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To: Adult Social Services and Public Health Overview and Scrutiny Committee – 7 July 2011

Subject: **DRAFT KENT ANNUAL CARERS REPORT APRIL 2010- March 2011**

Classification: Unrestricted

Summary: This is the third Kent Carers Annual Report. Its aim is to report the collaborative development of support provided to Carers across Kent since last years report.

Introduction

1. (1) This third year report (Appendix 1) provides an update of the support provided for Carers in Kent during 2010/11, and shows the combined contribution by the voluntary sector, Kent County Council Adult Social Services, the NHS in Kent, private and the independent sector and Children's Social Services.

(2) The Carers Advisory Group, whose membership is drawn from key partners involved in the support of carers across Kent, have commented on the contents of the draft Annual Report 2010/11 during consultation in May 2011. The Advisory Group continues to have a central role in the implementation of the Multi Agency Kent Adult Carers Strategy which was launched in 2009.

(3) The purpose of this report is to present the draft Kent Carers Annual Report 2010/11 to the Policy Overview and Scrutiny Committee (POSC) for consideration. The Kent Carers Annual Report 2010/11 informs the Committee about the carers policy and support landscape that has fashioned the work that Families and Social Care has undertaken in partnership with the various organisations to support both adult and young carers in the county. It sets out the national policy drivers and captures in one place information about all major carer-related activity.

(4) The final report once endorsed by the Adult Social Services and Public Health Overview and Scrutiny Committee shall be published on kent.gov in PDF format. Any tables in this draft report will be replaced by graphics in the final version .

(5) Following the endorsement of the Kent Carers Annual Report 2009/10 by the POSC on the 25 June 2010 members requested the opportunity to attend Carers Training Courses.

The reason this has not happened is because in September 2010 the DH withdrew funding for the delivery the Carers Training pilot 'Caring with Confidence', due to this Kent County Council and West Kent PCT commissioned and redesigned the 'Caring with Confidence' course and developed the new 'Caring Confidently in Kent' Carers training course, delivery is currently suspended while the course outcomes and content are evaluated. Invitations to POSC Members are therefore suspended.

Policy and Strategy Context

2. (1) In the last year there have been several national policy developments for carers which have been referenced in this year's Annual Report:

- The National Carers Strategy Refresh 'Recognised, Valued and Supported – next steps for the Carers Strategy' 2010
- NHS operating framework 2011-12
- White paper: 'Equality and Excellence, Liberating the NHS' 2011

(2) This report also refers to Bills before Parliament:

- Health and Social Care Bill 2011
- Carers (Identification and Support) Bill 2010 -11

(3) **How carers services are contributing to Bold Steps and the three ambitions for Kent:**

- **To help the Kent economy grow** – Health and Social Care Commissioners have reviewed all carers services in Kent and have created a new model of carers services due to commence in April 2012. All commissioners are committed to reinvesting funds in the voluntary sector to encourage and assist economic growth.
- **To put the citizen in control** – Policy are working alongside commissioners to ensure carers and voluntary sector partners voices are heard and new services are developed alongside their wishes. Policy and information technology developments will also ensure that carers support outcomes are reviewed, creating a mechanism for reporting on carers satisfaction of services and informing future commissioning.
- **To tackle disadvantage** – Carers are well reported as a disadvantaged group who are often not able to access the same employment, education and life opportunities as other members of the public¹. Kent County Council and partners have developed the new model of carers support services based on one point of access and service equality countywide. With the current Bills before Parliament, there are due to be significant changes for carers and their rights within legislation. Kent County Council and their partners are already working towards enforcing these changes within Kent.

¹ National Carers Strategy 'Carers at the heart of 21st century families and communities' 2008

Content and Format of the report

3. (1) The key areas of development for Kent Carers in 2010-2011 are:

- Carer Awareness Training for Professionals
- Caring Confidently in Kent
- DementiaWeb and 24 hour Helpline
- Support for Deaf Carers
- Dementia/Care Crisis Support Service
- Independent Dementia Advocacy
- Carers/Family and Friends of Substance Misusers
- Quality of Care Project
- Carers Survey
- Carers Needs Assessment
- Carers Assessment Policy
- Better NHS Support for Carers
- Dementia Peer Support
- Dementia Cafes
- Kent Carers Emergency Card

(2) Examples of the difference Carers Services have made to Carers:

- Quotes from Carers identified by the Better NHS Support for Carers Project:

'Really nice to have someone who's independent from the wards and can give us advice impartially'
'Without you I'm not sure what I would have done over the last couple of months, I can't imagine not having a hospital carer support worker and feel it must be a service that continues'
'Its so nice to hear that someone is there for us carers'

- Examples of short breaks and Carers having a life of their own as a result of the Carers Assessment Policy:
 - Art supplies to pursue a hobby
 - Seats/planters for the carer's garden to help them to relax
 - Driving lessons to combat isolation

Conclusion

4. (1) Supporting carers in their role is a high priority as evidenced by the account in this year's Kent Carers Annual Report. Clearly this demonstrates the degree of collaborative working between statutory and non-statutory partners. We will continue to development responsive service and report to the Committee next year.

Recommendation

5. (1) Members of the Policy Overview Scrutiny Committee are asked to:
 - (a) NOTE and COMMENT on the contents of the attached Kent Carers Annual Report, and
 - (b) ENDORSE the Kent Carers Annual Report subject to changes put forward by the Committee.

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Appendices:

Appendix 1 Carers Annual Report

Background Documents:

Kent Adult Carers Strategy

<https://shareweb.kent.gov.uk/Documents/adult-Social-Services/carers/kent-carers-strategy-2008-2009.pdf>

Kent Adult Carers Annual Report 2009/2010.

<https://shareweb.kent.gov.uk/Documents/adult-Social-Services/carers/CarersReport.2009-2010.pdf>

Health and Social Care Bill 2010-11

<http://services.parliament.uk/bills/2010-11/healthandsocialcare.html>

Kent Adult Social Services Active Lives

[http://knet2/directorates/adult-services/strategies-and-plans/active-lives/Final%20draft%20-%20Feb%2007%20\(2\).pdf](http://knet2/directorates/adult-services/strategies-and-plans/active-lives/Final%20draft%20-%20Feb%2007%20(2).pdf)

Recognised, Valued and Supported. Next Steps for the Carers Strategy 2010

http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_117249

Equality and Excellence, Liberating the NHS 2010

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353