data from ASC for the year 2015/16 shows an increase in the number of carers supported during the year and a significant increase in those carers offered information and advice, with nearly 2,000 carers supported in the year.</p>	<p>Accept</p>	<p>Continued development of the SIGN network, which plays a key role in the information and advice offer in North Tyneside over the course of 2016/17.</p> <p>NT CCG is now a member of the SIGN network,</p>
<p><b>Recommendation 3:</b> That North Tyneside Clinical Commissioning Group and the Council's Adult Social Care, explore opportunities to produce signposting information, similar to the laminated key, for distribution by GP practices.</p>	<p>This is an important part of the offer to service users and carers and as part of the Target Operating Model to give the right information to help people to help themselves.</p> <p>The Carers Centre has progressed (and is funding) the idea of a laminated key which will be available for GP's to distribute. This has been well received and some GP practices have requested additional training/support on carers identification and support from the Carers Centre.</p>	<p>Accept</p>	<p>The Local Authority is working in partnership with NT CCG and SIGN to pilot an approach to information, advice and signposting. This approach will look to develop a service directory to collate and share the universal wellbeing services and supports that are abundant within the community.</p>

<b>Overview and Scrutiny Recommendation</b>	<b>Officer Commentary</b>	<b>Cabinet Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<p><b>Recommendation 4:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding and the Head of Commissioning and Investment, to review the key points where signposting and information for adult and parent carers is available, to ensure that information is effectively co-ordinated.</p>	<p>Agree this is an important part of the offer to service users and carers and as part of the Target Operating Model to give the right information to help people to help themselves.</p>	<p>Accept</p>	<p>Following on from the response to Recommendation 3, this approach will be accessible by the community online via a website, and for those requiring mediated access to this information, at contact and access points across health, social care services and community and voluntary sector organisations, including Gateway, GP practice, SIGN members, Social care assessment. Front facing workforces across the Council will also signpost people to this resource as part of their current roles.</p>
<p><b>Recommendation 5:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding, to explore how carers with identified training needs, in particular parent carers, are informed and invited to attend relevant training courses, such as those offered by the Carer's Centre.</p>	<p>Work with the Carers Centre and All Together Better to understand the range of courses offered to parent/carers of Disabled children, to understand how they are publicised and consider how parents may be better informed of these courses</p>	<p>Accept</p>	<p>Meetings with Carers Centre to be arranged with representatives from All Together Better parent group to understand the courses available and to arrange for the information to be distributed to parents and to obtain feedback on impact ie attendance at current courses. September to December 2016</p>
<p><b>Recommendation 6:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding, to review the current training commitment to parent carers of children with ADHD, and to consider the submission of business case to the Carers' Centre, to provide additional training to help carers deal with the challenging behaviour associated with ADHD.</p>	<p>Work with the All Together Better (ATB) parents group to review the current training programme for parent carers of children with ADHD.</p> <p>To develop a business case with ATB in relation to additional courses.</p>	<p>Accept</p>	<p>Task and finish group to be arranged to review the current training programme for parents of children with ADHD and to obtain feedback re impact.</p> <p>To consider things liked / things to change from parental feedback.</p> <p>To consider whether we need more of the current course or whether changes are required in the course content.</p> <p>To develop a business case to present to the Carers Centre.</p> <p>To monitor the impact of new courses.</p> <p>January 2017 to March 2017</p>

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision (Accept or reject)	Action to be taken (if any) and timescale for completion
<p><b>Recommendation 7:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding, to explore how the adult carers' assessment can be strengthened, to ensure that carers understand the emergency procedures.</p>	<p>Undertake a review of the use and implementation of the parent carer assessment within the current assessment process, including Early Help Assessment.</p> <p>As a result of the introduction of the Care Act there was an opportunity to look at strengthening the Carers' Assessment pathway, to ensure that the Carers' assessment met the new statutory requirements of the Act, and that Carers found the Assessment process a helpful and supportive one. We worked with Carers in undertaking the preparatory work for the Care Act, to ensure that the assessment met with Carers' expectations and that regardless of whether a Carer had an assessment jointly with the person they care for, or a stand alone assessment, the same ethos and approach was applied.</p> <p>We have also worked with the Carers Centre and have commenced a pilot of a new approach to Carers' assessments and access to support, with the Carers' Centre taking on a much greater role. Gateway can now make direct referrals to the Carers' Centre who will complete a first stage assessment and only refer</p>	<p>Accept</p>	<p>Identify the good practice required in the assessments of parent / carers of disabled children in line with the Care Act.</p> <p>Audit a selection of assessments to monitor compliance with good practice</p> <p>Make recommendations to social work teams and monitor ongoing progress through 6 monthly themed audits August – September 2016</p> <p>Care Act actions were completed as part of the introduction of the Care Act (April 2015).</p>

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision (Accept or reject)	Action to be taken (if any) and timescale for completion
	<p>on to ASC where there is an identified need. Carers can access the wide range of support that the Carers' Centre provides without the need of a statutory assessment. We believe these changes will strengthen the offer to Carers and help to streamline and join up the support offered by the Carers' Centre with the Statutory Social Care offer.</p> <p>Planned training for the ASC teams will in future also include specific information about identifying and supporting carers, including contingency planning. Initial meetings have been held to explore the possibility of also developing some online training in relation to carers.</p>		<p>Pilot scheme developed Oct 2015 – June 2016</p> <p>Pilot launched June 2016</p> <p>Initial Evaluation to be completed December 2016 and new model of support agreed.</p>
<p><b>Recommendation 8:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding, to re-launch the Carers' Champion and the Carers' Charter.</p>	<p>The Carers Champion role was re-launched during Carers Week in June, and initial interest has been good. It is now our intention to request new Carers Champions are identified in each of the ASC teams, to strengthen the offer.</p> <p>The Carers' Charter is now included in all ASC contracts and providers are required to evidence how they will support carers.</p>	<p>Accept</p>	<p>Actions completed</p> <p>Carers champions being identified</p>

<b>Overview and Scrutiny Recommendation</b>	<b>Officer Commentary</b>	<b>Cabinet Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<b>Recommendation 9:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding, to explore how alternative and more creative ways of using a direct payment for respite care can be promoted and encouraged in both children and adult social care.	Undertake a review of the short breaks offer for parents who are eligible for direct payments and consider alternative and creative way of using the direct payment	Accept	Plan developed to review the short breaks offer (see recommendations 11 and 13 below).  The requirements to consider support for the use of direct payments will be included within the review.  August –October 2016
<b>Recommendation 10:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding to work in conjunction with Flexible Support Options, to produce an emergency care protocol, and distribute to service users.	This relates to the adult accommodation respite service that is commissioned from Flexible Support Options (FSO).	Accept	Review access arrangements to the respite service and the role of FSO as the commissioned provider to operate the service flexibly and to meet the needs of individuals as part of planned access as well as emergencies.
<b>Recommendation 11:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding and the Head of Commissioning and Investment, to explore the potential and benefits of a different model care, such as the hub and spoke model, for Heatherfield Mews.	Review underway to consider the future use of Heatherfield Mews as part of the short break offer and also for longer term Looked After Children placements (linked to recommendation 13 below).	Accept	Review scoped and work plan identified to complete the work including engagement with parents and others.  March 2017.
<b>Recommendation 12:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding, to explore the issues in relation to access to equipment and to gain an understanding of the current financial model and make changes where appropriate.	Equipment is an integral part of the care and support plan for individuals, explore opportunity of cross charging when the service is being used by another Local Authority area.	Accept	Undertake a review of demand and access by other Local Authority areas. Links to the wider review of the service and how it is used by individuals.

<b>Overview and Scrutiny Recommendation</b>	<b>Officer Commentary</b>	<b>Cabinet Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<p><b>Recommendation 13:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding and the Head of Commissioning and Investment to gain a better understanding of the demand for family based care in relation to the needs of disabled children, evaluate the range of resources available to meet the needs, and to consider the effectiveness of recharging to the Children's Disability Team.</p>	<p>Review underway to consider the future use of Heatherfield Mews and range of alternatives / options for people to meet carers' needs (linked to recommendation 11 above).</p>	<p>Accept</p>	<p>Review scoped and work plan identified to complete the work including engagement with parents and others.</p> <p>Demand information to feed into this work.</p> <p>March 2017.</p>
<p><b>Recommendation 14:</b> That the Cabinet Member for Adult Social Care ensures that North Tyneside Commitment to Carers' is overseen and reviewed by the HWB on an annual basis.</p>	<p>This recommendation is accepted and we will add this to the agenda for a forthcoming Board.</p>	<p>Accept</p>	<p>To be added to Health and Wellbeing Board forward plan</p>
<p><b>Recommendation 15:</b> That the Cabinet Member for Adult Social Care ensures that each Health and Wellbeing Partnership Board which sits under the Health and Wellbeing Board, is aware of and regularly monitors the Commitment to Carers' actions within their remit, to ensure they are implemented in a timely manner.</p>	<p>This recommendation is accepted. This matter has already been taken to the Older Peoples' Board.</p> <p>The OP Board have agreed to recognise carer issues as part of their work plan.</p>	<p>Accept</p>	<p>It is proposed to request attendance at the MH &amp; LD Partnership Boards in the near future.</p>

<b>Overview and Scrutiny Recommendation</b>	<b>Officer Commentary</b>	<b>Cabinet Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<b>Recommendation 16:</b> That the Adult Social Care, Health and Wellbeing Sub-committee, receives regular progress reports on the actions and outcomes outlined in the North Tyneside Commitment to Carers' action plan.	Six monthly progress reports will be prepared and presented to the Adult Social Care Health and Wellbeing Sub-Committee.	Accept	To be added to the forward plan for the Sub-committee
<b>Recommendation 17:</b> That Cabinet ask the Head of Health, Education, Care and Safeguarding to develop a set of local performance indicators to monitor the success of the Carers' Charter.	We currently include the Carers' Charter in all appropriate contracts.	Accept	We are in the process of identifying appropriate measures to ensure that providers are supporting carers in line with the charter.

**NHS North Tyneside Clinical Commissioning Group Response to Overview and Scrutiny Recommendations  
Completed Action Plan**

**Carers' Support and Respite Provision**

In accordance with Local Government legislation, NHS bodies and relevant health service providers are required to provide a response to the recommendations of the Overview, Scrutiny and Policy Development Committee within 28 days. In providing this response North Tyneside Clinical Commissioning Group is asked to state whether or not it accepts the recommendation and the reasons for this decision. North Tyneside Clinical Commissioning Group must also indicate what action, if any, it proposes to take.

<b>Overview and Scrutiny Recommendation</b>	<b>NTCCG Commentary</b>	<b>NTCCG Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<b>Recommendation 1:</b> That North Tyneside Clinical Commissioning Group and the Council's Adult Social Care continue to work with primary care services and GPs to increase the number of carers identified, receiving an assessment and timely advice and information.	NTCCG will continue to honour the requirements set out in the North Tyneside Commitment to Carers Document which includes proactively working with partners to increase to uptake of carer's assessments. Key levers for this are set out in recommendation 2 and 3.	Accept	See recommendations 2 and 3.
<b>Recommendation 2:</b> That North Tyneside Clinical Commissioning Group encourages all GP practices to appoint a designated Carers' Champion.	North Tyneside CCG has recently commissioned North Tyneside Carers Centre to produce a survey monkey to all GP Practices (see attached). The survey asks specific questions about the level of support and information available to patients at a Practice Level including whether the Practice has a GP champion. The closing date for all responses is the 15 July 2016.	Accept	Closing date for Survey Monkey responses -15 July 2016. Working Group to be established with the North Tyneside Local Authority Carers Lead, North Tyneside CCG Commissioning Lead and North Tyneside Carers Centre Lead to take the results following the Survey Monkey and develop an action plan to support, educate and encourage the benefits in having a Carers Lead in GP Practices. This includes refreshing the current Carers Lead role description.

Overview and Scrutiny Recommendation	NTCCG Commentary	NTCCG Decision (Accept or reject)	Action to be taken (if any) and timescale for completion
<p><b>Recommendation 3:</b> That North Tyneside Clinical Commissioning Group and the Council’s Adult Social Care, explore opportunities to produce signposting information, similar to the laminated key, for distribution by GP practices.</p>	<p>North Tyneside Carers Centre has developed on behalf of North Tyneside CCG and North Tyneside Local Authority a laminated signposting sheet that will be available to GPs as from July 2016.</p>	<p>Accept</p>	<p>Laminated Signposting Sheet to be available as from July 2016. North Tyneside Carers Centre will notify and distribute sheets to all GP Practices.</p>
<p><b>Recommendation 18:</b> That the Council and North Tyneside Clinical Commissioning Group, as part of contract monitoring, request evidence from social and health care service providers on how they are supporting and engaging with carers.</p>	<p>North Tyneside CCG has used the recently completed self-assessment tool to benchmark health’s contribution to supporting carers. It is proposed that following initial consultation across all key stakeholders on the initial findings, an improvement plan will be developed on those areas where there is currently insufficient evidence. It is also proposed that the self-assessment tool is undertaken annually as a quality marker to measure progress made over the year.</p> <p>In addition, North Tyneside CCG has been working with the North Tyneside Carers Centre in developing a provider self-audit tool. This will be available to coincide with National Carers Rights week in November 2016.</p>	<p>Accept</p>	<p>Following Presentation to the Health and Well-being Sub Group, North Tyneside CCG will share the findings of the self-assessment exercise plus recommendations to all stakeholders – July/August 2016</p> <p>An improvement plan will be in place in September 2016.</p> <p>A provider based self-assessment audit tool will be available to all health and social care providers as from November 2016.</p>
<p><b>Recommendation 19:</b> That North</p>	<p>The completion of the self-</p>	<p>Accept</p>	<p>July 2016</p>

<b>Overview and Scrutiny Recommendation</b>	<b>NTCCG Commentary</b>	<b>NTCCG Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
Tyneside Clinical Commissioning Group presents the self-assessment for carers and any action plan/s to address areas of concern to the Adult Social Care, Health and Wellbeing Sub-committee.	assessment tool will be presented to the Health and Well-being Sub Group in July 2016		