

**Committee Name and Date of Committee Meeting**

Health Select Commission – 03 September 2020

**Report Title**

Carers Programme

**Is this a Key Decision and has it been included on the Forward Plan?**

No

**Strategic Director Approving Submission of the Report**

Anne Marie Lubanski, Strategic Director of Adult Care, Housing and Public Health

**Report Author(s)**

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Manager

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**Ward(s) Affected**

Borough-Wide

**Report Summary.**

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.

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.

This report offers an update to the Health Select Commission on the Carers Programme and provides information on the reprofiled timeline for the associated project work.

**Recommendations**

1. 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

2. As a result of the response to Covid 19 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.
3. Work will be undertaken to plot out the recovery activity needed for the Carer Centres and alongside a strategic review and impact assessment of the facility will commence at the end of September.
4. We will look to expand the work on the Unpaid Carers Group particularly the engagement approach undertaken to maintain conversations throughout the Covid 19 emergency response and think about ways of increasing digital connectivity and skills for carers.

**List of Appendices Included**

Appendix 1 Presentation Slide Deck

**Background Papers**

Caring Together the Rotherham Carers Strategy 2016-2021

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

None

**Council Approval Required**

You should refer to [Appendix 9 of the Constitution – Responsibility for Functions](#) – to check whether your recommendations require approval by Council, as well as Cabinet or a committee. You should take advice from Democratic Services if you are not sure.

No

**Exempt from the Press and Public**

No

## **Carers Programme**

### **1. Background – New Adult Care Pathways**

- 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.
- 1.2. 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.
- 1.3. 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.
- 1.4. 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.
- 1.5. 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.
- 1.6. 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.
- 1.7. 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.

### **2. Where were we at? (Pre-Covid 19)**

- 2.1. The Survey of Adult Carers in England 2018-19 is a national survey carried out by the NHS Digital for Health and Social Care. 362 out of a sample of 813 carers responded to the survey, which is a response rate of 44.5%.

2.2. All local authorities with social services responsibilities are required to take part. The purpose of the survey is to find out; if services received by carers are helping them in their caring role, about the carer's life outside of caring and carer's perception of services provided to the cared for person.

2.3. Carer Survey Recommendations:

1. Develop processes to enable a smoother transition from children to adult services.
2. Develop consistency in our approach i.e. dedicated case worker from point of contact throughout.
3. Strengthen our information and advice offer to ensure it reaches its target audience and is fit for purpose.
4. Introduction of the Target Operating Model (ASC Pathway) should ensure that advice and support is available before the situation becomes critical.

### **3. What we needed to do?**

- Update the carer profile (Inc Young Carers) who are our carers?
- Review of the current carer strategy – complete an impact assessment via focus group work.
- Assistive Technology Offer - ensure carers are embedded with the strategic plans.
- Assessment process reviewed to ensure the sub-pathway is pitched correctly.
- Carer Journey – mapped to inform policy guidance changes.
- Carers Centre - impact assessment.
- Partnership Boards - review Terms of Reference and map to the carer strategy delivery.
- Information Offer - scope it out.
- Carer services - asset mapping of what is out there.
- Activity and events planned for 2020-21.
- Training prospectus refreshed for new financial year.

### **4. What has been happening through the Covid 19 Period**

- 4.1. 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.
- 4.2. 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 to 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**

## **5. How will we progress?**

### **5.1. Key Objectives to progress from the end of Quarter 2:**

- ☐ 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

## **6. Other considerations:**

- 6.1. 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.
- 6.2. As a result of the response to Covid 19 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.)
- 6.3. 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 will commence at the end of September with a report due by December 2020.
- 6.4. 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; 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.

- 6.5. 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.

**Accountable Officer(s)**

Jo Hinchliffe, Service Improvement and Governance Manager

This report is published on the Council's [website](#).

## Adult Social Care

# Health Select Committee

## Carers – Framework for the Future

August 2020

[www.rotherham.gov.uk](http://www.rotherham.gov.uk)

Rotherham  
Metropolitan  
Borough Council



## 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.

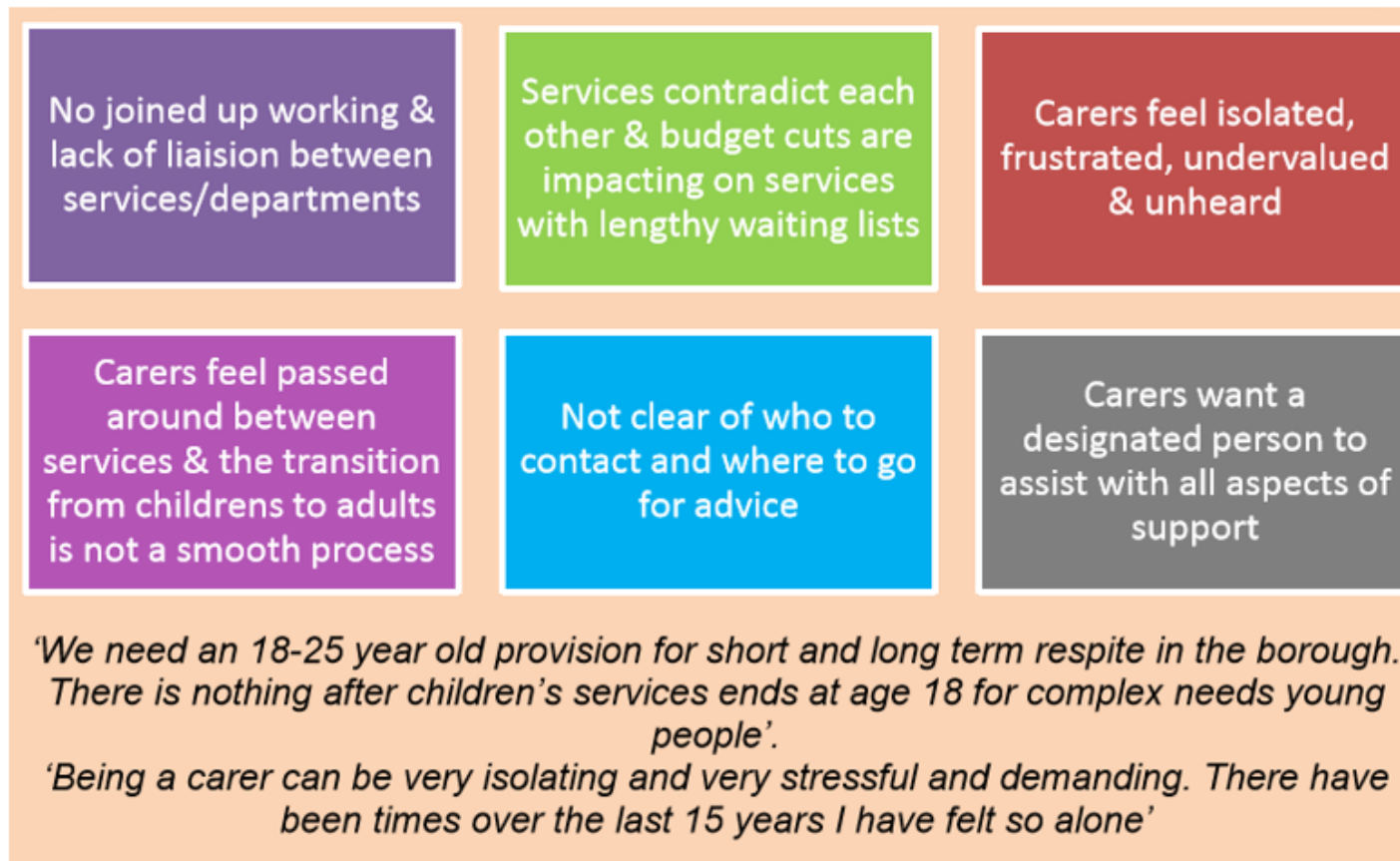
However, out of adversity came opportunity and although the programme timeline was considerably compromised a number of actions have been progressed. Having to work extremely quickly in significantly different ways meant partnerships had to be even stronger to ensure carers were fully supported in the 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 11<sup>th</sup> March 2020)



*Carers Survey Report July 2019*

## What we needed to do?

*(Information presented to Health and Wellbeing Board 11<sup>th</sup> 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.

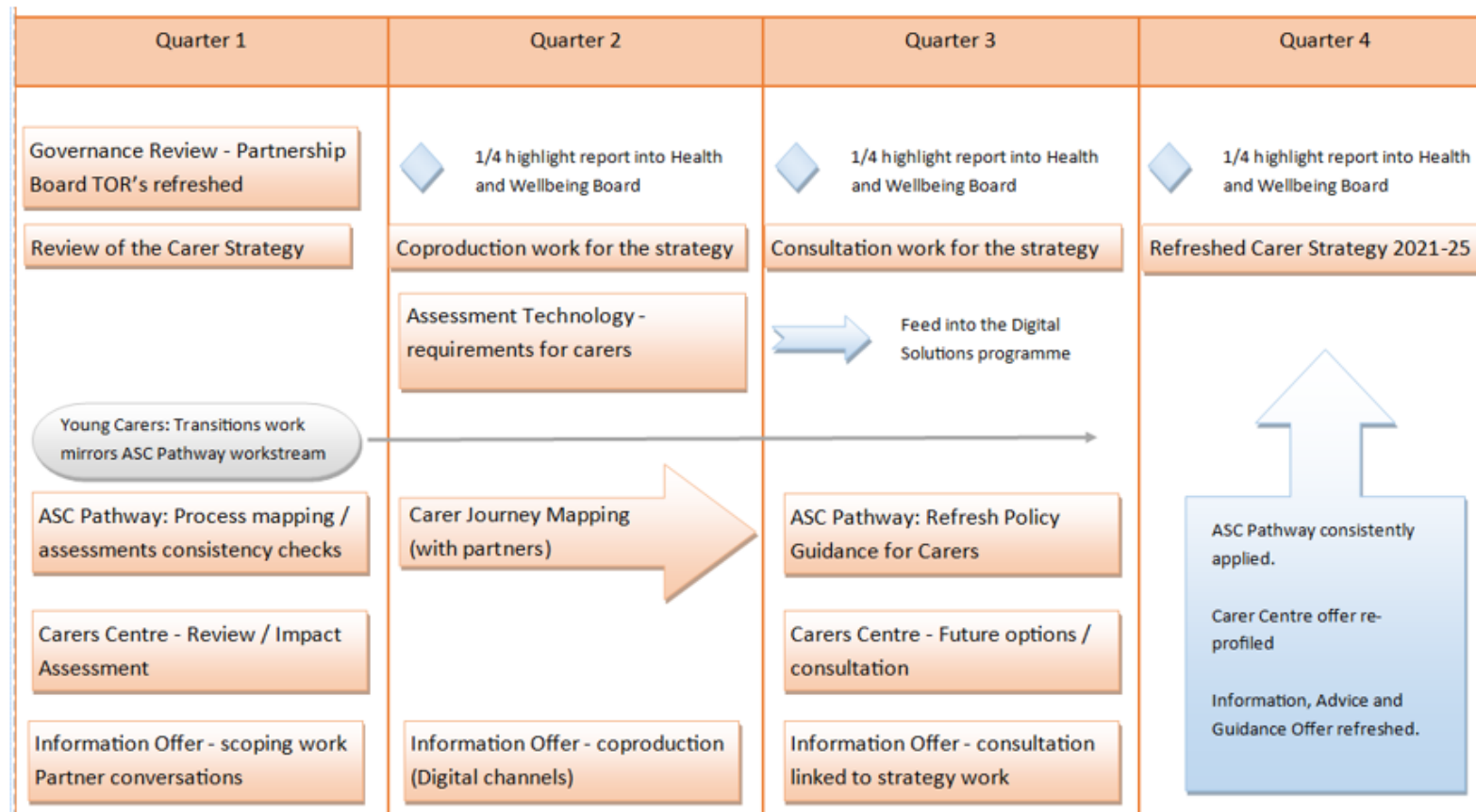
### Things to do:

- 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

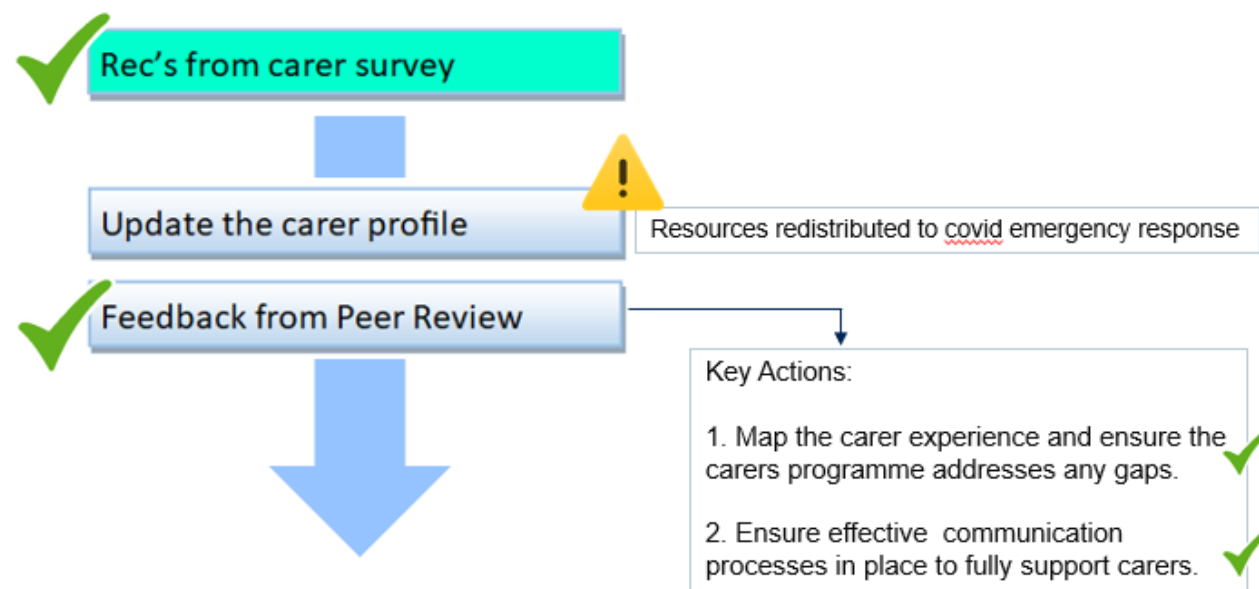
### Things to aim for:

- 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)**

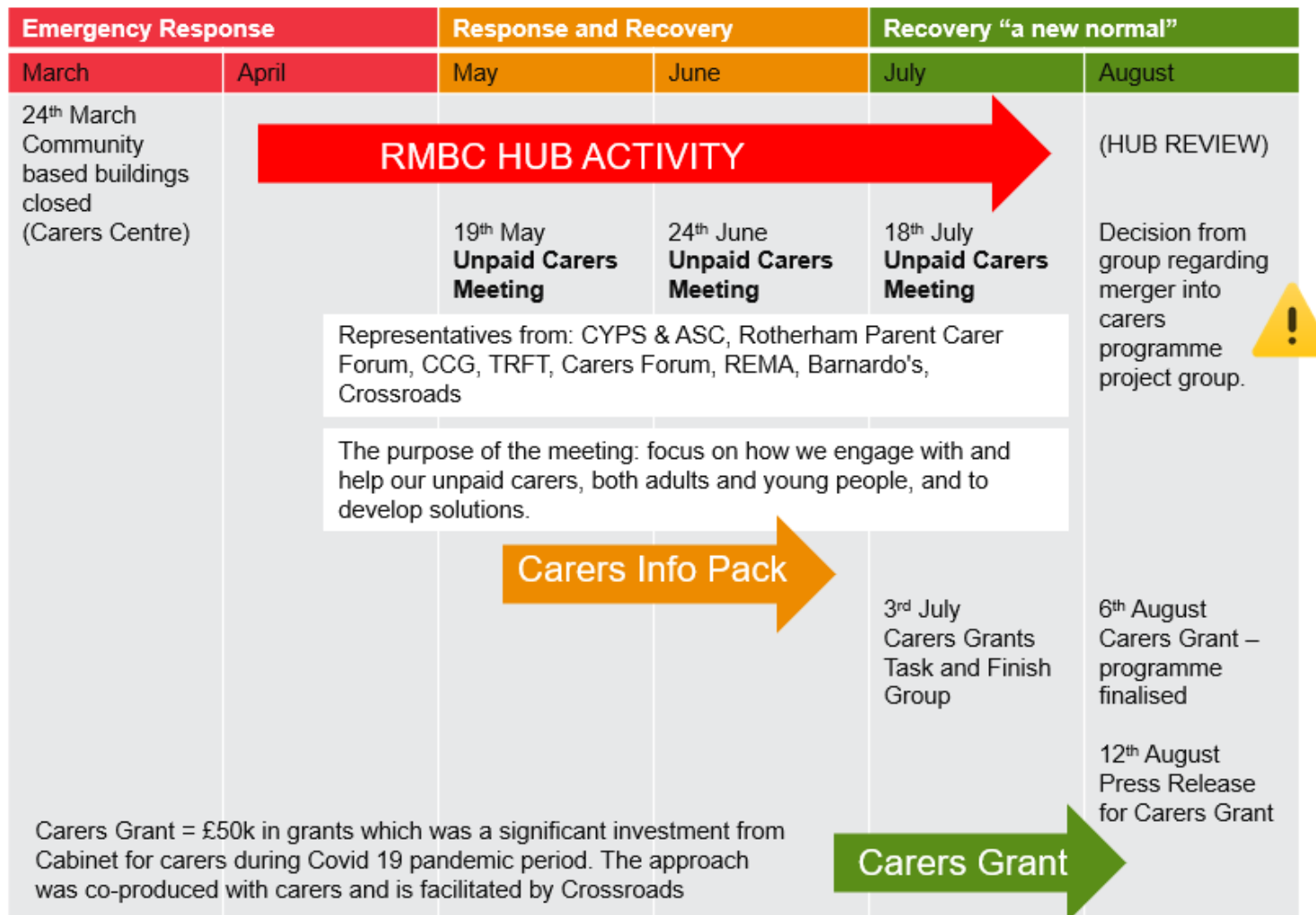


## Getting things going... well almost!



| Proposed Timeline of Activity 2020-21   |   |
|---|---|
| <b>Start-up activity Feb-Mar 2020:</b>  |   |
| • 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?

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.

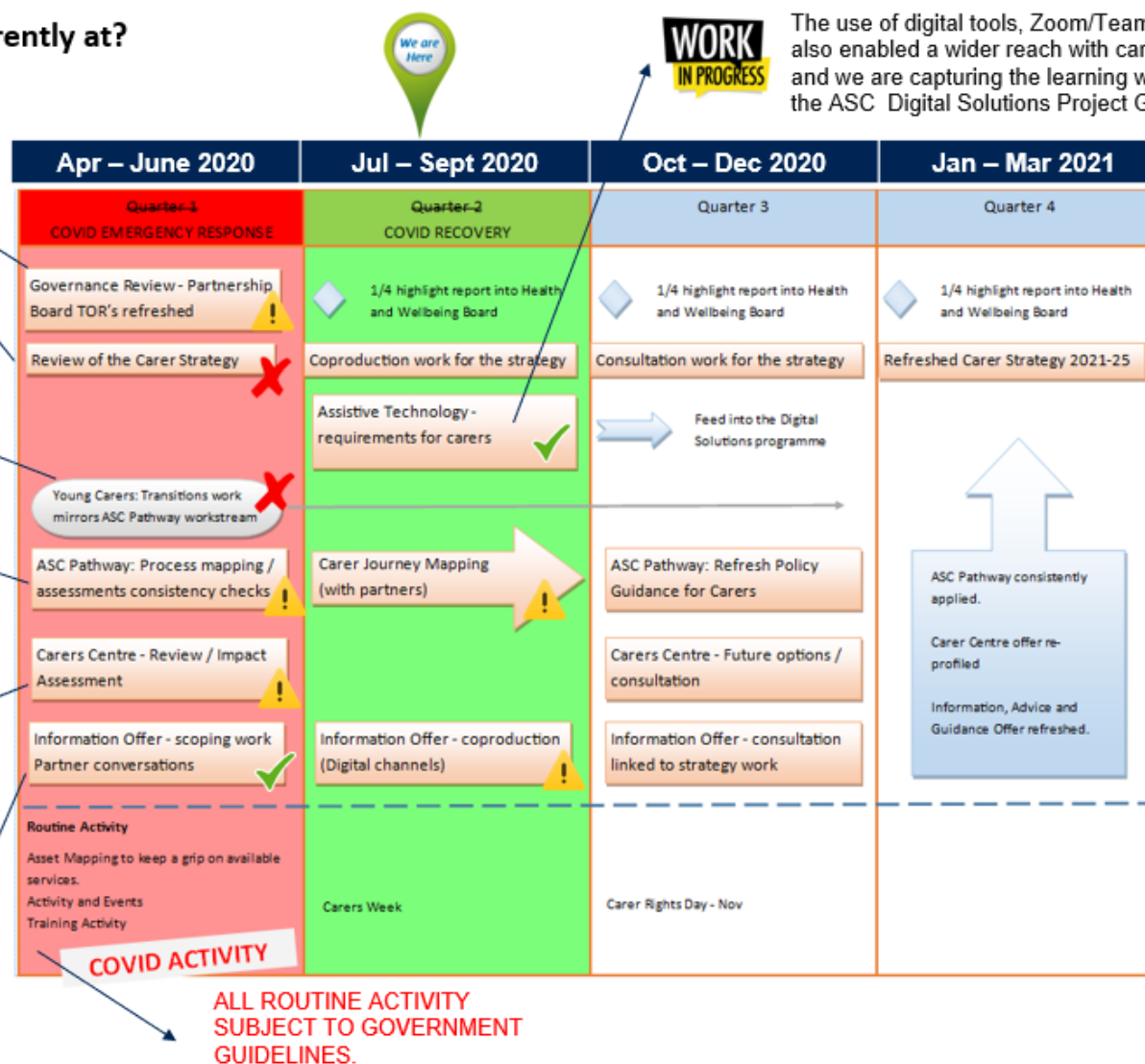
Action shifts into Quarter 3 (sub group: Barnardo's and CYPs)

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.

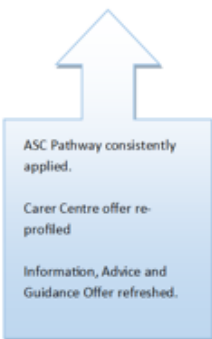
Need to define the building base offer for carers – the Crossroads Carers Hub demonstrates the support for carers from business partners and the council.

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





## Getting things back on track – programme refresh August 2020

| Quarter 2<br>July, Aug, Sept 2020  | Quarter 3<br>Oct, Nov Dec 2020   | Quarter 4<br>Jan, Feb, Mar 2021  | Quarter 1<br>Apr, May, June 2021   |
|--|--|--|--|
| <b>PMO: Governance Reset:</b><br>Establish Carers Programme<br>Project Group - reports into ASC<br>Project Assurance Meeting (PAM)<br>17th Sept & then into Health and Wellbeing Board                                       | Monthly Project Group Meeting with highlight Report to PAM:<br>15th October<br>19th November<br>3rd December<br><br>1/4 highlight report to Health and Wellbeing Board | Monthly Project Group Meeting with highlight Report to PAM<br><br>1/4 highlight report to Health and Wellbeing Board | Monthly Project Group Meeting with highlight Report to PAM<br><br>1/4 highlight report to Health and Wellbeing Board |
| <b>WS1: Review of the Carer Strategy</b>   | Coproduction work for the strategy   | Consultation work for the strategy   | Refreshed Carer Strategy   |
| <b>WS2: Assistive Technology (AT)</b><br>requirements for carers feeding into the Digital Solutions Programme  | Engagement activity (Sandi Whiting)  | AT pathway proposed and out to consultation.   | AT Carer Offer launch  |
| <b>WS3: ASC Pathway:</b> Process mapping / assessments consistency checks<br>Young Carers: transition work mirrors ASC Pathway   | Carer Journey Mapping (with all partners)<br>ASC Pathway: Refresh Policy / Guidance for Carers   |  |                                  |
| <b>WS4: Carers Centre</b> - Review / Impact Assessment   | Carers Centre - future options / consultation  | Decision making  |  |
| <b>WS5: Information Offer</b> - scoping work (Partner conversations)   | Coproduction work (Digital channels)   | Consultation linked to the strategy work   |  |
| Routine Activity:<br>Training Programme for carers / staff<br>Support for carers through covid (Carers Grant)<br>Regular and sustained communications (Diane Clarke)<br>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.
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