



Haringey Council

Agenda item:

[No.]

Overview and Scrutiny Committee

On 10th October 2011

Report Title: **Progress update on the recommendations made in the Overview and Scrutiny Review of Support to Carers**

Report of: **Mun Thong Phung, Director of Adult and Housing Services**

Signed:

Contact Officer: Lisa Redfern, Deputy Director, Adult and Community Services

Wards(s) affected: **All**

Report for: **Non-key decision**

1. Purpose of the report

- 1.1. To provide an update on the recommendations made in the Scrutiny Review of Support to Carers, March 2010 and the Cabinet response in June 2010.

2. Introduction by Cabinet Member

- 2.1. Firstly, I would like to emphasise that the Council greatly values the work that unpaid carers do on behalf of their friends and family members. As Cabinet Member for Health and Adult Services, responsible for services that offer care and support to some of the most frail and vulnerable people living in the Borough, I believe that we have made very good progress.
- 2.2. One highlight was opening the Carers Hub in Wood Green Central Library during Carers Week 2011. The Hub gives carers a place where they can meet other unpaid carers - a relaxing space for carers to meet up over a cup of tea or coffee or to access the internet and provides somewhere carers can access information and advice from various information and advice drop in sessions.
- 2.3. The report contained thirteen recommendations. Our update to the individual recommendations in the Overview and Scrutiny report is outlined in Appendix 1.

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

3.1. Adult and Community Services Council Plan Priorities are:

- Encouraging lifetime well-being at home, work, play and learning;
- Promoting Independent living while supporting adults and children in need; and
- Delivering excellent customer focused cost effective services.

Full Council Plan Priorities can be found on the left hand side of the page at <http://harinet.haringey.gov.uk/index.htm>.

3.2. The review is linked to Haringey Carers Strategy 2009-2014

4. Recommendations

4.1. That Overview and Scrutiny Committee note and agree the update found in Appendix 1.

5. Reason for recommendation(s)

5.1. N/A

6. Other options considered

6.1. N/A

7. Summary

7.1 Please see Appendix 1 for the progress update on the recommendations from the original Overview and Scrutiny Review.

8. Chief Financial Officer Comments

8.1. There are no direct financial implications arising from the action plan from this review.

9. Head of Legal Services Comments

9.1. In 2004, the government introduced the Carers (Equal Opportunities) Act 2004 to ensure that public bodies recognise and support carers.

The Act provides that where—

(a) a local authority is carrying out an assessment in relation to the relevant person or (as the case may be) a disabled child, and

(b) it appears to the local authority that an individual may be entitled to request (but has not requested) an assessment of his ability to provide and to continue to provide care for the relevant person or the disabled child,

the local authority must inform the individual that he may be entitled to an assessment before they make their decision as to the needs of the relevant person or the disabled child.

9.2. The Act applies in England and Wales to:

- carers who provide or intend to provide a substantial amount of care on a regular basis for another individual aged over 18
- people with parental responsibility for a disabled child, who provide or intend to provide a substantial amount of care on a regular basis for that child.

10. Head of Procurement Comments

10.1. NA

11. Equalities & Community Cohesion Comments

11.1. According to the 2001 Census, 15,967 people identified themselves as carers' in Haringey.

11.2. Equalities issues as identified in the Haringey Carers Strategy Equalities Impact Assessment¹ along the six equalities strands are as follows:

- Age – under-representation of young adult carers aged 18-34 years;
- Disability - Improved support for carers as a whole population has potential to benefit carers with a disability;
- Ethnicity – there is under-representation of Pakistani, Bengali and Chinese Carers in provided services, each of which are identified as growing populations in Haringey;
- Gender – under representation of male carers in services and in consultations;
- Religion – we need better data and information on religion or belief - available information points to an under-representation of Muslim carers in both services and consultations;
- Carers from Charedi community not separately identified as faith group and not directly represented in service development; and
- Sexual orientation – we need better information about needs of lesbian, gay, bi-sexual and transgender carers to make an evidence-based assessment of impact.

¹ Haringey Adult Carers Strategy, Equalities Impact Assessment, Haringey Strategic Partnership, 2009

12. Consultation

- 12.1. Service leads, other Council departments, NHS Haringey and the voluntary sector were involved in this update; and
- 12.2. Carers were presented throughout the scrutiny process and their concerns were reflected in the recommendations.

13. Service Financial Comments

- 13.1. All of the recommendations have been undertaken within current resource allocations. This includes progressing on those recommendations agreed in principle; and
- 13.2. Value for money (quality and cost) will need to continue to be a key consideration in the future commissioning of services for carers, including ensuring robust and relevant activity information, that demonstrates good outcomes to carers, are being delivered.

14. Use of appendices /Tables and photographs

- 14.1. Appendix 1 – Recommendations and update.
- 14.2. Appendix 2 – *Personalisation – A Guide for Carers: What you need to know*

15. Local Government (Access to Information) Act 1985

- 15.1. Scrutiny Review of Support to Carers – March 2010
- 15.2. Haringey Carers Strategy 2009-2014
- 15.3. National Carers Strategy: *Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own*
- 15.4. Update to National Carers Strategy (2011) *Recognised, valued and supported: Next steps for the Carers Strategy*



Haringey Council

Appendix 1 - Scrutiny Review of Support to Carers – Progress update as of August 2011

Recommendations	Response	Commentary Progress as of August 2011
<p>Recommendation 1 <u>Recognition</u> <i>That Full Council recognises:</i></p> <ul style="list-style-type: none"> • <i>The invaluable role that unpaid carers employed in, those living in and caring for people in Haringey play;</i> • <i>The impact that caring has on a person's life;</i> • <i>The new Carers strategy</i> <p>and;</p> <ul style="list-style-type: none"> • <i>Members commit to supporting carers in their role as a carer and their right to have a life outside of their caring role.</i> 	<p>For consideration by Full Council</p>	<p>Not applicable</p>
<p>Recommendation 2 <u>Identification of carers</u> <i>Systems should be put in place to ensure that carers are routinely identified and offered assessment and</i></p>	<p>Agreed</p>	<p>Ongoing Carer Awareness and Carers Assessment training for assessment staff and provider services staff began in late 2010 and early 2011 through the Council's Organisational Learning and Change programme of training. Carer Awareness and Carers Assessment training continues to be offered through the</p>

<p>support across the partnership.</p> <ul style="list-style-type: none"> • Staff awareness raising of carers in the care setting to enable them to identify carers and refer accordingly. 		<p>Council's programme of training. An e-learning module for Carers Awareness is also underway.</p> <p>Awareness training has also been developed with the Barnet, Enfield and Haringey Mental Health Trust and the Carers' Leads in Barnet and Enfield. Sessions commenced in May 2011 and run through to January 2012. The training involves carers and has been very well received.</p> <p>The Council has maintained the profile of carers and caring through press and media coverage in Haringey People, in particular during Carers Week in June each year and the promotion of the Carer of the Year Award. The promotion of the Carers Register as a means of networking carers with borough-wide support and services is also a way of recognising the invaluable role carers play.</p>
<p>Recommendation 3 <u>Assessment</u> Carer's assessment processes across the partnership should be reviewed to ensure consistency.</p> <ul style="list-style-type: none"> • With the involvement of the Carers Partnership Board 	<p>Agreed</p>	<p>Ongoing</p> <p>A Supported Self Assessment Questionnaire (SSAQ) for carers was developed and piloted from late February until June 2011. The pilot involved carers who were either due for review or new to Adult Services.</p> <p>The Carers SSAQ has been reviewed and is being modified as a result of feedback from care management teams and carers. The revised form will be shared with care management teams, carers organisations and the Carers Partnership Board.</p>
<p>Recommendation 4 <u>Signposting</u></p> <p>a) That robust systems are put in place across the partnership to ensure that even</p>	<p>a) Agreed</p>	<p>Ongoing</p> <p>(a) Currently there are three places on the electronic records system (Framework-i) that ask the carer if they would like an assessment – part of an overview assessment (first point of contact via the Integrated Access Team (IAT)), when the cared for person's statement of need is reviewed and when an occupational therapy assessment is</p>

<p>where carers do not want an assessment/do not meet assessment criteria they are signposted for advice and information.</p>		<p>completed. The system also records why the carer may have declined an assessment.</p>
<p>b) That where a carer does not want assessment/does not meet the assessment criteria:</p> <ul style="list-style-type: none"> i. This is recorded. ii. They are invited to go on the carers register, with benefits explained. iii. Regular engagement takes place in order for support to be provided should their situation change. 	<p>b) Agreed</p>	<p>(b) The Integrated Access Team (IAT) signpost carers to voluntary sector organisations and community groups when a carer declines an assessment, as they may be interested in other forms of support. Carers are also informed of the Carers Register and benefits associated. Carers are also encouraged to call back the IAT should they change their mind about an assessment.</p>

<p>c) That a carers information pack is compiled which includes information on services across the partnership and:</p> <ul style="list-style-type: none"> iv. Sent to all current and new carers who come into contact with carers services; v. A copy given to all Councillors; vi. Be available at key sites across the borough including voluntary sector centres. vii. An electronic version be sent to all staff who may come into contact with carers e.g. customer service centre, switchboard. 	<p>c) Agreed in principle</p>	<p>(c) A group of carers on the Carers Partnership Board were involved in reviewing the content of <i>The Essential Guide for Carers in Haringey</i>. The information from the guide was used to develop the unpaid carers section on Haricare – the online directory of services for adult social care. The group of carers also provided feedback on the design and the look and feel of Haricare.</p> <p>All Council staff, health services and voluntary and community organisations can access the online directory via the Council's website. Postcards promoting the directory have been provided to various voluntary and community groups.</p> <p>Haricare is reviewed and updated as required. Carers who do not have access to the internet in their home, can visit their local library and use the computers or visit the Carers Hub in the Wood Green Central Library where there are two computers available for use solely by unpaid carers. The Integrated Access Team also print and post information to carers.</p>
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<p>d) Staff who are likely to come into contact with carers should be trained to identify and signpost carers appropriately (Libraries, adult and children's social care staff, call centres, receptionists, GP surgery staff, local A&E department staff, discharge staff).</p>	<p>d) Agreed in principle</p>	<p>(d) All Council staff can access the training programme provided by the Council, including carer awareness training. The libraries service was instrumental in setting up the Carers Hub in Wood Green and their awareness of carers and their needs has ensured that the space is suitable and inviting for carers.</p> <p>Across the Children's and Young People's Service and Adult Services, a working group of officers has been developing a young carers protocol to help social care and health staff and schools identify and signpost young carers appropriately. It is expected that the protocol will be launched in Autumn / Winter 2011 following sign off.</p> <p>The Carers leads from the five boroughs that make up the North Central London Cluster (Barnet, Enfield, Islington, Haringey and Camden) are working on developing a robust proposal and action plan to work with the hospitals in the Cluster around identifying and supporting carers in the hospital environment. This includes A&E departments and discharge teams. The proposal and action plan will be taken to the Cluster Board level for discussion and agreement which will help implement it the proposal in all hospitals in the Cluster.</p> <p>The Princess Royal Trust for Carers in partnership with The Royal College of General Practitioner's has developed and e-learning carer awareness tool for GPs and their staff. More information can be found on the Royal College of General Practitioner's website http://e-lfh.org.uk/projects/supportingcarersingeneralpractice/index.html The London Carers Leads Network is monitoring this area of work too.</p>
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<p><u>Recommendation 5</u> <u>Information, Advice and Support</u> a) <i>Establishment of a single point of contact for Carers in Haringey</i></p> <p>b) Update the "Essential Guide for Carers" taking into account service mapping exercise and ensure that this is available in a range of community languages. viii. A copy should be given to Members ix. Electronic copies should be sent to front line staff e.g. Libraries and Customer Service centres.</p>	<p>a) Agreed in principle</p> <p>b) Agreed</p>	<p>Ongoing</p> <p>(a) The Carers Resource Hub was officially opened by Councillor Dogus, in Carers Week 2011. Different organisations are offering sessions from the hub, there is a weekly information and advice session for all carers, pampering sessions and from September there will be a Housing information drop-in for carers and the Alzheimer's Society will be hosting their monthly Dementia Café there. From October, Haringey's Adult Learning Service will be holding a monthly outreach session for carers who may be looking to get back in to employment but need to develop / refresh work-related / job searching skills.</p> <p>(b) Information within the <i>Essential Guide for Carers 2007</i> is available on the new e-directory - <u>HAricare</u>. Carers can contact the Integrated Access Team who will print and post information to carers.</p>
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<p>c) <i>Ensure the effective coordination of all information dissemination for carers taking into account the variety of different services carers need to access e.g. housing and benefits advice.</i></p> <p>d) <i>Explore options for increased internet access for carers.</i></p>	<p>c) Agreed</p> <p>d) Agreed in principle</p>	<p>(c) The Carers Partnership Board have this recommendation as a work plan priority. Carers organisations and the Integrated Access Team will be meeting in Autumn 2011 to discuss information that is available and how people access and receive it.</p> <p>(d) Access points currently available to carers including libraries. There are two computers with the Carers Hub (Wood Green Central Library) for carers to access the internet.</p>
<p>Recommendation 6 Emergency Planning</p> <p>a) <i>Carers receiving a service should be systematically contacted and arrangements made to put an emergency plan in place to ensure all carers have peace of mind in the event of an emergency.</i></p> <p>x. <i>This plan should link to both the Carers care plan</i></p>	<p>a) Agreed</p>	<p>Ongoing</p> <p>(a) Many Carers Emergency Plans have been completed through Carers Assessment or Review. Carers who join the Carers Register are also sent a copy of the Carers Emergency Plan application form to complete. A separate episode has been developed on the electronic records system (Framework-i) to capture the plans and a copy of the plan can be saved to the cared for person's record.</p>

<p><i>(where one is in place) and to the care plan of the cared for person</i></p> <p>b) An emergency contact number should be included in all care plans to ensure Carers can easily contact the relevant team in the event of an emergency.</p>	<p>b) Agreed</p>	<p>(b) Carers who complete an emergency plan can choose to receive a Carer's Emergency Alert Card which is a single point of contact (the Community Alarm Team) should the carer be involved in an emergency.</p>
<p>c) Plans put in place with the consultation of the carer and where appropriate the cared for person to ensure the smooth transition of care if their informal carer dies.</p> <p>xi. Use of Voluntary and Community Sector organisations to provide advocacy and</p>	<p>c) Agreed in principle</p>	<p>(c) For older parent carers, the importance of having an emergency plan in place is recognised and is a key priority for the Learning Disabilities service. Work is well underway in the service to work with older carers to plan for the future care and support needs of the person they are looking after, and many plans have now been completed with older carers. Focus on this work is through the Learning Disabilities Partnership Board and there is subgroup for older carers and people who use the service.</p>

<p>support.</p> <p>d) <i>A regular seminar/event should be convened to explore issues associated with the death of a carer. These seminars should include:</i></p> <ul style="list-style-type: none"> xii. <i>Legal aspects</i> xiii. <i>Practice aspects e.g. putting a plan in place</i> xiv. <i>Support and advocacy available</i> 	<p>d) Agreed in principle</p>	<p>(d) During Carers Week 2010, a series of workshops were held for carers that covered issues such as Trusteships, living wills and mental capacity.</p>
<p><u>Recommendation 7</u> <u>Respite / Carers Breaks</u></p> <p>a) <i>A review of respite provision across client groups to ensure consistency and clarity across all service areas</i></p>	<p>a) Agreed</p>	<p>(a) The Learning Disability Partnership has spoken extensively to families and carers over the last year about respite. Feedback has indicated the people would like a variety of respite options – for example, staying at home with support, going on a holiday, going out with a support worker or friend, or residential (bed based) respite. It was agreed that it would be important to offer people choices so that individual needs can be met. The Commissioning Manager for Learning Disabilities and the Head of Service for Learning Disabilities are currently meeting with interested providers to discuss respite options and to work with them to develop bed based respite options, in light of Cabinet’s decision to close Whitehall Street respite service.</p>

<p>b) NHS Haringey and Haringey Council should jointly address the need for greater provision of carers breaks (including respite).</p>	<p>b) Agreed in principle</p>	<p>A small group of carers and organisations from the Carers Partnership Board has conducted a simple mapping exercise of respite initiatives and opportunities available to carers and the people they are looking after. This information will be used to inform updates to Haricare (online directory of services).</p> <p>(b) In 2011/12, this recommendation is now being discussed at North Central London Cluster level. Adults Commissioning continue to work closely with NHS Commissioners.</p>
<p>Recommendation 8 <u>Personalisation</u> a) The way in which information is provided to carers about the forthcoming changes should be reviewed to ensure that the language used is accessible to carers. xv. This should be done in conjunction with the Carers Partnership Board, Carers organisations and where</p>	<p>a) Agreed</p>	<p>Ongoing (a) and (b) In May 2010, an information session was held for all carers to find out more about personalisation and what it means to them as carers. There were two presentations that helped carers to understand concepts associated with personalisation.</p> <p>Following from this meeting, a Carers Supported Self Assessment Questionnaire (SSAQ) was developed in consultation with carers on the Carers Partnership Board and with key care management staff.</p> <p>In November and early December 2010, information sessions were held with Carers organisations and their carers support groups to talk through the Carers Assessment process under personalisation. A glossary of terms was provided to help explain the language and a sample of the Carers SSAQ form.</p> <p>On a pan-London level, the London Carers Leads Network has developed and published a guide titled <i>Personalisation: A Guide for Carers – What you need to know</i>, which provide easy-to-understand information about personalisation and includes some useful questions that carers may wish to ask along the pathway. Each London local authority</p>

<p>possible carers who attend support groups.</p> <p>b) Next steps towards implementation and options available for carers and the cared for person need to be clarified and messages need to be consistent across all organisations.</p>	<p>b) Agreed</p>	<p>has received approximately 170 hard copies of the guide and a web-friendly version of the guide. These will be distributed to carers via the Integrated Access Team, Carers Organisations and the Carers Hub in the library. The web-friendly version will be available on the carers pages of the Council's website.</p> <p>The Delivery Plan for the Carers Strategy recognises that a universal offer of advice and information for carers, as well as personalised services for carers with differing needs is essential.</p> <p>See also Recommendation 3.</p>
<p>Recommendation 9 <u>Strategic Planning and Partnership Working</u></p> <p>a) Support to be given to the development of a Carers Provider forum and to ensure that this feeds into the Carers Strategy and Delivery Plan.</p> <p>b) A full service mapping exercise should be undertaken across the partnership to gauge what services are available and where</p>	<p>a) Agreed</p> <p>b) Agreed</p>	<p>Ongoing</p> <p>(a) The Carers Provider Forum met three times in 2010; however since October 2010, all members are now members of the general Adult Provider Forum.</p> <p>(b) This action will be reviewed in 2012.</p>

<p>duplication exists. xvi. This should include a full gap analysis including assessing equity of access to all services for all carers.</p> <p>c) Resources for carers across the partnership should be reviewed to ensure that services provided are linked to the priorities outlined in the Carers Delivery Plan. xvii. Consideration should be given to the use of joint commissioning of services.</p>	<p>c) Agreed</p>	<p>(c) This action will be reviewed in 2012.</p>
<p>Recommendation 10 Carers Registers a) Information held on Haringey Council's Carers Register and information held on</p>	<p>a) Agreed in principle</p>	<p>Ongoing (a) The Carers Register registration form was amended in February 2011 to include a question asking the carer if they would like the local authority to write to their GP to let them know that they are a carer. If the carer indicates "yes", then a letter is sent to their GP advising them that their patient is carer, who they are looking after and requests that</p>

<p><i>the GP Registers should be shared where possible:</i></p> <p>xviii. <i>Options for sharing information between the Council's register and the GP register with carer's permission should be fully explored.</i></p> <p>xix. <i>Information held by other NHS Trust should also be included in this exercise.</i></p>		<p>they are added to the Carers Register held by the Practice.</p> <p>The action relating to sharing information between registers and across NHS Trusts will be reviewed in 2012, once the Clinical Commissioning Groups are fully established and operational.</p>
<p>Recommendation 11 <u>Access to personal information</u></p> <p>a) <i>A carer/ cared for person information sharing protocol recognised by organisations across the borough signed by cared for person saying they give</i></p>	<p>a) Agreed in principle</p>	<p>Ongoing</p> <p>(a) The Carers leads from the five boroughs that make up the North Central London Cluster (Barnet, Enfield, Islington, Haringey and Camden) are working on developing a robust proposal and action plan to work with the hospitals in the Cluster around identifying and supporting carers in the hospital environment. This includes A&E departments and discharge teams. One proposal being discussed is the development of a patient passport for all hospitals in the cluster. The passport would be a tool that would let carers help the cared-for person to express their care needs and would let NHS staff know that they can share information with the carer.</p>

<p>permission to carer to have access to their information should be established in consultation with carers, services users and carers organisations.</p>		<p>The proposal and action plan will be taken to the Cluster Board level for discussion and agreement which will help implement it the proposal in all hospitals in the Cluster.</p>
<p>Recommendation 12 <u>Carers wider wellbeing</u> a) There should be nominated representatives from Leisure, Libraries/Adult Learning and Economic Regeneration on the Carers Partnership Board.</p> <ul style="list-style-type: none"> • Where relevant the nominated representatives should also be present at any associated sub-groups of the Carers Partnership Board. 	<p>a) Agreed</p>	<p>Completed</p> <p>(a) At its Away Day in August 2010, the Carers Partnership Board revised and agreed its Terms of Reference. Representatives from Leisure, Libraries/Adult Learning and Economic Regeneration are invited to CPB meetings.</p>

<p>b) Consideration should be given to increase the variety of ways in order for people to uptake discounts/benefits.</p>	<p>b) Agreed in principle</p>	<p>Ongoing</p> <p>(b) Work has begun on exploring opportunities to widen benefits of being on carers register - examples including car club and local shop discounts. The Carers Lead has met with the Carers Lead in Hackney to find out more about their scheme and the benefits available to carers via discount in local shops. It is planned that this work will be taken forward in 2012.</p>
<p>Recommendation 13 <u>Future review topics</u> a) A short, sharp review of support provided to adult carers of children and children carers should be undertaken when resources come available.</p>	<p>For consideration by Members</p>	<p>Not applicable</p>