

## FOR INFORMATION ONLY

<b>REPORT TO:</b>	<b>HEALTH AND WELLBEING BOARD (CROYDON)</b> <b>Date 10 June 2015</b>
<b>AGENDA ITEM:</b>	<b>17</b>
<b>SUBJECT:</b>	<b>Croydon Carers Strategy update</b>
<b>BOARD SPONSOR:</b>	<b>Paul Greenhalgh, Executive Director, People Department</b>
<b>BOARD PRIORITY/POLICY CONTEXT:</b> The Croydon Carers Strategy 2011-16 ( <a href="http://intranet.croydon.net/dash/Carers/carers.asp">http://intranet.croydon.net/dash/Carers/carers.asp</a> ) contributes to Croydon Council's vision of promoting independence, live ability and growth.	
<b>FINANCIAL IMPACT:</b> There are no further financial implications associated with this update report. Carers are estimated to save the Council and local health services £541 million a year.	

### 1. RECOMMENDATIONS

- 1.1 That the Health and Well Being Board notes and supports the work to support Carers in accordance with the Croydon Carers Strategy 2011 – 2016.

### 2. EXECUTIVE SUMMARY

The Croydon Carers' Strategy 2011- 2016 (the Strategy) was written in anticipation of the Care Act 2014. The strategy highlights the value of investing in carers, who provide an essential range of support to their person cared-for that would otherwise need to be undertaken by the local health and social care economy.

The strategy was the subject of consultation with all known stakeholders and their responses were incorporated within it. The strategy was used to implement commissioning plans (the Carers Support Network Funding Programme of 2012-15) for carers' services , including the development of the Carers Support Centre (the hub) – all to provide services which are preventative, personalized, cost effective and targeted to meet carers' needs. Plans are underway to re-commission carers services under a new commissioning programme in time for 1 April 2016.

### 3. IMPLEMENTATION OF THE CROYDON CARERS' STRATEGY

- 3.1. Implementation of the strategy, which received Cabinet approval in October 2011, is ongoing. Progress is highlighted below.

- 3.2. A range of preventative and early intervention carers' services were commissioned from 1<sup>st</sup> July 2012 as part of the Carers Support Network Commissioning Programme 2012-15 using the 'hub and spoke' service delivery model. Due to the implementation of the Care Act 2014, the Council has extended and varied these contracts to 31<sup>st</sup> March 2016. This has additionally involved signing a one year contract with the Whitgift Foundation and South Thames Crossroads Care to carry out carers assessments on behalf of the Council. This will allow the Council to firstly be demand ready for carers services; secondly, help assess the level and nature of demand for carers services; thirdly, maintain continuity and minimize disruption of services during the period of the Care Act implementation and fourthly, provide the space to prepare for the new carers commissioning programme 2016- 2019. The latter will, amongst other things, consider what further initiatives need to be developed in order to meet the Care Act duties.
- 3.3 One of the key aims of the Carers Strategy was to develop an accessible new Carers Support Centre for Croydon. Much has been achieved in this area, thanks to the significant investment by the Whitgift Foundation as part of a partnership venture between the Council and the voluntary sector. The Centre (24/26 George Street in Central Croydon) was officially opened on 7<sup>th</sup> October 2013. The Centre is now flourishing as the 'go to' point for information and other carers' services including a signposting service to more specialist carers' services. The Carers Support Centre brand/logo is now firmly established.
- 3.4. As a single point of access for carers, the Carers Support Centre has 13 offices and spreads over three floors. The ground floor is opened up as a reception, meeting space for carers and confidential meeting rooms. There is a training room which facilitates up to 30 people and houses services such as South Thames Crossroads Care, Horizon Care and Welfare, Young Carers Project, Healthwatch, Family Lives, Parents in Partnership, Croydon Neighbourhood Care Association and JAG foundation.
- 3.5 The Carers' Support Network provision has put in place early intervention and preventative services which are delivering good outcomes for carers. The services on offer are access to information, advice, advocacy and support (single contact centre, support groups, peer networks, counselling - either 121 or by telephone, training), befriending and short break services. These services are accessible through the Carers Support Centre or directly from the providers who provide these services. Outcomes information show that carers feel that their quality of life has improved through the use of these services for example 72% of carers reported that through the use of respite services that their stress levels had decreased. The provision also includes culturally appropriate respite and breaks service for black, ethnic minority communities and offers office and home-based services. Over the last three years, this provision was increased through the Better Care Fund investment. In 2014-15, over 430 carers benefitted from this extra provision. The Carers Support Centre which is operated by the Whitgift Foundation, continues to maintain and expand carers services as follows:

- The carers café is now open every day during the morning period. This is where carers can enjoy some respite over a drink, receive a befriending service or meet up with other carers.
- Groups meet regularly at the Centre, e.g. carers singing group, carers reading group, Parkinson Society's support group, National Autistic Society's support group and carers support group (general).
- Advice surgeries take place on debt advice (monthly), benefits advice surgery (twice a month), mental health surgery, CAB advice surgery (once a month) and legal advice surgery (once a month) and employability skills (once a month); special educational needs drop in (twice a month).
- 20 training sessions on average are run quarterly. Training topics include first aid for carers of a child with special need or disability, caring for an adult with a substance misuse /addiction, speaking up on someone's behalf, caring for people with Alzheimer's and Dementia and understanding and acknowledging carer stress, pressure sores, Care Act, Wills and Trust and Makaton. The carers attending the training often meet other carers and form peer networks.
- Carers Support Centre website – there have been continued improvements of the website. Further developments could include having links to the free health apps e.g. NHS Direct's mobile app that allows access to trusted and reliable healthcare advice from wherever you are, straight to your smartphone.
- Free health checks every Wednesday for carers aged from 40 -74.
- Availability of radar keys for disabled toilets.
- Carers assessments on behalf of the Council from June 2015.
- The carers directory called '*How to guide for carers*' is currently being updated and will contribute towards Council's Careplace initiative for having a single information and advice directory for the borough.

3.6. The development of the carers register at the Carers Support Centre has been completed. This has further progressed to allow the required data capture as part of completing carers assessments on behalf of the Council. Providers within the Carers' Support Network, make referrals of new carers, subject to consent, to the carers register. The register is a gateway to carers receiving benefits such as free membership to the Centre, discount card offering discounts to a few local shops and leisure facilities (the discount scheme is planned for expansion through a new initiative by the Whitgift Foundation which has been supported by the Council), receipt of regular *Carers News and* bulletins containing useful information about services and invitations to carers events.

3.8 In total, the Carers Support Centre has recorded 3,800 carers on the carers register. These numbers change periodically as a result of changes in the caring role. The carers register closely correlates with Croydon's census data. Through the carers register, we are able to be more efficient in terms of disseminating carers' information to all known carers. The register is building up an evidence base for carers which will be useful for future planning of carers services.

- 3.9 Regular Carers Partnership Group meetings are organised every quarterly and the Council's safeguarding team provides periodic briefings on safeguarding matters. Amongst other things, the Partnership Group has been involved in work and discussions on Care Bill/ Act consultations, service design for people (and their carers) with dementia, urgent care, care homes and the development of Careplace, the single information directory for Croydon. The Young Carers Steering Group meetings have been resumed to consider, amongst other things, the recent legislative changes that affect young carers. Borough-wide carers events continue to take place such as Carers Week and Carers Rights Day. The Carers Rights Day, scheduled for 3 June 2015, raises carers issues among carers and professionals and allows carers to access services early and at the right time. Last year, the Carers Rights Day attracted some 350 carers and professionals with excellent feedback received. The Carers Week event scheduled from 8 to 13 June 2015 in Croydon has gone 'local' in that a wide range of carers events/activities will occur across the borough. The purpose of these events is to give carers a break, relieve isolation and are signposted to services if or when they need to.
- 3.10 As mentioned in paragraph 3.2, commissioned services under the Carers Support Network Commissioning Programme 2012-15 are coming to an end in March 2016. The Council's new carers commissioning programme is currently being designed which will, inter alia, take into account the Care Act 2014 as it is being applied in Croydon, the statutory carers survey results of 2014, the carers register data, and emerging good practice for carer services. To date, two engagement sessions have taken place with the Carers Partnership Group. An engagement workshop is planned for 27 May 2015 to involve wider groups of stakeholders including carers. The workshop will focus on addressing any gaps in carers services, joining up services further as well as making ongoing improvements in the existing Carers Support Network service delivery model.
- 3.11 The arrangements set out above mean that Croydon is well-placed to meet the requirements of Phase 1 of the Care Act, which came into effect in April 2015.

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