

Kent Carers Annual Report 2010/11

A Partnership Report

Contents	Page
FOREWORD by Graham Gibbens, Cabinet Member, Adult Social Care and Public Health, Kent County Council	3
SECTION 1 Introduction	4
SECTION 2 Kent Carers Partnership in Action	5
2.1 Kent Adult Carers Strategy	5
2.2 Carers Advisory Group	5
2.3 Carers Reference Group	5
2.4 Kent Adult Carers Strategy Implementation Group	6
2.5 Carers Joint Commissioning Group	6
SECTION 3 Developments since the last Annual Report	7
3.1 Carer Awareness Training for Professionals	7
3.2 Caring Confidently in Kent	7
3.3 DementiaWeb and 24 hour Helpline	8
3.4 Support for Deaf Carers	9
3.5 Dementia/Care Crisis Support Service	9
3.6 Independent Dementia Advocacy	10
3.7 Carers/Family and Friends of Substance Misusers	10
3.8 Quality of Care Project	12
3.9 Carers Survey	13
3.10 Carers Needs Assessment	14
3.11 Carers' Assessment Policy	14
3.12 Better NHS Support for Carers	15
3.13 Dementia Peer Support	17
3.14 Dementia Cafes	17
3.15 Improving Access to Diagnosis and Support in BME Communities	18
3.16 Carers Health Checks	18
3.17 Carers Support Centre	18
3.18 Home Treatment Service	18
3.19 The Sahayak Project	18
3.20 Additional work with carers of people with learning disabilities	19
3.21 Young Carers are now recognised nationally as a group vulnerable to poor outcomes	19
3.22 Parent Carers	20
3.23 Kent Carers' Emergency Card	20
SECTION 4 Looking to the future	21
APPENDIX 1 Submissions by Voluntary Organisations Supporting Carers	23
APPENDIX 2 Short Breaks for Carers	36

Foreword by Graham Gibbens, Cabinet Member, Adult Social Care and Public Health, Kent County Council

Caring is a natural part of family and community life, many people may not call themselves a 'carer' and there are a number of people looking after someone who has an illness or is unable to care for themselves. Providing care, everything from personal and emotional support to nursing and treatment in this way can quite literally change a person's way of life; therefore it is important to also care for the carer.

The county council and its partners recognise the role carers play, and the fact that though they may want to care for their family member or friend, to continue to do so, they may need support and regular time away from caring.

We believe that working in collaboration with public sector partners, the voluntary sector and carers is the most effective way of delivering high quality services for carers in Kent. Kent County Council is committed to the continued development in commissioning carers services in partnership.

We want to make support for carers in Kent among the best in the country so that the many dedicated carers in Kent can continue doing what they do better than anyone else could; looking after the people in their life.

SECTION 1 Introduction

This is the third Kent Carers Annual Report. Its aim is to report updates on the collaborative development of support provided to adult carers in Kent since the Kent Carers Annual Report 2009/10.

It is estimated that around 5 million adult carers in England provided care and support to a family member or friend in an unpaid capacity. Two in five people were receiving care and support from a family member or friend, without any additional social care support in 2009/10. This contribution made by carers equates to an economic value of £76 billion*. Kent County Council's approach towards carers along with their partners in health, voluntary and third sector services is based on the understanding that carers are the main providers of care and support, and it is important that they are supported in their role and recognised as expert partners in care†.

Kent County Council and the NHS have a responsibility to ensure that carers are supported and have access to timely information, support to care which can include short breaks‡, practical assistance, and emotional support and help to maintain their own health. Much of our work with carers is delivered through a range of partnerships, through grants, service agreements or contracts with the voluntary and independent sector.

For information on national and local policy, legislation and demographics for carers please refer to the Kent Carers Annual Report 2009/10. The main body of this report references national policy and legislation that has been developed over the last year.

* Information Centre, *Survey of Carers in Households 2009-10* (2010) p 7

† White Paper: 'Equality and Excellence, Liberating the NHS' (2011)

‡ Department of Health, *NHS Operating Framework 2010-11* (2010)

SECTION 2 Kent Carers Partnership in Action

2.1 Kent Adult Carers Strategy

The multi-agency Kent Adult Carers Strategy is a joint commissioning strategy which was launched on 2nd July 2009. The Kent Adult Carers Strategy sets out the vision we plan to take forward working in partnerships across Kent.

In 2010 the government refreshed the 2008 National Carers Strategy 'Carers at the heart of 21st century families and communities: a caring system on your side, a life of your own'. This strategy refresh 'Recognised, valued and supported: next steps for the Carers Strategy' 2010, identified four new priorities for meeting the needs of carers:

- Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.
- Enabling those with caring responsibilities to fulfil their educational and employment potential.
- Personalised support both for carers and those they support, enabling them to have a family and community life.
- Supporting carers to remain mentally and physically well.

2.2 Carers Advisory Group

The joint working and development of ideas that make positive contribution to the lives of Kent's carers is essential now and in the future. To oversee the strategic development of the support offered to carers in Kent a long-standing Carers Advisory Group (CAG) has been established. One of the first tasks of this group was to develop the Kent Adult Carers Strategy.

The Carers Advisory Group, which is facilitated by Kent County Council, includes representatives from all key partners involved in the support of carers across Kent (Appendix 1). The role of the group is to focus on partnerships and joint working to develop a locally agreed response to current and future Carers needs. The group's work informs the planning and commissioning of services for adult carers across Kent.

2.3 Carers Reference Group

A Carers Reference Group has been established to support and inform the Carers Advisory Group. The membership of this group is open and it is made up of Carers from across Kent. A member of the Carers Reference Group sits on the Carers Advisory Group to ensure the needs and wishes of Carers are represented and discussed.

If you are a Carer and would like to join the Carers reference group please call Kent Adult Social Services on 01622 696258 or alternatively send an email to kentcarers@kent.gov.uk

2.4 Kent Adult Carers Strategy Implementation Group

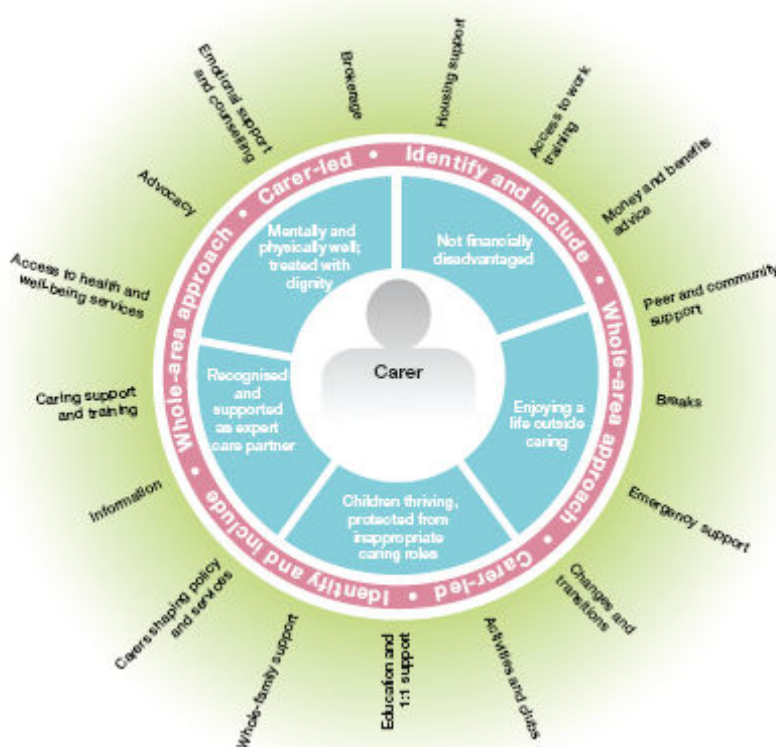
The East Kent Implementation Group that has driven forward the implementation of the Kent Adult Carers Strategy at a local level. Membership of the group is drawn from all the key partner organisations.

The aim of the group is to map current Carer support across East Kent, identify gaps in service and to work in collaboration to identify service development.

2.5 Carers Joint Commissioning Group

The Carers Joint Commissioning Group is a County Wide Group made up of key commissioners in health and social care, contracting departments and policy.

The aim of the group is to listen to carers what Kent carers say informed by the Carer Advisory Group, the Carer's Reference Group and the Kent Adult Carers Strategy Implementation Group, in partnership they develop the requirements of carers support services and commission those services to support carers across the county. The group follows a carer led model of support for carers (Below) as recommended by the Association of Directors of Adult Social Services and partners, in a multi agency document 'Commissioning for Carers' 2009 based on a standard of world class commissioning for Carers.



SECTION 3 Developments since the last Annual Report

3.1 Carer Awareness Training for Professionals

Carer Awareness Training for Professionals has been rolled out across North Kent in GP surgeries as part of the NHS Demonstrator Project 'Better NHS Support for Carers'. The sessions are run for either one or two hour sessions, depending on time allocation within surgeries.

The training programme began delivering the sessions in February 2011. The course module asks GP's to check their understanding of what a Carer is and their knowledge of Carers in the UK and Kent. GP's are asked to carry out a quiz testing their knowledge and understanding of the information provided during the session. The Laws and Rights surrounding Carers are also covered.

An e-learning package is in the process of being commissioned for the South East region with the purpose of providing online, work based training to professionals which will highlight the importance of the caring role and also help identify carers. It is proposed that this training will form part of the induction process for relevant staff.

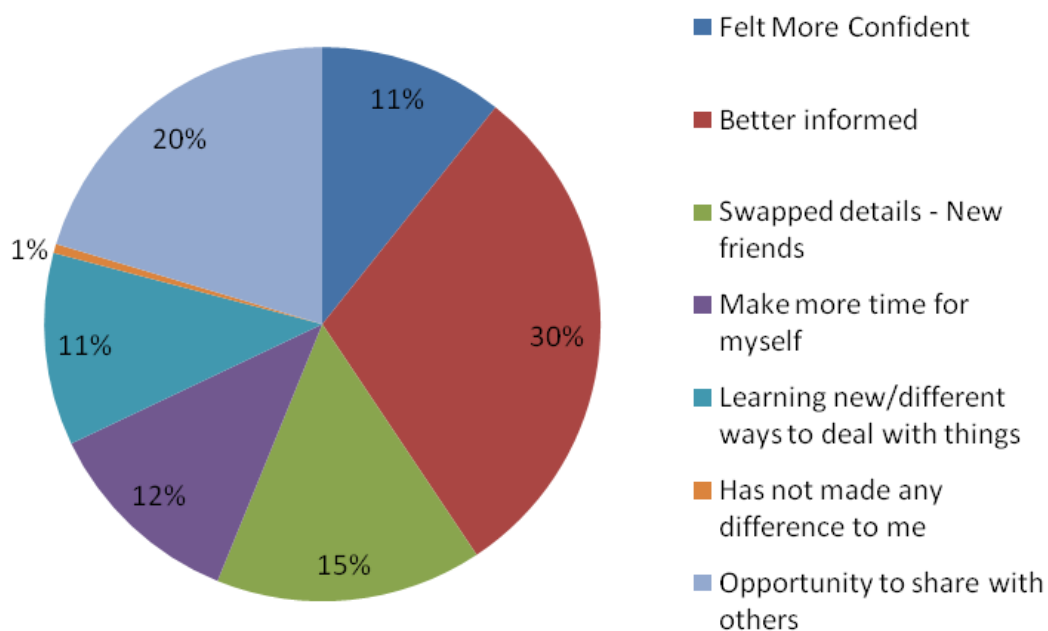
3.2 Caring Confidently in Kent

"Caring Confidently in Kent" was developed to replace the "Caring with Confidence" programme which ran from July 2009 until September 2010. The new course was condensed from a 7 week programme to a 3 week programme to increase carers ability to attend the course. Every effort was made to maintain the quality and integrity of the original course and combine it with the Carers UK material that NHS West Kent commissioned, to create a more focused and valuable programme for carers and professionals alike.

The aim of the programme was to enhance the knowledge and skills that carers already have. The programme was also designed to assist carers in taking steps to achieve time for themselves, enabling them to have a life of their own and take care of their own health needs, therefore reducing the risk of entering into a crisis situation.

The first Caring Confidently courses and professional sessions commenced in November 2010 in West Kent with a rolling programme was then delivered across the county of Kent. The sessions were commissioned to run until 31st March 2011.

During this time period 211 carer sessions were delivered. The graph below shows the impact carers reported due to attending the sessions:



3.3 DementiaWeb and 24 hour Helpline

Last year we reported the development of the DementiaWeb information website for people with Dementia and their carers. Along with the website is a 24 hour telephone helpline. Since its launch in May 2010 405 People have accessed the 24 hour telephone helpline, the breakdown of calls is tabled below:

Type of call

Information	206
Information and emotional support	98
Emotional support	101

Number of calls by area

East Kent	108
West Kent	98
Medway	49
Area not given	123
Outside of Kent and Medway	27

Time calls were received

8.30am – 1pm	156
1pm – 5pm	106
5pm – 10pm	69
10pm – 8.30pm	67
Time not recorded	7

Length of calls

0-5 min	165
6-10 min	91
11-15 min	52
16 – 20 min	24
21-25 min	16
26-30 min	24
Length of call not recorded	33

Contact information:

<http://www.dementiawebkentandmedway.org.uk/>

Tel **0800 500 3014**

3.4 Support for Deaf Carers

Last years annual report introduced a new project where The Royal Association for Deaf people [RAD] and Kent County Council have been working in partnership. The project has provided:

- Accessible information to d/Deaf people about what being a carer means through visits to Deaf clubs, local Deaf pubs - speaking to over 200 people.
- Accessible information about carers provision so that workers can support d/Deaf carers.
- Accessible information to eleven carers organisations to enable Deaf Awareness and improved access for d/Deaf people.
- Worked with seven d/Deaf carers providing initial advice and support and support for carers' assessments and access to relevant support services.

**Over 200 carers have
been engaged by this
project**

3.5 Dementia/Care Crisis Support Service

NHS West Kent commissioned a new service in 2010. The service provides crisis short break support aimed at preventing the breakdown of a caring situation that would normally lead to people with dementia being admitted to hospitals or to care homes.

The service is person-centred and quick to respond, it is staffed by trained and experienced care workers who are used to supporting people with more complex needs. The service supports and where necessary stays with the person and their carer until a full assessment of their needs can be made.

The service is meeting its set aims to enable better planning, avoid unnecessary admissions and enable crisis situations to be better managed.

So far it has supported over 130 people with dementia in times of crisis preventing admission to hospital or care homes. The service is regularly used when carers have been taken ill or are in crisis and provides peace of mind that their loved one is safe whilst they are temporarily unable to provide the care they usually do.

There is a provider per West Kent locality, contact details are;

- Dartford, Gravesham & Swanley – Community Lifeline on 01474 709000
- Maidstone and Malling – Meritum on 01622 618608
- Tonbridge, Tunbridge Wells and Sevenoaks – Crossroads on 01622 816320

**Over 130 people have
been supported by this
service**

3.6 Independent Dementia Advocacy

A new West Kent Independent Dementia Advocacy Service began in May 2010. The service is designed to support people with dementia to express their point of view and ensure that their opinion is heard and that they are able to access the support, services and benefits that they are entitled to. In the first 10 months since the service began they have supported over 80 people with a range of issues ranging from support with financial issues to supporting decisions about whether or not to enter residential care. The service is run by Invicta Advocacy if you would like to make a referral please call 01322 285 234.

**Over 80 People have
been supported by this
service**

3.7 Carers/Family and Friends of Substance Misusers

The Kent Drug & Alcohol Action team and its commissioned substance misuse treatment services have continued to work successfully in partnership with carer agencies providing appropriate advice and information as well as practical and emotional support to carers/family members/friends of substance misusers.

Having a relative or friend who is a drug or alcohol misuser is an extremely stressful experience which can affect an individuals' physical health and psychological well being, finances, social lives and relationships with others. These impacts often means those families, kinship carers and other carers e.g. friends need help in their own right to enable them to cope better with what are usually ongoing, long-term issues.


Because of the associated stigma the problem is often hidden; individuals feel isolated and may be too embarrassed to enter treatment agencies for help. In addition, family members/friends of substance misusers do not recognise themselves as 'carers' and do not realise there is support for them.

As a result of this partnership, the service has been promoted more widely in the communities. Carers have the opportunity to attend regular support groups and/or access 1:1 support at a community centre rather than a treatment agency. The support groups are facilitated by a member of the carer agency and a representative from the local treatment agency. This joint approach ensures that the carers receive expert advice and guidance regarding drugs and alcohol at each session as well as expert carer support.

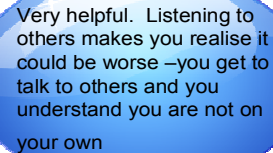
During 2010/11 the number of support groups for carers/family/friends of substance misusers increased and are as follows:

Tonbridge	:	hosted by Carers First – 01732 357555
Sittingbourne	:	hosted by Swale & Canterbury Carers – 01795 583440
Gravesend	:	hosted by NW Kent Carers – 01474 364733
Maidstone	:	hosted by Maidstone & Malling Carers – 01622 685276

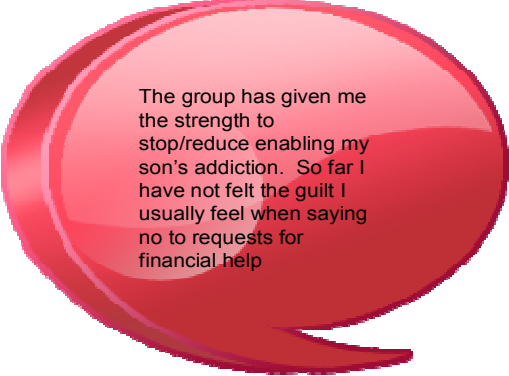
In addition to accessing the support group some individuals have also benefited from being signposted to other services to meet diversity of need. They speak highly of the quality of support provided, the staff and speakers involved and the benefits they have derived from the friendships developed within the group.



The support group is a support and help to me just being there to listen and giving ideas and ways of helping me to cope with a very difficult and sometimes dangerous situation



Very helpful. Listening to others makes you realise it could be worse –you get to talk to others and you understand you are not on your own



The group has given me the strength to stop/reduce enabling my son's addiction. So far I have not felt the guilt I usually feel when saying no to requests for financial help

For more information contact:

Sally Duncan, Kent Drug & Alcohol Action Team (t) 01622 221676
(m) 07798674061 (e) sally.duncan@kent.gov.uk

3.8 Quality of Care Project

The My Home Life Programme has been commissioned in West Kent. My Home Life (MHL) is a UK-wide charitable initiative promoting quality of life for older people living and dying in care homes and for those visiting and working with them. It is a collaborative scheme bringing together organisations which reflect the interests of care home providers, commissioners, regulators, care home residents and relatives and those interested in education, research and practice development. 35 Care Home Managers from both the public and private sector are currently part of the programme. MHL was developed by over 60 academic researchers from universities across the UK (National Care Homes R&D Forum). The review of evidence focused on looking only at research that explored 'what residents want from care homes' and 'what practices work in care homes'.

Together these themes offer a vision for care homes, a framework from which to deliver quality of life.

<p>1.Managing Transitions Supporting people both to manage the loss & upheaval associated with going into a home and to move forward.</p>	<p>5.Improving Health & Healthcare Ensuring adequate access to healthcare services and promoting health to optimise resident quality of life</p>
<p>2.Maintaining Identity Working creatively with residents to maintain their sense of personal identity and engage in meaningful activity.</p>	<p>6.Supporting Good End of Life Valuing the ‘living’ and dying’ in care homes and helping residents to prepare for a ‘good death’ with the support of their families.</p>
<p>3.Creating Community Optimising relationships between and across staff, residents, family, friends and the wider local community. Encouraging a sense of security, continuity, belonging, purpose, achievement and significance for all</p>	<p>7.Keeping Workforce Fit for Purpose Identifying and meeting ever-changing training needs within the care home workforce</p>
<p>4.Sharing Decision-making Facilitating informed risk-taking and the involvement of residents, relatives and staff in shared decision-making in all aspects of home life.</p>	<p>8.Promoting a Positive Culture Developing leadership, management and expertise to deliver a culture of care where care homes are seen as a positive option.</p>

35 Care Home Managers from both the public and private sector are currently part of this programme

3.9 Carers Survey

In last years annual report, we reported on the findings of the 2008 Kent Carers Survey and advised that the 2009 National User Experience Survey of Carers was due to be reported on. Now the 2009 finding are available we are able to compare the Kent findings from the two surveys. The surveys collated carers’ thoughts, feelings and opinions on topics that could help them achieve a life of their own alongside their caring role.

The comparable findings showed that although between the two surveys there were no differences that made a statistical impact, there was an overall increase in carers’ satisfaction:

<ul style="list-style-type: none"> • Overall, the findings show little significant change in how carers rate service quality or their social care related quality of life between The 2008 Kent Carers Survey and the 2009/10 Carers' Experience Survey.
<ul style="list-style-type: none"> • The comparison of the social care related quality of life of carers showed that there were, with the exception of occupation, no significant differences between the two surveys.
<ul style="list-style-type: none"> • There was a threefold rise in the number of carers reporting that they had used services to enable them to have a break of 24 hours or more in 2009/10 compared to 2008.
<ul style="list-style-type: none"> • There were no significant differences in the reporting of satisfaction with the help provided by Kent Adult Social Services between the two surveys, however satisfaction levels have increased.
<ul style="list-style-type: none"> • The percentage of carers saying they felt that they were always involved in the assessment and planning of the person they care for almost doubled between 2008 and 2009/10.
<ul style="list-style-type: none"> • There were an increased number of carers reporting that services made their lives easier in 2009/10 compared to 2008.

The full analysis of the 2009 National Carers Survey can be found at <http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-survey-of-adult-carers-in-england--2009-10>

3.10 Carers Needs Assessment

As mentioned in last years annual report Kent County Council (KCC) and both of Kent's PCT's commissioned a Carers Joint Needs Assessment. This needs assessment looks at the Kent population of carers, the impact caring has on people's lives and health, where services are meeting carers needs and how services could be improved in the future.

3.11 Carers' Assessment Policy

Carers Assessments and 'something for me' one off payments for carers has continued in 2010/11 following the launch of the Carers Assessment Policy in 2009.

Kent County Council has continued to pilot the commissioning of Carers Assessments via carers support organisations in two Kent localities. Due to the success of the pilot, it has been decided more recently to commission this service from the voluntary sector for the whole county.

Some examples of how carers used their 'something for me' payment as a result of the Carers Assessment Policy include:

- digital cameras to pursue a hobby



- salsa classes for exercise and socialising

- art supplies to pursue a hobby



- access to relaxation treatments such as reflexology or Indian head massages

- seats/planters for their garden to create a nicer place for the carer to relax.



- laptops to enable carers to keep in touch with family/friends or simply access things that have become difficult due to their caring role.

- refurbish a room to use a personal space in which the carer could relax



- driving lessons so that the carer would be less isolated

1428[§] Carers Assessments have been completed

3.12 Better NHS Support for Carers

NHS West Kent is one of seven National Demonstrator sites for this Department of Health funded 18 month project which finished at the end of March 2011.

[§] This figure includes Carers Assessments undertaken by Adult Social Services, Mental Health Services and the two Voluntary Organisations piloting Carers Assessments.

The overall objectives of the project were to:

- Identify new carers. Many people are carers but don't acknowledge themselves as such
- Provide advice, guidance, signposting and support to improve carer's confidence and their ability to provide care.
- Develop and deliver comprehensive training programmes to both carers and professionals

Project targets have been exceeded, as have revised targets. The original project target was to identify 150 new carers throughout the life of the project. As at the end of December 2010, 420 new carers had been identified and supported. A full evaluation of the project is currently underway and the full report is expected later this year.

Feedback from carers in relation to the project evidences the success and value it has brought to carers.



Work has started to explore opportunities to continue this valuable work.

Over 420 Carers have been supported by this project

3.13 Dementia Peer Support

Kent was successful in bidding to become a Department of Health Demonstrator Site to develop and evaluate models of peer support for people with dementia and their carers. The Demonstrator Project has funded both peer support groups and dementia cafes.

There are now five peer support groups in Kent: Maidstone, Ashford, Dover, Tenterden and West Malling. The Tenterden group is the most recent and started in January 2011, additional new groups are planned for Canterbury, Hawkhurst and Tonbridge. The long term aim is to have peer support group in every local authority district in Kent.

The objective of the peer support groups is to ensure that people can live well with dementia. They achieve this by providing emotional support, helping people come to terms with their diagnosis and reducing social isolation. The groups provide increased access to information, which is invaluable when someone has recently been diagnosed with a devastating illness, and attending the groups helps maintain independence and life skills as well as increasing self confidence and well being.

As a result of attending a peer support group is believed that admission to hospital or residential care will be reduced. These groups help sustain the health and well being of the person with dementia and increase the chance that they may be able to live at home longer as they are more able to care for themselves and their families are more able to cope.

The unanimous feeling amongst people attending peer support groups in Kent is that the stated aims of the groups are more than being met. Mainly that the support people give each other is invaluable in helping them come to terms with their diagnosis. The groups give people back some independence and they provide a chance to discuss problems and difficulties which may arise at home – as well as being a social occasion, with stimulating discussion and a chance to make new friends.

There are now 5 Dementia peer support groups in Kent

3.14 Dementia Cafes

There are six Dementia Cafes across Kent. Five are run by the Alzheimer's Society and one in the Gravesham Area is run by a local charity Alzheimer's and Dementia Support Services. The cafes are semi structured yet informal drop in sessions open to people with dementia and their carers. Each time the cafés meet there is a different speaker who will talk about a dementia, health or social care related subject. The cafés are also visited by

professionals so that they can be on hand to impart advice and information as necessary. The cafés are a unique mixture of a social event along with access to advice information and guidance.

**There are 6 Dementia
Cafes in Kent**

3.15 Improving Access to Diagnosis and Support in BME Communities

The successful pilot for BME community development work in Dartford and Gravesham has been continued. The project is designed to encourage people from BME communities to understand what dementia is, to recognise the signs and symptoms, to seek diagnosis and engage with support services.

3.16 Carers Health Checks

The pilot project featured in the Kent Carers Annual Report 2009/10 continues in Ashford pending the development of joint commissioning arrangements between health and social care.

Swale and Canterbury Carers Support also employ a Carers Health Promotion Officer whose role is to monitor the Health and Wellbeing of the Carer and to provide healthy eating, exercise and lifestyle advice to the Carer and their family. Another key feature of this role is to forge links with health Professionals in order to raise awareness and recognition of Carers, the health inequalities they face and the role they perform.

3.17 Carers Support Centre

The carers support centre featured in the Kent Carers Annual Report 2009/10 continues in Dover District 4 days a week and in Thanet one morning a week. 600 carers used this service during the year. Most were new to the organisation and had not previously identified themselves as a carer.

**Over 600 carers used this
service**

3.18 Home Treatment Service

The Home Treatment Service was featured in the Kent Carers Annual Report 2009/10. Work is due to start to look at extending the hours that the service works and to increase access from other services.

3.19 The Sahayak Project

The Sahayak project which is based in the Dartford Gravesham and Swanley area is run by Rethink and provides information and support for the Asian Community. The project provides support to people with mental health conditions and their carers.

3.20 Additional work with carers of people with learning disabilities

As part of the implementation of Valuing People Now in Kent some additional development work has been undertaken with groups of carers in Ashford and Maidstone. This work had 2 clear and separate elements that have been delivered by 2 nationally recognised organisations.

The first project looked at developing family/carers as leaders; leaders in terms of in their own life and with a view towards developing leadership skills to engage with public organisations. This project has been lead by the Foundation for People with learning disabilities who have facilitated groups of families/ carers to come together in both Ashford and Maidstone, with the support of both local Carers organisations and District Partnership Groups. The groups have explored issues around being a carer of people with learning disabilities and the major changes occurring to Health and Social Care. This in turn has lead to work within the groups to construct a local carer to carer information leaflet on personalisation and what it means to carers. The groups are keen also to promote peer support models and to look how they can influence and support the development of local policy for carers.

The second project has developed out of the VPN Housing Implementation Group together with the leadership group/Maidstone district partnership group. This group has looked at work around young people and housing options led by Housing Options, a nationally recognised organisation on this subject for people with learning disabilities. This has seen people explore a much wider range of options than most people look at including shared ownership, private tenancies, the use of direct payments and personal budgets. This work has led to individual planning and outcomes for a number of young people and their families identifying how they would like live in the future.

Both of these projects have emphasised to commissioners the positive results that can be achieved through the training and development of carers and families, as well as the cared for.

3.21 Young Carers are now recognised nationally as a group vulnerable to poor outcomes

Young carers in Kent have long expressed their view that School can be a difficult environment for them. The new Healthy Schools Enhancement Model, includes guidance on how to identify, support and meet the needs of young carers in school. This guidance reiterates that which has already been made available to Kent schools via Trust Web for a number of years, but the formalisation of the need to consider young carers under the Healthy Schools banner is a positive step forward. Across the county Healthy Schools specialists are including the needs of young carers in their discussions with local schools.

The Local Children's Trusts continue to commission a range of services for young carers and covers a range of social and recreational activities for young carers including:

residential weekends, weekly support groups, holiday and weekend activities; this is largely supported by funding via external grants and donations sourced by the carer centres.

- Activity in schools to build awareness of young carers and develop capacity to deliver in school support and identify young carers; and
- Tailored individual support for those young carers most in need.

For those Young Carers in greatest need of support a Common Assessment Framework (CAF) and Child in Need Assessment are appropriate routes to identify need and develop support.

3.22 Parent Carers

Disabled Children Service use their share of the Carers Grant to support parent carers in a whole variety of ways, including a very large increase in Direct Payments over the last 3 years. We also support a number of voluntary organisations in the support they give to parents and carers across the county through playschemes, support groups, direct support.

3.23 Kent Carers' Emergency Card

Every year 2 million people move in and out of caring situations, carers are not a static group and every day approximately 6,000 people take on new caring roles. This scheme continues to provide Carers with peace of mind when away from the person that they care for that should something untoward happened to them that emergency assistance could be accessed. Once the carer's role has ended, the card is cancelled. The following graph shows the uptake trend of the card since its launch in 2008,

2008/09	689
2009/10	1300
2010/11	1900

SECTION 4 Looking to the future

At the time of writing this report the Health and Social Care Bill 2011 is at the report stage at the House of Commons. The Bill, once it has received Royal Assent, will clearly lay out the responsibility for the reform of Health and Social Care services. The Bill promotes integration of Health and Social Care Services and increases democratic accountability and the public voice.

Also the House of Commons, will debate the Carers (Identification and Support) Bill 2010-11. This Bill, if it receives Royal Assent will require health bodies, general medical practitioners, and certain other organisations, to identify patients who are carers or who have a carer. It will also require identified carers to be referred to sources of help and support and to make further provision in relation to such arrangements.

Kent County Council Families and Social Care directorate is working closely with Eastern and Coastal Kent PCT and West Kent PCT to review carers' services that we fund and to ensure that future services are aligned with what carers have told us.

Carers have told us that they want to be able to easily access **Information, Advice and Guidance** at the time when they need it. In the future KCC will be hosting a single telephone number and funding an emotional support helpline for Carers so that Carers can easily get the information, advice and guidance they need when they need it.

Carers have a right to a Carers Assessments. Carers have told us that just being recognised by social services as a carer is associated with having a better quality of life. KCC and Health are working together to purchase **Carer Assessment services**.

KCC and Health are working together to purchase **Carer Support services** which are fully aligned with what Carers have told us is important to them.

The provision of **short breaks** (appendix 2) is often cited as the single most important issue by carers both in terms of their own quality of life and their capacity to continue in their caring role. KCC and Health are working together to review current services and ensure that in the future a range of short term break services are easily accessible in a crisis and bookable in advance.

In commissioning services in the future we have identified some key principles. It is essential that services are both affordable and sustainable into the longer term. It is important that we seek to reduce duplications and encourage providers to work together to improve the customer journey for carers. Services must be outcome focused and place the individual carer/user at the heart of delivery. Recent consultation and reviews have also highlighted the importance of ensuring that funding is proportioned fairly across the County to ensure that Carers can easily access services irrespective of where they live and this will play an important factor in how we fund services in the future.

Kent has been one of the three pilot areas for the national 'Whole Systems Demonstrator' project. Carers were a part of the evaluation framework, the publication of the final report is due imminently and it is anticipated this will provide some information about the support to carers by assistive technologies to inform our future commissioning strategy.

All of the above may mean some changes in the way services are currently provided to individual carers. We will be working very closely with Carers and those who support them to ensure that any changes to the services they receive are communicated well in advance. KCC and Health are committed to continuing to listen to and support Carers to undertake their caring role and live the life they want.

Appendix 1 Submissions by Voluntary Organisations Supporting Carers

Carers' Support

Carers' Support Carers Centre is based in Ashford and provides support, advice, and information and advocacy services to adult Carers within Ashford and Shepway area. Carers are always very welcome to pop into the Centre between 9-5pm Monday – Friday for support, advice or help to complete a form.

Support groups are held in Ashford, Folkestone, Hythe and New Romney . All of the groups have a following of regular Carers and welcome new people to the group. A monthly parent/carers group is held at the Carers Centre.

We support 1020 adult carers all of which are sent a Newsletter three times per year. Within the newsletter there is latest information about Carers issues, forthcoming activities for carers to attend and any training opportunities.

The Kent Carers' Emergency Card continues to be very popular with Carers who like to have the peace of mind when leaving their family member.

The tele-befriending project is a service which helps to reduce the isolation of Carers. A trained volunteer makes contact with a carer on a regular basis usually weekly, their friendship is built over a period of time. Many Carers like the opportunity to off load their thoughts and worries to someone outside of the family.

Carers Health Checks has been a highly successful project, which meant that Eastern Coastal PCT have funded this project. A member of staff and a nurse visit community groups and various venues throughout Ashford & Shepway, identifying Carers and offering health checks to all carers.

Carers Support organises various activities throughout the year for adult Carers. Recently there has been a trip to Bluewater Shopping centre, In the Autumn there was a therapy day held in Hythe and during the summer there was an afternoon Cream Tea at Beech Gardens.

For the past year there have been free weekly IT sessions at Norman House for Carers and their families to attend, enabling them to learn basic IT skills to gain access to online facilities. Other training courses we have organized are First Aid, visual and hearing impairment and hosting the Caring with Confidence program.

We have an active Young Carers Project, supports 352 young people between the ages of 6 – 18 years who are residents in Ashford, Shepway and Dover/Deal. Schools development workers visited schools within the area identifying Young Carers and offering help and support. Various activities/workshops are organized for the young people during the school holidays giving them the opportunity to learn and try new experiences.

Carers FIRST

Carers FIRST provides comprehensive information, advice and short breaks to carers across Tonbridge & Malling, Tunbridge Wells and Sevenoaks districts and for older carers of those with learning disabilities in Swanley, Gravesham & Dartford.

Adult Carers

The service, supporting 1915 carers, received 493 referrals an increased referral rate of 76%. A triage system was successfully introduced, providing a better and faster response. We continue to demonstrate that we are effectively reaching carers in all the communities we serve and that we adapted our services to meet their needs.

Support is provided through the general support service or through specialist projects:

Mental Health:

252 carers accessed practical and emotional support, support groups, and training programmes. Of these 116 carers benefited from the carers break fund. We continue to work in partnership with the CMA assessment worker and through the community initiative, "Re Connect".

Older Carers of those with Learning Disabilities:

The project provided support to 113 older carers and those they care for. Mutual caring roles, emotional support and planning for the future are the priorities of the service.

Substance Misuse Pilot:

11 carers access support groups and have received assessments, advice on benefits and employment and other needs

152 Statutory Carers Assessments were conducted on behalf of KCC and over 80 carers accessed Carer Direct Payments. All carers accessing the service may, if appropriate, receive a holistic assessment of their needs.

We hosted 613 attendances at support groups, 332 attendances at respite activities and 264 attendances at carer training days. 44 parent carers attended a main speaker event and 278 attendances were hosted at support groups and 117 at family respite events.

The befriending service is currently supporting 22 carers that are elderly carers or isolated elderly people living alone.

Carers FIRST circulated 8,176 newsletters and 3,180 of the older carer forum newsletters to carers, professionals and to community settings.

Young Carers:

Those young carers accessing the service continued to grow rapidly to 455, necessitating changes in our assessment and support model. Owing to uncertainty over funding, changes have included closure of 3 support groups. All children continue to have access to groups and comprehensive support.

Attendances at support groups were 859. We held 231 school drop-ins and 31 assemblies. We provided 356 respite breaks, including that 59 young carers accessed 4x 4 day and 3x3 day residential trips. In addition we provided 17 respite activity days.

Young carers regularly access one to one support and we provide support at CAF and other review meetings.

Carers' Support- Dover District & Thanet

Carers' Support – Dover District and Thanet provides support for Carers, over the age of 18 who live in Dover, Deal, Sandwich, Broadstairs, Ramsgate, Margate and outlying areas.

As part of their core service, Carers' Support – Dover District & Thanet maintain regular contact with all of their 1400 clients by telephone and offer emotional support, advice and information; this can be more or less frequent depending on each individual case. They make on average 8000 calls to and about Carers per year and receive 6500 calls from Carers and professionals seeking support and information. During the year 600 carers used the Carers Centre drop in service for information and advice. They also run a number of support groups to include, a monthly group for older Carers of an adult child with a learning disability, a monthly support group for those caring for someone with a dementia and a monthly coffee drop-in for those with memory problems and their Carers. There is a general Carers support group in Thanet and a former Carers social group.

There is a Carers and former Carers walking group in Deal, Dover and Thanet lead by a former Carer

Carers' Support – Dover District & Thanet also run fortnightly a Young Onset Dementia (YOD) Activities Project, this is for Carers and the cared for to attend together and focuses on communal activities such as gardening, cooking and eating lunch together.

Forums and information events are held for Carers and to consult with them on their needs. They are working with the matrons from the 3 hospitals in the locality to implement the "This is Me" admission form for those with a dementia on an acute hospital ward. They work with local GPs to raise awareness of Carers.

They, along with Carers First in West Kent are undertaking a Carers' Assessment pilot on behalf of Kent Adult Social Services. 118 carers received an assessment during 10/11 and 47 received a 'something for me' payment.

Maidstone and Malling Carers Project

Maidstone and Malling Carers Project is a point of contact for anyone living in Maidstone and Malling who looks after a relative, partner or friend. Currently 1,743 carers are registered with the project.

The following services are provided;

Information, advice and guidance tailored to the individual needs of carers. The project regularly reprints a range of updated information booklets for carers with 9,000 distributed throughout the local community. All publications including newsletters can be downloaded via the projects website.

Emotional support - either face to face or over the phone and sometimes by email. There is a proactive telephone service for currently 103 carers. Each carer receives a regular call at a frequency and time to meet their needs; this provides a valuable lifeline to the most isolated carers and has also helped pick up issues before they develop into a crisis.

Practical assistance is given with benefit applications, during 2010/11 around £408,180 was successfully claimed for carers and their families. Carers are supported to assert their rights, access entitlements and when necessary advocacy is provided.

Peer support groups are facilitated, 6 run currently every month and include groups for; all carers, mental health carers, learning disability carers and people affected by another's substance misuse. Between 6 - 15 carers attend each group.

Carers health and well being is often neglected and to address this the project runs a wide range of social groups which bring carers together to share interests and activities. These include; weekly swim/gym group, line dancing, zumba dancing, monthly walking group, book group and art group and courses on card making, wire jewellery making and floral arrangements.

Maidstone Carers Forum enables carers to meet and speak directly to planners and managers of health and social services. The Forum meets 3 times a year. There are 500 carers on the attendance circulation with an average of 40 carers attending each event.

A dedicated mental health carer support worker provides services to 238 carers. The project also administers the mental health carers breaks fund accessed by 41 carers. Breaks are flexible and responsive to carers needs.

The project promotes the Kent Carers Emergency Card and has registered 355 carers to date, has hosted the NHS Pilot to improve support to carers, and facilitated delivery of the Caring with Confidence Programme.

Swale & Canterbury Carers Support

Swale & Canterbury Carers Support aims: to promote, support and empower Carers of all ages residing within the Swale and Canterbury districts of Kent; to reduce the stress and stigma associated with the caring role and in the case of Young Carers to restore lost childhood.

SCCS provides a comprehensive range of support services to Carers of all ages, including advice, information, advocacy, 1:1 and emotional support services to unpaid family Carers, along with support groups and respite opportunities.

The services currently provided include:

Adult Carer Support - an adult caring for another adult with a physical disability, mental health problems, substance misuse, elderly or frail, long term or terminal illness.

Within the Adult Carer Support services are the following additional services.

Older Carers of people with Learning Difficulties (OCLD). Carers aged 60+ caring for an adult child with learning difficulties.

Alzheimers and Dementia Support - for Carers looking after someone affected by Alzheimers and Dementia.

Parent Carer Support - supporting parents of children aged 0 - 25 years with additional needs or disability

Carers Health Promotion - raising awareness of Carers with health and medical professionals, monitoring Carers health and encouraging Carers to adopt healthy lifestyles to ensure and maintain their own well being.

In addition to supporting a wide-range of Adult Carers, SCCS also continues to provide Young Carers Support - for children and young people aged 5 - 18 years who are helping to care for someone with a physical disability, long term or terminal illness, mental health problems or substance misuse. This service is currently only available in the Sheppey and Sittingbourne areas of Swale.

Schools Development Service - raising awareness within Schools of the issues facing Young Carers through various means, including: Assemblies, PSHE lessons, staff training. This service is currently only available in the Swale area.

SCCS is currently commissioned by The Princess Royal Trust for Carers and Comic Relief to deliver 1 of 2 National Pilots considering 'The Whole Family Approach' and is working in partnership with Family-ActionSheerness to this effect.

With effect from April 2011 SCCS is to be commissioned to deliver support services specifically to Carers of those affected by Mental Health issues in the Swale area.

SCCS works in partnership with KDAAT to deliver specific Support to Carers of those with Drug, Alcohol and Substance Dep[endency].

SCCS has been named as KM Group Charity of the Year 2011 for Swale and was also named as Ward & Partners Children's Award, Charity of the Year in 2010.

SCCS normal opening times are 9 - 5.00 Monday to Thursday, 9 - 4.30 Friday

For further information, please visit our website at www.swalecarers.org.uk

North West Kent Carers Support

NWK Carers Support provides all the strategic services under both the national and Kent Carers Strategy. These are provided primarily in Dartford, Gravesham, Swanley and surrounding areas bounded by Vigo, Culverstone, Meopham, and Istead Rise across to New Ash Green, West Kingsdown, Eynsford, Farningham, Crockenhill then back to the Thames at Dartford. NWK Carers have over 1600 active Carers on their register, 370 are referrals in the last year.

Their services are primarily information, advice and guidance; support groups; short breaks; counselling, social events and networking activities. In partnership with Kent Adult Social Services and the NHS they have also facilitated the Caring Confidently in Kent learning and development programme at no cost to Kent's Carers.

NWK Carers' Support provides ten Carers' support groups including two for parent Carers of children with conditions such as autism. There is also a "transition" group for young adult Carers.

A valuable part of their information and advice service is 1:1 help with benefits advice in the Carers' home, achieving maximisation of income for Carers/cared for. Some additional advocacy services are also provided. This service contributes over £1million of new money to caring families every year which is generally spent locally on numerous aspects of their much needed support, thus contributing to the wider local economy.

NWK Carers' Support telephone helpline is the frontline point for Carer referrals, processing the Kent Carers' Emergency Card and sign posting to services provided by themselves or other organisations, statutory and voluntary. They produce and distribute the "Carers Connect" newsletter to 2000 carers, associates and professionals. It is also available from their web site www.carerskent.org

Wherever feasible and practical NWK Carers Support work in partnership with other organisations. They accept referrals from any source: self-referral, care management, social workers, Community, Ellenor and McMillan Nurses. NWK Carers Support is an NHS Demonstrator site aiming to improve Carers services and awareness through WK NHS, as well as being active participants in the Kent Carers Advisory and Reference Groups. For further information please call 01474 364733 or e-mail info@carerskent.org

Carers Relief Service

Carers Relief Service is a local Charity working mainly in the Swale, Maidstone and the Medway areas supporting adults with a learning disability who either live at home with their parents/guardians or who are attempting to live independently in the community.

Carers Relief Service provides a free service to carers of adults with a learning disability in the Swale area, carers outside the Swale area or adults with a learning disability can purchase support hours using private funding, direct payments, ILF or other funding streams.

Carers Relief Services aims are to provide a flexible service based on the carers requirements. We employ Personal Support Workers to work in the community with adults who have a learning disability to relieve the main carer from the pressure of caring. Over the years the emphasis has changed from staff staying in the clients' home to more requests to encourage adults with a learning disability to make choices about the activities they engage in within their community. Duties can include, shopping, swimming, hospital visits, attending parties and clubs, discos and support to attend a college course. We may also stay in the home to provide time for carers to relax, enjoy an outside interest or attend a social event. The service is designed to meet each carer's specific needs and provides a person centered approach to providing an individual care plan to the adult with a learning disability. The importance of familiar staff attending regularly is recognised.

DGSM yourChoice

DGSM yourChoice formerly known as DGS Mencap is a membership organisation and an independent charity supporting people with learning disabilities and their carers. The charity is affiliated to Royal Mencap and works across the Kent and Medway areas. It provides housing, day opportunities, drop-in centres, employment and training projects, leisure clubs, drama, music, short term breaks and support to people in their own homes through its registered domiciliary service Building Bridges.

The service supports over 500 people with a learning disability and their carers. Most of the charity's activities and projects result in carers getting much needed respite from their day to day caring role.

Specific services which directly affect family carers include:

Connect 3 in Orchard Street, Dartford runs the Community Access Project 3 days a week using money from the Carers Grant. The project offers coffee mornings for carers and community based activities for adults with a learning disability.

Lets Break Away is a project offering supported short term breaks in France to people with learning disabilities giving carers the opportunity of a well earned rest.

North Kent Carers Forum supported by the charity meets bimonthly on a Wednesday evening in Orchard Street, Dartford. The charity provides advice, support and training for carers through the Forum on important issues affecting carers' lives. The topics for discussion are driven by the Forum members and it's a very lively and welcoming group.

A Newsletter circulated bimonthly details the charity's activities but also includes useful information and tips for carers; 3,000 newsletters are circulated annually.

Housing & Support Carers Forums for family carers of people the charity supports in registered housing and supported living schemes are held regularly.

In July 2010 DGSM yourChoice was awarded the 2010 Kent Excellence in Business Award by Kent Social Services in recognition of its achievements. In 2010 40 new carers joined us, bringing the total carers on our register to 109.

DGSM yourChoice registered offices are based at 53 Highfield Road, Dartford DA1 2JS

Tel: 01322 281833

Further information on all our services can be found on our website www.dgsmyourchoice.org.uk

Caring for Mental Health DGS Mind

Caring for Mental Health is a service provided by Dartford Gravesham and Swanley MIND which is focused purely on the needs of Carers.

Caring for Mental Health has seen some notable expansion in the last year, and in keeping with our strategy to provide services across the three towns that form our catchment area, we have established monthly support groups in Swanley, Gravesend and Temple Hill Dartford, fulfilling the commitment made.

We are now in touch with 102 Carers, compared to the 60 a year ago, offering 1 to 1 sessions, support group meetings, Carers workshops and special "break" funds for carers to have a holiday or other activity away from the stress of those for whom they care. With a BAME (Black, Asian and Minority Ethnic) worker now attached to the service, we have spent time on alerting

organisations of our ability to now provide for people from these communities too.

We are also keen to develop a regular programmed course for Carers covering a wide range of issues useful to them in their caring role, which will enable them to continue caring whilst looking after themselves. This will hopefully commence in the summer of 2011.

We also provide advocacy to support carers in dealing with mental health professionals and other agencies.

A Social Group has been formed and facilitated by a trained volunteer, who has helped arrange social events and mutual support groups/coffee mornings.

We also provide access to our specialist library of books on mental health issues.

Towards the end of last year we ran a very successful training day on the experiences of Hearing Voices and being Bi-Polar which proved to be hugely beneficial to many of the Carers that attended. We hope to be able to repeat this kind of event as and when funds allow.

Alzheimer's and Dementia Support Services

Alzheimer's & Dementia Support Services (ADSS) has developed multicultural services to provide practical and emotional support to people with Alzheimer's disease and other dementia's, their main Carer and other relatives and supporters. ADSS's prime aim is to enable people with dementia to stay in their own home for as long as possible and to support their Carer throughout their caring role and even after it has ended. ADSS operational area is Dartford, Gravesham and Swanley covering some 46 square miles in north-west Kent.

ADSS provides advice, information and guidance to people with dementia and their carers. They have a website – www.alzheimers-dementia.org.uk. There has been 198 referrals to our services this year.

Our support groups in Gravesend, Meopham, Dartford & Farningham have 114 members. These groups are open to people with dementia and their carers. There is also a monthly support group for carers only which has 30 members and 26 carers have benefited from our 1 to 1 support services.

ADSS run day services at Garden Lodge in Northfleet six days per week, Tuesday to Saturday 10am to 3pm, providing places for 84 clients. Monday 10am to 3pm is a Club for people in the early stages of their dementia, providing places for 16 clients.

ADSS in partnership with the Alzheimer's Society run a 24 hour Help Line to enable carers and those with dementia to access round the clock information

and emotional support. This is also open to health professionals seeking information. The number is 0845 604 4391.

The five-year, Big Lottery funded Early Intervention Project with GP surgeries is in the second year and has completed work with 15 surgeries. Many patients identified by this project are now benefiting by using ADSS services.

The Black & Minority Ethnic Project continues to raise awareness, provide information, support and services to people from the BME communities. This post is funded by NHS West Kent.

A new development this year has been the dementia cafe. It has proved to be very popular and runs monthly in Gravesend. It provides information and social interaction for people with dementia and their carers.

Kent and Medway Alzheimer's Society

Kent and Medway Alzheimer's Society is a registered charity providing services to support people with dementia and their carers throughout the locality. We are dedicated to providing specialist services from highly trained and expert staff and volunteers. In 2010, we provided support to 7,158 people in Kent, which includes the 2,270 new carers registered in 2010. We have offices in Tudeley, Maidstone and Lympe.

Our approach is strongly person centred, prioritising the support needs of people with dementia. We facilitate a wide range of social and creative activities, including trips, sports, walks, music therapy, reflexology, massage, manicure, quizzes, puzzles, books, art, crafts, cooking and computing. Currently, we offer Day Support services in Tudeley, Tonbridge, Maidstone, Tunbridge Wells and Cranbrook. In 2011 we will be opening a new Day Support service in Hawkinge.

We have established a number of very popular Carers Groups and Lunch Clubs, which meet regularly in community centres and pubs. These groups are facilitated by trained staff to provide a safe environment in which to share concerns and worries and to socialise and enjoy the company of others.

In 2010 we were invited by the Department of Health to organise a network of specialist Peer Support Groups - for people experiencing the early stages of dementia, and to set up drop-in Dementia Cafes - providing information and support to people with dementia and their carers, in a relaxed and informal setting. These projects are successfully supporting people in Sevenoaks, West Malling, Maidstone, Ashford, Tenterden, Dover, Canterbury and Whitstable with more planned.

As part of a wider national organisation, we have campaigned successfully for NICE to recommend the universal availability of Alzheimer's treatment drugs for all who need them. We have also worked to raise awareness of the particular needs of people with dementia when being cared for in hospital,

which has led to the development of a widely accepted support leaflet 'This is Me'.

Our services are open to anyone with a diagnosis of dementia and we accept referrals from carers and professionals.

In partnership with other professional organisations we also offer a dedicated Kent wide 24 Hour Dementia Helpline 08456044391 and website www.dementiawebkentandmedway.org.uk to provide information and support.

Crossroads Care West Kent

Crossroads Care West Kent is a charity which supports carers in the West Kent area encompassing Dartford, Swanley, Gravesham, Maidstone, Malling, Sevenoaks, Tonbridge, Tunbridge Wells and the outlying villages.

Crossroads Care provides a free short break service to carers by supporting the cared for within their own home or enabling a social outing in the local community. The service is tailored to suit each family's needs and the needs of the individual, including providing personal care. The scheme supported 654 adult carers by providing over 59,325 replacement care hours with our team of specially trained and selected staff.

We actively engage in partnership working with statutory and voluntary bodies to improve services to Carers. We work with Macmillan Cancer Support and West Kent PCT to provide a specialist Palliative Care Service which gives flexible support to those caring for relatives or friends who have a life threatening condition.

Dementia Crisis and Emergency Response

Crossroads Care West Kent are working in partnership with Carers FIRST and Alzheimer's Society to provide an emergency and crisis response for those with dementia and their carers. The service has been in operation since April 2010 and we have helped 115 families cope with a crisis in their own homes.

Young Carers Project

Our Young Carers's Project supports children and young people who have a substantial caring role. We support 123 young carers through a weekly club, trips, activities and one to one sessions aimed at providing quality time in a supportive environment. Befriending sessions give the young carers some 'me' time where they can talk and offload. During the year we provided over 10,200 hours of targeted support.

Our activities are aimed at improving confidence and self esteem, social and emotional development, developing conflict resolution skills and reducing isolation. Club night activities include sports, dance, crafts, homework club, improving emotional resilience, discussing health issues and information sessions. Young carers can enjoy regular trips out and, for those who would

not otherwise have the opportunity, holidays (including under canvas) are provided in the summer months. Through funding from Comic Relief we have been able to run a programme of sporting activities for young carers including swimming, ice skating, trampolining and football. For those approaching the end of their academic study, we provide CV workshops, interview skills and access to careers advice. We are also looking to develop supportive work experience placements with local employers.

Crossroads Care East Kent

Crossroads Care supports Carers and the people they care for, by offering high quality replacement care, enabling Carers to have a break from their caring role knowing that their family member/friend is being well cared for. The service can take the form of emotional support for Carers, personal care for the person with care needs, or other care related support. It is usually, but not necessarily, provided in the persons own home.

Person centred planning is Crossroads key to a successful service. Mutually designed support plans, agreed by both Carers, and the people they care for, means that Crossroads Care can provide a unique service for individual families, helping to prevent or delay the need for residential care or social services intervention.

As a member of the national network of Crossroads Care charities, we work closely with health and social services, and other voluntary organisations to complement services that already exist, but not to replace them.

Crossroads Care currently receives funding from both health and social services to provide free respite care to Carers throughout our area of benefit; the 6 districts in East Kent, Ashford, Shepway, Dover, Canterbury, Thanet and Swale. During 2010/2011 we delivered nearly **70,000** hours of support to over **1166** Carers and people with care needs.

Volcare

Volcare provides an individual and flexible home based respite care service to carers, across the Dover, Thanet and Canterbury Districts and the Faversham area. The service is free at the point of delivery.

There are six full time Volunteers - four in the Canterbury and Thanet districts, and two in the Dover district.

Over the past year Volcare have provided 11,389 hours to 110 carers and the people they care for. In addition, new carers to the service have been visited and assessed for planned booked respite breaks later in the year.

The respite breaks can range from whole days, overnights, weekends or one or two week breaks, and are on an occasional basis and must be planned. The Volunteers spend time with each family, getting to know the individual needs of the cared for person and building up a relationship of friendship and trust, before taking over the caring role.

The Volunteers can care for people with a wide range of disabilities and conditions and can carry out most personal care tasks.

The service is registered with the Care Quality Commission and is currently fully funded by Kent Adult Social Services

Canterbury & Coastal Rethink Carers' Support Group

Canterbury & Coastal Rethink Carers' Support Group has been in existence since 1975. It was set up to help carers of relatives, partners or friends with a wide variety of mental health problems, to access help and information and to provide comfort and support on a regular basis. Like many of the Rethink groups it is lead by voluntary coordinators. The overheads for running these groups can be relatively low because they are run by unpaid volunteers.

The Canterbury & Coastal group provides the following support to carers of service users with functional mental illness:

mutual support; monthly newsletter (over 500 copies); monthly meetings often with a guest speaker; telephone and email contact; sign-posting; book loans from group library; local and national campaigning; participation in commissioning service meetings; access to Rethink national organisation support; networking with other carer and service user organisations.

For details of Rethink's groups in Kent go to www.rethink.org

The Stroke Association

We offer information, advice and support to both Stroke Survivors and their carers in Canterbury, Swale, Ashford, Shepway, Thanet and Medway. We will help all parties decide on the support and care they require alongside the resource allocation assessment. We offer on-going support, Home visits, Information, advice and support, Information on personal budgets, help with deciding on the care and support that might be needed, help with completing self assessment forms, help with finding the right care providers, Information about benefits and other sources of financial assistance. We can refer families and carers to other specialist services where needed and offer 'life after stroke grants' for families suffering with financial hardship following their stroke.

Furthermore, training and respite can also be delivered to carers through our communication support services. We run communication groups all over Kent for those who suffer with aphasia or want to meet fellow survivors coping with the same challenges, and this can act as respite for carers where necessary. Our communication support workers can deliver training to carers who require further assistance dealing with the lasting effects around stroke.

APPENDIX 2 Short Breaks for Carers

Carers' Short Breaks

The vast majority of (but not all) short breaks are provided to service users with carers. Short stays in care homes provide an essential break for a significant number of carers. The figures below reflect the use of Kent County Council beds in the year 2010/11, the figures are worked out of average unit cost and indicated as weeks of respite as one service user may receive more than one weeks respite within the year.

Many people are now choosing to receive a Direct Payment to purchase their short break, meaning that short breaks are becoming more flexible and often taken outside a care setting such as a residential home. The figures below do not reflect the use of Direct Payments or how people have chosen to spend them.

West Kent Adult Social Services purchased the following respite residential services in the year 2009/10:

Services purchased	Weekly Cost average (£)	Total Cost (£)
1749 weeks of residential respite care for people over the age of 65	421.70	737,551
434 weeks of nursing home respite care for people over the age of 65	495.81	215,181
706 weeks of residential respite care for adults with a learning disability	1147.52	810,149
129 weeks of residential respite care for people with a physical disability	853.69	110,126

East Kent Adult Social Services purchased the following residential respite services in the year 2009/10:

Services purchased	Weekly Cost average (£)	Total Cost (£)
5323 weeks of residential respite care for people over the age of 65	353.76	1,696,946
173 weeks of nursing home respite care for people over the age of 65	444.04	76,819
1274 weeks of residential respite care for adults with a learning disability	1210.51	1,542,109

559 weeks of residential and nursing respite care for people with a physical disability	781.96	437,116
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Day Opportunity Services

Across the whole of West Kent there are 1011 day service places offered on a weekly basis.

Across the whole of East Kent there are 3952 day service places offered on a weekly basis.

Although we appreciate that not all people attending day centres have carers. We know that for many carers' day care is a much-appreciated service proving them with a short-break away from their caring responsibilities as well as social stimulation and activity for their loved one.

Adult Placement Scheme

In East Kent 13 and in West Kent 15 people and their families/carers benefited from 496 nights of flexible short breaks provided by the Adult Placement Scheme. The Adult Placement Scheme pays on average £ 58 per night to their host families this equates to £ 28,768.00 worth of short-break being provided by the adult placement scheme.

The Adult Placement Scheme also has a service where volunteers provide daytime support, which can be activity based or one to one; this service is usually provided for adult service users living at home with their parent/carers. The scheme is called Adult Link and last year they provided 171 sessions to people living in Thanet, Sandwich and Ashford areas at a total cost of £4135.00.

Crossroads Care – Caring for Carers

Crossroads Care service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. Their aim is to provide a reliable, tailored service, for each Carer and the person they care for. There are two schemes in Kent:

- Crossroads Care East Kent
- Crossroads Care West Kent

Volcare

Volcare respite and short breaks service for Carers that provides carers with flexible and individual support in their own homes. Full time volunteers can offer Carers anything from a whole day to two weeks respite on an occasional basis. Volcare works in the Canterbury, Thanet and Dover Districts, and the Faversham area.

Over the past year Volcare have provided 11,389 hours of respite care to 110 Carers and the people they care for. In addition, new Carers to the service have been visited and assessed for planned booked respite breaks later in the year. There are currently 107 carers registered with Volcare of which 34 are new carers for 2010 -11.

Carers First

Carers First short breaks service supported 97 families through providing 10,716 hours of respite to Carers of adults. The flexibility of the service continued to improve including more late evenings, overnights and weekend breaks.

Brighter Days befriending service delivered by Carers First to those living in isolation currently supports 22 older people and 29 during the year.

The number of families of children with disabilities receiving short breaks increased to 64 and the hours of support to 6,318 hours in 2010/11.

North West Kent Carers

1200 hours of Short-breaks for Carers is provided by their adult sitter service annually, as well as 350 hours per year of 1:1 befriending to Carers. They work closely with Crossroads who provide a full respite service. They organise many helpful social and networking events for hundreds of Carers, some with their cared for. These include "Stress Free Days" for Carers with a selection of alternative therapies - massage, reiki, aromatherapy and holistic.

Swale and Canterbury Carers Support

SCCS provided 8,184 hours of short-break activities free-of-charge to 357 Adult Carers. Activities ranged from Support Groups, Spa Days, Theatre Trips, Golfing Days and week-long holidays – some of which included the whole family. Additionally, SCCS provides a wide range of activities and respite opportunities to 250+ Young Carers aged 5-18. As SCCS does not currently provide a respite sitting service, in order to enable Carers to access and benefit from these events, SCCS makes onward referrals to other appropriate providers as necessary.

Kent and Medway Alzheimer's Society

We provide one-to-one support via our Home Support and Outreach visits throughout West and South Kent, including periods of Short Term Intensive Support at times of greatest need. This is an enabling service and typically includes banking, shopping, cooking, walks, trips, appointments, hobbies and reminiscence.

Alzheimer's and Dementia Support Services

ADSS run a respite/support at home scheme providing 1-1 support in activities of daily living and providing carers with a welcome break. There are currently 34 clients who during the year have received 1,750 hours of support.

Rethink

Rethink provide short breaks for Carers of people with mental health conditions in East Kent in 2010/11 they worked with 352 people and provided 102 carers breaks.

Voluntary Action Maidstone, Carers First & MIND

Voluntary Action Maidstone, Carers First & MIND provide carers breaks in West Kent for carers of people with mental health conditions. In 2010/11 they worked with 338 carers and provided 143 carers breaks.

Carers Grant

Kent Adult Social Services total allocation of Carers' Grant in 2010/11 was £4,993,600. Although the grant is not ring fenced, Kent county Council still target the funds for carers services.

A proportion of the grant was allocated to fund The Kent Carers' Emergency Card scheme, the Carers' Survey, the Evaluation of Carers Services, Carers one-off direct payments and consultation events held during the year. £2,802,100 was put into area budgets to supplement what they spend on day care, respite and carers' short-break services, an additional £1,645,000 was allocated specifically for Older Persons respite services. The remainder of the grant was allocated to Kent Drug and Alcohol Addiction Team £30,000, Sensory Disability Team £20,000, Learning Disabilities £318,000 and Mental Health £387,000.