

- To be presented by Luke Addams & Barbara Disney at Health Scrutiny on 17th January 2017

Comment	Action	Responsibility	Date
Recommendation 1: That the Carers Plan be developed in partnership with local carer service providers, carers' forum and in consultation with local carers.			
An updated carers' plan was produced to consolidate our approach to carers. However, there needs to be a review of the carers' offer in the context of carers' new status under the Care Act 2014, and how we are investing across partners to support carers better.	Pilot a one-year Carers' Strategy role to give the carers agenda additional focus.	Karen Sugars, Acting Service Head Commissioning & Health	Jan 2016
	Co-produce, by working with the Care Centre, carers' groups and carers in developing a new Carers' Strategy.	Karen Sugars, Acting Service Head Commissioning & Health	Summer 2016
	Map existing offer and needs, via an updated JSNA.		
	Create five 'user statements' to underpin the way we work to support carers.		
	Develop strategy action plans and commissioning plans		
UPDATES:			
<ul style="list-style-type: none">Strategic Commissioning Manager, with a lead role on carers, has been recruited to and started on 26 September 2016. Since coming into post this work has progressed at an increased pace.Extensive engagement work with Carers' Centre carers and Sonali Gardens carers took place during Summer/Autumn 2016. This identified and prioritised areas about which carers had concerns. These issues are being incorporated into the new Carers' Strategy which will be presented to Cabinet on 7 March 2017. The vision for this strategy, although based on the National Carers' Strategy, has been developed with and agreed by a group of local carers, through Tower Hamlets Carers Strategy Group. This vision illustrates our commitment to carers going forward.			

Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside of caring, while enabling the person they support to be a full and equal citizen.

- An updated Joint Strategic Needs Assessment (JSNA) has been published on the Tower Hamlets Council internet and can be found at:

http://www.towerhamlets.gov.uk/lgnl/health_social_care/joint_strategic_needs_assessme/joint_strategic_needs_assessme.aspx

- The Council's Adult Services Directorate has developed a Quality Assurance Framework which lays out the structure through which the quality of adult social care will be defined, measured and improved. It contains five core quality standards which apply equally to carers and the people they care for:
 - We treat everyone with dignity and respect
 - We provide honest information that is easy to understand
 - We support people to be as resilient and independent as possible
 - We are "person centred" and treat everyone like an individual
 - We listen to people's views and act on them where possible

We intend to support carers to develop additional/enhanced standards as a series of "I" statements which will be published as a Carers' Dignity Charter. A series of focus groups for carers took place in December 2016 across the borough to draft these.

- The Carers' Strategy will be presented to Cabinet on 7th March 2017.
- A detailed Action Plan will be developed to take forward the issues identified through the Strategy. Carers will be involved in developing the Action Plan through a co-production model, and we propose that service users are fully involved in the development of service specifications for any future commissioning of services. Tower Hamlets Together (THT) is engaged in this work which will include a cohesive range of actions to support our carers.

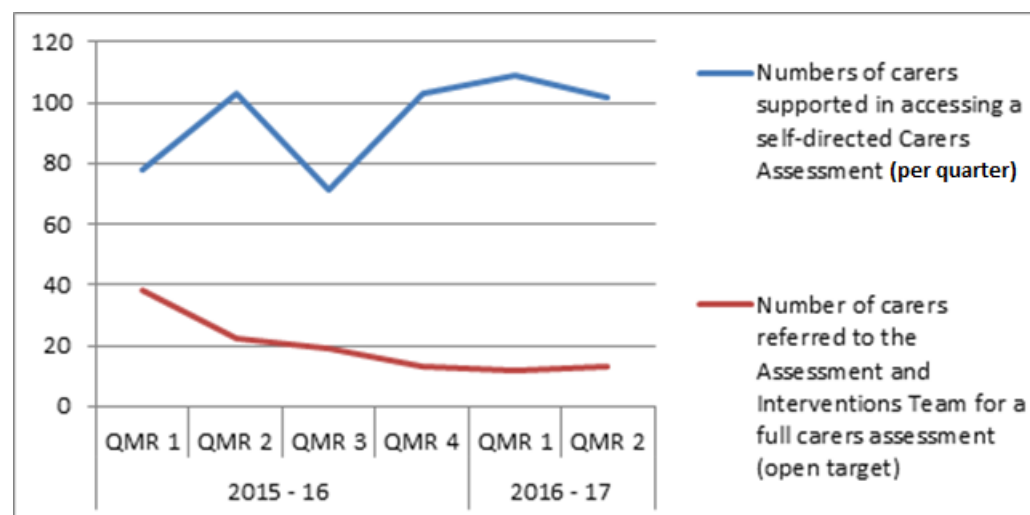
Recommendation 2: That carers assessments are completed in a timely manner to ensure carers are supported to continue in their caring role.			
Since the Care Act came into force on 1 April 2015, there has been a new practice framework in place to ensure equal rights and quality of assessment for carers	Embed carer needs into service user assessments to ensure continuity of care and carer supported.	Cath Scholefield, Service Head Adult Social Care	1 April 2015
	Regular training of council and carer organisation' staff on self-assessments.		
	To explore and develop feedback standards and timescales as part of recommendation 1 above.	Cath Scholefield, Service Head Adult Social Care	Summer 2016 1 April 2015
	Monitor timeliness of assessments.		
	The needs of carers to be highlighted in practice learning, in order to improve approach in supporting carers.		

UPDATES:

- Our revised Practice Framework adopts a ‘whole family’ approach to the assessment of needs, encouraging greater identification of carers and the wider support networks around vulnerable individuals. This means that all carers who may need support are able to get it at an early stage. It also means we have a holistic view of the care being provided to a person (for example, a service user may have a carer living far away who is still able to organise online shopping and visits).
- The Carers’ Self-Assessment and Guidance has been revised in association with the Carers Centre, which is due to “go live” in January 2017.
- This new approach to social care assessments in Tower Hamlets is now focused on outcomes rather than service provision. Individuals will be asked specifically what outcomes they would like to achieve. One example of such an outcome could be the carer’s ability to take up training or education. In such a case, support might include giving time off through respite, paying for and supporting carers to enrol on training courses, or signposting carers to the types of educational programmes carers they are interested in. The council must also consider other important issues, such as whether the carer is able, or willing, to carry on caring. If both the carer and the person they care for agree, a combined assessment of both their needs may be

considered.

- We have worked with the Carers' Centre to support carers to undertake Self Directed Assessments. The number of carers who have been supported to access a self-directed assessment averages 95 per quarter (over an 18-month period) with an average of 19 per quarter being referred to the Assessment and Intervention Team for a full Carer's Assessment. In line with carers' feedback the term self-directed assessment will change to "Carers' Needs Assessment" in January 2017.



- Following feedback from providers we plan to develop service standards, including response timescales, and feed back to referrers as a matter of good practice.
- Since the beginning of 2016, 100 providers have registered on the Community Catalogue, with services increasing from 80 to 185. This provides greater options for people who may need services, including respite.
- To enable non-commissioned providers to access the Community Catalogue, we have introduced the Ensuring Quality (EQ) award. This is awarded to providers that have gone through the EQ process. Providers that do not have a contract with the

council and who are not registered with the Care Quality Commission are required to go through this process before we list them on the Community Catalogue. We are one of six east London boroughs (Barking and Dagenham, Havering, Newham, Redbridge, and Waltham Forest) that use the EQ scheme. Once a provider has gone through approval in one of the six boroughs there is no need for them to apply again within these boroughs. Awards are for two years, after which the provider is required to demonstrate that it is still eligible for the award. There are 13 providers on the system, including nine payroll services to support people who are in receipt of a cash personal budget.

- Information and advice and the Community Catalogue (e-marketplace) are promoted to all staff on a regular basis, with information and links being included in the User Guide to the Practice Framework for assessment and during team based training.

All new staff in Adult Social Care, including students on placement and locums, are required to attend generic Care Act 2014 training within two months of joining the council. Information on where to access information about local services is included within the session, with direct reference being made to the Community Catalogue.

Recommendation 3: That the council's social care staff are trained to support carers effectively by being aware of various services available in the borough to support carers, including information, advice and guidance. This should also include managing expectations of carers.

Information and advice consolidated and improved since 1 April 2015 including use of the Idea Store website platform and council E-market Place (Community Catalogue)	To recruit a permanent Information Strategy Officer, who will oversee the quality and effectiveness of information and advice.	Barbara Disney, Service Manager Strategic Commissioning	Jan 2016
	Set up an alert ICS System for staff to receive notifications on new services going onto e-marketplace.	Barbara Disney, Service Manager Strategic Commissioning	1 April 2016
	Practice framework reinforces resilience and family networking maximises informal resources to better support main carers	Cath Scholefield, Service Head Adult Social Care	1 April 2015

	Information and advice and e-market place regularly promoted at induction and relevant training.	Sue Hanna, Children and Adults Professional Development Manager	1 April 2015
	Quarterly visits to the Carer Centre by the operational Service Head for social care	Cath Scholefield, Service Head Adult Social Care	Dec 2015

UPDATES:

- The Information Strategy Manager post has been recruited to and the post holder commenced on 21 November 2016
- ICS system alert – further discussion indicates that a short, monthly update bulletin for staff would be a more effective and efficient use of resources. The Market Infrastructure Officer will also update the intra/internet regularly to ensure that information is fresh and up to date.
- The focus of the Care Act 2014 is on prevention and delaying dependency on formal resources, and delivering person-centred, strength based assessments. This includes supporting the person and their carer to fully utilise their own abilities, strengths and local community assets to meet identified outcomes and eligible needs. Our Idea Stores provide an on-line directory of generic services across the borough, including national organisations, to support a comprehensive range of universal provision.
- As noted above, information and advice and the Community Catalogue (e-marketplace) are promoted to all staff on a regular basis, with information and links being included in the User Guide to the Practice Framework for assessment and during team based training. Information on where to access information about local services, with direct reference being made to the Community Catalogue, is included in the generic Care Act training for all new staff.
- The Service Head, Adult Social Care, has met regularly with the manager of the Carers' Centre. The agenda has included specific casework enquiries, Safeguarding concerns, the review of the Practice Framework and wider service and community engagement, including Tower Hamlets Together.
- The Idea Store Friend and Carer Membership scheme links together two types of person:

- ✓ Someone who finds it difficult to get to their nearest Idea Store or library (the home reader)
- ✓ A 'Friend and Carer' – who could be a family member, a friend, a neighbour or a volunteer – who can go to the Idea Store or library on their behalf and choose books and other items for them.

This scheme recognises informal relationships, and gives the 'Friend and Carer' some additional benefits, including: vouchers for tea or coffee at Idea Store cafes, VIP access to exhibitions, a free place when accompanying the 'home reader' on an Idea Store Learning course and exemption from all charges for items returned late.

The intention is to promote the scheme widely so that more people are able to take advantage of Idea Store services – and to encourage others to help a friend or neighbour. We hope that the 'Friend and Carer' will be in regular contact with the 'home reader', breaking down social isolation – and will also be able to bring the home reader into Idea Stores to take part in courses or regular activities, such as the weekly 'Prime Time' clubs for older people. Currently, the scheme is in a "test and learn" phase and the official launch is likely to be April 2017.

Recommendation 4: That carers are provided clear and substantive feedback when they are not eligible for services and appropriately signposted to universal and preventative services they can access.

This is a key aspect of the Care Act and is reinforced through the Practice Framework	Audit process to evidence that this feedback is happening and is legally compliant for both eligible and non-eligible Carers	Cath Scholefield Service Head Adult Social Care	November 2015
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UPDATES:

One way that social work practice can be measured in relation to carers is through auditing activity. Prior to the new Practice Framework, 69% of audited assessments between January and March 2015 found that "the role and function of carers had been fully explored and their expertise respected" (a further 20% found this to be "non-applicable"). Auditing in relation to carers has since been expanded through the introduction of a "Senior Practitioner Checklist" audit tool. Although based on a small number of around 50 assessments, these reveal that over August and September 2016:

- ✓ 71% of audited assessments fully set out that all family and friends who can contribute are doing so to a level that is reasonable and appropriate
- ✓ 64% of audited assessments fully set out that all family and friends who could contribute are doing so

- ✓ 57% of audited assessments fully set out the views of a service user's significant others about the needs and service requirements of the person, and set out the extent of their influence on the service user's views.
- ✓ 23.5% of audited assessments fully identified the needs of carers, including through a carer's needs assessment, where appropriate. This was non-applicable to 50% of audited cases

- The promotion of the Community Catalogue (See Recommendation 3) and the proposed development of an analysis mechanism for reviewing unmet need will contribute to this recommendation.

Recommendation 5: The range of carers' services available is publicised on the internet. We will review our investment in those services in response to feedback from carers through the assessment process and ensure that any new provision is appropriately publicised and that carers and relevant organisations are made aware of such changes.

This will link to Recommendation 1.

We continue to add services to our Community Catalogue. Some services are commissioned and others who may wish to advertise through the Community Catalogue will go through the ELS Ensuring Quality process.	Updating services to the Community Catalogue continues, and will be ongoing as more providers recognise its value.	Barbara Disney, Service Manager Strategic Commissioning	Ongoing
	The Ensuring Quality process will ensure that a vibrant range of options is available to meet the needs of our residents	Barbara Disney Service Manager Strategic Commissioning	Ongoing
	The Community Catalogue and Ensuring Quality process will be promoted at a range of fora, including the Pan-Provider Forum, internal team meetings with social workers, with brokers and through Partnership Boards and Carers' Groups.	Barbara Disney Service Manager Strategic Commissioning	Ongoing

UPDATES:

- See Recommendation 3

Recommendation 6: That the council in partnership with Tower Hamlets CCG develop a manual handling training course for local carers to prevent long term harm and injuries to carers.

<p>The proposed Carers' Strategy Officer will take forward the current Carers' Plan at the same time as leading development of the new strategy with Carers. One such action is delivery of a Carers' College</p>	<p>Deliver the Carers' College to include manual handling and other training relevant to supporting Carers in their caring role.</p>	<p>Karen Sugars, Acting Service Head Commissioning & Health</p>	
	<p>TH CCG will share the manual handling policies of our main providers</p>	<p>Sandra Moore, Senior Manager, Quality, Performance and Planning, TH CCG</p>	<p>Dec 2015</p>
	<p>TH CCG will support the council in finding/identifying an accredited provider of manual handling training</p>	<p>Sue Hanna</p>	
	<p>TH CCG will circulate information to our commissioned providers on manual handling training for carers</p>	<p>Sandra Moore</p>	

UPDATE:

- Development of Carers' Academy/College: This work has been slow to progress. However, we have now identified good practice and are in the process of developing an options paper for a Carers' Academy for Tower Hamlets, supported through both social and health care economies
- It is envisaged that the training will provide more than general advice and information or awareness, such as more in-depth knowledge of specific conditions, such as cardiovascular disease, diabetes, dementia and end of life support, and practical training on basic caring tasks, such as washing and dressing. This training may be delivered in various formats, including face to face, online and peer support. It will also link with existing projects, such as the Smarter Care Project, which focuses on single carers rather than "double ups".
- It is intended that the Carers' Academy will also support carers to have life outside of their caring role, by signposting/linking to opportunities for special interest groups, IT training and volunteering opportunities through existing provision, such as LinkAge Plus, Public Health and the Idea Stores' offers.

Recommendation 7: That consultation and engagement be undertaken with carers to better understand the need for respite services and ensure these are designed to meet local needs.

This will be looked at as part of Recommendation 1.	Specific analysis and research into respite from caring by working with carers as part of Recommendation 1 and piloting alternative approaches to respite, including specific groups such as Transitions.	Karen Sugars, Acting Service Head Commissioning & Health	1 April 2016
	Flexibility of home care to meet carers' needs for respite designed into the new tender process to take place in early 2016	Karen Sugars, Acting Service Head Commissioning & Health	Early 2016

UPDATE:

The Domiciliary Care tender process, which included a specific element around carers, will be mobilised during early January 2017. This is a service for informal carers who have been assessed as requiring assistance with caring for an individual who is in receipt of Community Care services provided by the council. The new services will be expected to meet the needs of Tower Hamlets' diverse communities in a sensitive and appropriate way. Services may include:

- ✓ undertaking domestic tasks, such as cleaning, shopping and laundry to provide some respite for the carer;
- ✓ spending time with the cared-for person, in order to give the carer an opportunity to go out;
- ✓ enabling the cared-for person to access community facilities or similar, in order to provide the carer with a break;

The service will also operate in conjunction with the council's Carers' Emergency Card scheme, and prospective providers will need to have the capacity to provide an immediate response as and when required.

The London Borough of Tower Hamlets has a diverse population and prospective providers will have to offer, through the procurement process, a high degree of certainty that they will be able to deliver sensitive and appropriate services to all communities across the Borough.

Recommendation 8: That work is undertaken by primary health care services and the council to help carers who do not recognise their role as a carer to access better support to enable them to continue with their caring role.

	Identification of carers through assessment of people with support needs	Cath Scholefield Service Head Adult Social Care	1 April 2015
	Working with the CCG to develop joint approaches to upskill staff working with carers in GP practices		1 April 2016
	TH CCG will work with Public Health colleagues to look at how we encourage the identification of carers through new patient checks as part of our NIS contracts.	Chima Olugh, TH CCG	On-going

UPDATE:

- Identification – statutory returns around carers’ data. It is recognised locally that more needs to be done to identify and work with carers in the borough. The 2011 Census identified 19,356 carers in Tower Hamlets, of which 4,917 provide fifty or more hours of care per week. However in 2015/16 only 1,407 adult carers’ accessed support services for carers in Tower Hamlets.

General Practices are likely to be the first point of contact for somebody who is struggling to cope with their caring role and may present with physical and emotional symptoms associated with this, such as stress and anxiety. GPs are in an ideal position routinely to identify and signpost carers to support services in the borough, although this hasn’t happened as much as it should. The CCG has, since April 2016, included a requirement in the Network Improvement Service (NIS) for the recording of patients to establish their carer status. The NIS was offered and taken up by all 36 practices. From 1 April to 31 October 2016, 8,316 people attended for a Health Check and 7,182 (86%) were identified as having an unpaid carer. The NHS Health Check service is delivered to all eligible people between the ages of 40 and 74. When carers are identified they are given information and details of the Tower Hamlets Carers’ Centre, this has yet to and this has been translated into increased referrals to the service.

Recommendation 9: That welfare benefit support to carers is strengthened to ensure that carers access all the available benefits that they are entitled to and do not experience additional financial stress.

Information and advice services and financial assessment	Ensure Carers’ Hubs are aware of carer” rights to welfare benefits and are supporting them to make claims.	Barbara Disney Service Manager	1 April 2015
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process are in place to support people.		Strategic Commissioning	
	Ensure carers' needs for welfare benefits are picked up as part of financial assessments for care contributions.	Cath Scholefield Service Head Adult Social Care	1 April 2015
	Ensure that welfare reform changes are specifically understood in relation to their impact on carers and vulnerable adults, and that they are prominent in any analysis.	Cllr Amy Whitelock Gibbs Cllr Asma K Begum	Ongoing
UPDATE: <ul style="list-style-type: none"> ▪ The Tower Hamlets Carers' Centre continues to offer welfare benefits advice to carers. ▪ Local Link, a partnership of local organisations with a broad range of specialist knowledge, provides our information, advice and advocacy service. ▪ There is the potential for carers to be identified and their needs for welfare benefits advice to be picked up as part of the implementation of charging for social care from 1 April 2017. 			