

NORTH LINCOLNSHIRE COUNCIL

CABINET

**A STRATEGY FOR ADULT CARERS WHO CARE FOR VULNERABLE ADULTS
IN NORTH LINCOLNSHIRE**

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 The council has a commitment to support carers of vulnerable adults and a statutory duty to ensure that the needs of carers are assessed and that effective services are commissioned and in place to meet carers' assessed needs.
- 1.2 Family and informal carers play a vital role in supporting older people or those with disabilities. The council wants to do more to help them and has included improved support to carers in its local area agreement with government office.
- 1.3 In June 2008, the Government published a national strategy for carers.
- 1.4 In April 2009 cabinet member for Adult Social Services approved the development of a North Lincolnshire strategy for carers in line with the national strategy, with a requirement to consult extensively with key partners, including carers.
- 1.5 This report seeks Cabinet approval for the North Lincolnshire Commissioning Strategy for Carers.

2. BACKGROUND INFORMATION

- 2.1 In June 2008, the Government launched its national strategy for carers: "Carers at the heart of 21st century families and communities: a caring system on your side; a life of your own." It set out a ten-year vision the aim of which is to enable carers to be universally recognised and valued as being fundamental to strong families and stable communities by 2018. The strategy requires support to be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen
- 2.2 The strategy included a number of short term and longer-term priorities, to ensure that the vision is achieved by 2018. Included in the strategy is the statement:

“This transformational ‘New Deal for Carers’ will depend on the commitment and the vision of statutory, third sector and private sector agencies. Over the next ten years, it is carers who will judge the effectiveness of the strategy. It is they who know whether they feel valued, respected and supported to have the best possible quality of life, often in difficult circumstances.”

2.3 In North Lincolnshire carers have told us that the services they receive are adequate but could be significantly improved. The council acknowledged this and made services to carers a priority by including it in the Local Area Agreement.

2.4 Carers’ experiences in North Lincolnshire are outlined in the document ‘Is knaCARERed a Medical Condition?’ This document is the result of research into the lives of carers in North Lincolnshire and has been produced in collaboration with carers. As well as outlining the current challenges from the carers’ perspective, the document suggests ways of improving support for carers.

2.5 As result of the publication of the national strategy for carers and the outcomes of ‘Is knaCARERed a Medical Condition’, cabinet member for Adult Social Services approved the development of a North Lincolnshire commissioning strategy for carers in April 2009. The suggestions contained within ‘Is knaCARERed a Medical Condition?’ and the expectations contained within the national strategy are reflected in the final draft of the carers’ commissioning strategy presented to cabinet for approval. This is attached to this report as appendix 1 and has been developed in full collaboration with carers and other key partners.

3. OPTIONS FOR CONSIDERATION

Option 1

3.1 Cabinet approves the North Lincolnshire Commissioning Strategy for Carers

Option 2

3.2 Cabinet does not approve the North Lincolnshire Commissioning Strategy for Carers.

4. ANALYSIS OF OPTIONS

Option 1

4.1 The development of this commissioning strategy has involved carers and internal and external partners fully. Approval would signal that the council had listened to their views and is prepared to act on what has been said.

4.2 Implementing the commissioning strategy would lead to significant improvements in support for carers in North Lincolnshire and would meet the requirements of the national strategy for carers.

- 4.3 In addition there will be significant improvement in performance against the key performance indicator, which forms part of the North Lincolnshire Local Area Agreement .

Option 2

- 4.4 If the commissioning strategy is not approved carers and partners may feel their efforts in suggesting improvements have been wasted. This would make it harder to engage with them in the future.
- 4.5 Support to carers would continue to improve, but in the absence of a commissioning strategy and an implementation plan, improvements would be slow and more difficult to achieve.
- 4.6 The absence of a strategy would put the council's performance against a key performance indicator at risk.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 Financial

- 5.1.1 There are no new financial implications. The range of services to be commissioned will be funded from the carers grant (which has now been incorporated into the Area Based Grant) and is to the value of £677,119 for the financial year 2009/10.

- 5.1.2 However as part of the strategy it will be necessary to review current activity in Adult Social Services funded by the carers grant. As a result a number of service budgets may need to be realigned to enable some current activity to become mainstreamed. This is reflected in the transformation plan which is part of the commissioning strategy.

- 5.2 There are no staffing related implications

- 5.3 There are no implications relating to property

- 5.4 There are no implications relating to IT

6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)

- 6.1 The national strategy document – “Carers at the Heart of 21st Century Families and Communities” (2008) placed a duty on local authorities to transform the range of support and services offered to carers.

- 6.2 Local authorities have a statutory duty to assess the individual needs of carers and to fund solutions to meet the needs identified. This strategy and the outcomes proposed within it will assist the council to fulfil its statutory duties in relation to carers.

- 6.3 A Diversity Impact Assessment has been completed in respect of this strategy.

- 6.4 Effective support for carers will enhance the safety of vulnerable

people and the people who care for them. There are no other implications in respect of section 17 – Crime and Disorder

6.5 There are no risk or other implications.

7. **OUTCOMES OF CONSULTATION**

7.1 As part of the development of this strategy carers were consulted about their needs and aspirations for carer focussed support and services in North Lincolnshire, their views are fully reported in 'Is KnaCARERed a Medical Condition?'

7.2 The LSP has been part of the consultation and are fully in agreement with the strategy

8. **RECOMMENDATIONS**

8.1 That cabinet notes the requirements placed on North Lincolnshire to produce a carers strategy.

8.2 That cabinet approve the content of this report and approves the North Lincolnshire Commissioning Strategy for Carers.

8.3 That cabinet approve the submission of regular progress reports to Cabinet Member, Adult Social Services.

SERVICE DIRECTOR ADULT SOCIAL CARE

The Angel
Market Place
BRIGG
North Lincolnshire
DN20 8LD

Author: Peter Lenehan

Date: 22 September 2009 V3

Background Papers used in the preparation of this report

1. June 2008 Cabinet Report
2. Report to Cabinet Member for Adult Social Services April 2009
3. 'Is KnaCARERed a medical condition' March 2009
4. North Lincolnshire Commissioning Strategy for Carers 2009 -2014



COMMISSIONING
STRATEGY

4

Fit for the Future
2009 - 2014

Your life, your choice

Commissioning Strategy
for carers

A SUMMARY


North Lincolnshire


LINCOLNSHIRE
COUNCIL
www.northlincs.gov.uk

Your life, your choice – Commissioning Strategy for carers

This leaflet aims to give a picture of the commissioning intentions for health and social care services for the carers of North Lincolnshire over the next five years.

The next section describes what we want to do in North Lincolnshire before providing some background to **Your life, your choice**.

Our Vision

...empowering carers to to access the support and services, which they feel, enable them to feel supported to continue in their caring role and ensure full participation and inclusion within North Lincolnshire.

The focus of **Your life, your choice** is to commission personalised services and support for the carers of North Lincolnshire. Our commitment is that by 2014 carers will have easy access to the full range of opportunities and choices to maintain a good quality of life, having a life of their own, having a caring system on their side and to be respected as expert care partners.

Working closely with partners such as health services, voluntary agencies, service providers, council services and carers themselves will ensure this vision is realised.

Priorities for Change in North Lincolnshire...

North Lincolnshire Council and our partners will work towards...

| | |
|---|---|
| <ul style="list-style-type: none"> ⇒ Establishing a one-stop-shop for carers. ⇒ Developing a comprehensive, flexible creative menu of services to support. ⇒ Providing personalised information for carers including service details and cost. | <p style="text-align: center;">Independent</p> <p>Carers will access what they need and when they need it.</p> |
| <ul style="list-style-type: none"> ⇒ Implementing the Carer Need Form. ⇒ Providing training for all staff who support carers to enable access to a full menu of personalised solutions. ⇒ Developing carer led training and ensuring carers are considered expert care partners. | <p style="text-align: center;">Respect</p> <p>Carers will decide what their own needs are.</p> |
| <ul style="list-style-type: none"> ⇒ Ensuring everyone has knowledge of their personal budget by 2011. ⇒ Establish a user led organisation. ⇒ Enabling people to buy the services and solutions they need using variety of methods. | <p style="text-align: center;">In Control</p> <p>Carers will know how much money they are entitled to.</p> |
| <ul style="list-style-type: none"> ⇒ Developing an information pack in partnership with carers and deliver Caring with Confidence training. | <p style="text-align: center;">Involved</p> <p>Carers will design their own Support</p> |

| | |
|--|--|
| <ul style="list-style-type: none"> ⇒ Enhancing the role and profile of the Carers Partnership Board across all areas and ensuring carers play a key role as expert members. ⇒ Developing a Carer/Commissioner role in the Commissioning Team. | <p>Plan.</p> |
| <ul style="list-style-type: none"> ⇒ Developing the carer break service. ⇒ Increasing the range of choices for carers to improve their health and well being e.g. leisure services. ⇒ Establishing ways to identify how carers can have their health needs addressed. | <p>Healthy Carers will stay healthy and recover quality from illness.</p> |
| <ul style="list-style-type: none"> ⇒ Delivering person centred services and safe environments for all. ⇒ Developing technologies that support self-care and support to carers. | <p>Safe Carers will feel secure in the home of their choice.</p> |
| <ul style="list-style-type: none"> ⇒ Supporting carers to have a voice and be heard. ⇒ Developing a workforce that is fit for the future. | <p>Confident in the Future Carers will feel able to pursue a fulfilling life.</p> |

Key commissioning projects for 2009-2014

- Encourage collaboration among third sector carers organisation and establish a one-stop-service supported by specialist Case Leaders.
- Develop and deliver:
 - Family Carer Team to provide carers who have complex needs with support and services and offer comprehensive, flexible and creative menu of services.
 - Emergency support services for carers to provide care for up to 48 hours if needed
 - Carer break service
 - Develop information pack for carers in partnership third sector organisations and carers themselves.
- Review enhanced funding options for third sector organisations.
- Provide support to carers of people with mental health problems.
- Work with NHS North Lincolnshire to identify how carers can have their health needs addressed,
- Enhance training opportunities.
- Establish:
 - Carers Partnership and enhance opportunities for carer involvement
 - Change Manager for Carer Services post (1-year)
 - Service pathway between third sector and social services that is responsive to need.

Some background...

Your life, your choice has been written after extensive consultation with carers. The strategy is underpinned by key national policy for health and social care which places the emphasis on services that promote and enhance well being, independence and choice for all adults, delivered through person centred services. These themes are also consistent with local policies such as the Sustainable Community Strategy, 'Many Faces - One Community', the council's strategic plan, 'Going Forward Together' and the Adult Services strategy.

The Carers Partnership Board has a key role in monitoring that **Your life, your choice** is delivered and to make sure that carers are central to commissioning and service delivery. The Carers Partnership Board is one of five Citizen Specific Partnerships with a remit to:

- Engage with the citizen group and their families
- Answer key questions – “what is life like?” and “what do you need?”
- Monitor “what works” for the citizen group.

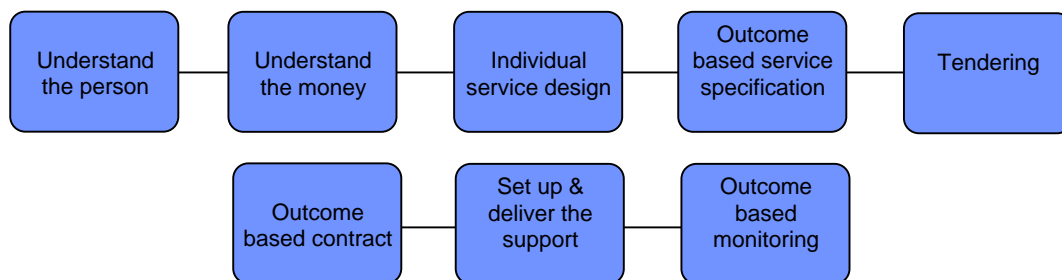
What is personalisation?

...personalisation means that you should receive services designed specifically for you, at times and places to suit you.

The Executive Strategic Commissioning Board is responsible for the commissioning strategy and its implementation.

Carers Commissioning Pathway

Support and services in North Lincolnshire should be designed and developed for and alongside carers. The diagram below shows how our commissioning approach is person centred and fit for the future.



CSIP et al., (2008). **Person-centred commissioning - now: a pathway approach to commissioning learning disability support.**

What is commissioning?

Our aim in commissioning is to put people at the centre of everything that we do, so that we actively support choice and enable people to have control over their own lives.

Commissioning is about enhancing the quality of life for carers of people by:

- Understanding and anticipating future need
- Making the best use of all available resources
- Promoting health and inclusion and supporting independence.
- Identifying areas that get a raw deal and giving them a voice to influence improvement.

AND

- Delivering best and safest possible care and support

Adapted from CSIP (2007). Key Activities in Commissioning Social Care.

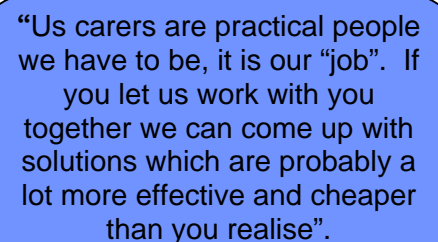
In short, commissioning is about listening to people, working in partnership and making it happen!

Needs led commissioning

As well as understanding the person, **Your life, your choice** provides a wider picture of local need and sets some key priorities for change in North Lincolnshire. **Bigger Better Lives Now** makes use of local information such as the views of citizens and professionals alongside facts and figures about the local population.

North Lincolnshire's Joint Strategic Needs Assessment (JSNA) produced in 2008 provides useful information about the local population and changes we can expect over the next decade:

- 1 in 7 (4650) female workers and 1 in 9 (4240) male workers in North Lincolnshire are caring for someone with a health problem or disability.
- The highest rate of carers is amongst men and women aged 45 to 50 years.
- Of these, about a quarter spend at least 20 hours a week caring for someone outside work hours.
- For retired people the proportion of carers is even higher and we should expect an increase in the amount of care provided by older people, especially spouses.



“Us carers are practical people we have to be, it is our “job”. If you let us work with you together we can come up with solutions which are probably a lot more effective and cheaper than you realise”.

Between January 2009 and April 2009, there has been extensive consultation with carers to ascertain their views and identify their needs. The Carers Experience Report, “Is knacarered a medical condition?” (Blake, 2009) describes in detail the views of carers. From this report came a number of recommendations including that are at the heart of **Your life, your choice**.

We should however remember that carers are not all the same. Caring can take a large number of forms and is undertaken by individuals from all walks of life at different stages in their lives. (Blake, 2009)

How well are we doing?

How will we know the impact of local commissioning? In North Lincolnshire we feel that looking at one measure alone will not give the whole picture. Instead we measure the real benefits of services commissioned through this strategy using a method we call **Triangles**.

Triangles is a “Three way thinking” approach that looks at actual outcomes for individuals. Firstly to understand the **ACTIVITY** that is delivered to meet the outcome, the **QUANTITY** of activity, the how much, and lastly the **QUALITY**.

Next Steps...

Your life, your choice will be reviewed and updated on an annual basis. We are interested to hear what you think about **Your life, your choice**. What’s important to you, how should services look in North Lincolnshire, have we identified the right priorities for change?

Your views will help us to make sure that citizens of North Lincolnshire have a say in shaping adult services.

Now tell us what you think...

Question 1: Does this leaflet help you to understand our vision for support and services in North Lincolnshire?

Yes No

If you answered no, what would you find helpful?

| |
|--|
| |
|--|

Question 2: What do you think the 'priorities for change' for carers should be for the next 5 years?

| | |
|-------------------------|--|
| Independent | |
| Respect | |
| In Control | |
| Involved | |
| Healthy | |
| Safe | |
| Confident in the future | |

Question 3:

What services would you like to see in North Lincolnshire over the next 5 years?

| |
|--|
| |
|--|

Question 4:

What would you like to see in the updated Commissioning Strategy?

| |
|--|
| |
|--|

Let us know what you think. We want to hear your story. Get in touch by:

Email: Rebecca.hollis@northlincs.gov.uk

Post: Strategic Commissioning Team, Dragonby House, Brumby Resource Centre, East Common Lane, Scunthorpe, North Lincolnshire, DN16 1QQ