



City of Westminster

Adults, Health & Community Protection Policy & Scrutiny Committee

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Title:	Supporting Carers in Westminster
Report of:	Tri-Borough Executive Director of Adult Social Care
Cabinet Member Portfolio:	Adults & Public Health
Wards Involved:	All
Policy Context:	How the Council finds and supports carers in Westminster
Financial Summary:	N/A
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1. Executive Summary

- 1.1 The purpose of this report is to provide the Committee with an update on the provision of support for carers within Westminster and detail how the Council engages and supports carers within the borough through the services that it externally commissions.
- 1.2 This report will highlight key services funded by the Council and those funded by our Clinical Commissioning Group partners for the 2015/16 financial year that illustrate the range of services delivered. Consequently the report will focus on the primary contracted organisations responsible for fulfilling these duties on behalf of the Council and detail the work that they undertake.

- 1.3 A summary of the 2015/2016 Westminster Carers Survey is attached to this report as an appendix in order to provide the Committee with further information about carers within the borough.

2. Background

- 2.1 The role of carers has been increasingly recognised in legislation. The Carers (Recognition and Services) Act 1995 established the right of carers who provided substantial care on a regular basis to request an assessment of their ability to care. The Carers (Equal Opportunities) Act 2004, which came into effect in April 2005, built on legislation by placing a duty on Councils to inform carers of their right to request an assessment and to take into account their wishes regarding employment, leisure and life-long learning.
- 2.2 The Care Act 2014, much of which came into effect from 1 April 2015, replaces all previous legislation relating to adult social care, including carers. It also includes new rights for carers and how local authorities support them. Whilst previous legislation states carers must be providing “a substantial amount of care on a regular basis” in order to qualify for an assessment, the Care Act gives local authorities a responsibility to assess a carer’s needs for support, where the carer *appears* to have such needs.
- 2.3 Westminster City Council and its partners in the West London Clinical Commissioning Group (WLCCG) and the Central London Clinical Commissioning Group (CLCCG) recognise their responsibility in supporting carers. This is acknowledged as a priority in policy documents both locally (Westminster’s Health and Wellbeing Strategy 2012-2015 and Central London Clinical Commissioning Group Commissioning Intentions 2015-16) and nationally (Carers Strategy Second *Action Plan* 2014-2016). (*NHS England Commitment to Carers*).
- 2.4 Both the Council and the Central London Clinical Commissioning Group recognise and value, the crucial and demanding role that carers (both adult and young) take on to support vulnerable adults and children with social care needs as is evidenced in the funding allocated to carers within the borough. Funding for externally commissioned services for carers within Westminster is allocated as follows for the financial year 2015/2016.

(1) Contracted Services

Provider/Service	Description	Annual funding
Carers Network	Carers Hub – Information, Advice, Guidance, Support and Assessment Service for Adult Carers. (Including small grants programme.)	£384,940 £237,240 Westminster City Council Revenue Budget. £147,700 Central London Clinical Commissioning Group (S75)
Westminster Society	Home Support and Short Breaks Respite Service. Adult Social Care and Children’s Services contract.	£334,000 £200,500 Westminster City Council Adult Social Care Revenue Budget. £133,500 approximately from Children’s Services.
Housing and Care 21	Carers Dementia Support Service Specialist dementia respite at home or within the community	£190,040

(2) Section 75 funded services

Provider/Service	Description	Annual funding
Open Age Time for Me Westminster	Social activities and outings for carers age 50+ living in Westminster	£22,980
Young Carers Personal Budgets	Managed accounts for young carers to engage in sport and leisure pursuits	£35,000
Imperial Hospital Acute Liaison role	A post to support reasonable adjustments to people with Learning Disabilities and carers	£15,000
Carers Personal Budgets	Direct funding to carers for self-directed support	£150,000

<p>Carers UK Carers Primary Care Navigator Service</p>	<p>NB: This service is a three borough service working across the geographical area of Westminster, Kensington, Chelsea, Hammersmith and Fulham. Carers Primary Care Navigators work with GPs and their staff to raise carer awareness and to help them to establish systems and processes for identifying, supporting and referring carers in primary care settings.</p>	<p>£94,500 (£31,500 per borough)</p>
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3 How Westminster City Council Engages and Supports Carers through Externally Commissioned Provision

(1) Carers Network

- 3.1 Carers Network provides a comprehensive range of activities that can be personalised to meet individual carers' support needs. The organisation provides support for carers in the communities and facilities in which carers already spend their time. The three main strands of the service are to:
- provide direct support to carers;
 - facilitate access to carers' grants, personal budgets and statutory provision; and
 - facilitate networks and partnerships with other services for carers.
- 3.2 During 2015/16 Carers Network undertook a range of access and support activities for carers. The organisation identified a further 369 new carers in Westminster over the course of this contractual year, and 52% of these were from ethnic minorities.
- 3.3 It has carried out 403 Carers Assessments and is successfully engaging and supporting a high number of carers with substantial caring responsibilities. Measuring caring hours at assessment stage, around 64% of the carers it has had contact with state that they care for someone for 50 or more hours per week.
- 3.4 In 2015, Carers Network took over Westminster Carers organisation and its Time Bank project. This year it has provided several added-value (not funded as part of this contract) activities for carers, such as a day trip to Brighton, a weekend in Edinburgh for young adult carers, spa days, theatre trips, reflexology and a Stress Management session in partnership with Sane.

- 3.5 Its End of Life project, though not funded through this contract, also continues to provide a large number of individual carers with services including advanced care, and funeral planning, wills and trusts advice.

(2) Home Support and Short Breaks Service for Adults, Children With Disabilities and their Carers

- 3.6 This service is provided by The Westminster Society, a well established local voluntary sector organisation. The purpose of the service is to support people with long term health conditions to live in their family home by providing respite to family carers. The service aims to improve the quality of life for carers by enabling them to take a break from their caring role. By providing a 'sitting service', the service gives them the opportunity to spend the time as they wish and pursue activities according to their own preference.
- 3.7 To access the service, the cared-for person first needs to have been assessed as eligible for social care funded provision. The carer is also offered a carer's assessment at this point. A care package and specific hours will then be agreed in advance by the referring care management team and a personal budget, which can be offered as a direct payment. This service is one of a wide range of short breaks services available to children with disabilities and their families within Westminster.
- 3.8 The adults' service is very well subscribed with most recent figures on average 65 users access the service per quarter. The majority of customers are older people and people with physical disabilities; 8% of which are people with learning disabilities; 5% of which are people with mental health problems; 18% of customers have dementia. Two thirds have been male and the service users reflect a wide range of ethnicities with 60% identified from black and minority ethnic (BAME) groups. 43% of service users reside in the north of the borough (St John's Wood & Maida Vale) and the rest are dispersed evenly through the borough.
- 3.9 There are approximately 21,737 hours of care delivered on an annual basis against the set financial envelope outlined in paragraph 2.4.
- 3.10 It should be noted that this service is just one of a range of short breaks and respite provision funded by the Council within Westminster.

(3) Carers Personal Budgets

- 3.11 Carers Personal Budgets are funded by the NHS and administered by the Council. They enable carers to have more choice and control in deciding how best to meet their needs and support them to continue in their caring role. Carers

are given the opportunity to decide for themselves what kind of a support they would like and what outcomes they would like to achieve. The outcomes they might like to achieve may be to improve:

- their health and wellbeing,
- reduce loneliness or social isolation
- improve the relationship they have with the person for whom they are caring.

3.12 Carers Network have worked with the Council to help streamline carers assessments and improve access to a personal budget. Increasing numbers of carers coming forward has put pressure on this budget. Examples of what a carer might purchase include a holiday, gym membership, educational courses, gardening, driving lessons or therapies etc.

3.13 The Carers' Personal Budget (CPB) Scheme provides on average 300 carers with a one off, direct payment of up to £500 on average, per year, to support them to:

- have a break from their caring role;
- reduce some of the difficulties that may arise when caring for someone;
- continue in their caring role.

(4) GP Carers Primary Navigator Project

3.14 This project focuses on embedding systems within primary care to improve the identification and support for carers. The project, provided by CarersUK, seeks to implement a number of the recommendations from the Supporting Carers' Action Guide for General Practice produced by the Royal College of General Practitioners and Carers' Trust (a national charity).

3.15 This service was initially targeted to 5 surgeries and is now being extended. As a 'local offer to carers', all GP practices in Westminster will:

- Encourage carers to self-identify;
- Identify and support carers and young carers;
- Provide GP appointments at times that are convenient to carers;
- Provide a carer health check and priority flu vaccinations;
- Provide anxiety and/or depression screening;
- Involve carers in care plans and their implementation, with patient consent;
- Refer carers and young carers to support services;
- Identify training needs of carers and young carers.

3.16 13 GP practices within Westminster are working to identify which patients are carers, and then improve these patients' access to health and other support services. Every practice will work to meet the local offer (above) as well as

improve their practice team's knowledge of local carer support services in order to better signpost patients. The purpose is to provide support to carers, to better enable them to look after their own health as well as the health of the individuals they look after. Practices participating in this project are:

1. Belgravia Surgery
2. The Connaught Square Practice
3. Covent Garden Medical Centre
4. Dr Shakarchi's Practice
5. Fitzrovia Medical Centre
6. Soho Square Surgery
7. Crawford Street Surgery
8. The Mayfair Medical Centre
9. The Newton Medical Centre
10. Soho Square General Practice
11. Marylebone Health Centre
12. Cavendish Health Centre
13. The Westbourne Green Surgery

(5) Housing and Care 21: Dementia Respite Support

- 3.17 It is estimated that there will be a 45% increase in the number of people with dementia in the borough in the next 15 years giving further strength for the need to ensure local communities, universal services and those commissioned by health and social care are set up sustainably and efficiently to meet future demand.
- 3.18 This service provides carers and the cared for the opportunity to access targeted respite support specifically focused on the needs of those affected and impacted by dementia. In providing respite and associated support this service improves the health and well-being needs of people with dementia and their carers; and allows suffers to remain living at home for as long as possible with their carers, reducing and delaying entry into more costly residential and home care.

(6) Open Age: Time for Me

- 3.19 This service delivers over 350 learning and health related weekly activities across the Royal Borough of Kensington and Chelsea, Hammersmith and Fulham, and the City of Westminster. Activity has also included opportunities for those who are housebound to be involved in facilitated groups over the phone and intergenerational learning as well as a daily programme of activity for men and dedicated activities and trips for older carers in order to reduce social isolation. Over 100 unpaid carers from Westminster participated in the following activities:

- Visits to theatres, galleries, exhibitions, concerts etc.
- Computer training and digital photography carer based sessions
- Meals out including afternoon tea at the Hilton lunch cruise
- Exercise and Relaxation sessions

3.20 Added value is the ongoing fundraising activity conducted by the provider in order to deliver a wider range of services to communities in Westminster.

(7) Carer Awards

3.21 In recognition of the thousands of residents who care for a family member or friend with long-term health needs, the Council holds the Annual Carer Awards. The winners are chosen from nominations across a number of categories, with unpaid carers, young carers, volunteers and befrienders all recognised.

4. The Way Forward

4.1 The Council is undertaking a comprehensive review of carers services in Westminster in order to be able to offer services that carers want and need and to do this via a successful procurement for 2016/17. During the final quarter of this financial year further engagement and co-production events have been arranged within the borough to get as many carers involved in shaping and designing the services that they need. A range of informal and formal consultative and collaborative activities and events have been arranged. Carers, service providers, and all relevant internal and external stakeholders will have an opportunity to participate within this process.

4.2 Details of some of the engagement and co-production meetings being held in Westminster are as follows:

- 5th February, 2016 (Friday) 12:00 p.m.-3:00 p.m. at the meeting rooms 3 & 4, 17th floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6QP
- 9th February, 2016 (Tuesday) 6:00 p.m.-8:00 p.m. at the meeting rooms 1A & 1B, 17th floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6QP
- 22nd February, 2016 (Monday) 12:00 p.m.-3:00 p.m. at the meeting rooms 5 & 6, 17th floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6QP
- 21st March, 2016 (Monday) 12:00 p.m.-3:00 p.m. at the meeting rooms 3 & 4, 17th floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6QP

4.3 It is to be noted that in order to publicise these events as widely as possible commissioners have:

- Sent details of these events to all voluntary and community sector carers organisations within Westminster;
- Involved Westminster Voluntary Sector Council in the engagement and co-production process.
- Worked with joint commissioners across Health and Public Health.
- Ensured the Council's communication department is publishing these events across all internal and external communication platforms.
- Devised a digital questionnaire.

If you have any queries about this Report or require further background papers please contact: Chidi Okeke, Interim Senior Commissioner, Adult Social Care, Email: chidi.okeke@rbkc.gov.uk