

Meeting: Overview and Scrutiny sub-board **Date:** 26th Jan 2023

Wards affected: All

Report Title: Carers' updates

When does the decision need to be implemented? For info only

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1. Purpose of Report

- 1.1 To provide an update about unpaid Carers in Torbay including the national context and Adult Social Care (ASC) perspective.

2. Background

- 2.1 Carers are the unpaid family members or friends who support someone with any disability, long-term illness, mental health or substance misuse issue.
- 2.2 Torbay's multi-agency Carers' Strategy is refreshed every three years, with extensive consultation beforehand supported by Engaging Communities Southwest / Healthwatch. The present Strategy and Action Plan¹ runs from 2021-2024 and the Young Carers Under 25 (YC<25) Strategy and Action Plan² runs 2022-2025. Actions are formally monitored on a quarterly basis by

¹ <https://www.torbayandsouthdevon.nhs.uk/uploads/torbay-carers-strategy-2021-2024.pdf>

² <https://www.torbayandsouthdevon.nhs.uk/uploads/young-carers-under-25-strategy-and-action-plan-2022-2025.pdf>

the relevant multi-agency Strategy Steering Group, which are chaired (or co-chaired for YC<25) by Carers, and then published on-line³.

3. Update

- 3.1 The national picture for ASC Carers of Adults⁴ has been steadily deteriorating year-on-year, with an average 2% reduction in Carer-reported quality of life (CRQoL) every 2 years both nationally and in Torbay. (Appx 1, Fig 1)
- 3.2 Carers UK's 2022 survey⁵ also shows a deteriorating position for carers, with increased impact of cost-of-living concerns. Carers' financial positions and poverty rates have always been worse than their peers⁶, but where this would previously have impacted holidays and 'luxuries', 25% are now reducing essentials such as food or heating, almost double last year's figure⁷. This is also impacting Carers' mental health, with 30% reporting 'bad or very bad' mental health, and with worse rates for Carers receiving Carers' Allowance (37%) or on low incomes (40%).⁸
- 3.3 Compared with these bleak figures, Torbay has some positives, with Carer-Reported QoL being in the top quartile nationally (Appx 1, Fig 2) and, in Healthwatch's recent Devon-wide survey, Torbay's figures for Carers' mental health deterioration due to caring are better than the rest of Devon⁹.
- 3.4 The remaining ASC Outcome Framework Carers' statistics are also very positive (Appx 1, Fig 3). Credit must go to ASC for 3B (Overall satisfaction of carers with social services, ranked 9 /149 nationally), and 3C (The proportion of carers who report that they have been included or consulted in discussions about the person they care for, ranked 13/ 149). Unfortunately, the Strategy target to be top quartile for 3D part2 (The proportion of carers who find it easy to find information about services) was missed by 3 positions (41/ 149).

³ <https://www.torbayandsouthdevon.nhs.uk/services/carers-service/strategy-policy-and-quality/>

⁴ <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-survey-of-adult-carers/england-2021-22>

⁵ <https://www.carersuk.org/media/p4kblx5n/cukstateofcaring2022report.pdf>

⁶ <https://www.jrf.org.uk/data/poverty-rates-informal-carers>

⁷ <https://www.carersuk.org/media/p4kblx5n/cukstateofcaring2022report.pdf> page 14

⁸ <https://www.carersuk.org/media/p4kblx5n/cukstateofcaring2022report.pdf> page 33

⁹ <https://cdn.whitebearplatform.com/hwdevon/wp-content/uploads/2022/11/21153421/HWDPT-Unpaid-Carers-Survey-FINAL.pdf> page 20-21

- 3.5 Carers' Assessments are also on target (37% against YTD target of 30%) with Older People's Mental Health team doing particularly well (60%) but working age Mental Health doing particularly badly (24%). Further meetings are planned to address this. Particular mention must be made of Carers Aid Torbay, whose staff have completed more than double their target. (100 pa)
- 3.6 Availability of support to the person being cared for significantly impacts upon Carers. Even though this is a national issue (41% of Carers having no break in last year)¹⁰, the lack of appropriate replacement care is more of an issue for Carers in Torbay than other parts of Devon (Appx 4).
- 3.7 Due to domiciliary care issues, Carers can feel pressurised to care eg to support hospital discharge. Devon Carers have been funded to enhance Hospital-based support to Carers with impressive results¹¹. Torbay has maintained its existing support, but detailed evaluation is required to compare the two schemes and identify any additional funding requirements / sources.
- 3.8 Evaluations have been undertaken of Carers' Direct Payments¹², Carers' Technology Enabled Care pilot¹³ and Learning Disability Carers' Support. All have evidenced excellent impacts on Carers' Care Act Outcomes.
- 3.9 Two external factors have significantly impacted upon Carers' Team and Service: procurement away from Torbay Council print department resulted in delays to the October Signposts magazine mailout; and issues with a Council IT server caused Carers Register database to crash completely. The Council IT team worked hard to ensure that the Carers' Emergency Back-up Scheme was rectified as quickly as possible, and have re-built the database within TFM, but four months later it does not yet fully replicate previous functionality.
- 3.10 The above factors impacted on the existing workload of the team so that some of the Strategy target dates have slipped, but existing Carers' budget has been moved around to build in additional capacity to address this.

¹⁰ <https://www.carersuk.org/media/p4kblx5n/cukstateofcaring2022report.pdf> page 33

¹¹ https://www.westbank.org.uk/news/hsj-award-2021-winner-carers-hospital-service?gclid=Cj0KCQiAn4SeBhCwARIsANeF9DKKEymNr6Hv_FX4Pdvd4-BAU6dmwFYf8ENJLcZzewNMI_aVbGco9QEaAvvdEALw_wcB

¹² <https://www.torbayandsouthdevon.nhs.uk/uploads/carers-direct-payments-evaluation-december-2021.pdf>

¹³ <https://www.torbayandsouthdevon.nhs.uk/uploads/carers-technology-enabled-care-pilot-evaluation-summer-2022.pdf>

- 3.11 Partnership working remains strong, with Citizens Advice Torbay signing up to the Commitment to Carers and Samaritans undertaking a Memorandum of Understanding with Carers Services.
- 3.12 Torbay Council's own Commitment to Carers (C2C) is positive on the Staff Carers and HR aspects, with recent presentations at Managers' Forum and Wellbeing Supporters Forum, and with Carers well-placed within Equality Information¹⁴. Children's Services' C2C priorities are more mixed (Appx 3) with work still to be done about Parent Carer Champions and maintaining robust transition processes. Work is also planned to ensure that wider Council services also identify and are accessible to Carers.

4. Summary

- 4.1 Torbay Carers Service is performing well both locally and nationally, but significant challenges for Carers remain.

Appendices

Appendix 1: Appendix 1 Performance Measures from the Adult Social Care Outcome Framework (ASCOF)

Fig 1 Carer-reported Quality of Life in Torbay and in England over past 10 years

Fig 2. 2021-2 Survey. Carer-reported Quality of Life Comparisons and Ranking

Fig 3. 2021-2 Survey. ASCOF figures with Comparisons and Rankings

Appendix 2: Adult Social Care – Carers' Assessments Data Quality Report 1/4/22-31/12/22

Appendix 3 Commitment to Carers - Extract re Torbay Council - Dec 22 progress against annual priorities 22-23

Appendix 4 Carers concerns by area of Devon

¹⁴ <https://www.torbay.gov.uk/council/policies/corporate/equality-information/>

Supporting Information

1. Introduction

- 1.1 Besides the legal requirements in Section 4 below, Carer Support is based upon the NHS Long-term Plan (2019)¹⁵, GP Carers' Quality Markers (2019)¹⁶ and NICE Guidance for Adult Carers (2020)¹⁷. It also delivers the Devon Integrated Care System's 'Commitment to Carers' (2019)¹⁸.

2. Options under consideration

3. Financial Opportunities and Implications

- 3.1 All work is within existing resources. Priorities for additional funding would be hospital-based support, mental health Carers, and increased evaluation capacity to evidence impacts and improvements.

4. Legal Implications

- 4.1 All Carers' work is based upon legal requirements for The Care Act (2014) and Children and Families Act (2014).

5. Engagement and Consultation

- 5.1 There is a good history of active engagement with Carers throughout all Torbay Carers' work and embedded in Carers' Strategies. Carers are offered remuneration for their time as well as expenses / replacement care costs.

¹⁵ www.longtermplan.nhs.uk

¹⁶ <https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/>

¹⁷ <https://www.nice.org.uk/guidance/ng150>

¹⁸ <https://www.icsdevon.co.uk/priorities/carers/>

6. Purchasing or Hiring of Goods and/or Services

- 6.1 Contracts for Mencap support to Carers of adults with learning disabilities, and Carers Aid Torbay support with Carers' enabling and advocacy are due to be re-tendered in the coming 12 months.

7. Tackling Climate Change

- 7.1 On-line meetings and support, with the associated benefit for Climate Change will continue to be developed.

8. Associated Risks

- Impact of cost of living on Carers' already poor health and wellbeing.
- Risk of Carer breakdown due to inadequate replacement care and pressure to care eg hospital discharge.
- Adverse effects on Carers of working age people with mental health issues.
- Risk to Carers' Register function due to Database issues.

9. Equality Impacts - Identify the potential positive and negative impacts on specific groups

	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	Yes – as many Carers		
People with caring Responsibilities	Yes		
People with a disability	Yes		
Women or men			x
People who are black or from a minority ethnic background (BME) (NB Gypsies / Roma are within this community)	Yes - Specific target for Carers from minority ethnic backgrounds		

Religion or belief (including lack of belief)			x
People who are lesbian, gay or bisexual			x
People who are transgendered			x
People who are in a marriage or civil partnership			x
Women who are pregnant / on maternity leave			x
Socio-economic impacts (Including impact on child poverty issues and deprivation)			x
Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	Caring is a social determinant of health. Torbay Carers' work mitigates the impact of caring.		

10. Cumulative Council Impact

10.1 None

11. Cumulative Community Impacts

11.1 None

Appendix 1 Performance Measures from the Adult Social Care Outcome Framework (ASCOF)

Personal Social Services Survey of Adult Carers in England (SACE) from Carers of adults who have had a Carers' Assessment in the previous 12 months

Fig 1. Carer-reported Quality of Life in Torbay (blue) and in England over past 10 years

Domain & KPI	Framework Source	2012/13 Outturn	2014/15 Outturn	2016/17 Outturn	2018/19 Outturn	2021/22 Outturn (Prov.)	2012/13 England Average	2014/15 England Average	2016/17 England Average	2018/19 England Average	2021/22 England Average
ASC 1D: Carer-reported quality of life	ASCOF SACE Survey	8.2	8.3	7.8	7.5	7.4	8.1	7.9	7.7	7.5	7.3

Fig 2. 2021-2 Survey. Carer-reported Quality of Life Comparisons and Ranking

Domain & KPI	Framework Source	2021/22 Outturn (Prov.)	2021/22 England Average	2021/22 SW Average	2021/22 Comparator Group	2021/22 Rank	2021/22 Quartile	2021/22 Performance Description
ASC 1D: Carer-reported quality of life	ASCOF SACE Survey	7.4	7.3	7.1	7.4	37/149	Q1	Slightly better than Eng ave Better than SW ave Same as CG ave In best quartile

Fig 3. 2021-2 Survey. ASCOF figures with Comparisons and Rankings

Domain & KPI	Framework Source	2021/22 Outturn (Prov.)	2021/22 England Average	2021/22 SW Average	2021/22 Comparator group	2021/22 Rank	2021/22 Quartile	2021/22 Performance Description
ASC 1I part 2: Proportion of carers who reported that they had as much social contact as they would like	ASCOF SACE Survey	34.4%	28.0%	23.9%	29.8%	10/149	Q1	Better than Eng ave Better than SW ave Better than CG ave In best quartile
ASC 3B: Overall satisfaction of carers with social services	ASCOF SACE Survey	45.9%	36.3%	37.8%	39.1%	9/149	Q1	Better than Eng ave Better than SW ave Better than CG ave In best quartile
ASC 3C: The proportion of carers who report that they have been included or consulted in discussions about the person they care for	ASCOF SACE Survey	71.3%	64.7%	66.5%	66.0%	13/149	Q1	Better than Eng ave Better than SW ave Better than CG ave In best quartile
ASC 3D part 2: The proportion of carers who find it easy to find information about services	ASCOF SACE Survey	61.4%	57.7%	61.5%	59.1%	41/149	Q2	Better than Eng ave Better than SW ave Better than CG ave In 2nd best quartile

Appendix 2 Adult Social Care

Carer Assessment Data Quality Report - 2022/23 Month 09						
Carers Assessments - 01/04/2022 to 31/12/2022						
Extracted 03/01/2023						
Assessments by Team						
Team	Separate Carers Assessments	Combined Carers Assessments	Carers Assessments (Numerator)	Clients with Community Based Services (Denominator)	Proportion (Indicator Outturn)	Target (YTD)
Brixham & Paignton	313	156	469	1,488	31.5%	30.0%
MH Over 65	69	26	95	159	59.7%	30.0%
Torquay	351	203	554	1,462	37.9%	30.0%
Torbay Total exc CMH	782	407	1,189	3,145	37.8%	30.0%
CMH / DPT Total	46	0	46	192	24.0%	30.0%
Torbay Total inc CMH	828	407	1,235	3,337	37.0%	30.0%
Full year target = 40.0%						

Appendix 3 Commitment to Carers

Extract for Torbay Council Dec 22 progress against annual priorities 22-23

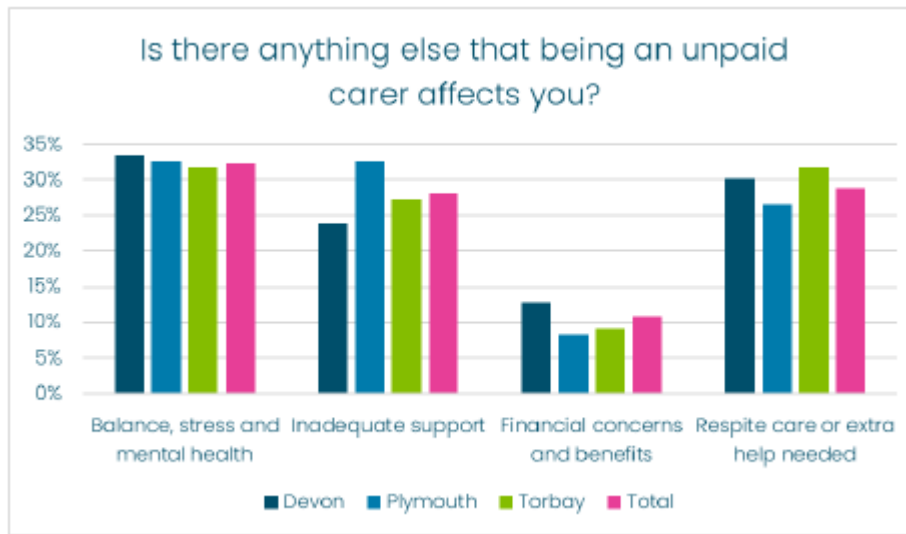
Torbay Council (TC)	Consider further ways of capturing the voice of Parent Carers (PC) and young carers (YC), and reflect these voices in development and service plans. ‘Sibling’ event being planned. Working partnership with SEND Family Voice / Tissues and Issues. Carers’ individual views in assessment and plans.	Establish parent carer (PC) champions across Children’s Services with regular meetings to share good practice and ensure all staff consider PC needs in assessment and planning. - Regular SEND co-production meetings. Families reported feeling more involved in the strategic direction of service. Have involved individual PCs with feedback to staff, but not champions.	Embed PC consent form within transitions process coordinated through Transition Panel. Continue to use Panel to communicate enhanced PC needs to Carers’ Services. Consent form embedded in referral to Adult Social Care (ASC). Considering best way for Carers Services to be informed of need as may not be reliably picked up.
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Torbay Council’s Commitment to Carers can be found here

<https://www.icsdevon.co.uk/download/commitments-to-carers-torbay-council/>

The self-assessment and action plan from which the priorities are taken is not a published document

Appendix 4 Carers concerns by area of Devon¹⁹



¹⁹ <https://cdn.whitebearplatform.com/hwdevon/wp-content/uploads/2022/11/21153421/HWDPT-Unpaid-Carers-Survey-FINAL.pdf> page 20-21