






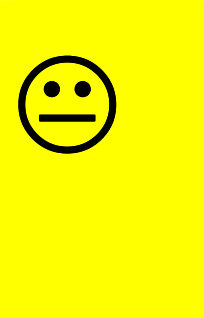




Summary of progress towards each Select Committee Recommendation

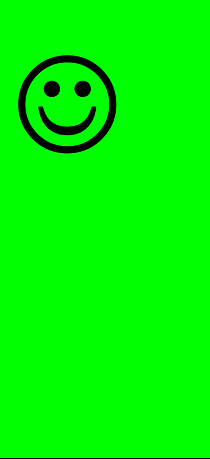
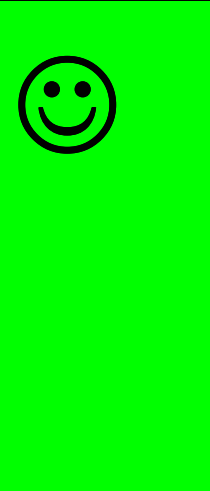
Significant highlights	Progress to date	Status
Recommendation 1:		
<p>Raise awareness and profile of carers and carers support services and make information available out of standard hours</p>	<p>To raise the profile of young carers a range of events have been held, which have included training for school governors, school staff, and events with children organised via the projects working in schools. Children, Families and Education have developed young carers leaflet available through key statutory and non-statutory organisations countywide. To help raise professionals' awareness of how to identify and support young carers a DVD has been produced featuring input from Kent's young carers.</p> <p>Kent Adult Social Services HQ and area based staff supported carers' week events. The KASS carers' website has been revamped to make it easier to use. Carers' issues featured prominently in a Conference held in May 08 on the economic, social, employment and housing implications of the ageing population. This helped highlight the critical role carers' play with partner organisations across Kent. The conference attracted national/ international experts including one on carers' policy.</p> <p>KASS continues to involve carers in recruitment process where possible. Users and carers have been engaged in drawing up shortlists of candidates, contributing interview questions, sitting on interview panels. Users and carers have also been involved in selecting panels to appoint providers.</p> <p>The work of the standing Adult Services Carers Advisory Group has also added weight to raising the profile. West Kent NHS and NHS Eastern and Coastal Kent (Primary Care Trusts) have carer leads identified which has had the effect of pushing carers' issues forward.</p> <p>Inequalities in Health in Kent the Director of Public Health's annual report contained a chapter about the health inequalities experienced by carers. This is an influential report read by health and social care commissioners, which contains specific recommendations to improve the health & well being of carers.</p> <p>Work is underway to raise the profile and the support offered to carers within KCC workforce. A staff survey is planned to gain insight into the number of employees juggling caring with employment. The carers leave pilot scheme has been well received and extended until August 2009.</p> <p>KASS is planning a Carers and Personalisation event to provide carers the opportunity to inform the implementation of Self Directed Support</p> <p>Work has been undertaken with County Duty Service to ensure a more consistent and proactive response to carers' issues and enquiries when raised through the duty service.</p>	

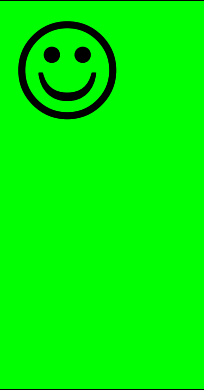

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Recommendation 2:		
<p>Promote Single Point of Contact for Carers</p>	<p>The Department of Health is soon to launch and promote a national Single Point of Access for Carers. KASS has supplied local carers' information to this scheme and is pursuing opportunities to utilise this scheme locally. We do not want to duplicate or confuse carers with two single points of access and hence we are eagerly awaiting the national scheme to see how best to supplement with more local information.</p> <p>The Carers Emergency Card Scheme has created a unique telephone number for carers 08458 247 105. This number is operated by the Kent Contact Centre and could be further utilised as a single point of contact if necessary.</p> <p>The Carers Emergency Card is promoted and administered on KASS behalf by seven Carers Support Organisations across Kent. When carers make a request to join the scheme if they wish they will also be informed of other carers services available in their area, such as support groups etc.</p>	
Recommendation 3:		
<p>Involvement of the carer support organisations at assessment and subject to carers consent, sharing the statutory assessment should be considered</p>	<p>A new Carers Assessment Policy has been written and formally agreed at KASS Policy Development and Review Board. The policy clearly sets out KASS duties in assessing and providing support to carers.</p> <p>In conjunction to developing the policy it has been agreed to trial the outsourcing of carers' assessments to Carers Support Organisations. Work has begun to progress this trial, two pilot sites have been identified in Tonbridge & Dover. The pilots are planned for a year with monthly monitoring of three key quality markers, quantity, quality (including carers experience) and cost.</p> <p>We are exploring mechanisms for information sharing across health, social care and the voluntary sector. Carers Assessments have been considered in discussion regarding Kent Adult Social Services decisions to procure a Common Assessment Framework /Single Assessment Process tool. We are actively exploring enhancing self-assessment for carers (online and paper) as part of the Self Directed Support.</p>	

Recommendation 4:		
Significant highlights	Progress to date	Status
Reviews or contact from Care Managers should be regular with annual as a minimum	<p>The present policy is clear in that service users and carers needs should be assessed as follows: Within 3 months of the initial service, annually there after or sooner if a significant change in needs/circumstances do arise.</p> <p>The revised carers' policy makes it clear to carers who and how to contact the relevant teams.</p> <p>The issue will be addressed further as KASS finalise its development plans for Self-Directed Support.</p> <p>Performance monitoring systems on reviews are in place and reported to the Government and KASS Senior Management Teams. These reports will also be shared and discussed at the Carers Advisory Group.</p>	
Recommendation 5:		
District Social Services Teams to address and overcome issues around call management	<p>The launch of the revised Carers Assessment Policy will provide the opportunity to further raise the profile of carers within KASS.</p> <p>To compliment the new policy, training is being developed to reinforce the policy implementation and further clarifying duties and responsibilities towards carers. The aim is to create a far more consistent approach to the assessment and support offered to carers.</p>	
Recommendation 6:		
Emergency Card Schemes backed up by emergency plans and response teams should be expanded and developed Kent-wide if the pilot is successful	<p>On Carers Rights Day December 5th 2008 a Kent Carers Emergency Card Scheme was launched. The scheme is designed 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. Currently there are over 300 carers signed up to the scheme and the number is growing steadily, since the launch there have been 107 applications generated from the website alone. When applying Carers are offered as much support as necessary to complete their emergency plan if they have no friend or relative to step in at short notice or their emergency plan fails for any reason, either County Duty or the Out of Hours service will step in to arrange emergency support. This support is available to all carers not just those carers of people receiving community care services.</p> <p>To compliment the scheme additional carers grant funding has been commissioned with the voluntary sector to provide increased levels of community based respite.</p>	




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Recommendation 7:		
<p>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</p>	<p>A standing Carers Advisory Group has been established. The Group is jointly chaired by Steve Leidecker, and Barbara Hagan, a representative of carers support organisation. The Group was instrumental in shaping the service development priorities for 2008/9. These are;</p> <p>A Single Point of Contact - a county-wide dedicated advice and information helpline service for carers</p> <p>Carers' Emergency Card - 24/7 contact number in case of an emergency. This means that if a carer becomes ill or is involved in an accident they can be assured that there will be someone to look after the person that they care for</p> <p>Carers' Training and Education - to cover topics such as moving and handling, medication, dealing with difficult or challenging behaviour, coping with specific conditions and employment. A group of Kent carers support organisations, supported by KASS are bidding for funding to provide the Expert Patient Programme for carers called 'Caring with Confidence'.</p> <p>Carers' Emergency Support Services - developing time-limited (48-72 hours) home-based emergency cover to provide support in times of crisis e.g. carer's unplanned admission to hospital or a medical emergency, a family member being taken ill and requiring help or attention, the death or funeral of a close friend or family member.</p> <p>Short breaks - Increasing the type and availability of short breaks, including at home, in the evening and overnight.</p> <p>KASS will use its influence via the Carers Advisory Group and other methods to ensure that the PCT sign up to joint commissioning plans to ensure that the additional carers' money routed through the NHS is spent to compliment existing services, addressing gaps and delivering against the agreed priorities. Emergency or crisis support will be a priority commissioning area for the NHS.</p>	
Recommendation 8:		
<p>Multi-Agency Adult Carers strategy to be progressed as a priority</p>	<p>Work has begun to develop a Kent Adult Carers Strategy; the strategy will be our Kent response to delivering the National Carers' Strategy which was published in June 2008. To take the works forward a sub group of the standing Adult Services Carers Advisory Group has been established with representation from KASS, the voluntary sector, both Kent PCT and carers. The group will develop a high level strategy to show how in Kent we intend to implement the National Carers Strategy. Following on from the strategy there will be two separate joint commissioning plans for East & West Kent.</p> <p>KASS will ensure that links are made between the Kent Adult Carers Strategy and work within Kent to deliver the imminently expected National Dementia Strategy and the recently published End of Life Strategy 2008.</p>	

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<p>Recommendation 9:</p> <p>Need to ensure that awareness is raised within schools to increase the understanding of what it means to be a “young carer”, and find ways to identify and support young carers.</p>	<p>In 2008 guidance was issued to all schools regarding the needs of young carers and how to support them in the school environment. In order to support schools in applying this guidance an additional 20K was allocated to each of the five young carers projects across the county to enable them to work directly with local schools. This has enabled us to identify additional young carers across the county.</p> <p>Awareness raising and training has taken place with a number of Local Children’s Services Partnerships (LCSP) and with specific groups of staff who work in schools or support the school environment i.e. Family Liaison Officers, Parent Support Advisors etc. Strategic links have been made with other initiatives that support the well-being of pupils in school e.g. PHSE and Healthy Schools.</p> <p>The Anti-bullying Strategy makes specific reference to bullying that takes place as a result of disability and the KSCB Anti-Bullying Policy specifically identifies young carers as a group of vulnerable young people at risk of bullying. The Joint Protocol between Children’s and Adult Services (see below) clarifies the routes of referral into children’s services for those young carers with additional needs.</p>	
<p>Recommendation 10:</p> <p>Consider the need for a clearly identified “Lead” for young carers on CSS operational front and education, alongside those for policy/strategy</p>	<p>The additional monies identified during the last year to support local young carers projects working more closely with local schools will have helped to begin to share the expert knowledge held within the projects to other agencies, specifically schools. This year, to support the LCSPs in developing links with the young carers projects and to prioritise support for young carers, each LCSP has been offered £500 per 1000 of child population to develop young carers support. To date the majority of LCSPs have taken up this offer and a report will be made next year on the outcome of this work will report.</p> <p>In a year of great change in children services the majority of agencies have identified leads for young carers. These leads are proactive in promoting the needs of young carers within their agency and as a result a range of awareness raising events have taken place and are planned. Further work will take place to clarify young carers leads for all agencies. It is as yet too early to judge the impact of the CAF in identifying and meeting the needs of young carers. It will be important to monitor this during the coming years.</p>	

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Recommendation 11:		
<p>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.</p>	<p>A Joint Protocol between Adults and Children’s Services is now in place within KCC. Recommendation will be made to the Kent Children’s Trust Board that the Protocol is adopted children’s and adult services across the county.</p> <p>The joint protocol identifies the appropriate person to carry out assessment within households. It is anticipated the adoption of the protocol will increase the number of young carers identified and therefore support offered to them.</p> <p>Staff awareness/briefing plan is being developed.</p>	
Recommendation 12:		
<p>Invisible people – the multi-agency young carers’ strategy & accompanying commissioning strategy should be implemented urgently and monitored to ensure objectives in targets are met.</p>	<p>Invisible People- Kent’s Young Carers Strategy was subject to formally launched in July. The document is available via Kent Trust Web and the KCC web-site. The multi-agency implementation plan that supports the document is subject to annual review by CFE POC and the Kent Children’s Trust Board.</p> <p>Work has begun on a ‘Hidden Harm Strategy’ this multi agency strategy will pull together the work necessary to protect vulnerable children (many of whom will be young carers) who live with parents of guardians with substance misuse problems.</p>	

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Recommendation 13:		
<p>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.</p>	<p>The new standing Carers Advisory has for the first time in Kent brought all the key strategic partners involved in supporting carers together. Both PCT have identified Carers Leads who are working in partnership with KASS to develop the Kent Adult Cares Strategy and associated commissioning plans. The identification, sign posting and support offered by primary care is a consistent theme and one that will feature heavily in the strategy.</p> <p>We expect that training for GPs, a requirement of the dementia strategy will also contribute to improving the current situation.</p>	
Recommendation 14:		
<p>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.</p>	<p>The provision of carers assessment workers, piloted in West Kent, has now been extended to cover all of Kent. These workers ensure that all carers of people with severe mental health problems are offered their own assessment of their needs and are signposted to the support they need.</p> <p>Likewise, funding for Carers Breaks has in the last year been implemented in all parts of Kent. These are designed to give carers a break and are arranged by carers support projects.</p> <p>The Mental Health Matters help-line is now funded from 5PM to 9AM on weekdays and 24hrs weekends and holidays. The service is available to carers and referrals can be made to the Crisis Resolution and Home treatment Teams.</p> <p>Kent Adult Social Services will aim to influence how the local NHS intends to allocate the new funds that they are receiving for carers, increasing services available to carers out of hours and at time of crisis will be a priority.</p> <p>Further work needs to be done to ensure carers needs are fully recognised in crisis and out of hours. We will be finding ways to include mental health in the Carers Emergency Card scheme. A seminar is shortly to take place with all mental health carers projects across Kent which will examine how carers needs can be better recognised at times of crisis and out of hours.</p>	

STATUS

- Key:
-  = Complete/advanced progress
 -  = Some good progress although more to do
 -  = Little/no significant progress yet/high risk (therefore high priority next steps)