

# Paper Summary Sheet

<b>Presented to:</b>	Governing Body - Public
<b>Date of Meeting:</b>	23 January 2018
<b>For:</b>	Decision

<b>Agenda Reference:</b>	GOV/18/01/10
<b>Title:</b>	Wiltshire Carer's Strategy

## Executive summary:

This paper asks the Governing Body to approve the Carers strategy, jointly produced by Wiltshire Council and the CCG. The strategy recognises and supports the health and wellbeing of over 48,000 unpaid carers in Wiltshire. These include Adult, Parent and Young Carers as defined in the document. Each perform an important role in reducing the burden on commissioned health and social care services in the county helping to support the needs of individuals without the recourse to hospital or care home admission.

The original strategy, which dated from 2012 has been revised and refreshed in order to meet the growing needs and numbers of carers. Extensive engagement has been undertaken with stakeholders, including carers' action groups and provider organisations as well as carer support agencies and GP practices, and their feedback informs the outcomes of the new core strategy.

Five outcomes now sit at the core of the strategy. In summary these are:

- Carers have improved physical health, mental health and wellbeing
- Carers are empowered to make choices about their caring role and to access appropriate support and services for themselves and the people they care for.
- Carers have the best financial situation possible, and are less worried about money
- Carers' needs, and the value of carers, are better understood in Wiltshire
- Carers influence services

The outcomes contribute to the health and wellbeing of carers, provide information and support, raise awareness of their needs and allow their voices to be heard and to offer limited financial support where applicable.

An implementation plan has been developed, included within the attached strategy document and is being successfully delivered via a network of supported agencies. Part of this implementation plan includes a tiered accreditation scheme for GP practices in the county in which over 42 GP practices participate.

The strategy will build upon the personalisation agenda in areas such as the highly valued respite breaks prescribed by GP practices.

In order to deliver the strategy, a jointly funded re-procurement exercise has been completed (December 2017) and the preferred provider has now been selected as Carers Support Wiltshire who have been

delivering the service previously. They will be tasked with implementation of the strategy as defined in the plan. The implementation against specific Key Performance Indicators will continue to be jointly contract managed by the Council and CCG as joint commissioners. The Clinical Executive have commented and approved the service specification used as the basis for the re-procurement. This gives the opportunity to build on previous experience and develop successes to better implement the strategy.

The strategy has been reviewed and approved by Cabinet Member for Adult Social Care, Health and Public Protection Cabinet member for Children, Education and Skills and the Wiltshire Carers Action Group. In addition, via this paper, the strategy is being presented to the Governing Body of Wiltshire CCG for approval.

<b>Recommendations:</b>	The Governing Body is asked to note the content of the strategy and support the implementation plan as outlined.
<b>Previously considered by:</b>	The paper has already been taken to the Council's Health Select Committee and public Council Cabinet (12/12/17) where it was recommended to go to the next full council.
<b>Author(s):</b>	Tim Burns
<b>Sponsoring Director / Clinical Lead/ Lay Member:</b>	Ted Wilson

<b>Risk and Assurance:</b>	Risks are included within the strategy paper and are assessed and reviewed by Cabinet Member for Adult Social Care, Health and Public Protection Cabinet member for Children, Education and Skills NHS Wiltshire Clinical Commissioning Group Wiltshire Carers Action Group
<b>Financial / Resource Implications:</b>	No additional resources to the previously agreed commissioning of carers services is required
<b>Legal, Policy and Regulatory Requirements:</b>	Care Act 2014 and the Children and Families Act 2014 Equality Act 2010
<b>Communications and Engagement:</b>	A statement and press release has already been released detailing the appointment of provider being re-appointed to assist in the delivery of the strategy. Public and carer representative groups will continue to meet on a regular basis to provide engagement and feedback on the delivery of the strategy.
<b>Equality &amp; Diversity Assessment:</b>	<input checked="" type="checkbox"/> An EIA is attached

**Equality Impact Analysis – the EIA form**

Title of the paper or Scheme: Carers in Wiltshire Joint Strategy 2017-22

<b>For the record</b>	
Name of person leading this EIA	Tim Burns
Names of people involved in consideration of impact	
Name of director signing EIA	Ted Wilson Date signed

The Carers in Wiltshire Joint Strategy 2017 – 23 builds on previous strategies to increase awareness of and support given to carers, parent carers and young carers. It takes into account changes in our statutory duties due to the implementation of the Care Act 2014 and the Children and Families Act 2014. This strategy is for all carers, including young carers and parent carers, as defined below:

**Carer 18+**

Someone (aged 18 or over) who helps another person (aged 18 or over) in their day to day life, usually a relative or friend, who could not always manage without that support. This is not the same as someone who provides care professionally or through a voluntary organisation.

**Parent carer**

A parent, or other adult with parental responsibility, who cares for a child or young person who requires more care and support than other children or young people of the same age.

**Young carer**

A child or young person who cares for another person. This may be someone in their family who needs looking after because they have a disability or an illness. It could be a brother or sister or a parent or guardian. A young carer should not have to do so much caring that it makes them upset, unwell or miss school.

Carers living in Wiltshire are identified and accepted as expert partners in care; are well informed; and maintain a good quality of life and healthy lifestyle outside of their caring responsibility.

**Carers Strategy Outcomes**

- Carers have improved physical health, mental health and wellbeing
- Carers are empowered to make choices about their caring role and to access appropriate support and services for themselves and the people they care for.
- Carers have the best financial situation possible, and are less worried about money
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**Who's it for?**

All Wiltshire unpaid carers and those they care for including Young, Parent and Adult Carers as defined above. Some may be protected as they have a protected characteristic themselves but all will be protected as they are carers of someone with a disability. The strategy includes carers of those who are ill, frail, disabled or who has needs relating to mental health or substance misuse. This is in line with the Equality Act definition of disability as a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

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**How will this proposal meet the equality duties?**

Wiltshire Clinical Commissioning Group and Wiltshire Council have a duty to promote equality of opportunity, promote good relations, promote positive attitudes and eliminate unlawful discrimination. The priorities contained in the strategy will provide the overall strategic direction for the development for its implementation. The strategy implementation plan includes some outcomes for specific groups of carers where we are aware that this group has specific challenges or needs which are not currently being met. The majority of these relate to young carers and all are intended to achieve equity for carers regardless of their age or the age of the person they care for while acknowledging that the way this outcome is achieved may be different for young carers and parent carers. The strategy, therefore, focuses on equity rather than equality. It does, however, refer to the Equality Act and to its importance to carers as, if they are caring for someone who is elderly or disabled, the law will now protect them against direct discrimination or harassment because of their caring responsibilities.

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**What are the barriers to meeting this potential?**

As this is a refreshed strategy, many of the barriers from the initial implementation have already been overcome. Engagement and participation in the GP practices in particular has been developed and has reached an almost universal participation among Wiltshire practices by membership of the carers support accreditation schemes.

A particular barrier to implementation of the service is reaching those carers who have not been identified and who are not registered as a known carer. Part of the strategy includes initiatives to increase the reach of the existing service.

Further barriers to providing a comprehensive implementation are the limited participation of the acute and community hospitals although these are currently being addressed by the current provider of carers' support and considerable progress has already been made.

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**2 Who's using it?**

Refer to equality groups

As specified in the strategy document, there is a predictably high prevalence of carers in the County. An estimated 10% of Wiltshire's population are currently known to be providing unpaid care. This cohort of some 48,000 carers includes those under 24 and over 65 years of age, some 20% of these carers provide over 50 hours of unpaid care per week. This percentage of adult, young and parent carers is broadly in line with nationally reported prevalence. Those carers who acknowledge their roles when visiting their GPs have this information entered on their medical record as a specific READ code. This provides a quantitative measure of how many recorded carers are within the Wiltshire GP catchment area as well as alerting the practice to the specific needs of those registered.

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**How can you involve your customers in developing the proposal?**

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Customers, as well as other stakeholders have already been involved in the production of this strategy. In addition to stakeholder events, there are regular meetings with the Carers Action Group which aims to represent carers and their views.

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**Who is missing? Do you need to fill any gaps in your data? (pause EIA if necessary)**

The Carers Action Group has an open membership where additional stakeholders or other interested parties would be free to attend. The implementation plan is regularly reviewed via formal contract management reports and meetings with the current service provider.

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**3 Impact**

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Due to the nature of the strategy and service implementation an all-encompassing and inclusive service is provided without restrictions to any minority group. By the nature of the referral methods from either self or GP consultation, no minority group would be excluded.

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**What can be done to change this impact?**

Not applicable

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**Create benefit for a particular group. Is it clear what this is? Can you maximise the benefits for other groups?**

The strategy specifically benefits carers identified via a range of referral processes, e.g. Self, G.P., social care and other professional bodies. Part of the strategy and specified KPIs include the increase of reach of the support to those not previously identified as being a carer. It is recognised that there will be those who would qualify for carer support but are not currently registered or receiving the benefits of those known to the providers. Part of the strategy is therefore to increase the awareness of those eligible and to increase the reach of the provision.

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**Does further consultation need to be done? How will assumptions made in this Analysis be tested?**

On-going engagement with clinicians, patients and their carers will take place following approval of this strategy. Further involvement and engagement from stakeholders will take place as individual service developments and service reviews progress.

Assumptions made in this analysis will be tested through effective monitoring and evaluation of interventions delivered including service user and carer feedback.

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**What changes have you made in the course of this EIA?**

None

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**What will you do now and what will be included in future planning?**

Regularly review with service user and action groups, monitor KPIs of service provider via contract management reports and meetings.

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**When will this be reviewed?**

Regular meetings/reports via contract management and service user action groups as above

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**How will success be measured?**

Success will be measured via achievement of outcomes as specified in the strategy, the achievement of specified KPIs from service provider and the quantitative numbers of registered carers and participating agencies.