

CHILDREN AND FAMILIES OVERVIEW AND SCRUTINY PANEL

6 JULY 2023

DELIVERY OF THE ALL-AGE CARERS STRATEGY FOR WORCESTERSHIRE

Summary

1. The Panel will receive an update on the delivery of the Worcestershire All Age Carers strategy. The representatives invited for this discussion are:
 - The Cabinet Members with Responsibility for Children and Families, Adult Social Care, and Health and Well Being, Worcestershire County Council
 - The Strategic Director, People, the Assistant Director, People and Commissioning and the Commissioning Manager, Carers, Worcestershire County Council
 - The Director for All Age Disability, Worcestershire Children First
 - The Managing Director, NHS Herefordshire and Worcestershire Integrated Care Board (ICB).
 - The Director of Strategy and Partnerships, Herefordshire and Worcestershire Health and Care NHS Trust

Background

2. On 15 February 2022 the Worcestershire Health and Wellbeing Board approved the Herefordshire and Worcestershire Integrated Care System Commitment to Carers; and the All-Age Carer's Strategy for Worcestershire (2021 to 2026). This paper provides an update on actions within the first year of the strategy.
3. To deliver the strategy, extensive consultation and co-production took place in 2021 and included a Mini Carer survey (73 people); Online stakeholder survey (47) and Focus groups (10 groups >76 carers). The findings from an NHS digital survey conducted in October 2021 also fed into the strategy.
4. The work was underpinned by specific legislation which includes Care Act; NHS long term plan; Health and Social Care Act; Local Government and Public Involvement in Health Act; Children Act; Children and Families Act.
5. The Vision of the strategy is: "*All carers include adult, young adult and young carers and parent carers will be recognised and valued by the wider community and statutory agencies in Worcestershire for the support and care they provide to vulnerable adult, children and young people.*" And the mission is to ensure that "*everything key partners do is informed by Carers and people with lived experience of care and support.*" There are approximately 53,000 carers in Worcestershire (2021 census). Whilst this is a reduction in the overall numbers of carers from the 2011 census the complexity of the caring role and the number of hours spent caring

has increased. The number of people that are caring for 20-plus hours and 50-plus hours have both increased.

6. The four key outcomes for Carers in Worcestershire are identified as being:
 - To feel recognised and valued
 - Enabled to have a life of their own
 - Supported with their physical and mental health, and wellbeing
 - Staying safe
7. The pandemic has made these key outcomes even more important. There are also other key issues that Carers shared, such as financial concerns, loneliness and isolation and lack of breaks. Other 'hot topics' were, maintaining employment, understanding the cared for's condition, and coming to terms with it, maximising income, contingency and future planning, a whole family approach to assessments for the cared for, and assessments specifically for the carer. This feedback was gained from the co-production carers' focus groups and informs the action plan which underpins the delivery of the strategy making a 'real' difference to Carers lives. Please refer to appendix 4 Stakeholder and Carers Feedback and Engagement Findings of the [All age carers strategy 2022](#).

Understanding carer priorities in Worcestershire

8. The needs and aspirations of carers was sought through the co-production and engagement work completed in 2021. Carers informed all the priorities of the all-age carer's strategy with 588 responses to various forms of co-production, engagement, and survey responses. This included carers of people with mental health needs, autism, young adults, stroke survivors, dementia and young carers and young adult carers.
9. The detail of the priorities and tasks relating to the carer's strategy are detailed on pages 20 - 21 of the all age carers strategy 2022, and the priorities are being implemented through the life of the strategy. A Carers Action Plan, which is monitored by the Carers Partnership, is a 'living' document which is developed to reflect the needs of carers and identifies actions being undertaken to deliver the strategy.

Delivery of the Strategy and Governance

10. The Council has established a working group including the contracted Carer support providers (Your Support Services and Worcestershire Association of Carers) to implement the all-age carers strategy and the Commitment to Carers and feeds back quarterly to the Worcestershire Carers Partnership and annually to the Worcestershire Health and Wellbeing Board.
11. The purpose of the Worcestershire Carers Partnership is to:
 - a. Monitor the implementation of the Worcestershire All Age Carers Strategy
 - b. Discuss and address issues of common concern to carers in Worcestershire
 - c. Raise awareness and improve understanding of the role carers play
 - d. Exchange ideas, strengthen skills and share examples of good practice

12. The Carers partnership has representation from:

- a. Carer Forums and Reference Groups (including Parent Carers, Young Carers and Young Adult Carers)
- b. Worcestershire's Carer Organisations: e.g., Carers Action Worcestershire Consortium, Carers Careline (Redditch), Worcestershire Association of Carers, Worcestershire Parent Carer Community, Worcestershire Young Carers, JIGSAW - Worcestershire Mental Health Relative & Carer's Support Group, plus Families in Partnership (Worcestershire's Parent Carer Forum)
- c. Strategic Partnership Boards
- d. Stakeholders from key organisations – e.g., Worcestershire County Council (the Council), Worcester Children First, NHS Herefordshire & Worcestershire, Worcestershire Acute Hospital Trust, Herefordshire & Worcestershire Health & Carer Trust, Primary Care Networks, Department for Work and Pensions

13. The Chair of the Carers Partnership is chosen annually and nominates representatives for the Herefordshire and Worcestershire ICS Carer Reference Group and H&W Integrated Care Partnership Assembly. The current Chair is Carole Cumino.

Health and Wellbeing Board Annual Report - Progress in delivering the All-Age Carer Strategy

14. There is an annual report to the Worcestershire Health and Wellbeing Board. This first report was presented on 23 May 2023 and is available via this link [[Action Plan Update](#)]

15. Key actions included within the report are:

Carers being recognised and valued

- a. The Integrated Carers Hub was re-commissioned and implemented
- b. Worcestershire Acute Hospitals NHS Trust Carer's Policy is under review and will include the All-Age Carer's Strategy and the Trust's Commitment to Carers.
- c. Herefordshire and Worcestershire Health and Care NHS Trust and Worcestershire Acute Hospitals NHS Trust are capturing carer status on electronic records
- d. Worcestershire Acute Hospitals NHS Trust signed up to Johns Campaign, which supports carers of people with dementia to have the same visiting rights as parents of children

Carers having a life of their own

- e. Worcestershire Association of Carers continued to provide online and in person support and services such as carer training sessions, peer support and assessments
- f. The Carer breaks (replacement care) policy was reviewed and updated in line with views of carers
- g. The Council and Herefordshire and Worcestershire Health and Care NHS Trust remained as active members of the Carer Friendly Employers Network (CFEN)

Carers receiving support with their physical and mental health and wellbeing

- h. Carers assessment and reviews consider carers support needs in relation to their physical and mental health and wellbeing
- i. The Peony Room – a space for Carers and Family members was opened by the Worcestershire Acute Hospitals NHS Trust. A similar space being explored in Redditch.
- j. The Integrated Carers Hub continued to develop relationships with District Collaboratives to further increase carer awareness and promote joint working.

Supporting carers to stay safe

- k. 3,639 Carers Emergency Cards were issued. The aim of the card is to alert emergency staff that a person is a Carer. The emergency card holds the contact details to keep the cared for safe should anything happen to the carer.
 - l. Worcestershire Association of Carers (WAC) worked with the safeguarding board and Carers Safeguarding Reference Group to issue a leaflet for carers called 'Making safeguarding personal.'
16. The Survey of Adult Carers in England (2021-22) provided information to support how well the Council, Worcestershire Children First (WCF) and partners are delivering services for carers. 44% of respondents are extremely or very satisfied (which is higher than the England average) with the Carer support on offer.
17. Understanding the needs of Carers and ensuring support is available to Carers within Worcestershire is an area the Council and partners have focussed heavily. The Councils [Shaping Worcestershire's Future - Our Plan for Worcestershire](#) recognises Carers and their "*vital role in society and continue to support them by working closely with our partners including the Voluntary and Community Sector*".
18. Sometime carers focus on 'getting the support right for their family member and then it will be right for me.' Carers do not always see the importance of getting the support right for themselves (for example meeting their own mental or physical health needs) for them to maintain their caring role. That is why carer assessments are important to provide the focus on the carer needs. Access to Carer Assessments and wider support is set out below.

Delivery of the Strategy

19. The Council commissions the [Worcestershire Integrated Carers Hub](#). The service provides information, advice, and support. WAC deliver the carers hub on behalf of the council.
20. The Carers Hub is commissioned to deliver information, advice, and support for all carers. This includes, but is not limited to, peer support, training, emergency planning and carer wellbeing sessions.
21. WAC signpost parent carers of children to WCF.

22. Your Support Service (YSS) for children and Young Adults who have a caring responsibility at home. The service aims to raise awareness about young carers and young adult carers across Worcestershire.
23. YSS Worcestershire Young Carers team offers opportunities for young people to take a break from their care role, meet other Young Carers and have fun. Giving them vital respite breaks helps young people to build their confidence and get involved in fun activities.
24. The Integrated Carers Hub also delivers:
 - a. Transition assessments for parent carers (in their own right – where an assessment is requested or it is beneficial to the parent carer) who cares for someone in transition from children’s services to adult social care (e.g., children who are 16- & 17-years old)
 - b. Carer Assessment for adult carers who are caring for an adult
25. Transition assessments for adult/parent carers and young adult carers are delivered under the Care Act 2014. A strength-based approach is used which builds on carers strengths and help available within the community. A ‘whole-family approach’ ensures the assessment takes account of the impact of caring on all family members. Both the Care Act and the Children and Families Act include provision that assessment can be joint where required. One team will take the lead on the assessment. This will be the team that is deemed to be in the best position to meet the needs of the carer
26. The People Directorate delegates its statutory duty for carers assessments to WAC. WAC completed 1900 assessments in the last 12 months.

Parent Carers Assessments within Worcestershire Children First for parent carers of those aged 0-17 years

27. The Children with Disabilities Social Work Team (the Team) undertake Parent Carers assessments as part of the Social Work Assessment.
28. The Team provides services designed to meet the needs of children and young people who have complex disabilities.
29. The Team is one of a range of services that can provide support to children and young people with disabilities and their families. Other services available are those provided by health, education, play and youth services as well as community resources provided by voluntary agencies
30. The Team offers services to those children and young people requiring additional resources in respect of their disability, where the disability has a profound impact on the child or young person’s life.
31. Any assessment will consider the specific needs of parents and other family members in their role as carers.
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on the child or young person's life. Any assessment will consider the specific needs of parents and other family members in their role as carers (this is sometimes known as a parent carer needs assessment).

Working with Partners

33. The Council, WCF and partners have been working together to deliver even better services for Carers. The report on activity was presented to the Health and Wellbeing Board on the 23 May 2023 (attached at Appendix 1).

Carers working for Worcestershire County Council

34. The Council is an active member of the [Carer Friendly Employer Network \(CFEN\)](#) in Worcestershire and ensures, as a minimum, as part of end of year work reviews, that staff are asked whether they are a carer. The Council know that 680 self-identified carers work for Council (c25% of the workforce). The information is used to support carers working for the Council.

Purpose of the Meeting

35. The Panel is asked to:

- Consider and comment on the information provided on the delivery of the All-Age Carers strategy (2021 – 2026);
- Agree any comments to highlight to the Cabinet Members with Responsibility for Children and Families, Adult Social Care, and Health and Well Being, NHS Herefordshire and Worcestershire Integrated Care Board (ICB); and
- Determine whether any further information or scrutiny is required

Supporting Information

Appendix 1 – All Age Carers Strategy 2021-2026 update (Health and Wellbeing Board – May 2023) – [Agenda Item 5](#)

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance), the following are the background papers relating to the subject matter of this report:

- [Agenda for Health and Wellbeing Board 15th February, 2022](#)

- Carer Friendly Worcestershire - All Age Carers' strategy summary 2021 – 2026.
([Carer Friendly Worcestershire - All Age Carers' strategy](#))

All agendas and minutes are available on the Council's website here.