

ADULT SERVICES – UPDATE ON CARERS WORK

SCRUTINY PANEL – 14 MARCH 2019

	Recommendations	Executive Response	March 2019 Update
1	That the Council closely monitor the prevalence of poor health among carers assessed in Tameside, with specific support and/or interventions to identify any potential quick fixes to aid health and future capacity.	<p>Carers centre able to collect the health information and provide advice, information and signpost to relevant Health intervention but do not provide health interventions directly.</p> <p>Conversation with PH to look at how we can engage and strengthen what is available/accessible.</p>	<p>The health needs of carers are considered as part of the Carers Assessment process and we still award a Carers Grant to enable Carers to use this to maintain their health and wellbeing and to access breaks in the community.</p> <p>Advisors provide very personalised information and advice to enable Carers to maintain themselves in a caring role or access services across all voluntary and statutory areas.</p> <p>Neighbourhoods are working with primary care and the CCG in identifying carers as part of the GP primary care contract and primary care to make referrals to the carers service (with consent).</p> <p>GPs to offer carers an annual health check.</p> <p>As part of the neighbourhood MDTs with primary care and social care the health of carers is discussed to understand how the carer is coping in their role and will flag up any health issues for the carer. These issues are picked up in both the health and social care system to maintain people's health and ability to care.</p>

2	<p>That the Council focuses on improving awareness of the excellent support provided by Tameside carers, and the significance of their contribution to the local health and social care economy.</p>	<p>Development work around increasing awareness across the neighbourhoods to be improved. Promote the involvement of Carers in the Integrated Neighbourhood development sessions to ensure carers voice and experience is heard and recognised Annual report that reflects on carers contributions to be presented at Health and Wellbeing Board</p>	<p>One of our priorities locally, and in the GM Strategy, is to carers as real and expert partners. Consultation and engagement has taken place across a number of forums in the past 3 years to ensure that carers are contributing to local delivery plans and in shaping service developments across health and social care, including primary and secondary care.</p> <p>Carers, via Carers Action Group, were invited to be part of the Neighbourhood Delivery Groups – across the 4 neighbourhoods. At this time this has not been successful, as the people who were invited felt that the meetings had too clinical a focus to contribute to.</p> <p>Following the ‘retirement’ of the current Carers Action Group, and as part of the new strategy, we will be developing the Carers Champion Network – this is across the whole system and will provide an effective 2-way communication process. It will empower and represent all carers, including working carers.</p> <p>Due to attend Health and Wellbeing Board in September 2019.</p>
3	<p>That the Council ensures that ongoing emphasis is placed on creating holistic support plans for both adult and young carers that supports the breadth of physical and mental health needs.</p>	<p>The Council provides a holistic assessment/support plan for Adults.</p> <p>This action plan will be shared with Children’s Services to request that they review and ensure their assessments are holistic</p>	<p>The Council continues to provide either a joint or individual carers assessment and a support plan as required under the Care Act 2014.</p> <p>As part of the GM Carers Programme, an exemplar model around assessment and support plan documentation for carers has been recommended. Locally a review of the assessment and care plan documentation is taking place.</p>

		<p>Also need to link with mental health services to enhance the offer.</p> <p>This is included in the revised Carers Strategy so will be implemented across the health and social care economy</p>	<p>There is a Carers Strategy action plan developed and being formally adopted. This includes all the areas of development and encompasses work with Children's services and Mental Health services, including secondary and primary care.</p>
4	<p>That the Council and partners look to determine the incidence and impacts that social isolation and loneliness has on carers in Tameside, and possible earlier interventions and support mechanisms.</p>	<p>Responsibility in Care Act to prevent and delay the escalation in needs of carers so need to ensure compliance with this.</p> <p>Prevention of social isolation is identified in the Carers Strategy and feedback from recent consultation events will be used to develop support mechanisms and early intervention.</p> <p>As part of the Integrated Neighbourhood developments with Single Commissioning Team Carers Lead a plan will be developed with colleagues with particular focus on GP referrals to receive information much sooner to provide earlier interventions.</p> <p>There needs to be a wider knowledge in partner agencies to help them identify new and existing long term carers to ensure timely interventions.</p>	<p>We have access to a range of staff in Adult social care as part of Neighbourhood model who can support Carers, including Dementia Support Workers, Action Together Social Prescribers and our own Wellbeing Advisors for Carers.</p> <p>We are also working closely with Action Together, specifically with their Community Development workers to ensure there is asset based support to Carers Groups and wider groups who support Carers to grow their offer to carers in the public , As part of the GM work there is an identification of carers work stream, which also aims to identify 'hidden' carers.</p> <p>There have been a number of events across all neighbourhoods that are focused on combatting social isolation. Where carers are identified, people are offered a referral to the Carers Service.</p> <p>The Signpost Newsletter has been reinstated after a two year gap and issue 71 is available at the moment on the website, facebook page and in print.</p>

5	That the Council explores further locations and options to ensure carer's assessments are carried out in a setting that suits the needs of the carer while allowing clear practical evidence to be gathered.	<p>There are currently 14 Carers Hubs plus the Carers main centre provided across the borough of Tameside.</p> <p>Analysis of where assessments are carried out to be undertaken. On-going monitoring to be undertaken.</p> <p>Review instructions to staff to ensure assessments are undertaken at a location that suits the carer.</p>	<p>Having carried out a full review of the use of the Hubs and where they would be most beneficial, it has been agreed that we need to reconsider how many Hubs we can successfully support.</p> <p>A further review is being undertaken to understand what is required in the event of the development of the neighbourhood model. Carers will be consulted on this.</p>
6	That the Council closely monitors the number of telephone assessments which result in further re-assessments to meet an originally unidentified need, with a view to increasing ability to meet all needs at the earliest opportunity.	Monitoring of the number of telephone assessments that are undertaken will commence.	<p>Carers are always offered the choice of a face to face or a telephone assessment. The same is offered for a review.</p> <p>The number of assessments and re-assessments continues to be collated.</p>
7	That avenues are explored to improve any possible privacy issues within the centre and also heighten awareness of the current location and offer of the Carer's Centre within communities.	<p>This will be reviewed and confidentiality of appointments will be reiterated to ensure that the service provides privacy for Carers to confidentially discuss their needs and circumstances.</p> <p>Further awareness raising of the location of the Carers centre will be made across the borough</p>	<p>The Carers Service is due to move into Tameside One by June 2019.</p> <p>In the interim period it has been acknowledged that the venue at Hyde has not been ideal. Where appropriate carers have been offered a confidential environment to discuss their personal circumstances.</p> <p>Carers are currently able to have assessments in a variety of places and are always able to book private venues for their assessments. Following the move this level of support and choice will be maintained.</p>

8	<p>That the Council examines any barriers created by the relocation of the Carer's Centre to inform a possible future decision to find a more suitable location earlier than first planned.</p>	<p>The Carers centre will be returning to the town of Ashton once the new building is ready, this location provides a more suitable base for the centre.</p> <p>Conversation with Estates for alternative accommodation until new centre opens.</p>	<p>During the past 2 years we have been offered alternative venues, with the support of the Executive Leader, to host the Carers Service. Having discussed this with CAG it was agreed that an additional move was not desirable and we would continue to deliver the service from Hyde until the building opened.</p> <p>The Carers Service is due to move into Tameside One by June 2019.</p> <p>Carers known to the service were invited to a consultation event to ask how they would like the service to be developed, both in terms of how the new space is used, but also in terms of the offer to carers. Event was well attended and feedback given both at this event and by email where people unable to attend.</p>
9	<p>With heightened responsibilities for the assessment of carers, the Council closely monitors the incidence of respite requests from carers and the Council's ongoing ability to deliver this provision if demand was to increase.</p>	<p>The Council will continue to closely monitor the requests from Carers and always offer an assessment of need for the cared for to be able to access different forms of respite that meet the eligible needs of the Carer and the cared for.</p>	<p>The Council will continue to closely monitor the requests from Carers and always offer an assessment of need for the cared for to be able to access different forms of respite that meet the eligible needs of the Carer and the cared for data collection around respite is currently being reviewed.</p>
10	<p>That the Council looks to build on the current Schools Network that has been established to ensure that there are support groups or trained persons within all schools that young carers can discuss any issues with.</p>	<p>The Council's young carers service visit schools on a regular basis to identify and offer support to young Carers. Opportunities will be explored to extend further via Children's Carers services.</p>	<p>The Council's young carers service continues to visit schools on a regular basis to identify and offer support to young Carers. Opportunities continue to be explored to extend further via Children's Carers services.</p>

			<p>The Young Carers Service works across Tameside to provide a range of provision, information and support to all young carers and their families. The key objective of the service is to coordinate a range of provisions and support that is accessible to families at the point they need it.</p> <p>There are currently 3 Young Carers Support Workers and the service has recruited to a Young Carer's Co-ordinator post. The staff are based at Hattersley Children's Centre and run sessions from Bennett Street in Hyde. They also offer holiday activity and one to one support.</p> <p>Following a change in management a review of the service is planned to enable young carers to continue in their caring role by providing practical intervention, emotional and psychological support, promoting resilience and facilitating inclusion in their community</p>
11	That the Council's Adult and Children's Services work with external partners to establish a more robust data collection and sharing system, to allow more effective monitoring of services and provide more seamless, integrated support for carers.	<p>Carers Strategy will put a focus on this.</p> <p>As part of the Carers development work across Integrated Neighbourhoods and with the input/direction from Carers this will be developed.</p> <p>Share recommendations with Childrens Services to review, and where appropriate, develop data collection and monitoring</p>	<p>The newly developed Carers Strategy is a multi-agency approach to the carers agenda locally – as this develops there will be the opportunity, through the Carers Strategy Partnership to share performance information and have a more comprehensive understanding of the local system.</p> <p>We have commenced a GM place based challenge with a focus on hard to reach carers, with partners from across the borough – Greater Manchester Police, Active Tameside, Action Together, Pennine Care, Childrens Services, ICFT, CCG Primary Care.</p>