

Carers Annual Report

April 2008- March 2009

**A first
multi-agency
report**

a work in progress...

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Executive Summary

This is the first Carers Annual Report; its aim is to paint as a complete picture as possible of the support that is provided for carers across Kent, showing the combined contribution of the voluntary sector, Kent Adult Social Services (KASS), the NHS, the private and independent sector and Children Social Services.

The report highlights the policy and support landscape that informs the work that Kent Adult Social Services has undertaken in partnership with the various organisations to support both adult and the young carers' work which is lead by Children's Families and Education. It will consider the national policy drivers and key performance measures, and will capture information about all carer-related activity.

Within Kent we have a diverse range of providers supporting carers. There are seven carer support organisations that between them cover the whole of Kent, five organisations who work specifically with people with dementia and their carers. There are five young carers' projects and many other organisations that provide carers support as part of the services they offer Mencap, rethink, Mind etc. Last year these organisations held over 750 support groups, sent out over 40,000 newsletters and arranged over 250 social events for carers. In Kent we have four branches of Crossroads, Volcare and Carer First who last year provided 144,225 hours of sitting service short breaks to 1,810 families.

Kent Adult Social Services provides community care services to in excess of 25,000 people many of whom have carers and the support offered via care packages, equipment and direct payments benefits both carer and cared. Last year we provided in excess of 8,800 days service places a week using an illustrative figure of £15 this equates to a cost of £10,344,250. We also provided 10,357 weeks of short break respite care away from home at an estimated cost of £4,765,292.

The report also aims to highlight the importance of the support provided to carers now and into the future. This first report will act as a baseline to evidence our multi agency continued work to support carers. Using the data collected and repeating annual we will be able to see the added value of our continued investment and focus on the support of carers.

Section 1

Introduction

Caring touches all our lives and at some point most of us will either give or receive care. Many people do not class themselves as carers: they are mums and dads, husbands, wives, partners, brothers, sisters, friends and neighbours. Carers are not a separate or distinct group. People from all walks of life, ages, ethnicities and backgrounds are carers.

Kent Adult Social Services approach towards carers is based on the principal that carers are the main providers of community care who should be supported in their role. This is a shared view of all the partners. The costs and special values of the care they provide, which includes personal and emotional support, treatment and 24-hour supervision could never be replaced by health and community care services. We can not underestimate carers' contribution to society, if carers were to give up providing the care and support they offer it would be akin to loosing the whole of the NHS in England.

Kent Adult Social Services role is to ensure that carers are supported and have access to timely information, support to care which can include short breaks, practical assistance, emotional support and help to maintain their own health. We have a role in ensuring that their voices are heard and that they are treated as partners in care. Much of our work with carers is delivered through numerous partnerships and some through grants, service agreements and contracts with the voluntary and independent sector.

National Scene Carers Population

According to the 2001 Census there are 1.2 million people in the United Kingdom who care for others on a full-time basis and a further 4.8 million who care for others part-time. A 2007 report by the Leeds University entitled 'Valuing Carers, calculating the value of unpaid' showed that carers save the state £87 billion a year. This is an increase of £30 billion on the last figure of £57 billion, which Carers UK published in 2002. Therefore the value of their care is greater than the annual budget for the NHS which was £82 billion in 2006/7.

Carers are no different to anyone else. One in eight of us will become a carer at some point in our lives, and this figure is growing all the time as the population ages. Every year, over two million people become carers, about 42% are men with women representing

58%. Carers are not a static group, according to the National Carers' Strategy every day approximately 6,000 people take on new caring roles. This presents a real challenge for all services in providing information, advice and guidance to support those new to caring and inform them of their rights and the services and support that is available to them.

The types of care people provide are diverse many people take on multiple caring roles, for example, caring for ageing parents and disabled children, increasing numbers of pensioners also now care for their partners and their grandchildren.

There are about three million carers (one in seven of the working population) who juggle part or full-time work with looking after someone; many are in the prime of their working lives. The real difference between carers and non-carers in this respect is that when carers return home from their employment, they must begin their other work of looking after someone. Because of the intensity of their role it is impossible for some carers to combine their caring role with paid employment and they have to fall out of the job market. On average carers retire eight years early and are therefore disadvantaged in two ways missing out on years of income and pension generation.

There are also an estimated 175,000 young carers in Britain. These are young people under 16 who have taken on the responsibility to care for disabled parents and siblings.

National Carers Strategy

The National Carers Strategy published in June 2008 set out a ten-year vision, which must be a shared responsibility between central and local government, the NHS, third sector, families and communities.

The vision is that by 2018 ***“... carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs enabling carers to maintain a balance between their caring responsibilities and a life outside caring, whilst enabling the person they support to be a full and equal citizen”.***

The strategy seeks to respond to social and demographic changes. The intention is that over the next ten years the needs of carers have to be ***“... elevated to the centre of family policy and receive the recognition and status they deserve.”***

The principles behind the vision are that by 2018:

- carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role;
- carers will be able to have a life of their own alongside their caring role;
- carers will be supported so that they are not forced into financial hardship by their caring role;
- carers will be supported to stay mentally and physically well and treated with dignity;
- children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhood and to achieve against all the *Every Child Matters* outcomes.

The national carers' strategy has formed the basis of the multi-agency Kent Adult Carers Strategy.

National Dementia Strategy

The Department of Health published the "Living well with dementia: A National Dementia Strategy" on 3rd of February 2009. The Strategy acknowledges the importance of carers stating that "**Family carers are the most important resource available for people with dementia**". The strategy asks for active work to ensure that the provisions of the Carers' Strategy are available for carers of people with dementia and that the needs of carers for people with dementia are included as the strategy is implemented.

The following were seen as priority development areas;

- Ensure that carers have an assessment of their needs and can be supported through an agreed plan to support the important role they play in the care of the person with dementia
- Develop good quality personalised break options
- Promoting the development of breaks that benefit people with dementia as well as their carers.
- Better emergency and crisis support

By 2023 the numbers of people with dementia will have increased dramatically. In west Kent estimations based on known prevalence rates and population numbers estimate that

there are currently 7716 people with late onset dementia, in 15 years time by 2023 this number will have increased by 50% to 115744. Similarly in east Kent currently there are an estimated 8706 people with late onset dementia this is set to increase by 43% to 13059 by 2023. Dementia therefore presents a significant challenge to both health and social care but this increase will also mean that many more carers will be supporting people with dementia.

End of Life Care Strategy

Around half a million people die in England each year, of whom almost two thirds are aged over 75. The large majority of deaths follow a period of chronic illness such as heart disease, cancer, stroke, chronic respiratory disease, neurological disease or dementia. Most deaths in Kent 47% occur in NHS hospitals, with around 17% occurring at home, 36% in care homes, hospices or elsewhere.

Although every individual may have a different idea about what would, for them, constitute a 'good death', for many this would involve:

- Being treated as an individual, with dignity and respect;
- Being without pain and other symptoms;
- Being in familiar surroundings; and
- Being in the company of close family and/or friends.

The way in which we care for the dying is an indicator of how we care for all sick and vulnerable people. The strategy stated "***It is a measure of society as a whole and it is a litmus test for health and social care service***". Some people are able to die as they would have wished, but many others do not. Sometimes people are not treated with the dignity and respect they deserve and are unable to die where they would choose.

The carers of a person, who is approaching the end of their life, have a vital role in enabling that person to die in the place of their choice. Carers should be closely involved in decision making, recognising that they will also have their own needs. They need information about the likely progress of the person's condition and information about services that are available. They may well also need practical and emotional support both during the person's life and after bereavement.

As we develop end of life care services across Kent the needs and wishes of carers will feature prominently in our planning. The key requirements being that;

- carers are central to the team that cares for somebody at the end of life and they should be treated as 'co-workers' with the health and social care team,
- carers will have their own needs and those providing a substantial amount of care on a regular basis are entitled to a community care assessment by their local authority, and
- the medical condition of the person who is cared for should not affect how the carer is treated, or the services the carer may be able to access.

Section 2

The Local Scene

Kent Carers Population

According to the 2001 Census, there are **127,848** carers in Kent. This is higher than the national average of 10%, in Kent, the average number of carers per District is 12.4 % with Thanet having the most carers, with 14% of the population undertaking a caring role. The number of carers in Kent is set to rise due in part to demographic factors; older people living longer; more people living with chronic long term health conditions including dementia and the advances in medical treatment which increases survival rates for children with severe disabilities. The focus of current health and social care policy is to support people to live in their own homes for as long as possible and provide more care and treatment closer to home. This will inevitably mean more care being provided in the community with carers making an even greater contribution.

Key figures for carers in Kent are taken from the 2001 Census and General Household Survey 2000;

- There are **127,848** carers in Kent;
- **90,752** carers are providing care for 1–19 hours per week;
- **11,893** carers are caring for 20 – 49 hours per week;
- **25,203** carers are providing care for 50+ hours per week;

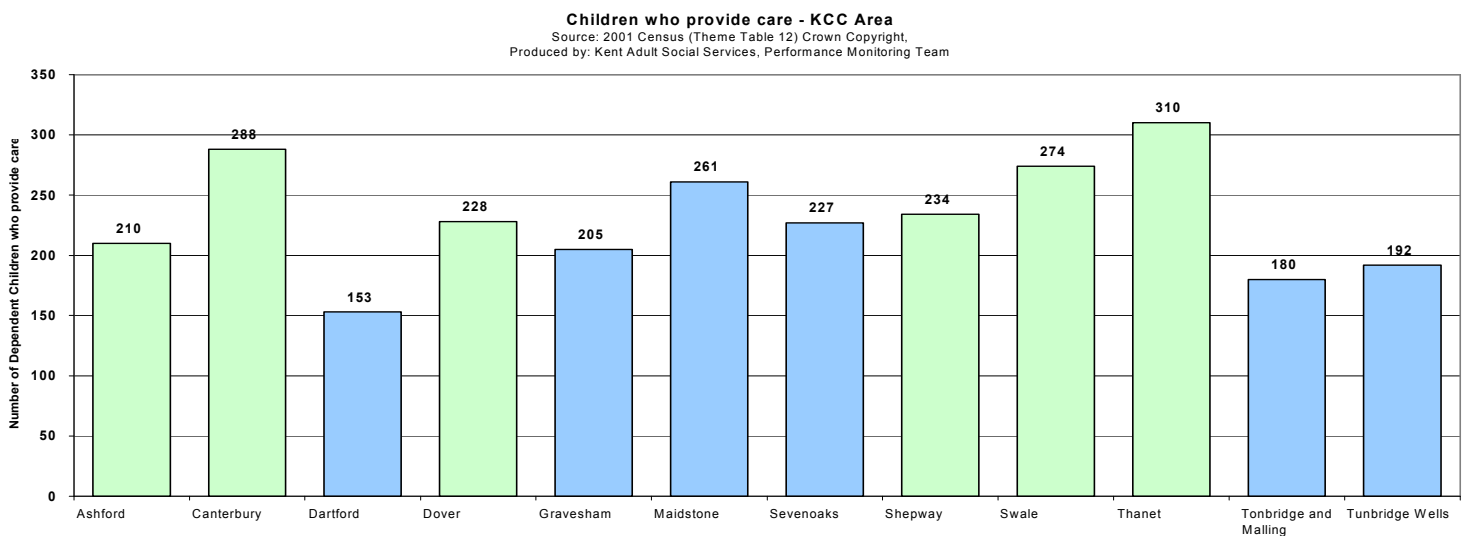
A Carers UK Study in 2004 showed that nearly 21 % of carers who provide more than 50 hours of care a week report that they are not in good health, compared with only 11 % of the non-carer population. **25,203** of Kent's carers provide more than 50 hours of care per week. People who provide long hours of care are twice as likely to be in poor health themselves, and need to be supported both in their own right and in their role as carers.

Care and caring are at the heart of the issues facing an ageing population, with more very aged people needing care and people having to have longer working lives. More people

will need to juggle the dual responsibilities of work and caring. Of the 127,848 carers in Kent, 78% or almost 100,000 are of working age. Some will have given up work to care but the majority will be somehow combining caring with paid work. According to the 2001 Census there are 2564 men and 1394 women working full time whilst caring for more than 50 hours per week. In 2006 Carers UK found that working carers pay a heavy penalty in terms of their own health. Those with heavy caring responsibilities are two to three times more likely than workers without caring responsibilities to be in poor health.

The combination of an ageing population and a decline in the working age population, means that the role carers play in the workforce will be of increasing importance; carers will have to combine caring with paid work. The Work and Families Act 2006 extended the right to request flexible working to employees who care for another adult. It is vitally important that employers support employees with caring responsibilities ensuring that they have carer friendly policies and practices such as flexible working or condensed hours.

The Census 2001 estimates that there are about 2,770 young carers in Kent. This graph



shows the breakdown of young carers across Kent per District.

Research and evidence has shown that being a young carer may adversely affect a young persons physical or emotional well-being and can limit their social or educational opportunities. Young carers are often not recognised by professionals and therefore may lack information about their caring role and the needs of the person they care for which can leave the young carer and the cared for person in a vulnerable situation.

Kent County Council's agreed definition of a carer was:

A carer is someone who looks after family, partner or friend in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

Published in June 2008 the National Carers Strategy suggested a wider definition of:

A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Following Kent Social Services Senior Management Team meeting on March 13th 2009, it was agreed to adopt this wider definition. In order to support the work necessary to adopt this wider definition for the year 2009/10 £30,000 of carers grant funding has been allocated to the Kent Drug and Alcohol Team KDAT to develop specific services and support for carers of people with substance misuse problems.

Carers in Kent Report

Published in January 2008 the Select Committee Report "Carers in Kent" has had a major impact on the work undertaken with carers this year. In January 2009, a meeting was held to feedback the progress on implementing the 14 recommendations made in the report. Good progress had been made on 8 out of the 14 recommendations and on the other 6, work had begun and some progress made. The Select Committee Members were generally pleased and reassured with the progress to date. Throughout the next year we will continue to develop services, which meet the needs of carers in line with the Select Committee recommendations. The 1 Year on Select Committee Report and Minutes of feedback are attached as appendix 1

KCC Towards 2010

Towards 2010 is Kent County Council's strategic medium term plan, it sets out the commitment to deliver targets in seven key areas over the next four years. Underpinning the plan is emphasis on modernising the county council through the further application of

new technology, continuing to tailor services to customers and to provide greater choice and ensure that all residents, including the most vulnerable, can share in the county's success.

There is a whole chapter in Towards 2010 called Improved Health Care & Wellbeing. Within the chapter there is a specific target related to carers.

Target 53 Strengthen the support provided to people caring for relatives and friends

The inclusion of this target has been welcomed; the twice yearly monitoring of the action plan has helped push forward much of the current carers related activities and raise the profile of carers issues within Kent County Council.

Director of Public Health's Annual Report

This year we were successful in getting a chapter focused on the health needs and concerns of carers included in the Director of Public Health's annual report 'Health Inequalities in Health in Kent'. No doubt the report will influence planners and commissioners in health and social care. The carers' chapter was called 'Carers: a Public Health Issue' it profiled the carers' population in Kent and highlighted the health inequalities often experienced by carers.

Carers experience multiple forms of discrimination and disadvantage and there is plenty of research evidence to show that caring can negatively impact upon an individuals, health, wealth and happiness.

- ❖ Health - carers often neglect their own health because they are too busy juggling their caring responsibilities with the rest of their life.
- ❖ Wealth - carers often have to reduce their hours or give up working completely - this has a double impact upon their finances not only do they lose their earnings but they also interrupt pension contributions meaning they face long term disadvantage even after their caring role has ended.
- ❖ Happiness - carers are often socially isolated and unable to participate in community life and social activities this can lead to a loss of confidence, anxiety and depression.

The report called for carers to be recognised as an at risk group who experience significant health inequalities. That services continue to be developed to deliver on the five key joint priority areas; a single point of contact for carers, a carers emergency card, better training and education for carers, improved access to short-breaks and developing new models of emergency or crisis support.

It recommended the development of a multi-agency Kent Adult Carers Strategy with associated joint commissioning strategy for carers' services. It also highlighted the needs for better support for carers in primary care and in paid employment.

'Invisible People' Young Carers Strategy

The Young Carers Strategy named Invisible People by the young carers, who participated in its development, was launched at a multi-agency event in July 2008. Invisible People aims to raise awareness of the existence of young carers, promote the early identification of their needs and seek multi-agency responses to improve the outcomes for this group of young people and their families.

Funding to support the implementation of the Young Carers Strategy has focused on developing work with schools. In order to support schools in meeting the needs of young carers guidance for schools on how to support young carers has been developed and an additional £20,000 was allocated to each of the five young carers projects across the county to enable them to work directly with local schools. Last year a survey of all schools took place, requesting schools to identify the number of known young carers, how these young people are supported and whether the school would like more support. The survey helped the local projects target their work at the schools where need had already been identified.

This year money has been devolved to each Local Children's Services Partnerships (LCSP) to support the development of links with local young carers projects and to prioritise support for young carers. To date, the majority of LCSP have taken up this offer and a report will be presented next year on the outcome of this work.

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 should be adopted to assist the work of children's and adult services across the county. The joint

protocol identifies the most appropriate person to carry out assessment within households when families have multiple needs. It is anticipated the adoption of the protocol will increase the number of young carers identified and therefore support offered to them. A staff awareness, briefing and training plan is being developed.

The Young Carers Strategy Implementation Group works to The Kent Children's Trust Board, which receive a full report on the Implementation of the Strategy later this year.

Carer Advisory Group

To oversee the strategic development of the support offered to carers in Kent a long-standing Carers Advisory Group has been established. One of the first tasks of this group was to help develop the multi-agency Kent Adult Carers Strategy.

The Carers Advisory Group, which is facilitated by Kent Adult Social Services, includes representatives from all key partners involved in the support of carers across Kent. Membership includes policy makers and commissioner from Kent Adult Social Services, Children, Families and Education, Mental Health Commissioners, Carers' Support Organisations, the local NHS for West Kent and Eastern and Coastal Kent, the Job Centre Plus and other statutory and voluntary partners.

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.

The group's broad aims are:

- To represent the voice of carers and maintain awareness of carers needs issues.
- To seek the appropriate involvement and contribution of carers support organisations in the decision-making processes and input into strategy and policy development.
- To contribute to identifying priorities and inform the commissioning of new services.
- To be kept informed of progress including the personalisation agenda and other practice and policy initiatives relevant to carers.

Carer Reference Group

To support and inform the Carers Advisory Group a Carers Reference Group has been established. This group is fluid in its make up and is made up of carers from across Kent. The group's broad aims are to;

- Represent the voice of carers and ex carers.
- Contribute positively to strategy, policy and service development.
- Contribute to the agenda of the Carers Advisory Group.
- To act as a watchdog ensuring that the Carers Advisory Group is doing what carers want and need.

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.

Kent Adult Carers Strategy

The multi agency Kent Adult Carers Strategy; is Kent's response to deliver the National Carers' Strategy. To develop a sub group of the standing Carers Advisory Group was established with representatives from carers, KASS, the voluntary sector and both Kent PCT's.

The Kent Adult Carer Strategy sets out the vision we plan to take forward working in partnerships across Kent. It builds on the progress established via the carers grant funding and uses the framework set out in the national carers' strategy. In Kent, we have committed to deliver the national strategy in five not the suggested ten years. This sets us a tough but we think achievable target that requires multiple levels and types of partnership work and co-operation across health social care and the private and voluntary sector. It will involve forging new partnerships with employers, education establishments and the job centre plus.

KASS will ensure that links are made between the Kent Adult Carers Strategy and work within Kent to deliver the national dementia strategy and the end of life care strategy as we believe these agendas are inextricably linked and interdependent. 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. We believe that emergency or crisis support should be a priority commissioning area for the NHS.

Caring with Confidence

Ensuring that carers are supported and prepared mentally and physically for their role is essential. Alongside new national carers' strategy the government announced additional funding would be made available to establish 'Caring with Confidence' training programmes for carers. Based on the 'Expert Patient Programme' this training recognises that the caring role is often taken on suddenly and without preparation, leaving carers struggling with the new responsibilities they have assumed. The training is designed to empower and enable carers in their caring role, help to develop their advocacy skills and increase their ability to network with other carers to support their needs.

With the support of Kent Adult Social Services nine carers support organisations across Kent and Medway have formed a consortium and prepared a bid to Department of Health to deliver the programme in Kent. The consortium members have agreed to pool their skills, experience, knowledge and expertise to deliver the 'Caring with Confidence' programme across Kent. At this stage the consortium has got through the first round of the selection process.

Supporting Carers Implementation Group

The Supporting Carers Implementation Group (SCIG) is a countywide group formed to focus specifically on the needs of carers of people with learning disabilities. A major role from the group has been to increasing carer involvement in learning disability planning and strategy groups; the Partnership Board, the District Partnership Groups and local Implementation Groups.

The group has developed a training programme for family carers using a phased approach to encourage their greater participation, the programme of up to six-weeks of courses covers all aspects of care, including topics such as working with your care manager, person centred planning. Courses have successfully run in Ashford, Swale and Dover and are presently running in Tonbridge and Dartford. It is hoped that further courses will be run in the remaining districts.

Through attending the training courses it is hoped that more carers will be encouraged and supported to participate in their local District Partnership Group's, possibly forming carers sub groups.

As part of SCIG an older carers support network has been formed to identify and share good practice and to inform future commissioning of support for older carers of people with learning disabilities. The group produced an older carers information pack, this was developed as part of Carers FIRST older carers extension project work supported by Learning Disability Development Fund. The pack has been designed to provide older carers with a wide variety of information and advice and can be easily adapted for different localities. The pack was distributed to District Partnership Group's and local carers' organisations.

SCIG hold an annual carers workshop, this year held in November 2008 was regarded as the most successful to date and focussed upon: carers training programme, income maximisation and benefits and the effect and impact of self directed support.

Performance Assessment N135

Kent County Council did not choose to select National Indicator **NI 135** in the LAA Local Area Agreement. **NI 135** is a reported measure of carers receiving needs assessment or review and a specific carer's service, or advice and information. This shows the number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

Our Performance on this target in 2007/08 was **27.2%** our target for 2008/09 is **29%** figures for this year performance as yet unavailable.

In 2008/09 there were **5,044** separate Carers Assessment completed and a further **20,976** carers had their needs assessed jointly with the person that they care for.

Carers Short Breaks

A short break is the new preferred term for respite care. Carers consistently tell us that providing short breaks from their caring role is one of the most important forms of support available to them. Carers are a diverse group of people with equally diverse needs therefore how we define short breaks must reflect this diversity.

Therefore, it is important that the definition of a short break is broad, flexible and reflects the importance of a break from the caring role as being a positive and beneficial experience for both the carer and the person they care for. Short breaks can be;

- Care provided in the home to enable the carer to go out or away and care away from the home to enable the carer to have time at home without caring. The quality and nature of the care provided should make this a positive experience for the person being cared for,
- Breaks of both short and longer duration e.g. a few hours to several weeks,
- Time spent together but with support to enable a break from the caring role e.g. holidays at a specialist centre or with a care worker in attendance,
- Engagement in activities, which revitalise and refresh, these may be of a social, leisure or educational nature.

The Kent Carers Advisory Group's agreed definition of a short break is:

'A short break can be any service or resource which provides a break from the usual routine for the carer and/or the person being cared for. Alternative care services should be routine and responsive to the needs of both the carer and the person they care for.'

Section 3

Support for Carers

KASS has a long history of voluntary sector investment this section contains a breakdown by organisation of the range, type and quantity of support provided. Contained in the next section is a summary of the support provided to carers across Kent. More detailed information about individual organisations is available in the appendices to this report.

Carers Support Organisations

Within Kent there are seven main generic carers support organisations, these are as follows;

- Carers First
- Carers Support
- Carers Voice
- Dover District Carers Support
- Maidstone Carers Project
- North West Kent Carers
- Swale Carers Centre

Each of these organisations covers a distinct area of Kent and provides, a range of services and support to carers, including advice, information and guidance, help with accessing services and support, benefit and income maximisation advice, befriending, one to one and peer support. These organisations have come together to promote and administer the Kent Carers Emergency Card on behalf of Kent County Council.

Throughout 2008/09 they ran **528** support groups, sent out **31,971** newsletters. Arranged and provided **151** social activities or day trips for carers and assisted carers to participate in **238** training learning or consultation events.

The map below shows which area each Organisation covers,

Will add the Kent Carers Emergency Card Map here?

Carers Short Break Providers

Crossroads – Caring for Carers

Crossroads 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 four schemes in Kent;

- East Kent Crossroads
- Maidstone and North West Kent Crossroads
- South East Kent Crossroads
- Weald of Kent Crossroads

Each scheme provides practical support where and when it is most needed which is usually at home. A trained carer support worker will take over from the carer to give them *'time to be themselves'*. Support is geared to meet individual carers needs.

Volcare

Volcare is a carers respite service that provides trained volunteers to spend from one day to two weeks in the cared for persons home. In the Canterbury and Thanet area Volcare supported in total **104** carers with **9333** hours of respite.

Carers First

Provide support for people in their own homes to provide carers with short breaks. Last year, **51** adult carers of adults accessed over **7640** hours of respite and **46** carers of children with disabilities accessed **4,252** hours of respite.

The four branches Crossroads, Volcare and Carers First between them provide annually a total of **144,225** hours of respite to **1,810** families across Kent.

Alzheimer and Dementia specific Carers Support

Alzheimer's Society

Alzheimer's Society is a membership organisation, within Kent there are the following branches, which are of differing sizes and offer a range of support services;

- Ashford and Shepway Branch
- Canterbury and District Branch
- Maidstone & Rural Communities Branch
- West Kent Branch

Also within Kent we have two independent Alzheimer's and dementia support organisations:

- Alzheimer's and Dementia Support Services ADSS operating in Dartford Gravesham and Swanley Districts
- Alzheimer's and Dementia Family Support ADFS operating in the Swale District

Each of these organisations covers a distinct area of Kent and works to improve the quality of life of people affected by dementia and their family and carers. They provide a range of services and support including advice, information and guidance, help with accessing services and support, benefit and income maximisation advice, befriending, one to one and peer support.

Throughout 2008/09 these organisations ran **208** support groups, arranged and provided **92** social activities or day trips for carers. They provided **20,750** hours of 1 to 1 support and **8,800** days services places.

Mental Health Carers Support Organisations

Mental Health, fund a carers' support group in each locality in Kent. These provide advice, support and information to carers of people with functional mental health problems. This is both one to one support and also supports groups that meet regularly. Carers are also

supported to participate in the decision-making meetings about the commissioning of mental health services, so that their views are heard and taken account of in planning services. A robust structure to ensure participation has been put in place in partnership with the Kent and Medway NHS and Social Care Partnership Trust.

Mental Health Commissioners are given 13% of the carers' grant. In the year 2008/09 £325,000 was spent on carers support projects commissioned through the following organisations;

- ❖ Rethink - East Kent
- ❖ Swale Mindset Carers
- ❖ Maidstone Volunteer Bureau
- ❖ Carers First
- ❖ Dartford Gravesham and Swanley Mind.

The community mental health team carers assessment workers, first piloted in west Kent, have 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 sign posted to the support they need. Funding for 'Carers Breaks' has in the last year been implemented in all parts of Kent, the carers break funds are designed to give carers the choice of the type of break or support they require and can be used flexibly to provide breaks for carers.

The Mental Health Matters help-line is now funded to for out of usual office hours from 5pm to 9am on weekdays and 24hrs weekends and holidays. The service is available to carers, to offer round the clock support and assistance if necessary as referrals can be made to the Crisis Resolution and Home Treatment Teams.

On average, at any one time about **850** carers are "on the books" of these projects with approximately **3000** episodes of support happening annually and accessed **£79,000** of carers breaks funds

Learning Disability

Awaiting information to complete this section

Young Carers

Awaiting information to complete this section

Section 4

The Local NHS Support for Carers

Primary Care is very often a carer's first point of contact with services and therefore should play a key role in supporting carers and sign posting them to appropriate services. The support and understanding of carers' needs by GP is variable. The new national carers' strategy recognises the importance of primary care and announces a range of NHS focussed carers' pilots:

- looking at how the NHS can better support carers in their caring role through developing models of best practice and enabling more joined-up service provision between the NHS, local authorities and the third sector
- improving the support offered by GPs for carers, and
- the piloting of annual health checks for carers.

Annual carers' health checks will provide an excellent means of providing carers and health professionals an opportunity to work in a preventative way to identify and deal with any emerging health problems the carer may have. This will enable them to care whilst remaining in good health. It is highly cost effective for the NHS to support carers who can support early discharge and prevent unnecessary readmission to hospitals. Carers also provide long-term care, often involving nursing tasks, frequently without any support from either the NHS, social services, other members of their family or the local community.

The 2009/10 NHS Operating Framework states that a key requirement is that Primary Care Trusts (PCT) should work with their local authority partners and publish joint plans on how their combined funding will support breaks for carers, including short breaks, in a personalised way.

This sends a clear message to health professionals that providing carers' support is part of the work of the NHS. To further this, the national carers' strategy announced that £150m over two years would be allocated to PCTs. £50 million will be provided in 2009-10 and £100 million in 2010-11. Although this is new money, the £150m will be given to PCTs as part of their overall allocation and they will not be advised how much of the £150m is contained within their total allocation. This means that there is no ring fencing of the £150m and PCTs could choose to spend more or less on breaks for carers. Therefore the amounts given are only estimate of how much of the £150m breaks for carer funding is contained within their total allocation.

	2009/10	2010/11
Eastern and Coastal Kent PCT	£719,499	£1,440,871
West Kent PCT	£578,852	£1,157,681

Representatives from both Kent PCTs now attend the Carers Advisory Group and were part of the working group that developed and wrote the Kent Adult Carers Strategy. Both PCTs have committed to developing joint local implementation plans to deliver the Kent Adult Carers Strategy.

NHS Eastern & Coastal Kent

Within Eastern and Coastal Kent PCT the draft Kent Adult Carers Strategy is currently being circulated widely for comment and also to raise awareness of carers issues and needs. Following this consultation process it is anticipated that the strategy will go to the PCT Board for sign off in late April. There is a commitment to work with KASS to develop a joint commissioning plan to deliver the strategy locally.

The priority areas that are emerging in east Kent include;

- Carers Short-Breaks
- Carers annual health and wellbeing checks
- Developing the Carers Register in primary care and ensuring that it leads to something
- Better Information advice and guidance for carers
- Raising awareness of carers needs in primary care,
- Financial support for carers

They have identified £750,000 in their operating plan will work in partnership to ensure that the PCT additional resources compliment and build on the existing support provided to carers.

NHS West Kent

The Kent Carers Strategy will be presented to the PCT Board at the end of March 2009, following this they have committed to work with KASS to develop the plan for how it's taken forward in West Kent.

A joint bid has been submitted to the Department of Health to become a Carers' Strategy demonstrator site, to offer better support for carers in the NHS. If successful this bid could bring an additional £400,000 of funding to west Kent to develop specific services and support to ensure carers needs are better recognised and met by the NHS.

Work has already begun with practice managers and practice based commissioning groups on how to engage more meaningfully with patients and carers. The areas that the PCT have identified as priorities for the next year include;

- identifying what carers need regarding hospital discharge planning;
- working with practice staff and carers regarding carers health checks;
- carers programmes to support health and well-being;
- working with primary and acute care in developing training programmes for staff, and
- working with the community development workers regarding the needs of carers from Black and minority ethnic and other seldom heard from groups.

Section 5

Kent Adult Social Services Support for Carers

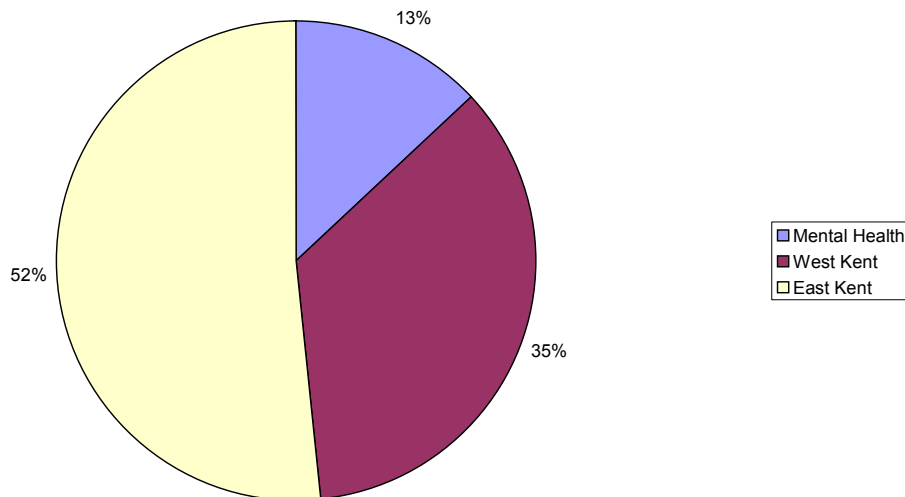
Carers Grant Funding

Back in 1999 the Department of Health introduced the Carers Grant in recognition that carers' need support for breaks and services. The grant was designed to stimulate diversity and flexibility of service provision in order to enable carers to take a break from caring and to help provide carers' services "to support them in their caring role".

The grant was worth £185m in 2007-08 and rose to £224m in 2008-09, which includes the extra £25m announced in October 2007 which councils could use to provide emergency cover for carers. Once a ring fenced grant it has since 2008 been paid to Kent County Council as part of their Area Based Grant. Although the Carers Grant is no longer ring fenced it does remain targeted. This is part of an overall government initiative to support councils' needs for the flexibility and freedom to focus on their key targets.

Kent Adult Social Services total allocation of Carers Grant in 2008/09 was £4,335,000. An additional £1,083,000 was allocated to Children, Families and Education to meet the needs of young carers and parent Carers.

A proportion of the grant was top sliced for the Learning Disability Development Fund (LDDF), The Kent Carers Emergency Card scheme, the Carers Survey and to fund consultation events held during the year. £1,285,000 was put into area budgets to supplement what they spend of day care, respite and carers short-break services. The remained of the grant was allocated to east Kent £1,445,600, west Kent £984,000, and Mental Health £362,000.



For 2009/10 there is an additional increase of £326,000 to carers grant. £100,000 of this has been set aside to support the new Carers' Assessment policy specifically to enable the one of carers grant payments. £30,000 has been allocated to the Kent Drug and Alcohol Team. The remaining almost £200,000 will be used to help deliver the Kent Adult Carers Strategy and may be used for joint investment with health.

Care Home Short-Breaks

The vast majority of (but not all) respite care is provided to service users with carers. Short stays in care homes provide an essential break for a significant number of carers. Below is a break down of each KASS operational areas on respite in the year 2008/09, the figures are worked out of average unit cost.

West Kent Adult Social Services purchased the following respite services in the year 2008/09

- **2397** weeks of residential respite care for people over the age of 65 at an average weekly cost of **£404.76** per week, which equals **£970,209**
- **281** weeks of nursing home respite care for people over the age of 65 at an average weekly cost of **£472.40** per week, which equates to **£132,744**.
- **622** weeks of respite care from adults with a learning disability at an average weekly cost of **£1145.88** per week, which equals **£712,737**
- **154** weeks of residential respite care for people with a physical disability at an average weekly cost of **£946.91** per week which, equals **£145,824**

Therefore in total West Kent purchased **3,454** weeks of respite care services at a total gross cost **£1,961,514** this does not reflect the service users contribution to the cost of their respite care.

East Kent Adult Social Services purchased the following respite services in the year 2008/09.

- **5555** weeks of residential respite care for people over the age of 65 at an average weekly cost of **£359.60** per week, which equals **£1,999,755**
- **260** weeks of nursing home respite care for people over the age of 65 at an average weekly cost of **£433.65** per week, which equates to **£112,749**
- **247** weeks of respite care from adults with a learning disability at an average weekly cost of **£991.57** per week, which equals **£244,917**
- **355** weeks of residential and nursing respite care for people with a physical disability at an average weekly cost of **£778.19** per week, which equals **£276,257**

Therefore in total East Kent purchased **6417** weeks of respite care services at a total gross cost **£2,633,678** this does not reflect the service users contribution to the cost of their respite care.

Day Opportunity Services

Across the whole of **West Kent** there are **5152** day service places offered on a weekly basis using the figure of £15 as an illustration, this equates to **£77,280** per week and for a 50 week service that is equivalent to **£3,864,000** per year.

Across the whole of **East Kent** there are **8759** day service places offered on a weekly basis using the figure of £15 as an illustration, this equates to **£131,385** per week or for a 50 week service that is equivalent to **£6,569,250** per year.

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. A break down of the day care provided in each district is attached in appendix 3.

Adult Placement Scheme

The Kent Adult Placement Scheme offers vulnerable adults the opportunity to stay in the homes of specially recruited, trained and approved carers. The scheme provides these placements on a long, or a short-term basis and all placements are tailored to meet the needs of the individual.

In east Kent 16 and in west Kent 13 people and their families/carers benefited from **486** weeks of flexible short breaks provided by the adult placement scheme. The adult placement scheme pays on average £50 per night to their host families this equates to **£170,100** 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 **454** sessions to people living in Thanet, Sandwich and Ashford areas at a total cost of **£4,500**.

Kent Adult Social Services provided 10,357 weeks of short breaks away from home at a gross cost of £4,765,292

Kent Adult Social Services provided 13911 days service places at an illustrated cost of £10,433,250

Kent Carers Emergency Card

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 through the web site alone.

When applying to join the scheme carers are offered, as much support as necessary to complete their emergency plan, which outlines their wishes, should they suddenly be unable to care. If they have no friends or relative who are able to step in at short notice or if indeed their agreed 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. To compliment the scheme additional carers grant funding has been commissioned with the voluntary sector to provide increased levels of community based respite.

Carers Assessment Policy

The launch in April 2009 of the revised Carers Assessment Policy will provide the opportunity to further raise the profile of carers within KASS. 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. The policy clarifies KASS position in regards to direct payments for carers, introduces the new carer grant one off payments and will be instrumental in delivering greater levels of personalisation choice and control for carers.

In conjunction to developing the policy it has been agreed to trial the outsourcing of carers' assessments to carers support organisations. In Tonbridge Carers First and in Dover, Dover District Carers Support will undertake carers assessments as a delegated duty of KASS. These pilots are planned for a year with monthly monitoring of three key quality markers, quantity, quality (including carer's experience) and cost.

Carers Survey

KASS in conjunction with some Department of Health funding commissioned the Personal Social Services Research Unit (PSSRU), University of Kent, to undertake a research study and develop a quality of life survey for carers. The survey focussed upon exploring the key aspects of quality and outcomes that are important to carers who are in receipt of services. The survey was sent out in August 2008 to 4700 carers across Kent, 1500 identified from carers' assessments completed by KASS and 3200 from 19 partner

organisations who work with carers in the voluntary sector. We had a 40% return rate which is very high considering the target audience.

The database containing the returned surveys is currently with the PSSRU at the University of Kent who are analysing the information. A report of their findings will be available in summer of 2009. We plan to use the information gained from this survey as a baseline, to measure the effectiveness of our continued joint investment towards carers in Kent.

The learning from this survey is informing the Department of Health's Personal Social Services User Experience Survey for 2010, which may be a carer's satisfaction survey. Due to the complexities of sending out surveys via the voluntary sector the DH survey will only concentrate on carers known to adult social services.

East Kent INVOKE Project

In Partnership with NHS Eastern and Coastal Kent, KASS was successful in bidding for the Partnerships for Older People Project. Out of this sprung the INVOKE (Independence through the Voluntary action of Kent Elders) project. There are three significant strands to INVOKE the care navigator service, information and liaison assistants and the community matron support workers. The project is designed to give older people greater independence, enhance self-management through choice and control and reduce hospital admissions.

The INVOKE project has sought to engage carers in various strands of the work undertaken a carer was recruited as a member of the tender panel, who decided on the contract award. This involved preparing him in regards to the tender panel process and enhanced financial accountability in regards to public funding. An INVOKE board member is a carer for her husband as well as a member of Canterbury Senior Citizen Forum.

A service user and her husband/carer were involved in developing the service specification and job descriptions. INVOKE project was instrumental in supporting the PCT to involve service users and carers within the interviews for the community matron support workers. They were not initially keen to undertake this but actually wrote a positive article

afterwards reflecting that the community matrons themselves had learnt from this experience.

KCC Communities Directorate

Adult Education is currently delivering a Level 2 City and Guilds qualification to a group of 14 carers in Herne Bay called the Certificate in Personal Development and Learning for Unpaid Carers, feedback from carers who have attended the course is very positive.

Adult Education hopes to provide another 30 free places before the end of July 2009 to carers in Kent. They are also investigating offering courses in financial management and healthy lifestyles specifically aimed at carers for September.

Awaiting information from

Supporting People Team
Kent Sensory Services

Section 5

Looking to the Future

Meeting demand and expectations

As a nation we are living much longer than we used to consequently we have an ageing population. Over the next 20 years, the number of people over 85 in England will double and the number over 100 will quadruple. About a third of all men and half of all women will, upon reaching the age of 65 require long-term care and support at some point as they age, plus there are many people with enduring life-long conditions who need care and support far earlier in their lives. This means that over the next 20 years it is expected that over 1.7 million more people will have a need for care and support much of which will be provided by carers.

Alongside these demographic changes our expectations have also altered, people want more choice, demand better quality and want services that are responsive flexible and able to meet their individual needs. The combination of these two factors, demand and expectation means that the cost of care and support will continue to increase.

To help us respond to these challenges KASS is going through a period of transformation. The aims and values to guide this were set out in the Putting People First Concordant 2007. It states that transformation will be based on the principals that everyone who receives care and support will have choice and control, that the system will be universally available with a strong focus on prevention and early intervention. The Concordant also states that 'supporting carers is at the heart of delivering personalisation, or indeed any affordable system of social care. Their contribution will become even more important as the cost of purchasing social care rise, the paid workforce continues to shrink and the number of elderly and disabled people increases'.

The national carers' strategy stated that that the long-term challenge will be to create a new settlement between individuals, family and the government. In order to do this there needs to be an open and honest debate about the appropriate balance of responsibility between the family, the individual and the state. The Government began this 'care and support' debate last year and engaged with service users, carers, members of the public and shareholders to get their views on how care and support services should be delivered in future. A Green Paper is due in spring 2009, this paper will suggest various ways in which the system could work in the future.

Balancing choice and responsibility

One of the major challenges of the future will be ensuring that the needs and wishes of carers are built in to our plans for the future as we continue to transform our services to offer greater levels of personalisation, choice and control.

Research carried out by Social Policy Research Unit, University of York and the Personal Social Services Research Unit, University of Kent has shown that individual budgets can greatly improve carers' quality of life when compared with carers of people using conventional social services. The personalisation agenda has the potential to positively support carers in their role in innovative and creative ways, providing support that is truly tailored to their individual's needs and wishes. However, there is a risk that managing more personalised support becomes just another task for carers to cope with.

In February KASS held a 'Carers and Personalisation Event' to provide carers and their support organisations the opportunity to learn more about our self-directed support plans. We wanted to hear from carers what they thought the opportunities and issues would be for them as we move towards greater levels of personalisation. It was a lively and well attended event from which the key messages were;

- Concerns about risk management, who regulates and ensures that the support purchased independently is safe and of a good quality.
- What happens in an emergency if your support plan fails?
- What training would be available for personal assistants or people employed directly. How would training costs be factored into the personal budget build? What training and support will there be for carers to learn how to manage a personal budget?
- Getting good quality advice, information and guidance about the range of support available, and that advice being available for people who purchase their own care and support.

The key now is ensuring that our plans are able to meet the needs of carers and those they support, that we invest in support services that enable carers to take on the responsibility of helping those they support to manage their support or manage that support of their behalf.

Conclusion

The support we provide to carers is crucially important now and will be even more so into the future, supporting carers must be central in all our future plans. As a society we are dependent upon carers' willingness to continue to contribute their time and energy. With everything we know about the changes in society we need to create support systems that enable carers to have the same opportunities as everyone else in society and have a life of their own alongside their caring role.

Partnerships across the whole health and social care economy are vital to identification and support of carers. The voluntary sector has a unique and special role and their skills and expertise will be central to successful strategies to support carers. We know that carers often experience multiple forms of inequity as a direct result of their caring role, supporting the health and wellbeing of carers is a major role for the NHS and primary care. The Kent Adult Carers Strategy and 'the Kent Young Carers Strategy share the following key aims;

- to provide high quality, timely advice, information and guidance to all carers;
- to provide integrated and seamless which value carers as partners in care;
- to support carers to have a life of their own alongside their caring role;
- ensure that young carers are protected from inappropriate caring roles;
- to support carers to stay physically and mentally well and
- to protect carers from financial hardship.

We must continue to ensure that carers are involved in development of services and support. Only by actively seeking out the views of carers including those for seldom heard from groups will we be able to ensure that the support we provide will be what carers want and need. We are developing mechanisms to ensure that carers' views are included when we monitor and evaluate services and policies.

Our developing the personalisation agenda across enable carers' greater levels of flexibility in the choice of the type of services and support they receive. The department of health are currently pursuing the use of personal budgets within the NHS. Eastern and Coastal Kent PCT are bidding to be a pilot site for personal health budgets. In our preliminary meeting support for carers has been identified as a priority area.

As one of the largest employers in Kent we must lead by example in the way we support carers in our workforce further developing our policies and practice to enable carers to combine working with their caring responsibilities.

Supporting carers is everyone's business and any sustainable and affordable social care system must have carers in the centre of its thinking and planning.

Appendix 1

Will add Select Committee 1 Year on Report and minutes of feedback meeting once agreed.

Appendix 2

Crossroads

East Kent Crossroads

East Kent Crossroads covers approximately 600 square miles encompassing the Isles of Sheppey and Thanet, the City of Canterbury and surrounding rural villages, the coastal towns of Whitstable and Herne Bay where their office premises are, and the Swale towns of Sittingbourne and Faversham.

Four teams of carer support workers delivered approximately 31,000 hours of support in carers' homes to around 400 families last year.

East Kent Crossroads were awarded £50,000 from Eastern and Coastal PCT towards the Crossroads Macmillan partnership that has been running for nearly 3 years now. This has enabled them to provide an extra 4000 hours of support each year to families caring for someone with cancer, or other life limiting illness. The PCT have recently committed an additional 60K to develop more flexible support for carers of people with dementia across east Kent.

The scheme works in partnership with; Social Services, a Macmillan Cancer Support, Eastern and Coastal PCT and Canterbury Parkinson's Disease Society, to deliver services throughout the East Kent area.

Maidstone & North West Kent Crossroads

Maidstone and North West Kent Crossroads provides free, home-based respite to carers in that part of Kent that runs from Swanley and Dartford in the west, through Maidstone to Lenham in the east. In the last financial year, they supported 763 carers through the provision of almost 50,000 hours respite of which 9750 hours was for children and young people caring for a family member. The age range of those for whom they provide care was from six weeks to 104 years and the variety of conditions with which patients had to

contend with was extensive, However, the three most common were Dementia 29%, Cancer 15% and Strokes 13%.

Apart from the "standard" Crossroads service has run two specialist services: For those caring for friends or relatives who have a life-threatening condition its Palliative Care Service can provide help. The number of hours available varies to meet the carers' needs in as flexible a manner as possible.

A Young Carers' Project was set up to support children and young people (aged 17 and below). Apart from having a weekly club of their own, young carers can enjoy regular trips out and, for those who would not otherwise have the opportunity, holidays are provided in the summer months.

South East Kent Crossroads

The area of benefit for Crossroads South East Kent is the Borough of Ashford and the Shepway and Dover Districts, which has a population of approximately 116,590.

During the last financial year their service was offered to 247 informal Carers, providing 25,000 hours which enable Carers support and the opportunity to have a much needed and much deserved break from their caring role.

Their Scheme is predominantly funded via KASS and more recently it has benefited from an additional £88,000.00 from the Carers Grant to enable Carers to attend training, support groups and extended calls, including night sits.

They have an open referral system and their service is available to any Carer regardless of the age or disability of the person that they care for.

Weald of Kent Crossroads

Services offered include personal care for the cared for, respite for the carers, activities for both carer and cared for. They aim to tailor their service to suit individual family needs, as far as humanly possible.

From April 2008 to March 2009 they delivered approximately 17,000 hours of carer support, which equates approximately to 320 hours of support per week to 200 families. The carers they support look after people with the following conditions; Dementia 28% Elderly Frail 15% Stroke 11% Cancer 9% Parkinson's Disease 5% Cerebral Palsy, Autism, Multiple Sclerosis, Arthritis and learning difficulties 3% and other conditions 17%

They have secured additional funding from the Big Lottery to extend the respite services, funding from NHS West Kent to develop palliative carers and end of life support for carers, and have developed interesting Local Partnerships for example the Edenbridge Community Link. They have a web site, produced leaflets and newsletters and hold infrequent carer events such as pamper and pantomime trips.

Volcare

Volcare is registered to provide domiciliary care services for adults and children in order to give their carers a break from some of their care responsibilities. The Agency arranges to provide the carers of service users' with access to volunteers, the volunteers will spend as much time as is necessary getting to know the family and the service user's personal care needs, before taking over the caring role. The carer then can have a break ranging from one day to two weeks. During this time, the volunteer may live in with the service user and provide personal care and support as and when needed. The Registered Provider is grant funded by Kent County Council. This means that the carers and the service users are not required to pay individual fees for the support they receive from the Agency.

- In the Canterbury area **33** carers were supported with **3890** hours of respite.
- In the Thanet area **27** carers were supported with **2111** hours of respite.
- In the Dover area **34** carers were supported with **2737** hours of respite.
- In the Faversham area **5** carers were supported with **519** hours of respite.
- Across the area **5** parent carers were supported with **76** hours of respite.

In the Canterbury and Thanet area Volcare supported in total **104** carers with **9333** hours of respite. That number is broken down into the following client groups; **5%** were children, **13%** had a physical disability, **40%** were older people with a mental health need and **41%** were older people **10%**.

Carers First

Carers First operate in the South West region they are an independent, charitable organisation supporting and helping carers in Tonbridge, Tunbridge Wells, Sevenoaks, Edenbridge and the surrounding areas. Carers First is funded by Kent Social Services and private donations. Carers First aims to give comprehensive help to all carers, through access to information and resources, discussion, advocacy, one-to-one support, and groups where they can meet other carers in similar situations.

Carers First's data base holds the details of 1280 adult carers and 248 young carers. All carers receive a quarterly newsletter that is also distributed to libraries, almost 400 professionals, over 100 GP surgeries, local hospitals and other partner organisations. As well as the general newsletter they produce specialist newsletters, a quarterly issue for older carers, 492 copies to older carers and 268 copies to professionals per issue. Plus a specialist Newsletter for carers of people with learning disabilities which is bi-monthly and goes to 167 carers and professionals.

They run a large range of support groups including ones for carers of people with functional mental health issues, called the TLC Group it is a monthly drop in group which has 132 carers on it's attendees list. There is also a mental health support group with 74 members.

There is a monthly eating disorder group with 120 carers on the attendee circulation list. An Adult support group with 18 members, an older carers group held bimonthly with 81 attendances. There is a learning disabilities carers group with 79 attendances, who hold bimonthly meetings and regular social events.

They run parent carer groups; the Autism & Aspergers Group meets monthly and have 120 members. This year they held two events with nationally recognised experts attracting over 150 attendees both carers and professionals.

There are young carer groups, the monthly 7 to 9 group with 144 attendances, the fortnightly 9-11 group with 384 attendances, the fortnightly 11 – 13 group with 192 attendances, the monthly 14 – 18 group with 97 attendances. There is also a rural support group with 96 attendances, Homework Clubs with 84 attendees and a school lunch time drop in with 380 attendances.

In the year 142 young carers accessed 161 get away breaks costing in the region of £42k secured from external funds and donations. They spent £10.4k on 10 young carers with high needs, including those excluded from school, with offending and/or drug and alcohol problems to attend the "Dreamwall" project which is a 2 x 4 day residential programme.

Carers First also arrange a social events programme including activities such as a brunch group that meets three times per year, Theatre groups, carer pamper day and other events i.e. walks, theatre, opera, visits to gardens, vineyard tour, carol concert, etc

For its respite services last year 51 adult carers of adults accessed over 7640 hours of respite, 84% funded by Kent Adult Social Services with the remainder by carers fees, PCT, self funding, donations. 46 carers of children with disabilities accessed 4,252 hours of respite 87% funded by Children's Families and Education, the remainder by carers fees and donations. A further 51 Carers accessed Mental Health Carers Breaks Fund.

It also provided some with example training - Living with a teenage mental distress (training): 61 attendances over 3 sessions, Parent Training: 44 attendances. Throughout the year carers were supported to contribute to 71 different consultation events.

Carers Support

Carers support provides support, advice, information and advocacy services to adult carers within the Ashford and Shepway area. Regular monthly support groups are held in Hythe and New Romney for all Carers. In Ashford and Folkestone they hold fortnightly meet and talk support sessions, and Monthly at New Romney an Alzheimer's specific support group. The attendance is anything from a hand full of carers up to 18. Also in Ashford they hold a monthly get together for parent carers, this is not very supported due to lack of funding available for identifying and supporting this group of carers.

No training opportunities have been offered yet, though they have identified training needs from the carers they work with, which will be delivered within the coming months. They promoted the "expert patient" programme within the area, and are aware that some of the carers they support attended the sessions.

Organised for three carers' short-break day trips in the past year where three day trips to Whitstable, Faversham and an afternoon cream tea, 75 carers participated. The annual Christmas event was attended by 60 carers.

Additional services offered a tele-befriending project, carers tele link up, Kent Carers Emergency Card, benefits advice and a quarterly newsletter sent to 900 carers. Throughout Ashford and Shepway leaflets and information is displayed from Carers Support. They hold an annual information forum session in Ashford and Shepway each year, last year the theme was Benefits/Pensions.

Additional funding was secured in the past year from Henry Smith to provide a councillor supporting group of Carers with their emotional needs. The Shepway Mental Health & Well being fund from PCT funded one years costs for the pilot project of Carers Health Checks. They have submitted funding applications to the Health well being fund (PCT) in both areas for funding for parent carers and working with the family.

Carer Voice

Carers voice provides carers support services to carers living in the Canterbury, Herne Bay, Whitstable, Faversham & Isle of Thanet, they run support groups to provide advice, information and guidance to carers.

Eight Carers Support Groups are held regularly. Groups for all Carers are held in Birchington, Ramsgate, Canterbury, Whitstable, Herne Bay and Faversham on a monthly basis, attended by between 8 – 20 Carers. A group for parents of adult sons and daughters with a learning disability is held in Herne Bay every six weeks, attendance 5 – 12. A group for Male Carers is held in Canterbury monthly, attendance 4 – 10.

In partnership with Adult Education Carer Voice has hosted the City and Guilds Learning for Living (for the unpaid Carer) programme just finishing, eight carers have successfully completed the 15 week course.

Seated Exercises training was held with Health Promotions. Healthy Eating training with Dieticians was held at Queen Victoria Hospital in Herne Bay. They also run monthly forums and information workshops for Carers.

They held a 'Day of Relaxation' respite and social activities event for carers, 60 carers attended and took part in Reflexology, Aromatherapy and relaxation exercises. A garden Party was held for 90 Carers during National Carers Week at Mount Ephraim Gardens, Hernehill. A Christmas Party for 80 Carers was held at St. Augustine's, Westgate.

They offer free counselling to Carers by two volunteer Counsellors in Herne Bay and Ramsgate. They have a specialist worker who support parents of adult sons/daughters with a learning disability. They offer an Advocacy Service for older Carers. They provide a quarterly newsletter with a distribution list of 1100.

The Men only group is supported by the Rooney Foundation (through Kent Community Foundation). Pfizer and the Collyer Ferguson Trust have supported part of the Advocacy Service. They have received PCT funding for the newsletter and have also been successful in a PCT bid to support their counselling service, currently further funding applications are with the PCT.

Dover District Carers' Support

Dover District Carers' Support provides support for people, over the age of 18, who live in the district of Dover and who have an unpaid responsibility to look after relatives or friends with physical or learning disabilities or mental health needs. Dover District Carers' Support was set up in 2001 and is largely funded by Social Services. They have 780 carers registered with them and 4 full time members of staff.

They run a number of carers groups, a monthly group for older carers with an adult child with a learning disability, they are particularly looking at preparing the child for the time when the carer is no longer able to care for them. A monthly dementia carer support group, a monthly drop-in for those with memory problems and their carers.

They also run fortnightly Young Onset Dementia (YOD) activities project for carers and the cared for focusing on gardening and cooking lunch together. The YOD project is described by some as day care but it is not a respite service, as carers MUST attend too. The idea is to work with the couples by involving everyone in activities to bring about changes and to sustain the daily living skills of the person with dementia. 14 people attend each session, the same 14 each time; this project is now funded by NHS Eastern and Coastal Kent.

They have given dementia awareness training on several occasions, the sessions primary focus was about carers and their concerns, though it was hoped that by working alongside carers KASS care managers who attended would benefit by being able to see things from a carers' perspective.

They hold information forums where they invite a panel of experts to answer questions from the carers; these are usually related to a health problem such as dementia.

They offer help with benefits, advocacy, emotional support, bereavement support, home visits where appropriate, and a lending library of carer related subjects.

They have been funded by Bridging the Gap to offer training and bereavement support. They have been funded by Henry Smith for bereavement support and Deal Town Council for the quarterly newsletter. They attend the memory group at the local MH centre to talk to Carers of those newly diagnosed with dementia

Maidstone Carers Project

Maidstone Carers Project is a point of contact for anyone living in Maidstone and surrounding rural areas who look after a relative, partner or friend. The project provides information about local services, support systems and benefits. Two newsletters are produced three times a year, a general all carers one that goes to 500 carers and a mental health carers newsletter with a distribution list of 187. A confidential listening ear is offered to carers - either face to face or over the telephone. Help is given to complete benefit claim forms and advocacy when necessary during 2008/09 over £200,000 in disability and carer benefits have been claimed.

The Project runs various care support groups, which enable carers to meet and support each other. Four groups meet on a monthly basis, they are, the generic carers support group, the mental health carers group, a learning disability group and a dementia carers group, each group has between 8 – 15 people attend. In addition they hold 5 times a year a multi-agency dementia drop in which has 10 regular attendees.

The project also provides a regular telephone contact service currently operating for 95 carers. Each carer receives a regular telephone 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.

A regular Maidstone Carers Forum enables carers to meet and speak directly to planners and managers of Health and Social Services. The forum meets three times per year and has approximately 40 carers who regularly attend.

As well as the carer support group carers are encouraged and enabled to get together and share interests and activities. Carer Activity groups include the swimming group, book group, card making, tai chi and Reiki taster days. Last year the project ran 96 such group activities for an average of ten carers per group. The project also support carers social trips and last year 8 such trips were organised including, river boat trips, visit to Kew Gardens, trip to Whitstable, and Hever Castle with an average of 15. The project also runs a Christmas party which 34 carers attended and a Christmas lunch for mental health carers which 18 attended.

A dedicated Mental Health Carer Support Worker offers a listening ear, information, support. The project administers the mental health carers breaks funds this year 85 carers have benefited from this support. The breaks are flexible and responsive to individual carers needs, some examples include, horse riding lessons, an annual gym membership, day and theatre trips and holidays.

Northwest Kent Carers

North West Kent Carers Support provides services to Carers in the districts of Dartford, Gravesham, Swanley and surrounding areas bounded by Vigo, Culverstone, Meopham, and Istead Rise across to New Ash Green, West Kingsdown, Eynsford, Farningham, Crockenhill and back to the Thames at Dartford. They currently have approximately 1200 Carers on their register.

They currently run 8 Carers Support Groups, each of which meets monthly and some have sub groups/peer networks in between. Attendance at these groups is between 8 -16 Carers at each group session. Venues vary from the community hospital at Gravesend to the Living Well Centre in Dartford. These include two support groups for Parent Carers who may be caring for children with conditions such as Autism and ADHD.

They provide one to one help on benefits advice in the carers home including help to achieve maximisation of income for carers and cared for. They also support appropriate appeal cases to Tribunal, including upper level. Some additional advocacy services are provided in order for the carer or their cared for to achieve their rights in areas such as CHC (continuing health care), DRG (Disability Resettlement Grant).

The organisation provides information and advice on their telephone helpline, which is the frontline point for carer referrals, processing the Kent Carers Emergency Card and sign posting to either their services or relevant services provided by other organisations, both statutory and voluntary. Every six weeks they produce and distribute the "Carers Crier" newsletter to 1200 carers and 300 associates and professionals. It is also available to download from their web site. Their carers' leaflets and registration forms are distributed to GP surgeries, libraries, CAB's etc. They hold routine publicity days at local shopping centres and make presentations to specialist carer groups such as Parkinson's or Multiple Sclerosis Society. They promote and advertise their service widely.

For short-breaks for carers they provide an adult Sitter Service that provides approximately 700 hours per year; they provide one to one befriending carers approximately 240 hours per year; they organise between 2/3 "Stress Free Days" for Carers. A selection of alternative therapists - Massage, Reiki, Aromatherapy, Holistic therapy etc attend and offer taster/reduced charge services to a total of approximately 150 carers. They also provide some of these sessions at the support groups. They organise 2/3 daytrips/outings per year attended by 100 -140 carers, some with their cared for. They also organise a social event annual Christmas Party, attended last year by 170; an annual carers Christmas meal, last year attended by 50.

Wherever feasible and practical they work in partnership with other organisations. In 2005-2007 they led a project with DIAL and Age Concern to deliver benefits advice to older people. More recently have taken the lead to bid for the delivery of the Caring with Confidence course across the whole county North West Kent Carers. Have also worked closely with Carers First to deliver carers training sponsored by the LPG (Local Partnership Group) and worked in partnership with the Parents Consortium to provide some specialist services to parent carers. They have also organised the Learning for Living Course in partnership with KASS and Adult Education. Additionally they have delivered, IT courses, counselling courses and First Aid courses to carers

They currently provide these services with 85 weekly paid hours of staff time and are now recruiting two additional carer support workers and have approximately 40 volunteers. They accept referrals from any source, self-referral care management, social workers, Community, Ellenor and McMillan Nurses.

Swale Carers Centre

Swale Carers Centre's ethos is to 'Promote, Support and Empower Carers of All Ages' and as such is funded by KASS to provide a comprehensive support service to Adult Carers, residing in the Sheppey and Sittingbourne districts of Swale, who are caring for a relative or friend over the age of 18. This does not include those carers of people with Alzheimer's and Dementia and functional Mental Health issues; however, Alzheimer and Dementia Family Support Service is currently being developed and will be available from April 2009.

The Centre is funded from the Learning Disability Development Fund in order to provide specific support to Older Carers of people with Learning Disabilities, with a view to assisting the family to make an informed choice regarding their future health, housing and social needs. Older Carers Learning Disability group works with 15 families, holds quarterly coffee mornings and also are encouraged to join in any other event/activity. The funding is due to end and unless additional funding can be secured the project will end in early 2010

The Eastern and Coastal Kent PCT has recently awarded a grant with which to directly support parent carers of children and young people with additional/special needs and this new service will commence 1st April 2009.

The PCT has also awarded a grant with which to deliver a number of additional support groups and respite activities to Adult Carers that will commence 1st April 2009.

Support services to adult carers includes advice, information, over 830 telephone calls and 128 hours of home visits providing support including advocacy. They distribute a quarterly newsletter to over 500 carers. Provided 142 calls of emotional 1:1 support, support groups and respite activities, training opportunities, personal development opportunities, sign

posting and onward referral. Carers are also supported to attend and participate in events such as the Personalisation Agenda, Self Directed Support etc.

Through South East Coastal Communities funding and in partnership with the Kent University, they are currently developing a 'tool-kit' for Carers, which will be officially launched during Carers Week between 8 -12 June 2009. Additionally, a number of carers have participated in the 'Doorstep Learning Programme' and 'Falls Prevention' training facilitated by their support teams.

Currently they provide a men only support average attendance 7 carers and a women only support group average attendance 10 carers per month and two 'joint' support groups average attendance 7 carers. The single gender groups have been proven to be very useful and empowering, as often individuals can become reticent discussing issues important to them in a both gender setting. These groups provide an opportunity for peer support amongst carers and also provide a learning platform whereby guest speakers are invited to discuss a number of topics, including, health, benefits, Rapid Response, KASS, etc.

If it is necessary for replacement care to be provided they will make referral to Crossroads. For other forms of short-break which directly benefit the Carer themselves, they provide usually a monthly free of charge or heavily subsidised social activity, including, theatre trips, day trips to places of interest, meals etc, all providing opportunities for social inclusion.

To further promote the role, needs and rights of carers, they hold an annual Carers Week Forum and Carers Rights Day Event. Staff actively participate in a number of local, regional and National Forums in order to represent carers views in a number of wide ranging initiatives.

Alzheimer's Support Services

Alzheimer's Society Ashford and Shepway Branch

Provide advice to, both people with dementia and their carers on devising coping strategies, navigating their way round the statutory services and the health services as

well as the voluntary sector. They offer advocacy and work in close partnership working with the Admiral Nurse.

They run support groups monthly in Hawkinge, Hythe and New Romney, which are for the person with dementia and their carers. And offer advice and support at the William Harvey Memory Clinic Team, and hold a monthly surgery at the Tenterden Gateway.

They are currently putting together a Carers' Education Programme. Which will start in Folkestone in June and run for 6 weeks. Respite and transport can be provided to ensure carers' can access this. It will be advertised in April 2009. Similar Ashford Carers' Education Programme is planned for September 2009.

Alzheimer's Society Canterbury and District Branch

Offer Carers support group facilitated by a paid worker, a carers helpline in office hours, facilitate a grant scheme for carers to purchase equipment respite and transport, which will assist them in their caring duties to a maximum of £300.

Purchase day services to provide carers respite, the branch has purchased day care places at an Age Concern Day Centre in Herne Bay and Canterbury.

Provide advice information and guidance to carers at local Memory Clinics.

Alzheimer's Society Maidstone & Rural Communities Branch

Run various support groups, one group caters for carers and people with dementia: the meeting for carers takes place in a designated room, facilitated by experienced volunteers. At the same time the people with dementia for whom they care enjoy stimulating activities supervised by volunteers. This is run on a monthly basis but they are looking to improve this to twice a month in the near future.

A second group caters for those carers of people with dementia whose loved ones have moved into residential care and who therefore have a slightly different set of challenges to face. This runs on a monthly basis and usually involves 7-10 existing carers, facilitated by two experienced volunteers.

A third monthly group caters for younger people with dementia and their carers, utilising NHS facilities at the Priority House Mental Health Centre in the north of Maidstone, involving patients referred from their memory clinic. They are routinely involved in the carers' education programme run at memory clinics.

There is also a less formal group, the "Carefree Group" with more emphasis on social activities, for those carers who have lost their loved one and need to re-integrate into "normal" social activities. The clients largely run this group themselves, with support from volunteers.

In order to begin to meet the needs of carers and of people with dementia who might otherwise face isolation in the rural areas of the branch, the branch runs regular drop-in support meetings in villages across the branch area.

A monthly Tea Party with entertainment in Maidstone is aimed both at carers and at people with dementia. Taxis are arranged and subsidised for those who need assistance with transport. On average 50 to 60 people attend. This club is highly valued by its users as a respite from the isolation and loneliness endured by many carers and people with dementia. It is also an opportunity to share knowledge and experiences with each other.

A quarterly Luncheon Party is held in Maidstone once again aimed both at carers and at people with dementia. On average 50-60 people attend and taxis are arranged and subsidised for those who need assistance with transport.

Run *ad hoc* specialist information sessions, the most recent of which involved local solicitors explaining the implications of the Mental Capacity Act, recent Human Rights legislation and case law, and issues around Lasting Powers of Attorney.

They run an activity group for people in the early stages of dementia providing stimulating activities for them. This effectively provides respite care at the same time since it does not involve carers and provides light refreshments. It runs for three hours each Friday and at present caters for six people with dementia with a high client/worker ratio in order to provide the best experience for the clients. This group utilises NHS facilities at the Heathside Mental Health Centre in the south of Maidstone and is run by our Outreach

Worker, with assistance from the Branch Development Worker, an NHS assistant psychologist and experienced volunteers.

The branch runs its own “all hours” local telephone Helpline as well as providing a similar service during office hours on the office line. They respond to queries by telephone, by e-mail, by post or at the office, from anyone, including queries from outside the branch area.

An Outreach Worker is funded until September 2009 by a donation from the Rowse Trust of just over £19k. All their other funds come from donations and their local fundraising.

Alzheimer’s Society West Kent Branch

There is Aftercare Group for anyone who had been caring for someone with dementia that has now died. There is a meeting monthly on social bases for people to share experiences usually about 12 people attend.

There is an Alzheimer’s Forum, a web site that is run by and for people with dementia to share experiences and offer mutual support. It raises self-esteem and gives a sense of achievement through being part of a national and global forum.

There are various support groups in Tunbridge Wells area, Sevenoaks and Tonbridge. Offering a chance to meet and share experiences with other carers. These are monthly meetings with the following average attendees Tonbridge around 12 people, Tunbridge Wells around 10 people and Sevenoaks around 10 people.

There is Computer Project, which uses specialist computer equipment to encourage clients to discover new ways of communicating, creative self-expression and access interests. This is an open group and all members are welcome to join.

A wide variety and range of information and support given including a quarterly newsletter, leaflets and one to one advice, information and guidance. There is Help Line available for support, information on any of the services that they run, advice on local services and a listening ear to anyone with or caring for someone with memory problems. The help Line is open 24/7 and on average receives 75 calls a week.

Home Support Scheme this service offers stimulation to help maintain the skills of the person with dementia. Some activities include banking, shopping, cooking and helping to pursue hobbies and interests. The scheme supports over 80 people with dementia and their carers each week providing approximately 250 hours of care.

Lunch club a group of people with dementia and their carers who are on the waiting list for a service. On average 20 people meet once a month in a local pub for lunch.

The Alzheimer's Society offer day services in three locations based on a client led approach which provides an environment for clients to pursue their interests, maintain social skills and participate in a variety of activities, they have specific days for people in the very early stages of their illness.

- Park Lodge Day Service runs 5 days a week and offers 10 places a day a total of **50 places per week;**
- Town Lock Day Service runs 2 days a week and offers 12 places a day a total of **24 places per week;**
- Cranbrook Day Service runs 1 day per week and offers **8 places.**

Park Lodge eating and social event hold a pub lunch for people with dementia and their carers to gain support, information and for social interaction. There are two services, one in Hadlow and one in Tunbridge Wells, both meet once a fortnight with around 24 people attending each event

Short Term Intensive Support Service (STISS) this service is intended for those people who have significant memory impairment who are in acute hospital beds. It promotes early discharge from hospital, prevents hospital admission and carer breakdown, offering support within the home for initially four weeks with a review. The service currently supports a maximum of 6 clients at any one time for up to 4 – 6 weeks, support workers can visit everyday for 2 hours.

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.

The activity for ADSS is 1st April 2008-31st January 2009 not the full year.

Weekly support group in Gravesend and Meopham, where the cared for are welcome too has 61 members, twice monthly support group in Dartford where the cared for are welcome too has 10 members. New for 2009 is a monthly support group for carers only in Northfleet.

ADSS run a respite/support at home scheme providing 1-1 support in activities of daily living and providing carers with a welcome break, currently have 32 clients who received 2,037 hours of support.

ADSS run day services at their Garden Lodge seven days per week Monday to Saturday 10am to 3pm, providing places for 90 clients. New for 2009 the Monday Club is for people in the early stages of their dementia.

ADSS provide advice information and guidance, they have a website, provide leaflets and a Newsletter, the newsletter is produced twice yearly and is distributed to 250 people with dementia, carers and professionals. ADSS have produced carers information DVD and CD. This year they have sent out 108 information packs, have completed 72 initial home assessments, 13 carers have benefited from the 1 to 1 support services, 5 people have had befriended matched with them.

New for 2009 is an out of hours Help Line to enable carers to access round the clock giving information and emotional support.

ADSS was awarded a grant of £232,971 by the Big Lottery Fund. The grant will fund a five-year project working with GP surgeries to raise awareness of memory problems and encourage early diagnosis. There was just 62 awards made in England and just 12 in Kent from this round of the Big Lottery Fund's Reaching Communities Programme. This is ADSS 4th Lottery award bringing more than £500,000 of additional funding to the area.

Alzheimer's and Dementia Family Support ADFS

The funding that they receive from KASS allows them to provide information and advice via the telephone, produce newsletters every two - three months, to facilitate a monthly support group at Phoenix House. They also deliver training as part of the Carers training programme at Southland's and the Memory clinic at Holding St Rainham. Provide advice on benefits, help fill in forms, advise on other services and support and refer as requested and visit people in their homes if necessary. They currently have 42 carers of people with dementia on their records.

Mental Health Carers Support Organisations

Canterbury and Coastal Rethink

Hold a Carers' Support hold monthly meetings attended by ????. Offer and telephone/email support and sign posting, monthly newsletters, guest speakers, group support, and social events their ethos is promote culture of self-help.

Rethink hold regular group meetings with wide variety of speakers about mental health related topics, they promote such events and training opportunities through their newsletter etc.

Promotion of their carers' support group through information stalls with display boards at local events. Distribution of posters publicising monthly meetings and invited speakers.

Participation in mental health awareness initiatives, e.g. Mind the Gap Festival; National Carers' Week; 'Time to Change' Campaign; World Mental Health Day.

Sign posting to relevant advice sources, telephone support line backed up by answer machine, monthly newsletter circulation approximately 370 copies, various leaflets and peer mutual support. Have occasional, minimal internal group fundraising no funding received from PCT

Swale Mindset

Swale Mindset Carers holds two carers support groups a month, plus a carers focus group held every 6 weeks, a place for carers to bring issues to the table, to decide with other carers where these issues should be taken i.e. Carers briefing meetings, JCB, Complaint etc.

A training day was held jointly with the service users in October 2008, this took the form of a forum to which various speakers were invited to give presentations.

They manage the carers break fund and they offer respite to carers in various forms.

They try to have something on each month; respite days including; pictures, theatre, visits to historic dockyard, visit to vineyards, hop festival, river cruise, bonfire night at Mount Ephriam and a Christmas party. They held a stress buster day with a range of holistic therapists for carers to try, including Indian head massage, arm and shoulder massage, Reflexology and Reiki sessions. The carers breaks moneys have been used creatively for whatever is needed by the carer to enable them to cope with their caring roles. 29 carers break payments resulted in 216 instances of respite for carers.

There is a monthly newsletter that is distributed to ???. Carers advocacy services, they view this as a huge gap, service users have professional advocates, while carers rely on carers groups to provide this and this is not always available.

The PCT have funded Swale Mindset Carers to work in partnership with local GP's and their surgery staff to identify and engage with family carers of people with a functional mental health problem. These are the hidden carers whose 'cared for' are treated by GP's within primary care. One to one meetings with all new carers and when needed with any of their known carers.

Attend meetings such as LPMG, JCB, carers briefings, regular meetings with the local Community Mental Health Teams and any meetings where carers want their support, such as CPA meeting. Provide sign posting to relevant services, help completing forms, support to complain when necessary.

Rethink - East Kent Carer Support

They believe that carers play an invaluable role in helping people recover from severe mental illness and that they should be acknowledged, valued and supported. They run carer support group's in Ashford, Thanet, Dover, Deal and Herne Bay, they support a carer support group in Folkestone by putting their newsletter page in their Casper newsletter which goes out to over 570 carers throughout East Kent every three month.

Our carer support workers hold group meetings on a monthly basis enabling carers to meet each other, to share experiences and listen to professional guest speakers who are

invited to give talks on a number of issues relating to mental illness and caring i.e. benefits advisors, advocacy, floating support, social workers, community psychiatric nurses etc.

The service also has a carers' handbook which they give to every carer known to their service. This handbook has been compiled by them and gives the carers contact address and phone numbers of all different agencies they may need to contact. They also have their Casper newsletter that goes out every three months keeping carers up to date with everything that is happening now. They sign post carers to other agencies as and when needed i.e. young carers agencies, benefits advice, help line numbers etc.

They are jointly funded by East Kent Health Authority and Kent Adult Social Services. They have received funding for carers breaks this year; this has also helped in enabling carers to think of their own health and well-being and gives carers some quality time for themselves.

The team comprises of one service manager, one carer support worker who covers Deal and Dover area, one who covers Canterbury and Coastal area, one who covers Folkestone, Hythe, Dymchurch and Romney Marsh area, one new carer support worker who will be taking over the Thanet area and lastly one new carer support worker who will be taking over the Ashford area. The aim of these meetings is to offer individual support to carers on a once a month basis, giving them the chance to be listened to, and be offered advice in an encouraging and empowered way. They currently see 87 carers on a one to one per month.

The service has a joint service advisory group with advocacy which meets four times a year.

Maidstone Mind

Informally support carers by offering services to anyone over the age of 18 years experiencing emotional and mental distress, which often occurs in those caring for others. A ladies group has attendees who care for someone in their family although they may not consider themselves as 'carers'. They offer informal drop in day service five days per week, and some of those attending do care for family members. These services offer a place to go, someone to talk to and social activity groups to participate in. Maidstone Mind receive many calls from carers seeking information advice and guidance, they are usually referred to organisations such as Maidstone Carers Project. They facilitate anxiety / depression groups and some of the people attending these are carers who partly need the group due to the stress of the caring role. They organise events such as World Mental Health day where they offer information to everyone including professionals. They also

offer workshops on Mental Health Awareness to any organisation that would like to book their services and have a strong ethos of partnership working to support carers.

Dartford, Gravesham and Swanley MIND

Dartford, Gravesham & Swanley Mind runs weekly support groups for carers of people with mental health problems. Normally about 12 people attend the groups. The groups are run as peer support and enable the carers to talk about any difficulties they may have and to find new ways of dealing with their caring role. The carers produce newsletters and 1-1 sessions for carers are also in place.

DGS Mind has also run workshops for carers including dealing with anxiety, the faces people wear and educational groups on mental health issues.

Carers are able to access the carers break fund and the following has been arranged in the past year: individual breaks away, group breaks, day trips, attendance at Adult Education Courses, gym membership, to purchase of a bike, a sign language course and theatre trips.

Dartford, Gravesham and Swanley MENCAP

Run a carer group called the North Kent Carers Forum, for carers of people with a learning disability. The group meets bimonthly at their offices in Dartford. The group provides information and support with regular speakers and updates on Valuing People Now, social change, individual budgets etc. On average 10 – 12 carers who attend regularly and send papers out to another 15 and minutes only to a further 25 carers. The group has run for 6 years. There are plans to hold an open day in the summer for carers in North Kent to get more involved with their group.

They have run a number of carer forums, some for information and some for training, for example; short term breaks workshop which had 50 attendees, understanding the mental capacity act 30 attendees and one devoted to housing. The housing seminar attracted over 80 attendees including service users, carers, and professionals from social services/local councils and was facilitated by Housing Options. The outcomes of the day were recorded and used by Housing Options in a presentation to the Valuing People Team at the Department of Health as an example of good practice. The three Local District Partnership Groups funded the day. Signpost information to carers through bimonthly

newsletter, leaflets and on website. Hold regular wills and legacy seminars for carers twice a year with an average attendance 20 to 30 people handled by solicitors in Gravesend.

DGS Mencap receives funding from carers' grant to run a Community Access Project in Dartford known as Connect 3. The project receives funding annually (£31,085.52 in 2008/9) to run 3 weekly sessions for adults with learning disabilities. The project enables currently 23 individuals to access facilities in the community and gives carers a break. They offer coffee mornings for carers and advice and support through the Project. Additional funds of £12,000+ from grants have recently been awarded to refurbish Connect 3 and give it a make-over. This project developed the 'Lets Break Away' initiative which offers holidays to people with a learning disability giving carers a break, this runs twice a year usually to France taking 4 – 6 people with a learning disability numbers depend on their support needs.

They also provide leisure activities, which give carers a break. The Crocodile night-club with up to 100 attending, the Cygnet club in Swanley with an average attendance 20, the Place to Be (younger persons event) weekly in Peppercorns, Dartford with an average attendance 30 – 40 and a monthly Saturday night disco at Peppercorns average attendance 50. They have secured £13,500 funding from the Building Community Capacity grant to appoint a Project Worker for 8 hours a week to further develop the night-club sessions which has proved to be a very success venture.

Stroke Association – Family Support Workers

The Stroke Association employs three family support workers in the East Kent Area. Each worker holds a caseload of between 80 and 120 people. Their role is to support the stroke survivor and the family/carers. They offer emotional & psychological support assisting the family to come to terms with the stroke and build a new post stroke life. They provide advice information and guidance with sign posting to all appropriate resources, ensuring that stroke survivors and their families can access all the service and benefits they are entitled to. They keep clients for one-year post discharge from hospital however the service is needs led and they would not discharge if the service were still necessary.

Appendix 3

East Kent Day Services

Across the whole of East Kent there are **8,759** day service places offered on a weekly basis. Listed below are the providers per district.

In Ashford District there are 998 day services places available per week.

- Ashford Day Opportunity Service KASS provides 250 places per week for adults with a learning disability
- Westview Integrated Care Centre provides 90 places per week for older people
- The Nest provides an average 15 places per week for people with learning disabilities.
- Wood n Ware provides 75 places per week
- Age Concern Ashford offer 200 places per week for older people
- Age Concern Tenterden offer 150 places per week for older people
- Age Concern Tenterden Disabled In Action offers 70 places per week day care for older people with a physical disability
- Plantin House private provider offers 80 places per week for older people and 24 places per week for older people with mental health.
- Numerous private providers of Day Care provided an additional 44 places on a call off basis

In Dover District there are 1403 day services places available per week.

- Cornfields a KASS residential care home provides 48 day service places per week for older people
- Sampson Court a KASS residential care home provides 72 day service places per week for older people
- Wayfarers a KASS residential care home provides 48 day service places per week for older people
- Walmer Centre provides 450 places per week
- The Well provides an average of 190 places per week for people with learning disabilities.

- Age Concern Deal offer 250 places per week for older people
- Age Concern Dover offer 150 places per week for older people
- Age Concern Sandwich offer 175 places per week for older people
- Numerous private providers of Day Care provided an additional 20 places on a call off basis

In Canterbury District there are 1530 day services places available per week.

- Swalecliffe Day Opportunity Service KASS provides 200 places per week
- Canterbury Day Opportunity Service KASS provides 480 places per week
- Ladesfield a KASS residential care home provides 46 day service places per week for older people
- Age Concern Whitstable offer 175 places per week for older people
- Age Concern Herne Bay offer 260 places per week of older people (including week ends)
- Age Concern Herne Bay (Hazel Neville Centre EMI) offers 82 places per week (including Saturdays)
- Age Concern Canterbury offer 210 places per week (including Sundays) for older people
- Numerous private providers of Day Care provided an additional 77 places on a call off basis

In Swale District there are 1938 day services places available per week.

- Faversham Day Opportunity Service KASS provides 275 places per week
- Blackburn Lodge a KASS residential care home provides 150 day service places per week for older people
- Kiln Court a KASS residential care home provides 65 day service places per week for older people
- The Crawford Centre provides 277 places per week for people with learning disabilities in Sheerness.
- Age Concern Faversham offers 290 places per week of older people (including week-ends)
- Age Concern Sittingbourne offer 300 places per week of older people

- Age Concern Teynham offer 100 places per week of older people
- Age Concern On the Isle of Sheppey offer 400 places per week of older people
- Numerous private providers of Day Care provided an additional 81 places on a call off basis

In Shepway District there are 1543 day services places available per week.

- Shepway Resource Centre provides 450 places per week
- Lawrence House a KASS residential care home provides 60 day service places per week for older people
- Philbeach Day Service a KASS service provides 75 day service places per week for older people
- The Bridge provides an average 94 places per week for people with Learning disabilities.
- Age Concern Elham offer 175 places per week for older people
- Age Concern Folkestone offer 225 places per week for older people
- Age Concern Hythe offer 170 places per week for older people
- The Romney Marsh Day Centre offers 250 places per week for older people
- Numerous private providers of Day Care provided an additional 44 places on a call off basis

In Thanet District there are 1347 day services places available per week.

- Thanet Day Opportunity Service KASS provides 500 places per week
- Westbrook House Integrated Care Centre provides 90 places per week for older people
- Minis Bay a KASS Day Service provides 175 places per week to older people
- Age Concern Broadstairs offers 150 places per week for older people
- Age Concern Margate offers 175 places per week for older people
- Age Concern Ramsgate offers 175 places per week for older people
- Numerous private providers of Day Care provided an additional 82 places on a call off basis

West Kent Day Services

Across the whole of West Kent there are **5152** day service places offered on a weekly basis. Listed below are the providers per district.

In Dartford there are 820 day services places available per week.

- Yew Tree Centre in house provider **100** places per week for people with a learning disability.
- Swanscombe and Greenhithe Age Concern Ltd voluntary organisation **200** places per week for older people
- Age Concern Dartford voluntary organisation **200** places per week for older people
- The Limes, in house provider **60** places per week for older people
- Milan, in house provider **260** places per week for black and minority ethnic

In Maidstone there are 1082 day services places available per week

- Age Concern Maidstone voluntary organisation **420** places per week for older people.
- Boughton Mount, Adult service provider unit **400** places per week for people with a learning disability.
- Ditton Monday club, voluntary organisation **10** places per week for people with a physical disability or mild learning disability
- Dorothy Lucy Centre, adult service provider unit **12** places per week for Asian elders
- Dorothy Lucy Centre, adult service provider unit **50** places per week for older people.
- Heathside, older peoples direct services unit **90** places per week for older people with mental health needs
- Heart of Kent hospice, voluntary organisation **50** places per week for adults with life-limiting conditions.
- Meadow View, adult service provider unit **50** places for people with learning disabilities

In Gravesham there are **1562** day services places per week

- Guru Nanak in house provider **210** places per week for people from the local BME community
- Gravesend SEC service in house provider **275** places per week for people with Learning disabilities
- Perry street day service, private and voluntary organisation **200** places per week to older people with learning difficulties
- Age Concern Gravesend, voluntary organisation **500** places per week for older people
- Age concern Northfleet, voluntary organisation **300** places per week for older people
- ADSS in Gravesend, voluntary organisation offer **90** places per week to people with dementia

In Sevenoaks there are **259** day services places per week

- Adult service user provider, in house **187** places per week for people with learning disabilities
- Edenbridge Day Centre, **72** places per week for older people.

In Tonbridge and Malling there are **578** day service places available per week

- Abbyfield Woodgate, private organisation **90** places per week for older people
- Age Concern Malling, voluntary organisation **148** places per week for older people
- Age Concern Malling Woodsveiw, voluntary organisation **15** places per week for older people with mental health needs
- Age Concern Tonbridge town lock, voluntary organisation **40** places per week for older people
- Alzheimer's Society town lock, voluntary organisation **24** places per week for older people with mental health needs
- Alzheimer's Society Tudley day care, voluntary organisation **50** places per week for older people with mental health needs in the area

- Age concern run 3 pop in centres
- Disability with Ability, voluntary organisation **30** places per week for older people with a physical disability
- Ditton Monday club, voluntary organisation **10** places per week for people with a physical disability
- Princess Christian farm, adult service provider unit **75** places per week for people with learning disabilities
- Riverside, adult services provider unit **100** places per week for people with learning disabilities

In Tunbridge Wells there are **834** day service places available per week

- Barnetts, voluntary organisation **75** places per week for older people with mental health needs.
- Bowles Lodge, in house **80** places per week for older people with mental health needs
- Age Concern Tunbridge Wells, voluntary organisation **175** places per week for older people.
- Age Concern SHB, voluntary organisation **300** places per week for older people
- Headway, Voluntary organisation **75** place per week for people with head injuries.
- Alzheimer's Society, voluntary organisation **29** places per week for older people with mental health needs.
- Compaid Trust, voluntary organisation **100** places per week for older people