

## Scrutiny Group Review of Carers Services Action Plan – Actions Leads

### The Scrutiny Group Review of Carers Services Action Plan

<b>Action 1</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Cabinet did not accept this Action			Removed.
<b>Action 2</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director of Integrated Commissioning will present to Herefordshire Partnership's Health and Wellbeing Policy & Delivery Group a paper setting out areas of concern and options to protect services for carers.	(Associate Director Integrated Commissioning)  Mike Emery	Completed 17 <sup>th</sup> May 2010	Complete.
<b>Action 3</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
In their 2010/11 business plan, Integrated Commissioning will set out the impacts of demographic changes on budgets and make proposals to ensure carers continue to receive appropriate support.	Associate Director of Integrated Commissioning  Mike Emery	Representations were made to the Health and Wellbeing partnership to protect the funding that originated in the Carers specific grant and was subsumed in Area Based Grant to no avail. Budgets were cut by 6% Integrated Commissioning have written a business plan that is now being presented to Cabinet member and Leader  Plans are now being reviewed in light of the changing national policy agenda, the pressures on public service budgets and the refreshed JSNA to ensure we continue to support Carers. For example, all ABG funding streams faced a reduction in funding, however the reduction in Carers grant was kept at the minimum 6 per cent (less than some areas who have been asked to make further savings subsequently). Additionally, the recent new 'Vision for Adult Social Care' paper published by the DoH needs to be considered in the development of future Commissioning plans and strategies .However Carers support is a priority within the Maximising Independence work stream and the Health and Social Care Commissioning Strategy and will continue to be so going forward into 2011/12.	Ongoing.

<b>Action 4</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director of Integrated Commissioning keeps under review the current contract with HCS, which is due to complete on 31 March 2011. In the process of recommissioning carers support for 2011/2 and thereafter, Integrated Commissioning will ensure that the agreed contract will sustain appropriate support for Carers.	Head of Planning, Integrated Commissioning  Leslie Libetta	The Health and Wellbeing Partnership decision with regard to Area Based grant has cut the budget by 6% making this action very difficult to achieve.  Please see comment above. Integrated Commissioning are looking at the impact of the Comprehensive Spending Review on grants such as the Carers Support grant and how we continue to commission this activity.	31st December 2010
<b>Action 5</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Integrated Commissioning will ensure that Hereford Carers Support Workplan for 2010/11 will include actions and events specifically designed to increase the number of registered carers. (The number of carers registered is one of the performance indicators monitored through the contracts process).	Integrated Commissioning Contracts Manager in conjunction with Director, HCS. Martin Smith/ Leslie Libetta	HCS are proving quarterly newsletters which provide detail information for carers, such as benefits and carer events and forums. There are 12 meetings arranged for the period up to August and the twice-weekly Extend activity held at Canal Road  In addition to the newsletter HCS held a meeting in November for all carers forums to discuss a merge and meet six times a year. Significant issues will be dealt with in separate meetings. Large carers event taking place on the 3 <sup>rd</sup> December.	31 March 2011
<b>Action 6</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director of Integrated Commissioning has started the development of a Carers RAS, as the first step to offering personal budgets to Carers. Options will be shared with Carers by using forums, networks or other mechanisms established by Herefordshire Carers Support. Final proposals will go through full consultation with carers through the mechanisms described above.	Planning Manager  Leslie Libetta	Putting People First (PPF) programme board has approved plans to make fast progress with this target. This will be overseen by the Maximising Independence workstream.  Carers Resource Allocation System being developed currently by the PPF programme along with other RAS provision by September 2011.	30 September 2011

<b>Action 7</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director of Integrated Commissioning agreed in 2009 the designation of an Officer post to lead on carers issues and act as a repository of expertise on personal budgets for carers and their cared for.	Service Manager, ASC Provider Services  Denise Hawkins	Completed February 2010	Completed

<b>Action 8</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director of Integrated Commissioning will write to the Chief Executive of Hereford Hospitals Trust relaying the approved Recommendation and inviting the Trust to respond to the Recommendation.	Associate Director, Integrated Commissioning  Leslie Libetta	This action has not been completed but shall be by the 31 December 2010 by the new interim DASS, Jana Burton.	31 December 2010

<b>Action 9</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Herefordshire Delayed Discharge Agreement and Protocols sets out the coordination processes between hospital and social care staff, which ensures both patient and carer needs are properly assessed and planned for to achieve effective transition through and discharge from hospital. Integrated Commissioning will ensure with Provider Services that the Service Manager for the hospital social care team confirms that these existing processes are reviewed and are clear and being adhered to.	Service Manager, ASC Provider Services  Denise Hawkins	Hospital discharge procedures are now being reviewed under the Unscheduled care workstream.  Change Champions action plan now being taken forward and reporting back to the Unplanned care workstream.	Ongoing

<b>Action 10</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Integrated Commissioning will request that the Scrutiny Review Recommendation be presented to the LMC (through the Primary Care Steering Group - PCSG) for consideration. The LMC will be asked to comment on the feasibility of adding information on carers to patient's notes.	Head of Planning  Yvonne Clowsley/ Leslie Libetta	This is in their agenda forward plan for consideration and action.	31 March 2011

<b>Action 11</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>Integrated Commissioning will continue to ensure that breaks for young carers take the form of support, including transport services, to access clubs and other activities.</p> <p>Commissioners will continue to ensure through HCS that young carers are offered transport to allow them to have breaks at suitable venues around the County.</p>	<p>Planning Manager Leslie Libetta</p>	<p>Approximately 20% of the Area Based Grant has been allocated through budget or cash transfer to provide support for young carers and their families. HCS had 110 young carers register with them at the end on the last monitoring period (Mar 2010)</p> <p>Many clubs and activities are based in Hereford City, and transport costs from outlying town and rural areas are high. Herefordshire Carers Support arranges and pays for these transport costs. Transport is provided on a needs basis and this ensures that no young person is disadvantaged through lack access to a local club or activity, or because a disabled parent cannot drive.</p>	<p>31 March 2011</p>
<b>Action 12</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director of Integrated Commissioning has ensured that current contracts that cover respite care breaks are designed to provide flexibility to meet individual need, through allowing the carer time away from their caring role in the home, or alternatively to take the cared-for out to activities to allow carers to have time for themselves. These contracts run until 31 March 2012. The respecification for future contracts will begin by September 2011.</p> <p>The introduction of Personal Budgets will provide the total flexibility that will allow the individual to tailor services that best meet their needs. Action 6 will also address this recommendation</p>	<p>Head of Contracts Paul Ryan/ Martin Smith</p> <p>Planning Manager Leslie Libetta</p>	<p>Completed for current short breaks contracts.</p> <p>Now being implemented under the Putting people First programme</p>	<p>Completed</p> <p>30 September 2011</p>

<b>Action 13</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>Integrated Commissioning will work with the Childrens Trust to undertake a comprehensive review of Children with a Disabilities Services (incorporating PCT/LA services).</p> <p>The Director of Integrated Commissioning will ensure with Provider Services that children with disabilities have a named key worker.</p> <p>The Children's Nursing Team is currently rolling out the Common Assessment Framework (CAF), which requires a named key worker/lead professional to be identified for all children/families.</p>	<p>Service Redesign Manager in conjunction with 'Be Healthy' Group (Chair) Jade Brooks</p> <p>Service Redesign Manager in conjunction with Acting Interim Childrens Directorate Manager Jade Brooks</p> <p>Service Redesign Manager in conjunction with Acting Interim Childrens Directorate Manager Jade Brooks</p>	<p>This review has commenced, with stakeholder and field work planned for June and July. The final report will be issued in December followed by a period of consultation on the recommendations. This will affect commissioning of services for 2011.</p> <p>Measures to achieve a named worker are planned as part of the outputs from the Service review above.</p> <p>Completed. Childrens Nursing Team have received training and are now using the Common Assessment Framework (CAF), which will ensure children and their carers receive a holistic assessment and better services and support.</p>	<p>31 March 2011</p> <p>As above</p>
<b>Action 14</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that existing standard good practice is reconfirmed and understood throughout front line teams. This will include the provision of information and agreement and explanation of care plans with carers.</p> <p>Assessors will be reminded that when working with carers they will explore flexible means to meet carers' needs, which will be reflected in written care plans.</p>	<p>Provider Services Managers (MH, OP, LD &amp; PD)</p> <p>Sarah Bennion Sally Simmonds Lance Carver Denise Hawkins Anne Clarke</p>	<p>A Carers Officer now works with Carers Assessors on a continuous basis, which is improving the quality of service provided. A focus on quality has been applied to the Framework information, and has directly contributed to the improvement in measure performance for the Carers performance indicator, which exceeded target for 2009-10.</p> <p>For carers of people with mental health problems each carer now has a care plan.</p>	<p>Complete</p>

<b>Action 15</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>Integrated Commissioning will ensure that HCS will include in their work plans actions to continue production of the Carers newsletter, and further develop carers' forums and outreach sessions and events, to publicise services and support of HCS and other relevant services. Integrated Commissioning will monitor the number of registered carers which is an indicator of the public's knowledge of HCS and the services it offers.</p>	<p>Planning Manager</p> <p>Leslie Libetta</p>	<p>The number of carers has register increased from 1692 at 31 March 2009 to 2492 at the end March 2010.</p> <p>The target for the performance indicator that measures support for carers NI 135 for 2009-10 has been exceeded, with an outturn of 22.43% against a target of 20.4%, following significant improvement through the year. This has greater increased at end Oct 2010 to 22.8%.</p> <p>HCS produce the newsletter 'Keeping in Touch' quarterly with the next copy available Winter 2010.</p>	<p>Ongoing monitored by the Maximising Independence work stream</p>

<b>Action 16</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Integrated Commissioning will ensure that HCS will liaise with Info Shops to bring awareness of HSC and its role and provide awareness training and contact information for staff as well as HCS leaflets for the public.	Planning Manager  Leslie Libetta	A complete round of awareness training was achieved by the end of 2009. All Info Shops now have a range of carer leaflets and contact information.  Leaflets being reviews and re-printed.	Complete
<b>Action 17</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
Integrated Commissioning will work closely with HCS to ensure that it receives feedback from carers on the relevance and effectiveness of services provided and where changes are required builds actions into commissioning plans which will be presented to carers through HCS for comment. A measure of the effectiveness of these arrangements will be the production and agreed of a Carers commissioning Strategy by March 2011.  On production of the Strategy, Commissioners will review the effectiveness of Carer involvement.	Planning Manager  Leslie Libetta	Information and intelligence from HCS carer forums, support group meetings and the Carers Conference held in January 2010 has been received and in being collated as key data for the Commissioning Strategy. Over 100 Carers have been involved in the children with disabilities review.  In light of the DoH national Carers Strategy 'Recognised, Valued and Supported' a plan has been developed outlining the steps required to complete a Carers Strategy. This Strategy forms part of the Maximising Independence workstream and resources are currently being considered to undertake this work.	Ongoing  30 January 2011

<b>Action 18</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that social care staff are reminded of the need for clear and continuous communications with both carers and providers and this is understood and embedded in everyday practice.  In the forthcoming revisions of the standard contract templates for provider contracts, Contracts Section will review all Quality standards including communication issues with service users and carers	Service Manager, ASC Provider Services & Carers Officer  Sarah Bennion Sally Simmonds Lance Carver Denise Hawkins Anne Clarke  Contracts Manager Martin Smith	<b>Completed:</b> This is part of the work undertaken by the Carers Officer with locality teams.  <b>Completed.</b> There is now a standard Quality Schedule for all contracts, which requires systems for customer feedback and monitoring by the Contracts action.	Complete.  Complete.

<b>Action 19</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Associate Director, Integrated Commissioning will ensure with the Head of Provider Services that existing practice emphasises a focus on the needs of the carer during assessment. The opportunity will be taken to re-emphasise this with staff involved in assessment (in tandem with action 18 above).</p> <p>Social Care providers will also investigate the extent of changes required to amend assessment paperwork and any requisite changes to Frameworki needed to support the move to renaming 'Carers Assessment' to 'Carers Needs Assessment'.</p>	<p>Service Manager, ASC Provider Services &amp; Carers Officer Sarah Bennion Sally Simmonds Lance Carver Denise Hawkins Anne Clarke</p> <p>As Above</p>	<p>All locality social care teams have received briefing from Carers Officer about both the need to conduct and to accurately record joint assessments and inform of carers right to individual assessment of their own needs if desired.</p> <p>The Carers assessment workers make frequent team visits to emphasise to staff members the importance of carers assessments</p>	<p>Complete.</p> <p>Ongoing.</p>

<b>Action 20</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Director of the Children's and Young People's Directorate will be requested to identify a senior named lead officer to take forward the issue of continuity of support for young carers. Once identified the senior named lead officer's details will be circulated to staff, relevant bodies and partner organisations</p>	<p>(Interim) Director of Children's Services Directorate</p> <p>David Sanders</p>	<p>The Assistant Director - Community Operations – Young Peoples Directorate is identifying the Lead &amp; this will be circulated.</p> <p>Complete - Kathy O'Mahony, the Assistant Director - Community Operations in CYPD is the identified lead for young carers, and details have been circulated across the partnership through the Children's Trust.</p>	<p>Complete</p>
<b>Action 21</b>	<b>Owner</b>	<b>Describe Activity to complete Action</b>	<b>By When</b>
<p>The Head of Planning will ensure that as work is completed for the provision of Personal Budgets for Carers, providers will be informed of processes to support Budget holders and expectations of Carers in terms of provision of new and individually tailored services.</p>	<p>Planning Manager</p> <p>Leslie Libetta</p>	<p>This is being implemented by the Putting People First programme as part of a wider initiative for personal budget and process review. This links to Action 6.</p>	<p>30 September 2011</p>