

Families and Carers Group Presentation to the Board 4 November 2008

Introduction

We will present in three sections

1. Issues we want to report on
2. Issues we need the Board's help with
3. Issues we think carers need more information about

Issues we want to report on

1.1 Role of the Group

The group's role is to keep carers up to date about the changes in how they care for person is to be supported , whilst attempting to represent carers to get answers to the very real concerns that are raised.

Also , we have to co-ordinate a wide range of learning disabilities carers' voices so they are properly represented in developing and implementing the generic carers' strategy

1.2 Generic carers' strategy

The following has been prepared after a discussion with Alex Dunlop, Carers Lead Officer for Adult Services

We will report here looking at three areas

- How the strategy has been developed and is managed
- What progress is being made
- What events are going to be happening

1.3 How the strategy has been developed and is managed

An Action Plan has been approved by the Carers Strategic Group
The Strategic group is a joint group between major agencies including Adult Services, Northumberland Tyne and Wear NHS Trust, Newcastle Hospitals NHS Trust and the Primary Care Trust.
The group meets quarterly.

This group gives support and direction to the Carers Strategy Implementation Group which includes representation from carers of people with a learning disability.

Whilst this group also has an information sharing role, its main focus is to make the strategy happen. It has a number of working groups supporting the group including A group organising a training course for carers to become more confident to represent themselves and other carers , Emergency Support, Carers Information Pack and a group planning an event for this year's Carers' Rights Day A working group is also being set up to plan and hold a carers conference in or around Carers Week in June 2009.

The Action Plan for the strategy is to be put on the Council's website. When this happens Alex will let Bill know and he shall alert/send out the plan to everyone on the Partnership Board.

The Carers Strategy will be revised next summer and a new Action Plan written. It's really important to have a wide set of views from carers of people with learning disabilities represented in this process

1.4 Progress with the strategy

Adult Services Carers Social Work Team

This is in the process of being established. It should be up and running by early 2009. The Team are a dedicated resource JUST for supporting carers. The role of the team will be to

- carry out carers assessments and
- to do social work interventions

The team will also be a specialist Carers resource within Adult Services, providing advice, support and guidance and raising awareness of the needs of carers and the role of the team in Adult Services and, as appropriate some Health and Voluntary sector. It is stressed that the carers assessment can indicate if caring relationships are at a critical or substantial risk of breaking down and look at whether there is any support available that could help..

The kind of social work intervention/ support the social workers will carry out will depend on the needs of the individual carer, but may include therapeutic-type social work intervention, supporting carers to work through issues associated with their caring relationship. Alternatively, assistance may be more practical, like

signposting, advice or information. Working with the caseworker for the cared for person will be an important part of many cases.

It's recognised that some carers don't want separate assessments and for these people we need to make sure that their needs are given proper consideration in people with learning disabilities 'assessments.

Carers Information Pack

This is currently under development and is planned to be a folder of leaflets covering a range of topics. This will be a generic carers information pack and will include a 'Directory' of some agencies to contact for further specialist information if required. The carers information pack is about trying to give carers some information but not overload people and if they want to find out more they can. Also trying to make this appeal to people who look after someone but may not yet identify themselves as a 'carer' as the term 'carer' can be a barrier to some people accessing support, as they may not consider themselves as such but have that role.

Carers Assessment Tool

Alex has devised a new Carers assessment Tool for separate assessments of the needs of adults caring for adults in Newcastle. In developed this tool, some focus groups were held with carers through Partners in the Newcastle Carers Strategy.

Alex met with Carers of people with learning disabilities at Welford and Westerhope to discuss the carers assessment process and included discussion around what would a positive carers assessment be like for them – what came out of this included some of the kinds of things they felt they would want to talk about as carers of someone with a learning disability – discussions around the future was a major point to come out of this

A positive Carers Assessment Process should be about taking into account the carer's individual situation, recognising their expertise, supporting them to talk through issues they want to discuss, open communication and providing relevant information and support.

Emergency contact card scheme

The working group has developed plans for an emergency contact card for carers, which should be implemented by some time in 2009. This has been developed in response to the Government's New Deal for Carers

Planning for Workshop about carers and employment

In 2009 planning will begin for a workshop of some of the organisations that may be involved in supporting carers to access employment to consider what some of the issues and needs might be for carers (either during the caring role or if this has come to an end) and look at what the role of the different organisations might be in supporting a carer to return to or stay in work.

Adult Services Carers Training Fund Strategy for Use

A strategy has been developed and agreed by the Carers Strategy Implementation Group for the use of the Adult Services Carers Training Fund. There are three ways this fund can be used

- direct payments for carers to access individual training opportunities – based on assessed need through carers assessment,
- applications from groups or organisations for financial assistance to put on courses or enable carers to attend courses they run,
- and courses or events held through Newcastle Carers Strategy.

Stronger Voice

This is going to be run next year around about April/May 2009. It's actually a consumer based course designed to give people confidence about making their points clearly and appropriately. If people are interested in this, let me know and I'll pass onto Alex who will have more details.

Mapping out links with BME communities

As part of the Carers Strategy, work will be started in 2009 to map existing work with BME communities as part of developing links with carers from such communities.

Carers Strategy - Things that are happening

There will be a Carers Information event on **Friday 5th December to mark this year's Carers Rights Day** (follow link if you want more info on Carers Rights Day:
<http://www.carersuk.org/Newsandcampaigns/CarersRightsDay/WhatisCarersRightsDay>

This will be held between 10.00 – 2.00 at the Collingwood Suite, Newcastle Civic Centre. Alex Dunlop will be providing some flyers for this event and Bill will send round to the whole Partnership Board network. People are welcome to pop in anytime between 10.00 and 2.00, - **it's not an event people need to attend all of and no need to book**. Alex will have the posters and flyers ready shortly.

There will also be the Carers Conference in or around Carers Week in June 2009, which will help to shape the next Newcastle Carers Strategy.

1.5 Menu - Bill

Menu of involvement. This idea came from a Day services network I attended last year. Basically carers have two Routes –

- If you want to be more involved about you're cared for person
- If you want to be more involved in strategic issues

These are not mutually exclusive and many carers go for both. What we want to do is give carers a menu of choices as to how they might get involved

If you want to be more involved about you're cared for person

NSNN project – Helen or colleagues to contribute here
Partners in Policy Making

Brokerage project

PLAN

Skills for People are holding an event on 20th November where families can come and decide whether they are interested in it – Equal Futures from Scotland are coming to talk about their experiences of the PLAN model. Below is the information that has

just been sent out. If anyone is interested in finding out more then it would be great if they could give Nicola Hilson a call on 281 8737.

If they haven't been to the other PLAN events and just want to find out a bit more about it before deciding whether to come along on 20th, then Nicola is happy to chat it through. It's an event aimed at families, but perhaps there will be people at the board meeting know families that might be interested

PLAN OR BE PLANNED FOR

Thursday 20th November

Venue: Skills for People

Time: 10.30am – 3.00pm

Day plan

10.30 Arrival and Welcome

10.45 Introduction to the day (Jane and Margaret)

11.00 Explaining Circles of Support/Networks & the free support (Nicola and Mark)

11.30 Families from Scotland presentation – how it works for us, including Lindsay's powerpoint (introduced by Chris)

12.30 Lunch

1.15 Question and answer session - questions you have for families from Scotland and PLAN NE (introduced by Keith)

Mid afternoon refreshments

2.00 PLAN is this for you? An opportunity for those who wish to be pioneer families to join PLAN North East.

2.30 Tea/Coffee – Informal Discussions

3.00 Close

The day plan includes some information from PLAN North East about what has happened since previous events. Families from Scotland will share their experiences of setting up and how it has helped them. There will be time to ask questions and time to decide whether this is for you and your family. There is no obligation to join if you attend.

If you want to be more involved in strategic issues or mutual support

NSNN

Carers Centre

Other carers groups like North West carers

Family and Carers Group
Partners in Policy Making
Stronger Voices
Partnership Board itself

1.6 **Older carers – Helen Elliott**

In her presentation, Helen covers the following

- Recap of role
- Overview of first year work
- Strategic issues for older carers and what we need to do to address these

Issues we need the Board's help with

2.1 Recruiting more carers to the Board and getting wider representation

A suggestion made by Alex and Bill was that we could use LDDF to help finance more meetings in community venues like community fire stations to get people interested . People get involved for a number of different reasons and these meetings might provide anything from social support to real strategic involvement . We might need more than the £3,000 we already have so we need to have a think about this

We need to be thinking about carers who become members of the Board also

- How many
- Do we target carers of younger people , people from BME communities , carers who have had individual budget experience for instance ?
- What do we do to get them?

2.2 Carers elected member

Carers elected member in the light of George Johnson no longer being a Councillor. Brenda – can you help??

2.3 Sustaining the good ideas

- How will Citizens First help achieve this - too many good ideas gave fizzled about after pilot stage for lack of ongoing funding – how do we make sure the good stuff keeps going?

- How can we make more links with children's services work so we can make the most of each other and maximise joint working and thus consistency

2.4 Development of the group itself

- Would be useful to identify where the group could develop/take issues
- How do we carry on the debate about respite care /short breaks -- see below - what is the ongoing forum – is our group expected to be this?

Issues we think carers need more information about

3.1 Carers' assessments

FACs criteria versus the shift to prevention and its impact on how individual budgets will be spent

3.2 Brokerage and personalisation issues

Feedback from Dynamite in comparison to In Control experience

NSNN's support role in Dynamite

Hidden costs of Brokerage

Brokerage cannot happen by itself - how to avoid a brokerage industry BUT has appropriate support available;

If a budget being offered will be the default option there must be an implicit assumption of appropriate support available to help a person and their families steer through the self directed support world – what support is being considered and how will this be offered?

Use of individual budgets and existing services – if a person still wants traditional services will this be accepted and, if so, how will these be commissioned?

Will Brokerage costs be part of set up plan?

Suspect that this will be part of package as it is at present where 'providers' have acted as brokers?- question for Colin Williams at the December meeting

How important will provider development is to the transformation agenda in Newcastle and along this, robust quality monitoring? We have particular concerns that a momentum will be created and a lot enthusiasm that could be potentially be dashed if the providers cannot provide what people want

Will there be some transformation monies passed onto third sector to boost essential infrastructure such as the role undertaken by NSNN in Dynamite pilot? I.e. how will the use of transformation monies be linked to achieving on the ground outcomes

Can we know more about the Shop4support website and what is Newcastle's position about taking part in this?

What will be the role of the social worker in relation to families in the transformation agenda?

3.3 Respite care/short breaks

We need assurances around the future of replacement for Clayton Road

In particular the following issues

- Is an in house option for Clayton Road replacement service still sustainable or is this looking to be outsourced?
- Alternatives to Clayton Road – how are these being developed
- How do you maintain the importance of the respite care function in an individual budget world - a key example here being if a person chooses not to have a short break because say they don't want a break – what about the carer's need for respite
- Reduced days for respite care – what does this mean for carers?
- National issue - Respite care funding for carers' breaks will be paid to PCTs **Ref National Strategy – page 73-74 points 3.11 +** They are required to work together with Social Services to agree how best this will be used . I would next just say something broad about Newcastle Carers Strategic Group and Carers Strategy Implementation Group is aware and seeking further details of this funding – we can't identify it needs to be spent (though we agree, and have, that if there is funding available for carer breaks then we should aim to influence the way this is used) until we have more clarity – which is what you say next - We need greater clarity nationally about
 - How much
 - Is it "new" money

- What can it be used for
- What influence can carers have in the spending of this money

It has been suggested that whilst the Carers Strategic Group and Carers Strategy Implementation Group are seeking clarity through their networks it might be a good idea to use the launch of Valuing People Now as an excuse to ask the VPST to pursue this on our behalf.