

# Adult Social Care Scrutiny Commission Report

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## Manifesto Update – Support for Carers

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Date: 10th September 2019

Lead Member: Cllr Sarah Russell

Lead Strategic Director: Steven Forbes



**City Mayor**

## Useful information

- Ward(s) affected: All
- Report author: Bev White
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- Report version number: 1.0

### 1. Purpose of Report

- 1.1 To provide the Adult Social Care Scrutiny Commission with an overview of the actions being taken to support the manifesto pledge for supporting carers in Leicester.

### 2. Summary

- 2.1 The Labour in Leicester Manifesto 2019 – 2023 sets out a clear ambition to “provide more support for carers”.
- 2.2 The City Council provides support to Carers in a number of ways: directly via services commissioned for carers; via other carer specific services; from generic services; through its care management offer; through its partnership working, and through its own offer as an employer of staff who may also have caring responsibilities.
- 2.3 The report sets these out in more detail.

### 3. Recommendations

- 3.1 The Adult Social Care Scrutiny Commission and recommended to:
- a) note the current work that is being undertaken to support carers
  - b) to provide comment/feedback on the current arrangements

### 4. Main Report/background

- 4.1 The Care Act 2014 strengthened the rights and recognition of carers in the social care system, including, for the first time giving carers a clear right to receive services. Leicester City Council has been providing support for carers for many years. In addition to directly commissioned support, carers can access a number of other services.
- 4.2 Under the Carers (Equal Opportunities) Act 2004, Local Authorities must have ‘a protocol, shared between Adult and Children’s Services, for identifying and assessing young carers’. The Local Authority must be proactive in identifying young carers in its area.
- 4.3 Section 17 Children Act 1989 also places a duty on Local Authorities to assess whether a young carer in their area needs support and what those needs are if:
- it appears to the Local Authority that a young carer may have a need for support the Local Authority receive a request from a young carer or parent of a young carer
  - to assess the young carer’s need for support, or an assessment has been carried out, but the circumstances of the young person or person being cared for have changed

## **Directly Commissioned Services for Carers**

- 4.4 The Leicester Carer Support Service is delivered by AgeUK LeicesterShire. The service started on 1<sup>st</sup> July 2019 and is contracted for three years with the option to extend for further periods of up to 24 months maximum. The key aims of the service are to promote the resilience and health and wellbeing of adult carers over the age of 18, who care for somebody with any condition or disability, and ensure they are supported, emotionally and practically, to meet their caring responsibilities and lead fulfilling independent lives. Carers accessing the service do not need to be eligible for support as defined by the Care Act. The service has a number of elements:
- A Carers' Hub offering a comprehensive range of preventative services including signposting to other appropriate carer and universal services, information, advice and guidance, group and peer support and carer learning and outreach support for adult carers.
  - Strategic engagement, planning and influencing provision, representing the views and analysing the needs and outcomes of adult carers aged over 18, and proactively influencing and supporting a wide range of agencies to recognise the needs of adult carers. This includes attendance at Partnership and similar Boards.
- 4.5 The Dementia Support Service commissioned across Leicester and Leicestershire by the two local authorities and three Clinical Commissioning Groups (CCG's) and delivered by The Alzheimer's Society, includes support to carers of people with a diagnosis of dementia or who have concerns about their memory. The service comprises elements similar to the above but with specific expertise in dementia. This service is currently in contract until October 2020 with a commissioning review in progress to determine the model to be procured from October 2020.
- 4.6 Turning Point currently deliver services for people with substance misuse issues in Leicester. They also provide some support to people caring for or affected by someone else's substance misuse.
- 4.7 The Richmond Fellowship Mental Health and wellbeing service also provide support to carers of people with mental health problems.
- 4.8 Barnardo's are commissioned to deliver services to young carers and young adult carers. This includes providing the young carer assessment, as well as delivering information advice and guidance, one to one support, and group support to children under the age of twelve.
- 4.9 Leicester City Council Youth Service also operates a weekly support group for young carers that are over the age of twelve years.

## **Other Carers Services not commissioned by the City Council**

- 4.10 The Carers Centre (CLASP) is a well-known provider of support to carers in the City and was previously commissioned by the council to provide services. Although no longer funded by the Council, CLASP continues to provide the following services:
- General advice and information
  - Carer training
  - Signposting and referral to other support agencies
  - A carers' drop in

- Making Every Penny Count (funded by NatWest), offering:
- Advice on managing a limited budget, avoiding debt and stabilising finances
- Benefits checks and help with forms
- Help with grant applications
- Health and Wellbeing Project (funded by People's Health Trust):
- Self-Help Groups for Carers of adults with autism, Learning Disabilities, Mental Health issues, Carers of Older People
- Peer support groups for adults and children with the aim of developing self-advocacy skills and to concentrate on specific self-help topics within the group
- Crafty Carers and Creative Writing workshops

## **Generic Services**

- 4.11 There are many services provided by the City Council and other organisations that carers can access. These are not necessarily directly targeted at carers but are open to all. Examples include:
- Welfare Rights Service
  - Customer Services
  - Museums & Cultural services
  - Leisure services
  - Early Help and Prevention services (family support services)
- 4.12 The Leicester Ageing Together (LAT) programme offers a range of activities for older people who are lonely or isolated. This includes carers directly and indirectly. The programme previously supported a number of groups across five City wards in the East of the city and many of these groups continue to operate outside of the programme. The Social Care & Education (SC&E) department are running a pilot project in partnership with LAT to utilise their 'community connector' model to connect isolated or lonely adults in the Thurncourt and North Evington wards with assets (these could be activities, services, facilities or other sources of support) in the community. This complements the SC&E strengths-based offer which seeks to make the most of people's own assets and drawing on the social value offered by service providers
- 4.13 The SC&E department are also leading a corporate Asset Mapping programme, which will improve the interface for Carers to access information about opportunities/support available to them on 'Mychoice'. This is the City Council's online service directory and work is underway to refresh it and the ambition is to make this the first port of call for information about services available for anyone, including carers.
- 4.14 The Social Care and Early Help Division completed a signs of safety mapping exercise to determine what further support could be provided to support children and young people identified as Young Carers within families. This has resulted in a number of actions that have been reflected within the Young Carers section within Leicester's Carers Strategy. This work is overseen by a Service Manager who is the nominated champion within the SCEH division supported by the Head of Service for Early Help and Prevention.

## **The social work offer**

- 4.15 Separately to the work that social care workers undertake with service users, they also have a duty to work with carers as set out in the Care Act. This includes carrying out a carer's assessment where the carer appears to have needs and taking into account the

impact of the caring role when assessing a service user. Services may be commissioned as a result. There are two ways that our social work teams offer support to carers and some examples include:

- 1) Services received by service users from which carers benefit
  - 2) Services received by the carer as a result of being eligible for support following a carers assessment
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- 1) Eligible service users may have services commissioned for them by our social work staff or by themselves via a direct payment which benefits the carer, usually through respite or a short break. Examples include the Service User:
    - receiving a service in the day time through services commissioned via the community opportunities framework or flexible short breaks framework
    - going into respite for a period of time
    - attending groups for peer support with a carers support group running alongside
    - receiving domiciliary support
  - 2) Eligible carers may have services commissioned for them or more usually via a Direct Payment to help them with their caring role. Examples include:
    - commissioning an assistant to support a carer to organise repairs to the property which he resides in with the people he cares for. The carer could not facilitate this on their own as a result of providing necessary care
    - support to purchase a battery pack for a wheelchair used by the service user to ensure the carer could continue to support the service user with social inclusion, attending appointments and shopping

## **Partnership Working**

- 4.16 As part of its partnership work with the Leicester Carers Support Service, the SC&E carers pathway has been redesigned to enable a more streamlined pathway so that carers receive a timelier response to their presenting problem. This may or may not result in a referral to SC&E for a formal carers assessment. Where referrals are made for a carer's assessment, it is expected that the Carers Support Service will provide a comprehensive summary of support provided to date and the circumstances and key issues faced by the carer. It is hoped that by providing this information directly to Care Management, repetitive discussion and questioning will be avoided and thus resulting in reduced carer anxiety and a more informed and relevant outcome for the carer.
- 4.17 The City Council has worked with other local statutory and non-statutory organisations and carers themselves to develop a Joint Leicester, Leicestershire and Rutland Carers Strategy. The vision shared by all partners who have signed up to the strategy will be delivered through geographic implementation plans. The City Council's action plan is being developed through a partnership approach with plans to widen the scope and reach of the existing Carers Reference Group to attract a greater number of carers and relevant stakeholders. The new group will co-produce the implementation plan, making recommendations to the LLR Carers Delivery Group which will include, for example, gaps in existing support and quality issues.
- 4.18 The City Council also works with local statutory and non-statutory organisations to focus on Young Carers through the Young Carers Support Network which the three universities across Leicester, Leicestershire and Rutland jointly host. This group provides initiatives and a platform to raise young carer aspirations in terms of education, training and employment and feeds directly into the LLR Carers Delivery Group.

## **Leicester City Council as an employer of Carers**

4.19 In common with all employers, the City Council has a large number of carers amongst its workforce. Carers are supported through a number of policies such as the flexible working policy, a carers passport and a carers support group.

### **4. Details of Scrutiny**

ASC Scrutiny have previously received reports on carers services.

## **5. Financial, legal and other implications**

### 5.1 Financial implications

5.1.1 The Council funds various voluntary sector organisations for the provision of support to carers. Apart from Age UK whom we will fund £153,899 in 2019/20 which is specific to Carer's Hub, the other organisations (Alzheimer's Society, Turning Point and Richmond Fellowship) receive funding however, we cannot split the precise element paid which relates to Carer's Support.

5.1.2 Respite care is funded as part of the service user package cost.

5.1.3 Other services are funded from the councils existing general fund budgets.

5.1.4 Services to council employees is in kind and funded from existing budgets.

Rohit Rughani, Principal Accountant, Ext 37 4003

### 5.2 Legal implications

5.2.1 This report sets out the support available for Carers including Council commissioned services. Legal advice should be sought as part of any commission review and changes proposed/options as there may be arising legal implications dependant on the proposals.

5.2.2 There is also mention within this report to develop a LLR Carers Delivery Group in the development of a Joint LLR Carers Strategy, any such strategy and implementation (subject to the above) should be underpinned with a partnership agreement.

Mannah Begum, Senior Solicitor, ext 1423

### 5.3 Climate Change and Carbon Reduction implications

5.3.1 There are no significant climate change implications associated with this report.

Aidan Davis, Sustainability Officer, Ext 37 2284

### 5.4 Equalities Implications

5.3.4 Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due

regard to the need to eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The Equality Act 2010 also protects carers of elderly or disabled people from discrimination and harassment by association. This includes protection at work and when buying goods or using services, including public sector services.

As the report is for noting, there are no direct equality implications arising from the recommendation of the report. However, it is worth noting that work to support and promote the wellbeing of unpaid carers, both in LCC's employment and more widely as a service provider, is likely to have positive equalities impacts for those that are being cared for and carers themselves.

Hannah Watkins, Equalities Manager ext 37 5811

**6. Background information and other papers:**

None

**7. Summary of appendices:**

None