

REPORT TO: Cabinet Member Health & Social Care

DATE: February 16th 2011

SUBJECT: Sefton Carers Strategy 2010-13 Progress Report

**WARDS
AFFECTED:** All

REPORT OF: Robina Critchley (Adult Social Care Director)

**CONTACT
OFFICER(s) :** Margaret Milne
(Principal Manager Adult Social Care)
Tel: 0151 934

**EXEMPT/
CONFIDENTIAL:** NO

PURPOSE/SUMMARY:

For Cabinet Member to note activity from 1st April- 31st December 2010 relating to the Sefton Carers Strategy (2010-2013)

REASON WHY DECISION REQUIRED:

RECOMMENDATION(S):

To seek approval to continue to implement the strategy from 2011/12.

KEY DECISION: Yes

FORWARD PLAN: Yes

IMPLEMENTATION DATE: Following the expiry of the "call-in" period for the Minutes of the meeting

ALTERNATIVE OPTIONS:

IMPLICATIONS:

Budget/Policy Framework:

Financial:

<u>CAPITAL EXPENDITURE</u>	2009 2010 £	2010/ 2011 £	2011/ 2012 £	2012/ 2013 £
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date?				
How will the service be funded post expiry?				

Legal:

Risk Assessment:

Asset Management:

CONSULTATION UNDERTAKEN

- The Head of Corporate Finance and Information Services has been consulted and has no comments on the report - FD 622'
- The Head of Corporate Legal Services has been consulted and has no comments on this report- LD00031/11.

- Consultation has taken place to shape the Sefton Carers Strategy 2010-2013 via a wide reaching carer's survey.

CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community	√		
2	Creating Safe Communities	√		
3	Jobs and Prosperity	√		
4	Improving Health and Well-Being	√		
5	Environmental Sustainability		√	
6	Creating Inclusive Communities	√		
7	Improving the Quality of Council Services and Strengthening local Democracy	√		
8	Children and Young People			

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

- Sefton Carers Strategy 2010-13
- Carers at the Heart of 21st Century Families and communities: a caring system on your side, a life of your own (2008)
- Putting People First: a shared vision and commitment to the transformation of adult social care
- Our Health, Our Care, Our Say: A new direction for community services
- Valuing people now: A three year strategy for people with learning disabilities
- Liberating the NHS- Legislative framework and next steps (DH 2010)
- The Operating Framework for the NHS in England 2011/12
- "Recognised, valued and supported: Next Steps for the Carers' Strategy 2010 - HM Government 2010
- Living Well with dementia : A National Dementia strategy
- A Vision for Adult Social Care: Capable Communities and Active Citizens (2010)
- Carers and Personalisation: improving outcomes DH 2010

Background

The Sefton Carers Strategy 2010-13 was presented to Cabinet member on 23rd June 2010. Officers agreed to provide an update after six months regarding the progress against actions outlined in the strategy. Cabinet Member will recall the actions identified to achieve the following outcomes to improve the lives of unpaid carers in Sefton:

Access to Information:

- There are now 14,478 carers registered with Sefton Carers Centre. These carers have access to information via regular newsletters and the availability of the Carers Centre Helpline, drop-in and outreach services.
- “Looking Local” – there have been 29,637 hits to the internet site and 1,971 users via other media (i.e. through interactive TV) – Job Centre Plus pages have received the most areas of interest.
- The “No Wrong Door Policy”– This policy has been in place for over twelve months and has been quality assured via a group of mystery shoppers from the Sefton Ability Network. As a consequence, the Departmental Improvement Group (DIG) has implemented changes in line with the findings of this exercise.
- Raising Awareness of Dementia - During 2010 a series of road-shows were held in Southport, Crosby, Formby and Bootle to raise awareness of the signs and symptoms of dementia, the need for early diagnosis and the support systems currently in place for adults with dementia and carers, as symptoms of dementia are often not reported early to health professionals for a variety of reasons often associated with a sense of stigmatisation.
- The events generated public interest and positive feedback was received. Following on from those events, as part of the Sefton Dementia Strategy, the Sefton Adult Social Care Department, in partnership with NHS Sefton and a number of third sector organisations are planning an event on 24th February 2011 (in Southport) to raise awareness of dementia for the wider workforce such as shops, transport and other public services. The aim of this event is to educate and inform people about some of the misconceptions around dementia and to encourage services to consider environmental issues and the appropriate types of support for their customers as according to the Department of Health population projection datasets, we are likely to see a rise in the number of dementia sufferers in line with an increased elderly population.
- The Sefton Family Services web-directory was launched in October 2010, a link to this can be found on the home page of Sefton Council’s website.

Training and advice to care

The “Caring with Confidence Programme”.

Forty-six carers have attended this programme. The aim of the programme is to help carers to make a positive difference in their lives and the lives of the person they care for. The evaluation indicates that carers have enjoyed the course and felt more confident in their caring role as a result.

The Government have now withdrawn the funding for the programme nationally as part of the Comprehensive Spending Review.

966 carers have attended Sefton Carers Centre for a variety of training events and courses since April 2010. The courses included:

- Managing finances on a low budget
- Basic First Aid
- Introduction to Excel
- Moving and Handling
- Internet for beginners
- Computers for beginners
- Garden maintenance
- Crafts for carers
- Freestyle Art
- Health & Safety
- HIV awareness
- Managing aggressive behaviour
- Assertiveness
- On-line shopping
- Dementia awareness
- Will planning and trusts
- I.T for beginners
- Anger management
- Drug awareness
- Nutrition and special diets
- Caring for people affected by strokes

Sefton Carers Centre in partnership with the Sefton Drugs Action team is undertaking a pilot (funded by Skills for Care) to deliver training to 75 agencies around the diverse needs of carers of people who are substance misusers.

Choice and Control

128 carers have received a direct payment for goods or services to support them in their caring role. These have varied in use to enable carers to:

- Reduce stress
- Take a break
- Prevent the risk of carer breakdown
- Promote health and well-being
- Reduce the likelihood of financial hardship

A total of 418 sets of residential respite vouchers have been issued, and 8,850 domiciliary home care vouchers have been issued this year to enable carers to take short breaks whilst the person they care for is looked after in their own home. This will be replaced by personal budgets for carers. The scheme continues to be managed by Sefton Carers Centre. There have also been 13,444 days/night's residential respite in nursing or rest homes funded through the Department's Financial Allocation process and from 1st April 2010 this has benefitted 359 carers of people with complex needs.

Economic Well-being

- Sefton MBC Personnel Department continue to ensure that employees who have caring responsibilities can be supported via the right to request flexible working. There are plans to review how well the policy is working via a staff survey during 2011.
- From 1st April 2010 the Sefton Carers Centre Benefits Advisor supported 528 carers to access benefits to the value of £696,986.96. Sefton Welfare Rights team helped 2,445 Sefton citizens maximise their income to the value of £1,101,989 through support and advice with benefit applications.
- The New Deal for Carers (Job Centre Plus) - there have been several organisational changes within Job Centre Plus, however they have reported that since the work-focused support program was introduced 255 carers have been identified in Sefton – enabling Job Centre Plus advisers to support them to seek work around their caring responsibilities.

Improved Health and Well-being

- Take up of the Leisure Passport- there have been 721 additional people who have taken up the leisure passport this year.
- National Indicators, NI39- alcohol Harm Related Hospital Admissions, 2154.9 – this is below the regional average but above the national average.
- NI123 – Smoking Cessation - there have been 1,396 quitters- this is above the regional average of 1,038 and above the national average of 895.

- NI124 – People Reporting Being in Control of Long Term Conditions- 85% have reported feeling in control, this is 2% above the regional average and 4% above the national average.

Emotional Support

- Sefton Alzheimer’s Society has now expanded their numbers and venues for drop in- support groups now cover Southport, Netherton, Crosby, Bootle and Maghull.
- Following on from the “Caring with Confidence” programme, Sefton Carers Centre have helped groups of carers to form four new support groups since April 2009. The groups meet regularly and keep in touch with each other to offer peer support. Eight of the carers have become new volunteers at the centre.

Planning for emergencies

Total number of carers registered with CERT (Carers Emergency Respite) = 3,019

Total number of newly registered carers = 183

Total number of call outs/visits = 923

Total number of carers helped = 806

Total number of hours provided = 2,988.5

1,485 Carers hold a carers card- which is attached with the Community lifeline scheme. According to The Sefton Adults with Learning Disabilities Database- there are 132 people with a learning disability known to the Authority living with older carers at home. Of those carers who have been offered a person centred plan, 70 have one in place.

Young Carers

Sefton Carers Centre in partnership with PSS Sefton Young Carers Project and a range of other partners has submitted a joint Lottery bid to the “Youth in Focus” scheme to further develop work with young carers who fall into the age range of 10-25. The outcome of the application will not be known until the end of May 2011.

Making a Positive Contribution

- The “National Carers’ Survey” for Local Authorities has been deferred until 2012.
- Sefton Carers Centre facilitated a “Carers Rights” event on 3rd December 2010, at which carers were able to raise their questions or concerns to a panel which included the Cabinet Member for Health and Social Care, representatives from the Council and NHS Sefton about issues affecting the services provided to the people they cared for. Carers also had the opportunity to access a range of information provided by a number of Sefton Voluntary Sector organisations.

Equality, Dignity and Respect

- From 1st April -31st December 2010 1,065 staff have attended safeguarding training. Sefton Safeguarding Adults Policy and Procedural Framework for Action 2011 has now been published and is available on the Sefton Council Website.
- Dignity in Care. This year the Sefton Dignity in Care network has focused on a number of key areas:
 - a) A Mapping Exercise has been undertaken to review the range of work being developed by partners throughout Sefton which includes details of outcomes from all activity.
 - b) Delivering Same Sex Accommodation (DSSA) - The North West have produced a publication '*Five Steps to Eliminating Mixed Sex Accommodation*' as a guide to preventing Hospitals from breaching this standard. Good progress has been made in Sefton. This process will be extended in the near future to include residential, nursing and domiciliary providers.
 - c) Dementia Awareness - an event will be held which will target the wider workforce to raise awareness of dementia issues, this will also address dignity and respect. The date has been arranged for 24th February 2011, to coincide with the Dignity Action Day on 25th Feb 2011.
 - d) The review and update of the "Dignity in Care" web section of the Sefton Council website has been undertaken with links to key strategic documents in an attempt to encourage people to become dignity in care champions.
 - e) The North West Dignity Leads meeting held a development day to discuss the future sustainability of the group, as funding for the current chair has ended. This included discussions on the aspirations of the group, the benefits, products/services, and local resources. Outcomes and actions from the group and developments from Department of Health will continue to support the Sefton Dignity in Care Working Group.

“Recognised, Valued and Supported: Next steps for the Carers’ Strategy”

This document was published in November 2010 and outlines the government’s priorities for carers until 2015.

Sefton Adult Social Care Department will continue to work with statutory, independent and voluntary Sector partners and carers to deliver the four key priority areas:

- Identifying carers earlier;
- Supporting carers to achieve their full education and employment potential;
- Personalised support for carers so they can live a full life: and
- Supporting carers to remain mentally and physically well.

A Further progress report will be presented to Cabinet Member in six months time.