

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

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| 1. Meetings: | Health Select Commission Improving Lives Select Commission |
| 2. Dates: | 12 September 2013 18 September 2013 |
| 3. Title: | Scrutiny Review: Support for Carers |
| 4. Directorate: | Resources All wards |

5. Summary

The Health Select Commission and the Improving Lives Select Commission have agreed to undertake a joint scrutiny review of support for carers. To begin evidence gathering and set the context this report provides a profile of carers in Rotherham and an overview of the Carers' Charter and Joint Action Plan for Carers.

6. Recommendations

Members are asked to:

- 6.1 Receive and comment on the report.**
- 6.2 Inform the Scrutiny team if they wish to be part of the review group.**
- 6.3 Forward any comments arising from the report to the review group for consideration and inclusion in the scope of the review.**

7. Proposals and details

7.1 Background

Following a Member seminar on dementia and ensuing discussion about the important role and contribution of carers in Rotherham the Health Select Commission and the Improving Lives Select Commission agreed to undertake a joint spotlight scrutiny review of support for carers. All members of both Select Commissions are invited to express an interest in being part of the review group, to be chaired by Cllr Steele.

7.2 Definition of a carer

A carer is an adult or young person who provides unpaid care for a partner, relative, friend, an older person or someone who has a disability or long term illness, including people with alcohol/substance misuse and mental illness.

7.3 Profile of carers in Rotherham

The census in 2011 shows that Rotherham continues to have a higher rate of people with limiting long-term illness than the national average of 17.6% - 56,588 (21.9% of the population). It also revealed that Rotherham's population is ageing faster than the national average with a 16% increase in the number of people aged over 65 (from 2001 – 2011). Those aged over 85 increased at over twice this rate (+34.6%). This population profile naturally impacts on the numbers of people needing care now and potentially in the future.

In 2011, 31,001 people in Rotherham said that they provided unpaid care to family members, friends or neighbours with either long-term physical or mental ill-health/disability or problems related to old age. The number of carers has increased only slightly from 30,284 in 2001 but still equates to 12% of the population and is higher than the national average of 10%. One noticeable change is that compared to 2001 fewer people are now providing 1 to 19 hours of care a week (19,069 in 2001 down to 17,400 in 2011) but more are providing care for 20 or more hours per week (see graph in Appendix 1). The number of people providing 20 to 49 hours care has increased (3,828 to 4,736), as has the number providing 50 or more hours (7,387 to 8,865).

7.4 Rotherham Carers' Charter and Joint Action Plan for Carers 2013-16

The previous Carers' Strategy (2008 to 2011) was reviewed together with an analysis of previous consultation with both adult and young carers between 2009-11. This identified many positive achievements and outcomes for carers (see Appendix 1), but also highlighted some gaps and areas for continued development. Carers emphasised the need for providing better access to information and advice, and although a

number of improvements had been made in this area, more work was needed locally. Following this review the Council and the Clinical Commissioning Group produced a Carers' Charter and a new three-year Joint Action Plan for Carers published in March 2013.

Over the next three years (2013-2016) work is focusing on a set of four priority outcomes, based on the views and experiences of carers gathered through a range of consultation activities. These priorities are linked to the six priorities in the Health and Wellbeing Strategy.

- Priority 1 - Health and Wellbeing: all carers will be supported to make positive choices about their mental and physical health and wellbeing
- Priority 2 - Access to information: accessible information about the services and support available will be provided for all carers in Rotherham
- Priority 3 - Access to services: all carers will be offered and supported to access a range of flexible services that are appropriate to their needs
- Priority 4 - Employment and Skills: all carers will be able to take part in education, employment and training if they wish to

The charter contains a number of commitments (see Appendix 2) linked to the four priority outcomes and each commitment has a number of underpinning actions and measures which comprise the joint action plan.

7.5 **Potential review scope**

It is evident that extensive consultation has been carried out with carers to identify the issues that matter most to them. As the new action plan was only approved in March this year it is probably too early to assess the progress in bringing about further improvements for carers, but it is important that the plan is performance managed effectively. The Carers Steering Group will be reviewing communication with carers by the end of 2013 and the Carers Handbook will be undergoing its annual review.

Neighbourhoods and Adult Services have recently established a Carers Service Review task and finish group to review current support services for carers, focusing on how support is currently provided to carers and how this may be improved.

This spotlight review could add value to the planned work above by looking at available support from the perspective of carers, especially adult carers of adults with long term conditions such as dementia, focusing on Priority 2 - Access to information:

- do all carers identify themselves as carers?
- do they consider that they need support?

- who do they go to for initial support when becoming a carer?
- where do they go for support?

Members are asked to consider carrying out the spotlight review to ensure the views of carers are reflected through gathering evidence from them as witnesses. The results of this spotlight could then be fed into the Carers Service Review with the task and finish group being asked to report back the outcome of their review to a future meeting of the Health Select Commission and the Improving Lives Select Commission.

8. Finance

Any recommendations from the Select Commissions would require further exploration by the Strategic Leadership Team and partner agencies on the cost, risks and benefits of their implementation.

9. Risks and Uncertainties

Rotherham has a significant number of carers, many of whom are older people who may themselves have underlying health conditions, and with an ageing population it is vital that support is in place to ensure that carers maintain a good quality of life.

The review should establish the extent to which carers in Rotherham are able to carry out their caring role through access to timely and appropriate information enabling them to access support and services which meet any specific needs they have as carers.

10. Policy and Performance Agenda Implications

The Care Bill 2013-2014, which will reform the law relating to care and support for adults and the law relating to support for carers, is currently progressing through parliament and will impose new duties once enacted. The carers service review mentioned in 7.4 will take account of potential changes required to ensure compliance.

RMBC Corporate Plan Priority:

Ensuring care and protection are available for those people who need it most.

- Carers get the help and support they need
- People in need get help earlier before reaching crisis
- People in need of support and care have more choice and control to help them live at home

Children and Young People's Plan 2010-2013

11. Background Papers and Consultation

Rotherham Carers' Charter 2013

Joint Action Plan for Carers 2013-16

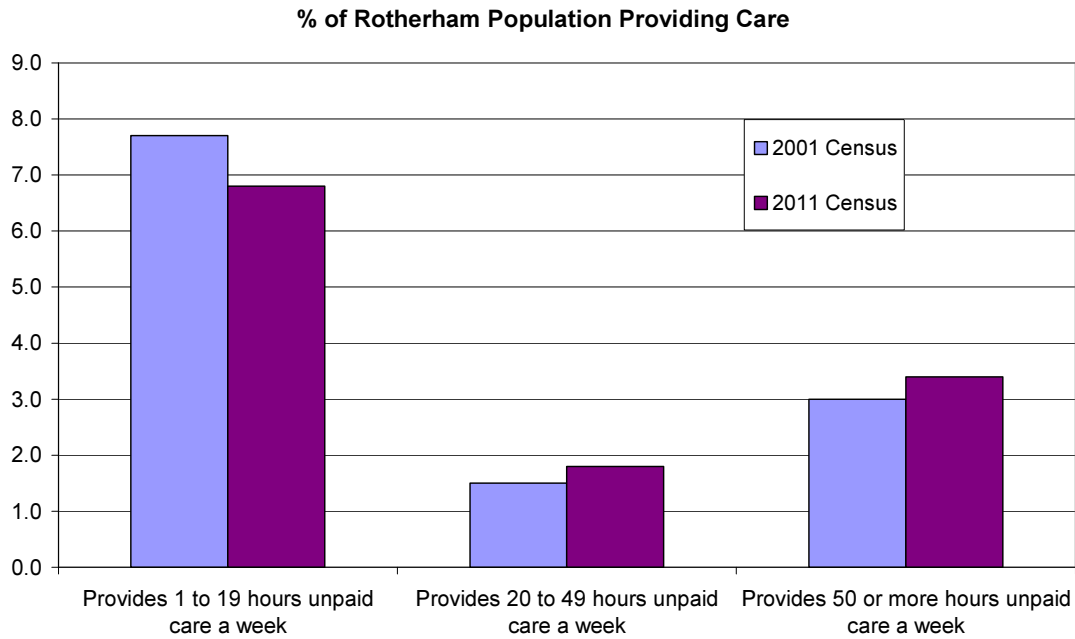
2011 Census data

12. Author

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Appendix 1



Key achievements from previous Carers Strategy 2008 – 2011

- Opening of the Carers Centre in 2010, supporting thousands of carers to get the help and support they need in Rotherham.
- Refreshed the Carers Handbook
- Rotherham is one of the best performers in the country for undertaking carers needs assessments and providing support, advice and information, carrying out over 2800 assessments in 2011/12 – all within 28 days.
- Customer satisfaction with carers services in Rotherham is 97.5%
- A range of Information events such as National Carers Week, Carer's Rights Day, Fairs Fayre and Lets Talk
- Targeted information for BME Carers, carers in rural areas and outreach work
- Producing an NHS DVD and '7 steps to caring' leaflet
- Carers Assessment form amended and improved to include signposting to a wide range of services
- Support to carers offered through a range of healthcare services such as the Memory Clinic, Breathing Space, Continuing Care Service, Macmillan and Rotherham Hospice
- A range of training offered specific to carers such as first aid and moving and handling
- Jobcentre Plus providing carers advisers in Job Centres
- Barnardos delivering a Young Carers Service and inclusion of questions about being a carer in the schools Lifestyle Survey
- Support to carers offered through a range of voluntary and community sector organisations, including carers breaks

Appendix 2

Commitments from Rotherham Carers' Charter

1. To improve health and wellbeing of carers:

- We will work with GPs to increase support and information available for carers
- We will work with healthcare staff to continue raising the need for people to recognise themselves as carers, and therefore access the help and support they may be entitled to
- We will offer personalised support to carers, enabling them to have a family and community life
- We will actively speak to carers about ensuring where possible that their own health does not suffer as a direct result of caring
- We will work with carers to help them to keep safe

2. To improve access to information:

- We will make sure that all carers are able to access information, advocacy, advice and support
- We will ensure information is provided to prevent carers experiencing financial hardship as a result of their caring role
- We will improve the offer of information and support to young carers
- We will make sure appropriate and up to date training is undertaken by all staff that work with carers to ensure information can be shared
- We will continue to review the Carers' Handbook to ensure the right information is available and it is widely accessible to all carers

3. To improve access to services:

- We will review the Rotherham Carers' Centre to ensure existing services meet the needs of carers
- We will raise awareness of staff to identify and support young carers
- We will explore potential for low level preventative services to support carers, including carers of people with dementia
- We will make sure carers are referred to preventive services at an earlier stage to help prevent them from reaching crisis point

4. To enable carers to take part in employment and training:

- We will support carers to identify their personal goals in work
- We will actively support all carers, including young carers, to remove barriers to education, training and employment
- We will actively promote flexible and supportive employment policies that benefit carers