

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