

By: Oliver Mills, Managing Director Kent, Adult Social Services

To: Adult Social Services Policy Overview Committee –
1 April 2008

Subject: **CARERS IN KENT REPORT RECOMMENDATIONS –
IMPLEMENTATION PLAN**

Classification: Unrestricted

Summary: This paper sets out the work programme put in place to take forward recommendations of the Carers in Kent Select Committee Report. The purpose of this paper is to report on the action plan arising from the recommendations of the Carers in Kent Report.

Introduction

1. (1) The Carers in Kent Select Committee report that was published on 25 January 2008 would have a major impact on the work of Kent Adult Social Services (KASS). KASS is committed to implementing the recommendations of the Select Committee Report in partnership with Children, Families and Education Directorate, Communities Directorate, Carers Support Organisations, Primary Care Trust, Independent Providers and Partner Agencies delivering Every Child Matters Outcomes.

(2) A copy of the report was sent to Ivan Lewis, Minister for Care Services on 13 February 2008 as it was agreed at the County Council Meeting on 13 December 2007¹.

(3) The implementation of the recommendations of the Select Committee report will be influenced by two key national strategies on Carers and Dementia Services. The Government is expected to launch both of these strategies later in 2008. The former may be published in June 2008.

(4) A Carers Advisory Group has been established in partnership between KASS and carers support organisations. The main purpose of the group is to represent the voice of carers and inform on service development priorities and the commissioning intention of social services and health. The group will also play an important role in the development of the multi-agency adult carers strategy and policy development. The terms of reference, which have been agreed by the Carers Advisory Group, together with the results of the local service gap analysis will be presented at a stakeholder event which is planned for June 2008.

¹ See Appendix 1 : Letter to Ivan Lewis

(5) The purpose of this paper is to report on the action plan arising from the recommendations of the Carers in Kent Report.

Implementation Plan

2. (1) Actions planned to progress the implementation of the recommendations of the report have to be prioritised to ensure that Carers and the people they care for obtain the maximum benefit.

(2) Detailed Implementation Plan for each of the recommendations is attached to this report². The work programme shows the key areas where progress has been made in the first three months.

Recommendations

3. (1) Members of the Policy Overview Committee are asked to note and comment on the contents of this report.

Background documents:

a) *Carers in Kent Report, 2007*

Michael Thomas-Sam
Head of Policy and Service Development
6 March 2008
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² See Appendix 2 Implementation Plan

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Your ref: Carers/L/2/08
Our ref: OM/KW
Date: 13 February 2008**

Ivan Lewis
Minister for Care Services
Department of Health
79 Whitehall
LONDON SW1A 2NH

Dear Minister,

I have great pleasure in enclosing a copy of the 'Carers in Kent' report by Kent County Council Member's Select Committee on Carers. The report was presented to KCC's Cabinet at its meeting on 3rd December 2007 and the full Council subsequently debated the report and the recommendations on the 13th December 2007.

The report highlights a number of key issues, some of which are particular to Kent, but there are other issues identified in the report that have national resonance. That is why the full council agreed that I should submit the report to the review of the Prime Minister's 1999 Carers Strategy.

I hope very much that this will make an important contribution to the national strategy, together with the views of carers themselves, their support organisations and other statutory agencies.

Yours sincerely

Oliver Mills
Managing Director
Kent Adult Social Services

cc: Linda Doherty, Association of Directors of Adult Social Services
Kevin Lynes, Cabinet Member, Kent Adult Social Services
Les Christie, Chairman, Select Committee on Carers, KCC
Angela Evans, Overview and Scrutiny, KCC
George Koowaree, County Councillor, Ashford East

**CARERS IN KENT - REPORT RECOMMENDATIONS
IMPLEMENTATION PLAN – 10th MARCH 2008**

No.	Recommendation	Agency	Action	Timeframe	Status
1	Raise awareness and profile of carers and carers support services and make information available out of standard hours	KASS/ CFE	<ul style="list-style-type: none"> • Develop Kent wide Young Carer Leaflet and make available to all agencies/organisations • Improve links between the County Duty Service and the Contact Centre • Support carers week events in Kent • Update carers information on the adult carers website • Update carers information fact sheets • Consider impact of transport on carers sustainability in the Kent Strategy for Later Life • Identify how carers can inform the Local Involvement Network(LINK) • Identify ways to involve carers in the recruitment process • Continue to work with partners to enable carers to access benefits and other money advice • Develop plans to involve carers in training on carers awareness • Progress the expansion of the “Learning for Living” programme for adult carers 	<p>June 2008</p> <p>Ongoing</p> <p>June 2008</p> <p>April 2008</p> <p>July 2008</p> <p>March 2008</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>July 2008</p> <p>March 2009</p>	<p>On course</p> <p>On course</p> <p>On course</p> <p>On course</p> <p>Completed</p> <p>On course</p> <p>On course</p> <p>On course</p> <p>On course</p> <p>On course</p>

2	Promote Single point of Contact for carers	KASS/ CFE	<ul style="list-style-type: none"> • Explore how a national information line can link to local carers information sources • Work with partners to ensure information formats are accessible to all carers • Develop Kent-wide single point of contact via the KCC Contact Centre 	November 2008 Ongoing September 08	On course On course On course
3	Involvement of the carer support organisations at assessment and subject to carers consent, sharing the statutory assessment should be considered	KASS	<ul style="list-style-type: none"> • KASS Commissioners to consider as part of the commissioning requirements for 2008/09 • Ensure policy on confidentiality is not used to exclude carers inappropriately 	June 2008 Ongoing	On course On course
4	Reviews or contact from Care Managers should be regular with annual as a minimum	KASS	<ul style="list-style-type: none"> • Ensure that KASS Policy is consistent with DH Guidance • Monitor operational teams performance against the policy • Include information in the planned carers annual report • Ensure carers know about who and how to contact key staff in KASS and providers 	January 2008 Ongoing November 08 Ongoing	Completed On course On course On course

5	District Social Services Teams to address and overcome issues around call management	KASS	<ul style="list-style-type: none"> • Heads of Services to have systems in place • Monitor the issue over time 	March 2008 On-going	Completed On course
6	Emergency Card Schemes backed up by emergency plans and response teams should be expanded and developed Kent-wide if the pilot is successful	KASS	<ul style="list-style-type: none"> • Evaluate the emergency card scheme • Commission and design emergency card with carers input • Commission carers emergency cover services • KASS to continue to provide a range of short breaks • Publicise emergency card scheme and roll-out County-wide 	May 2008 September 08 September 08 Ongoing September 08	On course On course On course On course On course
7	KCC with Health and VCO's need to ensure that provision of respite/breaks is flexible, of the right type and that the provision meets the needs of carers as well as for the cared-for person	KCC/Health	<ul style="list-style-type: none"> • Work with provider/Carer Support Organisations to be able to better respond • Enhance Commissioning of Services for Carers with Disabled Children • Ensure young carers can access respite through provider groups • Work with health to support carers in delivering the requirements of the NHS Operating Framework, ensuring impact on carers health is understood; carers issues are addressed at the point of hospital discharge 	Ongoing March 2008 Ongoing Ongoing	On course On course On course On course

8	Multi-Agency Adult Carers strategy to be progressed as a priority	KASS	<ul style="list-style-type: none"> • Establish a multi-agency group to plan, develop and implement multi-agency Kent Adult Carers Strategy (informed by the revised National Carers Strategy, when published) • Develop draft strategy • Consult on draft strategy • Develop implementation plan • Establish Carers Advisory Group • Conduct Gap analysis • Identify priorities for service development 	<p>June 2008</p> <p>November 08</p> <p>January 09</p> <p>February 09</p> <p>February 08</p> <p>March 2008</p> <p>April 2008</p>	<p>On course</p> <p>On course</p> <p>On course</p> <p>On course</p> <p>Completed</p> <p>On course</p> <p>On course</p>
9	Need to ensure that awareness is raised within schools to increase the understanding of what is meant by a “young carer”, find ways to identify and support young carers. Ensure that actions to support “young carers” within schools are identified and put in place	CFE	<ul style="list-style-type: none"> • Guidance for schools on how to support young carers has been developed • Develop governor training pack • Repeat survey of schools to identify the number of young carers • Raise awareness with schools staff through a variety of media and events • Develop Kent wide Young Carer Leaflet and make available to all agencies/organisations 	<p>February 2008</p> <p>December 08</p> <p>December 08</p> <p>Ongoing</p> <p>June 2008</p>	<p>Completed</p> <p>On course</p> <p>On course</p> <p>On course</p> <p>Completed</p>

10	Consider the need for a clearly identified "Lead" for young carers on CSS operational front and education, alongside those for policy/strategy	CFE	<ul style="list-style-type: none"> • Lead for Children, Families and Education in place • Implement the Common Assessment Framework (CAF) 	September 07 Ongoing	Completed On course
11	Need to ensure clear responsibilities and referral pathway for young carers between Kent Adult Social Services, CFE and other agencies. Protocols between KASS and CFE to be developed.	CFE/KASS	<ul style="list-style-type: none"> • Develop protocols to clarify roles and information sharing • Key CFE documents on KASS Website for access by Staff • KASS agreed Policy Statement on duty to safeguard and promote the welfare of children in place 	May 2008 February 08 February 08	On course Completed Completed
12	Invisible people – the multi-agency young carers strategy and accompanying commissioning strategy should be implemented urgently and monitored to ensure objectives in targets are met.	CFE/Health	<ul style="list-style-type: none"> • Seek approval from the Kent Children's Trust County Board • Seek KCC Member approval • Launch strategy and associated documents • Produce annual report on delivery 	January 2008 May 2008 July 2008 Ongoing	Completed On course On course On course

13	KCC in partnership with Health and the VCO's need to improve understanding and sign posting from Health sector to available help and support for carers in the county.	KCC/Health	<ul style="list-style-type: none"> • Work with health to support carers in delivering the requirements of the NHS Operating Framework • Develop Kent wide Young Carer Leaflet and make available to all agencies/organisations • Improve links between the County Duty Service and the Contact Centre 	Ongoing June 08 Ongoing	On course Completed On course
14	KCC to pursue with Health, the need to consider how carers of Mental Health patients (and service users) can be better supported, particularly at times of crisis and out of hours.	KCC/Health	<ul style="list-style-type: none"> • Work with Kent and Medway PCT's to ensure that commissioning of services considers how carers or people with Mental Health needs are supported • Ensure policy on confidentiality is not used to exclude carers inappropriately 	Ongoing Ongoing	On course On course