

North Tyneside Health & Wellbeing Board Report Date: 16 March 2017

ITEM 6

Title: North Tyneside
Commitment to Carers' –
Update

Report from : People Based Commissioning

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1. Purpose:

In June 2016 Cabinet accepted a recommendation from the Adult Social Care Health and Wellbeing Sub-Committee, that the Health and Wellbeing Board undertake an annual review of the progress made on the actions contained in the North Tyneside Commitment to Carers.

This report provides an update on the key achievements during the first year of this work.

2. Recommendation(s):

The Board is recommended to acknowledge the progress made to date on the actions identified in the North Tyneside Commitment to Carers.

3. Policy Framework

Carers of all ages are identified within the Joint Health and Wellbeing Strategy 2013-18 as one of the key vulnerable or high priority groups who are more likely to experience poorer health and wellbeing.

In particular this item relates to the key joint initiative - Improving the health and wellbeing of families.

4. Information:

4.1 Background

Elected Major Norma Redfearn, launched the North Tyneside's Commitment to Carers in November 2015. The Commitment was developed in partnership between: Carers; North Tyneside Clinical Commissioning Group; North Tyneside Carers' Centre; North Tyneside Council; Carers Voluntary Sector Forum; and Healthwatch North Tyneside.

The Commitment and the Action Plan that accompanies it, builds on previous achievements in working with carers, and aims to achieve the best possible outcomes for all carers and the people they support.

Our commitment to carers is:

‘To improve the health and wellbeing of all carers living in North Tyneside, and support them to have a life outside of caring.

To actively promote open, honest working in co-production with carers.’

The North Tyneside Commitment to Carers’ is based upon six priorities:

1. Earlier identification of carers and the provision of quality information;
2. Improved communication;
3. Improved carer health, wellbeing and support;
4. Support that enables carers to go to/continue to work or in education;
5. Carers have access to emotional support; and
6. Smooth transition of support from children’s to adult services.

Collectively North Tyneside Carers’ Centre, North Tyneside CCG and North Tyneside Council we have been progressing the actions in the Commitment.

The Action Plan (Appendix 1) was last updated in November 2016. Where relevant, the Action Plan has been cross referenced with the recommendations made by Overview and Scrutiny following their review of Carers Support and Respite Provision, as there were some similar actions identified in that piece of work.

The Council and NT CCG both continue to provide funding to support NT Carers’ Centre, who are critical to the delivery of our Commitment to Carers’ and also the provision of practical support to carers living in North Tyneside.

4.2 Progress update – Adult Carers

To address some of the areas carers have told us require improvement, a pilot has been introduced in Adult Social Care to change how carers are supported from their first contact. It is hoped that this will improve and simplify how carers receive information, advice and support. The new model includes:

- Direct transfer from Gateway to the Carers’ Centre where appropriate to provide quicker access to a trained professional who is able to provide specialist advice, information and signposting;
- Telephone access to emotional support provided by trained carer support workers;
- The introduction of a first level assessment carried out by the Carers’ Centre to provide a proportionate response to carer needs;
- Two dedicated Carer Support Workers who have delegated authority from Adult Social Care to carry out Statutory Carers Assessments where appropriate and also 1:1 support where needed; and
- The introduction of an impact measurement tool completed by the Carers’ Centre, used to establish the impact of the interventions being delivered. Improvements in emotional wellbeing and access to support networks appear to have the biggest impact for carers.

The pilot is continually being adapted based on feedback from staff in Adult Social Care, the Carers’ Centre and carers.

Other key achievements in the first year include:

- A new carer training package for Adult Social Care staff has been developed and is now available on the Learning Pool, this includes young carer awareness;
- A quality assurance process for reviewing the quality of Carers Assessments carried out in Adult Social Care has been introduced;
- The Carers in Employment project (Government funded) is now successfully working with 13 large employers and has supported 229 individual working carers in North Tyneside to provide information on carers rights and support where identified;
- NT Carers' Centre has updated their newsletter and website to provide improved information for carers and professionals;
- The SIGN mobile app has been launched to improve signposting and information, NT Carers' Centre a key partner in this work;
- North Tyneside Carers' Centre produced a 'Key to Support' tool - which has been distributed to GP Surgeries to enable them to signpost carers to the Centre easily; and
- Healthwatch NT and CAB have undertaken a campaign to raise awareness to carers of their right to assessment.

We are now starting to produce some good data about carers so we understand the local picture more. Carers of people with dementia and mental health conditions are the primary health reasons for carers who are seeking support.

North Tyneside CCG has completed the NHS England Commissioning for Carers Principles self-assessment. For each principle, the CCG looked at what already exists in relation to:

- Provider policies on engagement which includes carers
- Standard contract service specifications
- Documentation, information and materials specifically targeted at carers
- Data and materials from services specifically commissioned to support carers

Using the data that was collected, the CCG rated themselves red, amber or green in relation to each question in the assessment. Examples of good practice included:

- Good carer engagement in learning disabilities with family carers actively involved in multi-disciplinary team discussions and care treatment reviews;
- The development of Proactive Care and New Models of Care has increased the number of patients with a care plan which includes information and input from the family carer;
- Local hospitals able to demonstrate strong leadership for carers issues with carers involvement noticeable in a number of services. For example, carers are invited to attend scrutiny groups in Northumbria Healthcare;
- Both NHS Trusts have robust policies in place that include carers. e.g. discharge policies; and
- Collaborative working with Trusts and other agencies in relation to staff training in recognising carers e.g. bespoke training delivered to medical students in relation to End of Life Care.

An event was then held on Carers Rights Day in November 2016 to validate the initial self assessment with stakeholders and carers. The comments gathered at this event are being used to develop an improvement plan. Stakeholders identified the following areas for improvement:

- Ensure information in GP surgeries is up to date and easily accessible

- Provide guidance to health professionals on the importance of engaging fully with carers at all stages of the persons care
- Ensure providers adhere to their discharge policies and involve family carers and main carers in the discharge planning process

There is also a commitment by the CCG to undertake a second self assessment in 17/18.

4.3 Young Carers

The Children and Families Act 2014 details the rights for young carers. Local Authorities are required to take reasonable steps to identify young carers in their area who have support needs and where appropriate carry out an assessment of those needs.

Much of the work in relation to young carers over the last year has involved working with the Carers' Centre, Children's Services and young carers to agree and establish a process to meet these requirements. Progress in this area includes:

- A process has been agreed with Children's Services for identifying and assessing Young Carers;
- The Early Help Assessment (EHA) now includes three prompt questions to identify if the young person could have caring responsibilities;
- Young Carers Assessment documentation has been developed;
- Additional actions have been agreed to support the roll out of the new process, including additional training for staff; and
- Young carers have developed a checklist of things they feel are important for professionals to consider when they are working with young carers, this information is being used as part of the training for staff.

4.4 Future Plans

Although we have made good progress on the North Tyneside Commitment to Carers', there is still much more to be done. Areas we have identified for further action in 2017/18 are:

- Young Carer awareness – identification and assessment by all
- Carers and hospital discharge processes
- Collecting carers views of the current system and support – (including Healthwatch NT findings)
- Assistive technology to support carers and the use of the carers Jointly App
- Support for carers of people with mental health problems
- Review the use of the of the Carers Charter
- CCG priorities identified in the self assessment

Additionally, the new National Carers Strategy is due to be launched in the summer of 2017; therefore future plans will need to take account of the findings in this document.

5. Decision options:

No decision is required; this report is for information purposes only.

6. Reasons for recommended option:

Not applicable.

7. Appendices:

North Tyneside Commitment to Carers' – Action Plan update November 2016

8. Contact officers:

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9. Background information:

The following background documents have been used in the compilation of this report and are available from the author:

1. North Tyneside Commitment to Carers' and Action Plan
[Link: NT Commitment and Action Plan](#)
2. North Tyneside Carers' Centre - website which provides information and advice that carers have identified as being important to them
www.northtynesidecarers.org.uk
3. Healthwatch North Tyneside/CAB Carer Information leaflet
<http://healthwatchnorthtyneside.co.uk/wp-content/uploads/2016/05/HWNTcarersassessmentsOct2016web.pdf>

COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

10 Finance and other resources

There are no known financial implications arising from the report.

11 Legal

The Care Act 2014 and the Children and Families Act 2014 both outline the legal responsibilities for local authorities with regard to carers, these include:

- The provision of information, advice and support;
- A focus on the wellbeing of carers and the outcomes they want to achieve; and
- Duties in relation to identification, assessment and planning.

12 Consultation/community engagement

A significant amount of consultation with carers was carried out to agree the priorities in the North Tyneside Commitment to Carers', this included; focus groups with adult and young carers; online surveys; sessions held by Healthwatch North Tyneside; feedback from members of the Carers' Voluntary Sector Forum and the All Together Better group; and information collected as part of the Adult Social Care Carers Survey.

13 Human rights

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

14 Equalities and diversity

There are no equalities and diversity implications directly arising from this report.

15 Risk management

A risk assessment has not taken place. There are no known risks arising from this report.

16 Crime and disorder

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

SIGN OFF

Director of Public Health

Chair/Deputy Chair of the Board

Chief Finance Officer

Head of Law & Governance