



Adult Social Care Select Committee  
1 July 2010

**Making a Difference to Carers Lives:  
Progressing the Surrey Joint Carers Commissioning Strategy**

**Purpose of the report:** Policy Development and Review

Improving support to carers is a key priority for both the County Council and the new Coalition Government. This report gives a progress report on implementation of the current National Carers Strategy and the future challenges facing the County Council.

**Introduction:**

- 1 In Surrey there are almost 100,000 carers. There were 21,538 carers in Surrey identified in the 2001 Census as providing over 20 hours care a week. Of these, 14,119 were providing 50 hours a week or more. There were 56,211 carers reporting juggling work and caring; 56.7% of the total number of carers. There are over 3000 children and young people with significant caring responsibilities.

Carers in Surrey save the nation an estimated £1.17 Billion a year in our county alone. (University of Leeds 2007). A break down of this information by Borough/District Council area is given in Annex 1 showing the level of caring provided and Annex 2 showing the numbers of carers in work.

- 2 An announcement from Health Minister Andrew Lansley sets out how the new Government "will push forward reform of social care". The Minister stated that "*the new Government will:*
  - *establish an independent commission on the funding of long-term care, to report within a year;*
  - *break down barriers between health and social care funding to incentivise preventative action;*
  - *extend the greater roll-out of personal budgets to both older and disabled people and carers to give more control and purchasing power; and*

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- *increase direct payments to carers and better community-based provision to improve access to respite care."*

This makes explicit the inclusion of carers in Self Directed Support and calls for more Carer Direct Payments and community based respite. It appears to give carers issues a higher profile at Governmental level than ever before.

- 3 It is understood by Carers UK from discussions with Ministers that there is a real possibility of fresh Government investment in increasing these forms of support for carers. The precise level of investment will be determined through a Comprehensive Spending Review that will happen in the Autumn.
- 4 Work already in place around Self Directed Support and the Adult Social Care Carers Project should all put Surrey in a very good position to respond to these challenges. In effect, the Government statement gives high level endorsement to the approach Surrey County Council and our partners are working on.

### Carers Commissioning Strategy

- 5 There has been an inter agency carers strategy in Surrey for nearly 10 years; developed in partnership with a range of organisations including from the NHS and Carers Groups. The current version is a Joint Carers Commissioning Strategy for 2008 to 2011 and is based on the National Carers Strategy (June 2008). The National Strategy highlighted the need to support carers in their caring role and have a life outside caring. It also stresses the importance of protecting children from unreasonable levels of caring. The need for involving carers in all we do is being re-enforced by the Equality Act 2010. This will outlaw discrimination against carers from 1 October 2010 and carers will therefore then be included in all Equality Impact Assessments.
- 6 The Council has worked with NHS Surrey and carers organisations to map need and current provision through an expanded carers section of Joint Strategic Needs Assessment. This now provides a better information base to inform future commissioning Intentions.

### Carers Assessments

- 7 We have a Surrey County Council Carers Project to help improve the local authority's performance in supporting carers through carers assessments. Our performance is measured through the National Performance Indicator NI 135. This is worked out by taking the numbers of carers helped following an assessment or review as a percentage of the total number of users supported.
- 8 There is recognition of a need to improve the score for this indicator and this is key a priority for Adult Social Care Services in 2010/11. The score at

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the end of 2009/10 was 13.2 % against a target of 18%. The score of 13.2% represented 3404 carers supported; compared to 25861 service users getting a service. The target for 2010/11 is 22%, which means there is a need for a significant improvement (about 2270 more carers helped). A local carers indicator SKI 2.2 is used to compare performance at team level on a monthly basis and at present there are wide variations in scores. These reports are published on the S-Net each month.

A verbal report on the numbers of cases for the first two months of April and May 2010 will be available at the meeting of the Select Committee.

- 9 Work initiated by the Carers Project Group to help improve performance includes:
- a) New Team based reports for carers indicator
  - b) Carers Practice Development Manager helping teams agree local targets for improvement
  - c) Carers assessments embedded in new Self Directed Support assessment process
  - d) New Carers Assessment courses about carers and Self Directed Support and a customised version for the mental health service
  - e) Carers satisfaction surveys
  - f) More carers to receive Carer Direct Payments or Vouchers
  - g) "Buddying" between teams to share good practice
  - h) Improving recording of carers assessments and services through the introduction of the AIS system (The Adult Integrated System enables easier data entry by staff)
  - i) A special staff conference organised with support from Action for Carers (Surrey) on 3 December 2010
- 10 In addition to this a Carers Emergency Registration Scheme, developed in discussion with carers has been operational since April 2009 and is administered by the Council's Contact Centre. 840 Carers were registered during 2009/10. This though is not included in the national indicator.

### **Carers Mental Health Review**

- 11 Particular concerns had been expressed by carers about the need to improve the take up of carers assessments in the mental health services. As a result, a Mental Health Carers Review has been undertaken in partnership with Surrey and Borders Partnership Foundation NHS Trust.

The agreed actions for the review include:

- a) A new Carers Pathway and Carers Assessment Procedure

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- b) Appoint 6 Whole Time Equivalent additional Mental Health Carers Liaison Workers to assist with carers assessments (recruited through redeployment from the existing workforce)
  - c) The Care Pathway Approach policy has been reviewed in order to help practitioners better understand the links to carers assessments.
  - d) A new carers assessment training programme for staff in the Mental Health Service
- 12 It is acknowledged that there are still some challenges to overcome, both for Adult Social Care and the Mental Health Service. This includes the identification of carers, particularly those supporting self funders, consistency of carers assessments across the county and training staff to encourage carers to take-up any support offered. Progress against these objectives is to be monitored by the Carers Project Group, our Multi Agency Carers Commissioning Group, the Adult Social Care Select Committee and Health and Wellbeing Partnership Board.

### Carer Led Services

- 13 Surrey has a national reputation as having some of the best and most innovative carer led services in the Country. These have been developed over the last 15 years through consistent joint working with health and carers organisations.
- 14 Carer led services in Surrey now support over 10,000 people a year through a range of services including:
- a) Information, advice and advocacy for carers provided to 9300 adult carers a year
  - b) Flexible home based breaks for carers provided to 5500 carers a year. This includes shorter periods of time to enable carers to participate in leisure activities
  - c) Young carers services supporting about 1200 young carers a year provided through independent young carers organisations
  - d) Back Care Services for carers supporting 770 carers a year
  - e) GP Carers Recognition service (developed with support from NHS Surrey)
  - f) A Carers and Employment service that works in partnership with the Department of Work and Pensions Job Centre Plus
  - g) Promoting the health and well-being of carers through a carers training programme (eg.dealing with stress)
  - h) Core funding for Action for Carers (Surrey) to help give carers a voice

## Personalisation and carers

- 15 The Surrey Joint Carers Commissioning Strategy is designed to promote more customised solutions to supporting carers. promoting “personalisation” across the whole system. This includes universal services, prevention and supporting communities and Self Directed Support and is described in the diagram below:



- 16 Adult Social Care’s top four priorities all include carers and these are; “Putting People First, the Dementia Strategy, “Valuing People Now” and the Carers Strategy.

Our approach needs to be affordable, sustainable and deliverable.  
We need to plan for the future whilst delivering for the present.

- 17 Carers Needs Assessments are embedded in the new Supported Self Assessment (not as an optional extra). Carers are asked if they are able and willing to continue to care or provide the current level of care. The main Personal Budget indicates how much money should be for carers support, where this was indicated as a need in the assessment.

Carers’ needs, over and above those to directly support their caring role can be met through a Carers Personal Budget.

Self Directed Support in Surrey strengthens carers rights to carers’ assessments and having their own needs addressed (both to continue to care and for a life outside of caring). It also re-enforces the right to be consulted in user’s assessment and other statutory obligations (information provision, eligibility criteria that include risk to carers).

- 18 The main personal budget establishes the ongoing support appropriate for each case which can include “respite care”.

Carers Personal Budgets can fund one off support and small scale ongoing services. Payments can be for up to £50 a week (£2500 pa) dependent on the assessed levels of need. These can be used for things such as holidays for carers or family holidays, a laptop computer, household equipment membership of sports or social clubs or alternative therapies that aid relaxation. Carers Personal Budgets can be accessed by carers at the Contact Assessment stage, full assessment or at review

- 19 The steps in the process are summarised in the table below:

<b>Steps in Assessment Process</b>	
<b>Contact Assessment</b>	<ul style="list-style-type: none"> <li>- Determines Eligibility for users &amp; carers</li> <li>- Allocate simple services to carers</li> <li>- Identify young carers</li> </ul>
<b>Individual’s Needs (Service User)</b>	<ul style="list-style-type: none"> <li>- Some questions allocate points</li> <li>- Triggers to specialist assessments</li> </ul>
<b>Carers Assessment</b>	<ul style="list-style-type: none"> <li>- Embedded carers assessment</li> <li>- Ability of the carer to continue caring affects the final Personal Budget</li> </ul>
<b>Specialist Assessments</b>	<ul style="list-style-type: none"> <li>- Continuing Health care</li> <li>- Occupational Therapy</li> <li>- Young carers</li> </ul>
<b>Carers Plan</b>	<ul style="list-style-type: none"> <li>- records agreed outcomes for carers</li> </ul>

- 20 By 25 May 955 people have accessed Self Directed Support to the stage that a personal budget is calculated. Of these, there has been a carers assessment completed in 429 cases (45%). A total of 335 cases (35%) resulted in financial support being added back to reflect the carers need at an average of £82 a week across the cases surveyed. This represents a very significant increase in the level of carers assessments being undertaken.

### **Information**

- 21 The Council has a duty to provide an appropriate range of accessible information to carers (whether or not a carers assessment is accepted by the carer). This includes information packs for carers used by our Contact Centre and social care teams. A new Carers Information Pack has been produced (in March 2009. 15,000 copies were distributed and supplies quickly run out so a further 15 000 were printed in December 2009.

Our Carers website **carersnet** <http://www.carersnet.org.uk/> has over 25,000 page downloads a month and is run in partnership with carers organisations, complementing our web pages on the County Councils website. This includes an online versions of the information pack, together with a wide range of other information for carers.

Measures to reach out to hidden carers include a card advertising NHS Carers Direct and the Surrey Contact Centre. These have been placed in 20,000 repeat prescriptions through Pharmacies to help reach unknown carers. A carers emergency card has been widely distributed through the Contact Centre, social care teams, GP practices and voluntary organisations.

### **Young Carers**

- 22 Provision of Young Carers support in all parts of Surrey is delivered through an Inter-agency Strategy for Young Carers in Surrey. Independent young carers projects commissioned by the County Council work with around 850 young people at any one time and are in contact with around 1200 Young Carers throughout a year. This represents just over a third of the numbers of young carers with substantial caring responsibilities who are believed to be in Surrey.
- 23 Identifying young carers in schools is a key way of increasing the numbers of young carers receiving support young carers. A schools pack and DVD have been produced for use in Personal Health Social Education lessons (key stages 2 & 3) with active participation of Young Carers. There is also a version for use with younger children in Surrey Primary Schools and both packs have now been extensively used in Surrey County Council schools.
- 24 A new Inter Agency Young Carers Strategy for 2010/11 to 2013/14 has been developed and is currently out for public consultation. There is a

young carers forum facilitated by the Action for Carers (Surrey) designed to help them influence services to support them and their families.

### **Training**

- 25 A carers staff training programme is run in partnership with Action for Carers (Surrey) and the Surrey Joint Training Group with carer trainers involved in the delivery of all sessions.

This programme includes:

- a) A carers awareness course "Because Carers Count" delivered by Action for Carers (Surrey) which was attended by 152 people during 2009/10.
- b) A Carers Assessment Course administered through the Surrey Joint Training Group was attended by 134 people during the year. This course has been adapted so that from February 2010 onwards, the sessions included details of how carers assessments work under SDS.

This formal training programme has been reinforced by work at team or area meetings by the Carers Practice and Development Manager, helping practitioners identify best practice in undertaking carers assessments and recording the outcomes for carers.

<b>Conclusions:</b>
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### **Financial and value for money implications**

- 26 The national economic situation means thinking differently and helping more people with less money. However, this is only likely to work if Councils and the NHS get better at supporting carers. Supporting carers helps prevent breakdown of caring situations, provides help in a manner that many families appreciate and avoids far greater cost for the provision of more expensive, more intrusive "care packages". In this sense, increasing support for carers can be seen as investing to save.
- 27 Some additional funding for carers services may become available from NHS Surrey once their operating plan is formally agreed. This would be from use of a portion of the money received from Government as a result of the National Carers Strategy. Confirmation of the amount available is awaited at the time of writing this report.



### Equalities Implications

- 28 About 5.5 % of services for adult carers are provided to carers from Black or Minority Ethnic backgrounds and 9.5% of support for young carers. A specialist support project is based in Woking for Asian carers but carers organisations have highlighted a need to also provide appropriate responses to other groups of carers and those in other areas. A section on the local “carersnet” website has a range of leaflets that can be printed out, giving information in 11 languages other than English.

### Risk Management Implications

- 29 No specific risks have been identified.

### Implications for the Community Strategy/Local Area Agreement Targets

- 30 The Carers indicator NI 135 is a key indicator for the Local Area Agreement and achieving the target or otherwise will influence the level of reward received for Surrey.
- 31 Work to support carer led services will directly contribute towards the National indicator NI 135 – Environment for a thriving Third Sector.
- 32 Support for Young Carers has a positive influence on two children’s National indicators NI 117 (Young people not in education) and NI 79 (numbers of level two qualifications achieved by age 19)

<b>Recommendations:</b>
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- (a) That the Select Committee comment on this report, giving their view about progress made and the actions being taken

<b>Next steps:</b>
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- a) An evaluation of Self Directed Support including interviews with carers and a carers questionnaire
- b) A pilot project to introduce Self Directed Support to mental health services and other improvements from Carers Review.
- c) Roll out of Carers Personal Budget Scheme County wide from July 2010 as part of the final roll out of Self Directed Support
- d) 11 part time Community Support Workers (Carers) will help more carers access these services in each District/Borough Council Area
- e) A new two way referral form so that cases are referred to independent carers support services in a consistent manner and feed back on

services provided to the council and recorded on the Council's data base (SWIFT).

- f) Carers Personal Budgets used to improve support for young carers
- g) A new multi agency Young Carers Strategy
- h) Address the requirements of the Equality Act 2010

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**Sources/background papers:**

Surrey Joint Carers Commissioning Strategy 2008- 2011

Draft Inter Agency Strategy for Young Carers in Surrey 2010/11 to 2013/14

Joint Strategic Needs Assessment

Self Assessment Survey 2008/9 and 2009/10

Progress report to the Care Quality Commission November 2009

# Numbers of Carers in Surrey - Annex 1

## Including volumes of care and savings to the Nation

	Nos. of carers	Carers providing 20 to 49 hours care a week	Carers providing 50 hours or more care a week	Savings £ million
Elmbridge	11,051	739	1,446	129.8
Epsom and Ewell	6,584	580	950	77.4
Guildford	11,817	871	1,687	140.5
Mole Valley	8,240	572	1,070	97.1
Reigate & Banstead	11,774	879	1,674	139.4
Runnymede	6,925	587	1,096	82.5
Spelthorne	8,752	723	1,383	102.9
Surrey Heath	6,987	488	1,038	82.8
Tandridge	7,707	544	1,132	90.9
Waverley	11,161	778	1,487	132.5
Woking	8,154	658	1,156	95.8
<b>TOTAL</b>	<b>99,152</b>	<b>7419</b>	<b>14,119</b>	<b>£1171.6 Million</b>

Numbers of Carers in Surrey in the 2001 Census

Sources:

“Valuing Carers – Calculating the Value of Unpaid Care”  
Leeds University 2007 ( based on 2001 Census )

“Care to take a look” Carers UK and Leeds University 2007

# Numbers of Carers in Surrey - Annex 2

Including numbers of carers in work (full time and part time)

	<b>Nos. of carers</b>	<b>Carers working full time</b>	<b>Carers working part time</b>	<b>Carers not working</b>
<b>Elmbridge</b>	<b>11,051</b>	<b>4090</b>	<b>1903</b>	<b>5058</b>
<b>Epsom and Ewell</b>	<b>6,584</b>	<b>2531</b>	<b>1181</b>	<b>2872</b>
<b>Guildford</b>	<b>11,817</b>	<b>4476</b>	<b>2224</b>	<b>5117</b>
<b>Mole Valley</b>	<b>8,240</b>	<b>2999</b>	<b>1585</b>	<b>3656</b>
<b>Reigate &amp; Banstead</b>	<b>11,774</b>	<b>4649</b>	<b>2185</b>	<b>4940</b>
<b>Runnymede</b>	<b>6,925</b>	<b>2792</b>	<b>1217</b>	<b>2916</b>
<b>Spelthorne</b>	<b>8,752</b>	<b>3533</b>	<b>1468</b>	<b>3751</b>
<b>Surrey Heath</b>	<b>6,987</b>	<b>2888</b>	<b>1303</b>	<b>2796</b>
<b>Tandridge</b>	<b>7,707</b>	<b>2944</b>	<b>1436</b>	<b>3327</b>
<b>Waverley</b>	<b>11,161</b>	<b>3917</b>	<b>2298</b>	<b>4946</b>
<b>Woking</b>	<b>8,154</b>	<b>3173</b>	<b>1419</b>	<b>3562</b>
<b>TOTAL</b>	<b>99,152</b>	<b>37,992</b>	<b>18,219</b>	<b>42,941</b>

Numbers of Carers in Surrey in the 2001 Census

Sources:

“Valuing Carers – Calculating the Value of Unpaid Care”  
Leeds University 2007 ( based on 2001 Census )

“Care to take a look” Carers UK and Leeds University 2007