

**Health & Adult Social Care Select Committee Support for Carers Inquiry**  
**6 month recommendation monitoring**

**Select Committee Inquiry Title:** Support for Carers

**Committee Chairman:** Brian Roberts

**Date report submitted for response at Cabinet:** 25<sup>th</sup> March 2019

**Lead BCC Cabinet Members and Lead Officers:** Lin Hazell, Cabinet Member for Health & Wellbeing, John Chilver, Cabinet Member for Resources and Anita Cranmer, Cabinet Member for Education and Skills, Gill Quinton, Executive Director (CHASC), John Everson, Specialist Commissioning Manager (CHASC) and Lisa Truett, Commissioning Manager (CHASC)

**Select Committee Support Officer / Advisor (Extension):** Liz Wheaton (ext. 3856)

**Suggested frequency of future updates on progress to the HASC Select Committee:** 6 & 12 months

Recommendation	BCC Cabinet / Partner Agency Response including proposed action	Cabinet Member	Officer	RAG status (6 months)
<p><b>Recommendation 1 (Communities):</b></p> <p><b>a) 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.</b></p> <p><b>That the action plan:</b></p> <ul style="list-style-type: none"> <li>• <b>b) 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);</b></li> <li>• <b>c) 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</b></li> </ul>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>The action plan has been drafted and circulated to all key partners for consultation around key processes and recommended information sharing protocols.</p> <p>The Carers provision delivers an all age integrated service to all carers within Buckinghamshire. The council's vision is for the service provider to work with other community and voluntary community sector (VCS) partners to promote a strengths based whole family approach to service delivery.</p> <p>The transformation of integrated care within Buckinghamshire, whilst in its infancy, brings better sharing of information across commissioning teams, social work teams, hospital and community teams to include carers and their needs within provisions alongside those of the 'cared for'. Dialogue between Carers and commissioners has led to the development of a new Carers Assessment. This approach will improve over time as systems become imbedded.</p> <p>The service provider are the main point of access for all carers to receive support and advice including information on accessing respite provisions, benefits, entitlements and help with completing forms, providing signposting and regular Carer Support Groups to address their wellbeing and social needs. Members of the Brokerage Team have met with service provider staff to inform and share information about the brokerage service which can support carers looking for packages of care for the person they care for. The brokerage service is free of charge for respite care.</p> <p><u>Better Lives: My Carers Assessment process</u><sup>1</sup> has been completed, which maps journey of carers.</p> <p>A new <u>My Caring Role</u><sup>2</sup> form has been developed with Carers who provided feedback on their experience of completing the existing Carers Assessment form. The new form focuses on enabling Carers who opt to complete the form to write about what matters to them and what will make a difference in their caring role.</p> <p><b>My Carers Assessment forms</b> – '<u>Supporting you</u>'<sup>3</sup> &amp; '<u>Improving Wellbeing</u>'<sup>4</sup> being launched in September 2019, this new strengths based carers assessment has been developed in conjunction with Carers and Carers Bucks who provided feedback about their experiences during a co-production session which explored the Better Lives strength based approach.</p>	<p>Lin Hazell</p>	<p>John Everson to lead and co-ordinate</p>	

<sup>1</sup> Better Lives: My Carers Assessment process

<sup>2</sup> My Caring Role

<sup>3</sup> 'Supporting you'

<sup>4</sup> 'Improving Wellbeing'

<p><b>year on year;</b></p> <ul style="list-style-type: none"> <li><b>d) includes specific actions for young carers to help increase identification and introduces a measure to track their educational attainment;</b></li> <li><b>e) Ensures contingency care plans are in place for all carers - reviewed regularly as part of the carer assessment reviews.</b></li> </ul>	<p>The new form will enable, through the use of strengths based conversation, both the Carer and Social Care Worker to explore positive outcomes for the Carer with a focus on improving wellbeing as well as supporting the Carer in their caring role.</p> <p>A new <u>My Carers Wellbeing Plan</u><sup>5</sup> (contingency is included in this plan) will enable both the Carer and Social Care Worker to work collaboratively on care and support planning with Wellbeing Outcomes at the centre of the planning process.</p> <p>Further co-production meetings will be held with Carers and Carers Bucks to review and gather further feedback.</p> <p>A <b>young carer</b> is defined as a child under 18 years of age, whose life is significantly affected because of the need to care for a family member who is ill, has a disability or mental illness or is affected by substance abuse (including alcohol) or other debilitating illness. For information there are 1875 young carers aged 0-19yrs in Bucks.</p> <p><u>Buckinghamshire Children's Services Procedures Manual</u><sup>6</sup> provides guidance to social Workers and Children's Services on identifying and supporting young carers. Children's Services use the procedures manual for children requiring a young carer assessment and follow <u>BCC' local assessment protocol</u><sup>7</sup> and will then also complete a <u>Child and Family assessment form</u><sup>8</sup> to assess their needs. When a young carer reaches 18 they will undergo a transition assessment, this may have already been collected as part of the young carers needs assessment. Another identification opportunity is via Early Help Pathways Team, the family referral form will identify if there is a Young Carer within that family.</p> <p>The development of the new BCC website is about to go live. This contains explanatory information to support Carers of all ages including signposting and links to other agencies, information and advice in relation to benefits, allowances, assessments and respite care. Link to BCC Carers webpage; <a href="https://careadvicebucks-preprod.pcgprojects.co.uk/your-care-and-support-options/caring-for-someone/">https://careadvicebucks-preprod.pcgprojects.co.uk/your-care-and-support-options/caring-for-someone/</a><sup>9</sup></p> <p>The provider is participating in a Pilot Project with the CCG and CAMHS within schools to help practitioners identify and support young carers suffering from mental health issues because of their caring responsibilities. This will start in Jan 2020 within a selected number of schools.</p>			
<p><b>Recommendation 2 (Health):</b></p> <p><b>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.</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>An independent review is being undertaken of the GP Award highlighting best practise and areas for improvement. This will be shared with GP Practices through the Practice Manager Forum.</p> <p>The key recommendation will be communicated to Carers Bucks who coordinate the award; implementation will be overseen by the lead commissioning manager.</p> <p>There are 4 GP surgeries who have completed the process and been awarded and another 4 about to be evaluated for the award</p>	Health lead	Louise Smith (CCG) and John Everson to lead and co-ordinate	
<p><b>Recommendation 3 (Health):</b></p> <p><b>That an independent review be undertaken of the GP Standard</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>An independent review has commenced with engagement and feedback visits arranged with:</p> <ul style="list-style-type: none"> <li>- GP surgeries who have completed the award</li> </ul>	Health lead	Louise Smith (CCG) and John Everson to	

<sup>5</sup> My Carers Wellbeing Plan

<sup>6</sup> Buckinghamshire Children's Services Procedures Manual

<sup>7</sup> BCC' local assessment protocol<sup>7</sup>

<sup>8</sup> Child and Family assessment form

<sup>9</sup> BCC Carers webpage; <https://careadvicebucks-preprod.pcgprojects.co.uk/your-care-and-support-options/caring-for-someone/>

<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>- GP surgeries who have started but have yet to complete the award</li> <li>- GP surgeries who have not signed up to complete the award.</li> </ul> <p>The review will identify the benefits that GP practises feel are attained through completion of the award and also any areas in which they have struggled to complete. Views will be gathered from the surgeries completing to identify how long they have been completing the award and the barriers to completion.</p> <p>The overall report will make recommendations with regards to improvements to the programme and ways that the scheme can be positively promoted across Buckinghamshire. The implementation of the recommendations will be overseen by the commissioning manager; commissioners will also be responsible for promoting the award to colleagues in health and social care.</p> <p>Initial findings by commissioners and the CCG has revealed that the current process required is too time consuming for most GP's and whilst the work is necessary this is not enough impetus for GP's to sign-up. We therefore plan to work with the CCG, to review the case loads at those practices that have signed up to the scheme in order to verify whether the scheme has resulted in a reduction of the number of appointments carers and their cared for now have with their GP. Should this indicate a reduction in work for GP's we anticipate that this will encourage a larger take up by GP's.</p>		lead and co-ordinate	
<p><b>Recommendation 4 (Public Health):</b></p> <p><b>a) That the costs for providing annual health checks for carers be explored and possible funding streams investigated.</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>This does not fit within the existing public health responsibilities. However, colleagues across CCG, Adult Social Care and Children's Social Care are investigating the cost associated with providing annual health checks for carers and how existing health checks might be utilised. There are a range of health checks and assessments currently provided for a number of different groups across Buckinghamshire. These include GP NHS Health Checks, SMI Health Checks.</p> <p>NHS health check cost is £22-£28 (DQ dependent), (current age restriction, 40-74yrs). Carers Bucks have 11,539 carers registered aged 17-104 yrs. The highest proportion of carers in Buckinghamshire is in the 50-64 range, which aligns with the NHS health check.</p> <p>GP Register Data for 2018/19 says 450 carers (aged 40-74yrs) received a NHS Health Check. 2402 carers have had a health check in the past five years<sup>10</sup>. Cost for health check for registered carers outside 40-74yrs would be approx. £139,524.00 (<i>age brackets from Carers Bucks stats do not give breakdown by individual ages so cannot be accurate figure</i>).</p> <p>NHS EMIS Data <sup>11</sup>12,230 Carers tracked via EMIS register. 375 identified as having a CMI (Common Mental Health Issue). 200 are on the SMI Register (Serious Mental Health Issue) and 65 have had a SMI Health Check. SMI Health Check - GP receives £45 for each assessment given.</p> <p><u>Healthy Child Programme</u><sup>12</sup> also covers some health checks during 0-19 years.</p>	Health lead	<p>Louise Smith (CCG) and John Everson to lead and co-ordinate</p> <p>Marie Mickiewicz – Community (SCM Prevention Services) Public Health</p>	
<p><b>Recommendation 5 (Education):</b></p> <p><b>That the Council lobby Government to include a question about the number of young carers identified at</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>Following further consideration, the service is in the process of drafting a letter to Government, encouraging them to include a question about young carers as part of the annual school census return. Historically, young carer data was considered as a proposal by the DfE in their 2016-17 review of the census; however, the proposal was withdrawn</p>	Anita Cranmer	Gareth Drawmer	

<sup>10</sup> Please note this figure represents 49 of the 50 Bucks practices (one practice uses a separate clinical system)

<sup>11</sup> **EMIS Enterprise extracts is for patients registered with a member GP practice of Bucks CCG. As with all EMIS data searches, the information extracted is reliant on consistent, accurate and up-to-date coding by the practices.** (EMIS Health, formerly known as Egton Medical Information Systems, supplies electronic patient record systems and software used in primary care, acute care and community pharmacy in the UK.)

<sup>12</sup> Healthy Child Programme

<p>school as part of the annual school census return.</p>	<p>before it went through their <a href="#">star chamber scrutiny board</a>.</p>			
<p><b>Recommendation 6 (Employment):</b></p> <p><b>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 &amp; wellbeing strategy.</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>An e-learning module, 'carers awareness' has been introduced on BCC's online learning platform, in the 'Wellbeing in the Workplace' section. The module looks at the characteristics that define a carer, including the roles of both young and adult carers, and demonstrates how to identify somebody who might be a carer, and how to help them find support.</p> <p>Carers awareness training will become part of the manager development programme for Buckinghamshire Council, which is currently being developed as part of the Unitary OD Work Programme.</p> <p>HR colleagues are working with ICP partners across healthcare to develop a unified People Plan and are meeting regularly to share best practice ideas. Carers support will be developed as part of the 'Supporting our Staff' work stream.</p> <p>As an additional point, becoming a new organisation presents the need to create a new careers website. As part of this project HR will be reviewing the candidate journey and relevant to this, whether we should ask candidates if they currently have caring responsibilities. We need to be clear why we're asking this question and what we're doing with this information (i.e. that we're asking so a supportive conversation can be had and be a prompt to tell candidates how we as an organisation support employee carers).</p>	<p>John Chilver</p>	<p>Helen Cannon – Organisational Development Consultant - BCC</p>	
<p><b>Recommendation 7 (Employment):</b></p> <p><b>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.</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>Bucks Carers have launched a support group called the BCC Employee Carers Group and they have now met twice in September &amp; October 2019 with 6 'carers' attending the first and an increase to 8 on the second. The first of the events was featured in Internal Comms and <a href="#">CHASC newsletter</a><sup>13</sup>. Attendees reported that they wanted to meet peers who were also carers. They felt it would be beneficial in providing information, signposting and importantly emotional support. These groups will now be held monthly and not fixed to specific days of the week to ensure people can access around meetings and working days etc. Carers Support Group <a href="#">Poster</a><sup>14</sup> and we intend to extend them to District colleagues and to the ICP <a href="#">Terms of reference</a><sup>15</sup> for the group</p> <p>Once we have grown the network, we'll seek to create a targeted survey, to supplement discussion at the support group meetings and to feed into how we shape future support for carers.</p> <p>A group (including commissioning, communications, digital and HR) is meeting in October to develop a creative internal communications campaign to improve carer awareness and promote the support group.</p> <p><a href="#">Health and Wellbeing at work guide</a><sup>16</sup> has been produced to support employees. This guide features a page (page 11) specifically around carers' support; include carers' leave, flexible working arrangements, the carers' support group and signposting to Carers Bucks.</p>	<p>John Chilver</p>	<p>Helen Cannon</p>	

<sup>13</sup> [CHASC newsletter](#)

<sup>14</sup> [Poster](#)

<sup>15</sup> [Terms of reference](#)

<sup>16</sup> [Health and Wellbeing at work guide](#)

<p><b>Recommendation 8 (Employment):</b></p> <p><b>That the Employee Assistance Programme is more widely promoted amongst employees and feedback from users is obtained to ensure service quality.</b></p>	<p><b>Response: Agreed</b></p> <p><b><u>6 month update</u></b></p> <p>PAM Assist, the employee assistance programme (EAP), has been recommissioned as part of a wider Occupational Health contract with the PAM Group, which is joint with the District Councils. PAM Assist is an independent service to help employees, and their families, through life's ups and down. A free phone line is available 24/7, as well as online support and resources, including online CBT. Counselling is available.</p> <p>PAM Assist is being promoted as part of wider health and wellbeing communications, for example at Unitary Roadshows and at pops up. The EAP is currently underutilised and part of the strategy is to increase the number of employees benefitting from the advice and resources available to them. We plan to run a promotion specifically on how EAP can support carers/people who have recently become a carer, towards the end of this year.</p>	<p>John Chilver</p>	<p>Helen Cannon</p>	
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*RAG Status Guidance (For the Select Committee's Assessment)*

	<i>Recommendation implemented to the satisfaction of the committee.</i>		<i>Committee have concerns the recommendation may not be fully delivered to its satisfaction</i>
	<i>Recommendation on track to be completed to the satisfaction of the committee.</i>		<i>Committee consider the recommendation to have not been delivered/implemented</i>