

**Healthwatch Derbyshire: Carers Report update on actions - Derbyshire County Council response - March 2020**

<b>Recommendation (What should happen now?)</b>	<b>Response provided by Derbyshire County Council (DCC) in August 2019</b>	<b>Update provided by DCC in February 2020:</b>
<p>1. Consider the option for carers to have face to face assessments and to ensure carers are signposted to support/relevant services following their assessment</p>	<p>Carers already have the option of a face to face assessment or review.</p> <p>Due to the increase in the number of carers referred for a carer assessment/review and the volume of carers awaiting a carer assessment, the commissioned carers service from Derbyshire Carers Association (DCA) is required to adopt a proportionate approach to assessment as laid out in the Care Act 2014 Statutory Guidance. The guidance recognises that assessments may, 'where appropriate' be carried out over the phone, in writing or online.</p> <p>DCC are aware nevertheless, that telephone assessments are unpopular with many carers and are working on ways to maximise capacity within the service whilst meeting the preferred methods of intervention.</p> <p>All carers are routinely signposted to relevant services and support as part of the support plan process following assessment. Access to good quality information, advice and signposting are crucial to carers and this is at the forefront of the Council's approach.</p>	<p>DCC have worked closely with DCA to examine the internal process when carers are referred for support.</p> <p>There is now an increase to the amount of information taken at the referral stage. This has improved the process allowing reception staff to gather key information and route referrals for assessment to the best destination within the service accurately and proportionally.</p> <p>There has been an increase in triage support and two senior practitioner roles have been developed to support carers with complex needs/experiencing a crisis, which can prove time consuming. The new roles have freed up capacity in other areas of the service for the delivery of carer assessments.</p> <p>DCA have trialled a new carer referral form and carer assessment form and received positive feedback from the carers who have been involved in the trial. The support plan and covering letter has been simplified to ensure carers are clearer about what will happen next and who will carry out the actions.</p>

	<p>Carer support can take many forms and does not automatically translate into funded services or a carer personal budget, rather this is one aspect of a range of support planning options. The Care Act 2014 introduced a national eligibility criteria for carers and this is used to determine support planning outcomes and in some situations, the provision of formal care and support to the person relying on care and support will meet the carer's eligible needs.</p> <p><b>Action</b></p> <p>DCC will work to ensure that carers are given clear options as to the method of assessment, to ensure assessment and review is carried out in a meaningful, personalised manner.</p> <p>DCC will continue to identify ways in which the commissioned service can meet the needs of an increasing number of carers and adopt a proportionate approach, without compromising practice and the offer of meaningful, effective support.</p> <p>DCC will examine how information can be improved to ensure carers are clear of their rights and the support that is available.</p>	<p>Engagement has been carried out with mental health carers and partners to determine how the assessment process can be improved to meet their particular needs.</p> <p>DCC recognise that carers are a diverse group requiring a variety of methods of assessment and support, which include on-line and self-serve options alongside face to face support.</p> <p>Carers are always consulted about their preferred method of assessment to ensure those carers who want a face to face assessment can receive this.</p>
<p>2. Ensure that the worker/professional undertaking the carer's assessments has good knowledge and understanding around caring for someone</p>	<p>Workers from both DCA and DCC are routinely provided with training to equip them with the knowledge and skills to support a range of carers.</p> <p>DCA have been working in close partnership with Derbyshire Hospices and Helen's Trust, in order to</p>	<p>DCC and DCA held two engagement events with mental health carers and partners in October 2019 to determine how the carer's service could strengthen support to MH carers.</p> <p>An action plan has been developed where DCA will continue to :</p>

<p>with mental health, learning disabilities, end of life etc.</p>	<p>provide appropriate and timely support to carers who are supporting those at the end of life.</p> <p>DCC acknowledge that the support offer for mental health carers could be strengthened. Development work with mental health carers and partners is a priority for the commissioned service in 2019.</p> <p><b>Action:</b></p> <p>DCC will continue to ensure that all services provided or commissioned by the Council are responsive to a range of carers needs specifically any in relation to the needs of the person cared for., i.e. mental health, learning disability and at end of life.</p> <p>DCC and DCA will work alongside carers to identify how the service can be more accessible and responsive for mental health carers and how the mechanisms for feedback can be developed and refined.</p>	<ul style="list-style-type: none"> <li>• Raise awareness and understanding of MH carer support through health liaison with primary care and GP practices</li> <li>• Strengthen direct links with DHFT, Radbourne and Hartington Units.</li> <li>• Develop new and specific web based information that works for MH carers</li> <li>• Build links with Mental Health commissioners to influence pathway support to MH carers</li> <li>• Build a direct link with workers within DHcFT locality teams and MH social work teams to short-cut to specialist advice and advocacy for carers supporting those with urgent and high risk requirements</li> <li>• Recruit 2 new crisis worker posts to respond to complex, detailed and urgent referrals which are likely to require MH support</li> </ul> <p>DCC and DCA plan to hold future engagement events to examine how the carer's service can strengthen support to other groups of carers and evaluate the impact of this, which will include carers supporting someone with a Learning Disability and at End of Life.</p>
<p>3. To ensure carers receive the correct level of support to effectively care for their loved one and also look after their own health and well-being.</p>	<p>The day to day reality of carer's lives mean that they regularly cross the boundaries of the health and social care system. It is recognised through the Carers Action Plan 2018-2020 and the NHS Long Term Plan, that it is essential that all carers are recognised and supported by public services and that raising awareness and best practice across the system is crucial to ensuring carers</p>	<p>DCC recognise that the adoption of a Whole Family Approach (WFA) across the system, is crucial to ensuring better outcomes for carers and those who depend on them and so this threads through the refresh of the new Carers Strategy.</p> <p>DCC have been planning with other Local Authorities in the East Midlands over the last 12</p>

	<p>receive the correct level of support to care for their loved ones.</p> <p>DCC are committed to ensuring that all carers in Derbyshire have access to the support, advice and information to best meet their needs and it is hoped that these national policy commitments will strengthen the local priorities in this respect.</p> <p>Adult Social Care and Health (ASCH) have also deployed a community care worker within the DCA carers centre, who acts as a conduit between DCC and DCA to ensure effective sharing of necessary information and facilitate coordinated, joined up responses to those families who also receive support through the Council and ASCH.</p> <p><b>Action:</b></p> <p>Improving the awareness and identification of carers will be one of the priorities within the refresh of the Carers Strategy and action planning will consider how best practice can be improved across the system through JUCD to ensure that all services respond proactively to support carers.</p> <p>DCC are also considering how to work with partners beyond health, social care and local government to raise awareness of caring among the wider population to build carer friendly communities and this will be one of the priorities of the new Carer Strategy.</p> <p>The impact of caring on a carer's health and wellbeing is well documented and the commissioned carer's service will continue to</p>	<p>months (as part of a national Department of Health and Social Care programme) to share efficient and effective methods of supporting carers.</p> <p>The local priority has been whole family approaches as set out in the Care Act 2014 and a set of tools have been devised to promote a WFA to assessment and support. These tools will be rolled out across Adult Care and promoted across the health and social care system, to highlight the importance and value of Thinking Family and Thinking Carer.</p> <p>DCC completed a national self-assessment on the progress of supporting carers in Derbyshire in November 2019 which included an on-line survey and an open event for carers to feedback about their experience in Derbyshire.</p> <p>DCC in partnership with the DD Clinical Commissioning Group and DCA, is now promoting the framework of NHS England's Top tips for Young Carers and Carer Quality markers for GPs, which will support carer identification in primary care.</p> <p>DCA have developed a carer training and learning programme that will include carer resilience, self-care and mindfulness for carers. These will be delivered in partnership with external trainers, Alzheimer's Society, Walking for Health, Live life better Derbyshire, the National Trust and Derbyshire Wildlife Trust.</p>
--	--	---

	strengthen partnerships to provide practical routes to wellbeing, increase carer resilience and promote the benefits of 'self-care' solutions.	
4. To have more information about what carers are entitled to (i.e. carers rights), this should be in an easy to understand format.	<p>Promoting carers rights is an ongoing area of development and importance across the system.</p> <p><b>Action:</b></p> <p>DCC will work closely with carers to ensure that information explaining their rights and entitlements is provided in an understandable format and to explore new ways in which these can effectively be communicated to them.</p> <p>The refresh of the carer's strategy will enable DCC to work with a range of partners to consider how carer's rights can be promoted and upheld throughout the health and social care system.</p> <p>The Carers in Derbyshire website and other carer publications which have been developed by DCC, will be reviewed to ensure there is clear, helpful information provided about carers rights.  <a href="https://www.carersinderbyshire.org.uk/carers-rights">https://www.carersinderbyshire.org.uk/carers-rights</a></p>	<p>DCC continues to work closely with carers to ensure that information explaining their rights and entitlements is provided in an understandable format.</p> <p>The carer's strategy implementation plan and new Carer's Charter will enable DCC to inspire a range of partners to consider how carer's rights can be promoted and upheld throughout the health and social care system. There will be a local drive to promote carer's rights during Carers Week across the system and this will be coordinated by DCC through the multi-agency Carers Working Group Collective (reps from JUCD, CCG, DHCFT, DCHS, DCC, Derby City, DCA and Chesterfield/DB Hospitals)</p> <p>New information about Carers Rights has been added to the Carers in Derbyshire website.</p>
5. Raise awareness of the 'Carers in Derbyshire' website and ensure there is plenty of information about local services and support for carers	<p>It is disappointing that many carers were not aware of the Carers in Derbyshire Carers in Derbyshire <a href="#">website</a> <a href="#">Facebook</a> <a href="#">Twitter</a> and <a href="#">newsletter</a> as these have been co-produced with carers and viewed as one of our recent successes in supporting carers based on the feedback we have received directly from carers and professionals.</p> <p><b>Action:</b></p>	<p>DCC have analysed an increase in the take up of the use of the Carers in Derbyshire website with spikes in use during June and November which correlate with publicity during Carers Week and Carers Rights Day. Over 1000 carers have signed up to the e-bulletin.</p> <p>DCC are planning to carry out another promotion of all the carer information platforms across the</p>

	<p>DCC will request that a link to the Carers in Derbyshire portal is on all partner websites across the health and care system. Promotional merchandise has been developed and this will continue to be distributed widely.</p> <p>Carers are now routinely invited to sign up to the e-newsletter as part of their carer assessment and it is hoped that this will help to promote and share the website, Facebook and Twitter throughout carer communities.</p>	<p>health and social care system and the take up of this link from all partner websites.</p> <p>DCC continue to promote the Carers in Derbyshire information platforms as the go to place for carers and professionals across the system.</p> <p>We have analysed that in the last year, there has been 36,384 views of the website and 30,396 were from separate people and we will continue to promote this and increase take up year on year.</p>
<p>6. Work to create a ‘one stop shop’ for advice and signposting.</p>	<p>DCC recognise that obtaining the right information at the right time is a high-ranking and ongoing priority for all carers and a vital area of investment in effectively supporting carers.</p> <p>DCC have therefore commissioned a single point of access to provide information advice and guidance as part of the carers contract with DCA, so it is unfortunate that some carers are either not aware of this service or do not perceive this service to be a ‘one stop shop’ where they can find the information they need.</p> <p><b>Action:</b></p> <p>DCC will work with carers and DCA to consider how we can raise the profile of this vital service and ensure that carers use the service in order to obtain the information they need, when they need it.</p>	<p>DCC continues to work with carers, DCA and partners to consider new ways to raise the profile of this vital service and ensure that carers use the service in order to obtain the information they need, when they need it.</p> <p>DCA continue to promote the ‘Carers Pledge’ within GP practices, primary and secondary care, to promote the early identification of carers and signposting carers to the commissioned service.</p>
<p>7. Ensure information around carers breaks and respite is readily available.</p>	<p>DCC recognise that a break from caring is another high-ranking and ongoing priority for all carers and a vital area of investment in effectively</p>	<p>DCC have continued to work with carers, Council staff and DCA to ensure that carers have the right</p>

	<p>supporting carers. It is widely understood how difficult it can be for some carers to accept their need for a break and this is often for a variety of complex reasons.</p> <p>DCC have commissioned a service from DCA which provides different opportunities for carers to take a break and provide information about accessing respite for loved ones. DCA issue almost 2000 carer personal budgets per year to enable carers to take a break from caring. DCC also provide breaks and respite for carers through the provision of support for the cared for person in line with the statutory duties outlined in the Care Act 2014.</p> <p><a href="https://www.carersinderbyshire.org.uk/carers-respite-service">https://www.carersinderbyshire.org.uk/carers-respite-service</a></p> <p><b>Action:</b></p> <p>DCC will continue to work with carers, Council staff and DCA to ensure that carers have the right information and opportunities to access a break from caring.</p> <p>DCC is exploring new ways to provide breaks for carers, through technology, innovation and increasing the recognition of carers in local communities and the wider society.</p> <p>DCC will work with commercial partners and organisations who can offer free or discounted breaks to carers and continue to promote Timeswap as a support option for carers.</p>	<p>information and opportunities to access a break from caring.</p> <p>DCC is continuing to explore new ways to provide breaks for carers, through technology, partnerships and initiatives.</p> <p>The need for carer breaks is captured in the revised carer assessment tool and is outlined in one the priorities of the Carers Strategy refresh.</p>
--	---	--

<p>8. Promote local support groups and the benefits of peer support.</p>	<p>DCC recognise that peer support is a further high-ranking priority for many carers and a vital area of investment in effectively supporting carers, accepting that this can be difficult for some carers to access on a regular basis.</p> <p>DCC is committed to expand the diversity and range of peer support opportunities for carers across the county. This is a requirement of the commissioned service provided by Derbyshire Carers</p> <p><b>Action:</b></p> <p>DCC will carry out further engagement with carers to understand what peer support means to carers and consider how some of the barriers to accessing peer support can be removed for working carers, isolated carers and those who cannot easily leave the person depending on them.</p> <p>DCA have been exploring new ways to provide peer support for isolated and rural carers through the provision of phone-based peer support and the development of new support groups in partnership with pan-Derbyshire organisations.</p> <p><a href="https://www.carersinderbyshire.org.uk/carers-directory">https://www.carersinderbyshire.org.uk/carers-directory</a></p>	<p>DCC and DCA have carried out further engagement with carers to understand what peer support means to them and are involved in trialling new approaches through Primary Care as part of a pilot currently funded by NHS England in the High Peak Place Alliance.</p> <p>This will inform and lead to the development of a sustainable model of peer support that we expect to share and scale across each Place Alliance.</p> <p>DCA continue to provide peer support for isolated and rural carers through the provision of phone-based peer support and the development of new support groups in partnership with pan-Derbyshire organisations.</p>
<p>9. Look to develop services/groups for carers and the cared for, that run side by side one another.</p>	<p>DCC understand that some carers feel there is an assumption that they want to have a break away from the person who depends on them and as a result, there are limited peer support opportunities which also offer support to the</p>	<p>DCC and DCA continue to explore how they can strengthen partnership working with other services and organisations to provide support to the person depending on care whilst keeping the focus on supporting the carer.</p>



	<p>cared for adult. We know it is important for many carers, to share the opportunity to get out with their loved one and many have increased peace of mind knowing the person they care for is close at hand.</p> <p><b>Action:</b></p> <p>DCC and DCA will continue to explore how they can strengthen partnership working with other services and organisations. For example, Dementia Support Service; Parkinson’s Society, in order to increase capacity and be able to provide support to the cared for person whilst keeping the focus on supporting the carer.</p>	
<p>10. Ensure that carers are always involved (where possible) in the care and treatment of the cared for.</p>	<p>DCC recognise that carers are crucially important to how we plan and deliver health and social care in Derbyshire and how their collective contribution is not only vital in sustaining and improving the health and wellbeing of those they care for, but also strengthens the health and social care system across Derbyshire.</p> <p>DCC understand the importance to carers of feeling valued, respected and involved in the care and treatment of their loved ones.</p> <p><b>Action:</b></p> <p>Improving the recognition and respect of carers will be included as one of the priorities within the refresh of the Carers Strategy. Associated Action Plans will consider how best practice can be improved across the system through JUCD to</p>	<p>Improving the recognition and respect of carers has been included as one of the priorities within the new Carers Strategy and this will be measured as part of the Survey of Adult Carers in England survey which will commence late 2020.</p> <p>As part of the new Carers Strategy - a Carers charter has been developed, which invites those signing up to promise to:          Make sure that all carers feel valued, recognised and their caring needs are met and          Involve carers as expert partners in planning, developing and changing services.</p> <p>The promotion of the new Carers Charter will be part of the new Carers Strategy around carer’s week late June 2020.</p>

	ensure that carers feel they are listened to and their views are appropriately taken into account.	
--	--	--