

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBER

1	Meeting:	Adult Services & Health Scrutiny Panel
2	Date:	11 November 2010
3	Title:	Carers' Corner Report
4	Directorate:	Neighbourhoods and Adult Services

5 Summary

The Carers' Corner officially opened on the 12th May 2010. The initial development of the centre was overseen by the Commissioning and Partnerships department. In June 2010 the management of the Carers' Corner became the responsibility of Health and Wellbeing. This report summarises the progress that has been made in establishing the centre as a valuable asset to Rotherham carers.

In the last 5 months the centre has attracted over 250 new carers.

The wide range of agencies that now provide advice and support from the centre have helped over 323 carers so far to improve their health and wellbeing. This only accounts for those people who have attended specific sessions and does not include the footfall through the centre where advice and information is provided at reception point. Overall footfall through the centre averages 15 people per day. Within September over 338 people came in to the centre.

Over 1000 individual carer's assessments have now been completed and there has been a 400% increase in carers registering with the carers' emergency scheme.

6 Recommendations

That the Panel notes:

- **The successful implementation of the Carers' Centre.**
- **The progress that has been made in encouraging carers and organisations to utilise the centre.**
- **Future plans outlined at 7.8.**

7 Proposals and details

7.1 The Carers' Corner has now been open for 23 weeks. In September the centre celebrated the 1000th Customer to use the service. This occasion was marked by a presentation to the customer, an event which received positive coverage in the local press and on radio. The centre was developed through extensive consultation with carers and is now providing a much needed and well appreciated service to the people of Rotherham. As a result of this consultation, a number of changes have been brought in to encourage the usage of the centre and to establish the facility as an important resource for Rotherham carers. This has been reflected in comments from carers that are captured at the centre. A couple of examples are included to give the flavour.

a) **I would like to thank everybody who has helped me at the centre. Before I walked through your doors I did not even know that I was a carer.**

b) **The Carers' centre is a breath of fresh air. This is the support that we have wanted for years and I now feel that somebody really understands the important role we play.**

7.2 The objective of the Carers' Corner is to provide carers in Rotherham with a first point of contact for all enquiries relating to caring. It is accessible to all carers from all service areas and enables carers to access information, advice and guidance to support them to continue in their role as a carer. The vision established by carers was that the Carers' Corner would be a one stop shop for carers and this is how the centre is developing.

7.3 The appointment of the Carer's Centre Manager has led to a greater focus on performance and allowed new and innovative ideas to be developed within the centre. Regular performance information is now collected and this is presented towards the end of this report.

7.4 The Centre now has in place a performance monitoring system which captures activity at the Carers' Corner. This includes monitoring of where contacts are coming from, recording of first time users of Carers' Corner, service users' details including ethnicity, age, gender and nature of disability to enable us to identify the groups utilising the centre. This is giving information that can clearly identify how contact with the centre has improved the well being of the carer's life.

7.5 Significant developments are taking place regarding the services offered from the centre. A programme of outreach work is now set for the next 6 months with clear measurable outcomes specifically designed to target carers in Rotherham who live in more rural areas and who would struggle to get in to the centre. An expansion of the role of the BME support service will see further work with a wider BME audience including Yemeni, Chinese and east European communities.

- 7.6 One of the most pleasing aspects of the centre's development has been the services that are being offered by partners and external agencies that are related to carers. Each organisation has its own merits but the centre is becoming particularly well known for the work related to younger carers and the legal support that has been offered by Howells solicitors. This mixture of provision meets the needs that carers themselves have identified and provides a rich mixture of dedicated support services. We are consistently seeing new carers coming into the centre and this is helping to alleviate one of the major issues that faced the centre when it opened. Although carers had a high profile it was felt that a certain number had monopolised the shaping of our views on carers. This is no longer the case with many new voices and opinions shaping the development of the centre.
- 7.7 A detailed commentary on performance is included at the end of this document.
- 7.8 Future Plans – the plans to continue to ensure the positive development of the centre include:
- a) Increased promotion of the services offered at the centre.
 - b) Increase the outreach work offered by the centre ensuring positive outcomes for carers that can be monitored.
 - c) Improve links with children's services to promote support for young carers.
 - d) Increase opportunity for carers to be in paid work/ voluntary work.
 - e) Increase the amount of Direct Payments uptake for carers.
 - f) Increase the amount of carers assessments completed

These actions will be monitored through performance measurements via Swift and the carer's corner performance database that is now operational

8 Finance

Staffing Arrangements - The Centre Manager is a part time post, 16 hours per week; The Carer's Coordinator is also part time, at 21 hours per week.

The carer's centre officers provide home visits to carers throughout the week and are not in the centre. A minimum of two staff are required on site and there has been situations where staffing has been difficult recently relying on staff from the service quality team and assessment and care management to provide cover.

The recent appointment of a new staff member, Tina Amerson, who is in a post funded for six months via the successful Access All Areas scheme, has significantly improved the need not to rely on other staff to cover the centre however at times of annual leave and sickness this continues to be problematic.

I plan on reviewing the manager's post if finances allow in April 2011. My hope is to make this a full time post.

8.2 The overall budget for the carers centre was set at £102,494 and the service has remained within budget since its opening.

9 Risks and Uncertainties

9.1 Capital and recurrent expenditure were originally estimated and as a result some costs have been incurred that were not planned for.

- a) Replacement of the front door £845.00
- b) Waste disposal £124.96
- c) Air conditioning unit £170.54
- d) Metallic door shut £195.00
- e) ICT changes / care taker recharges £150

Lack of staffing during sickness and annual leave requires support from other service areas to maintain core functionality of the service and to remain open to customers.

9.2 It is essential that the centre continues to attract new carers and to ensure that satisfaction with the service remains high:

- a) We will ensure we continue to attract new customers by increasing our outreach services ensuring carers who are unable to come in to Rotherham Town centre have the opportunity to receive support from us via our outreach programmes across Rotherham.
- b) We will continue to monitor customer feedback and satisfaction through surveys and outcome focussed performance monitoring and use this information to appropriately adjust our service when required.
- c) We will continue to work in partnership with the Carers Forum ensuring we are meeting the needs of carers across Rotherham

10 **Background Papers and Consultation**

Joint Rotherham Carers Strategy 2008/11.

Carers' strategy – Carers at the heart of the 21st Century families and communities - a caring system on your side a life of your own.

Contact Name: Shona McFarlane
Director of Health and Wellbeing
E-mail: shona.mcfarlane@rotherham.gov.uk
Telephone: 01709 382121 ext 3928

Performance

Specific objectives have been agreed that the Carers' Corner would be measured against targets and outcomes as identified in the report to DLT on 29/04/10

The Carers Corner will increase the awareness and access to carers assessments by the following:

- a) **Increase the number of carers' assessments completed: Increased performance against NI 135 - 'Carers receiving a needs assessment or review and a specific carer's service or advice and information:**

We have three dedicated carers' assessors who are based at Carers' Corner. Their remit is to complete carers' assessments and offer individualised advice / information to ensure clear outcomes for carers. Since the opening of the Carers' Corner there has been an increase of assessments completed.

The target for April 2011 is that the % of carers receiving an assessment or a review / advice information will be 30 % of the total number of service users. At the time of writing we are well on target to reach this milestone with particularly notable performance from the Older People and PDSI areas.

The Chart below shows the assessments that have taken place.

Month	MH Carers Assessments	Carers Assessments	Joint Assessments	Totals
April	8	50	114	172
May	8	54	155	217
June	26	62	135	223
July	7	53	109	169
August	20	46	88	154
September	29	51	67	147
October		10	11	21
Totals	98	326	679	1103

- 1 **Our objective is to Increase the number of carers on the Carers' Register, Emergency Carers' Scheme and Carers' Forum**

47 carers were registered on Carers Emergency Scheme 31st March 2010

242 carers are now registered week commencing 11th October

An increase since Carers Corner opened of 195 is equal to an increase of over 400 % – again this is a significant achievement.

2 That the Carers' Forum is representative of the demographics of Rotherham:

- a) Representation on the carer's forum now covers a very wide range of carers needs, including Older People, Physical Disability, Sensory Needs, Learning Disability, Children with Disabilities and Mental Health.
- b) The Forum has a direct link with the Carers' Centre now and the manager of the centre attends the forum and ensures information and consultation with the forum occurs. Direct consultation regarding the outcomes for the centre and priorities are openly discussed. The specific needs of carers are agreed and where appropriate results in direct action. E.g. guest speakers organised, service updates and appropriate finance information shared.

3 That the needs of hard to reach carers groups are identified and met:

- a) The largest majority of people using the Carers' Corner according to an assessment of postcodes are located in Herringthorpe, East Herringthorpe, Rawmarsh, Parkgate, Clifton, Kimberworth Park. Since the Rotherham Show we have seen an increase in referrals from other areas of Rotherham
- b) Carers' Corner completes a monitoring form for each customer. This includes a monthly analysis of demographics allowing us to identify areas of Rotherham not accessing services from Carers' Corner. This is important as it is essential that all carers are aware of this facility.
- c) In order to ensure we are now contacting hard to reach groups a series of outreach days focussing on specific areas have been devised. These outreach services will continue next year and adapt in response to their success. We will continually be aware of groups that we are having difficulty reaching and adapt our procedures to ensure that all carers in Rotherham can use the centre.

Clear objectives have been outlined for these outreach days with outcome monitoring forms for all contacts. Outreach dates so far have been

- ***11th & 12th September – Rotherham Show (Over 300 contacts) (22 New Carers Registered)***
- ***23rd September – Diversity All Women's Event***
- ***8th October – World Mental Health Day and Rugby Club Doncaster Focus Mental Health and men and Mental Health***
- ***13th October Rotherham Hospice focus on cancer support***
- ***14th October – Joint Working with Crossroads***
- ***15th October Carers Corner***

The following dates have also been booked in

- **28th October Fairs Fayre**
- **3rd November B & Q Rotherham**
- **8th November Swinton Civic Area Assemblies**
- **3rd Town Centre Carers Rights Day**
- **17th Nov Carers Corner promotional event**
- **3rd Dec Rotherham Town Centre outside Boots**

- d) Mohammed Nawaz (Community Service Manager) operates an advice and information service from the centre and is about to start an outreach programme from the Unity Centre His remit will be to reach out to Yemeni, Chinese and new European communities as they use the Unity Centre on a regular basis. We will also engage with other organisations that have regular contact with the BME community. **The BME support service currently supports 40 carers from Ethnic minorities.** This support can include day support, drop in, supported to live independently, healthy ageing, carer's breaks, carers events x 1 a month, day trips, consultation and user involvement, advocacy, and community support.
- e) Tassibee has now been commissioned to provide a service from the Carers' Corner and is running their women's carers group from the centre. Again this represents great diversity in the services that are offered to carers.

4 Inclusion of young carers in the centre

Rotherham Parent Carers Forum is now based in Carers' Corner every Thursday Morning. This group has expanded since it started at the centre 2 months ago and it now provides support, information and advice to parents and carers who play a vital role in shaping and developing the services available to our children. 30 Parents & Children have applied through Carers' Corner to attend the free pantomime that is being arranged by Rotherham Parent Carers Forum for children with a disability and their parents or carers. The inclusion of young carers is a significant achievement for the centre and represents development in an area that is often not well recognised.

5 Inclusion of carers of people who are substance misuses in the centre

We run a weekly drop in service from Carer's Mental Health Support Team. Support is provided via signposting to appropriate agencies such as NHS Rotherham Community drug and alcohol Team.

6 That carer's information, advice and guidance are provided in the most common community languages and in appropriate formats:

We have a large volume of leaflets accessible in many languages to support BME groups, social care information packs accessible in Braille and data accessible on the Information Booth.

We will complete an inventory of all leaflets within the centre including information on the range of languages that are available and whether additional information is required.

- 7 That the Carers' Corner will increase the number of carers accessing employment training and volunteering opportunities:

A drop in session has just started with the Job Centre based from Carers Corner and already carers have been referred and assisted to get a job. The Job Centre are delighted with this relationship and early signs are that we will continue to assist carers in this vital area through our joint work. We are in the process of looking at organising a job club for carers wanting to work or gain experience volunteering. Our role would be to offer support, establish a venue for carers to meet and share experiences as well as share information and work on CVs linking with Job Centre Plus.

- 8 **Carers will have a greater understanding of caring issues and Personalisation through access to e-learning models:**

- For customers to have choice and control in Rotherham it is essential that information, advice and guidance is available and that empowerment sits at the heart of the centre's ethos. There are copies of easy Read Guides to Personalisation and Choosing My Service checklists in the centre and Direct Payments information is provided in 6 languages.
- Every person who comes to Carer's Corner requesting information about access to services is informed about Personalisation and personal budgets. (This is now monitored as part of regular performance management).
- Personalisation Visioning Events have taken place and carers have been invited as a mainstay of developing choice and control
- Carers Forum Coordinator has been to personalisation visioning events and discussed at Carers forum meetings.

- 9 **Customers will gain employment experience at the centre through the Access All Areas project contributing to our NI 146 target:**

Tina Amerson has now started at the centre to represent Access All Areas. Her role is to offer advice and information, monitor performance take appointments.

Via Links. We are looking at recruiting volunteers. Short listing is in progress due to the significant numbers interested

- 10 **Carers will be clear how to access information, advice and guidance in Rotherham:**

Promotional work over the past several months advertising Carers' Corner and the support/services it provides has increased the number of carers accessing the centre in September 2010. (See performance figures).

- 11 **Carers will be supported to continue in their caring role by a range of agencies providing specialist professional advice and guidance: Carers will be able to access advice and guidance on health and social care issues through the inclusion of specialist services and 'drop in' sessions:**

We now offer a wide range of specialist advice and support based from the centre and organise appointments as well as drop in support for those services:

These services are well advertised across the borough resulting in an increase in referrals to these agencies from the carer's corner over the past few months.

- 1) **3 Carer's Officers** provide the opportunity for carers to have their own assessment and identify their needs.
- 2) **Alzheimer's Society** provides monthly sessions offering information and advice on all aspects of dementia and access to luncheon clubs and a befriending service.

September 2010

- *36 Carers supported at Luncheon club, 3 carers referred to Befriending Services.*
- *Monthly drop-in session provided at Carers Corner and Carers Corner are now referring to Alzheimer's Society for the Befriending Service.*
- *Alzheimer's Society are currently making plans to open a memory clinic in Rotherham, which Carers Corner will promote and signpost service users to.*

October 2010

- *New Carers referred to Alzheimer's Society for Luncheon Clubs.*
- *20 Carers given information & Advice about Alzheimer's Society and the variety of services they provide, this was via Alzheimer's Leaflet & Befriending Service information.*

Future Activities:

- *November 2010 Drop In Session Tuesday 2nd November.*
- *December 2010 Drop In Session Tuesday 7th December.*
- *Invited to Information & Advice Day at Carers Corner Friday 10th December.*

*Alzheimer's Society reported that since the opening of Carers Corner the numbers attending Luncheon Club has **increased from 6 people to almost 40** people going to the Luncheon Club at Conisbrough. Alzheimer's Society are looking to expand their Luncheon Clubs and opening one in Rotherham*

- 3) **South Yorkshire Centre for Inclusive Living** provide 2 x weekly sessions offering advocacy support for carers.

April to August 2010

- 20 appointments for SYCIL - average 4 per month

September 2010

- 13 Appointments, including 2 home visits - accessing advocacy support, access to benefits advice, welfare rights support

October 2010

- 17 Appointments, including 2 home visits - accessing advocacy support, access to tribunal support, housing advice

Future Activities

- x Weekly Sessions at Carer Corner
- 1 x Weekly Drop In Service at Library, Rotherham - Carers Corner will signpost to this service

Invited to Information & Advice Day at Carers Corner Friday 10th December

- 4) **Welfare rights** offer x 1 monthly session providing advice on benefits and rights offering home visits and providing support at tribunals.

April to July 2010

- Record of 10 appointments - average 2 per month
- September & October - 8 Appointments accessing 2 full benefits check, 4 carers allowance applications, 1 tribunal support, 1 DLA/Carers Allowance support

Future Activities

- November 18th Drop In Service 1/2 Day
- December 10th Drop In Service 1/2 Day

Invited to Information & Advice Day at Carers Corner Friday 10th December.

- 5) **McMillan Support** offers a referral system set up to access their service from the carer's corner.

7 referrals made from the centre supporting carers who care for people diagnosed with cancer - Feedback from a nurse thanked Carers Corner for sending the information through for a new patient at Weston Park, this alerted the McMillan Nurses that care and support was needed for a new patient.

- 6) **BME Carers** x 1 weekly session providing advice & guidance for carers from the BME community

40 carers supported by providing specialist services for Ethnic Minority Communities.

This includes day care, drop-in, supported independent living, healthy ageing, Carer's breaks, Carer's event 1 x month, day trip for carers, consultation and user involvement, Advocacy and community support. 18 Carers are supported with the provision of day care, sitting service and community support work. The service works in partnership with Hospital Trust, Rotherham NHS, Fire Service, Police and other voluntary and community organizations in order to support the carers.

- 7) **Tassibee** x 1 weekly session (commissioned) providing support, advice & guidance for carers from BME community particularly female carers.

In the 5 weeks this service has been going 27 new female carers from BME Community have been into the centre and accessed a wide range of services.

10 referrals to Assessment Direct; 6 referrals to Rotherham Parent Carers Forum; 4 Benefits support - 7 general information about the centre.

This has been a success with women carer's from BME Community coming into Carers Corner to access a variety of services.

Language support is provided from Tassibee. Tassibee are also supporting carers who are nervous about coming into Carers Corner through meeting up with Carers in an arranged location and bringing carers in.

Plan to hold a BME Support Day prior to Eid to share information with BME community about Carers Corners.

Invited to Information & Advice Day at Carers Corner Friday 10th December.

- 8) **Parent Carers Forum** x 1 weekly session providing support & info for carers of children with a disability/ access to social events to meet social inclusion needs. *Over 30 parents / children now receive support and meet regularly at the centre*

- 9) **Job Centre Plus** x 1 monthly session providing job opportunity and training information for carers

Future Activity

- *Drop In Session 1 Day in November*
- *Drop In Session 1 Day in December*
- *Invited to Information & Advice Day at Carers Corner Friday 10th December*

Joint working with Job Centre Plus, RMBC Training department and Carers Forums to identify training needs of carers.

4 Taster training sessions to be held at Carers Corner with a follow-on full day training course which Carers will receive a certificate.

- 10) **Home improvement Agency** x 1 monthly help organise small repairs to homes support to access grants and referrals to hotspots.

Within September and October 6 Referrals to Home Improvement Agency to provide security service to property

- 11) **Crossroads** x 2 monthly sessions access to crossroads care services.

September & October approximately 30 signposts to Crossroads via Crossroads leaflet

Future Activity

- *Promoting Crossroads Personalisation & Carers Event November 24th at Source Meadowhall*
- *Drop In Session 1 Day in November*
- *Drop In Session 1 Day in December*
- *Invited to Information & Advice Day at Carers Corner Friday 10th December*

- 12) **Shelter** provides housing advice. Housing benefits/money management advice.

2 referrals to provide support to access housing. Process in place to refer directly to Shelter as they no longer run a drop in service from the centre.

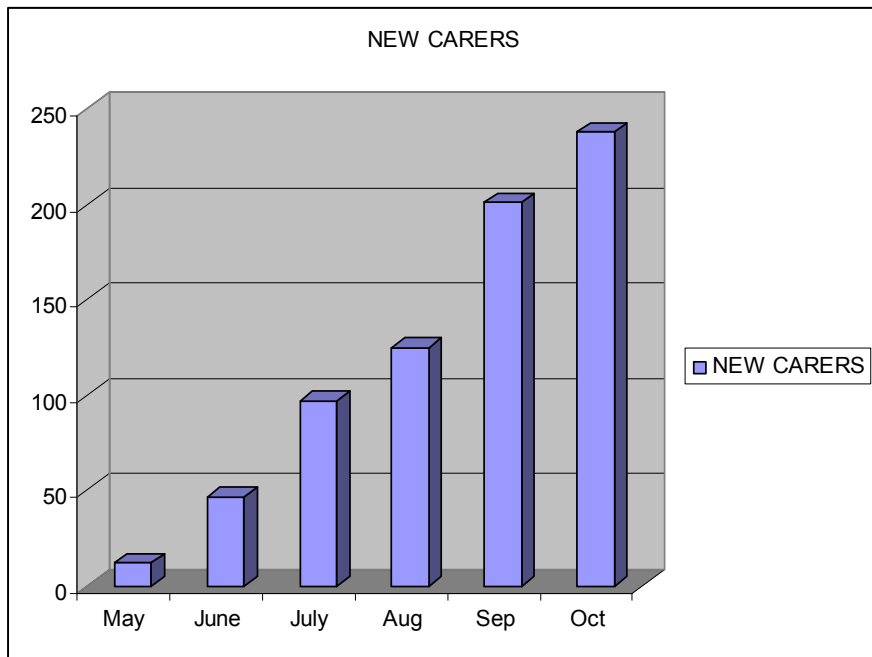
- 13) **Energy efficiency** x 1 weekly session support info/guidance on energy efficiency.

September/October - 13 people offered advice information and signposting. The worker is retiring so this service is to be reviewed

- 14) **Carers Mental Health Support Team** x 1 weekly session providing carers assessments for people caring for people with Mental Health problem.

The following chart shows that we are continuing to identify new carers through the centre. Over 250 people have come forward as brand new carers during the last 5 months. Clearly the excellent positioning of the centre is helping here and this is a trend that we will continue to monitor.

New Carers not known to us before opening of centre



The following comments and FAQ section capture the positive responses that there have been to the centre.

CARERS CENTRE FAQ

A New Carers' Centre for Rotherham Carers

Where is the new carer's centre?

Following consultation with carers Councilors agreed to the development of a Carers Centre at 2 Drummond Street, Rotherham. Carers have always supported the idea of such a centre in Rotherham and the response from carers has been overwhelmingly positive.

The location of the new centre is directly across from the bus station, library, theatre and Council benefits office. There are a high number of disabled parking bays to allow access to the centre outside the library, Norfolk House and in front of the bus station. The centre also benefits from being near to the market and local town centre facilities such as shops and banks.

What does the centre provide?

The centre provides advice, information and support for all carers of all ages, throughout the borough and represents the commitment that has been made by Rotherham Borough Council to supporting carers

How have we involved customers?

Carer consultation events were held in August 2009 and March 2010, October 2010 and future consultation events are arranged. During these events over 550 suggestions and comments were received from carers. We have listened to these suggestions and developed the centre in response to carer's ideas and needs. Carers have prioritized their preferences and in order have requested:

Increase access to carer's services / Direct Payments

Increase in carer's assessments

Increase in access to advice and information