

Adult Social Care

Health Select Committee
Carers – Framework for the Future

August 2020

Carers - Framework for the Future 2020-21

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 new a 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 and partners mobilised resources appropriate for the management of the Covid 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 a number of 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.

We are now in a position to look at what has been achieved and to refresh the original programme timelines. We have a moment to build upon the sterling work that has happened whilst all services were deploying their emergency plans.

**For the purposes of this document a ‘carer’ means an adult aged 18 and over who provides or intends to provide help to another adult. An adult who provides care under a contract or as voluntary work will not be regarded as a carer.*

Where we were at? (Information presented to Health and Wellbeing Board 11th March 2020)

No joined up working & lack of liaison between services/departments

Services contradict each other & budget cuts are impacting on services with lengthy waiting lists

Carers feel isolated, frustrated, undervalued & unheard

Carers feel passed around between services & the transition from childrens to adults is not a smooth process

Not clear of who to contact and where to go for advice

Carers want a designated person to assist with all aspects of support

'We need an 18-25 year old provision for short and long term respite in the borough. There is nothing after children's services ends at age 18 for complex needs young people'.

'Being a carer can be very isolating and very stressful and demanding. There have been times over the last 15 years I have felt so alone'

Carers Survey Report July 2019

What we needed to do?

(Information presented to Health and Wellbeing Board 11th March 2020)

Things to consider: Carers Survey Analysis

Briefing Note: July 2019

Recommendations:

- Develop processes to enable a smoother transition from children's to adult's services.
- Develop consistency in our approach i.e. dedicated case worker from point of contact throughout.
- Strengthen our information and advice offer to ensure it reaches its target audience and is fit for purpose.
- Introduction of the TOM Model should ensure that advice and support is available before the situation becomes critical.

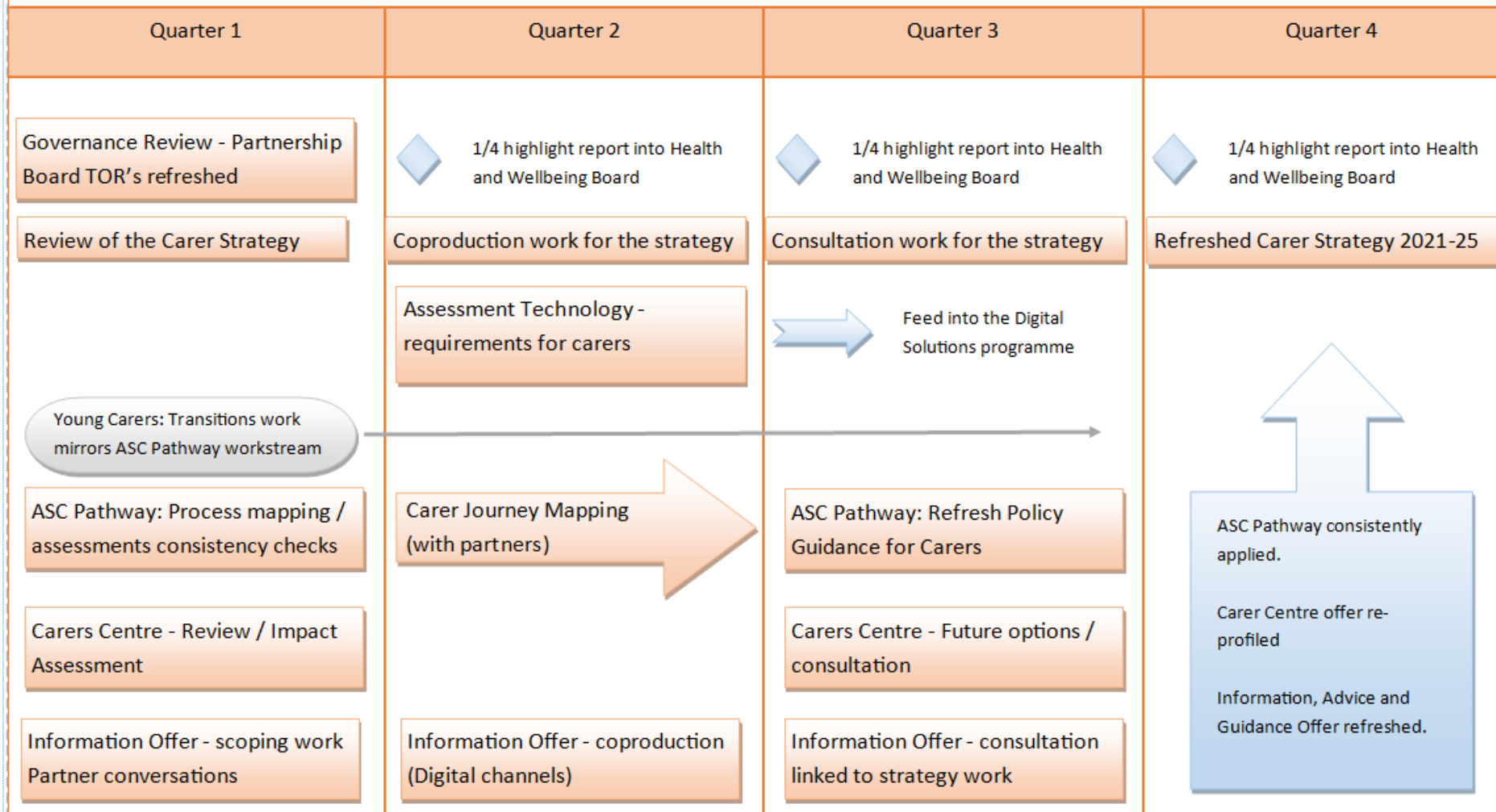
Things to do:

- Update the carer profile (Inc Young Carers)
- Review of the current strategy - impact assessment / focus group work
- AT Offer - carers embedded with in
- Assessment process reviewed and recommendations made
- Carer Journey - mapped
- Carers Centre - impact assessment
- Partnership Boards - review TOR
- Information Offer - scope it out
- Carer services - asset mapping of what is out there
- Activity and events planned
- Training prospectus

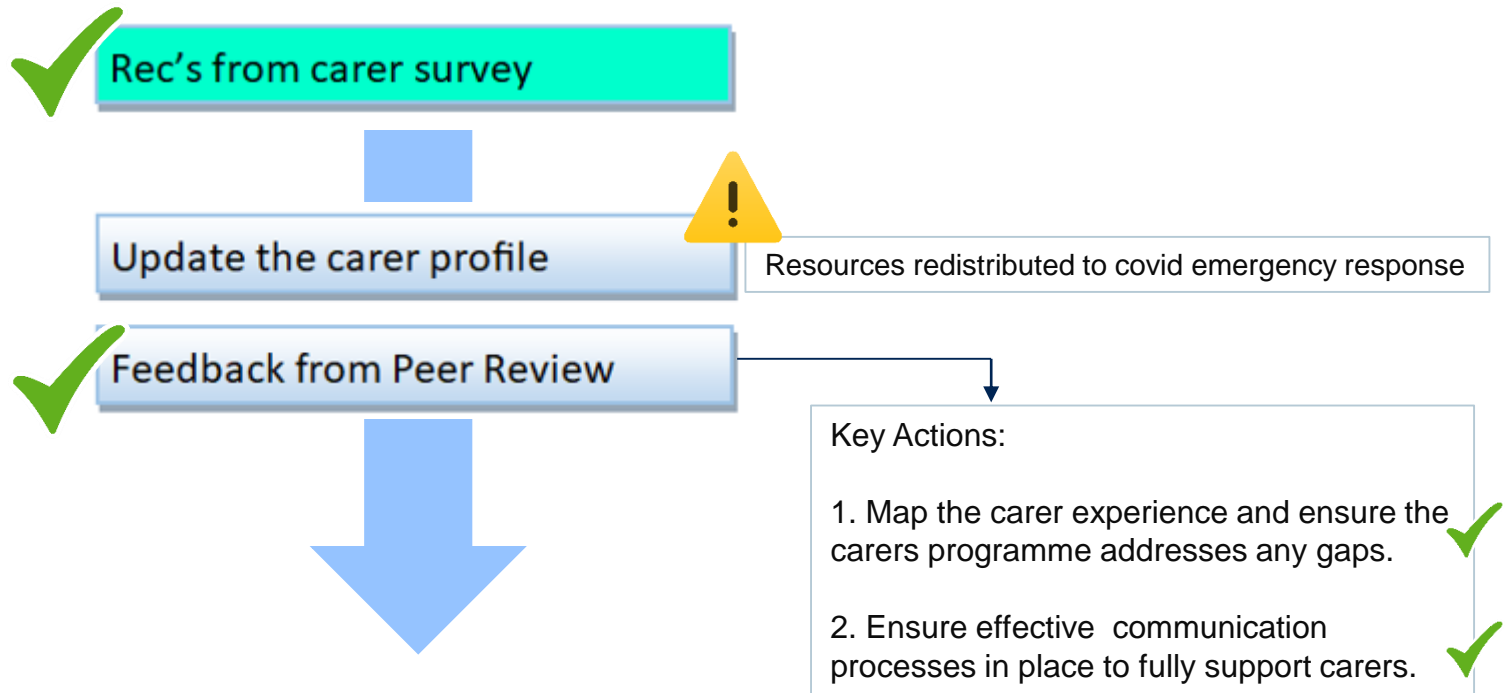
Things to aim for:

- We will commit to improving how carers are involved in the production and design of services.
- We will make sure carers feel informed about and involved in the conversations surrounding the person they care for.
- We will look at how to widen personal budgets.
- We will work with employers to raise awareness of flexible working policies.
- We will support carers taking a break from caring.
- We will make it easy for carers to get the right information at the right time.
- We will ensure carer assessments incorporate solutions that include friends, family and the wider community.

Proposed Implementation Plan 2020-21 (BEFORE Covid 19)



Getting things going... well almost!

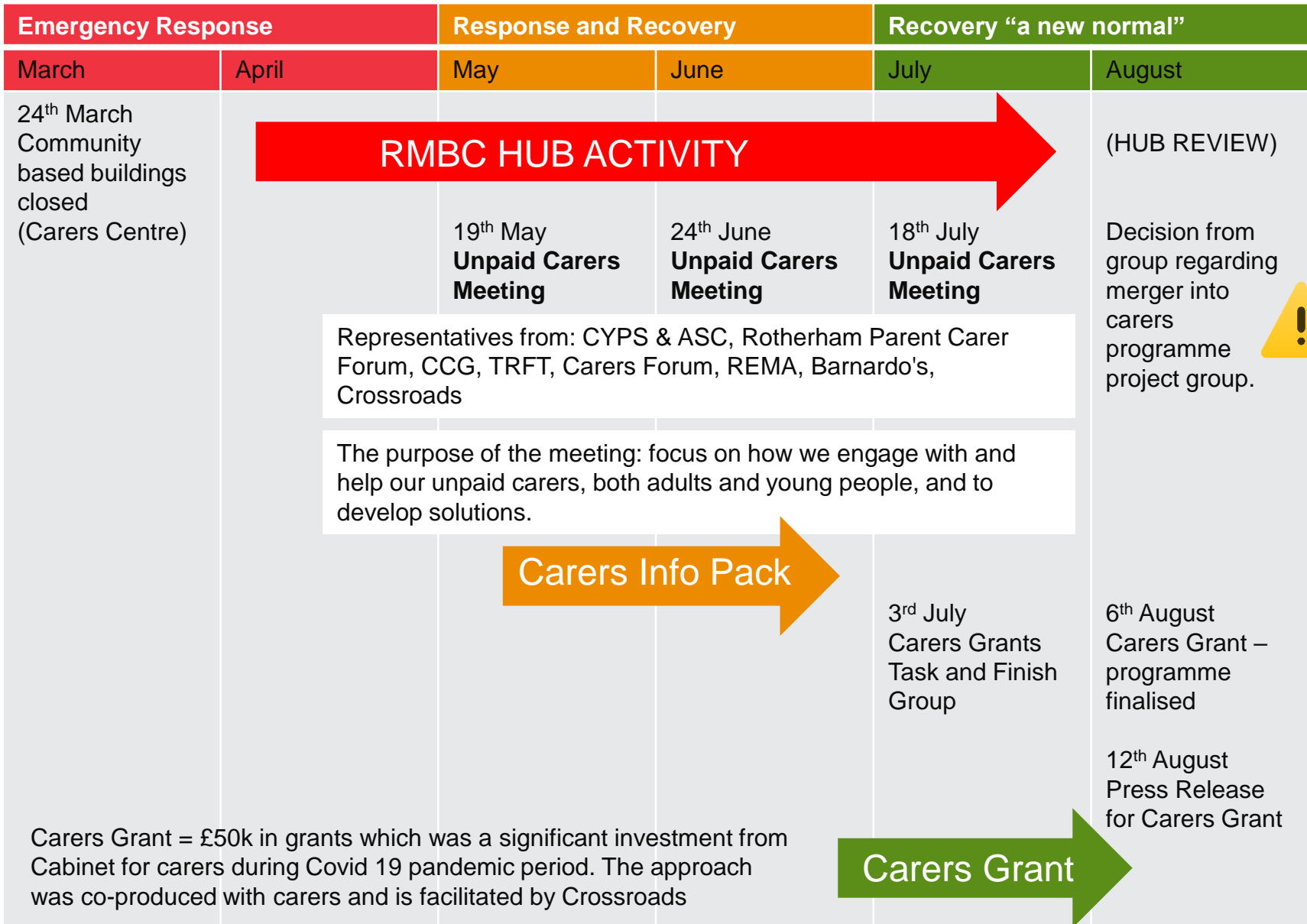


Proposed Timeline of Activity 2020-21

Start-up activity Feb-Mar 2020:

- Scoping work (Reported into SMT 5th March) ✓
- Business case to DLT (10th March) ✓
- Health and Wellbeing Board update 11th March 2020 ✓
- Project group set-up (Reports into Project Assurance Meeting from 19th March) ✗
- Programme - Implementation Plan (Signed off at Project Assurance Meeting on the 19th March) ✗

Covid 19 High Level Timeline



Where are we currently at?



**WORK
IN PROGRESS**

The use of digital tools, Zoom/Teams has also enabled a wider reach with carers and we are capturing the learning within the ASC Digital Solutions Project Group

Unpaid Carers Group utilised to be the Carers Programme Project Group?

Reschedule the review work for end of Quarter 2 with a new timeline and resource plan.

Action shifts into Quarter 3 (sub group: Barnardo's and CYPS)

Some work has occurred within ASC as a result of Covid 19.

Impact assessment moves into Quarter 2 and building subjected to the council's recovery principles.

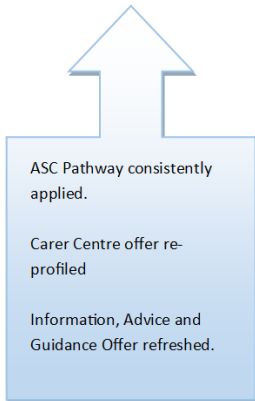
Need to define the building base offer for carers – the Crossroads Carers Hub demonstrates the support for carers from business partners and the council.

Covid impact needs exploring – different ways of working and engaging virtually.

| Apr – June 2020 | Jul – Sept 2020 | Oct – Dec 2020 | Jan – Mar 2021 |
|---|--|---|--|
| <p>Quarter 1 COVID EMERGENCY RESPONSE</p> <p>Governance Review - Partnership Board TOR's refreshed </p> <p>Review of the Carer Strategy </p> <p>Young Carers: Transitions work mirrors ASC Pathway workstream </p> <p>ASC Pathway: Process mapping / assessments consistency checks </p> <p>Carers Centre - Review / Impact Assessment </p> <p>Information Offer - scoping work Partner conversations </p> <p>Routine Activity Asset Mapping to keep a grip on available services. Activity and Events Training Activity</p> <p>COVID ACTIVITY</p> | <p>Quarter 2 COVID RECOVERY</p> <p>1/4 highlight report into Health and Wellbeing Board </p> <p>Coproduction work for the strategy</p> <p>Assistive Technology - requirements for carers </p> <p>Carer Journey Mapping (with partners) </p> <p>Information Offer - coproduction (Digital channels) </p> <p>Carers Week</p> | <p>Quarter 3</p> <p>1/4 highlight report into Health and Wellbeing Board </p> <p>Consultation work for the strategy</p> <p>Feed into the Digital Solutions programme </p> <p>ASC Pathway: Refresh Policy Guidance for Carers</p> <p>Carers Centre - Future options / consultation</p> <p>Information Offer - consultation linked to strategy work</p> <p>Carer Rights Day - Nov</p> | <p>Quarter 4</p> <p>1/4 highlight report into Health and Wellbeing Board </p> <p>Refreshed Carer Strategy 2021-25</p> <p>ASC Pathway consistently applied.</p> <p>Carer Centre offer re-profiled</p> <p>Information, Advice and Guidance Offer refreshed.</p> |

**ALL ROUTINE ACTIVITY
SUBJECT TO GOVERNMENT
GUIDELINES.**

Getting things back on track – programme refresh August 2020

| Quarter 2 July, Aug, Sept 2020 | Quarter 3 Oct, Nov Dec 2020 | Quarter 4 Jan, Feb, Mar 2021 | Quarter 1 Apr, May, June 2021 |
|--|--|--|--|
| 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 | Monthly Project Group Meeting with highlight Report to PAM 1/4 highlight report to Health and Wellbeing Board | Monthly Project Group Meeting with highlight Report to PAM 1/4 highlight report to Health and Wellbeing Board |
| WS1: Review of the Carer Strategy | Coproduction work for the strategy | Consultation work for the strategy | Refreshed Carer Strategy |
| WS2: Assistive Technology (AT) requirements for carers feeding into the Digital Solutions Programme | Engagement activity (Sandi Whiting) | AT pathway proposed and out to consultation. | AT Carer Offer launch |
| 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 | Decision making | |
| WS5: Information Offer - scoping work (Partner conversations) | Coproduction work (Digital channels) | Consultation linked to the strategy work | |
| Routine Activity: Training Programme for carers / staff Support for carers through covid (Carers Grant) Regular and sustained communications (Diane Clarke) Activity and Events (Carers Week / Carer Rights Day) | | | |

How we will progress – a summary

Key Objectives:

- ❑ We will map the carer experience and ensure the carers programme addresses any gaps.
- ❑ We will ensure effective communication processes are in place to fully support carers.
- ❑ We will refresh our understanding of the profile of carers in Rotherham in the light of Covid 19.
- ❑ We will invite reps from the Unpaid Carers Group to become members of the Carer Programme Project Group.
- ❑ We will continue to progress the Carers Grant work

Other considerations:

The Carers Strategy review work will begin 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.

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 will be set-up to look at young carers and how they transition into the ASC pathway.)

As per the government guidance and inline 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 will commence at the end of September with a 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 will be maximised and we will look 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.

The programme will be subject to check and challenge via the ASC Project Assurance Meeting and will feed into the Health and Wellbeing Board each quarter.