

## Scrutiny Review – Support to Carers

**Present:** Councillor Adamou (Chair), Councillor Wilson, Barbara Nicholls, Lisa Redfern, Eve Featherstone, Colleen Fiffie, Dekh Bhaal, Nick Bishop, Carmel Keeley, Ifeome Akubue, Brudunnisha Mansoor, Regina Fleming, Theresa Wilson, Melanie Ponomarenko (minutes).

Apologies for absence	Councillor Alexander, Councillor Dodds, Councillor C. Harris, Freda Wilson, Robert Edmonds
Urgent Business	None
Declarations of Interest	None
Carers in Haringey	<p>The panel received a presentation from Lisa Redfern, Assistant Director Adults, Adult, Culture and Community Services.</p> <p>Adult Carers Strategy</p> <ul style="list-style-type: none"> <li>• Feeds down from the National Carers Strategy</li> <li>• Involved the Carers Partnership board in drafting the strategy and its consultation</li> <li>• Has four outcomes:             <ol style="list-style-type: none"> <li>1. Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role</li> <li>2. Carers will be able to have a life of their own alongside their caring role</li> <li>3. Carers will be supported so that they are not forced into financial hardship by their caring role</li> <li>4. Carers will be supported to stay mentally and physically well and treated with dignity</li> </ol> </li> <li>• Includes a target to increase the number of carers receiving an assessment and a review by 25% by 2011.</li> </ul> <p>There is a high proportion of young carers (those aged 18-34 yrs of age) in Haringey.</p>

According to the 2001 census there are 15,967 people who identified themselves as Carers in Haringey.

There are 1201 carers on Haringey's Carers register, with a higher proportion in the East of the Borough. Discussion as to why this is the case:

- Those in the West could be accessing support/services by other means
- Older population in the West and older people are less likely to identify themselves as carers

Haringey's Carers Partnership Board has 19 Carers on with over ½ from BME communities.

Recognised that we need to make it easier for people to access the support that they need. Also quickly and at the point that they need it.

Consultation for the Carers Strategy involved over 90 participants. The top three area of importance that they came up with:

1. Recognition
2. Respect
3. Flexible support (includes respite, financial and emotional support).

Priorities from the carers consultation include:

- Identifying hidden carers
- Increase opportunities for carers to be involved
- Personalisation

### **Personalisation**

- A briefing has gone to the Carers Partnership Board
- Carers have been involved in the Physical Disability and Learning Disability Pilots
- A work-stream is being developed which will report to the Carers Partnership Board and to the Transforming Social Care group (which is being set up).

- Currently looking at involving more carers organisations in this area.

**Access to services**

- Adult Services Teams
- Central Access points e.g. Physio, GPs, nurses
- Voluntary sector e.g. designated assessments which then go to Adult services for review.

The Central Access Team will be starting in November and should improve responsiveness where needed.

Discussion around Mental Health carers, some of which find it very difficult to access assessments even through Community Mental Health Teams.

- Issues identified around inter-agency working
- Discussions around how the Mental Health Trust works with the Local Authority around carers.
  - Felt that improved strategic planning and delivery may be needed.

Performance on carers assessments is currently very good.

The Carers Centre has 4 staff, this includes a Welfare Benefits worker. The Centre also runs support groups and co-ordinates respite arrangements.

- Issues raised around the Community Alert Card service and the calls going to the Community Alarm Service. This review will consider this further.

Mental Health Support Group provides services including running a counselling service and represents carers issues e.g. on scrutiny issues.

- Believes there should be a coherent network across the groups which receive funding and also include NHS Trusts and the Local Authority.

	<p>Asian Carers Support Group services include the provision of advocacy, support and interpretation services.</p> <ul style="list-style-type: none"> <li>• Language used by professionals is often difficult for people to understand. Both in terms of actual language used and the words/phrases used which are not immediately understandable to those who can speak English.</li> </ul> <p>Noted that the Adult Commissioning Manager is working with the Children and Families department to look at pathways in transition from children’s services to adult services.</p> <p><b><u>Funding Streams</u></b></p> <p>The Carers Grant is given to the Council as part of the Area Based Grant. Further information on funding will be considered at a later meeting.</p> <p>Discussion around transport and the issues associated with for carers. It was confirmed that transport to hospitals was mentioned by carers at the Annual Health check event. Evidence suggested that there are anomalies and a lack of consistency in who can access transport services.</p> <p>Discussion around the need for the needs of the local population including carers being taken into account when services are reconfigured e.g. it is felt by some that the Mental Health Trust reconfiguration has had a negative impact on carers.</p>
<p>Equalities and Carers</p>	<p>Eve Featherstone</p> <p>Adult Carers Strategy Equalities Impact Assessment (EIA).</p> <p>The EIAs are done along the lines of the six equalities strands and consider what we know, what we don’t know and what we therefore need to do.</p>

	<p>The Adult Commissioning Manager is currently going through the draft EIA with the Carers Partnership Board. The EIA should be completed and signed off within the next month.</p> <p>Discussion around support given to younger carers and the need for a short, sharp scrutiny review when resources are available.</p> <p>Discussion around the age profile or ethnic groups and whether this has an impact.</p> <p>Further information on the draft EIA can be found in the attached papers.</p>
Scoping Report	<p>Need to ensure that equalities are considered throughout the report as it is an integral part of the piece of work.</p> <p>Discussion around the need to gain an understanding of the assessment process and the route map from assessment to service including how long this takes and who does what at which point.</p> <ul style="list-style-type: none"> <li>• Not just from the LA but from Mental Health Trust and NHS Haringey perspective also.</li> </ul> <p>Discussion around the issue of communication between the different groups and organisations which people felt can make it very difficult to navigate and go through the carers pathway to actually get a service.</p> <ul style="list-style-type: none"> <li>• Could the process be streamlined and made clearer?</li> </ul> <p>Agreed to add under the objectives of the review:</p> <ul style="list-style-type: none"> <li>• 'To consider the extent in which carers are engaged and involved in shaping support services', and</li> <li>• 'Assess how the partners are working together to support carers'.</li> </ul>

	Scope agreed
New items of urgent business	None