

NORTH YORKSHIRE COUNTY COUNCIL**Care and Independence Overview and Scrutiny Committee****4th July 2013****Health and Adult Services carers update****Report of the Corporate Director – Health and Adult Services****1 PURPOSE OF REPORT**

- 1.1 To update members on the North Yorkshire Carers Strategy 2012-15 and subsequent Implementation Plan.
- 1.2 To present the initial findings of the Department of Health Statutory Carers Survey 2012.
- 1.3 To seek comments from members of the Care and Independence Overview and Scrutiny Committee.

2 REPORT SUMMARY

- 2.1 This report outlines the progress of the North Yorkshire Carers Strategy 2012-15 since its publication in September 2012. It also outlines the Implementation Plan which was finalised in March 2013.
- 2.2 In addition this report gives a brief overview of the initial findings of the Department of Health (DH) Statutory Carers Survey which was carried out in autumn 2012.

3 BACKGROUND

- 3.1 The North Yorkshire strategy was developed in response to the DH publication in 2008 of 'Carers at the heart of 21st century families and communities: A caring system on your side. A life of your own' and 'Recognised, valued and supported: Next steps for the carers strategy' in 2010 (DH).
- 3.2 The North Yorkshire Carers Strategy (original hard copy previously circulated) was finalised in September 2012 as a joint document between North Yorkshire County Council and NHS North Yorkshire and York.
- 3.3 The Implementation Plan (Appendix A) has been written jointly by NYCC Health and Adult Services (HAS), Children and Young People's Service (CYPS), the North Yorkshire Clinical Commissioning Groups (CCGs), representatives from the Carers Specialist Organisations (Carers Resource

Centres and Carers Centres) and the Chair of the North Yorkshire Carers Forum.

- 3.4 Work commenced on the Implementation Plan in April 2013. This has included a number of joint development projects that are due to be finalised within 2013/14.
- 3.5 The DH requires each Social Services Authority to conduct a statutory adult's user experience survey each year. The DH introduced a statutory carers survey which was run for the first time during October/November 2012. The survey was commissioned 'due to a need to find out more about whether or not services received by carers are helping them in their caring role and their life outside of caring, and also their perception of services provided to the cared for person' (DH statutory carers survey 2012). The intention is that the survey will be repeated every two years.
- 3.6 The survey will be used to populate a number of the Adult Social Care Outcomes Framework (ASCOF) indicators. As such it will be in the public domain from summer 2013 and subject to comments from the Regional Sector Lead Improvement Initiative (SLI).
- 3.7 In North Yorkshire a sample was taken of carers who had been assessed or reviewed in the 12 months prior to the date of selection. 950 questionnaires were sent out and a total of 653 (68.7%) were returned completed. This is a positive high return rate.
- 3.8 Data was returned to the DH's Health & Social Care Information Service by 1st March 2013. This data should be available to the public by summer 2013.

4 KEY ISSUES

- 4.1 The North Yorkshire Carers Strategy 2012-15 was finalised with the PCT in September 2012, following on from this a detailed piece of work took place to link the strategy to an Implementation plan and engage the CCGs in this process. This resulted in a plan with distinct actions and priorities for the next two years. These priority areas are:
1. To maintain the current level of provision and carers service levels (13/14) and use this secure base to develop and plan in partnership for the future.
 2. To develop a 'North Yorkshire Carers Pathway for General Practice'.
 3. To review all public information for carers and ensure simplicity of navigation and ease of access to the correct information – This links to the current 'One Council Carers (Adults) Customer Journey Work stream'.
 4. To undertake a marketing campaign to target hidden carers in North

Yorkshire.

5. To agree a North Yorkshire model for Carers Personal Budgets.
6. To improve the identification of young carers and the support they receive. - This priority links to the current 'One Council Carers (Young Carers) Customer Journey Work stream'.
7. To improve the process of transition for parents of young people with a disability.
8. To continue to promote carer involvement in health and social care.

4.2 Four projects have already commenced to ensure that these priorities are achieved within the time scales. These projects are:

1. Review and re-design of carers assessment process and documentation. This work is being done by a multi-agency working group including social care, carers organisations and carers.
2. Review and simplification of all public information for carers. This work is being done by a multi-agency working group including health, social care, carers organisations and carers.
3. Review of the provision of community based carer support services. This includes both adult and young carer support. Carers and services providers will be involved in the initial stages of this work.
4. Work has also commenced by Hambleton, Richmonshire and Whitby CCG to look at the GP Carer Pathway.

4.3 Information gained from the initial findings of the DH Statutory Carers Survey has allowed Health and Adult Services (HAS) to gain an understanding of the profile of carers that are currently being supported by the authority.

Responder profile:

- 4.4
- 53% of those people who responded to the survey were aged 65 or over and 26.5% are aged over 75.
 - 48.8% spend in excess of 50 hours each week helping the person they care for. This is significantly higher than the 2011 Census data for North Yorkshire that identified that 20% of carers were providing 50 or more hours of unpaid care per week. However it is slightly lower than other shire counties in NYCC's comparator group (57.4%, based on the initial findings).
 - 53.7% of the cohort identified that they had some illness or disability themselves.
 - 66.6% have been helping the person they care for, for over 5 years.
 - 58.6% of respondents are retired and 14.5% are not in paid employment because of their caring responsibilities.

4.5 Responses to ASCOF questions:

- Overall satisfaction. 39.8% responded that they were either 'extremely' or 'very' satisfied. The comparator shire counties averaged slightly lower than North Yorkshire at 36.2%, based on the initial findings. The NYCC response of 39.8% compares to 63.4% in the 2012 Adult Social Care survey (ASCS) (ASCOF measure of

performance)

- 51.5% have found it 'very' or 'fairly' easy to find information and advice about support, services or benefits in the last 12 months (ASCOF measure of performance). This compares to 56% in the ASCS 2012.
- Carers were asked if they felt involved or consulted as much as they wanted to be, in discussions about the support or services provided to the person they cared for. 62.9% answered that they either 'always' or 'usually' felt involved or consulted. 20.2% however felt that they were only either 'sometimes' or 'never' consulted and 16.8% said that there had been no discussions in the last 12 months that they were aware of (ASCOF measure of performance). These results are slightly more favourable than comparator shire counties.

4.6 This initial information supports the priorities that HAS have already identified in the Implementation Plan. When the comprehensive nationwide information is available this will be used to inform future developments and local improvements.

4.7 A cohort of carers has been identified from those who responded to take part in more detailed follow up work. It is intended that these 'case studies' will inform future service development and staff training.

5 RESOURCE IMPLICATIONS

5.1 Additional support is required for the number of projects to run concurrently. This has been secured via HAS Programme Manager and Corporate Development.

6 EQUALITY IMPACT ASSESSMENT

6.1 An EIA has been completed for the Carers Strategy and implementation plan. Any significant changes to the carers assessment process, or provision of community based carers support will require evidence that due regard has been paid to the Public Sector Equality Duty.

7 RECOMMENDATIONS

7.1 The Committee is asked to note the findings of the Department of Health's (DH) statutory carers survey 2012.

7.2 The Committee is asked to note the actions that have already commenced in line with the North Yorkshire Carers Strategy Implementation Plan and the analysis of the initial findings of the survey.

- 7.3 The full findings of the DH Statutory Carers Survey, together with information on our comparator local authorities, will form the basis of a future report to this Committee.

HELEN TAYLOR
Corporate Director – Health and Adult Services

Report prepared by;
Sarah Wileman
Carers' Project Officer
Health and Adult Services

Anne Marie Lubanski
Assistant Director
Health and Adult Services

No	Priorities	Link to Carers Strategy	Agreed Outcomes	Actions	Lead Organisation/ Individual	Yr 1 (13/14)/ Yr 2 (14/15)	Progress on Outcomes
1	To maintain a current level of service provision for carers in 2013/14 and use this secure base to review and plan in partnership for the future.	<ul style="list-style-type: none"> • 6.2 - Involvement and Planning. • 6.3 - Carers have a life of their own outside their caring role. • 6.6 - Improving the mental and physical health of carers. • 6.7 - Carers are not forced into financial hardship as part of their caring role. • 6.8 - End of life support and bereavement support. • 6.10 - Support for young carers. • 6.12 - What services currently providing support to carers are most valued and what services should be provided that are not currently available. 	<p>To have sustainable provision in the current economic climate.</p> <p>To ensure an equitable function for countywide provision whilst meeting locality based need.</p> <p>To achieve a more equitable service for young carers.</p> <p>To continue to support carers to keep on caring and have a life of their own outside their caring role.</p> <p>To aim to improve carers health and well-being.</p> <p>To prevent inappropriate /unnecessary admissions into hospital either of the carer or cared for person.</p>	<p>Clinical Commissioning Groups (CCGs) to confirm the decision to roll forward voluntary sector contracts for 2013/14 (April 2013).</p> <p>CCGs to review their strategy with their local Carers Specialist Organisations (CSOs – Carers Resource and Carers Centres) to help identify local needs (April –June 2013).</p> <p>Health and Adult Services (HAS) and Children and Young Peoples Service (CYPS) in conjunction with CCGs to review specification of CSO contracts (June 2013 Adults, October 2013 Children's).</p> <p>Consider evidence available via:</p> <ul style="list-style-type: none"> • Department of Health (DH) statutory survey 2012 • Carers Centres • Carers Forum • Joint Strategic Needs Assessment • 2011 Census data <p>Use this to inform a holistic understanding of need and inform contract renewal negotiations.</p> <p>Commissioners (NYCC HAS, CYPS and CCGs) to meet and formulate commissioning intentions by August 2013. Any variance or new contract will be in place by April 2014, all notice periods will apply.</p> <p>HAS, in conjunction with CCGs, to undertake contract reviews with Carers Sitting Services (HAS) (September 2013).</p> <p>Under the NYCC 'One Council' Young Carers Customer Journey Review work stream, a full Stakeholder Event/Day will be convened (March/April 2013).</p>	<p>North Yorkshire CCGs.</p> <p>North Yorkshire CCGs</p> <p>NYCC HAS contracting to co-ordinate review.</p> <p>NYCC HAS, CYPS and CCGs</p> <p>NYCC HAS & CCGs</p> <p>NYCC HAS contracting to co-ordinate review</p> <p>NYCC CYPS</p>	<p>Yr1</p> <p>Yr1</p> <p>Yr1</p> <p>Yr1</p> <p>Yr1</p> <p>Yr1</p> <p>Yr1/Yr2</p>	<p>Decision confirmed by CCGs. Extension to contracts in place March 2013.</p>

No	Priorities	Link to Carers Strategy	Agreed Outcomes	Actions	Lead Organisation/ Individual	Yr 1 (13/14)/ Yr 2 (14/15)	Progress on Outcomes
				<p>To assist with the analysis of the effectiveness of current service provision, Carers Specialist Organisations (CSOs – Carers Resources and Carers Centres) will be asked to provide an analysis of the impact of their services for, at least, a sample of the Young Carers that they are currently supporting on a quarterly basis commencing in June 2013.</p> <p>CSOs to continue to explore opportunities for additional or contributory funding streams to support identified need.</p>	<p>NYCC CYPS</p> <p>CSOs</p>	<p>Yr1</p> <p>Yr1/ Yr 2</p>	
2	To develop a 'North Yorkshire Carer Pathway for General Practice'.	<ul style="list-style-type: none"> • 6.1 - Identification, recognition and involvement of carers. • 6.5 - Carers and expert care partners. • 6.6 - Improving the mental and physical health of carers. • 6.8 - End of life support and bereavement support. • 6.11 - How should GPs be supporting carers in North Yorkshire? 	<p>The 'North Yorkshire Carer Pathway for General Practice' will be a single simple document designed for dissemination by CCGs to their GP members. This will include adults and young carers. It will aim to:</p> <ul style="list-style-type: none"> • Improve awareness of carers within each practice. • Allow data on contacts with CSOs to be shared with GPs and included in patient records. • Identify hidden carers and vulnerable carers. • Improve knowledge and local relationships between General Practice and CSOs. • Increase numbers of carers receiving a carers assessment. • Improve earlier identification of caring related health issues. 	<p>To set up working group led by nominated CCG representative and design the pathway.</p> <p>Review findings of the Ryedale GP Pilot and build into pathway.</p> <p>CCGs to review and map the NHS Outcomes Framework 2013/14. (Indicator 2.4 and 4.6).</p> <p>Roll out pathway to all North Yorkshire (NY) General Practices via their local CCG.</p>	<p>CCG lead to be agreed</p> <p>Pathway Working group</p> <p>CCGs</p> <p>CCGs</p>	<p>Yr1</p> <p>Yr1</p> <p>Yr1/Yr2</p> <p>Yr1/Yr2</p>	
3	To review all public information for	• 6.1 - Identification, recognition and	To improve carers access to	To review NYCC 'Information for	NYCC HAS	Yr1	

No	Priorities	Link to Carers Strategy	Agreed Outcomes	Actions	Lead Organisation/ Individual	Yr 1 (13/14)/ Yr 2 (14/15)	Progress on Outcomes
	<p>carers and ensure simplicity of carer navigation and ease of access to the correct information.</p> <p>(This priority is directly linked to the finding of the One Council - Carer Customer Journey Workstream.)</p>	<p>involvement of carers.</p>	<p>information in a timely fashion regardless of their point of entry into the system. This improvement can be measured by improvements in satisfaction in the Department of Health (DH) statutory survey data (2014), CSOs carer satisfaction surveys locally and web site feedback.</p> <p>To improve the ability of carers to self-identify.</p> <p>To increase the number of carers being identified in hospitals and ensure they receive up to date information and referral.</p> <p>To improve how the Emergency Carers Card process supports carers to access further information and speed of access to carer's assessments.</p>	<p>Carers' leaflet; content, format and distribution. This should become a partnership document used by all organisations.</p> <p>To review NYCC Adults and Young Carers web page.</p> <p>To review partner organisations web pages to ensure consistency and up to date links with the local statutory services.</p> <p>To establish leads in North Yorkshire hospitals and promote the idea of 'Carers Friendly' hospitals.</p> <p>Support North Yorkshire hospitals to review their policies e.g. Discharge Policy, that have specific impact on carers and support them to have the correct referral pathways in place.</p> <p>To implement the findings of One Council Emergency Carers Card (ECC) review (findings available May 13).</p> <p>To implement the findings of One Council Adult Carers Customer Journey (findings available May 13).</p>	<p>CCGs and CSOs</p> <p>NYCC HAS & CYPS</p> <p>NYCC HAS, CCGs, CYPS and CSOs</p> <p>Lead to be agreed</p> <p>Lead to be agreed</p> <p>Dependant on findings</p> <p>Dependant on findings</p>	<p>Yr1</p> <p>Yr1</p> <p>Yr2</p> <p>Yr2</p> <p>Yr1/Yr2</p> <p>Yr1/ Yr2</p>	
4	<p>To scope the options for a marketing campaign to target hidden carers in North Yorkshire.</p>	<p>• 6.1 - Identification, recognition and involvement of carers.</p>	<p>To improve carer self-identification.</p> <p>To increase the number of hard to reach carers engaged with services. This will include working age carers, young adult carers, carers with a disability, BME carers, LGBT carers, people with multiple caring roles, carers in a mutual caring relationship and rurally isolated carers. This can be monitored via NYCC and CSOs data.</p>	<p>CSOs to explore the options for attracting funding to employ marketing specialist to scope the possibilities. (July 2013)</p> <p>To set up working group led by CSO representative to look at the options, remit and viability of a countywide marketing campaign to identify hidden carers in North Yorkshire. Scoping to include requirements for both physical and financial resources.</p>	<p>CSOs</p> <p>CSOs</p> <p>All partner</p>	<p>Yr1</p> <p>Yr1</p> <p>Yr1</p>	

No	Priorities	Link to Carers Strategy	Agreed Outcomes	Actions	Lead Organisation/ Individual	Yr 1 (13/14)/ Yr 2 (14/15)	Progress on Outcomes
			<p>Improve carer awareness in local communities.</p>	<p>To present proposals to relevant statutory management boards and seek approval for the campaign. (December 2013)</p> <p>To run a campaign (April 2014).</p>	<p>organisations.</p> <p>Lead organisation to be agreed.</p>	<p>Yr 2</p>	
5	<p>To agree a comprehensive model for Carers Personal Budgets in North Yorkshire.</p>	<ul style="list-style-type: none"> • 6.3 - Carers have a life of their own outside their caring role. • 6.4 - Carers and Personalisation. 	<p>To improve the current usage of Direct Carers Support Grants.</p> <p>To enable carers to access a Personal Budget in their own right.</p> <p>To improve the choice and control carers have in relation to breaks through a more personalised approach.</p>	<p>To continue to promote the use of Direct Carers Support Grants within HAS and throughout Carers Specialist Organisations.</p> <p>To agree a model for carers Personal Budgets and agree how this will be implemented within HAS.</p> <p>To consider and make appropriate response to the publication of the Care and Support Act and formulate a plan for the implementation of any requirements.</p>	<p>NYCC HAS and CSOs</p> <p>NYCC HAS</p> <p>NYCC HAS</p>	<p>Yr1</p> <p>Yr2</p> <p>Yr2</p>	
6	<p>To improve the identification of young carers and enhance the support they receive.</p>	<ul style="list-style-type: none"> • 6.3 - Carers have a life of their own outside their caring role. • 6.10 - Support for young carers. 	<p>An increased number of young carers to self-refer and/or are identified by the adults around them, enabling more young carers to be better supported.</p> <p>Young carers feel better supported in schools with more being able to access support readily.</p> <p>School leaders and Quality and Improvement (for schools) staff have an improved understanding of how young carers are identified and the local support available for them through the four voluntary sector young carers projects (CSOs). This should lead to an increase in referrals to the young carers projects.</p> <p>Young carers are able to access an appropriate level of support and advice enabling them to see beyond their caring role and</p>	<p>To implement findings and proposal of One Council Young Carers Customer Journey (Findings available May 13).</p> <p>Awareness-raising sessions will be held at the Health and Wellbeing and SENCo network meetings across the county (Spring 2013).</p> <p>Awareness-raising and information on good practice by schools published <i>Quality and Improvement Health and Wellbeing Update</i> and distributed to all schools (Summer 2013).</p> <p>Initial scoping exercise into the benefits / potential pitfalls of introducing a young carers' 'pass' into schools, perhaps alongside schools nominating a young carer 'champion' staff member (commencing in autumn 2013). Implement decisions from the scoping exercise and monitor impact</p>	<p>NYCC CYPS</p> <p>NYCC CYPS</p> <p>NYCC CYPS</p> <p>NYCC CYPS</p>	<p>Yr1/Yr2</p> <p>Yr1</p> <p>Yr1</p> <p>Yr1</p>	

No	Priorities	Link to Carers Strategy	Agreed Outcomes	Actions	Lead Organisation/ Individual	Yr 1 (13/14)/ Yr 2 (14/15)	Progress on Outcomes
			<p>engage better socially and with educational or career opportunities.</p> <p>Young carers involved in caring in their family, or affected emotionally by a health issue in their household, are more aware of their choices and are supported appropriately to ensure a reduction of the impact of their circumstances on their overall health & well-being. This can be monitored by the negative gaps between the responses of secondary-aged young carers and 'all pupils' to the Every Child Matters – Health Related Behaviour Questionnaire (ECM-HRBQ) are narrowed.</p>	<p>(Spring 2014 onwards).</p> <p>-</p> <p>CYPS Quality and Improvement service to commission the publication of a separate report for the 111 young carers in Y8 & Y10 who self-identified through the ECM-HRBQ. Report shared with the four young carer project leads in the County (Autumn 2013).</p> <p>Include questions on young carer status on the ECM-HRBQ and produce another specific report to allow comparisons to be made with 2012 data.</p>	<p>NYCC CYPS</p> <p>NYCC CYPS</p>	<p>Yr1</p> <p>Yr2</p>	
7	To improve the process of transition for carers of young people with a disability	<ul style="list-style-type: none"> 6.9 - Support for parent carers of disabled children. 	<p>Parents will be able to access consistent and seamless support throughout the transition period.</p> <p>Parent will experience reduced stress in their family as a whole and will report reduced stress for their cared for young person.</p>	<p>To review the information available to young people and their carers in transition (July 2013).</p> <p>Survey of parents who are going through the transition process (July 2013).</p> <p>Review of the Short Breaks Statement in October 2013.</p>	<p>CYPS Caroline Applebaum</p> <p>Anne Marie Lubanski</p> <p>CYPS</p>	<p>Yr1</p> <p>Yr1</p> <p>Yr1</p>	
8	To continue to promote carer engagement in health and social care.	<ul style="list-style-type: none"> 6.2 - Involvement and Planning. 	<p>To increased and improve opportunities and access points for carers to become involved in and engaged with consultations and to contribute to the development of social care services.</p> <p>To increase the number of carers who are involved personally, along with their 'cared for', in consultation exercises and engaged in the development of services that impact on them.</p>	<p>NYCC HAS to continue to support North Yorkshire Carers Forum through facilitating regular meetings and training sessions.</p> <p>To broaden the awareness of the Carers Forum via county wide publicity including press release (Summer 2013).</p> <p>To review the Terms of Reference of the Carers Forum (May 2013) and incorporate into HAS overall review of all Partnership Boards.</p>	<p>NYCC HAS</p> <p>Carers Forum/HAS</p> <p>Carers Forum</p>	<p>Yr1/ Yr2</p> <p>Yr1</p> <p>Yr1</p>	

No	Priorities	Link to Carers Strategy	Agreed Outcomes	Actions	Lead Organisation/ Individual	Yr 1 (13/14)/ Yr 2 (14/15)	Progress on Outcomes
			<p>To ensure that wide range of professionals working in health & social care across all sectors will have access to awareness raising information and training about carers resulting in better carer involvement across health & social care service delivery to 'cared for' people.</p>	<p>NYCC HAS to continue to include carer experience in staff training and continue to explore implementation into relevant training across all partner agencies.</p> <p>To enhance carer involvement in GP and CCG Patient and Public involvement groups. Encourage the establishment of a volunteer carer on each group.</p> <p>Children and Young Peoples Services will continue to support North Yorkshire PACT. A parent led support network for parent carers of disabled children.</p> <p>To improve carer involvement in the assessment process and increase the number of carers who have a carers assessment. Assessment targets will be set for 2013/14 and 2014/15.</p> <p>Discuss with relevant HAS colleagues the involvement and engagement of carers in the continued promotion of Personal Budgets and Direct Payments in North Yorkshire.</p>	<p>HAS Training and development</p> <p>CCGs</p> <p>CYPS</p> <p>NYCC HAS and NYCC CYPS</p> <p>HAS</p>	<p>Y1/Yr2</p> <p>Yr1</p> <p>Yr1/Yr2</p> <p>Yr1/Yr2</p> <p>Yr1</p>	