

# Carers

Care and Independence Scrutiny 22 June

# Introduction

An adult carer is someone who provides unpaid care for anyone aged 16 or over with health or social care needs. Local authorities have a responsibility to improve the lives of carers by identifying people who are caring for someone and give them the right information and support. It covers carers' assessments, practical, emotional and social support and training, and support for carers providing end of life care.

NICE guidelines (1) includes recommendations on:

- information and support for carers
- identifying carers
- carers' assessments
- helping carers stay in, enter or return to work, education and training
- social and community support for carers
- training to provide care and support
- psychological and emotional support for carers
- Support during changes to the caring role and during end of life care

We should also ensure that carers are involved as experts by experience in any decision-making involving the care of the person they look after and that we listen to feedback from carers about the support that is provided.

(1) NICE (2020). **Supporting adult carers**. NICE guideline (NG150). London: National Institute for

Health and Care Excellence. Available at: [www.nice.org.uk/guidance/ng150](http://www.nice.org.uk/guidance/ng150)

# How we support carers

- Carers Assessment and Support Plan – a strengths-based conversation with carer (under the Care Act 2014) – resulting in information, advice and guidance; access to professional support and services, including a direct carers payment if required to meet eligible need.
- Information, Advice and Guidance - link with Carers groups, Living Well, community and universal networks, Income maximisation team.
- Practical support – digital connection, equipment and technology, financial advice and budgeting
- Enable carers to have a break - carers groups, Carers Break services , sitting support and respite services, circle of support, community groups and networks
- Contingency Planning - record of contingencies specific to the persons circumstances. Carers Emergency Cards.
- Healthy lifestyle support e.g. GP practices can offer flu jabs, health checks, physical activity

# Who Cares?

There are approximately 5 million unpaid carers in England and Wales.

An increase in the proportion of people providing between 20 and 49 hours and more than 50 hours unpaid care a week.

Unpaid care is valued nationally at £530 million per day and £193 billion per year.

There are 53,723 unpaid carers living in North Yorkshire.

- The largest proportion of unpaid carers provide 9 hours or less of care each week (n=22,005).
- The second highest proportion of unpaid carers provide over 50 hours of care each week (n=15,069) (figure 1).

[Provision of unpaid care - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/longtermconditions/articles/unpaidcare/2019-03-28)  
[Provision of unpaid care - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/longtermconditions/articles/unpaidcare/2019-03-28)  
[unseenandundervalued.pdf \(carersuk.org\) \[p.4\]](https://www.carersuk.org/press-releases/unseenandundervalued.pdf)  
[Provision of unpaid care - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/longtermconditions/articles/unpaidcare/2019-03-28)

## Unpaid Carer Hours In North Yorkshire

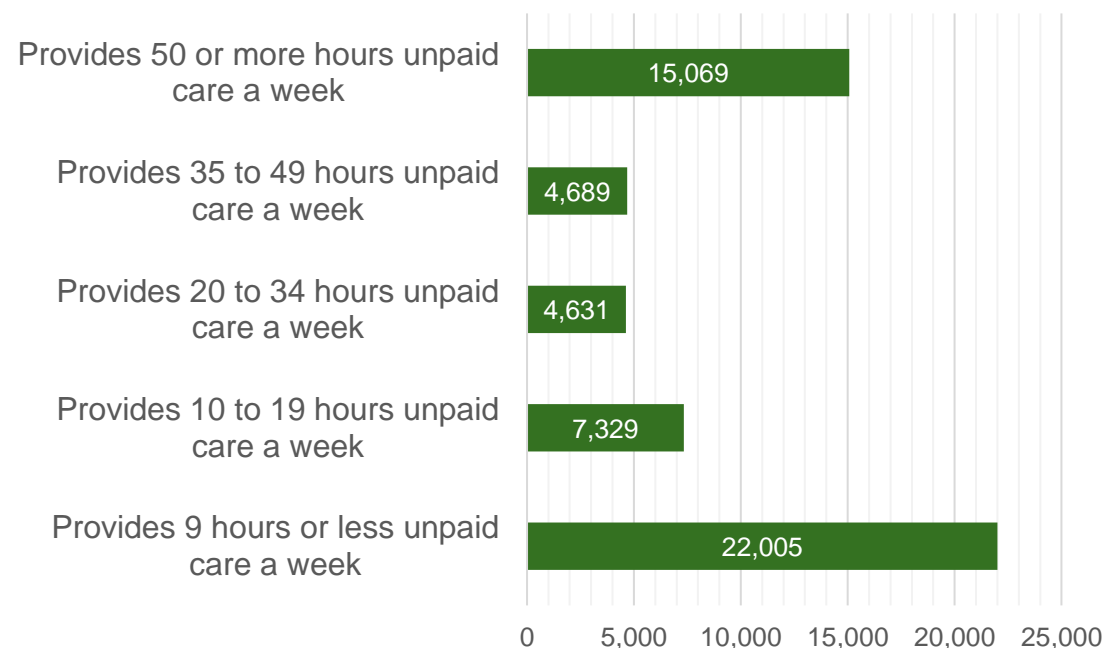


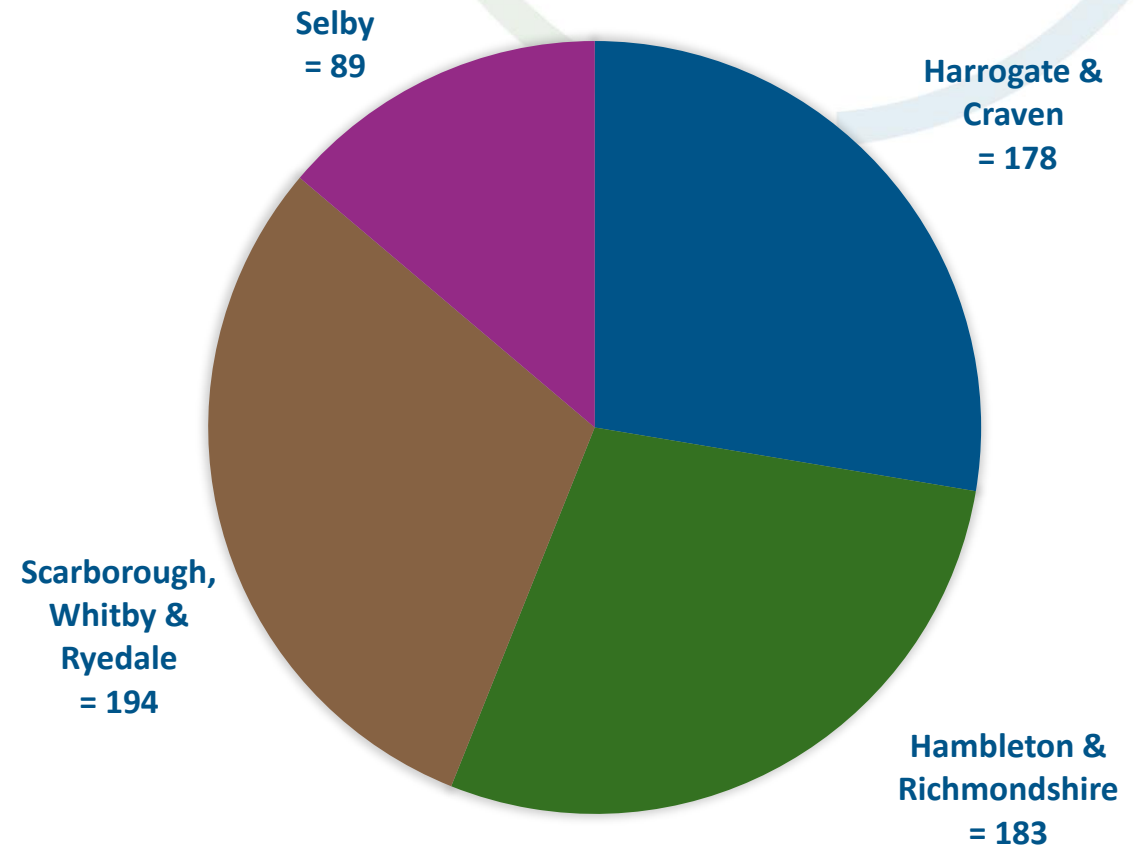
Figure 1: Created with Census 2021 data

# Carer numbers per 1,000 of population by locality

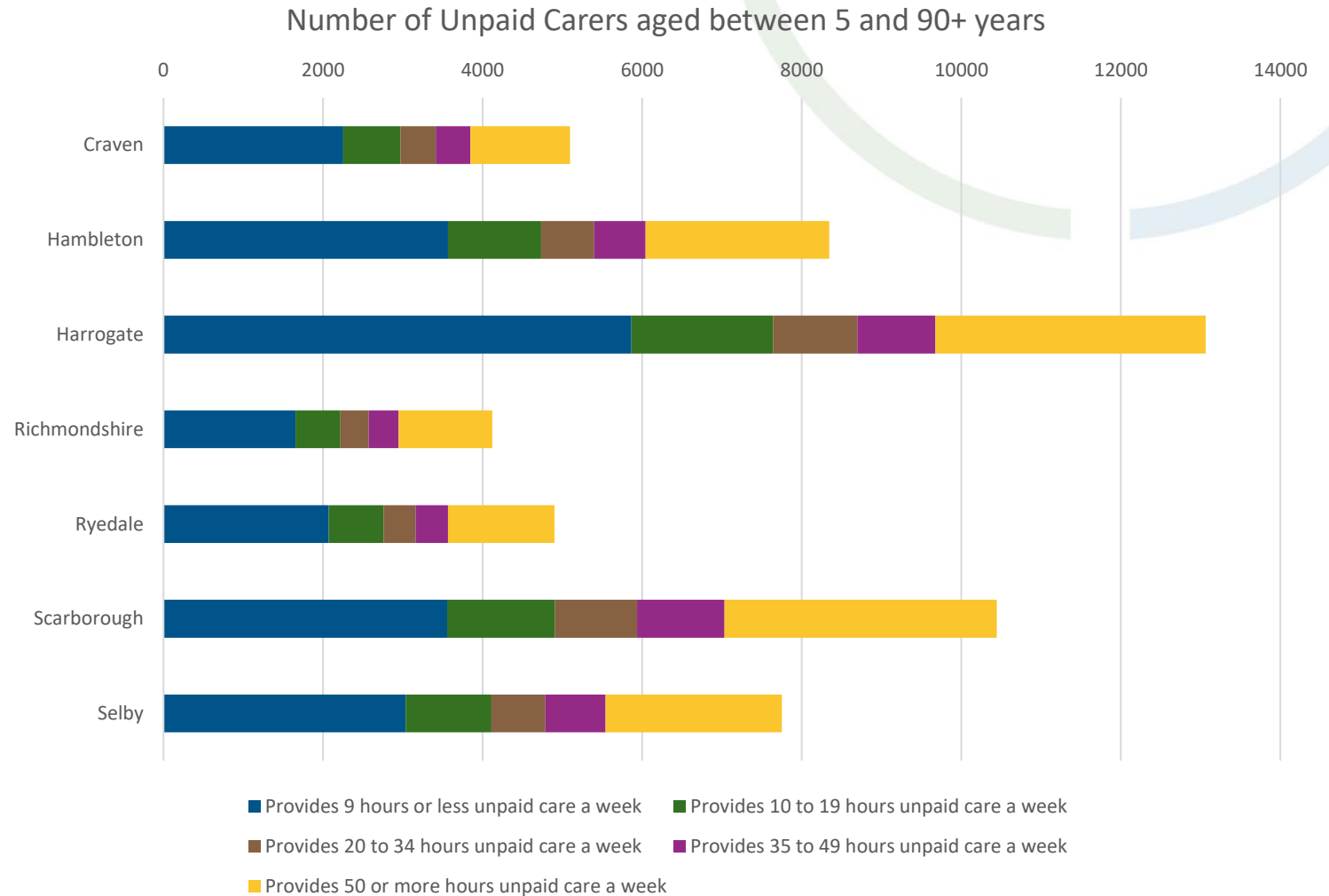
Based on locality population data for people aged between 5 and 90+. This graph provides an illustration of the number of carers per 1,000 of the population for each locality.

Harrogate & Craven, Hambleton & Richmondshire and Scarborough, Whitby, Ryedale all have roughly double the number of carers per 1,000 of the population than Selby.

CARERS PER 1,000 OF POPULATION



# Comparison of unpaid Carers hours across North Yorkshire



# Commissioned services

**Carers Support Services:** aim of the service is to promote, support and improve the mental, physical, emotional and economic wellbeing of carers, so that they can continue in their caring role, look after their own mental health and wellbeing and have a life of their own in terms of opportunities for work, training, education, leisure and social interaction.

Budget of approximately £722,000 pa funds four lots, delivered by two community based organisations. Contract runs from 1 July 2022 for maximum of eight years.

**Carers Sitting/Short Breaks Service:** aim is to support and sustain carers in their caring role and promote their health and wellbeing by providing a break from caring.

Budget of £291,000 per annum funds eight community based organisations. Contract runs to 30 September 2023. Procurement process is in progress – increased budget to £311,162 pa. from 1 Oct 2023



# CQC Inspection

## Likely lines of CQC enquiry as they relate to unpaid carers

- Unpaid carer data
- People's experience of care, how councils learn from it, and respond to it
- Knowing what 'good' looks like
- Co-production - evidence of meaningful, mature approaches to co-production with unpaid carers as equal partners
- Equity of people's experience and their access to, and transfers between, services.
- Safe and effective processes; CQC will be looking at the effectiveness of processes for safe, personalised care and support.



# Improvement Plan

Leadership, Practice and Performance	Co-production, engagement and strategy	Commissioned services for carers
<ul style="list-style-type: none"><li>• Ensure effective leadership.</li><li>• Improve the use of data to support decision –making,</li><li>• Develop integrated model to direct carers to full range of support including enhanced on-line resources</li></ul>	<ul style="list-style-type: none"><li>• Ensure that carers are involved in strategic planning and commissioning decisions of carer services</li><li>• Ensure that the Carer Strategy and implementation plan is up to date and reflected in people’s experience on the ground</li></ul>	<ul style="list-style-type: none"><li>• Ensure that commissioned services meet the needs of carers for community wellbeing and prevention services and a life outside caring.</li></ul>

# Commissioned services

Commissioned services for carers – now	Commissioned services for carers – next steps
<ul style="list-style-type: none"><li>• Carers support services recommissioned July 2022 – All age – adults and young carers</li><li>• Performance monitoring – more outcome focussed inc. learning from experience and case studies</li><li>• Mature relationships with stable providers /research and practice /partnership approach</li><li>• Good quality procurement of carers break service, including engagement and feedback from carers and market – service start Oct 2023</li><li>• Joint approach with Bradford for procurement of carers support service in Craven</li></ul>	<ul style="list-style-type: none"><li>• Involve commissioned services as partners in refresh of Carers Strategy and development of engagement strategy</li><li>• Joint meeting with commissioned services to explore themes and learning across county</li><li>• Collate good case studies from review meetings for learning and communication purposes</li><li>• Work with ICB on more strategic approach to funding for carers</li></ul>

# Co-production, engagement and strategy

Co-production, engagement and strategy – now	Co-production, engagement and strategy – next steps
<ul style="list-style-type: none"><li>• Carers strategy 2017 – all age/co-produced and themes/priorities remain relevant</li><li>• Survey analysis and census data analysis available – link to HWB Strategy</li><li>• Engagement/feedback influenced the procurement of carers support service and carers break service</li><li>• Routes into carers voice through commissioned services /built into contract. There are mature carers groups/forums in localities</li><li>• Evidence from engagement – inc. Carers survey and follow up from carers pathway project</li><li>• NYC Working carers peer support networks</li></ul>	<ul style="list-style-type: none"><li>• Refresh of Carer Strategy – first meeting 12 June</li><li>• Build in learning from other strategy refresh work that links to carers experience and input e.g. autism, mental health and dementia</li><li>• Develop plan for co-production /engagement using learning from Older People Voice project and feedback from existing carer forums</li><li>• Ensure learning from carers experience and satisfaction of the assessment process</li></ul>

# Leadership, practice and performance

Leadership, practice and performance – now	Leadership, practice and performance – next steps
<ul style="list-style-type: none"><li>• Carers identified in 10 key priorities for HAS – with Carers portfolio sitting with Head of Service</li><li>• Carers pathway project high priority for authority with aims to identify carers early, understand their needs, offer appropriate preventative and long term support to support wellbeing and resilience.</li><li>• Practice improvements led by Practice Team<ul style="list-style-type: none"><li>• Strength based approach to carers conversations (Care Act assessments) and reviews</li><li>• Launch of new practice guidance and spotlight sessions</li><li>• Carers grants process streamlined</li><li>• Carer Emergency Cards cards promoted widely</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Restart carers pathway project – linked to implementation of LLA portal</li><li>• Improve data collection and monitoring about carers activities and outcomes – to fully represent all the support given to carers across the pathway</li><li>• Reduce waiting lists for carers reviews</li><li>• Implement carer registration process linked to Carers Emergency Card</li><li>• Widen pool of workers doing carers assessment to improve pathway for carers assessments</li><li>• Widen take-up of Direct Payments for carers</li><li>• Increase practice sessions for assessment staff</li></ul>

# Resources

Department of Health and Social Care (2021). **People at the heart of care: adult social care reform white paper**. Gov.uk website. Available online: [www.gov.uk/government/publications/people-atthe-heart-of-care-adult-social-care-reform-white-paper](http://www.gov.uk/government/publications/people-atthe-heart-of-care-adult-social-care-reform-white-paper)

NHS England (2019). **Supporting carers in general practice: a framework of quality markers**. NHS England website. Available at: [www.england.nhs.uk/publication/supporting-carers-ingeneral-practice-a-framework-of-quality-markers](http://www.england.nhs.uk/publication/supporting-carers-ingeneral-practice-a-framework-of-quality-markers)

NHS England (2014). **NHS England's commitment to carers**. NHS England website. Available at: [www.england.nhs.uk/publication/nhs-englands-commitment-to-carers](http://www.england.nhs.uk/publication/nhs-englands-commitment-to-carers) .

NICE (2020). **Supporting adult carers**. NICE guideline (NG150). London: National Institute for Health and Care Excellence. Available at: [www.nice.org.uk/guidance/ng150](http://www.nice.org.uk/guidance/ng150)