

**REPORT TO:** Health Policy and Performance Board

**DATE:** 7<sup>th</sup> February 2017

**REPORTING OFFICER:** Strategic Director, People

**PORTFOLIO:** Health & Wellbeing

**SUBJECT:** Scrutiny Review of Carer Services

**WARD(S):** Borough wide

1.0 **PURPOSE OF REPORT**

1.1 To present to the Board the report and recommendations of the Carer Services Scrutiny Review 2016.

2.0 **RECOMMENDATION: That**

**(i) The Board note the contents of the report and the recommendations attached at Appendix 1**

3.0 **SUPPORTING INFORMATION**

3.1 Due to the potentially wide remit of the scrutiny topic brief, the Board decided to focus their review on the responsibilities of the Council to Carers under the Care Act, the role of Halton Carers' Centre and the role of NHS Halton Clinical Commissioning group.

3.2 The report attached at Appendix 1 outlines the evidence received by the Health Policy and Performance Board group from a range of partners, in relation to services provided to carers in Halton.

3.3 Participating organisations and services included: Carers, Halton Carers' Centre, Halton NHS Clinical Commissioning Group, Adult Social Care and Hospital Discharge Team (Warrington).

3.4 The recommendations made to the Health Policy and Performance Board as a result of the review are:

3.5 **There should be a continued focus on provision of information and support at the right time for the carer, to avoid carer breakdown and use of high cost services.** Prevention and early intervention services and organisations across health and social care should consider how they can proactively identify and engage with carers to be able to sign post them to/provide information that can support their caring role. Services should be able to demonstrate how they do this.

3.6 **Continued efforts to engage with people currently hidden from carer services.** Key stakeholders, including Social Care, NHS Halton CCG, GP practices, local acute trusts, Halton Public Health, the Halton Integrated Wellbeing Team and providers such as Wellbeing Enterprises should work collaboratively to:

- Identify carers and promote available support to all parts of the community.
- Develop innovative approaches to delivery of services in the community, in order to appeal to the diverse needs of carers in Halton.
- Raise awareness, not only of information and service provision to support carers and professionals, but also of what constitutes a carer.
- Work with partners in Children's and Adult's Services to embed the newly developed 'transition protocol', engaging with children at an earlier stage to plan for their transition into adult services, including carers support services where they are identified as being a 'young carer'.

3.7 **A renewed focus on relationships with health, in particular the Hospitals, to encourage identification and support of carers.**

3.8 Whilst acknowledging that the Carers' Centre and GP Practices have well established and successful relationships in identifying and supporting carers, efforts need to be focused towards working with the local acute trusts.

3.9 Carers are frequently identified through social care assessments, but less so for carers of people with health conditions.

3.10 Health and Social Care Senior Management should consider carers, as a standing agenda item at existing meetings. This may include how to work with partners, including the acute trusts, to build awareness of the role of, impact on and needs of carers, promote what support is available locally and strengthen relationships between the hospitals and carer support services.

3.11 Services and agencies that support carers should work with acute trusts to help them better understand how hospitals can identify and support carers whilst their loved one is in hospital, and throughout the discharge process.

3.12 **Assessment of long term carers needs at regular intervals.**  
Consider the scope within the annual review of cared for people to systematically offer an assessment to their carer, where previously it had been declined by the carer or they were previously not eligible.

3.13 **Involving carers in coproduced service development.**  
Examining and adopting different ways of engaging with carers in consultation and co-production of service developments. This may involve training and support for carers to take part in consultation and coproduction exercises.

3.14 **Ensure that within carer provision there are a range of different interventions to meet diverse and changing needs of carers.**

3.15 Whilst there are no immediate plans to reduce the level of investment in carer services, Commissioners of carer support services and carer support organisations should consider how available resources are invested to be able to continue to deliver *different types of support* (i.e. 1:1, personal budget, carers breaks, peer support social groups). Services should also consider post caring support needs of carers i.e. after a bereavement.

3.16 The variety of support not only needs to provide information and practical help for carers

in their caring role, but should also consider wider factors including the mental health, social inclusion and employment potential (where appropriate) of carers.

3.17 **Consider how access to carers services can be improved.**

Carers reported that the lack of a single point of access, or named care coordinator for carers is a cause of frustration to some. Further work should be undertaken with agencies that support carers to consider how they can work together to 'mesh' services so it doesn't matter where people enter, they will get consistent and appropriate support.

4.0 **POLICY IMPLICATIONS**

4.1 The policy implications of pursuing any course of action arising out of the recommendations will be highlighted, as appropriate, through the usual reporting channels

5.0 **FINANCIAL/RESOURCE IMPLICATIONS**

5.1 The financial/resource implications of pursuing any course of action arising out of the recommendations will be highlighted, as appropriate, through the usual reporting channels.

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**

None

6.2 **Employment, Learning & Skills in Halton**

None

6.3 **A Healthy Halton**

The health and wellbeing of carers is a priority in Halton, and the contribution they make to the health and social care sector is recognised.

6.4 **A Safer Halton**

None

6.5 **Halton's Urban Renewal**

None

7.0 **RISK ANALYSIS**

7.1 None identified at this time

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified at this time

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

9.1 None under the meaning of the Act.