


London Borough of Hammersmith & Fulham	
 hammersmith & fulham	HEALTH, ADULT SOCIAL CARE AND SOCIAL INCLUSION POLICY AND ACCOUNTABILITY COMMITTEE
29th April 2015	
TITLE OF REPORT	
Listening to and supporting carers	
Report of the Executive Director, Adult Social Care and Health	
Open Report	
Classification - For Review & Comment	
Key Decision: No	
Wards Affected: All	
Accountable Executive Director: Liz Bruce	
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1. EXECUTIVE SUMMARY

1.1. This report provides:

- a description of local carers in Hammersmith & Fulham;
- the interim local results of the recent National Carers Survey, and other recent feedback from carers;
- the range of support services available to carers living in the borough
- information on areas to improve services for carers in future.

2. RECOMMENDATIONS

2.1. The Committee is asked to review and comment on the contents of the report.

3. INTRODUCTION AND BACKGROUND

3.1 A carer is somebody who provides support or who looks after a family member, partner or friend who needs help because of their age, physical

or mental illness, or disability. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer.

- 3.2 The support and care provided by unpaid carers to family members or friends with health and social care needs is crucial. Without the support of this dedicated group, the cost of maintaining people independently in the community would be far greater. It is estimated that there are 5.2m carers nationally and the care they provide saves approximately £119 billion every year for health and social care services in England.
- 3.3 The Care Act 2014 provides new rights to carers and gives local authorities a responsibility to assess a carer's needs for support, where the carer *appears* to have such needs. Support for carers in Hammersmith and Fulham is provided by Adult Social Care through the social work and care management teams, by Carers Network, the contracted carers' organisation in the borough, and by a range of voluntary sector organisations including Mind and Mencap.
- 3.4 This paper describes the population of carers in the borough, what carers have told us about themselves and their circumstances and the services they receive. It also outlines how the Council aims to meet carers needs now and in the future.
- 3.5 The Council is committed to listening to carers and putting the carers voice at the heart of service improvements and developments. This paper is intended to support this approach.

4. CARERS IN HAMMERSMITH & FULHAM

- 4.1 In the national ONS Census of 2011 12,330 local residents described themselves as providing unpaid care to a family member or friend.
 - Of this group around 2,500 reported providing very high levels of care, of 50+ hours per week, around two thirds of this group were female.
 - Carers providing 50+ hours of care a week were more likely to live in the north of the borough, in College Park & Old Oak, Wormholt & White City, areas of relative deprivation and social housing. Fulham Broadway and Sands End also have higher rates of carers compared to the borough average.
- 4.2 In January 2015, 941 carers were known to adult social care services in Hammersmith & Fulham, with more being known to local voluntary and community groups.
- 4.3 Prior to April 2015 a carer needed to provide 'regular' and 'substantial' care to be eligible for an assessment. The new duties under the Care Act and the right of all carers to request an assessment, could mean that an estimated additional 800 local carers may come forward to be assessed.

5. CARERS VOICE

5.1 The Council want to put the views of carers and feedback about their experience at the heart of how services are developed in the future. Every contact between carers and local services is an important opportunity to hear carers views, and tell us when we have got things right and importantly, how things can be done differently. To meet this challenge the Council uses a range of different methods to make sure as many carers voices as possible are heard. These include using the national carers survey, extended local surveys, feedback from carers groups, feedback from individuals and complaints and representations.

5.2 National Carers Survey

5.2.1 Every two years there is a national requirement for local authorities to undertake a carers survey. The survey is aimed at carers who have been assessed by the local authority in the previous year. The survey asks about carers satisfaction and a number of questions about their quality of life. The latest survey took place between November 2014 and January 2015. The Council wrote to 455 carers and received responses from 39%. Details about the carers who responded locally and what they told us can be found in Appendix 1, these are presented in summary below.

5.2.2 About the carers who responded:

- A high proportion of carers provided very high levels of care; more than 4 in 10 carers who responded provide 100+ hours a week. National results of previous carers surveys suggest that where carers provide very high levels of care they are more likely to rate their quality of life lower.
- Carers in Hammersmith and Fulham were providing more hours per week than typical of many other areas and are more likely to live with the person they care for. Half had been caring for more than 10 years.
- Carers in Hammersmith and Fulham are far more likely to be women, retired or not in paid work, most were aged 50+. Half of them have a health condition themselves.
- Nearly three quarters of the people they cared for had multiple conditions, or long-standing illness. One third of carers cared for someone with dementia, a third for someone with learning disabilities and one quarter for someone with mental ill-health.
- Nearly all carers reported that they provided a full range of support to those who they cared for, including practical help, help with paperwork and finances, emotional support, keeping an eye on the person, help with personal care, taking them out and giving them medicines etc.

5.2.3 What carers told us

- Carers satisfaction with services has increased; 37.2% of respondents said they were 'extremely' or 'very' satisfied with services they were receiving; this is up from 33.7% two years ago.
- People caring for those with dementia were more likely to be 'extremely' or 'very' satisfied (48%) compared to carers of people with a learning disability who were least likely (32%).
- The survey asked carers about the impact of caring on their quality of life. The overall results suggest that the quality of life of carers locally has increased slightly over the last two years. However, from the comments received and responses to the survey carers are often a marginalised group, with those looking after people with a learning disability or mental health needs; providing a high number of hours of support or not in paid employment due to caring responsibilities, more likely to report a lower quality of life.
 - Spending time doing enjoyable things.
 - 18% of carers said that they were able to spend their time as they wanted doing things they valued or enjoyed; 63% said they were able to do some of the things they valued, but not enough, while 19% said they were not able to do anything they valued with their time.
 - Control over daily life.
 - 21% of carers said that they had as much control over their daily lives as they wanted; 64% said they had some control, and 15% felt they had no control at all.
 - Own personal care.
 - 47% of carers felt they had as much time to look after themselves in terms of getting enough sleep or eating well, 32% sometimes felt they could not look after themselves well enough and 20% felt that sometimes they were neglecting their own needs.
 - Personal safety.
 - 80% of carers said that they had no worries about their personal safety in relation to fear of abuse, being attacked or other physical harm; 19% said they had some worries and 2% said they were extremely worried.
 - Social participation and contact with others.
 - 27% of carers said that they had as much social contact as they wanted with people that they liked; 60% said they had

some social contact, but not enough and 13% said they felt socially isolated

- Encouragement and support in caring role.
 - 31% of carers felt encouraged and supported in their caring role; 56% said they received some encouragement and support but would like more, and 13% said they had none.
- In the survey carers told the Council what services they had been using in the past year. More reported using carers group services and training and employment support than two years ago; but with fewer using advice and information.

5.3 Feedback from complaints and representations

5.3.1 The Council acknowledge there have been some particular complaints and representations by some carers about carers services in Hammersmith & Fulham, including the Carers Network contract.

5.3.2 The Council takes all feedback seriously and has held regular meetings and discussions between the Cabinet Member for Health and Adult Social Care, senior officers and concerned carers to ensure that concerns raised were addressed.

<i>Summary of issues raised</i>	<i>What the Council has done</i>
<p><u>Transition to a new provider</u></p> <p>Information on Carers Network website was too generic and not local enough.</p> <p>The new service did not have a local base in the borough.</p> <p><u>Quality of services</u></p> <p>Specific concerns about support groups for people with mental health needs or learning disabilities were raised.</p> <p>Concerns about the timing of, and support offered on carers trips were raised.</p> <p>Concerns about lack of local focus in Carers network newsletter.</p>	<ul style="list-style-type: none"> ● <i>Carers Network website improved to give a better Hammersmith and Fulham focus.</i> ● <i>A local base for Carers Network has now been established at Bishop Creighton House.</i> ● <i>New specialist support groups now started with Mencap and MIND.</i> ● <i>Timing and staff support have been changed to better meet needs</i> ● <i>Carers Network will now produce a separate, dedicated Hammersmith & Fulham newsletter. They will work with local carers themselves so that they are directly involved in shaping the format and content of future editions.</i>

6. Meeting current and future needs of carers

6.1 Assessing and reviewing needs

- 6.1.1 Carers now have the right to an assessment if they wish to have one. However, there are universal services available for all carers irrespective of whether they have an assessment or not: these include advice and information and access to support groups. If a carer wants detailed individual advice, or access to specific types of support or services it is necessary to have a carer's assessment. Carer's assessments can be carried out by officers from the care management service or staff working for Carers Network (the contracted carers organisation in the borough).
- 6.1.2 The Care Act places the well being of carers at the heart of the assessment process and by focusing on the outcomes carer's want to achieve, assessors can work with carer's to determine the best way to support them, and where carer's have eligible needs plan with them how to meet these needs. This is called the support planning process. The types of support for carers include: high quality services to the cared for person; detailed advice/information; access to preventative services and carer's personal budgets. Carer's personal budgets are a sum of money paid by the local authority to a carer to support them in their caring role. Typically carers use these for alternative therapies, gym membership or a short break. Carers' enjoy the flexibility of this scheme as they can choose how best to meet their needs.
- 6.1.3 The Care Act improves the rights of carers and with the changed criteria for assessment (see section 4.3) there could be a significant increase in the number of carers coming forward for an assessment.
- 6.1.4 To effectively support carers the Council wants to make sure they are involved in and consulted on decisions about the care of those they are looking after. Whilst two thirds of carers in the survey said they had been involved or consulted, in a third of cases more involvement and consultation about decisions would have been welcomed by carers.
- 6.1.5 For customers and carers who have received an assessment and support planning from the local authority or the contracted carers organisation, there is a requirement to review their care and support on a yearly basis.

<i>What the Council have done</i>	<i>From April 2015</i>
Adult Social Care improved the performance in assessing and reviewing carers known to them in 2014-15. Performance improved from 41% in 2013/14 to over 50% in 2014/15. However the Council is committed to improve this significantly in the coming year, and is	<ul style="list-style-type: none"><i>To try and make the assessment process easier for carers and ensure it is proportionate the Council is introducing a shortened version of a supported self assessment form. This is a form carers can fill in themselves and then</i>

<p>introducing new forms of assessment to enable this.</p> <p>The Council have undertaken an audit of how Carers Network undertake assessments of carers.</p>	<p><i>complete with a staff member.</i></p> <ul style="list-style-type: none"> • <i>To meet the potential increase in carers asking for an assessment, the Council is streamlining the assessment process between the care management service and the carers contracted organisation, Carers Network.</i> • <i>Introduced and piloted new assessment forms focusing on achieving carer's chosen outcomes to help and maintain a carer's well being.</i> • <i>Carers who have had an assessment will get a written support plan outlining the advice and support to be arranged to help in their caring role.</i> • <i>Introduced a quality assurance process to ensure that assessments undertaken by Carers Network on behalf of the Council are of consistent quality and that carers needs are being meet.</i>
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6.2 Advice and information

6.2.1 Under the Care Act, local authorities must: *“establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers”*. (Care Act Guidance Oct 2014)

6.2.2 Carers told us that getting the right advice and information at the times they need it, in a format that works for them is crucial to help support them in their caring role. The Council also recognise that good quality and accessible information and advice is important to enable all residents to take responsibility for their own health, well being and care, and to help them have as much choice and control as they want.

6.2.3 Nearly two thirds of carers told us they found information and advice ‘very’ or ‘fairly’ easy to access, with a third finding it ‘fairly’ or ‘very’ difficult. The majority of carers (84%) told us they found the information they had been given ‘very’ or ‘fairly’ helpful.

6.2.4 Whilst these results are an improvement on two years ago, the Council recognises that carers in different circumstances want access to high quality information in different formats delivered in a variety of ways, this will underpin our approach going forward.

<i>What the Council have done</i>	<i>From April 2015</i>
<ul style="list-style-type: none"> • Carers Network produce four newsletters a year with information regarding local services and events. It is distributed to approximately 1000 carers in H&F per quarter. • Carers Network hold drop in advice sessions at three locations in the borough, as well as offering booked appointments. From Dec 2013 to February 2015, 159 drop in sessions took place. • People First website has been developed with up to date local information for customers and carers. • Improvements in the Carers Network website to better meet local information needs. 	<ul style="list-style-type: none"> • <i>Carers Network will distribute the newsletter to a wider audience including GP practices, pharmacies local voluntary sector organisations and via the free local press. The layout of the newsletter will be improved following carer feedback.</i> • <i>A series of leaflets have been written explaining how the Care Act will impact on customers and carers. The leaflet on carers services locally is being updated.</i> • <i>People First has been expanded to include more information on local services for customers and carers. Officers will be asking for feedback on the website from members of the Carer's Forum (see section 6.6).</i> • <i>MIND and Mencap will be offering advice and information to carers through the carers support groups from April 2015.</i>

6.3 Carers Personal Budgets

6.3.1 Carers who responded to the survey found the carers personal budget particularly helpful and appeared to like the flexibility to use it on a range of things, depending on need. When asked about choice and control generally, 84% of carers said they had 'some' or 'all' of their needs met.

6.3.2 The number of carers coming forward for an assessment who may meet the eligibility criteria for carer's personal budgets may well increase as a result of the Care Act.

<i>What the Council have done</i>	<i>Future plans</i>
Targeted carers who offer high levels of unpaid caring to offer them an assessment. This group of carers are more likely to	<ul style="list-style-type: none"> • <i>Obtained additional funding from the Care Act Implementation Fund for</i>

<p>have eligible needs that can be met by a personal budget.</p> <p>Together with health services been piloting a scheme to promote and increase awareness of carer's needs with a group of six GP practices in Hammersmith and Fulham.</p>	<p><i>carer's personal budgets provision.</i></p> <ul style="list-style-type: none"> • <i>Working with the local health services with a view to piloting the scheme with a further eight GP practices in Hammersmith and Fulham.</i>
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6.4 Carers support groups

6.4.1 The Council recognises that carers are potentially a potentially isolated group often lacking the support of peers, etc. Carers have told us that friends and neighbours and other carers provide invaluable support to them. The results of the survey suggest that carers are using more carers group services than two years ago. The Council wants to make sure that all carers are valued, encouraged and supported. We recognise the importance of carers support groups in helping to achieve this aim.

<i>What the Council have done</i>	<i>Future plans</i>
<ul style="list-style-type: none"> • Carers Network undertook a review of support groups and their frequency. • In the 12 months to Dec 2014 192 support group sessions took place with 1122 carer attendances took place. 	<ul style="list-style-type: none"> • <i>Carers Network asking for feedback on the current format and frequency of the support groups through their survey.</i> • <i>Re starting the support groups for carers of people with a learning disability and mental health needs by specialist organisations Mind and Mencap from April 2015.</i> • <i>Fund raising by carers Network has enabled them to set up a new End of Life project to support older carers supporting people at the end of their lives.</i>

6.5 Respite care and short breaks

6.5.1 The Council recognise the importance of respite care and short breaks care in supporting carers as it enables them to have a break or pursue personal interests away from their caring role. 32% of respondents to the carers survey who had experience of respite care said it helped them 'a lot' or 'quite a lot, but 40% felt it had helped them hardly at all.

<i>What the Council have done</i>	<i>Future plans</i>
In 2013-14 - the Council spent £350,333 on bed based respite for 87 people. (This excludes the in-house provision at Rivercourt for people with a learning disability).	<ul style="list-style-type: none"> • <i>Respite care for the 'cared for' person can be of great support for carers, ensuring they have a break from caring. When carrying out a carer's assessment, assessors will consider if a referral for respite is appropriate.</i> • <i>Working with the H&F Carer's Forum (see section 6.6) we will talk with carer's to hear their views on respite.</i> • <i>Carers may be eligible for a short break in their own right. Assessors will discuss this during the assessment process and if this is an eligible need, carers can apply to either the Small Grant Scheme administered through Carers Network or through the carer's personal budget scheme.</i>

6.6 Making sure we continue to hear carers' voices

The Council is committed to ensuring that every contact between carers and local services is used as far as possible to hear carers views and address their concerns. Using a range of methods to gain carers feedback, the Council is particularly committed to trying to resolve any issues carers may have in as a proactive a way as possible making sure as many carers voices as possible are heard.

<i>What the Council have done</i>	<i>Future plans</i>
<p>National carers survey in LBH&F</p> <p>Carers Network obtain feedback from carers following all events. This informs future planning and is available to local authority staff through the contract monitoring process.</p> <p>A forum is held for staff representatives from the local authority, mental health</p>	<ul style="list-style-type: none"> • <i>Officers will be working with the care management service and local voluntary organisations to highlight the issues raised by the survey results and are developing an action plan to address areas for improvement.</i> • <i>Carers Network are undertaking a</i>

<p>teams and local organisations working with carers twice yearly to look at quality issues.</p> <p>The Carers' Partnership Board runs quarterly with carer representatives from Hammersmith and Fulham. The topics for discussion are agreed by carers.</p> <p>Where there are serious concerns which cannot be resolved by other means the statutory adult social care complaints process is open to carers.</p> <p>Individuals and groups of carers can also raise complaints through Carers Network.</p> <p>In all cases, complaints are thoroughly investigated and the Council is committed to learning from complaints making any necessary service changes.</p> <p>Successful Carers Rights Day held in November 2014.</p>	<p><i>survey of carers they are in contact with not known to adult social care so the Council can get a broader perspective on carers views.</i></p> <ul style="list-style-type: none"> • <i>A dedicated H&F Carers Forum has been set up to hold its first meeting in April 2015. This will provide a forum for local authority staff to hear carers voices and for carers to influence services.</i> • <i>Regular meetings between carers and senior officers within the local authority will continue to take place.</i> • <i>Carers Week in June 2015. Carers Network to work with carers to coproduce local events drawing on learning from feedback and past events and activities</i>
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6.7 Opportunities for employment, occupation and social inclusion

6.7.1 Providing unpaid care for long periods of time can be an isolating experience for carers and can impact on carer's health and well being. Opportunities for employment, volunteering and other forms of social inclusion can be beneficial for carer's health.

<i>What the Council have done</i>	<i>Future plans</i>
<p>Carers Network offer volunteering opportunities for carers and ex carers within their organisation.</p> <p>Carers Network run support groups/organise days out for carers to reduce carer's experience of social isolation.</p> <p>Carers Network organise events for Carers Week in June, and Carers Rights Day in November.</p> <p>Carers Network support workers provide carers with information on local education/IT courses to improve carer's skills and knowledge; provide information on health and leisure opportunities locally and link carers to other voluntary sector organisations in the borough who can offer support to carers.</p>	<ul style="list-style-type: none"> • <i>The new eligibility criteria for carers in the Care Act relates to the impact of caring on specific domains. These include opportunities for education/volunteering and having a job. Assessors will now routinely ask carers how caring impacts on their opportunities in these areas and offer support in relation to carer's achieving their personal outcomes.</i> • <i>The new carers assessment form includes Quality of Life Survey questions. This will enable officers to gather information on these areas in between formal survey</i>

	<p><i>questionnaires to inform future planning of services.</i></p> <ul style="list-style-type: none"> • <i>Carers Network are now asked to report on the number of new carers they are in contact with who are in employment to ensure the voice of these carers is heard and their needs addressed within their service.</i> • <i>Carers Network are working with councillors and Community Champions in the College Park and Old Oak wards to raise awareness of carers and carer's issues by planning a training session with local housing association staff in April and running a stall at the community centre fun day as part of Carers Week events in June.</i> • <i>Carers Network are working with White City Enterprise, Hammersmith Community Gardens Association, the Community Champions and the Befriending Service to raise aware of carers in the Wormholt and White City wards as they have the second highest proportion of unpaid carers in the borough. Events are planned with Askew Library and Parkview Health Centre.</i>
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7. CONSULTATION

7.1 This report is for information only. There are no issues to consult on.

8. EQUALITY IMPLICATIONS

8.1 There are no equality implications arising from this report.

9. LEGAL IMPLICATIONS

9.1 There are no legal implications arising from this report.

10. FINANCIAL AND RESOURCES IMPLICATIONS

10.1 There are no financial or resource implications arising from this report.

11. RISK MANAGEMENT

11.1 There are no issues in relation to risk arising from this report.

12. PROCUREMENT ISSUES

12.1 There are no procurement issues arising from this report.

13. CONCLUSION

13.1 This report is for information only. It provides: information on the number of carers living in Hammersmith and Fulham; the interim results of the recent National Carers Survey; the range of support services available to carers living in the borough and areas for future development to continuously improve the service for carers locally.

Appendix 1 – National Carers Survey in LBH&F 2014-5 - Preliminary results

LOCAL GOVERNMENT ACT 2000

LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location