
Support for Carers & Carer Strategy Update

Adult Social Care Scrutiny Commission

Decision to be taken by Cllr Sarah Russell

Date of meeting: 13.01.2022

Lead director: Martin Samuels

Useful information

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

1. Summary

- 1.1. The Adult Social Care Scrutiny Commission was last provided with an update on the Joint Social Care and Health Recognising, Valuing and Supporting Carers in Leicester, Leicestershire, and Rutland Carer Strategy 2018-2021 in November 2020
- 1.2. The strategy developed in conjunction with the three local Clinical Commissioning Groups (CCG's) and the three Local Authorities (Leicester, Leicestershire, and Rutland (LLR)) was signed off in October 2018.
- 1.3. The report outlines the progress made by the City Council since November 2020 in relation to support for family carers.
- 1.4. The number of people providing unpaid care to a friend or family member in Leicester City is thought to have increased from approximately 32,000 to 46,000 post COVID-19. The GP carer registers have increased from 9,901 in October 2020 to 10,704 as of June 2021.
- 1.5. Information pertaining to adult family carers can be found at paragraphs 5.5 – 5.20

2. Recommended actions/decision

- 2.1 To provide the Adult Social Care Scrutiny Commission with an update on the Joint Social Care and Health Recognising, Valuing and Supporting Carers in Leicester, Leicestershire, and Rutland Carer Strategy - 2018 to 2021.
- 2.2 To provide the Adult Social Care Scrutiny Commission with developments in relation to the family carer agenda across the City
- 2.3 The Adult Social Care Scrutiny Commission is recommended to:
 - a) note the report and provide comments / feedback

3. Scrutiny / stakeholder engagement

- 3.1 The current strategy is in the process of being refreshed with a view to launching the refreshed version on Carers Rights Day in November 2022, after a significant period of engagement with family carers and planned public consultation during Carers Week in June 2022. These timelines have been agreed to enable local organisations to maximise the opportunities for engagement that national awareness raising campaigns provide.
- 3.2 A survey went online from the 8th November for five weeks to seek the views of carers in the City on the existing priorities and whether there is anything missing. Council officers have also been visiting carer support groups delivered by the commissioned Carer Support Service and other voluntary sector organisations to talk about the things that matter to those carers that attend.
- 3.3 The findings will be combined with intelligence from Leicestershire County Council and Rutland County Council's engagement with carers as well as engagement undertaken by the three CCG's to formulate a draft version of the Strategy that can go out to public consultation in the Summer of 2022.

4. Background and options with supporting evidence

Recap of the Carer Strategy Vision and Guiding Principles

- 4.1 The strategy defines a shared vision and guiding principles for recognising, valuing, and supporting carers.
- 4.2 The vision is that family members and unpaid carers, including young people across Leicester, Leicestershire and Rutland will be identified early, feel valued and respected. They will receive appropriate support wherever possible to enable them to undertake their caring role, whilst maintaining their own health and wellbeing.
- 4.3 The strategy was written with a broad range of stakeholders and carers and runs from 2018 to 2021. Progress on delivering the strategy is reported to the LLR Joint Carers Delivery Group and to the Social Care and Education's Leadership Team.
- 4.4 There are eight guiding principles each with high level actions. Members of the Carers Delivery Group report their progress against those principles. The guiding principles are:
- Carer Identification
 - Carers are valued and involved
 - Carers are informed
 - Carer Friendly Communities
 - Carers have a life alongside caring
 - Carers and the impact of Technology Products and the living space
 - Carers can access the right support at the right time
 - Supporting Young Carers
- 4.5 The strategy can be found at <https://www.leicester.gov.uk/media/185857/joint-carers-strategy-2018-2021-recognising-valuing-and-supporting-carers-in-leicester-leicestershire-and-rutland.pdf>

5. Detailed report

Update on the City of Leicester Delivery Plan

- 5.1 The delivery plan was signed off by SCE Leadership in March 2020 after a significant amount of engagement with both adult and young carers in the City.
- 5.2 Regular updates on the delivery outcomes are fed-back through highlight reports to the Leicester, Leicestershire & Rutland Carer Delivery Group which meets bi-monthly. It has now been agreed that there will be representation from this group at the Leicester, Leicestershire & Rutland Frailty Collaborative to ensure that carer matters continue to be fed into the work of the Integrated Care System as it develops.
- 5.3 The task and finish group set up to progress young carer work has continued to meet.

Progress on Delivery of the Strategy

5.4 We can report progress in the following areas:

LLR Carers Strategy Guiding Principle:	Actions:
Carers are identified early and recognised	<ul style="list-style-type: none"> - Awareness raising during Carers Week in June 2021 built on the success of Carers Week 2020 by continuing to focus on supporting carers to self-identify by utilising an image designed to encourage people to think about the tasks they undertake for the people they look after. The image has been translated into 7 other languages that are widely spoken across the City. - The City Council worked with the NHS and BBC Radio Leicester to promote the importance of family carers getting the COVID-19 vaccination and accessing appropriate support. Three carers from the City were interviewed by BBC Radio Leicester and were able to share their varied experiences of caring and why it is so important to identify as a carer. - The referral form for the Leicester Carer Support Service is now available on GP surgery IT systems to enable easier referrals to be made by GP surgeries
Carers are valued and involved	<ul style="list-style-type: none"> - Carers from Leicester were involved in providing a very thorough response detailing the impact of COVID on them when asked by Association of Directors of Adult Social Services (ADASS). The final report has now been circulated and ten options for local authorities to explore have been recommended (see paragraph's 4.10-4.14) - The City Council secured a £15,000 small grant through the Better Care Fund Team (BCFT) Small Grant Programme to create an information pack for family carers specifically on discharge from hospital to also include an awareness raising campaign with staff involved in that process. This project is a partnership between the Leicester Carer Support Service and family carers who have been able to share their experiences. Further information regarding this work can be found at paragraph's 4.17 & 4.18
Carers are informed	<ul style="list-style-type: none"> - The form for carers to use to register with their GP as a carer is now available on the City Council's carer information pages and has been promoted. - The City Council webpages continue to be updated with information relevant to family carers such as information relating to COVID-19 vaccinations and boosters - Work has started to develop practice guidance for social care teams on identifying and working with carers that includes updating staff on new changes to the new carer assessment that have been implemented as a result of the departments move towards a strengths based approach
Carer friendly communities	<ul style="list-style-type: none"> - The LLR Carer Passport promotional leaflet has now been translated into 7 other languages and the Leicester Care Support Service continues to issue these to carers living or caring in the City.

	<ul style="list-style-type: none"> - Carer awareness was an agenda item on the Domiciliary Support Provider Forum to encourage care organisations to signpost the family carers that they will be encountering to the Leicester Carer Support Service
Carers have a life alongside caring	<ul style="list-style-type: none"> - Although work to progress 'Carefree' paused temporarily whilst the impact of COVID-19 on the hospitality industry was considered, the Council have met with Carefree recently and are proposing to implement a memorandum of understanding with them. Carefree is a scheme that works to create a nationwide system of hotel and holiday home providers who are willing to donate any excess capacity to family carers so that they can have a short break (see paragraph 4.2). Carers are asked to pay an annual fee of £25 and there is no cost for local authorities that wish to implement this in their areas.
Carers and the impact of Technology products and the living space	<ul style="list-style-type: none"> - Carers continue to be a priority cohort within the Assistive Technology strategy that has now been signed off by SCE leadership. - There has been additional investment in assistive technology throughout the life of the strategy which has continued to have apposite impact on people drawing upon the support of the Adult Social Care and their families and carers.
Carers can access the right support at the right time	<ul style="list-style-type: none"> - The Leicester Carer Support Service continues to provide a free PPE offer for family carers - Leicester MP, Liz Kendall has been pulling together organisations from across the health and social care system to consider how family carers can experience a more seamless journey when advocating on behalf of the person/people they care for. As such she released a 5-point action plan during Carers Week 2021 which included identifying the need to map out carer services. The City Council has been able to provide this for Adult Social Care and are trying to encourage partners to do the same, so that it can be shared with family carers across LLR and used to identify improvements. See Appendix 1
Supporting Young Carers	<ul style="list-style-type: none"> - A separate LLR working group has been meeting to look at the support available to young adult carers (16+) in response to a gap identified in current provision. A website is in the process of being delivered in partnership with the three local universities which will host resources for schools and colleges for identifying and working with young adult carers - Young carer support is now being delivered as part of the Early Help offer and recruitment is underway for a young carer co-ordinator to oversee a high-quality young carers service that is appropriate and sensitive to the needs of a multi-racial, multi-cultural and multilingual population

Adult Carers Update

The East Midlands' Unpaid Key Workers: Supporting Carers by adapting services and responding to need during the COVID-19 crisis

- 5.5 At the start of 2021, East Midlands Association of Directors of Adult Social Services (EM ADASS) recognised that the impact of the COVID-19 pandemic on delivery of traditional support services had left family carers in an unsustainable position, and commissioned the organisation Sortified to co-produce with carers, a report that would make positive and realistic recommendations for change that local authorities could explore and consider.
- 5.6 The project set up a regional Carers Coproduction group with representatives from both the City Council and carers from the City. This group was set up to oversee the project and to ensure that the project continued to meet the specification as well as to ensure that it was accessible, inclusive, and met the differing needs of carers. This group also designed the questions that would be used to engage with other carers across the region.
- 5.7 In total, there were 345 responses across the region. 78 carers had a 1:1 conversation with a member of the Sortified team and 267 carers completed an online survey. Although the data in relation to where those carers were located geographically is not available, we know that a large number of carers from the City contributed and therefore the options identified from the report are very likely to represent the views of carers in the City . The Council also provided support to the project when interpretation was required.
- 5.8 The options identified included the following:
- Assessment – support short-term informal assessment based around asking a consistent question at every point of contact
 - Communication – a coordinated approach with consistent messaging is needed
 - Flexibility – Use existing funding and services more flexibly to meet current needs
 - Identification – use current and emerging initiatives to find more carers
 - Language – engage with carers to ensure language used is correct, and identify translation needs in each area
 - Menus of services – give people more choice in the short term and allow people to try alternative provision
 - Named workers – provide an identified point of contact to coordinate and respond. This doesn't have to be the person who actions every issue
 - Support networks – help carers to identify, map and get the most out of current informal support
 - Think family – implement the whole family approach across the region
 - Universal services – identify and use existing mainstream and universal services to meet needs in different ways
- 5.9 These findings have already been discussed internally at the Carer Project Board, and actions to address them will form part of the delivery plan under the refreshed LLR Carer Strategy that the City Council will develop.

Liz Kendall's 5-point action plan & Mobilise

- 5.10 At the end of 2020, Leicester West MP, Liz Kendall arranged a series of meetings with University Hospitals of Leicester, East Midlands Ambulance Service, Leicestershire Partnership NHS Trust, Leicester City Clinical Commissioning

Group, the Carer's Centre, Leicester Carer Support Service and the City Council to better understand how the system identifies and supports family carers in Leicester. During Carers Week 2021, she released a 5-point action plan as follows:

- Services to train teams to identify unpaid carers earlier, to ensure they are aware that support exists and that they can access it as quickly as possible
- Information and advice to be widely accessible in simple straightforward terms, to make it easier for people to understand and access the support that exists
- Better coordination between health and social care services to make it simpler and less confusing for carers to navigate support and prevent them from having to repeat themselves time and again
- More support from the Government so that unpaid carers can access the support they need such as regular respite breaks
- Ministers to publish their long-awaited plans for social care reform, which should put family's needs and concerns at the heart of a transformed system

5.11 As a result of some of the earlier group conversations, the City Council was able to secure a £15,000 grant from the Better Care Fund Team Small Grant Programme in partnership with Age UK Leicester, Leicestershire & Rutland, and Leicester City CCG.

5.12 The proposal within the bid was to run an active campaign focusing on highlighting the benefits of identifying carers as partners within a timely hospital discharge process to teams involved in the Discharge to Assess Pathway and offering an information pack to all family carers when the person they care for is being discharged as this has been identified as a key challenge for carers in the City.

5.13 This work is currently well underway and should be complete by the end of February 2022. There will be a series of short videos that highlight key messages which have been co-produced with family carers that live in the City. These will be shared with all key professionals involved in hospital admission and discharge processes within all organisations that are part of the Integrated System of Care.

5.14 The City Council has already provided a process map to be shared with carers showing the carer pathway for Adult Social Care as requested. The Council are leading further conversations with health colleagues to encourage them to do the same. (see Appendix 1). In response to carers regularly asking the question, 'should the person I look after have a social worker?', officers will deliver awareness raising sessions to carer groups to explain the role of the social worker over the coming months with a session already planned at the Carers Centre on January 21st. The pathway shown at Appendix 1 will also be further developed as a resource for carers to include what the carer can expect from the health and social care system for the person they care for.

5.15 Liz Kendall also highlighted the work of an organisation called Mobilise who have worked with Camden Borough Council to develop a model which utilises a digital marketing approach to identifying carers, including those from under-represented groups. A report has been drafted to seek financial support from the Leicester, Leicestershire & Rutland CCG's to run this as a test over the Winter period.

- 5.16 Carefree is a charity based in Liverpool which transforms vacant accommodation into vital breaks for unpaid carers. Carefree provides the means by which surplus assets in the hotel and holiday cottage industry can be shared with family carers using easy to use, flexible technology.
- 5.17 Carers can apply directly using Carefree's referral tool or can be referred by community partners which would include our care management teams and our commissioned carer support service.
- 5.18 To qualify for a break, carers must be aged 21 or over, be caring for over 30+hours each week (which could also include night time care), able to arrange interim care for the person they care for and be able to pay for extras such as the £25 administration fee, transport, food and travel insurance if required. The break is for the carer only although they could take a companion as long as it is not the person they care for. Breaks take place in various areas across the country and use accommodation such as the Holiday Inn chain.
- 5.19 This model has been discussed in SCE's Carer Project Group and there has been some discussion, that the £25 administration fee could be paid via the use of a direct payment. A Memorandum of Understanding will be required between the Council and Carefree.
- 5.20 A further report will be brought to DMT seeking approval of the model once the appropriate legal and information governance checks have been considered.

6. Financial, legal, equalities, climate emergency and other implications

6.1 Financial implications

The report is primarily to update and inform Leadership of the developments to the Carers Strategy, which have no direct financial implications. Any other specific developments or decisions will be addressed in future reports and their implications if any.

Yogesh Patel – Accountant (ext. 4011)

6.2 Legal implications

The Care Act 2014 and Children and Families Act 2014 gives local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs, promote their wellbeing and personalised support.

The Authority in refreshing and proposing updates to its strategy is undertaking a consultation process. The Council should give active consideration to any responses received following the consultation including alternative proposals that may have been put forward. The product of the consultation must be taken into account and the responses fed into the final decision-making process in a transparent manner in accordance with any information given as to how this will happen. The results must be conscientiously taken into account before the proposals are finalised.

There is mention within the report of a possible collaboration with Carefree, legal advice and assistance is required on this point to see if this is something the Authority can undertake in compliance with internal rules.

Ongoing legal advice should be sought as and when necessary.

Meera Patel, Solicitor (Commercial) Ext. 37 4069

I have read the report and there are no employment or education implications to add.

Hayley McDade, Solicitor Ext. 37 1431

6.3 Equalities implications

Under the Equality Act 2010, public authorities have statutory duties, including the Public Sector Equality Duty (PSED) which means that, in carrying out their functions they have to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, 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. In doing so, the council must consider the possible impact on those who are likely to be affected by the recommendation and their protected characteristics.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The Joint Social Care and Health Recognising, Valuing and Supporting Carers in Leicester, Leicestershire and Rutland Carer Strategy 2018-2021 should have led to positive outcomes for Carers from across a range of protected characteristics.

Going forward equality considerations need to be embedded throughout the refresh of the current strategy and relaunch on Carers Rights Day in November 2022. It is recommended that Equality Impact Assessments (EIAs) are carried out as appropriate to ensure any impacts are identified and addressed, and mitigating actions put in place. Engagement with family carers and planned public consultation taking place during Carers Week in June 2022 needs to be proportionate, fair, and accessible.

The equality impact assessment is an iterative process that should be revisited throughout the decision-making process and updated to reflect any feedback/changes due to consultation/engagement as appropriate.

The current online survey seeking views of carers in the City on existing priorities and whether anything is missing again and visits by Council Officers to carer support groups and other voluntary sector organisations needs to be accessible. The EIA for the current strategy will need to be updated to reflect the feedback from the survey and council officer visits taking place during November 2021.

Sukhi Biring, Equalities Officer, 0116 454 4175

6.4 Climate Emergency implications

There are no significant climate emergency implications directly associated with this report.

Aidan Davis, Sustainability Officer, Ext 37 2284

6.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

None

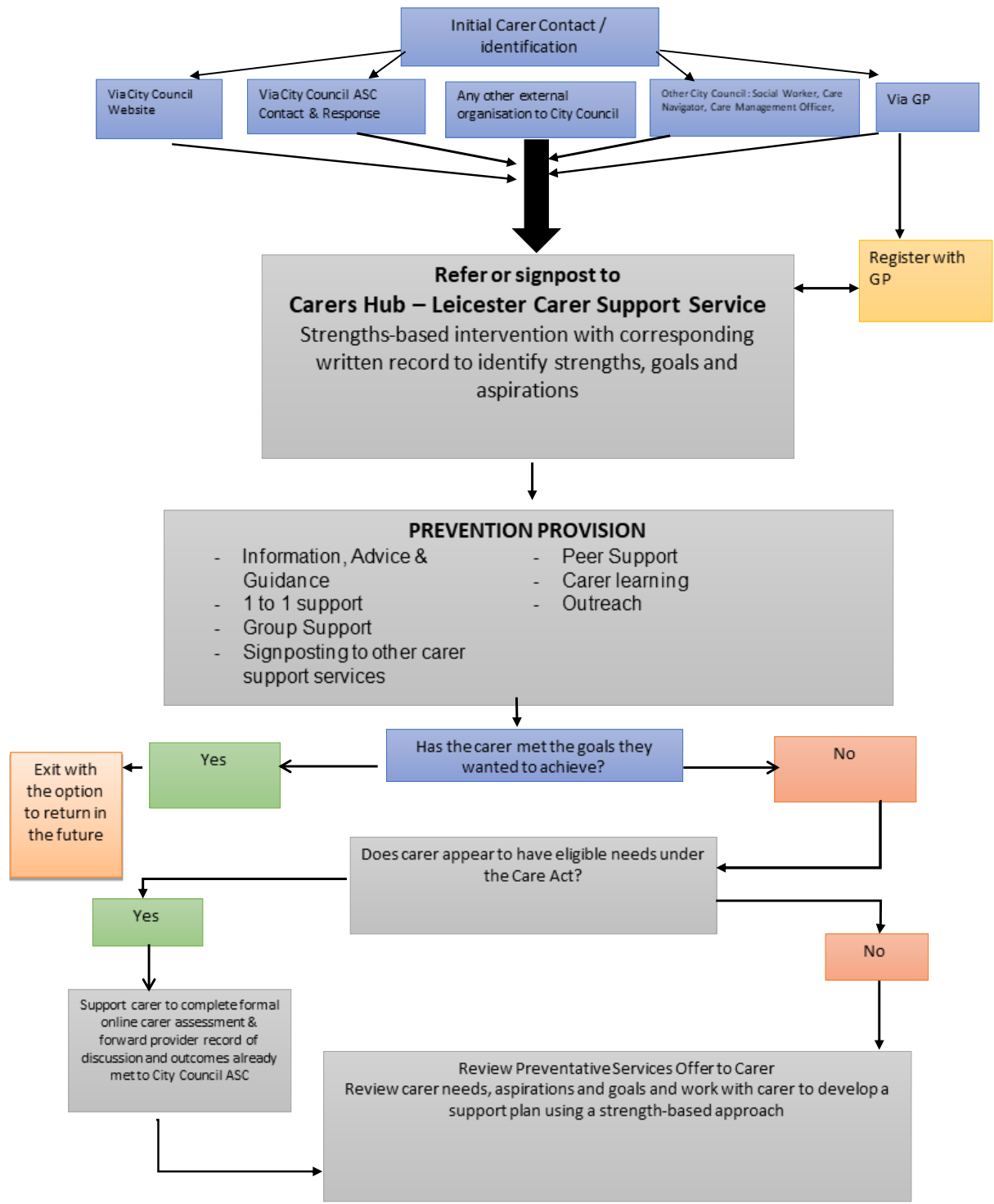
7. Background information and other papers: None

8. Summary of appendices:

Appendix 1 – Carer Mapping Exercise for Leicester City Council

9. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

10. Is this a “key decision”? If so, why?



Initial Carer Contact / identification

Via City Council Website

Via City Council ASC Contact & Response

Any other external organisation to City Council

Other City Council: Social Worker, Care Navigator, Care Management Officer,

Via GP

Refer or signpost to Carers Hub – Leicester Carer Support Service
Strengths-based intervention with corresponding written record to identify strengths, goals and aspirations

Register with GP

- PREVENTION PROVISION**
- Information, Advice & Guidance
 - 1 to 1 support
 - Group Support
 - Signposting to other carer support services
 - Peer Support
 - Carer learning
 - Outreach

Has the carer met the goals they wanted to achieve?

Yes

No

Exit with the option to return in the future

Does carer appear to have eligible needs under the Care Act?

Yes

No

Support carer to complete formal online carer assessment & forward provider record of discussion and outcomes already met to City Council ASC

Review Preventative Services Offer to Carer
Review carer needs, aspirations and goals and work with carer to develop a support plan using a strength-based approach

