

Report to Cabinet

# Support for Carers

A Report of the Health & Adult Social Care  
Select Committee  
(evidence gathering on 30 October 2018)

Contact Officer: Liz Wheaton, Committee & Governance Adviser



# Message from the Chairman



“On behalf of the inquiry group, I would like to pass on our sincere thanks and appreciation to all those people who gave up their valuable time to talk to us as part of our evidence gathering.

Whilst recognising there is a significant amount of good work around the county to support carers, our review focusses on identifying potential gaps and the recommendations aim to improve the future support available for all carers and strengthen existing partnership working across the health, social care and voluntary sector”.

***Brian Roberts, Chairman of the Review Group and the Health & Adult Social Care Select Committee***

**A recent report shows that there are now almost 8m unpaid carers in the UK looking after poorly relatives or friends – a 35 per cent increase since 2001. Source: Demos Think Tank**



# Members of the Review Group:



Brian Roberts



Anita Cranmer



Lesley Clarke OBE



David Martin

## Purpose of the report

- To seek the agreement of Buckinghamshire County Council's Cabinet to the report and recommendations of the Health & Adult Social Care Select Committee's in-depth review into Support for Carers.



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# Recommendations (1)

That Cabinet considers all recommendations as part of the work of the health and social care Integrated Care System. The recommendations relate to the five themes outlined in the “Building Carer Friendly Communities” report.

## **Recommendation 1 (Communities – slides 17-20):**

**That an action plan is created with key partners which brings together the working practices of the operational and commissioning teams to ensure better sharing of information on carers and early detection of issues.**

**That the action plan:**

- **creates a single point of access for all carers (see slide 26) and includes signposting for financial assistance, care planning, assessment and review guidance, health and social care needs (including specific information for self-funders);**
  - **develops a single assessment form which can be accessed by all key organisations;**
  - **includes timescales and measurable outcomes to help demonstrate improved support for carers of all ages year on year;**
  - **includes specific actions for young carers to help increase identification and introduces a measure to track their educational attainment;**
  - **ensures contingency care plans are in place for all carers - reviewed regularly as part of the carer assessment reviews.**
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# Recommendations (2)

## **Recommendation 2 (Health – slides 21-24)):**

**That good practice with GPs is developed further and experience of undertaking the GP Award is shared with all practices through the Practice Manager Forum.**

## **Recommendation 3 (Health – slides 21-24):**

**That an independent review be undertaken of the GP Standard award to seek views from GP practices and use the feedback to make changes to the existing framework with the aim of increasing the take-up of the award.**

## **Recommendation 4 (Health – slides 21-24):**

**That the costs for providing annual health checks for carers be explored and possible funding streams investigated.**



# Recommendations (3)

## **Recommendation 5 (Education – slides 30-33):**

**That the Council lobby Government to include a question about the number of young carers identified at school as part of the annual school census return.**

## **Recommendation 6 (Employment – slides 34-40):**

**That a corporate training programme be developed for BCC Managers and other partners within the ICS to help identify and support carers, to coincide with the launch of the employee health & wellbeing strategy.**

## **Recommendation 7 (Employment – slides 34-40):**

**That an employee carers support group be established and an annual survey be undertaken to find out the views of carers and help shape future support for carers services.**



# Recommendations (4)

## **Recommendation 8 (Employment – slides 34-40):**

**That the Employee Assistance Programme be more widely promoted amongst employees and feedback from users be obtained to ensure service quality.**



# Background

***“A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction who cannot cope without their support.”***

It is frequently forgotten or, perhaps worse, taken for granted that the majority of care provided doesn't come from the NHS or from care homes. It comes in the form of unpaid care which relatives, friends and neighbours provide, estimated to be worth £132 billion a year.

*Source: State of Caring report, Carers UK 2018*

“Building Carer Friendly Communities” a research report for Carers Week 2016 has been used as the focus for this in-depth review. It states that each year, 2 million people become carers and a similar number cease their caring responsibilities. With an ageing population, and people living longer with long term illnesses, the number of carers is going to increase over the years.



## Background (2)

Carer Friendly Communities are places where carers feel supported to look after their family and friends and are recognised as individuals with needs of their own. They are places that reach out to support carers wherever they can by understanding caring, understanding disability and illness and doing things differently. The key is working in partnership to build such communities.

A recent Healthwatch England policy briefing (October 2018) entitled “What’s it like to be a carer?” states that “many people have told us about the difficulties they have faced in accessing support from their local council.” Under the Care Act, councils have a duty to provide information and advice about local support services, so people know where to turn when they need support and to help them plan for their future needs.”

The Care Act states that all carers are entitled to an assessment for support from their council.



# Aim of the Inquiry

## **The Inquiry Group was set up to:**

- Gain a greater understanding and recognition about the numbers of carers in Buckinghamshire (child, young adult and adult);
- Gain a greater understanding about carers needs and the support they currently receive from across the whole system – health, social care, local communities and schools (if child and young adult carers);
- Explore the current transition arrangements for children and young carers as they enter adulthood;
- Review the Council's current arrangements for employees who are carers;
- Help shape and inform the Carer Assessment internal review;
- Identify areas of improvements across the system and raise the profile of carers.

The themes of “Building Carer Friendly Communities” a research report for Carers Week 2016 have been used to inform the structure of this inquiry. The five themes are – Communities, Health, Voice of Carers, Education and Employment.



# Methodology

- **A full day of evidence gathering took place on Tuesday 30<sup>th</sup> October with the following people attending during the day:**
  - Lisa Truett, Senior Commissioning Officer, Adult Social Care (ASC)
  - John Everson, Specialist Commissioning Manager, ASC
  - Stephen Archibald, Chief Executive, Carers Bucks
  - Helen Cavill, Project Lead, Street Associations
  - Chris Holden, Trading Standards
  - Andy Chapman, Community Links Officer, BCC
  - Lucy Martin, Carers Bucks (GP Liaison)
  - Ellen Solley, Practice Manager, Haddenham Health Centre
  - Jack Workman, Mental Health and Physical & Sensory Disabilities Commissioning Manager
  - Caroline Hart, Specialist Commissioning Manager
  - Julie Dale, Oxford Health
  - Jane Kershaw, Head of Quality Governance, Oxford Health
  - Ian Cormack, Carer and Co-Chairman of Carers Partnership Board
  - James Fowler, Youth Service Manager
  - Maria Edmonds, Education Strategy Manager



# Methodology (2)

- Jennifer O'Neill, Head of Organisational and Learning Development
  - Anne Nichols, Lead Policy Consultant, Strategic HR team
  - Helen Cannon, Organisational and Development Officer
  - Jane Bowie, Service Director, Integrated Commissioning
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- Desk top research to provide national context and current strategies and policies on this issue.
  - A call for evidence was sent to all members of Bucks Business First with a couple of short questions regarding the support that businesses have in place for carers. No responses were received.
  - Written evidence was received from a number of carers following a call for evidence.



# Local Context (1)

- Buckinghamshire is one of the first waves of Integrated Care Systems (ICS). Integrated Care Systems are partnerships between all NHS organisations and local authorities in a local area which take collective responsibility for resources and population health.
  - The number of carers registered with Carers Bucks has seen a steady increase from 5,390 in April 2011 to 10,023 carers registered in January 2018.
  - Carers Bucks also provides individually planned support to young carers aged 6-19 years. The number of young carers registered with Young Carers Bucks is 810 and 83 Young Adult Carers. It was estimated that 40% of young carers in Bucks had been identified which was comparable to other authorities.
  - The Council currently commissions Carers Bucks to deliver information, advice and guidance, training and peer support to young and adult carers within Buckinghamshire.
  - A new contract specification has recently been issued to provide an all age support for carers service. It is a joint service to be funded by the County Council and the Clinical Commissioning Groups. The contract will be managed by the Joint Commissioning team through the ICS.
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## Local Context (2)

- The Council funds a small annual contract with YC2 to contribute to a youth club specifically for young carers aged between 7 and 18 years living in the Buckingham and Winslow area.
- The Council has a statutory duty to assess any carer who presents to the council requesting a formal assessment. The Care Act does not place any duties around the timeframe in which an assessment should be completed.
- In Bucks, the average waiting time for processing assessments is currently 6-8 weeks (due to vacancies in the team).
- The Council's carers assessment process is currently being reviewed.
- The Council completes all carers assessments currently within Buckinghamshire. The assessments are completed by a social worker completing an assessment/review for the cared for person or the assessment is passed to the Community Response and Reablement team.



## Local Context (3)

- Between March 2017 – January 2018, **488** adult carer's assessments were completed by Buckinghamshire County Council of which **382** people were eligible to receive Council funded services.



# Key Findings – Communities (1)

***“3 in 4 carers don’t feel their caring role is understood and valued by their community”.***

*Source: Building Carer Friendly Communities: Research report 2016*

- Loneliness and social isolation are significant issues within communities and there is a strong reliance on the voluntary sector to provide support for vulnerable groups, which would include carers..
- Need reliable information in order to ensure the most vulnerable are protected.
- Partner agencies work together and feed information to Trading Standards – including Adult Social Care, Multi-Agency Safeguarding Hubs, Police, Carers Bucks and Oxford Health (for mental health services).
- A recent study showed that the economic case for local investment in carer support demonstrates that for every £1 spent on support for carers equates to a £15 saving to the Council.
- Young Carers support group works closely with Children’s Services.
- Carers Bucks is the main organisation to receive referrals for carer support and to provide ongoing support.



## Key Findings – Communities (2)

- The number of people living with dementia over the next 10 years is anticipated to rise by 70%. In 2012, the Government launched the Dementia Challenge and so far, 24 County Councillors in Bucks have signed up to be Dementia Friends. Work continues to raise awareness of the Dementia Action Alliances.
- A Community asset map is being developed which will bring together over 2,000 organisations which can be searched by postcode. This will allow an up to date resource list to be developed and shared with the voluntary and community sector to engage people in local events. It focusses on the small local initiatives which are led by local people e.g. Knit and Natter clubs, local coffee mornings.
- **Local community champions** are being recruited and will be crucial to the success of this work, as it is only through them that the grass roots knowledge to keep such a resource up to date is available. This searchable tool is due to be launched at the end of 2018.
- Feedback from a recent Dementia conference held in Bucks, and attended by over 100 people (carers and cared for), will help to inform joint commissioning decisions in 2019. The report will be available by the end of the year (2018).



## Key Findings – Communities (3)

- Street Association brings together local residents who want to make their community stronger, friendlier and more supportive. There are a number of pilots across the county and the project is currently funded by the Police and Crime Commissioner. A toolkit is available for communities wishing to set up an Association.
- Part of the vision of the Integrated Care System (ICS) is for health and social care organisations to have access to shared records to avoid the need for people to repeat their information to all relevant parties. Voluntary sector organisations would have limited access to the information.
- We heard about the new contract for an all ages carers service which is currently out to tender. This is a jointly funded service between the County Council and the Clinical Commissioning Group. The responsibility for monitoring and reviewing the contract will be through the Integrated Care System.



# Recommendations - Communities

## Recommendation 1 (Communities):

That an action plan is created with key partners which brings together the working practices of the operational and commissioning teams to ensure better sharing of information on carers and early detection of issues.

That the action plan:

- creates a single point of access for all carers (see slide 26) and includes signposting for financial assistance, care planning, assessment and review guidance, health and social care needs (including specific information for self-funders);
  - develops a single assessment form which can be accessed by all key organisations;
  - includes timescales and measurable outcomes to help demonstrate improved support for carers of all ages year on year;
  - includes specific actions for young carers to help with identification and introduces a measure to track their educational attainment;
  - ensures contingency care plans are in place for all carers - reviewed regularly as part of the carer assessment reviews.
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# Key Findings – Physical & Mental Health (1)

***“Just over one in ten patients on any GP practice list is a Carer, although many go unrecognised.....Carers look to GPs and other members of the Primary Care Team for support both for themselves and also for the people that they care for.....Engaging and co-operating with carers is an essential part of good patient care.”***

*Source: An action guide for general practitioners and their teams  
(produced by The Princess Royal Trust for Carers and the Royal College of General Practitioners)*

- We heard from the GP Carers Hubs Co-ordinator about the Investors in Carers Award for GP surgeries. The framework for the award has been designed by Carers Bucks. Three surgeries in Bucks have been presented with the award and a further four practices are working towards it. There are around 70 GP surgeries across Bucks.
  - We heard from the Practice Manager from Haddenham Health Centre about their experience of gaining the award and she stressed the need for the nominated carers champions to receive support from the Practice Manager. Undertaking the award requires capacity and resource from the practice but it was viewed as a necessary investment upfront for a better overall outcome for the carer and the practice.
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## Key Findings – Physical & Mental Health (2)

- The Care Quality Commission (CQC) has started to refer to carer support as part of their inspection criteria of GP surgeries.
- Within the health sector, there has been a culture change in how carers are identified and supported. We heard about the carers hub at Stoke Mandeville Hospital which is supported by Carers Bucks and funded by the Clinical Commissioning Group.
- We received a copy of Oxford Health’s Family, Friends and Carers Strategy 2017-2020. Three years ago, Oxford Health started on a journey to improve the work they do with families, friends and carers. They were awarded a “two star” Triangle of Care rating in 2015 and are currently working towards a “three star” rating.
- An area of improvement identified by Oxford Health is around “developing a clearer picture of the many different carer representative groups and organisations so we can better capture their feedback and address the issues they raise.”
- Bucks Recovery College, part of the Whiteleaf Centre, offers courses which have been designed to increase a person’s skills, knowledge and understanding about mental health and recovery to equip them with the tools to live a happy and fulfilling life.



# Recommendations - Physical & Mental Health

## Recommendation 2 (Health):

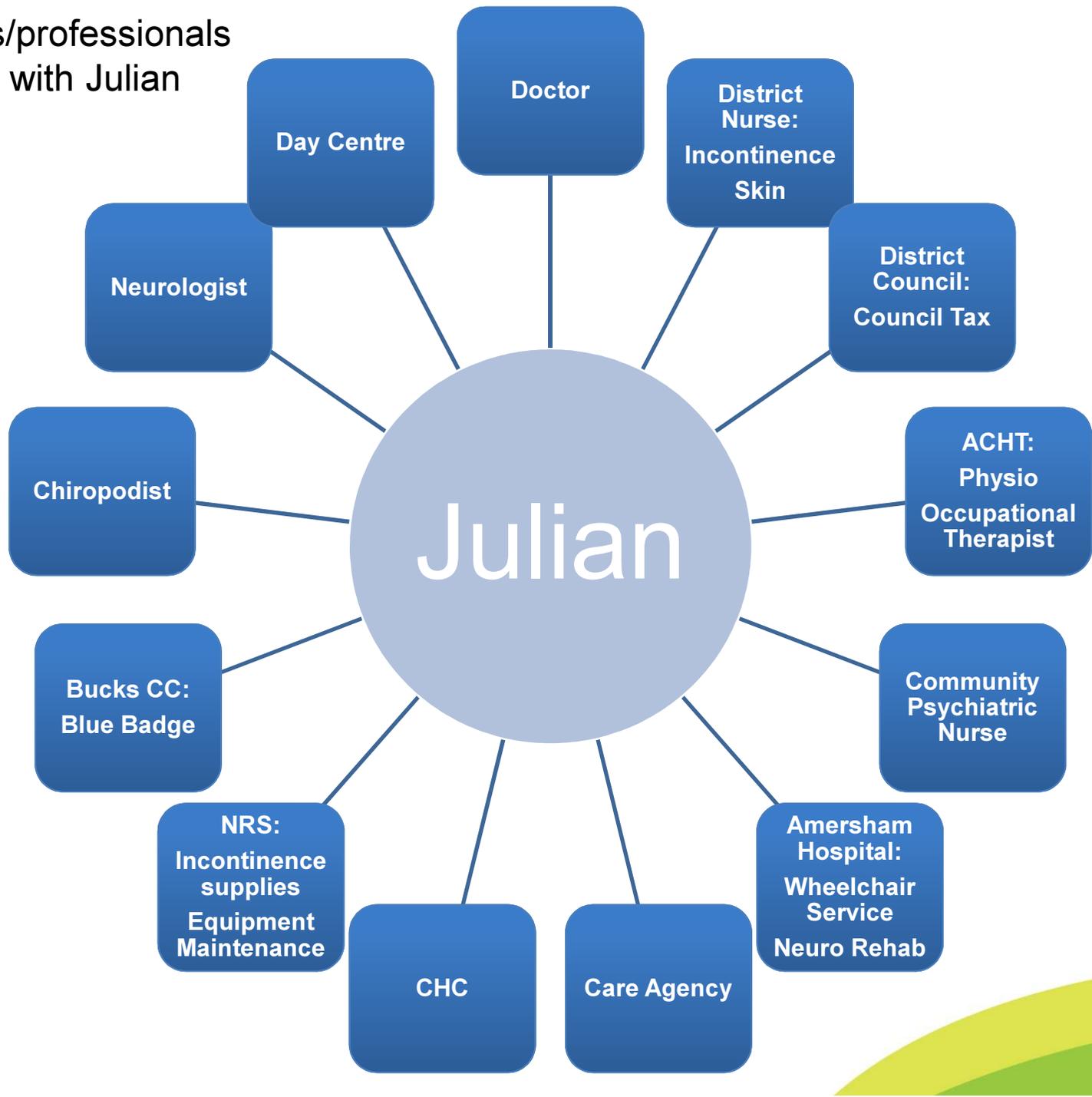
That good practice with GPs is developed further and experience of undertaking the GP Award is shared with all practices through the Practice Manager Forum.

## Recommendation 3 (Health):

That an independent review be undertaken of the GP Standard award to seek views from GP practices and use the feedback to make changes to the existing framework with the aim of increasing the take-up of the award.



Services/professionals involved with Julian



# Recommendations - Physical & Mental Health

## Recommendation 4 (Health):

That the costs for providing annual health checks for carers be explored and possible funding streams investigated.



# Key Findings – Voice of Carers (1)

***“There are almost 1.3million people over the age of 65 providing unpaid care to a family member or friend in England and Wales and this number is rapidly growing. There has been a 25% rise in carers over 65 in England over the past decade and a 128% rise in carers aged over 85. For older carers, it is especially important that they get to health tests, check-ups and specialist appointments.”***

*Source: Building Carer Friendly Communities: Research report 2016*

We received written evidence from a local resident caring full-time for her husband. Her husband is a self-funder with multiple complex needs and her written evidence outlined her experiences from his diagnosis in 2012 to date.

Extract from the carer’s written evidence.

*“Looking after Julian is a full time job which is physically and mentally demanding. The most difficult aspect has been dealing with all the outside agencies necessary to enable him to stay at home. We have many issues to deal with and the most frustrating part of my life is knowing who to go to for help. Each agency deals with me and not each other”.* The next slide highlights this.



## Key Findings – Voice of Carers (2)

Continuation of extract from the carer's written evidence:

*“I have needed a great deal of perseverance which may well be too much for some people who are less experienced than I in dealing with obstacles. Carers are usually going through an enormous grieving process already, coping with the loss of a partner and huge changes to expected lifestyles. To have the support of someone who knows the system and what help is available would have been a great help.”*

The next slide provides further comments received from carers through written evidence.



***“We should not have to raise formal complaints in order that someone at the County Council will listen to us – and listen properly.”***

*Source: a Family Carer from Bucks*

***“A key product of a carers assessment should be an action plan.”***

*Source: a Carer and Co-Chairman of Carers Partnership Board*

***“We’ve got an ageing workforce, with many people sandwiched between not quite having their own offspring off their hands but having to pick up the caring needs of their own parents.”***

*Source: Bucks County Council employee*

***“What I needed at the time was someone to talk to who was in the same situation as me, and advice about what support was available for carers.”***

*Source: Bucks County Council employee*



## Key Findings – Voice of Carers (3)

- A carer is eligible for Carers Allowance from the Department of Work and Pensions if they look after someone for more than 35 hours a week. It is hoped that an expected Green Paper (due in November 2018) will bring this allowance in line with Job Seeker's Allowance. The forms are available online and the carer is encouraged to complete it online rather than send it by post. It is 26 pages in length (see Appendix for a copy).
- A carer can only apply for a carers allowance if the person they care for receives one of the following – Personal Independence Payment (PIP), Disability Living Allowance (DLA) or Attendance Allowance (AA).
- The Care Act states that all carers are entitled to an assessment for support from their council. If eligible, then the carer could receive a one-off payment of between £125-£500 per year to be spent on improving their health and wellbeing.
- We heard about the use of direct payments to personalise care arrangements and the Council's brokerage service which helps people to find the right services for them.
- We heard about the importance of having care plans in place, particularly to consider the alternatives for an individual should anything happen to their carer.
- During evidence gathering, we heard of a carer who had received a carers assessment review but had not been notified of the outcome.



# Key Findings – Education (1)

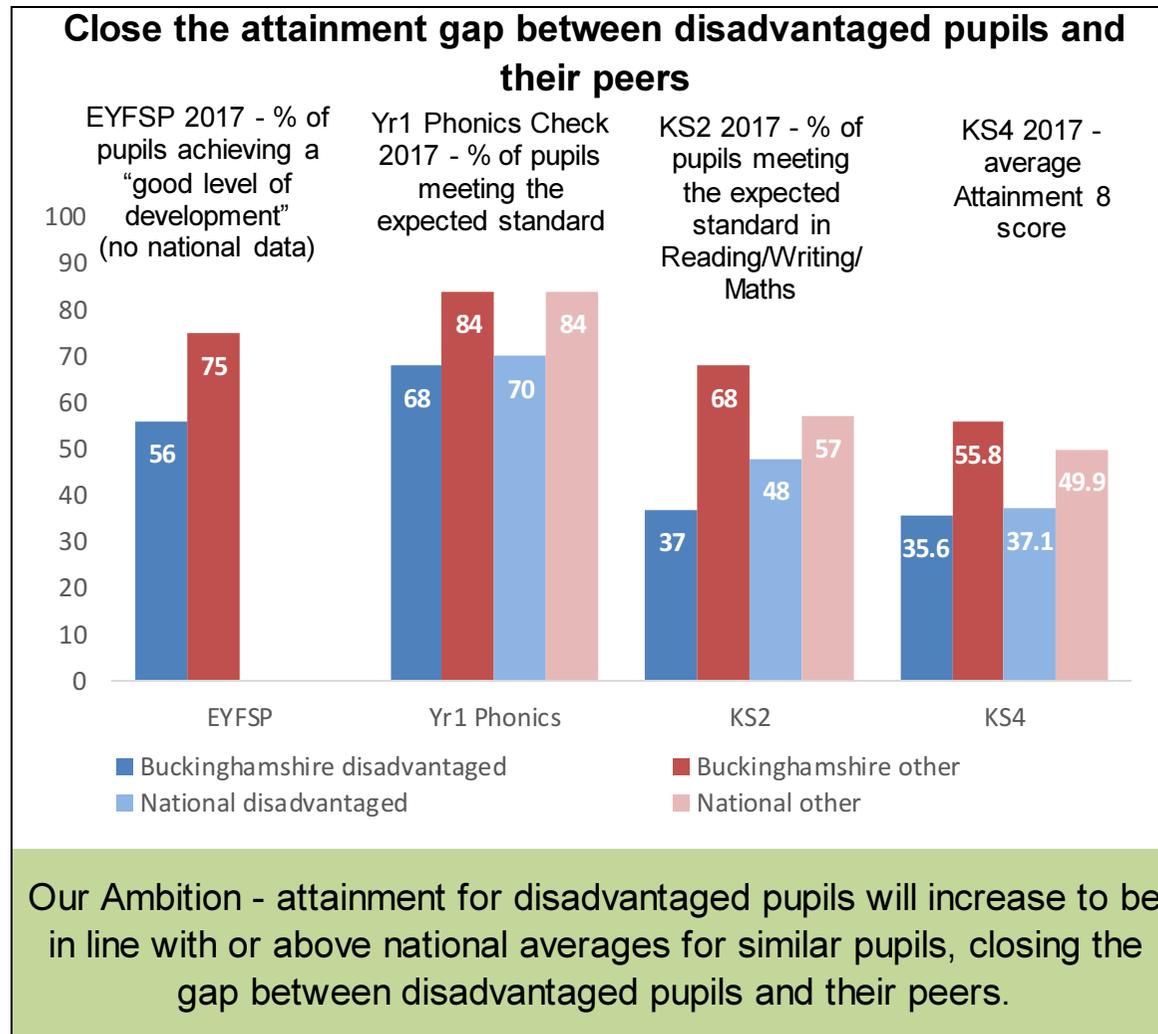
***“The inability to balance care with education can have a devastating effect on a carer’s future prospects.”***

*Source: Building Carer Friendly Communities*

- Cabinet agreed the Education and Skills Strategy in July 2018 which highlights as one of the challenges for Bucks “persistent underperformance of our vulnerable and disadvantaged children and young people.” The strategy goes on to state “Our focus will be on addressing the differential of experience between the vulnerable children in Bucks and their peers.”
- The slide on the next page is an extract from the strategy which shows the gaps between disadvantaged pupils and their peers in terms of educational attainment.
- Carers Bucks have presented gold awards to 7 secondary schools in recognition of their ongoing support to the young carers who attend their schools. Each school has identified a schools champion, delivered assemblies on the impact of caring and run staff awareness raising sessions.



# Close the attainment gap between disadvantaged pupils and their peers



ambitious



inclusive



collaborative

## Key Findings – Education (2)

- We sought clarification around the Department for Education's (DfE) definition of disadvantaged pupils in relation to performance data which is *“those who were known to be eligible for free school meals in any of the previous six years as indicated in any termly or annual school census, pupil referral unit (PRU) or alternative provision (AP) census; children looked after by the local authority for at least 1 day; or children who have been adopted from care. Schools receive Pupil Premium funding for their disadvantaged pupils.”*
- The DfE does not have a definition for vulnerable groups. The basis for defining these groups is based on the disadvantaged definition above.
- By not including carers within a formal definition, we are concerned that the educational attainment of young carers is not currently tracked and therefore interventions cannot be introduced to support them to achieve their potential.
- Whilst acknowledging that the DfE does not request this information, we felt that a question should be included in the schools annual return to help identify young carers and provide the right level of support.



# Recommendations - Education

## Recommendation 5 (Education):

That the Council lobby Government to include a question about the number of young carers identified at school as part of the annual school census return.



# Key Findings – Employment (Bucks County Council’s approach to support for carers) (1)

***“3 million people work and care in the UK – 1 in 9 in every workplace and this figure is set to increase. Given the stresses and strains that can result from balancing work and caring, it is unsurprising that 1 in 5 carers give up work to care full time. By recognising the needs of carers, you can hold on to your experienced staff and reap the rewards of creating a supportive working environment for carers.”***

*Source: Carers UK website*

- The Council does not currently hold a register of employees who are carers.
  - Carers leave is offered, which is up to 5 days paid leave for emergencies (2 days can be taken at any one time), 5 days unpaid leave a year and 13 weeks’ unpaid leave over the person’s length of employment.
  - Flexible working, changes in working pattern/hours, agile working and sabbaticals are other options for carers to consider. Information is available to staff via the intranet.
  - The Government is considering introducing 5 days statutory paid leave for carers.
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# Key Findings – Employment (Bucks County Council's approach to support for carers) (2)

- The Carers Week research report (2016) stated that where employers do not have policies in place to support carers, 7 out of 10 (72%) had given up work/reduced their hours of work to care; 44% said their work had suffered and 29% said they were unable to pursue or had to turn down a promotion.
- A recent employee engagement event resulted in 157 employees identifying themselves as carers.
- Members heard feedback from two County Council employees about their experiences of juggling work and their caring role (the following slides are extracts from the feedback)
- The Council used to hold a regular carers forum for staff.
- A new employee health and wellbeing strategy is being developed focussing on improving mental health of employees.
- The Employee Assistance Programme is available offering free and confidential support service for Buckinghamshire County Council employees. Experienced, professional advisors are available 24 hours a day, 365 days a year to give you practical help and support. However, it was acknowledged that this programme is not widely used.



# Key Findings – Employment (Bucks County Council’s approach to support for carers) (3)

## Extract from Employee feedback (person A)

“We are complaining that we can’t get staff to fill vacancies. We’ve got an aging workforce, with many people sandwiched between not quite having their own offspring off their hands but having to pick up the caring needs of their own parents. And whilst we say we are flexible and people can blend their lives between work and home more, in reality its difficult. Not least because it’s exhausting.

When I hear talk about expecting people to use their family resources more, I have to be honest, I roll my eyes. I look at my own situation and I think I am a heart attack/stroke waiting to happen. If I have to leave early to sort out a family crises, or even take time off to take my mother to her medical appointments (she never remembers what the doctors tell her), I am often too exhausted by the time I return home to log on and catch up on my work. I certainly don’t feel like I can have any work ambition. I am already working long hours to deliver the day job and then not always successfully. Ridiculously short deadlines for work, despite the extraordinary amount of governance in place, ambiguity and other work related issues mean that I am often feeling stressed, fearful and very close to tears most days. And time off for myself seems a long way off.”



# Key Findings – Employment (Bucks County Council’s approach to support for carers) (4)

## **Extract from Employee feedback (person B)**

“When I became a carer it was as a result of a crisis – as it is for most people. I didn’t know whether it would be short or long term, and I had no other support – just me, and I was terrified. I didn’t know whether I would be able to continue to hold down my full time job at BCC and care for my father. I looked around for help and I found very little.

What I needed at the time was someone to talk to who was in the same situation as me, and advice about what support was available for carers. My father passed away recently but I am now caring for my mother.

I am lucky. I have an understanding manager who enables me to balance my work and my caring role. But I know other colleagues who aren’t as fortunate as me. I was, and am still, in a constant state of anxiety about the future. I want to continue to work for BCC and hold on to some semblance of a life but am not sure whether that will be possible if things at home deteriorate.



# Key Findings – Employment (Bucks County Council's approach to support for carers) (5)

## **Extract from Employee feedback (person B), cont'd**

....I'd like to see a proper commitment from BCC to support its employees who have a caring role. There must be lots of us but do they know how many there are – I've certainly never been asked. The organisation wants family members to step up and provide care for relatives so that they can reduce down the need for social care services, so therefore they need to support those of us who are willing to do this.”



# Recommendations - Employment

## Recommendation 6 (Employment):

That a corporate training programme be developed for BCC Managers and other partners within the ICS to help identify and support carers to coincide with the launch of the employee health & wellbeing strategy.

## Recommendation 7 (Employment):

That an employee carers support group be set-up and an annual survey be undertaken to find out the views of carers and help shape future support for carers services.



# Recommendations - Employment

## Recommendation 8 (Employment):

**That the Employee Assistance Programme be more widely promoted amongst employees and feedback from users be obtained to ensure service quality.**



## Potential areas for further work

We recognise the vital role of young carers and felt that the support they receive needs to be reviewed in more detail.

We heard evidence from young carers through pre-recorded video-clips and the recommendations in this report include young carers but we recognise that their needs will be different.

We will suggest to the HASC Committee that the support provided to young carers is included as part of the work programme.



# Case Studies (provided by Carers Bucks)

## Case Study A

Mr B is the main carer for his 92-year-old mother, who has dementia. He was referred to us by his GP practice, who recognised that he was struggling in his caring role. Mr B and his mother live together and Mr B runs the family business. Until fairly recently, Mr B was able to take his mother with him on work visits, but, following a stay at Stoke Mandeville Hospital and a diagnosis of bowel cancer, she can no longer leave the house for long periods. Although Mrs B has carers coming in four times a day, Mr B now needs to be able to leave the house for up to five hours twice a week for work. The cost for extra carers is prohibitive and Mr B's caring role was having a negative impact on his ability to work. We have worked with Mr B so that his mother is now receiving higher rate Attendance Allowance, resulting in an extra **£4,451** a year and he has also been able to claim a 50% reduction on Council Tax, due to caring for someone who has dementia and is in receipt of Attendance Allowance, resulting in an annual saving of **£1,301**. This total of **£5,752** per annum means that Mr B can pay for extra hours of care, enabling him to continue working.



# Case Studies (provided by Carers Bucks)

## Case Study B

Mr P cares for his wife, who has Alzheimers. His GP practice suggested he attend an event Carers Bucks were running at the surgery. Following the event, the surgery provided a room for me and the carer to look at his caring role holistically. He was keen to find somewhere for his wife to spend time during the day, to provide her with social interaction and stimulation and to give him a break from his caring role. Carers Bucks were able to assist with the Attendance Allowance application, resulting in a **£2,979** (lower rate) annual payment. As Mrs P has Alzheimers and receives Attendance Allowance, they are able to claim a 25% reduction on their council tax – a saving of **£563** a year. This extra income of **£3,542** means that Mrs P is able to attend a day centre twice a week. Mr P is now more able to continue caring as he is getting a regular break from his caring role.



# Case Studies (provided by Carers Bucks)

## Case Study C

Our Carers Bucks hospital worker met a patient at Stoke Mandeville Hospital, who is caring for her husband with dementia. She had been admitted for bowel surgery and was discharged home while her sons cared for their father in turn. The lady unfortunately fell ill soon after discharge and called the Carers Bucks office late on a Friday. The Carers Bucks staff member she spoke to was so concerned about her wellbeing that she contacted her GP who arranged for a community nurse to attend as a matter of urgency. She was found in need of medical attention and immediately blue-lighted back into hospital with suspected sepsis. Carers Bucks staff subsequently liaised with a number of professionals on behalf of this family to ensure they were taking the caring responsibilities and the wider family situation fully into consideration prior to her second discharge. Once she was home again, Carers Bucks staff continued to support her and the wider family as needed.



# Appendices (1)

## Background papers

- State of Caring 2018 – Carers UK report  
<https://www.carersuk.org/images/Downloads/SoC2018/State-of-Caring-report-2018.pdf>
- Triangle of Care report  
<http://static.carers.org/files/caretriangle-web-5250.pdf>
- Building Carer Friendly Communities – research report for Carers Week 2016  
<https://www.carersuk.org/for-professionals/policy/policy-library/building-carer-friendly-communities-research-report-for-carers-week-2016>
- Carers Action Plan 2018-2020  
<http://qna.files.parliament.uk/ws-attachments/917240/original/180605%20Carers%20Action%20Plan.pdf>



# Appendices (2)

## Background papers

- Healthwatch – being a carer

<https://www.healthwatch.co.uk/report/2018-10-01/whats-it-being-carer-0>

- I care, you care – Family, Friends and Carers Strategy (Oxford Health)

<https://www.oxfordhealth.nhs.uk/news/i-care-you-care-oxford-health-launches-new-carers-strategy/>

- Best practice in support for carers – Employer Best Practice

[http://www.carerpositive.org/files/2514/7687/3088/Carer\\_Positive\\_Best\\_Practice\\_Booklet\\_WEB.pdf](http://www.carerpositive.org/files/2514/7687/3088/Carer_Positive_Best_Practice_Booklet_WEB.pdf)



# Next steps

- The report to be discussed and agreed by the Health & Adult Social Care (HASC) Select Committee (29<sup>th</sup> January 2019).
- The report and recommendations to be presented to BCC Cabinet (March 2019).
- Recommendation progress monitoring by the HASC at 6 and 12 months.

