

BRIEFING	TO:	Health and Wellbeing Board
	DATE:	11 th November 2020
	LEAD OFFICER	Jo Hinchliffe Service Improvement and Governance Manager Adult Care, Housing and Public Health
	TITLE:	November 2020 Highlight Report – Carers Programme

Background

- 1.1** Rotherham's Adult Social Care Pathway puts the person at the centre of everything we do. For us to do our best work, every process, every interaction and every outcome must have the person at the core.
- On the 21st October 2019 we introduced a new way of working to ensure a consistent, robust and sustainable Pathway; our work with carers is defined via a “sub-pathway” and in March 2020 plans were shared with the Health and Wellbeing Board explaining how we anticipated we would deliver a carers programme.
- Furthermore, there is a requirement to review our Adult Social Care - Carer Assessment and Eligibility Policy Guidance for Carers as well as refreshing the existing Rotherham Carers Strategy.
- With the introduction of the sub-pathway and the need to review the key policy and strategy documents a high-level action plan was devised to provide a framework for future work. This will ensure we deliver a quality customer journey and provide the right level of support for carers.
- The council offer is part of a wider system approach and carers have been added to the Rotherham Health and Social Care Place Plan as a key area of focus, recognising the importance they play and very much highlighted by Covid-19.
- The week after the information was presented to the Health and Wellbeing Board the council mobilised resources appropriate for the management of the Covid 19 Pandemic and this had significant impact on the proposed programme timeline.
- However, out of adversity came opportunity and although the programme timeline was considerably compromised several actions have been progressed. Having to work extremely quickly in significantly different ways meant partnerships had to be even stronger to ensure carers were fully supported in the most difficult of situations.

Key Issues

- 2.1** Due to the repositioning of council resources a number of key projects / services were paused. The original plan for Quarter 1 was superseded by the Covid 19 emergency response. Working with carers however was even more critical and so it was appropriate to ensure all attention was directed to supporting carers through the Covid 19 period. This was done by setting up the Unpaid Carers Group.

This group came together to focus energy and resources on helping our unpaid carers, both adults and young people; and to develop solutions for support in a very challenging environment. Virtual groups were set-up with the aim of looking at getting information out to carers and to also set-up the carers grant scheme.

Carers Grant = £50k in grants which was a significant investment from Cabinet for carers during Covid 19 pandemic period. The approach was co-produced with carers and is facilitated by Crossroads

Key Actions and Relevant Timelines

3.1 Action Plan:

Quarter 2 July, Aug, Sept 2020	Quarter 3 Oct, Nov Dec 2020
PMO: Governance Reset: Establish Carers Programme Project Group - reports into ASC Project Assurance Meeting (PAM) 17th Sept & then into Health and Wellbeing Board	Monthly Project Group Meeting with highlight Report to PAM: 15th October 19th November 3rd December 1/4 highlight report to Health and Wellbeing Board
WS1: Review of the Carer Strategy	Coproduction work for the strategy
WS2: Assistive Technology (AT) requirements for carers feeding into the Digital Solutions Programme	Engagement activity (Sandi Whiting)
WS3: ASC Pathway: Process mapping / assessments consistency checks Young Carers: transition work mirrors ASC Pathway	Carer Journey Mapping (with all partners) ASC Pathway: Refresh Policy / Guidance for Carers
WS4: Carers Centre - Review / Impact Assessment	Carers Centre - future options / consultation
WS5: Information Offer - scoping work (Partner conversations)	Coproduction work (Digital channels)

Key Objectives to be achieved by the end of Quarter 3:

- ✓ We are mapping the carer experience and ensuring the carers programme addresses any gaps.
- ✓ We are ensuring effective communication processes are in place to fully support carers.
- ✓ We are refreshing our understanding of the profile of carers in Rotherham in the light of Covid 19.
- ✓ We are inviting representatives from the Unpaid Carers Group to become members of the Carer Programme Project Group.
- ✓ We are continuing to progress the Carers Grant work.

Implications for Health Inequalities

- 4.1** The Carers Strategy review work began at the end of September 2020 and will result in a new strategy scheduled to launch June 2021; which still means we are within the timeframe of the existing strategy lifespan. This work is happening in partnership with carer support groups from across Rotherham.
- As a result of the response to Covid some work has occurred around the mapping of services and the ASC pathway; this will continue and result in a refresh of the policy and guidance by December 2020. (A Sub-group is being set-up to look at young carers and how they transition into the ASC pathway.)
- As per the government guidance and in line with council recovery principles the Carers Centre is not currently accessible – work will be undertaken to plot out the recovery activity needed. Alongside a strategic review and impact assessment of the facility commenced at the end of September the findings report due by December 2020.
- To support carers through the Covid 19 crisis a Carers Information Pack was produced by the council and signed-off by partners. This work is being maximised and we are looking to expand this approach and think about ways of increasing digital connectivity and skills for carers. This will be alongside all the traditional options for sharing and communicating information, advice and guidance.

Recommendations

- 5.1** The programme will be subject to check and challenge via the Monthly ASC Project Assurance Meeting and will feed into the Health and Wellbeing Board each quarter.
- The programme is also part of the council's Year Ahead Plan; further consolidating the importance of carers and their caring role.