

Health Overview Scrutiny Committee

14 December 2011

Report of the Carers Strategy Manager, ACE, on behalf of the Carers Strategy Group

Annual Update on the Carers Strategy

Update on the Implementation of the Recommendations Arising from the Carer's Review

Six monthly Report in Relation to the Indicators being Monitored in Relation to Carers

Summary

1. The Health Overview Scrutiny Committee (HOSC) completed a Carer's Review in 2010/11. The Committee recommended that the Cabinet Member for Health & Social Services should receive an annual report updating the Carers Strategy and that the same report should be submitted to the Health Overview & Scrutiny Committee. The report was submitted to the Cabinet Member 22 November 2011.
2. This report's purpose is to update the Committee.

Background

3. In November 2010 the Committee appointed a Task Group of three members. The task group worked with ACE officers: Head of Commissioning and Partnerships and Carers Strategy Manager. Informal and formal meetings were held, as well as a public event to gather evidence.
4. The Review agreed the following aim and objectives:

Aim: 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
5. The review was completed in April 2011.
6. The Carers Strategy Group is a partnership of statutory and voluntary agencies and carer representatives which oversees the implementation of York Strategy for Carers. The Strategy has been refreshed in 2011, incorporating the recommendations of the Carer's Review. The Strategy (Annex 1) was agreed by ACE DMT on 6 October and includes a summary of progress 2009–2011 and an action plan for 2011–15.

Consultation

7. The HOSC Carer's Review included a consultation event in January 2011 and in total 34 people contributed their views.
8. York Strategy for Carers 2011–15 was developed by the multi-agency partnership and includes a summary of information from a number of consultations with carers during 2010–11 (see Annex 2).
9. These included a meeting held with carers in August 2010 in order to respond to the refresh of the National Strategy. In addition, in September 2010 York LINKs held a Public Information and Awareness Event on Carers Rights, and in January 2011 York Carers Centre received 183 responses to its user survey.
10. Some of the key messages from carers are as follows:
 - “protect the carers and the cared for is protected”
 - the importance of supporting the carer's physical health and mental wellbeing
 - the importance of short breaks
 - given that people do not always identify themselves as a carer it is important that key professionals, especially GPs are able to identify carers
 - 95% of carers consulted by York Carers Centre felt that leaflets in the Carers Information Pack were useful and relevant
 - young carers need specialist support in schools and further education

Carers Strategy Update

11. York Strategy for Carers 2011-2015 includes a summary of progress (p21–27) which is attached as Annex 3. A significant number of achievements have been made in working to support carers in York. There is also a range of work that still needs to be done which is summarised in the Action Plan 2011-2015 (p28-33) attached as Annex 4.
12. Some of the achievements and outstanding work are listed below.

Achievements

- The Carers Information Pack is annually updated and additional fact sheets developed as needed.
- York Carers Centre is established as an independent organisation and focal point for information provision and signposting.
- York Carers Centre led the development of two e-learning carer awareness training tools which were launched in June 2011.
- York now has three active and well established carer led forums: York Carers Forum (adult carers); CANDI (parent carers); Young Carers Revolution (young carers).
- City of York Council's Library Service worked actively with York Carers Centre during Carers Week 2011 to distribute information and raise carer awareness.
- The Flexible Carer Support Scheme continued to provide an increased number of direct payments to support and sustain carers in their caring role, with 680 carers being supported in 2010/11.
- York Carers Centre's Employment Education and Training service provides a specialist service supporting carers with training, work and related issues.
- NHS North Yorkshire and York included carers' issues in the principles for the Admissions and Discharge Policies for all Acute Trusts to follow.
- York Carers Centre has contacted all GPs surgeries in York distributing information and organised 13 awareness raising sessions.
- York Carers Centre's Young Carers Service continues to work with York schools to raise awareness and increase the school based support available for young carers.

- Young Carers Revolution (the young carers forum) has produced a DVD which is recognised as an excellent awareness raising tool and has been promoted locally and nationally.

What still needs to be done:

- Effectively provide information in public places which is accessible to people who may not recognise themselves as carers.
- Reduce the length of the waiting list for Carers Assessments of Need.
- Roll out information about carers' employment rights to employees and employers in York.
- Engage with the new NHS commissioning bodies as they develop, to promote carers issues.
- Set up a Young Carers task group.
- Implement the Common Assessment Framework (CAF) as the assessment tool for young carers.

Update of the Implementation of the Recommendations Arising from the Carer's Review

13. Feedback on the specific recommendations is recorded in Annex 5.
14. The Carers Strategy Group has a small number of task groups. Some of the recommendations of the Carer's Review come under the remit of these groups:

Carers Health Steering Group

15. The Carers Health Steering Group has provided the Action Plan which summarises the work it undertakes (Annex 6). NHS North Yorkshire and York promotes good practice in primary care and acute trusts. The responsibility for implementation of innovative approaches and carer awareness training rests with provider organisations.
16. The Dementia Pathway demonstrates good practice as a care pathway which incorporates carers issues in the 'Map of Medicine' (Annex 7), as does the Levels of Care model and project (Annex 8).

Carers Information Group

17. This group has a small Task Group and a wider Reference Group. The group annually produces the Carers Information Pack which is regularly updated and new fact sheets are under development. In response to the recommendation:

'the Multi-Agency Carer's Strategy Group identifies where it would be helpful to provide public information about what it means to be a carer'

18. The group is currently producing a post card to send to carers with the winter edition of York Carers Centre's newsletter, to consult about the places where carers feel information should be available. In addition, promotional information for people who do not recognise themselves as carers is under consideration.
19. Two e-learning carer awareness tools were launched in summer 2011, one about young carers and the other about adult carers. The Carers Information Group is overseeing work to promote the tools in partnership with CYC ACE's Workforce Development Unit and those in local health agencies.

Six-monthly Report in Relation to the Indicators being Monitored in Relation to Carers

20. NHS North Yorkshire and York would like clarification about the 'quality indicators' being referred to.

Options

21. Whilst there are no specific options associated with the recommendations within this report Members are asked to consider the following:
- With regard to Annex 5 Members may choose to do one, some or all of the suggestions below:
 - Sign off those recommendations where implementation has been completed
 - Request further updates to clarify any outstanding recommendations.
 - With regard to Recommendation A(iii) and Recommendation F arising from the Carer's Review give consideration to adding further reports to their workplan.

Analysis

22. The Committee are asked to consider the update at Annex 5 and decide which recommendations, if any, to sign off as complete. Members should also consider whether they would like to add a further report to their workplan to update them on any recommendations they have been unable to sign off at today's meeting.
23. In addition to this Members may wish to consider adding two further reports to their work plan for future consideration. Recommendation A (iii) asks 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. Members should consider adding this to their work plan at an appropriate time. The update on this particular recommendation (Annex 5 refers) asks that the Committee give clarity to NHS North Yorkshire & York about the 'quality indicators' being referred to. Members are advised to provide this clarity at today's meeting in order that a clear focus can be given to future reports.
24. In accordance with Recommendation F of the Carer's Review, an Annual Update on the Carer's Strategy in York should be added to the Committee's workplan. Members are asked to consider making this addition to their workplan.

Council Plan 2011-15

25. Carers are York residents, or are supporting York residents and as such are affected by all the five key priorities in The Council Plan 2011–15. However, the actions and projects under 'protect vulnerable people' are of particular significance in providing services and support to sustain carers in their caring role.

Implications

Financial

26. All of the actions will be accommodated within existing budgets.

Equalities

27. An Equalities Impact Assessment has been completed for York Strategy for Carers 2011-15.

28. The actions arising are:
- Continue to improve accessibility of information for carers and key workers and improve identification of 'hidden' carers.
 - Ensure information about carers' ethnicity is appropriately recorded by City of York Council, York Carers Centre and all Carers Strategy partner organisations to inform future service planning.
 - Use existing contact mechanisms with BME, multi-faith and multi-cultural groups to identify the numbers of carers from BME communities and take appropriate action.
 - Monitor the progress City of York Council makes in implementing the 'Carer Friendly Employer Chartermark' Action Plan.

Other

29. There are no implications relating to Human Resources, Legal, Crime and Disorder, Information Technology or Property arising from this report.

Risk Management

30. As the report is for information, no risks arise directly from this report. In a broader sense, however, failure to recognise the importance of carers could lead to the Council failing to comply with its statutory duties under the Equalities legislation, and to additional costs falling on social care budgets.

Recommendations

31. HOSC is invited to receive the report, note its contents, and comment as appropriate; specifically they are asked to:
- Sign off any completed recommendations arising from the Carer's Review
 - Add a further update report to their work plan for any outstanding recommendations
 - Add a report to their workplan in relation to the quality indicators that are being monitored in respect of carers (Recommendation A(iii) of the review refers

- Give clarity to NHS North Yorkshire & York as to which quality indicators Recommendation A(iii) of the review is referring to
- Add an annual update report on the Carer's Strategy in York to their workplan in accordance with Recommendation F arising from the Carer's Review.

Reason: To comply with the recommendations of the Health Overview and Scrutiny Committee and to highlight the importance of the work of Carers in accordance with the council's Corporate Strategy.

Contact Details

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Report Approved **Date** 7 November 2011

Pete Dwyer
 Director of Adults, Children and
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Report Approved **Date** 7 November 2011

Specialist Implications Officer(s)

Wards Affected:

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For further information please contact the author of the report

Background Papers:

Annexes:

Annex 1: York Strategy for Carers 2011-15

Annex 2: What Carers in York have told us

Annex 3: Summary of Progress July 2011

Annex 4: York Carers Strategy Action Plan 2011–2015

Annex 5: Feedback on Carer's Review recommendations November 2011

Annex 6: Carers Health Steering Group Action Plan

Annex 7: Dementia Pathway 'Map of Medicine'

Annex 8: Levels of Care model and project