

From Graham Gibbens, Cabinet Member for Adult Social Care and Public Health
Andrew Ireland, Corporate Director of Social Care Health and Wellbeing

To: Adult Social Care and Health Cabinet Committee – 6 December 2016

Subject: **COMMISSIONED SUPPORT SERVICES FOR ADULT CARERS**

Classification: Unrestricted

Past Pathway of Paper: N/A

Future Pathway of Paper: N/A

Electoral Division: All

Summary: This report provides the Adult Social Care and Health Cabinet Committee with an overview of current commissioned support services for adult Carers, the impact of the Care Act and service performance data. The report is also intended to advise the Adult Social Care and Health Cabinet Committee that the Carers' support contracts will end on 31 March 2018 and a new tender will be undertaken.

Recommendation: The Adult Social Care and Health Cabinet Committee is asked to **CONSIDER** the progress made in supporting adult Carers, **COMMENT** on the content of the report and **NOTE** that the Strategic Commissioning Division has begun the process and work necessary to recommission adult Carers' services from 1 April 2018.

1. Introduction

- 1.1 Carers make a significant contribution to the health and social care economy and their important role has been identified at a national level. KCC has new duties towards Carers under the Care Act 2014 and the Five Year Forward View commits the NHS to find new ways to support Carers to build on the new rights created by the Care Act and to ensure support is available to the most vulnerable Carers.
- 1.2 The value of unpaid care in the UK is growing with widely accepted evidence that shows Carers contribute £119bn to the UK economy each year and in Kent alone it is estimated to be over £3bn (Buckner and Yeandle 2011).
- 1.3 A report by the Association of Directors of Adult Social Services (ADASS) concluded: "There is significant evidence ... that suggests that investment in

Carers' services to support them in their caring role is financially beneficial for social care and sees a significant return on any investment made".

- 1.4 Research has shown that Carers are more likely to be in poor health themselves and likely to be economically deprived. The Kent Health and Wellbeing Strategy recognises the importance of supporting Carers to continue their caring roles and particularly highlights the need to support Carers of people with dementia by increasing the numbers of Carers' assessments and Carers accessing short breaks.

2. Funding for Carers' Services

- 2.1 Kent has a long history of commissioning services to support Carers and in recent years has not only protected, but in fact increased funding. Nationally and regionally Kent's Carers services are considered as best practice. Adult Social Care believes supporting Carers is not only the right thing to do but is also strategically important within our demand management and prevention strategies.
- 2.2 The Council and all seven Kent Clinical Commissioning Groups (CCG) jointly invest £7.5m in services to support adult Carers.

Service	KCC	CCG	Combined Allocated Funding
Carers' Assessment & Support Services	£3.1m	£1.26m	£4.36m
Short Term Breaks (Contracted)	£800k	£580k	£1.38m
Short Term Breaks (Grant Funded)	£1.76m	-	£1.76m
Total	£5.66m	£1.84m	£7.5m

3. Overview of Commissioned Carers' Services

- 3.1 Carers' services are commissioned via two types of contract and through historic grant funding, all contracts relating to Carers' Assessment and Support and Short Breaks are due to end on 31 March 2018 and the Council has made a commitment to end all historic grants by the same deadline.

3.2 Carers' Assessment and Support (CAS) Service

- 3.2.1 The CAS services are jointly funded by the Council and all seven of Kent's CCGs.

- 3.2.2 There are three contracts that provide a Kent wide CAS service which is provided by the following organisations

- East Kent Carers Consortium CIC - covering all of East Kent

- Carers First – Southwest Kent and Dartford, Gravesham and Swanley
- Involve Carers – Maidstone and Malling

3.2.3 The CAS service ensures that Carers:

- are actively sought and identified
- can access guided conversations and receive appropriate up-to-date information, advice and signposting to relevant local community based support
- receive Carers' assessments
- can access financial support where required
- are engaged and supported to plan for the future
- feel supported and empowered
- wellbeing is improved through the provision of emotional support
- receive health prescribed support when appropriate

and also supports:

- awareness raising with others organisations about the importance of identifying and supporting Carers
- networking and engagement with other organisations/sectors
- improved support for young Carers' transition to adulthood
- increased knowledge, skills and behaviours for Carers and professionals through training and development opportunities

3.3 Carers' Short Breaks

3.3.1 Carers' short breaks are currently provided through two funding mechanisms;

- A contract which is co-commissioned with the CCGs and;
- Historic grants awarded by KCC

3.3.2 The Kent wide service is provided by

- Crossroads Care Kent

3.3.3 Short breaks relieve Carers from their caring role in order to maintain their health and wellbeing. They promote Carer resilience and provide stability, and/or support in crisis situations where the caring role is at risk of breaking down. They promote Carers' health through planned replacement care to enable a Carer to attend their own health appointments.

3.3.4 The current contract includes:

- Planned sitting services (usually three hours per week)
- An urgent 24hr crisis response service with the additional funding from health to target those caring for people with dementia
- Replacement care to enable a Carer to attend their own health appointments

4. Impact of the Care Act

- 4.1 The Care Act has meant additional demand for Carers' assessment and support providers, who are managing demand well and providing good value for the Council.
- 4.2 Though there has been some increased activity Carers' assessments have not increased in line with forecasted demand; it is believed this is because of the innovative approaches Carers' organisations are developing to identify and support Carers earlier.
- 4.3 The Council invested £168k from Care Act funding to meet additional demand for assessments and whilst new assessment targets have not been fully met by all providers, evidence suggests that Carers are accessing services which are preventing and delaying needs for support.

5. Service Performance 2015/16

- 5.1 Services currently commissioned are of high quality and delivered through trusted providers, with whom the commissioners have developed good proactive and productive working relationships. Providers have a comprehensive knowledge of relevant Carer related legislation, social care and health systems, available local community based support and a broad range of other valuable Carer information. This expertise combined with professional and caring staff has resulted in exemplary Carers' support services for the residents of Kent.
- 5.2 One of the key required outcomes was to identify *new* carers. The table below shows how many new Carers were identified across Kent in 2015/16 and new carers identified so far in 2016/17.

	Qtr1	Qtr2	Qtr3	Qtr4	Total
2015/16	1292	1376	1295	1397	5360
2016/17	1337	1431	-	-	2768

- 5.3 Since the implementation of the Care Act in April 2015 there has been an increase in the demand on preventative Carers' support services. There have been no cost pressures to the Council
- 5.4 Headline changes in activity are listed below:
- 7,174 referrals to Carers' Assessment and Support Services in 2015/16 which represents a 125% increase from 2014/15
 - 5,313 new Carers identified a 64% increase from 2014/15 activity and a 221% increase on the contract target
 - 1,775 Carers received health checks, a 28% increase from 2014/15
 - 27,871 Carers received information and advice, a 10% increase from 2014/15

- 17,097 Carers received specific emotional support, a 6% increase
- CCG specific performance data for 16/17 is attached as **Appendix 1**

5.5 Crossroads Core Grant funding - during the grant year 2015/2016, Crossroads received 2,849 Carer referrals. The core service alone supported 1,549 Carers during that period of which 59% of the cared for were over the age of 80 and 43% of cared for clients had a dementia diagnosis. Our 2015 Carer feedback survey returned showed 95% of those rated the service as very good, 5% rated the service as good.

5.6 Short Breaks Contract Key Performance Information for 2015/16

- Received 895 referrals to the crisis service across Kent of those referrals 68% were for clients with dementia
- Delivered over 25,000 hours of support of which 50% were unsocial hours
- Prevented 613 emergency admissions
- 1,974 service hours were used to support 274 people to attend 634 appointments

5.7 Short Breaks Contract Key Performance Information for 2016/17 (from April – September 2016)

- Received 139 Carer referrals with 60% of these being Dementia crisis related
- Delivered over 3,300 hours of crisis support, 65% of which were unsocial hours
- Prevented 68 emergency admissions to hospital/care home
- Prevented 10 failed hospital discharges prevented

6. Carers' Direct Payments

6.1 The Council is responsible for meeting Carers' eligible needs and this is achieved primarily through a Carers' direct payment. These can be one off payments which are administered by Carers' organisations or ongoing direct payments which are administered by Council Case Management Teams. The total budget for Carers' direct payments is £772k, this is made up of both Care Act and base budget funding.

6.2 One off payments are usually used to enable the Carers to purchase something that will make their role easier, for example washing machines or items so they can participate in hobbies or interests. Ongoing direct payments are used to provide support which is not care, usually housework or gardening to remove this task from the Carers so they can concentrate on their caring role.

6.3 Activity for the 2015/16 period was as follows;

- There were 1,391 one off payments in 2015/16 - this a 29% increase from 2014/15
- The average cost of these single payments was £182

- There were 35 ongoing direct payments for Carers as of March 2016
- The average cost for these ongoing payments was £24.00 per week

7. General Summary

7.1 Service providers are working with Council and NHS commissioners and operational staff to continually develop and improve the Kent Carers' support offer aiming to ensure that Carers have a positive, seamless experience; regardless of the level of support that they may need to live well, be healthy and continue to provide care to those who depend on them.

8. Carers' Contract Tender 2018

8.1 The current contracts end on 31 March 2018, the Council's commissioning staff have started working with the CCGs to plan the work needed for the new tender for Carers' services from 1 April 2018.

9. Recommendations

9.1 Recommendation: The Adult Social Care and Health Cabinet Committee is asked to **CONSIDER** the progress made in supporting adult Carers, **COMMENT** on the content of the report and **NOTE** that the Strategic Commissioning Division has begun the process and work necessary to recommission adult Carers' services from 1 April 2018.

10. Background Documents

None

11. Lead Officer

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