

# Agenda

## Adult Care and Well Being Overview and Scrutiny Panel

**Wednesday, 25 September 2019, 2.00 pm**  
**County Hall, Worcester**

All County Councillors are invited to attend and participate

This document can be provided in alternative formats such as Large Print, an audio recording or Braille; it can also be emailed as a Microsoft Word attachment. Please contact Democratic Services on telephone number 01905 844964 or by emailing [democraticservices@worcestershire.gov.uk](mailto:democraticservices@worcestershire.gov.uk)

## DISCLOSING INTERESTS

There are now 2 types of interests:  
**'Disclosable pecuniary interests'** and **'other disclosable interests'**

### WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3<sup>rd</sup> party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

**NB Your DPIs include the interests of your spouse/partner as well as you**

### WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
  - you must **not participate** and you **must withdraw**.

**NB It is a criminal offence to participate in matters in which you have a DPI**

### WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:  
You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

### WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

### DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests** **OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

### DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
  - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

**Adult Care and Well Being Overview and Scrutiny Panel  
Wednesday, 25 September 2019, 2.00 pm, County Hall,  
Worcester**

**Membership**

**Councillors:**

Mrs J A Brunner (Chairman), Mr R C Adams, Mr T Baker-Price, Mr A Fry, Mr P Grove, Mr P B Harrison, Mr R C Lunn, Mrs E B Tucker (Vice Chairman) and Ms S A Webb

**Agenda**

Item No	Subject	Page No
1	<b>Apologies and Welcome</b>	
2	<b>Declarations of Interest</b>	
3	<b>Public Participation</b> Members of the public wishing to take part should notify the Head of Legal and Democratic Services, in writing or by email indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 24 September 2019). Enquiries can be made through the telephone number/email address below.	
4	<b>Confirmation of the Minutes of the Previous Meeting</b> Previously circulated	
5	<b>Support for Carers</b>	1 - 44
6	<b>Performance and In-Year Budget Monitoring</b>	45 - 50
7	<b>Work Programme 2019/20</b>	51 - 54

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Agenda produced and published by the Head of Legal and Democratic Services, County Hall, Spetchley Road, Worcester WR5 2NP To obtain further information or hard copies of this agenda, please contact Emma James/Jo Weston telephone: 01905 844964 email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

All the above reports and supporting information can be accessed via the Council's [website](http://www.worcestershire.gov.uk/info/20013/councillors_and_committees)[http://www.worcestershire.gov.uk/info/20013/councillors\\_and\\_committees](http://www.worcestershire.gov.uk/info/20013/councillors_and_committees)

Date of Issue: Tuesday, 17 September 2019

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## **ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 25 SEPTEMBER 2019**

### **SUPPORT FOR CARERS**

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#### **Summary**

1. The Panel has requested an overview of the Council's support for carers in Worcestershire, which was recently added to the Panel's work programme.
2. In Worcestershire, support for carers is provided by Worcestershire Association of Carers (WAC), therefore representatives from WAC have been invited to the meeting, as well as Officers from the Council's Directorate of Adult Services who commission support for carers, and the Cabinet Member for Adult Social Care.

#### **Background**

3. A '**Carer**' is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid (*NHS Definition*).
4. This includes (but is not limited to) Adult Carers, Parent Carer/Child Carers, Sibling Carers, Primary Carers, Secondary Carers, Lone Carers, Sandwich Carers and Hidden Carers.
5. Unpaid carers perform a unique role in our society and increasingly, most of us are likely to assume responsibility for helping to care or support someone close to us at some point in our lives. We become carers when our caring responsibilities exceed normal expectations for a relationship due to the illness or chronic condition of someone close to us. Many people enjoy or derive great satisfaction from their carer role and may acquire new skills and friendships, but carers often unknowingly place their own physical, mental and financial wellbeing at risk of harm without appropriate support.
6. Carers are less likely to be in full time employment, more likely to have left work or retired to care and suffered the consequences in terms of reduced income and pension rights. 1 in 10 adults (6.5 million people in the UK), including young adult carers, will have a caring role and many have poorer mental and physical health, because of caring without receiving timely information and help.
7. The national Census (2011) identified that there are currently 63,685 adult carers and 3,490 young carers in Worcestershire. Nationally most carers are aged between 50–64 years and people aged 65 and over make up a higher proportion of carers

(19%) than they do the population as a whole (12%)<sup>1</sup>. In Worcestershire the highest number of referrals has been seen in people aged 70-74, with significant increases in carers aged over 80. 50 new referrals were received in 2018/19 for carers aged 85 and over.

8. The Council has a Contract with Worcestershire Association of Carers (WAC) to deliver an Integrated Carers Hub. The purpose of the 'Integrated Carers Hub' is to co-ordinate support for Carers across the whole of Worcestershire, providing **one** point of contact for Carers to co-ordinate and improve access to local support. The contract has been in place since July 2016. The Council receives quarterly reports and an annual Health and Wellbeing board report from WAC (Appendix 1). The quarterly report focuss on activity and the agreed key outcomes for Carers which are:

- a) Delaying and reducing the need for care and support
- b) Enhanced quality of life for Carers
- c) Early intervention to meet Carers' needs
- d) Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

9. WAC provides support to Carers across Worcestershire and has seen the number of carers being supported increase to 20% (Table 1). The largest number of referrals is from health services and this is expected to increase further with the 'Think Carer' programme.

**Table 1: % of carers supported by district**

	<b>Carers Identified in 2011 census</b>	<b>% supported by Jan to March 2019</b>
Bromsgrove	11,201	15%
Redditch	8,889	19%
Wyre Forest	11,123	21%
Malvern Hills	9,390	21%
Worcester	9,648	23%
Wychavon	13,434	19%
<b>Total</b>	<b>63,685</b>	<b>20%</b>

10. Carer assessments are undertaken on behalf of the Council by WAC. These are delivered through face to face visits with carers following a referral from a Social Work team. In 2018/19 1,533 Carer Assessments were undertaken. WAC also support the Council by engaging with Carers before a formal assessment is required, supporting the philosophy of the three-conversation model which is now embedded across Adult Social Care teams.

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<sup>1</sup> House of parliament postnote – Number 252 (July 2018)

11. The delivery of the Hub requires a wide range of services and responsibilities to be provided both statutory and non-statutory. The two elements go hand in hand, as without one the other is less successful. There is also much strategic work and partnership building which impacts on service delivery and the current and future visibility of carers in strategic discussions and future investment. However, it is worth highlighting the statutory part of the service provision includes:

General advice, information and support for adult Carers, well-being and prevention,

Conversation 1 – to listen and connect with adult Carers as the first point of contact for a Carer to discuss what support is available and what might help.

This includes emergency, contingency and future planning and the promotion of wellbeing.

Conversation 3 – including Carer reviews and emergency, contingency and future planning and the promotion of wellbeing. The assessments involve meeting the support and care needs of Carers with eligible needs.

12. The contract with WAC is due to cease on 31<sup>st</sup> March 2020 and be re-tendered in line with the Procurement Code and legislation. Prior to the tender, Public Health will be undertaking a carer needs assessment with a view to procuring a new carers service by March 2021. Therefore, the current contract will need to be extended to enable this piece of work to be completed. Additionally, the Worcestershire Carers Strategy expires Mar 2020, so the Carers Strategy needs refreshed.

13. The common problems and challenges faced by Carers will be covered within the meeting as well as what the Overview and Scrutiny Panel can do to help.

## **Legal, Financial, and HR Implications**

14. Support for carers is mainly funded through the Better Care Fund. The amount allocated for carers' support was £1.26m in 2018-19. In addition, Public Health contributes £617,000, making a total of £1.877m for carers in Worcestershire. The impact of caring on Carers is a Public Health issue due to the physical and mental impact caring has.

15. Adult Social Care fund the Carer assessments with £27k.

16. WAC consortium members have brought in external funding exceeding £170,000 over the last year, plus donations in kind. This 'added value' allows organisations to provide services over and above commissioned services.

17. Worcestershire County Council has signed up to 'Working for Carers' to become an accredited employer.

## **Purpose of the Meeting**

18. Panel Members are asked to:

- determine whether any further information or scrutiny is required at this time
- agree any comments to highlight to the Cabinet Member regarding support for carers

19. In doing so, Panel members may wish to consider areas including:

- How can scrutiny help in the Council's support for carers?
- What are the most common problems for carers and support?
- The role of the community and voluntary sector.

## **Supporting Information**

Appendix 1 - Worcestershire Carers Strategy 2015 – 2020, Annual Report May 2018 to April 2019

Appendix 2 - Worcestershire Carers Strategy 2015 - 2020

## **Contact Points**

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Carole Cumino, Chief Executive, Worcestershire Association of Carers

Email: [CCumino@carersworcs.org.uk](mailto:CCumino@carersworcs.org.uk)

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965

Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

## **Background Papers**

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Adult Care and Well Being Overview and Scrutiny Panel on 11 July 2019 – available [here](#)

## Worcestershire Carers Strategy 2015-2020

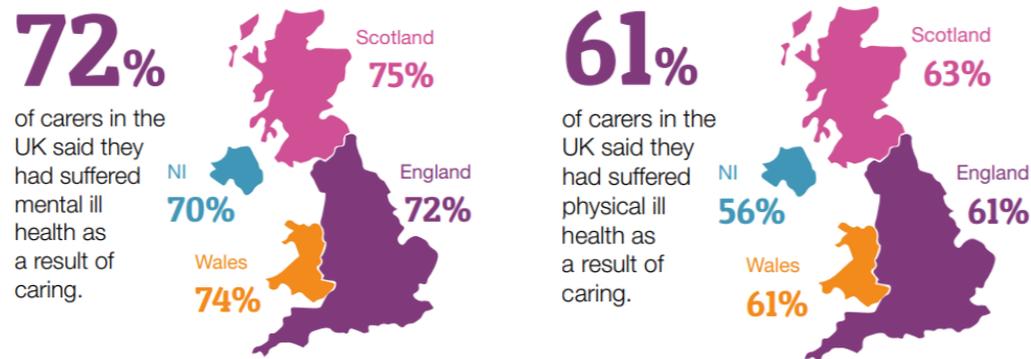
### 'Carers at the Heart of Worcestershire's Families and Communities'

Report May 2018 to April 2019

#### Introduction

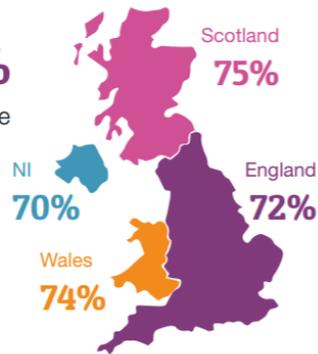
Unpaid carers perform a unique role in our society and increasingly, most of us are likely to assume responsibility for helping to care or support someone close to us at some point in our lives. We become carers when our caring responsibilities exceed normal expectations for a relationship due to the illness or chronic condition of someone close to us. Many people enjoy or derive great satisfaction from their carer role and may acquire new skills and friendships, but carers often unknowingly place their own physical, mental and financial wellbeing at risk of harm without appropriate support.

Without unpaid carers, Health and Social Care could not cope with demand for care, so there may be an assumption by professionals of a duty or obligation put on family and friends to provide care. This can lead to carers feeling guilty or confused and further isolated from friends, family and support. Poverty is an issue that disproportionately affects carers and their families. Carers are less likely to be in full time employment, more likely to have left work or retired to care and suffered the consequences in terms of reduced income and pension rights. 1 in 10 adults, including young adult carers, will have a caring role and many have poorer mental and physical health, as a result of caring without receiving timely information and help. The most recent 'State of Caring' Report from Carers UK (2018) found that:



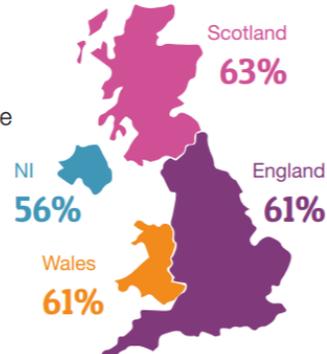
**72%**

of carers in the UK said they had suffered mental ill health as a result of caring.



**61%**

of carers in the UK said they had suffered physical ill health as a result of caring.



These numbers are all projected to increase, as the population ages and more people live longer with ill health. The reliance and demand on carers and carers' time in the future is only set to increase with changing government legislation, overburdened health services and the increase in life expectancy. The proportion living with dementia, in particular, is projected to double between 2015-2025. Worcestershire has its own all age strategy "Carers at the Heart of Worcestershire's Families and Communities" setting out the local vision.

Worcestershire's Corporate plan – 'Shaping Worcestershire's Future Our Plan for Worcestershire 2017 to 2022' states:

*'We recognise that carers play a vital role in society and we will continue to support them by working closely with the Worcestershire Carers' Association.'*

'Promoting Independence: Our Vision for transforming Adult Social Care in Worcestershire' (the County's Adult Services Business Plan 2018-2022) includes the following paragraph':

*'The mental and physical health of carers is a major concern: better support is needed for people who care for others, frequently unpaid and to the detriment of their own health and well-being. The 2011 Census demonstrated that the health of carers decreases incrementally with increasing hours of care provided. People caring for 50 or more hours per week are twice as likely to report their general health as "not good".'*

This report covers the activity of partners involved in delivering the Carers Strategy in Worcestershire for the period from July 2018 to April 2019. This includes the support available to all carers through commissioned services with the addition of some further support from a number of other organisations currently not contracted by WCC. These smaller organisations play a valuable part in providing bespoke support to specific communities and in contributing to the additional funding drawn in to the county via the voluntary and community sector (VCS).

The Worcestershire Integrated Carers Hub is delivered by the Carers Action Worcestershire consortium, with Worcestershire Association of Carers acting as the lead body. The consortium includes Redditch Carers Careline, Worcestershire Parent Carers Community and Crossroads Care Worcestershire. YSS delivers the Worcestershire Young Carers service, and they are also part of the consortium.

## **Funding**

Support for carers is mainly funded through the Better Care Fund. The amount allocated for carers' support was £1.26m in 2018-19. In addition, Public Health contributes £617,000, making a total of £1.877m for carers in Worcestershire. These figures remain the same for 2019/20.

In addition, CAW consortium members have brought in external funding exceeding £170,000 over the last year, plus donations in kind. This ‘added value’ allows organisations to provide services over and above commissioned services.

## Annual Update

The Carers Strategy sets out the outcomes it aims to achieve for carers, together with statements about how these will be achieved. These outcomes were developed with carers and carer organisations. The following section sets out progress against outcomes and provides additional information about other areas of work not originally included in the list of actions, but meeting outcomes.

Outcomes		How we will achieve this	2018/19 Update
<b>1. Recognised and valued</b>	<p>I am recognised and respected in my role as a carer</p> <p>I feel confident that there is support available</p> <p>I feel able to care safely</p> <p>The caring I do is appropriate to my age and capabilities</p> <p>I understand how to access support</p> <p>I am involved and can influence the assessment of my needs and aspirations</p> <p>I am able to have a say in how services are designed and delivered</p>	<p>Face to face assessment that focus on the individual</p> <p>Engagement and consultation with carers included at all stages</p> <p>Relevant consultative carer groups are in place and regular feedback to WCC, CCGs and Health &amp; Well Being Board is ensured</p> <p>Health &amp; Social Care professionals are Carer Aware</p>	<p>No. of Care Act Carers Assessments carried out:</p> <ul style="list-style-type: none"> <li>• 2015/16: 5,132</li> <li>• 2016/17: 3,559</li> <li>• 2017/18: 2,180</li> <li>• 2018/19: 1,533</li> </ul> <p>117 Young Carers assessments carried out by YSS in the family home.</p> <p>Range of consultation &amp; engagement carried out with carers</p> <p>Carers Partnership in place, commissioners attend meetings; Carers supported to be involved in LD Partnership Board and sub groups</p> <p>Carers Advisory Group established and sits under the Sustainability and Transformation Partnership (STP) Board as a mechanism to consult with Carers on the various workstreams.</p> <p>Work is underway to develop a Carer Passport to work across health and social care. Increased support now in place from Primary Care, Worcestershire Acute Hospital Trust and Health and Care Trust with a new reinvigorated working group recently formed to take the work forward.</p>

		<p>Support services for young carers are in place; schools and colleges have the awareness to support young carers</p> <p>Commissioned services are in place to provide information, advice and support for carers</p>	<p>Carer Aware and Carer Aware on line training available for carers and professionals</p> <p>WAC and Acute Trust have continued to develop closer working including representation on the Frailty Operational Improvement Group which is contributing to a better experience for patients and carers when they access services in the Trust.</p> <p>As a member of the ICOPE Steering Group, WAC is contributing to the strategic development of integrated Care for Older People and has signed the Memorandum of Understanding ensuring the views and needs of carers are considered.</p> <p>YSS Education Link Project - Dedicated worker strengthening links with schools and colleges across the county as well as raising awareness of young carers and barriers they face. County-wide Integrated Carers Hub has been in place since 2016 – this contract has been extended to March 2020.</p> <p>Contracted services:</p> <p>Worcestershire Young Carers: Current contract extended to 31<sup>st</sup> March 2020</p> <p>Worcestershire Integrated Carers Hub – contract extended to 31<sup>st</sup> March 2020.</p>
<b>2. A life of my own</b>	I feel able to achieve a balance between my caring role and my personal life	Support will be available to all carers	Number of adult carers on carers register – 13,066 (as at March 2019) – all these carers as a minimum receive the 'Caring News' magazine

	<p>I feel connected to others in the community</p> <p>I know how to maximise my income to meet basic needs and am not forced into financial hardship as a result of my caring role</p> <p>I feel able to fully participate</p>	<p>Funded social care will be made available through a carers personal budget</p> <p>Support can be provided to the person with care needs to help ensure relevant training is made available to include information about financial matters</p> <p>Professionals and organisations coming into contact with carers will be trained on carers issues. This will be through direct training of Carer Aware campaign</p> <p>Young Carers at risk of becoming</p>	<p>Number of carers contacted following a referral – 3,331 (Apr 17 – Mar 18)</p> <p>WPCC supported 350 parent carers- brining parent carers out of isolation, particularly through subsidised whole family short breaks; helping to develop skills for employment through training, information events and volunteering opportunities.</p> <p>Continued delivery of BBC Children in Need funded Young Carers “Participation” group. Currently funded until end of December 2019.</p> <p>12 local adult carer support groups in place across the county, plus informal social groups; YSS and WAC are working together to support Young Adult Carers</p> <p>Carers Unlimited – this WAC project is funded by donations and community fundraising and giving 235 carers an opportunity to have a break from their caring role e.g. through trips, visits, carer breakfasts etc.</p> <p>No. of carers in receipt of direct payments - 267</p> <p>Training/information sessions include Legal and Financial sessions (e.g. Powers of Attorney, paying for care, wills &amp; trusts, benefits</p> <p>Carer Aware and Carer Aware licence renewed for a further 3 years and promoted across health &amp; social care</p> <p>32 young carers received bespoke one to one support</p>
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	<p>in education or training and enter or re-enter the employment market if I wish</p> <p>I can remain in suitable employment if I wish to</p>	<p>NEET receive appropriate information, advice &amp; guidance</p>	<p>sessions with outcomes based on maintaining education, employment and training as well as promoting self-care and supporting to access activities and services.</p> <p>Working for Carers launched by Worcestershire Association of Carers in March 2018 – 13 employers signed up during the year, including the Herefordshire &amp; Worcestershire Chamber of Commerce, University of Worcester and Worcestershire Health and Care Trust – the total number of employees working for these organisations is in excess of 3,000</p>
<p><b>3. Supported to be mentally and physically well.</b></p>	<p>I am able to maintain my physical and emotional wellbeing</p> <p>I am able to manage stress well</p> <p>I feel confident in my role as a carer</p> <p>I am able to maintain a dignified relationship with the person I care for</p> <p>I am able to maintain relationships that are important to me</p>	<p>Personalised support will be provided to all carers.</p> <p>Some areas of provision will be provided through a carers personal budget where this is required.</p> <p>Carers support and replacement care are available to carers where they need and qualify for it</p> <p>Relevant training (e.g. how to manage stress, caring with</p>	<p>Integrated Carers Hub – 3,331 carers supported Apr 18 - Mar 19, of these only 0.5% of referrals referred to WCC for Carers Assessment as WAC was able to meet carer needs</p> <p>540 young carers currently accessing a service. Respite clubs and activities programme saw 922 attendances throughout the year from individual young carers. On average, one to one work last for 6 sessions – totalling 270 hours of individual, tailored support offered throughout the year.</p> <p>Pilot underway with WAC undertaking carer assessment reviews – As at 31<sup>st</sup> March 2019 only 36 reviews outstanding from the backlog transferred from WCC. During the period April 2018 to March 2019 267 reviews were completed with a further 81 carer reviews identified as no longer required.</p> <p>Individual grants for carer wellbeing – amount of external funding brought in for adult carers £2,769 (Apr 18 – Mar 19)</p> <p>Training sessions delivered on a wide range of topics – 1,137 carers training places accessed (Apr 18- Mar19)</p>

		<p>confidence) and local carer support groups to be in place</p> <p>GPs and other Health professionals will make adjustments to carers in their day to day practice</p> <p>Effective support in place for independent advocacy where a carer needs this</p>	<p>Training topics include Caring with Confidence, Legal and Financial, Mental Health First Aid, Mindfulness, 5 Ways to Wellbeing</p> <p>Red Flag Initiative -Working with a small group of GP Practices to increase the number of Carers registered as a Carer on EMIS (formerly known as Egton Medical Information Systems) and tracked as a % of the patient population in order to:</p> <ul style="list-style-type: none"> <li>• increase the recognition of Carers as experts in the care of their loved one</li> <li>• build the GP offer/commitment to Carers not only in supporting them with their caring role but to also increased the focus on Carer wellbeing and selfcare to include increased take up flu vaccinations and health checks for Carers.</li> </ul> <p>Some practices have agreed to set up a Carer Referral form on EMIS delivering referrals directly to the Carers Hub via secure NHS email. The aim is to roll out the good practice developed with this group more widely across the county to ensure a consistent offer to all of the counties Carers.</p> <p>Carers are one of the named groups in Worcestershire's generic advocacy contract</p>
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## Parent Carers

Particular challenges for parent carers of children and young people with special educational needs and disabilities include isolation and financial hardship; parent carers recognising their own needs as carers as distinct from the support that their children require; the difficulty of returning to work due to the lack of affordable and appropriate childcare, and employers not being carer aware and not recognising the skills which are developed when caring.

Worcestershire Parent and Carers' Community (WPCC) - <https://www.parentcarers.org.uk> – continues to focus on the three national outcomes for carers. These outcomes are particularly important for parent carers who are likely to face a lifetime of caring and whose caring situation will often encompass multiple caring roles and complex transition points.

WPCC's work covers:

**Outcome 1 - Enabling parent carers to be respected and valued:** Achieved by fostering carer awareness; enabling parent carers to have a voice about the services they receive; being recognised as expert partners: signposting to support services where appropriate.; partnership working with the statutory sector (health, social care and education), the private sector and the voluntary sector.

**Outcome 2 - Enabling parent carers to have a life of their own alongside their caring role:** Achieved by bringing parent carers out of isolation, particularly through subsidised whole family short breaks; helping to develop skills for employment through training, information events and volunteering opportunities.

**Outcome 3 – Supporting parent carers to stay mentally and physically well and treated with dignity:** Achieved by mindfulness, yoga and other training; peer support coffee mornings; 1:1 support and an annual Carers Week event.

Reaching in excess of 350 parent carers this support is funded by grants outside the statutory sector, and by the fundraising efforts of WPCC parent carers, providing a valued added contribution of approximately £25,000 per year towards achieving these outcomes.

In addition, a variation has been agreed to the Worcestershire Integrated Hub contract to enable parent carers to take advantage of the training and support available for adult carers of adults.

### Carers of people with a learning disability

Carers of people with learning disabilities are recognised as having particular challenges, not least because their caring role can last a lifetime. In addition, they are not only carers, but act as advocates for the people for whom they care, particularly when their loved ones cannot speak for

themselves. Carer representatives are members of the Learning Disability Partnership Board and its sub groups. During the year, carers were advised that the work of the Board would be scaled back, and that some of the sub-groups were ending, which raised concerns about the commitment to co-production. Work has been underway to relocate several of the sub-groups, for example the 'Right Support for Carers' group is now run by the Worcestershire Association of Carers and feeds into both the Health and Wellbeing Board via the Carers Partnership and the Learning Disability Partnership Board(LDPB). The group has taken the opportunity to revisit their terms of reference and broaden the scope beyond that of the Learning Disability Partnership Board. It is envisaged that a member of this group will also sit on the STP Carers Advisory Group providing further reassurance that the voice of this particular group is heard.

## **Cross Cutting Themes**

### **Safeguarding**

Safeguarding is a cross cutting theme across all carer outcomes. The Council and its partners co-operate in safeguarding the welfare of vulnerable adults and children as set out in the Care Act 2014 and the Children Act 1989. This means that we ensure that carers know how to raise concerns about the person they are caring for or themselves, and that carers are supported appropriately in the event of any allegations made against them.

#### **Adults**

The Worcestershire Safeguarding Adults Board (WSAB) has a place for both a carer representative and the WAC Chief Executive as Board members. Their role is supported by a Carers Safeguarding Reference Group. Safeguarding procedures are in place and are accessible to carers. Providers of carers services are expected to have all necessary safeguarding policy and procedures in place, and ensure that staff are trained.

#### **Children and Young People**

Young Carers have no specific representation on the Worcestershire Safeguarding Children Board (WSCB) nor are they specifically mentioned in the WSCB Business Plan for 2018/19.

## Partnership working

**Worcestershire Health and Care Trust** - the significant work done around carers has seen all community hospital wards signed up to John's Campaign (<http://johnscampaign.org.uk/#/>). This campaign is based on the premise that when someone with dementia is hospitalised, the medical staff should do all within their power to make access easy for family carers and utilise their expert knowledge and their love. The principles of John's Campaign are applicable everywhere when a person with dementia cannot live in their own home.

## Worcestershire Acute Hospitals NHS Trust

Building on the Frailty Pilot the Integrated Carers Hub is now an active member of the Trust's Frailty Operational Improvement Group and contributing to the development of the Frailty Service. Carer Pathway Advisors are linked to the Frailty wards at the Alexandra Hospital and work closely with staff to identify and support Carers during the inpatient stay, discharge. The project also looks to identify gaps in services, information or training that could have helped prevent the admission e.g. falls.

Carer Champion training and awareness sessions were delivered throughout the year. Integrated Carers Hub staff continue to liaise with staff on some wards before and after training to enrich and sustain the learning experience. WICH Carer Pathway Advisors spend time in all Acute settings to identify and support carers.

## Building Healthy Partnerships - 'Think Carer' Programme

The Herefordshire and Worcestershire Sustainability and Transformation Partnership (STP) identified carers as a key group to engage in planning for the future. Carers said:

- We recognise there is a need to do more around prevention and self-care
- We offer you expertise – recognise, value, and listen to us
- In our caring role we need access to condition information; professional knowledge for advice and crisis support; good quality
- We recognise there is a need to do more around prevention and self-care
- We offer you expertise – recognise, value, and listen to us
- In our caring role we need access to condition information; professional knowledge for advice and crisis support; good quality training courses
- We need the expert care partner role to be enabled and empowered – through relationship, support and processes

- We need access to that which helps us look after our own health and well-being

Work on these themes was taken forward through the national Building Healthy Partnerships Programme, supported by the Institute for Voluntary Action Research (IVAR), and although the IVAR supported programme ended in July 2018, work continues on a number of themes identified by carers and professional staff working together:

- The Herefordshire and Worcestershire STP Partnership agreed to sign up to the Commitment to Carers principles as a result of the programme (see below), and reports on progress are provided to the STP Carers Advisory Group which is co-chaired by carers from Herefordshire (adult carers) and Worcestershire (young carer).
- Self-care – working with carers to find out what they need to be able to look after themselves and the person they care for
- Work on a Carer's Passport is continuing,
- Resource for carers wishing to return to work have been developed, and this work is supported by DWP and Job Centres
- The development of a Carer Passport adopted by all Health & Social Care providers designed to increase the identification of carers, their needs and their role as a valued partner in the care of their loved one is a key ambition for Worcestershire. The systemwide adoption of a Carer Passport is not only a great support to the carer but can also aid the transfer of care of their loved one as they move through the Health and Social Care system. A newly invigorated working group, with increased representation from health partners across primary and secondary care has recently been formed to take this work forward and make it a reality for Worcestershire.

### ***'Think Carer' - Key principles***

*The integrated approach to identifying, assessing and supporting Carers' health and wellbeing needs rests on a number of supporting principles. Each of these principles covers a number of practical points and each of these practical points features examples of positive practice, in order to encourage other practitioners and commissioners to replicate or build on success.*

*Partners to the Memorandum of Understanding agree that:*

*4.1 Principle 1 – We will support the identification, recognition and registration of Carers in primary care.*

*4.2 Principle 2 - Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.*

*4.3 Principle 3 - Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.*

*4.4 Principle 4 – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.*

*4.5 Principle 5 - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.*

*4.6 Principle 6 - Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.*

*4.7 Principle 7 - The support needs of Carers who are more vulnerable or at key transition points will be identified early.*

### **Working with Worcestershire County Council Social Work Teams on the Three Conversation Model**

The Carers Hub continues to work closely with social work teams with the 3 conversation model generating a steady increase in the number of referrals being received from Social Workers. Significant training and support has been provided to the Carer Pathway team to ensure they feel confident with this new approach. Carer Pathway Advisers now have access to Frameworki (the Council's case management database) providing for

a more integrated and consistent service enabling timely access to appropriate and proportionate assessment for carers and reducing the need for carers to repeat their story.

### **Voluntary and Community Sector – information and advice providers**

The commissioned information and advice providers including Worcestershire Association of Carers, Worcestershire Advice Network(WAN), Stroke Association, Onside Advocacy and YSS Young Carers continue to work together to provide complementary services and where possible look for efficiencies in terms of shared events and staff training.

### **Care Home Excellence Partnership**

Moving a loved one to a care home is often a difficult transition for carers that can create a lot of stress, anxiety and guilt and the caring role doesn't end there with carers continuing to support their loved one and juggle finances for the duration of the stay. Worcestershire Association of Carers along with Age UK H&W are involved with the Care Home Excellence Partnership looking to raise standards and share good practice across Worcestershire's care homes The Integrated Carers Hub is also developing training to support Carers with both the practical and emotional challenges of the transition to a care home.

### **Activity for 2019-20**

#### **Commissioning**

- Recommissioning the Integrated Carers Hub and the Worcestershire Young Carers service
- Review of the Worcestershire Carers Strategy

**NHS Ten Year Plan** – the publication of the plan clearly recognises the contribution Carers make to society and the need for health services to identify and support them in their caring role. Carers of all ages will be encouraged and supported to participate in consultations around both their caring role and the needs of their loved one. The Integrated Carers Hub will lead on work with health partners on projects that increase Carer identification, recognition and support. Projects currently in the early stages of development which will support the aims of the 10 year plan to improve Carer's experience of accessing health services for both themselves and the person they care for will be a priority.

- Carer registration on EMIS supported by the development of a clear offer for Carers within General Practice is in development in two pilot areas. The number of Carer registrations as a percentage of the patient population will be one of the key indicators used to track progress.

- Carer Passports - the work already underway in Worcestershire has been given greater impetus by their inclusion within the Ten Year Plan (see under Building Healthy Partnerships above); partners will continue to work together to introduce these in Worcestershire

**Carers Assessments** – the Integrated Carers Hub will be undertaking Carers Assessments from April 2019 and will increasingly work closely with social care locality teams to support carers.

### **Carer Voice**

- supporting Carer responses to the NHS 10 Year Plan
- supporting Carer responses to the Social Care Green Paper
- increasing the opportunities for carers to have a voice through digital means
- as result of recent changes around the Learning Disability Partnership Board (LDPB), broadening the scope of the Right Support for Carers Group beyond that of the LDPB to include areas of work such as the NHS 10 Year Plan and what this means for Carers in Worcestershire

### **System Wide Support for Carers**

- securing a named Carer Lead in Clinical Commissioning Groups to support strategic development of Carer initiatives and delivery on the carer elements of the NHS 10 year plan including a Carer Passport for Worcestershire
  - embedding 'Think Carer' approach across Worcestershire:
    - Refreshing the system support for the Commitment to Carer principles as the new Integrated Care System and Integrated Care Organisations are developed
    - Continuing work on exploring options for the introduction of Carer Passports across Worcestershire and Herefordshire
    - Development of Neighbourhood teams to include carer support (lead by Worcestershire Health and Care Trust)
    - Organisational develop for staff working in health and social care to reflect 'Think Carer' and bring about culture change
  - Embedding recognition and valuing Carers in the development of Integrated Care for Older People (ICOPE)
  - Developing support for carers at transition points – e.g. when their caring role ends, support for carers to find safe and affordable care (including self-funders, moving from children's to adult services)
  - Highlighting the ongoing concerns about the impact of the Continuing Health Care on carers and the people they care for and contributing to a carer/patient focused approach

- Continue the development of End of Life Carer support to provide a smoother transition from hospital to home or residential care and to facilitate conversations about preferred place of death
- Increasing the recognition of Parent Carers across health and education services.
- Identifying emerging gaps in services e.g. autism information and advice
- Increase take up of digital solutions to support the caring role
- Continue development of a more proactive approach to improving the physical wellbeing of Carers
- Increase capacity of the Integrated Carers Hub through further development of the volunteer workforce.

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# Carers at the Heart of Worcestershire's Families and Communities



Find out more online:  
[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)



Redditch and Bromsgrove  
Clinical Commissioning Group



South Worcestershire  
Clinical Commissioning Group



Wyre Forest  
Clinical Commissioning Group



worcestershire  
county council

# Foreword

I am pleased to present this update to our Carers Strategy “Carers at the Heart of Worcestershire’s Families and Communities” which we launched in 2009.

Through joint working with partners in Health, Social Care, the voluntary and community sector and of course carers themselves we have developed support services both in the community and provided by professionals since the original strategy was launched. Given future financial constraints this joint working will be vital to ensure that resources are effectively used and deliver value for money.

The strategy before you builds on these successes and also responds to the changes in legislation for both local councils and the NHS. Our vision remains and continues to be that carers are and remain at the heart of Worcestershire’s families and communities, are able to continue to care for family members and friends whilst being able to lead a life outside of caring.

We are aware that there are a number of young people who care for their family members. We are committed to support these young people and ensure that they can grow up with their peers, accessing education, training and employment without their caring role having a negative impact on their social and educational development.

Nationally carers have been recognised even more than before and have seen this recognition reflected in the Care Act 2014, as well as in the NHS Forward View 2015. In Worcestershire we have been able to continue to support carers and enabling them to support each other and access universal services to help them to maintain a life outside caring, to continue to care and where necessary find professional support if they need it.

The commissioning of new and re-designed services will provide more equitable support for carers across the county, and all front line health and social care staff involved in supporting patients and service users will be tasked with ensuring that the needs and aspirations of carers are considered at all times.

I look forward to seeing the impact this strategy and the associated actions will have and thank all carers in Worcestershire for the tremendous commitment they show on a daily basis and commit to offering them the support they deserve.



**Councillor Marcus Hart**

Chair of Health and Well Being Board

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# Our vision for carers in Worcestershire

## Introduction

1. Health and social care services are changing and the role unpaid carers have played and continue to play is vital. The most recent estimate of the value of the care provided by informal carers is £119 billion<sup>1</sup> nationally, the equivalent of funding for the whole NHS. In the current economic climate this support is more valuable than ever and it is therefore vital that carers continue to have access to information, advice and support. In this document we are referring to unpaid carers when we say 'carers'.
2. This strategy has been developed as a framework for a holistic approach to supporting carers which builds on and contributes to key developments related to carers within other strategies and the re-organisation of health and social care services. It provides a clear guide to the commissioning and provision of services that will support and enable carers to continue in their caring responsibilities and participate in family and community life.

## Our vision is that

3. Adults, parents and young carers will be recognised and valued by the wider community and statutory agencies in Worcestershire for the support and care they provide to vulnerable adults, children and young people. They will receive appropriate support where necessary to help them provide care safely and maintain a balance between their caring responsibilities and a life outside caring. We will assist them in achieving their potential, maintaining mental and physical health and wellbeing, access and remain in education, training and employment and support them to be as independent as possible.



<sup>1</sup> Carers UK 2011

4. This strategy is written for adults, parents, young carers and professionals in the health and social care system and beyond. It will spell out Worcestershire's commitment to carers over the next 5 years, how we will work towards achieving these commitments and how we will establish what we have achieved.
5. We know that many people who care for a relative or friend may not recognise themselves as a carer and many people in the public may not understand the term "carer". We are therefore using the definitions for this strategy which are most commonly used:

**Clause 10 (3) of the Care Act 2014 defines a carer as:**

"an adult who provides or intends to provide care for another adult ("adult needing care")."

Another definition is included in "Recognised, Valued and Supported: Next Steps for the Carers Strategy, 2010" which defines a carer as:

"A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner, a child or friend who is ill, frail, disabled or has mental health or substance misuse problems."

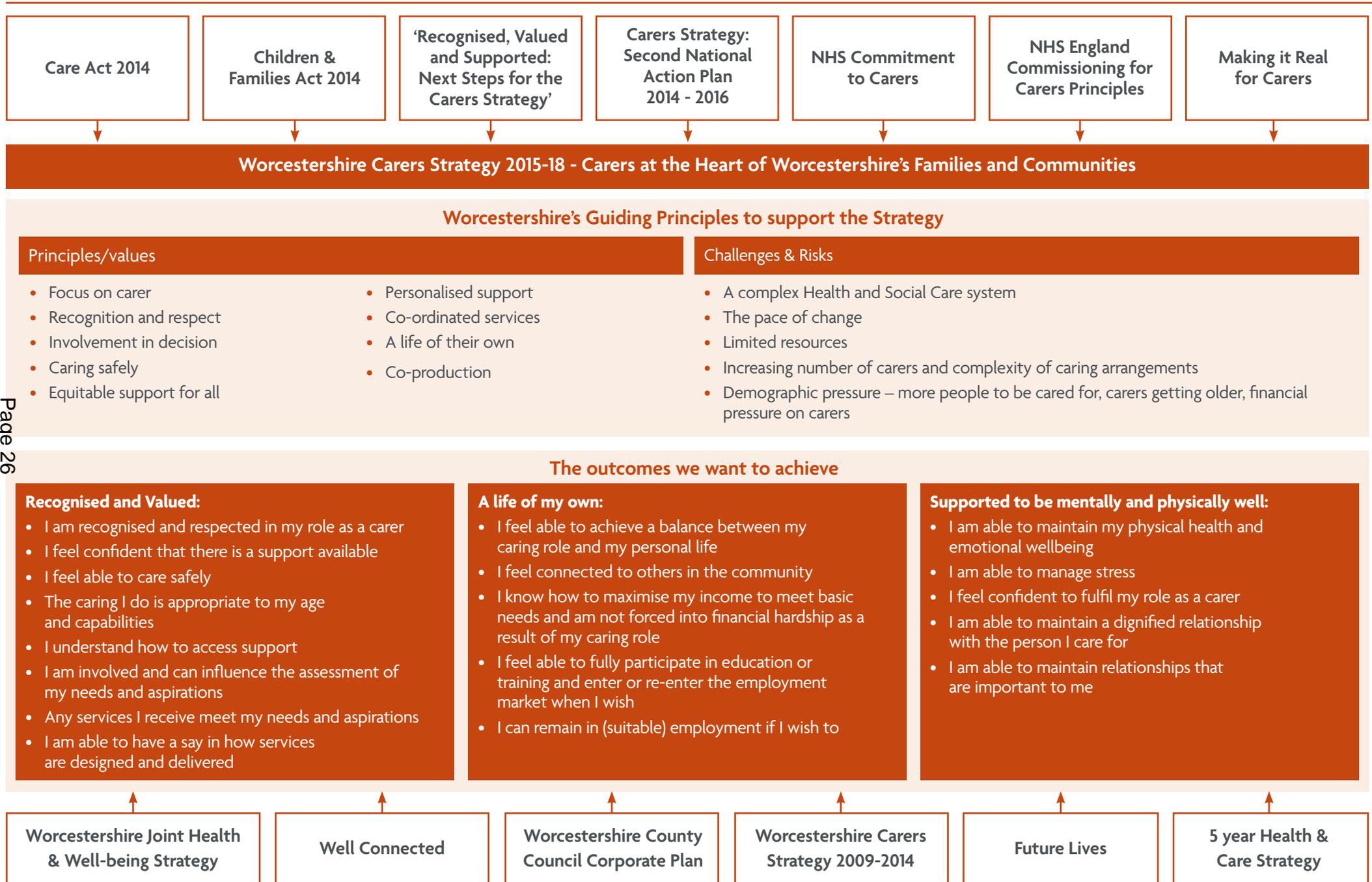
6. The second definition is wider than the Care Act definition and also includes:
  - Adult carers:** any adult who provides care to another adult, but who is not under contract to do so or as part of voluntary work. Care includes providing assistance to enable someone to carry out basic care activities, access necessary facilities or services, or engage in work, education, training or volunteering.
  - Young carers:** any young person under the age of 18 who is in some way affected by the need to take physical, practical and/or emotional responsibility for the care of another person, often taking on a level of responsibility that is inappropriate to their age or development.

**Parent carers:** any parent of a disabled child or young person up to the age of 19 who provides substantial and regular care beyond that which would usually be expected for a similarly aged child.

All of the above also mean that someone who works in a paid capacity for a care agency is not a carer for the purposes of this strategy.



# Our 5 Year Strategy on a page



# The local and national context of this strategy

7. Health and social care is changing, not only in Worcestershire. Since the original Carers Strategy was published in 2010, we have seen many changes at national and local level. The Care Act 2014 came into force in April 2015 bringing with it huge changes for people who need social care, their carers and the providers of services. The NHS Forward View 2015 puts an emphasis on NHS organisations to identify young and adult carers to ensure they receive the support they need. Alongside this, the Government is committed to greater integration of health and social care, reflected in the Better Care Fund which makes specific provision for pooling funding for carers (and service users). Furthermore, the Children and Families Act 2014 includes changes to section 17 of the 1989 Children Act that coincide with the implementation of the Care Act and clarifies the law relating to parent carers and young carers.
8. At the same time money will continue to be tight, with less money available to support an increasing number of people who need support, be it because of their age, disabilities or other reasons. We will therefore be looking for new ways of making the best use of the money available and ways of people supporting each other in their local communities.
9. Although the Care Act 2014 gives local authorities the power to charge for carer focused services, in Worcestershire we make a commitment not to do so in 2015/16. Carers will be consulted before any change is made in this policy.
10. Worcestershire is responding to these challenges by:
  - Continuing to integrate health and social care services, through the Well Connected programme and as a national Pioneer. As part of the County Council's Future Lives programme we have been developing approaches to promote well-being and independence of adults and carers and reform adult social care so that it allows greater choice and control, meets the requirements of the Care Act, and is sustainable within the funding available.

- Building on the successful work with partners to ensure early identification of carers for example in GP practices, schools or colleges, signposting carers to the right services at an early stage through the Carers Well Check service and supporting carers in community health and acute settings.

11. This Strategy is set in the context of this changed environment and will attempt to respond in a realistic yet imaginative and creative way to face the challenges ahead.

**The NHS Forward View 2015 states that:**

“... when people do need health services, patients will gain far greater control of their own care – including the option of shared budgets combining health and social care. The 1.4 million full time unpaid carers in England will get new support, and the NHS will become a better partner with voluntary organisations and local communities.”

“

We need more involvement of carers in discussions and also need better coordinated services needed. We need to be clearer about life outside caring.

”

Comment from Carer during consultation

12. The **Care Act 2014** for the first time gives adult carers and young carers who are moving into adulthood the same rights to assessment and support as the persons they care for. It includes duties for:
- **Well-being:** the Care Act gives local authorities the duty to consider in all its actions the well-being of adult carers and young carers who are moving from being a young person to becoming an adult. It requires the local authority to provide information, advice and support to ensure that carers' well-being is promoted. Each carer will have different needs and aspirations and all service providers and commissioners will work towards reflecting this in all their actions. Research has clearly identified a link between caring and deteriorating health and the negative impact this is having on those members of our communities who are providing this care, including a significant proportion of children and young people. Considered in purely economic terms we need to ensure that we invest in this resource; in human terms we need to ensure that informal young, adult and parent carers are supported and ensure their well-being and protect carers' health and economic opportunities.
  - **Information and advice:** local authorities have to provide relevant information and advice in an accessible way so that adult carers and young carers who are moving from being a young person to becoming an adult can find out about how to look after themselves as well as finding out about support and care available from adult social care services.
  - **Prevention:** local authorities have a duty to meet the needs of young carers who are moving from being a young person to becoming an adult to reduce their support needs by maintaining independence and good health and promoting well-being. All partners will work with carers to identify the resources already available to them in their family and community networks and put support in place to complement these where necessary. This will work in different ways, through whole population approaches and through individual approaches. An associated commissioning plan and action plan will explain the approach in more detail and show how achievements will be measured.
- **Assessments:** carers assessments under the Care Act 2014 will consider the impact of caring on the carer and what needs to happen to secure carers' general health and wellbeing, making best use of available resources and support in the community.
  - **Meeting support and care needs:** there is now an entitlement for support for those carers who are eligible.
13. In addition, the new provisions of the **Children and Families Act 2014** include
- The right to an assessment of needs for support for all young carers under 18 regardless of who they care for, what they provide or how often they provide it.
  - A duty on local authorities to undertake such an assessment on request or the identification of need.
  - A duty on local authorities to assess a parent carer or a young carer if it appears they may have needs for support, or if they request an assessment, where the local authority are satisfied that they may provide or arrange for the provision of services under section 17 of the Children Act 1989. The parent carers' needs assessment must have regard to the well-being of the parent carer (as included in the Care Act) and the need to safeguard and promote the welfare of the disabled child cared for, and any other child for whom the parent carer has parental responsibility.
  - A requirement that local authorities must be proactive in identifying young carers and give consideration as to whether they are a "child in need".
  - Making links between adult and children's legislation to enable the assessment of a young carer to be aligned with the assessment of the person they care for with the aim of assessing the impact of the cared for person's needs on the well-being, welfare, education and development of the young carer (i.e. preventing inappropriate caring) and supporting their independence and achievement.

There are links to websites and more information about carer relevant legislation and strategies in the appendix which readers may find useful.



## The local picture

- 14.** According to the national Census (2011) there are currently 63,685 adult carers and 3,490 young carers in Worcestershire. Whilst many of these carers are able to support themselves through family, friends and informal networks, we recognise that carers at all times need to know where to find support from e.g. the Council, their GP or other public bodies and how to access this support. For more detailed information by District please refer to the Appendix.
- 15.** Over the next 30 years, the number of carers will increase by around 60%. The number of people over 85 in the UK, the age group most likely to need care, is expected to increase by over 50% over the next decade.
- Carer support organisations and Worcestershire County Council are in contact with some 9,000 carers and our commissioned support organisation for young carers is working with over 260 young people. All of these numbers have been increasing every year. Worcestershire County Council undertook 5,389 carers assessments in 2013/14 and this number has remained stable with 5,384 in 2014/15.
  - Once a carer contacts either the County Council or any of our partners there is a clear process (we call this a pathway) for assessment, signposting to appropriate services and – where necessary – accessing Council funded support; this includes a process that reduces waiting times for carers.
  - Carers are involved in key discussions through consultative groups with both the Council, the Clinical Commissioning Groups, the Health and Care Trust and the Acute Trust.

“

I need time to be my mum's daughter  
as well as her carer.

”

Making it Real for Young Carers

“

We welcome the introduction of whole family assessments, with carers being able to opt for individual assessments if they choose to do so.

”

Comment from Carer

- Worcestershire Health and Care Trust and Acute Trust both have carer's policies/strategies which have been developed after substantial consultation with carers.
- Young Carers have a voice through the Young Carers Focus Group and they are actively involved in consultation and representation about the particular circumstances and needs of young carers. In June 2014 and April 2015, they organised conferences to inform and inspire local stakeholders.
- A Memorandum of Understanding between the County Council's Directorates of Adult Services and Health and Children's Services has been developed and agreed to ensure strategic and operational joint working so that young people with caring responsibilities and those looked after by parent carers are able to make a successful transition into adulthood with the information, advice and support that is appropriate to their needs. Alongside this, referral and response pathways are also being updated to ensure that young and young adult carers are effectively identified and enabled to receive the support they need.

“

Something that is very important is making people **AWARE** of any help that there is available.

”

Comment from Carer



## What we have achieved in Worcestershire

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16. Since the previous Carers Strategy was launched in 2010 carers, commissioners and providers of services have been developing services and approaches which demonstrate the good working relationship between all partners and the imagination and determination everyone put in to support carers in Worcestershire.

**We have developed with partners engagement and consultation mechanisms to improve the way we seek the views of carers**

**GPs and other health professionals can refer directly to a GP Carer Support Advisor once a carer is identified**

**We have developed a carers pathway together with Worcestershire Association of Carers, making access to carers assessment easier and speedier**

**Despite ongoing pressures on public budgets we have maintained budgets for carers support**

**Comprehensive information, advice and support services for carers in place**

**We have pooled budgets with the Clinical Commissioning Groups and the County Council to make commissioning of services simpler and more effective**

# Priorities for carers

17. The development and implementation of this Strategy is based on the following priorities that have been agreed with carers and carers' representatives.

### Focus on carer outcomes

The desired outcomes of carers should inform decision making and any services provided.

### Recognition and respect

The vital role of carers in complementing statutory health and social care services means that carers should receive recognition and respect for their contribution, both from statutory agencies and the wider community.

### A life of their own

Carers have a right to their own life and their personal needs and aspirations should be considered to help them maintain a balance between their caring responsibilities and a life outside caring.

### Involvement in decision making

Carers should be recognised as 'expert care partners' and actively engaged by health and social care professionals in the statutory and voluntary sectors wherever feasible in discussions about the provision of services for patients and service users.

### Co-ordinated services

Organisations that provide services for carers and patients or service users should work together to ensure that outcomes for carers are met.

### Personalised support

Any services carers receive should be tailored to meet their individual needs and aspirations.

### Caring safely

There should be support available where necessary for carers to help them provide care safely and ensure that they and the people they care for are safeguarded.

### Equitable support for all

The needs and aspirations of carers, whatever the reason for their caring responsibility or whatever their personal circumstances may be, should be equally addressed.

### Co-production

All partners are committed to working collaboratively with carers and their support organisations.

## Outcomes – what do we want to achieve?

18. The outcomes in the original version of the strategy were reviewed by carers in March 2014, and were found to be appropriate. Consequently they have been retained in this refreshed strategy. These national and local outcomes will be used to develop a framework to evaluate the impact of support for carers.

“ Information that is easily available  
so I don't have to fight for it  
Information that is easy to understand.”  
Making it Real for Carers

Page 33

“ Good communication between  
education and social care, and  
information about transition from  
children's to adult services ”  
Making it Real for Carers

19. The views of carers themselves will be key in determining whether or not these outcomes have been achieved. Their views will be sought to assess the effectiveness of support services, and the extent to which key agencies and front line services consider their needs and aspirations. Based on existing consultative groups and other approaches we will continue to discuss with carers the most appropriate way of listening to their views. Carers will tell commissioners and providers how successful they feel the implementation of this strategy has been.

“ Make sure information is easily available  
at times that suit young people, like  
evenings and weekends. I should also be  
able to access information whilst at school  
or college e.g. via school library.”  
Making it Real for Young Carers

20. A detailed action plan will be developed with carers and will be updated on an annual basis. We will work with the Carers Consultative Group (or its carer-led successor) to monitor and review the success of this strategy and receive a report by this group on an annual basis.

The strategy will be reviewed on a regular basis with all stakeholders and carers in particular.

Recognised and Valued	How we will achieve this	How we will measure success
<ul style="list-style-type: none"> <li>• I am recognised and respected in my role as a carer</li> <li>• I feel confident that there is support available</li> <li>• I feel able to care safely</li> <li>• The caring I do is appropriate to my age and capabilities</li> <li>• I understand how to access support</li> <li>• I am involved and can influence the assessment of my needs and aspirations</li> <li>• Any services I receive meet my needs and aspirations</li> <li>• I am able to have a say in how services are designed and delivered</li> </ul>	<ul style="list-style-type: none"> <li>• Face to face carers assessments that focus on the individual</li> <li>• Engagement and consultation with carers included at all stages</li> <li>• Relevant consultative carer groups are in place and regular feedback to WCC, CCGs and Health and Well Being Board is ensured</li> <li>• Health and Social Care professionals are Carer Aware</li> <li>• Support services for young carers are in place; schools and colleges have the awareness (carer aware training online training online) to support young carers               <ul style="list-style-type: none"> <li>• Your Life Your Choice website (and other online resources such as <a href="http://yss.org.uk/young-carers/">http://yss.org.uk/young-carers/</a>) clearly explain the carers pathways and what universal, commissioned and WCC provided is available</li> <li>• Commissioned services are in place to provide information, advice and support for carers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Carers feedback surveys</li> <li>• Support services asking carers what they think about the services available to them</li> <li>• Number of carers assessments completed</li> <li>• Numbers of carers reviews and support plans completed</li> <li>• Reports from commissioned providers</li> </ul>
<b>A life of my own:</b>		
<ul style="list-style-type: none"> <li>• I feel able to achieve balance between my caring role and my personal life</li> <li>• I feel part of my community</li> <li>• I know how to make the most of income available to me and am not forced into financial hardship as a result of my caring role</li> <li>• I feel able to fully participate in education or training and enter or re-enter the employment market when I wish</li> <li>• I can remain in (suitable) employment if I wish to</li> </ul>	<ul style="list-style-type: none"> <li>• Support will be made available to all carers</li> <li>• Funded social care will be made available through a carers personal budget</li> <li>• Support can be provided to the person with care needs to help ensure relevant training is made available to include information about financial matters</li> <li>• Professionals and organisations coming into contact with carers will be trained in carers issues. This will be through direct training or Care Aware campaign.</li> <li>• Young carers at risk of becoming NEET (not in education employment or training) receive appropriate information, advice and guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Carers feedback surveys</li> <li>• Commissioned services feed back about carers views</li> <li>• Number of carers assessments</li> </ul>

Recognised and Valued	How we will achieve this	How we will measure success
<b>Supported to be mentally &amp; physically well</b> <ul style="list-style-type: none"> <li>I am able to maintain my physical health and emotional wellbeing</li> <li>I am able to manage stress</li> <li>I feel confident to fulfil my role as a carer</li> <li>I am able to maintain a dignified relationship with the person I care for</li> <li>I am able to maintain relationships that are important to me</li> <li>We have effective plans in place to ensure staff, people who use services and their carers are aware of and understand the advocacy offer we are developing and how this meets our responsibilities under the Care Act.</li> </ul>	<ul style="list-style-type: none"> <li>Personalised support will be provided to all carers</li> <li>Some areas of provision will be provided through a carers personal budget where this is required</li> <li>Relevant training (e.g. how to manage stress, caring with confidence) and local carer support groups to be in place</li> <li>Carers support and replacement care are available to carers where they need and qualify for it</li> <li>GPs and other Health professionals will make adjustments to carers in their day to day practice</li> <li>Effective support in place for independent advocacy where a carer needs this</li> </ul>	<ul style="list-style-type: none"> <li>Carers feedback surveys</li> <li>Commissioned services feed back about carers views</li> <li>Number of carers assessments</li> <li>As above and numbers of carers support plans completed</li> <li>Monitoring reports from provider</li> </ul>
<b>Staying safe</b> <ul style="list-style-type: none"> <li>I am able to care safely and maintain the safety of the person I care for and receive support for</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding procedures are in place and are accessible to carers</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring reports from Worcestershire County Council and providers</li> <li>Carers feedback surveys to include safeguarding issues</li> </ul>

## Cross Cutting themes

### 21. Safeguarding

Safeguarding is a cross cutting theme across all carer outcomes. The Council and its partners will co-operate in safeguarding the welfare of vulnerable adults and children as set out in the Care Act 2014 and the Children Act 1989. This means that we will ensure that carers know how to raise concerns about the person they are caring for or themselves, and that carers are supported appropriately in the event of any allegations made against them.

### 22. Co-production

The Health and Well-Being Board recognises the potential of co-production to realise contribution patients/service users/carers could make in managing health care conditions personally, in reducing the demand on health and social care resources, and in finding innovative solutions to health and care challenges.

## Carers telling their stories

B is 14 and lives at home with her Mum and Dad and two brothers. Dad has multiple physical conditions impacting on him and Mum suffers with mental ill health which has led to her being hospitalised on occasions. B has had a caring role for as long as she can remember and was referred to YSS young carers about a year ago.

“

Because I have been having one to one support, the young carers key worker and I have been able to talk about my feelings instead of holding them in, which is something I wasn't able to do before. It has made me realise talking does help. As a result my anger has been more controlled and I get on a lot better with my Mum and Dad and also at school. By coming to the clubs and activities I have made new friends and feel less lonely.

”

### Carer Case Study...

Carer for her husband who has been diagnosed with Alzheimer's and Parkinson's Disease, he also suffers from Type 2 Diabetes and is prone to falls. The carer carries out all domestic and personal care tasks and is unable to leave her husband for any period of time. The carer was reluctant to leave her husband with someone he doesn't know, no family support locally.

The husband was referred for an Occupational Therapist visit at home and a number of adaptations were made such as seating raised, rails fitted to make caring easier. A support agency provided Moving and Handling training for the carer to relieve pressure on her back. The carers was also referred for a carer's assessment and regular calls were made to the carer to provide emotional support.

# Appendices

## 23. National and local outcomes

National Outcomes from National Carers Strategy 2014-16	Local Outcomes
<p><b>Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.</b></p>	<ul style="list-style-type: none"> <li>• I am recognised and respected in my role as a carer</li> <li>• I feel confident that there is a support available</li> <li>• I feel able to care safely</li> <li>• The caring I do is appropriate to my age and capabilities</li> <li>• I understand how to access support</li> <li>• I am involved and can influence the assessment of my needs and aspirations</li> <li>• Any services I receive meet my needs and aspirations</li> </ul>
<p><b>Carers will be able to have a life of their own alongside their caring role. Carers will be supported so that they can achieve a good quality of life and are not forced into financial hardship by their caring role.</b></p>	<ul style="list-style-type: none"> <li>• I feel able to achieve a balance between my caring role and my personal life</li> <li>• I feel connected to others in the community</li> <li>• I know how to maximise my income to meet basic needs</li> <li>• I feel able to fully participate in education or training and enter or re-enter the employment market when I wish</li> </ul>
<p><b>Carers will be supported to stay mentally and physically well and treated with dignity.</b></p>	<ul style="list-style-type: none"> <li>• My physical health and emotional wellbeing has been maintained</li> <li>• I am able to manage stress</li> <li>• I feel confident to fulfil my role as a carer</li> <li>• I am able to maintain a dignified relationship with the person I care for</li> </ul>

## 24. Important links and websites

### National

- ‘Recognised, Valued and Supported: Next Steps for the Carers Strategy’ (HM Government, 2010) setting out the current government’s commitment to working with carers <https://www.gov.uk/government/publications/recognised-valued-and-supported-next-steps-for-the-carers-strategy>
- Carers Strategy: the Second National Action Plan 2014 to 2016 identifies key actions to be taken by Government between 2014 and 2016 with four priorities: identification and recognition, realising and releasing potential, a life alongside caring and supporting carers to stay healthy [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/368478/Carers\\_Strategy\\_-\\_Second\\_National\\_Action\\_Plan\\_2014\\_-\\_2016.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/368478/Carers_Strategy_-_Second_National_Action_Plan_2014_-_2016.pdf)
- NHS England’s Commitment to Carers – May 2014 sets out the key areas where the NHS will support carers, including raising the profile of carers, education, training and information and well-coordinated care. [www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf](http://www.england.nhs.uk/wp-content/uploads/2014/05/commitment-to-carers-may14.pdf)
- Care Act 2014 and Statutory Guidance “... putting carers on an equal legal footing to those they care for and putting their needs at the centre of the legislation” <https://www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation>
- Children & Families Act 2014 links young carers into the overall carers discussion, including the preparation for adulthood, choice and control for young carers and the regard for young carers’ health and well being. <http://www.legislation.gov.uk/ukpga/2014/6/section/97/enacted>

## Local

- Five Year Health and Care Strategy for Worcestershire sets out the strategic direction for the three Clinical Commissioning Groups and the Council in Worcestershire [www.wyreforestccg.nhs.uk/EasySiteWeb/GatewayLink.aspx?allid...](http://www.wyreforestccg.nhs.uk/EasySiteWeb/GatewayLink.aspx?allid...)
- Future Lives is Worcestershire County Council's major change programme in Adult Social Care [http://www.worcestershire.gov.uk/info/20073/future\\_lives\\_change\\_programme](http://www.worcestershire.gov.uk/info/20073/future_lives_change_programme)
- Worcestershire Joint Health & Well Being Strategy [www.worcestershirepartnership.org.uk/.../Joint-Health-and-Wellbeing-Strategy-2013-16.pdf](http://www.worcestershirepartnership.org.uk/.../Joint-Health-and-Wellbeing-Strategy-2013-16.pdf)
- Worcestershire Carers Strategy 2009-2014: this is the original Carers Strategy in Worcestershire which is being refreshed with the current document [http://www.worcestershire.gov.uk/downloads/file/4364/carers\\_strategy](http://www.worcestershire.gov.uk/downloads/file/4364/carers_strategy)
- Worcestershire Carers Charter 2010. This charter states the commitments by public sector providers to support carers [see Appendix]
- Worcestershire Carers Survey (2013) – this survey confirms the aspirations and needs of carers which reflect those identified at a national level.
- Improving access to training, knowledge and skills to support carers in their caring role (2014, ADASS WM) – a survey undertaken into the training needs and requirements of carers to ensure they can have the confidence and skills to continue to care.
- Joint Strategic Needs Assessment update September 2014: includes information about the current and projected monitor health and social care needs of the local population.
- Your Life Your Choice [www.ylyc.worcestershire.gov.uk](http://www.ylyc.worcestershire.gov.uk)
- Worcestershire Local Offer [www.worcestershirelocaloffer.org.uk](http://www.worcestershirelocaloffer.org.uk)

## 25. Breakdown by Worcestershire Districts

Adult carers broken down by district (2011 census):

District	Population of Districts (all ages)	Total number of people providing unpaid care	% of district populations providing unpaid care	Those providing 50 hrs/wk or more of unpaid care
Worcester	98,768	9,648	9.8%	2,075
Bromsgrove	93,637	11,201	12%	2,174
Malvern Hills	74,631	9,390	12.6%	1,847
Redditch	98,768	8,889	10.6%	2,154
Wychavon	116,944	13,434	11.5%	2,791
Wyre Forest	97,975	11,123	11.4%	2,677

## 26. The Carers Assessment Process

### Carers Pathway

#### 1. All Carers

**Carer Universal Services and Information:**  
Information, advice, support and advocacy available to all carers, including Your Life Your Choice

#### 2. How to get a Carers Assessment

Your Life, Your Choice (YLYC) - will signpost carers to appropriate areas of support, including how to register for a Carers Assessment

**Carers can choose to have their needs considered alongside the person they care for**

**Combined Family Assessment and Support Plan** – Carers' needs can be considered jointly as part of 'Cared for's' Needs Assessment

**Carers who choose to have a separate carer's assessment**

**Carer's Needs Assessment & Support Plan**

**Carers eligible for funded support \***

Personal budget and/or direct payment allocated  
Reviewed annually (or when circumstances change)

#### Notes

\* Refers to social care funded support

\*\* Can include provision of direct service to the service user/cared for

### Young Carers Pathway

#### All Young Carers

**Young carer support, advice, information and signposting**  
Referral for support can be made directly to the commissioned Young Carers support provider for any young carer under the age of 25.

**Young carers who choose to have their needs considered alongside the person they care for**

#### Whole Family Assessment

Young carer's needs can be considered jointly as part of the 'cared for' (adult or child's) assessment.

**Young carers who need a separate young carer's assessment or transitional young adult carer's assessment \*\***

**Young Carers Assessment and Support Plan** - Early Help Notification and Assessment

**Transitional Young carers Assessment and Support Plan** by Children's or Adult's Services depending on age of 'cared for' person.

**Assessment of a young carer who is also considered a 'Child in Need'\***

**Child in Need Assessment and Child in Need Plan**  
Children's Services  
Social Care

#### Notes

\* Child in need: Section 17 of the Children Act 1989 defines a child as being in need in law if:

- He or she is unlikely to achieve or maintain or to have the opportunity to achieve or maintain a reasonable standard of health or development without provision of services from the LA;
- His or her health or development is likely to be significantly impaired, or further impaired, without the provision of services from the LA;
- He or she has a disability.

Development can mean physical, intellectual, emotional, social or behavioural development. Health can be physical or mental health.

\*\* Transitional Young Carers Assessment - This must be offered to any young carer who is likely to have needs for support after becoming 18 and should take place at a 'point of significant benefit' (assuming this will be roughly between the ages of 16-18), in order to consider what that post 18 support might be. If the young carer is caring for an adult, this will need to be undertaken by worker undertaking assessment of adult with care needs. If the young carer is caring for a child, this will be undertaken by Children's Services

# Parent Carers Pathway

All Parents

**Universal services** are those provided to all families and children from health, education, and other community, voluntary, and private services such as leisure, play, housing, out of school clubs and early years.

**Parent Carers\* of children and young people who have additional needs or experience barriers to progress that cannot be met through universal services alone**

**Targeted services to meet additional needs**

**Parent Carers\* of children and young people who have complex needs to the extent that their health, development and wellbeing will be impaired without intervention**

**Specialist services to meet complex needs**

## Children's Services Family Front Door

Early Help Assessment - Parent Carers needs are considered holistically\*\* as part of the child's Early Help Assessment and Action Plan.

Child and Young Persons Assessment - Parent Carers needs are considered holistically\*\* as part of the Child and Young Persons Assessment and Support Plan or as part of a Transitional Assessment and Plan\*\*\*

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### Notes

The Children and Families Act 2014 has strengthened parent carer's rights via section 17 amendments to The Children's Act 1989.

The Act now defines a parent carer\* as "a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibilities."

The legislation will require local authorities to carry out an assessment if a parent carer requests it or on the appearance of need.

\*\* Holistic Assessments – A whole Family approach to assessment is encouraged and in most cases it would be preferable to consider the carers needs as part of the child's assessment. However parent carers have the right to request a separate carer's assessment.

Transitional Assessment of carers\*\*\* - Parent carers' needs are covered under Section 17 of the Children Act. However, the Care Act also includes a duty to undertake a transition assessment for them when the person they care for is approaching 18 – and a power to start providing services on the basis of the transition assessment before they and their child actually transition.

If there are concerns that a child or young person has suffered or is at risk of significant harm, the Inter-Agency Child Protection Procedures should be followed - located at: <http://westmerciaconsortium.proceduresonline.com/chapters/contents.html>

**27.** Useful organisations for carers

- Worcestershire Association of Carers WAC [www.carersworcs.org.uk](http://www.carersworcs.org.uk)
- Stroke Association [www.stroke.org.uk/LifeAfterStrokeCentre](http://www.stroke.org.uk/LifeAfterStrokeCentre)
- Citizens Advice [www.cabwhabac.org.uk](http://www.cabwhabac.org.uk)
- Support for young Carers – YSS [www.yss.org.uk/young-carers](http://www.yss.org.uk/young-carers)
- Worcestershire Parent and Carers Community [www.parentcarers.org.uk](http://www.parentcarers.org.uk)
- Health Watch Worcestershire [www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)

**28.** Action Plan

(this will be developed once the strategy has been approved)

## Section Seven

# Appendices

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We would like to acknowledge the support for the following individuals and agencies in the development of this Strategy.

Their active contribution in a variety of ways to the recent local strategic review of carer support services ensured we were able to identify key strategic priorities for future action that we are confident will address the needs and aspirations of all carers in the county.

Thank you for your support:

- Ray Eades
- Anne Duddington
- Maddy Bunker
- Worcestershire County Council Carers Unit
- Worcestershire Association of Carer's (WAC)
- Carers Action Worcestershire (CAW)
- YSS

The above list is not exhaustive of all those individuals and agencies that have supported development of this strategy, so for those not mentioned that supported development of this strategy through engagement in focus groups or by hosting visits, a big thank you.



## Get in touch...

### **By post:**

Integrated Commissioning Unit, Worcestershire County Council, County Hall, Spetchley Road, Worcester, WR5 2NP

### **By Email**

carers@worcestershire.gov.uk

### **Online:**

<https://ylyc.worcestershire.gov.uk/care-and-support/carers/>

## **ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 25 SEPTEMBER 2019**

### **PERFORMANCE AND IN-YEAR BUDGET MONITORING**

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#### **Summary**

1. The Panel will be updated on performance and financial information for services relating to Adult Care and Well Being.
2. Performance and financial information provides a further tool for the Scrutiny Panels in maintaining Members' understanding of services provided to the public, the effectiveness of current policies, and early knowledge of any issues or areas for further scrutiny.
3. The information provided relates to Performance information for Quarter 1 (April to June 2019) and financial information for Period 4 (April to July 2019).
4. The intention is for the Scrutiny Panels to consider this information on a quarterly basis and it is likely that the format and detail may be revised as the discussions evolve.
5. The Cabinet Member with Responsibility (CMR) for Adult Social Care has been invited to attend the meeting to respond to any queries from Panel Members.

#### **Performance Information**

6. The Corporate Balanced Scorecard is the means of understanding progress against the Council's Corporate Plan. The Scorecard contains a range of indicators linked to key priorities and themes. Many measures are long-term and may be affected by a wide range of factors, some of which are outside the direct control of the Council.
7. Attached at Appendix 1 is a dashboard of performance information which covers the indicators from the Directorate level scorecard and those from the corporate scorecard and other management information (as appropriate) which relate to services relevant to this Scrutiny Panel's remit.
8. The Corporate Balanced Scorecard for each Directorate is reported to Cabinet and is also available on the Council's website [here](#)

#### **Financial Information**

9. The revenue budget is currently predicting a £3.3m forecast overspend for 2019/20 which is 2.4% of the c£136m Adult Social Care net budget.

10. The primary reason for the overspend relates to Older Peoples Residential & Nursing Care activity and cost pressures (£2.8m) and one off pressures relating to the opening of the Burrows and redundancy costs.

11. Further detail has been provided in the form of presentation slides, which can be found at Appendix 2.

### **Purpose of the Meeting**

12. Following discussion of the information provided, the Scrutiny Panel is asked to determine:

- any comments to highlight to the CMR at the meeting and/or to Overview and Scrutiny Performance Board at its meeting on 30 September 2019
- whether any further information or scrutiny on a particular topic is required.

### **Supporting Information**

Appendix 1 – Adult Social Care Dashboard – to follow

Appendix 2 – In-year budget information

### **Contact Points**

Emma James/Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965

Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

### **Background Papers**

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) there are no background papers relating to the subject matter of this report:

- Agenda and minutes of the Overview and Scrutiny Performance Board on 26 September 2018 – available [here](#)

# Adults

**25 September 2019**

**Financial Update  
Period 4 - 2019/20**

# Period 4 Forecast – Adult Social Care

Dir.	Service	2019/20 Net Budget	2019/20 Forecast	19/20 Draft Variance Before Adj's	Transfer to Capital	Variance After Adj's	Variance After Adj's
		£000	£000	£000	£000	£000	%
DAS	Older People	64,335	66,888	2,553	0	2,553	4.0%
DAS	Physical Disabilities	13,326	13,217	(109)	0	(109)	-0.8%
DAS	Learning Disabilities	65,807	66,321	515	0	515	0.8%
DAS	Mental Health	10,812	11,149	337	0	337	3.1%
DAS	Support Services	(274)	(570)	(297)	0	(297)	108.3%
DAS	Integrated Commissioning Unit	625	894	269	0	269	43.0%
DAS	BCF (excluding Health)	514	330	(185)	0	(185)	-35.9%
DAS	IBCF	(15,045)	(15,045)	0	0	0	0.0%
DAS	Non Assigned Items	(4,272)	(4,089)	183	0	183	-4.3%
DAS	<b>Adult Services</b>	<b>135,829</b>	<b>139,095</b>	<b>3,266</b>	<b>0</b>	<b>3,266</b>	<b>2.4%</b>

## Key Headlines – Adult Social Care

- This forecast overspend includes £0.9 million of one-off costs, reducing the recurrent pressure to £2.4 million.
- The most significant variances from budget are:
  - £2.8 million overspend in respect of the £33 million Older People Residential and Nursing services budget.
  - £0.5 million net overspend in respect of Learning Disability Services
  - £0.3 million overspend in respect of the Mental Health Residential, Nursing and Homecare services
  - £0.2 million net underspend in respect of the Older People Patient Flow Centre
- The £8.8 million savings programme is mostly on target, with £0.2 million identified as RED rated and therefore not included in the overall forecast (minor adaptations and advocacy commissioning)

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## **ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 25 SEPTEMBER 2019**

### **WORK PROGRAMME 2019/20**

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#### **Summary**

1. From time to time the Adult Care and Well Being Overview and Scrutiny Panel will review its work programme and consider which issues should be investigated as a priority.

#### **Background**

2. Worcestershire County Council has a rolling annual Work Programme for Overview and Scrutiny. The 2019/20 Work Programme has been developed by taking into account issues still to be completed from 2018/19, the views of Overview and Scrutiny Panel Members and the findings of the budget scrutiny process.
3. Suggested issues have been prioritised using scrutiny feasibility criteria in order to ensure that topics are selected subjectively and the 'added value' of a review is considered right from the beginning.
4. The Adult Care and Well Being Overview and Scrutiny Panel is responsible for scrutiny of:
  - Adult Social Care
  - Health and Well-being
5. The current Work Programme was agreed by Council on 12 September 2019.

#### **Dates of Future Meetings**

- 6 November 2019 at 10am
- 27 January 2020 at 2pm
- 20 March 2020 at 10am
- 1 June 2020 at 2pm
- 17 July 2020 at 2pm
- 22 September 2020 at 2pm
- 18 November 2020 at 10am

#### **Purpose of the Meeting**

6. The Panel is asked to consider the 2019/20 Work Programme and agree whether it would like to make any amendments. The Panel will wish to retain the flexibility to take into account any urgent issues which may arise.

## Supporting Information

- Appendix 1 – Adult Care and Well Being Overview and Scrutiny Panel Work Programme 2019/20

## Contact Points

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965  
Email: [scrutiny@worcestershire.gov.uk](mailto:scrutiny@worcestershire.gov.uk)

## Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and minutes of Council on 12 September 2019 – available on the Council website [here](#)
- Agenda and Minutes of OSPB on 24 July 2019 - available on the Council website [here](#)

## 2019/20 SCRUTINY WORK PROGRAMME: Adult Care and Well Being Overview and Scrutiny Panel

Date of Meeting	Issue for Scrutiny	Date of Last Report	Notes/Follow-up Action
25 September 2019	Support for Carers		
25 September 2019	Performance (Q4) and In-year budget monitoring (P4)		
6 November 2019	Safeguarding Adults	12 September 2018 27 September 2017	
6 November 2019	Feedback from 'Making Decisions about your Future' summer roadshows and general awareness of how the Directorate engages with residents in relation to what their needs are and how residents can plan for their future social care and health needs		
6 November 2019	Performance and In-year budget monitoring (Q2)		
TBC	High cost packages of care for Learning Disabilities		
TBC	Visits to Social Worker Area Teams		This follows update on Three Conversation approach for social work
May	Task Group: Quality Assurance in Nursing Homes		OSPB
June?	Task Group: Care Workers		Proposed by Council as a result of a Notice of Motion on 14/2/19
TBC	Task Group: Learning Disabilities (taking one aspect, such as Respite or Support for Carers or Access to Services)		Chair / Vice-Chair
January? TBC	Adult Social Care Outcomes Framework		

TBC	Green Paper on Social Work for Older People		
TBC	Prevention Work (with HOSC)		
TBC	Support for Children with Disabilities during Transition to Adulthood – further work?		
TBC	Visit – Patient Flow Centre		
TBC	Visits – Social Work Locality Teams		
TBC	Transport for adults with Learning Disabilities		
TBC	Liquid Logic		
TBC	Implications for Adult Services from the NHS Long Term Plan		
TBC	Overview of services provided to adults of working age		
TBC	Health and Social Care inequalities		
Standing Items	Performance and In-year Finance Monitoring  Budget Scrutiny Process Safeguarding – Annual Adult Social Care Outcomes Framework – Annual Adult Services Business Plan – regular review	July / Sept / Nov	