

Meeting: Policy Development and Decision Group (JCT) **Date:** 4 June 2018

Wards Affected: All

Report Title: Torbay Carers Strategy 2018-21

Is the decision a key decision? No

When does the decision need to be implemented? Immediately

Executive Lead Contact Details: Julien Parrott, Executive Lead for Adults and Children, 01803 389624, julien.parrott@torbay.gov.uk

Supporting Officer Contact Details: Judy Grant, Strategic Partnership Manager (01803) 208794, judy.grant@torbay.gov.uk

1. Proposal and Introduction

- 1.1 Torbay has roughly 17,000 unpaid Carers, supporting people who are ageing, have a disability, long-term condition, mental health or substance misuse issues. Carers can be any age, but we have an increasing number who are themselves ageing, and double the national number of people providing more than 100 hours of care a week. ¹
- 1.2 The attached refreshed Torbay Carers' Strategy 2018-21 includes a re-designed model of Carer Support to align with the our model of care, and the adults 'three conversation' model of support, increasing Carers links with their community and enabling Torbay to support the increasing numbers and needs of Carers.
- 1.3 Extensive consultation has taken place with Carers who are in receipt of support, with over 800 Carers responding. This has enabled the priorities and action plan for the inter-agency strategy to be drafted. Public consultation is now complete, with the draft Strategy and Action Plan attached for approval.

2. Reason for Proposal

- 2.1 Carers are critical partners in our model of care, supporting people in their own home and for us providing support to young carers. For older carers the health and wellbeing of Carers can deteriorate, neglecting themselves in order to support the person for whom they care. ²

¹ National Survey of Carers of Adults 2016-17

² National Survey of Carers of Adults 2016-17

2.2 In order to provide sustainable support, whilst within resources we have Carer Support has been re-designed to increase the capacity of existing services whilst ensuring that more Carers are linked to the support that they need.

3. Recommendation(s) / Proposed Decision

3.1 That the Torbay Carers Strategy 2018-21 and Action Plan attached at Appendix 2 to the submitted report be approved.

3.2 That the Carers Support Re-design attached at Appendix 1 to the submitted report be noted.

Appendices

Appendix 1: Carers Support Redesign Proposals

Appendix 2: Draft Torbay Carers Strategy and Action Plan

Background Documents

Carers Strategy Healthwatch Carers Consultation Report

Carers Strategy Public Consultation Report

Torbay Report : National Carers Survey 2016-17

Report Clearance

Report clearance:	This report has been reviewed and approved by:	Date:
Chief Executive	Steve Parrock	
Monitoring Officer	Anne-Marie Bond	
Chief Finance Officer	Martin Phillips	
Relevant Director/Assistant Director	Caroline Taylor	

Section 1: Background Information

1.	<p>What is the proposal / issue?</p> <p>To approve Torbay Carers' Strategy 2018-21, which includes a re-design of Carer Support.</p>
2.	<p>What is the current situation?</p> <p>The current Carers' Strategy is complete, with all but a few actions met within timescales. Headline achievements are included in the 2018-21 Strategy, detailed RAG-rated action plans can be seen at https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/</p> <p>Carer Support needed re-design to be in line with our model of care and Adult Social Care's 'three conversation' model of support. In addition, financial savings required to be made, alongside growing demand and increasing need of existing Carers. Carers' health and wellbeing is deteriorating nationally, and although we remain above the national and regional average for most indicators, there has been a significant and worrying decline.</p> <p>In order to ensure that Carer Support is sustainable with increased demand and increased need, it is essential to improve the efficiency of the present model. The proposed re-design ensures proportionate assessment, easy access to Universal Carers Services, and the use of peer support, Carer-led projects, and improved support to and by former Carers, who have the knowledge and experience of caring, but without the time constraints.</p>
3.	<p>What options have been considered?</p> <p>The option would have not to have refreshed the required strategy.</p>
4.	<p>How does this proposal support the ambitions, principles and delivery of the Corporate Plan?</p> <p>Ambitions: Prosperous and Healthy Torbay:</p> <p>At the heart of the Carers' Strategy, is the principle of ensuring Carers' health and wellbeing is affected as little as possible by their caring role. It includes support for them to maximise their benefits, whilst increasing the opportunities for Carers who wish to juggle work and caring, or wish to return to work after caring.</p> <p>Principles:</p> <ul style="list-style-type: none">• Use reducing resources to best effect

	<ul style="list-style-type: none"> • Reduce demand through prevention and innovation • Integrated and joined up approach <p>As shown above, resources have been reduced but still enabling Carer Support. Carer Support works well between Adult and Children's Services, with excellent transition arrangements for young Carers becoming adults, and the GP-based Carer Support Workers providing consistent support to Carers when their child transitions from Children's to Adult Services. Wherever possible, efficiencies have been made by working across the Sustainability and Transformation Plan footprint.</p> <p>The inter-agency strategy embeds the principles of integrated and joined-up working wherever possible, and the work on the Memorandum of Understanding between partners will further enhance this. The 2018-21 strategy formalises and develops the existing links with the voluntary sector such as Brixham Does Care, Wellbeing Coordinators and Community Builders in order to improve grass-roots level community support for Carers, especially those who are socially-isolated. Working together across all arenas, we can ensure that Carers are identified as soon as possible, and linked into low-level support to prevent Carer breakdown, which is a crisis for both them and the person for whom they care.</p>
5.	<p>How does this proposal contribute towards the Council's responsibilities as corporate parents?</p> <p>The existing strategy and proposed strategy both address the needs of young Carers, many of whom are now identified at a young age, by targeting schools and staff across Children's Services.</p>
6.	<p>How does this proposal tackle deprivation?</p> <p>Caring has a financial impact on Carers and their families, and this is often compounded by deprivation, where there may be higher incidences of certain health complaints and substance misuse issues. This is being targeted in a number of ways, such as benefit maximisation, and also undertaking targeted community-based work such as with the Crafty Fox Café in Foxhole. Work with existing and former Carers to develop peer support and Carer-led projects, enables this to be targeted at the areas most in need.</p>
7.	<p>Who will be affected by this proposal and who do you need to consult with?</p> <p>All Carers of people in Torbay will be affected by this proposal. Carers in receipt of services have been fully consulted as per Healthwatch report, and the proposals have been to full public consultation as per report. Stakeholders have been consulted and amendments made to draft Action Plan.</p>
8.	<p>How will you propose to consult?</p>

	<p>Extensive consultation complete, with Carers and stakeholders, and general public.</p>
--	---

DRAFT

Section 2: Implications and Impact Assessment

9.	<p>What are the financial and legal implications?</p> <p>The proposed re-design makes savings of approximately £60,000 to the ICOs resources, and the effects have been mitigated to ensure that Carer Support is not significantly reduced or pressures diverted elsewhere There are targeted actions within this Strategy to ensure that services meet Statutory obligations for Parent Carers Needs Assessments under the Children and Families Act (2014)</p>
10.	<p>What are the risks?</p> <p>If the proposals are not accepted, and savings have to be made in different ways, this is likely to have a significant impact on Carer Support and an associated adverse effect on Carers. As over 800 Carers responded to the Carer-specific consultation, not accepting their priorities for the strategy would risk alienating them, and risk their future engagement.</p> <p>Additional risks are that the proposed efficiency changes are still insufficient to meet the growing demand and growing need of Carers. External funding will continue to be sought wherever possible. Carers Support in Torbay is managed via small numbers of part-time staff. Therefore long-term sickness or vacancies have a significant impact on the achievement of any action plans. The model of having more Carer-led projects and Carer-led working parties should mitigate some of the risk.</p>
11.	<p>Public Services Value (Social Value) Act 2012</p> <p>Within the period of this Strategy, some micro-commissioning will occur and, as usual, this will be undertaken with Procurement team's advice. This has in the past led to the support of local voluntary sector organisations such as Carers' Aid Torbay.</p>
12.	<p>What evidence / data / research have you gathered in relation to this proposal?</p> <p>Extensive data has been used from the National Carers Survey of Adults, Carers UK 'State of Caring' annual survey, JSNA for Carers under 25, and extensive consultation with local Carers.</p>
13.	<p>What are key findings from the consultation you have carried out?</p> <p>Over 800 Carers responded to the Carer Engagement and the findings are in Healthwatch's report.</p>

Carers' key priorities for Support are:

- 1. Identification of Carers at the First Opportunity** (for the whole health and care community to be 'carer aware', so that wherever the Carer first uses a service, they are identified as a Carer. Particularly GP and hospital identification raised as an issue)
- 2. Information, Advice and Universal Support to all Carers** (for all Carers to be able to easily find information about support, and for the support to improve their health and wellbeing)
- 3. Proportionate Assessments and targeted support to all eligible Carers** (for assessment processes to be straightforward, with higher levels of support available to Carers with greater need)
- 4. Involvement of Carers / former Carers in all aspects of support, including commissioning, delivery and evaluation** (for Carers and former Carers to be involved in developing and providing Carer support, and in assessing whether it meets Carers' needs)
- 5. Support to the person being cared for** (improving 'replacement care' was an extremely high priority, and improving the use of technology for the Carer and the person for whom they care.

There are some key targets which cross all these priorities:

- Whole family working including transitions (moving) between services
- Carers juggling work and caring or wishing to do so

The public consultation was only responded to by 23 people, all of whom were Carers or former Carers. They strongly endorsed the five priorities above, and agreed all of the proposals within the Carers re-design, apart from the proposal to save £44,000 whilst maintaining services (7 people agreed, 7 people neither agreed nor disagreed, 9 people disagreed). However, savings have to be made, and the impacts have been mitigated as far as possible. Their comments on this proposal (on Page 7 of the Public Consultation report) have been addressed where possible.

14.

Amendments to Proposal / Mitigating Actions

The entire Carers Strategy was drawn up on the basis of national priorities, but more significantly in response to local Carers' feedback.

The impact of the Carer Support re-design has been mitigated as far as possible as outlined in Section 3 above, and the comments from the public consultation taken into consideration where possible. This has resulted in an amendment to the blanket proposal to reduce Emotional Support Vouchers from ten to six, which now has the proviso that in extenuating circumstances, when identified by the counsellor, up to an additional four can be issued. The comments from the public consultation about enhancing the support to the cared for person which then benefits the Carer, will be embedded within each of the developments in section 2.15 and Section 5 of the Strategy Action Plan.

Equality Impacts

15	Identify the potential positive and negative impacts on specific groups		
	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	Parent Carers of children should benefit from targeted strategic attention, which should have a positive impact on the child.		Young Carers' needs still are met through Carers under 25 Strategy, no reduction or re-design at present, other than Young Carers potential move to Youth Trust which has already been approved in principle.
People with caring Responsibilities	Development of further support and opportunities, especially for those juggling work and caring or intending to do so. Targetted areas – carers of people with dementia, parent Carers	Reduction in funding for Carer Support hours, mitigated by developing 'floating' carer support with additional responsibilities to develop volunteer and peer led support. Reduction in specialist Lifestyles Carer Support, mitigated by Carers now being within their mainstream offer, plus development of volunteer support in longer term. Reduction in Emotional Support Vouchers may have a negative impact, but should still address basic need, and if therapists feel that continued counselling is essential, then this would be considered on a case by case basis.	
People with a disability	Improved support for their Carers will have a positive impact on them. Focus on development of replacement Care opportunities, technological support and use of		

	Direct Payments should have positive impact.		
Women or men	Male Carers do not access as many services as female carers. Carers' feedback will enable the development of appropriate support eg 'cooking for men'		Female Carers needs are generally well-met within Carers' Services
People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>			These groups are not targeted, however it is hoped that, as one of the largest employers of people from minority ethnic backgrounds in the Bay, by improving TSDFTs carer-friendly policies and Carer awareness, this may lead to improved awareness within ethnic communities.
Religion or belief (including lack of belief)			No differential impact
People who are lesbian, gay or bisexual			No differential impact
People who are transgendered			No differential impact
People who are in a marriage or civil partnership			No differential impact
Women who are pregnant / on maternity leave			No differential impact
Socio-economic impacts (Including impact on child poverty issues and deprivation)	Ongoing work with Carers under 25 has resulted in improved attainment at school. Continued support for voluntary sector partners such as Carers Aid Torbay, has enabled improved		

		access to finance and benefits, whilst the emphasis on improving employment support for Carers, should also benefit this.		
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)		Reduction in dedicated Carers Lifestyles workers may negatively impact on Public Health outcomes for Carers, but is mitigated by the mainstreaming of Carer Support and proposed development of volunteer support.	
16	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	TSDFT's Model of Care and Adult Social Care eligibility which relies on the strengths-based model of linking people into family and community support, will increase the number of unpaid Carers, increase their caring roles and adversely affect their health and wellbeing, so improved Carer support is essential.		
17	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	ICO's model of 'Care Closer to Home' predicates increased impact on informal Carers, which is often difficult to mitigate due to domiciliary care availability or other replacement care. Hence need for developing and improving replacement care availability and range at pace to avoid Carer breakdown.		