

**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.

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision	Action to be taken (if any) and timescale for completion	Update to actions to ASC HWB Scrutiny Committee on 9 February 2017
<p>Recommendation 1: 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>SIGN APP launched, Carers' Centre involved - work ongoing</p> <p>Further development of the SIGN information system where an online local directory of information and services will be accessible to residents and professionals</p>
<p>Recommendation 3: 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>	<p>The Carers' Centre has funded and produced 'Key to Support' tool which has only been distributed to GP Surgeries due to limited resources/funding.</p> <p>Work in progress to update the Council website and also with SIGN for better information sharing.</p> <p>Disabled Children & Young People - SEND Local Offer is available on Web but offer needs to be updated - will add Scrutiny report to Local Offer so parents know what we are doing</p> <p>Carers' Centre and CCG developed an online survey for GP practices to understand what they have in place to identify and support carers. 8 practices completed Carers' Centre has met with LMC re support they can provide re GP's.</p> <p>A joint event was held on the 25th November to update carers on progress to date, but also to enable carers to provide feedback on the CCG work to complete the NHS England Commissioning for Carers Principles self-assessment. This was also an opportunity for feedback on carers experience of health services – the CCG has committed to use the feedback to develop actions for improvement in this area.</p> <p>Carers' Centre is working with 2 practices to develop a Tool - if GP's feel this will be useful.</p> <p>GP's have indicated that they are happy to share info on (TV's) in practices about the Local Offer - to progress.</p>

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<p>Recommendation 4: 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>Healthwatch and CAB have developed carer assessment awareness raising poster and leaflet (Nov 2016)</p> <p>A Pilot has been introduced to transfer carers who contact the Councils Gateway Team, to the NT Carers' Centre to ensure they are able to speak to a trained professional immediately.</p> <p>Still more work to do in this area - need to ensure that more services are aware of carers support that is available.</p> <p>For parents of children with Special Educational needs and Disability, the Council provides the "Local Offer". This can be accessed using the North Tyneside Council website and describes the services that are available to parent carers within North Tyneside. Parent carers have ordinarily been involved in its overview meeting on a monthly basis.</p>
<p>Recommendation 5: 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.</p> <p>September to December 2016</p>	<p>A review of parent carer courses has been undertaken by the 0-10 teams .North Tyneside can offer courses for families where:</p> <ul style="list-style-type: none"> ▪ There is a clearly identified need for an intervention, linked to a thorough assessment, ▪ The person making the referral takes clear 'ownership' of the referral and provides follow-up with the family of the impact the programme has had, to enable us to review and refresh our offer as appropriate. Parents may still self –refer, but this would be for an assessment of their needs, such as an Early Help Assessment rather than directly onto a course ▪ In addition, we now have a centralised referral route to enable us to rationalise the provision and ensure we don't have courses running with just 1 or 2 parents <p>The parenting courses timetable for the Spring Term 2017 is attached and the parenting courses referral form at the following location on the Councils website.</p> <p>http://my.northtyneside.gov.uk/category/495/children-centre-services</p> <p>Since the All Together Better parent group disbanded a new parent carer organisation is now in place. Further work will take place with the new parent group to consider the local offer of training and consider further work and opportunities with the North Tyneside Carers Centre.</p>

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<p>Recommendation 6: 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. To develop a business case with ATB in relation to additional courses.</p>	Accept	<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. To monitor the impact of new courses.</p> <p>January 2017 to March 2017.</p>	<p>The Children Education and Skills sub committee also carried out a project into resources /Training for parent carers of ADHD.</p> <p>It has been agreed that a sub-group will be established comprising of officers from the Council and parent / carers supported by Healthwatch.</p> <p>This will start in the immediate future and the group will take forward both recommendations with parents.</p>
<p>Recommendation 7: 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 on to ASC where there is an identified need. Carers can access the wide range of</p>	Accept	<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> <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>We undertake a number of Carers assessments jointly with the individual who is the primary focus of the assessment as there are a number of Carers who refuse an individual Carers assessment.</p> <p>Audit finding currently show 50% of Carers having an individual Carers assessment and 50% declining.</p> <p>Where Carers refuse an individual assessment practitioners consider the risks related to the caring role and if there is significant risk to the Carer then a Carers risk assessment is completed.</p> <p>This is particularly relevant with aging Parents/Carers and those who have ill health.</p> <p>The Carers risk assessment when completed then records the actions to be taken in a Crisis as agreed with Carers.</p> <p>We have continued to attend and work with a number of Carer forums to embed and receive feedback on Care Act implementation.</p>

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	<p>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>Recommendation 8: 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>	Accept	<p>Actions completed.</p> <p>Carers champions being identified,</p>	<p>Work in progress:</p> <ul style="list-style-type: none"> ▪ Carers' Centre campaign in Carers' Week - unfortunately limited success or interest; ▪ We feel that Carers' Champions in local authority need to be linked into training; ▪ Need to develop links with NTW Carers' Champions for carers of people with MH Problems; ▪ Carers in Employment Pilot has identified a number of people within organisations they are working with who are willing to act as Champions in the workplace; ▪ CYPL Communities of Interest to include young carers champion; ▪ Need to explore opportunities to work with parent care forum which is supported by LDNE.
<p>Recommendation 9: 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.</p>	<p>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</p>	Accept	<p>Plan developed to review the short breaks offer (see recommendations 11 and 13 below).</p> <p>The requirements to consider support for the use of direct payments will be included within the review.</p> <p>August –October 2016</p>	<p>Review of short breaks is part of the budget programme for 2017/18.</p> <p>All care packages are currently being reviewed by the Children with Disabilities team and where appropriate alternatives to building based respite care are being considered and offered.</p> <p>Plan developed to review the short breaks offer. The requirements to consider support for the use of direct payments will be included within the review.</p> <p>A project was carried out with parents from All Together better in relation to increasing their understanding of Direct Payments.</p> <p>Parents worked with officers from the Local Authority to support their understanding, to act as Champions and support parents in their introduction.</p>

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Recommendation 10: 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.	<p>The review has been scoped and work with FSO to review access arrangements to the service, this to include any Gateway arrangements for access to the provision.</p> <p>This relates to planned admissions as well as emergency admissions.</p> <p>Also to work with the wider learning disability provider market on arrangements for emergency accommodation for access in a crisis.</p> <p>Engagement with parents and others to be completed, aim for this to be completed by the end of March 2017.</p>
Recommendation 11: 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.	<p>See recommendation 9 above.</p> <p>The current Disability Transformation Model is looking at a Hub and spoke approach to maximise early identification assessment and intervention for Disabled children.</p>
Recommendation 12: 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.	<p>The respite provision in North Tyneside is for access by North Tyneside residents only, other LA areas have their own arrangements. Where a care package identifies the need for equipment as part of the support for the individual this will also be considered in the respite setting.</p> <p>The Social Worker and the Care Provider will work with the Occupational Therapy service to ensure the right equipment is available at the premises to support the assessed needs of the individual.</p>
Recommendation 13: 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.	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).	Accept	Review scoped and work plan identified to complete the work including engagement with parents and others. Demand information to feed into this work. March 2017.	<p>See recommendation 9 above.</p> <p>The current Disability Transformation Model is looking at the development of specialist foster carers to meet the needs of children with complex needs.</p> <p>It is anticipated that children with complex health needs will be incorporated within this cohort.</p>
Recommendation 14: 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.	This recommendation is accepted and we will add this to the agenda for a forthcoming Board.	Accept	It has been included to the Health and Wellbeing Board forward plan	This is under consideration with the Health and Wellbeing Board.

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<p>Recommendation 15: 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>	Accept	It is proposed to request attendance at the MH & LD Partnership Boards in the near future.	This will be auctioned and attendance at both the mental health and the learning disability integration boards are scheduled to take place before the end of March 2017.
<p>Recommendation 16: 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.</p>	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	<p>This update report is the first six monthly update on progress to the ASC HWB Scrutiny Committee.</p> <p>Further updates can be provided as required.</p>
<p>Recommendation 17: 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.</p>	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.	<p>As part of our quality monitoring arrangements we will look at how providers work with carers and how they support carers in their caring role. This will be in line with the requirements set out in the Carers' Charter.</p> <p>From this we can then benchmark how different providers are delivering against this requirement and identify areas of good practice as well as areas for improvement.</p>