



Derby City Council

**ADULTS AND HEALTH SCRUTINY  
REVIEW BOARD  
19 June 2018**

**ITEM 5**

Report of the Strategic Director of People's  
Services

**Update on the future of Carers Services**

**SUMMARY**

- 1.1 A report was presented to Health and Scrutiny Board in February 2018, setting out the key themes identified, from the carers consultation carried out, to inform proposals for an improved local offer for carers.
- 1.2 We undertook consultation with Carers to find out what support they say is important to them to support them in their role as a carer.
- 1.3 As a result of feedback received during the consultation, we are transforming our local Carers offer. Carers told us that Services have a significant positive impact on their lives, and whilst on the whole many carers were satisfied with the support they receive, they told us that they found that the current set up of the services was confusing and felt they had to repeat information to different organisations. Carers Assessments were also felt to be taking a long time to process and not effective as they could be.
- 1.4 In response to what Carers told us, we are commissioning 2 new services and changing the way we undertake carers assessments:
  - A new 'universal' service is currently being commissioned; this ensures that any carers can access support services locally free of charge. The new service will also provide Carers with a single point of access for information and advice, training and wellbeing activities. Smaller carers groups will also be supported. This service is currently out to tender
  - A decision has been taken to bring Carers Assessments back 'in-house' to the council to improve the timeliness and quality of assessments and to enable a more holistic and family centred approach to the assessment process and to ensure carer needs are met in a timely fashion and they receive the services they require to support them in their caring role. The transition process to achieve this is currently underway.
  - A new provider list will also be commissioned shortly, to help Carers identify good quality support services, that offer vfm, to spend their personal budgets with should they wish to. Providers will tender to be included in the provider list at which point we will score them for issues such as quality and financial robustness so that Carers can be assured that good quality providers are on the list

**RECOMMENDATIONS**

2.1 To note the contents of this report.

**REASONS FOR RECOMMENDATION**

- 3.1 The Care Act 2014 sets out Carers' legal rights to assessment and support.
- 3.2 The Service changes currently being implemented have been developed as a result of the consultation activities described in the report to Scrutiny on 06 February 2018 to ensure we have the best offer possible for carers in the City.

**SUPPORTING INFORMATION**

4.1 Comprehensive consultation took place with Carers between October 2017 and January 2018. The methodology of the consultation was presented in the report to Scrutiny in February 2018. In total we attended meetings with over 500 Carers and received over 200 responses to the online survey

Carers told us that:

- Carers value the opportunity to participate in peer support and meet other Carers
- Carers would like a City Centre venue to obtain and exchange advice and support, complemented by locally based groups
- Carers would like practical information, advice and support from an independent organisation
- Carers would like the Carers journey to be straightforward, with preferably one lead organisation they can call
- Caring is everybody's business and that carers need to be helped to identify themselves as Carers and the needs of Carers should be promoted widely

The outcome of the consultation has informed how we have modelled our local Carers offer going forward. At the meeting of the People Commissioning Board on 09 May a new model for delivering Carers services was approved. The key elements of which are:

#### **4.2 Provision of Universal, preventative Services for Carers (wellbeing activities, training, information and advice)**

Carers told us that they value peer support, wellbeing breaks, practical assistance and advice and guidance delivered by an independent organisation and that they wanted a clear simple pathway. Carers also told us they want both a City centre presence and local services

As a result of this feedback, the two contracts currently delivered by Creative Carers and Derbyshire Carers Association (minus Carers Assessments) will be combined into a single contract for information, advice for Carers, peer support, helping small carers support groups, training and wellbeing activities. In addition the specification includes supporting and engaging with primary care and GP's in identifying and liaising with carers. .

A specification has been developed in partnership with a range of stakeholders, including carers and the CCG for the universal services contract and this service is currently out for tender

Appendix 2 of the report sets out the timetable for procurement of the new Universal Services contract

#### **4.3 Carers Assessments**

The consultation found that Carers felt that they have to repeat information and the process to receive a Carers Assessment is confusing we were also told Carers Assessments were taking too long to finalise

Carers Assessments will therefore be undertaken in-house from 01 September 2018. Considerable preparation work has already taken place to achieve this transformation. Workshops have been held with operational teams to scope out the change and to detail the Assessment Process. The back office systems work to embed the Carers Assessments into the social care ICT system to make processing assessments faster has been scoped. The full timescales and detailed plan is in Appendix 2 of this report

Work is on target to achieve this date. Bringing the service back in-house will enable Carers to receive their Carers Assessment (if wanted) at the same time as the Cared for; enabling a whole family approach to be undertaken. Carers will also be able to attend Talking Points (if wanted) to have their Carers assessment undertaken as well as receiving relevant help, signposting and information. Some Talking Points are also attended by Carers Group representatives that can start the peer support process. Joint work is taking place with the NHS Derbyshire Healthcare to update their relevant information on Carers Assessment and also to update online applications.

**4.4 Carer Support Services, (short break and sitting services) Provider List**

The Carers told us that they appreciate personal budgets but felt they need support to access services, in particular breaks, sitting services and respite care.

A mechanism to help Carers access services will be developed over the coming months. The Carer Support Services Provider List is a new offer for Carers which will enable Carers to access providers who have gained a place on the list by competitive tender and who will be quality assured by Council Commissioners. This will help Carers access good quality services more easily and we will use the list to help grow the market and develop local provision by encouraging high quality providers to participate and identifying current gaps in provision. The List will be in place by December 2018

**4,5 Next Steps**

As outlined in detail in Appendix 2, we plan to have the Universal Preventative Service in place and Carers Assessments delivered in House by 01 September, It was agreed at People Commissioning Board for the existing contracts with Derbyshire Carers Association and Creative Carers to be extended until 01 December to allow for a transitional period whilst the new model becomes embedded and to minimise disruption for Carers. The new Carers Support Services Framework will be in place by 01 December.

Over the coming months we will be working closely with carers, Carers Groups and other stakeholders to keep them informed about the changes.

**OTHER OPTIONS CONSIDERED**

5.1 The end of the full contract periods have prompted a market testing and review of the service

**This report has been approved by the following officers:**

<b>Legal officer</b>	n/a
<b>Financial officer</b>	n/a
<b>Human Resources officer</b>	n/a
<b>Estates/Property officer</b>	n/a
<b>Service Director(s)</b>	Kirsty McMillan

<b>Other(s)</b>	
<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Christine Collingwood 642749 <a href="mailto:christine.collingwood@derby.gov.uk">christine.collingwood@derby.gov.uk</a> Yvonne Davies Yvonne.davies@derby.gov.uk  None Appendix 1 – Implications  Appendix 2 – Overall transformation plan

**IMPLICATIONS**

**Financial and Value for Money**

- 1.1 The budget for Carers will remain unchanged; however the proposal to move to an in-house service would lead to staff being directly employed by the City Council. Efficiencies could be achieved by removing duplication and linking the assessments for the carer and cared for.

**Legal**

- 2.1 There are no risks associated with allowing the current contracts to expire on 30 November 2018, as they will have reached the end of their contracted terms.
- 2.2 Commissioners will need to consult with Derbyshire Carers Association with regard to TUPE rights for their staff.

**Personnel**

- 3.1 No Council or CCG employees will be directly affected by the proposals within this report.

**IT**

- 4.1 New systems would be needed on Liquid Logic to enable Carers Assessments. These discussions are ongoing with Community Care Workers and Managers concerning the current assessment and Emergency Plan forms. Further work would be required later in 2018 to develop a shorter Carers assessment that could be used in line with Carers requirements.  
  
Also consideration is ongoing on how to record Carers that self serve through current and future website provision.

**Equalities Impact**

- 5.1 An EIA was completed in December 2017. It is expected that by directly engaging in community for Carers needs that this will increase take up and improve outcomes.

**Health and Safety**

- 6.1 No direct implications for Health and Safety have been identified.

## **Environmental Sustainability**

7.1 No direct implications for Environmental Sustainability have been identified.

## **Property and Asset Management**

8.1 No direct implications for Property and Asset Management have been identified.

## **Risk Management and Safeguarding**

9.1 The risk to Carers around the Carers assessment process is linked to further changes in the lead organisation, but publicity will be carefully consider to ensure signposting takes place. We also will have a three month period of transition where the existing providers will remain in place whilst the new services are being implemented

## **Corporate objectives and priorities for change**

10.1 The recommendations within this report fit within the priorities of the Council as follows:

- Protecting vulnerable children, young people, adults and older people
- Enabling individuals and communities
- Promoting health and wellbeing
- Delivering services differently