

Report of the Assistant Director Governance & ICT

Final Report arising from the Carers' Review

Summary

1. This report presents Members with the final report arising from the Carers' Review (the attached A5 booklet refers). Councillor Boyce Chair of both the Carers' Review Task Group and the Health Overview & Scrutiny Committee will be in attendance at the meeting to present the report.

Background

2. The Chair of the Health Overview & Scrutiny Committee originally suggested this review topic and it was subsequently agreed by that Committee that a small cross-party Task Group be set up to undertake a review. Initially the Task Group recognised certain key objectives and the following remit was agreed:

Aim

3. To promote the valuable work done by carers and to improve the way City of York Council and its key partners identify carers and ensure they have access to information and the support available.

Key Objectives

- i. To raise awareness of carers
- ii. To improve access to information for carers

Summary of Recommendations Arising from the Review

4. Between November 2010 and February 2011 the Committee gathered information in relation to the review and this resulted in them making the following recommendations:

Key Objective (i)

- a. That health commissioners and providers ensure that there is greater consistency around how carers are identified and once identified their needs addressed. This would need to include:
 - o Training in carer awareness for all health professionals and allied staff

- That the hospital looks at extending the innovative approaches they have been piloting and embedding these into standard practices for all admissions and discharges
 - That a written report be provided to the Health Overview & Scrutiny Committee on a six monthly basis in relation to quality indicators that are being monitored in respect of carers
- b. That the Multi-Agency Carers' Strategy Group identifies where it would be helpful to provide public information about what it means to be a carer and how to access support to enable carers to identify themselves earlier:
- Where places are identified carer awareness training should be made available for key workers
- c. That City of York Council reviews its Equalities Framework to ensure that carers become an integral part of all equality and inclusion work and this to include:
- Inviting a carer representative to become a member of the Equalities Advisory Group

Key Objective (ii)

- d. That health commissioners ensure that all care pathways provide guidance on the information and advice carers will need regarding specific medical conditions as well as sign posting them to support and advice. This will need to address what the impact might be on:
- The carer
 - The family as a whole
 - The cared for person
- e. That Adult Social Care Services develop a clear pathway, which provides an integrated approach to assessment for the whole family whilst recognising the individual needs within the family and the impact of caring on the carer.
- f. To continue to promote carer awareness an annual update on the Carers Strategy for York be presented to the Health Overview & Scrutiny Committee and thereafter to the Executive Member for Health & Adult Social Services.
5. In addition to the above recommendation and if monies were to become available the Task Group hoped that consideration could be given to funding respite care in order that carers could take breaks.

Consultation

6. Consultation took place between the Task Group and Council Officers. A public event was held on 7th January 2011 and was attended by approximately 20 people, including carers, care workers and key partners.

7. Questionnaires were also completed as part of this review and 34 of these were received back.¹

Options

8. Having considered the findings contained within the final report the Executive may choose to support or reject the implementation of the recommendations arising from the review.

Analysis

9. Members of the Task Group analysed all the information received as part of the review and this was used to inform their recommendations.

Corporate Strategy 2009/2012

10. This topic is linked to the Healthy City aspect of the Corporate Strategy 2009/2012.

Implications

11. **Financial & Human Resources:** It is believed that much can be achieved without significant additional expenditure or change to job requirements or structure. The implications within the Council can be achieved within existing budgets. Recommendations affecting other partners would have some staff costs associated with any awareness raising, primarily in respect of releasing and training staff. Quantifying this will only be possible by our partner agencies identifying the numbers of staff who will need training. Learning resources already exist, with an E-Learning tool for 'Level 1' awareness available to all partners. Carers are also willing to be involved in training.
12. Other implications would need to be explored in detail by health commissioners as the need arises.
13. Contact was made with those organisations directly affected by the recommendations arising from the review. The following comments were received back and whilst they do not always highlight direct implications they do go some way to setting out the thoughts of some of those affected by the recommendations:
 - **Assistant Director, Assessment and Personalisation - Adults** thought this was an interesting piece of work. She had no issues with the suggestion of looking at Adult Social Care Pathways in order to link them with Carers' Pathways and it had already been agreed that this was needed. A start had been made on this through the overall locality redesign as part of the More for York programme.

¹ An additional questionnaire was received back in recent weeks and this reiterated comments that had been made in the other returned questionnaires.

- **Both NHS North Yorkshire & York and York Health Group (YHG)** are working closely together regarding raising the profile of carers. YHG said that as a transitional GP Commissioning Consortia they would add carers to their agenda for discussion.

- **York Hospital** – The Chief Nurse responded to the report as follows:

‘All parties have learned from working together on raising the profile of carers in the acute hospital setting. We look forward to continuing to work with partners across the city to identify how to embed training into existing learning opportunities and within existing resources. For example e-learning packages are revolutionising the way training can be delivered to a wider variety of care workers and we have just agreed to explore making the e learning package created by the carers strategy group available for all staff. We have worked hard together to test the passport approach in neurology and we will continue in our combined efforts to ensure where appropriate this makes a difference to patients, carers and hospital based staff.’

Risk Management

14. There is a general risk for the health and social care economy that if the Council, the voluntary sector and key partners do not continue to identify and support carers then costs will rise. Carers provide an enormous amount of unpaid care, which would otherwise fall to health and social care agencies to provide. The recommendations within this report would help to reduce this risk.

15. There are no other risks associated with the recommendations in this report, which would need to be registered on the Council’s risk register.

Recommendations

16. Executive are asked to consider the attached final report and associated recommendations and decide whether to support the recommendations arising from the review.

Reason: To address the concerns raised when this topic was originally suggested

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Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Final report A5 colour booklet (printed for Executive Members only) with the PDF version of the document being available on-line