

# Health Scrutiny Committee

## Support for Carers in Nottingham

### January 2018

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Commissioning Manager, Nottingham City Council

**Reeve Palmer**

Commissioning Officer, NHS Nottingham City Clinical Commissioning Group

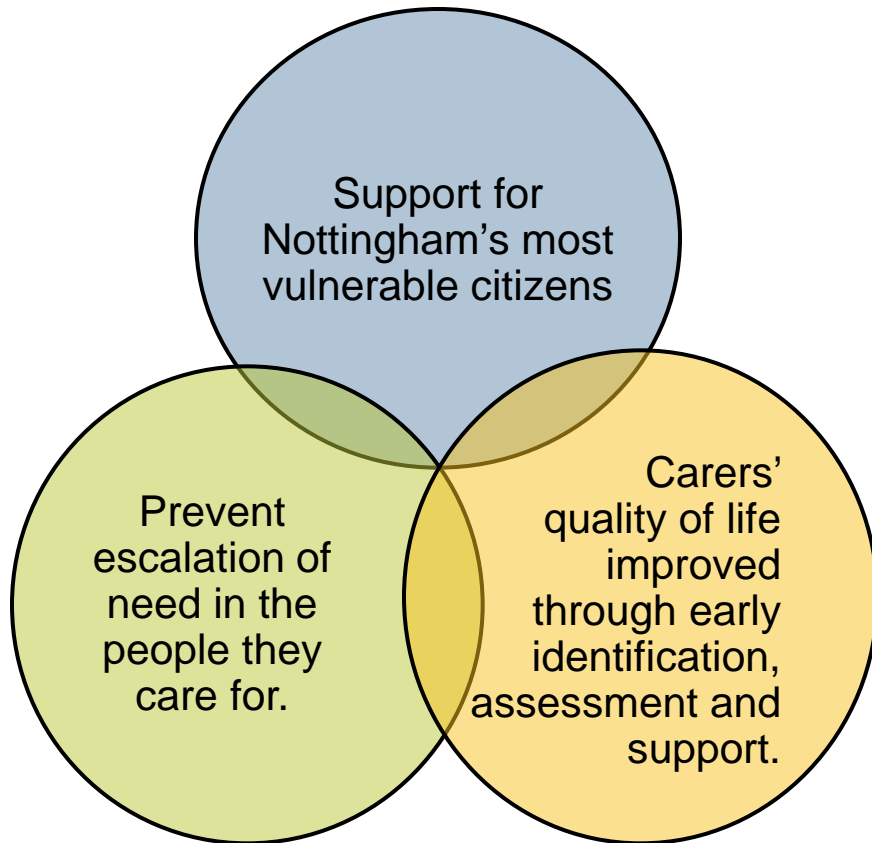
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# Carers Joint Strategic Commissioning Review 2016/17



- Improve support for carers, improving the carer's quality of life, and that of the cared-for citizens.
- Efficiencies through joint commissioning and service design.
- Services are best able to deliver statutory requirements.
- Key drivers
  - The Care Act 2014
  - The Better Care Fund (BCF)
  - The National Carers Strategy 2014-16 (new strategy due 2018)
  - Nottingham City's Joint Vulnerable Adults Plan (VAP)

# Carers in Nottingham

## 27,000 carers in Nottingham City

- Less than national average
- Under-estimate of numbers
- Providing more hours of care



### Young carers

3,300 aged under 25  
680 aged under 16

- Hidden carers – fear of stigma and identification
- Age-appropriate responsibility
- Impact on development
- Support from schools & recognition

### Carers of people with LD

6,000 citizens with LD

- Parent/ carers
- Lifelong role
- Older adults, mutual caring
- Not in contact with services, identified at crisis
- Little future planning

### Carers of people with Mental Health conditions

46,000 adults with MH conditions, 13% of carers

- Fluctuating MH conditions
- Emotional distress
- Confidentiality and complex issues

### Carers of people with Dementia

3,000 aged 65+, 11% of carers

- Emotional distress, MH conditions
- Many older carers – 60% care for spouses
- Caring for elderly parents
- Physical & mental conditions

### Carers from BAME communities

- High rate of caring in some communities
- Familial expectations
- Hidden carers, don't self-identify
- Low uptake of services
- Targeted outreach needed to engage

### Parent/ carers of disabled children

7,700 children with SEND

- Struggles to access services for child
- Lengthy, negative experiences
- Disengaged from services
- Potential lifelong role

Health

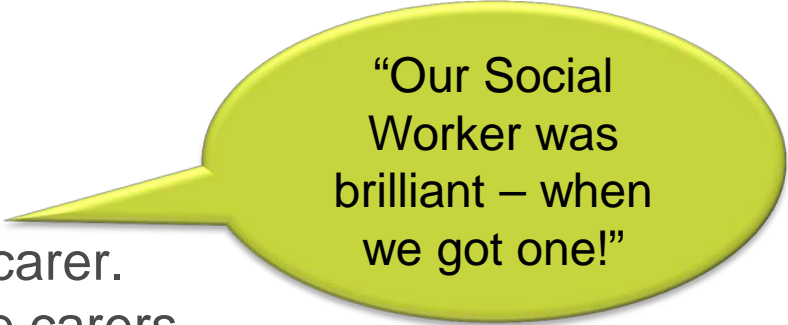


Poverty

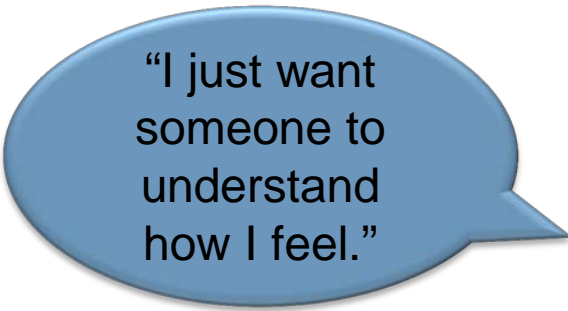


# Consultations - what carers told us

- Information on support available for carers still not widely known about.
- Improving support for the cared-for person is key to improving the life of the carer.
- Many carers don't recognise that they are carers.



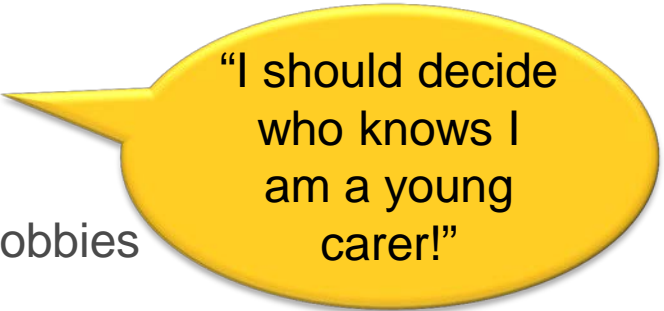
"Our Social Worker was brilliant – when we got one!"



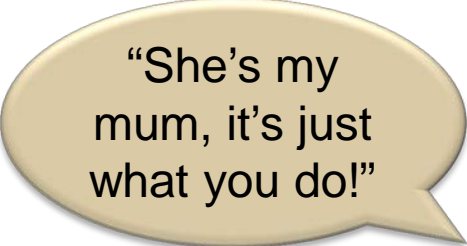
"I just want someone to understand how I feel."

- Single point of access NCC/CCG, City/County
- Improved access to respite
- Financial impact of caring.
- Support with planning for emergencies

- Young carers' additional concerns -
  - Support from school/college
  - Access to appropriate support when needed
  - Time to themselves, opportunities for activities/hobbies
  - Being taken seriously in their caring role
  - Young Carers' service needs to stay separate



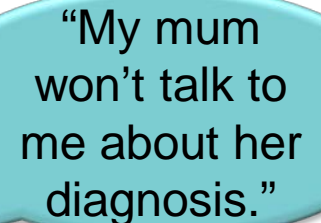
"I should decide who knows I am a young carer!"



“She’s my mum, it’s just what you do!”

# Equalities

- Overall proportion of carers from BAME communities is approximately equivalent to the general population
  - Higher proportion in some communities
  - Expected hidden carers – cultural/familial expectations of caring
  - Limited discussions of health/conditions
- Some BAME carers may benefit from culturally specific care - not effective as multiple BAME specific services needed

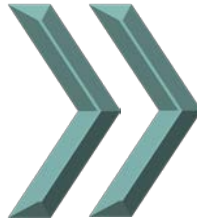
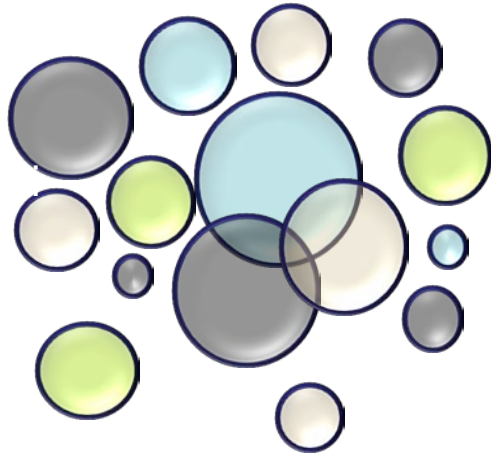


“My mum won’t talk to me about her diagnosis.”

## **Approach -**

- Providers work with a range of appropriate voluntary / community groups to ensure uptake of services reflects the level of need in the population
- Carers Hub and respite contracts monitored for proportion of BAME carers supported
- Embedded as performance-related pay element in Carers Hub contract

# Carers services



## Carers support 2015

- Range of services support carers in different settings
- Some overlaps and disconnects
- Low uptake of some services
- Low number of carers assessments
- Some lack of consistency

### Single Carers Hub

- Information, advice & support
- **Care Act Carers Assessments**
- Referrals to the Respite service
- Support planning & Carers' I.D. card
- Young adult carers aged 18+
- Group & 1-2-1 counselling



### Carers Respite

- For carers of citizens unable to access ASC respite
- Time-limited
- Planned or urgent

### Young Carers

- Info, advice & support
- Young Carers/Family Assessments
- Activities
- Young Carers app
- Support planning & Carers' I.D. card

# Nottinghamshire Carers Hub



- Centralised helpdesk with community presence
- Support to Carers with:
  - Information, Advice and Guidance
  - Signposting
  - Carer's Assessment
  - Carer's ID card & emergency contingency planning
  - Carers' Groups and drop-in sessions
  - Carer Engagement and involvement
  - Carers' training program
  - Supporting Young Carers 18+
  - Carer mindfulness/Counselling services
  - Carers hardship grants/discount card

# Carers Respite



- Regulated service to give carers a 'break'
- Time-limited, home-based, flexible, responsive support
- For carers of citizens who don't get respite through Adult Social Care
- Tailored to the needs of the Carer and Cared-for
- Used for planned events
  - Significant event – wedding, funeral, graduation
  - GP/hospital/dentist appointments
  - Hobby/activity/exercise/time with friends
  - Recreational activities - Shopping
  - Attend CTEM mindfulness classes/carers groups
- Used in an emergency/crisis (prevent residential/hospital stay for the cared for)
  - Carer admitted into hospital
  - Family crisis

# Action for Young Carers



- Assessment and support for young carer and cared-for – whole family approach
- Emergency action planning - Young Carer ID cards
- Addressing the impact of caring on young carers – isolation, bullying, emotional and behavioural, mental health, missing school, financial and practical responsibility
- Multi-agency approach
- 1:1 support with designated worker
- Range of provision for young carers
- Group support, group and family activities
- Advocacy for young carers and families
- Counselling for young carers and families (signposting as necessary)
- Young Carer self assessment app
- Training local agencies to support young carers
- Residential opportunities (outward bound, music residential)



**Chocolate Making**



**Drama, Singing/Song Writing, Dance**



**Go Ape**



**Archery**

# Achievements so far

A one stop shop - Carers Hub provided by **Carers Trust East Midlands** aligned across Health & Social Care, and City and County – easy access to support

- On track to identify and support **over 1,000 Nottingham City carers** per year
- **672 statutory carers assessments via Carers Hub in 6 months** (to end of Dec 2017) –
- **Over 20%** of these assessments were for carers from BAME communities
- **Carers Respite service**, for citizens not receiving ASC respite (below ASC threshold, ASC waiting list but in high level of need, emergency), up to 12 weeks unless EoL – **189 carers accessed respite in 6 months** (to end of Oct. 2017)
- **New Adult Carers ID cards** offered to all carers assessed
- **Action for Young Carers** – **367** young carers supported (April to end of Oct. 2017) - new protocol agreed