

# Recommissioning of Carers Support Services



# Legal Duties and Implications

- **Care Act 2014** - Local authority hold significant duties in relation to carers but main provisions are outlined in the **Care Act 2014**
- Care Act 2014 - The duty to assess a carers' needs (this can be anyone providing care or intending to provide care) and is based on the appearance of need. This includes establishing:
  - What a carer is willing and able to provide
  - Sustainability of a caring role
  - The outcomes a carer wishes to achieve
  - The impact of caring on a person's own wellbeing
  - Whether a carer presents with eligible needs
  - The duty to meet eligible needs of a carer is outlined in The Care and Support (Eligibility Criteria) Regulations 2014 – this means that a range of services and support need to be available to meet need, including the provision of direct payments for carers
- Promotion of wellbeing
- The duty to prevent needs from arising with the provision of information, advice and support
- Provision of information and advice including the provision of support for people who do not have eligible needs
- The duty to conduct a “transition” assessment when a child (young carer) turns 18
- **Health and Care Act 2022 – Section 91** – The duty to involve carers in hospital discharge where consent has been obtained.

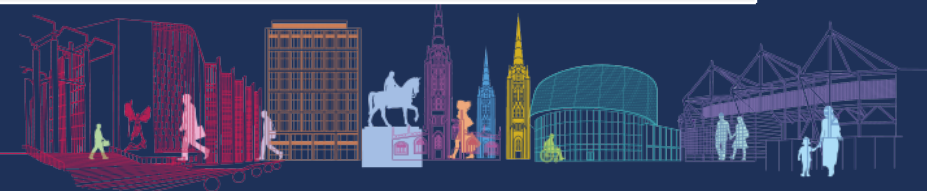


# Carers Support Services

## Current Commissioning Arrangements

- All current carers grants / contracts are due to expire in March 2025 – One main provider Carers Trust Heart of England

Grant / Contract	Value	Services Covered
Carers Preventative Support Grant	£634,731 (£134,096 of this is contributed via the Coventry and Warwickshire Integrated Care Board)	<p>Carers Wellbeing: Training</p> <ul style="list-style-type: none"> <li>Specialist Carers Support, this includes several specialist projects.</li> <li>Carers Training</li> <li>CRESS – Carers Response Emergency Support Service and Planned Breaks Provision</li> <li>Carers Short Breaks</li> <li>Groups</li> <li>Carers Direct Payments</li> </ul>
Carers Assessments Contract	£140,000	Carers Assessments, Support Planning and Reviews, Oversight of Carers Self-Assessment Portal.



# Carers Commissioning Activity

## Carers Wellbeing Grant

- Part of the Preventative Support Grant
- 5-year award
- £488,000 p/a
- Covers all Carer Services except Carers Assessments

## Enhanced Support for Carers

- Support in response to pandemic
- Digital & Social Inclusion
- Virtual Day Opportunities
- Direct Payment Pot
- Grief and Loss
- Young Carer Support
- Employment Support
- £240k

## Carers Wellbeing Grant

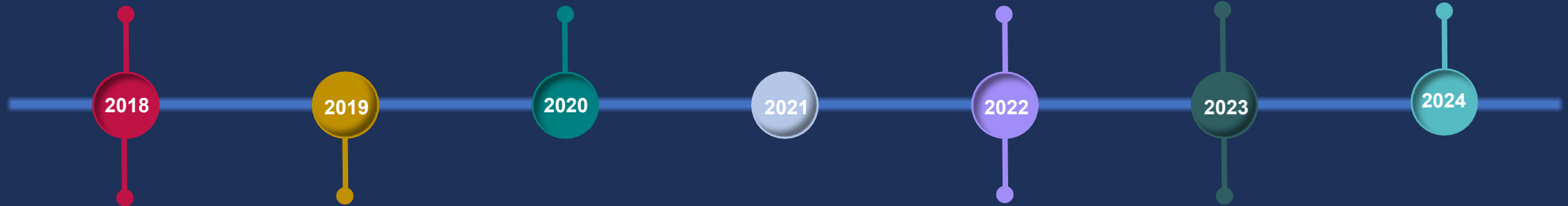
- Core wellbeing services
- Primary Care
- 3 Enhanced Projects (Grief & Loss, DPs & Employment Support)
- 2 year grant
- £634,731 p/a

## Carers Assessment Contract

- 1 year Extension

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## Carers Assessment Contract

- Exception Contract
- 4-year contract
- Covers delegated function of completion of Statutory Assessments
- £140,000 p/a

## Primary Care Support for Carers

- Support identification through GP surgeries
- Embed GP quality markers
- 4-year contract
- £50,731 p/a

## Young Carers Needs Assessments

- £40kp/a

## Enhanced Support for Carers

- Enhanced funding drew to end
- Continuation of 3 projects started during the pandemic
  - Direct Payment Pot
  - Grief and Loss
  - Employment Support
- £96kp/a

## Carers Assessment Contract

- 1 year Extension

## Young Carers Needs Assessments

- Joint contract with Children's
- £100k p/a – 40k contribution Adults



# Carers Support Services Recommissioning

- Contract breaks and clauses to align with Young Carers provision – this will allow for an opportunity to explore the potential to tender all carer services together
- To enable recommissioning activity, an extension of 6 months is required on the existing grants / contracts to ensure continuity in provision until October 2025
- Coventry and Warwickshire Integrated Care Board (CWICB) have committed to on-going spend and have endorsed the recommissioning activity (Their commitment is £134,096 per annum – BCF Funding)
- A reduction of £41,870 against the existing grants / contracts has been applied, as part of the wider corporate review of spending linked to information and advice services



# What do Carers tell us?

We spoke to and received feedback from 166 carers as part of our engagement activity. We have used this feedback to inform our commissioning intentions. Carers told us:

- People found it hard to identify with the label carer and found it hard initially to accept support
- Many carers told us that they felt they couldn't plan for the future, particularly financially and this often led to deferring paid support
- Cost of living was a significant concern for carers
- There needs to be wider recognition and value placed on caring
- People weren't always aware of local organisations that can help
- Carers value practical support (such as being able to take a break) above other interventions
- Carers were more likely to see their GP than any other professional



# Proposed structure - Carers Support Services Overview

## Service 1

### Universal Support

#### Specialist Support For Carers

Identification and Awareness Raising / Campaign Activity

#### Projects:

- Hospital Liaison
- Mental Health
- Primary Care Support for Carers
- Working Carers Employment
- Young Adult Carers Pathway
- Carers Voice and participation project



## Service 2

### Carers Assessments

Completion of Carers Wellbeing Assessments

Completion of Support Planning for Carers

Administration of Carers Direct Payments

Management of Online Carers Assessment portal

Diversity and inclusion Support



## Service 3

### Carers Peer Support

Group based support for carers

Carers group-based funding (a distribution pot to enable wider carer support across organisations and carer led groups to establish)



## Service 4

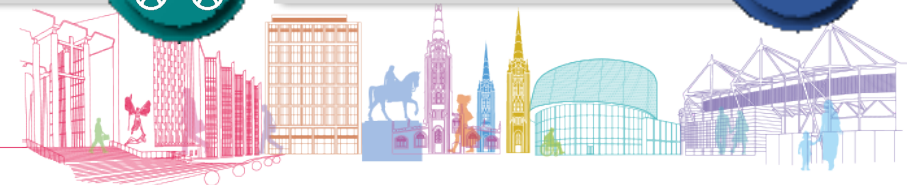
### Carers Regulated Support

Short Breaks for carers (following assessments)

Carers Contingency Planning Service & Emergency Response

Carers one-off break provision

Preventative Short Break Offer



# Carers Support Services Recommissioning

- Greater emphasis on transitional arrangements between Young Carers and Young Adult Carers
- A fund to be distributed by the provider to help nurture and develop smaller carer groups in the community
- Preventative short breaks allowing carers to access short breaks for an interim period, in a timely and responsive manner – developing a comprehensive break menu to cater for different scenarios in carers journeys
- An emphasis on addressing inequalities by targeting support within different communities
- Greater focus on developing engagement and co-production models in service re-design and commissioning processes.





# Supporting Diversity and targeting need

To support identification a range of proactive initiatives need to be in place which takes a whole system approach:

- Renewed focus on targeting GP surgeries to make sure identification is happening routinely within primary care
- Focus on structured campaign activity throughout the year to focus on areas of need
- Role of Diversity and Inclusion worker – who will work within communities, seldom heard groups and
- Focus on working with employers across the city to identify carers in workplaces
- Upscaling support within UHCW to identify carers through hospital admissions and discharge



# Carers Action Plan 2024-26 Update

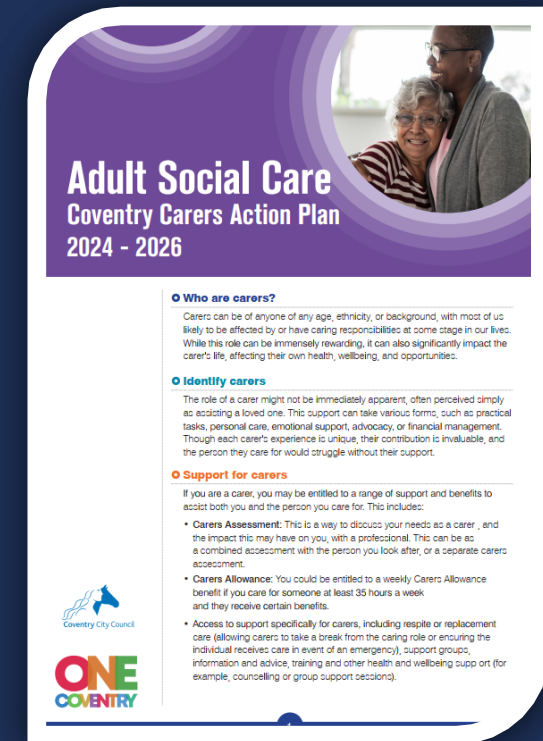


# Carers Action Plan 2024-2026

The plan is based on extensive engagement taken place in 2023 and launched in January 2024. The plan outlines our activity for the next two years.

The Carers Action Plan focuses on three key areas:

- Empower carers with flexible respite options, ensuring they can take breaks.
- Deliver the right support, at the right time, and in the right place.
- Maximise the reach of carers assessments to benefit more carers.



## Priority 1:

Empower carers with flexible respite options, ensuring they can take breaks

Activity	Impact
<ul style="list-style-type: none"><li>Commenced the recommissioning of Carers Support Services to incorporate a “menu” of break options for carers to access when in need of a short break</li></ul>	To cover emergency care, one-off events and medical procedures, short-term break options and long-term breaks.
<ul style="list-style-type: none"><li>Started “My Time” project to support carers to have break opportunities</li></ul>	A scheme that will work with local businesses and recreational facilities to promote opportunities for carers, such as free hotel breaks, afternoon teas, gym memberships etc. Aim to start December 2024.
<ul style="list-style-type: none"><li>Refreshed CCC website information regarding breaks</li></ul>	To make sure carers are aware of the different options available if they need to take a break.
<ul style="list-style-type: none"><li>Range of information produced in different languages by Carers Trust Heart of England</li></ul>	To ensure that information is reflective of our diverse caring population.
<ul style="list-style-type: none"><li>Launched a new Carers Direct Payment leaflet and information</li></ul>	To make sure carers are aware of their entitlements to support and what support is available.



## Priority 2:

Deliver the right support, at the right time, and in the right place.

Activity	Intended Impact
<ul style="list-style-type: none"><li>Started Accelerated Reform Fund Project – Bridgit – due to go live from November 2024</li></ul>	An online digital self-help tool to support carers with local information options and connect carers with local support services
<ul style="list-style-type: none"><li>All 60 GP surgeries engaged with around carers support. Leaflets distributed to all surgeries</li></ul>	We know through engagement that carers are most likely to interact with their GP than any other professional – Increasing visibility in GP surgeries is an important way of identifying carers.
<ul style="list-style-type: none"><li>Working group established with UHCW, which is progressing experience of carers within the hospital. A regular staff and carer session has been set up</li></ul>	To ensure that carers feel well supported and valued within the hospital environment including their large working population of carers.
<ul style="list-style-type: none"><li>Carers Trust have commenced a “Carers Money Matters” project</li></ul>	This is to support carers who may be financially struggling, to explore energy efficient solutions, income maximisation and priority registration.



## Priority 2:

Deliver the right support, at the right time, and in the right place.

Activity	Impact
<ul style="list-style-type: none"><li>Excluded Access Programme – free bus pass and concessionary bus travel for carer registered with the Carers Trust Heart of England</li></ul>	To promote the use and on-going utilisation of public transport for carers.
<ul style="list-style-type: none"><li>Counselling pathway established through Carers Trust Heart of England with connections to local colleges and professional supervision.</li></ul>	Supporting the overall wellbeing of people with caring responsibilities ensuring they have quick and responsive support.
<ul style="list-style-type: none"><li>Carers Council Network in partnership with the Carers Trust Heart of England</li></ul>	104 members have already joined the group, a number of information sessions have been held so far, including consultation in carer related policies.
<ul style="list-style-type: none"><li>Thrive at Work – Carers in the workplace webinar held with employers throughout the WMCA authority</li></ul>	To support employers with developing and thinking about carer related practice in the workplace. A toolkit has also been developed by CCC to help support employers with their carer offer.
<ul style="list-style-type: none"><li>Successful Carers Week (10<sup>th</sup> June – 16<sup>th</sup> June)</li></ul>	A diverse Carers Week took place with a number of events across the city raising awareness of support for carers, including events at the Ricoh, Broadstreet Rugby Club, St Mary's Guildhall and JLR



### Priority 3:

Maximise the reach of carers assessments to benefit more carers.

Activity	Impact
<ul style="list-style-type: none"><li>• New Carers Assessment launched within CCC and across Carers Trust HoE - July 2024</li></ul>	The assessment has been configured to more effectively capture a carers journey, exploring and impact and on-going support needs.
<ul style="list-style-type: none"><li>• “Exploring Carers Needs” training - took place throughout February-May 2024 approximately 90 practitioners took part – to upskill practitioners in meeting carers needs. A rolling induction programme is now in place.</li></ul>	Approximately 90 practitioners took part – to upskill practitioners in meeting carers needs, raise awareness of carers services and support.
<ul style="list-style-type: none"><li>• Checklist introduced on CCC supported hospital discharges regarding Carers Assessments and CRESS referrals</li></ul>	This is to ensure that carers will be supported through the discharge from hospital and appropriate referrals are made.
<ul style="list-style-type: none"><li>• Re-established peer support group for Carers Assessment workers at Carers Trust Heart of England – making sure Carers Wellbeing staff undertaking assessments through the Carers Trust can share practice, best practice and training</li></ul>	Ensuring Carers Wellbeing staff undertaking assessments through the Carers Trust Heart of England have a forum to discuss best practice, any current issues, process changes and trends and national research. This is with the ultimate aim to improve the support provided to carers.

