

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 8 March 2023

Subject: Update on Pathway Developments for Unpaid Carers

Report of: Executive Director of Adult Social Services

Summary

Health Scrutiny has been updated annually on the progress to develop a comprehensive pathway of support for Unpaid Carers in the city. Through the 'Carers Manchester Network' organisations there is a strong offer via Information, Advice and Guidance via a helpline, moving through to locality support in neighbourhoods and, finally, close linkages with Adult Social Care through a formal Care Act statutory carer's assessment.

The Carer's pathway is a key component of the strategy to prevent, reduce and delay long term care and such cost avoidance is part of the overall approach to effective demand management that is integral to the savings programme and management of demographics costs under Better Outcomes Better Lives.

A new Carer's Commissioning Strategy sets out the progress to deliver a comprehensive Carer Pathway, achievements to date and a forward plan of new and emerging work areas. Commissioners are preparing to retender one contract (delivery of Carers Manchester Contact Point) and refresh the grant arrangements for Network Coordination since mainstream funding has been identified

The report also provides the latest Census results for Carers, led by the Office of National Statistics (ONS) who have recently released the Census 2021 information on the number of Carers in Manchester.

Recommendations

The Committee is recommended to consider and comment on the developments for Unpaid Carers in the city.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

Delivering tailored support to carers through Carers Manchester Contact Point helpline is an effective and efficient means to delivering rapid information, advice and guidance to carers and supports the environmental considerations of the city

Equality, Diversity, and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments

Unpaid Carers are now considered to be included as one of the protected characteristics. Carers are not only Manchester residents, they are also MCC employees. This work ensures that the needs of carers (and carers in employment) is highly visible and meets our equality, diversity and inclusion priorities and considerations.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Supporting Carers in employment is a key objective of the strategy, so that carers feels supported and knowledgeable about how they can continue caring and working, with the right amount of support they need on an ongoing basis
A highly skilled city: world class and home grown talent sustaining the city's economic success	Supporting Carers in employment allows the city to retain the huge skills and knowledge and contributes to the city's economic success.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Carers arise from all parts of our communities and care for people with some of the most complex needs and for significant periods each week. This strategy/pathway ensures that Carers are aware of their rights to an assessment and to receive help and advice when they need it.
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

No direct revenue consequences arising from the report.

Financial Consequences – Capital

There are no financial consequences for the Capital Budget

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy, please contact one of the contact officers above.

Report to Health Scrutiny 8 December 2021

<https://democracy.manchester.gov.uk/documents/s30552/Our%20Manchester%20Carers%20Strategy.pdf>

Report to Health Scrutiny 3 September 2019

<https://democracy.manchester.gov.uk/documents/s9717/Our%20Manchester%20Carers%20Strategy.pdf>

Report to the Health and Wellbeing Board 4 July 2018

https://democracy.manchester.gov.uk/Data/Health%20and%20Wellbeing%20Board/20180704/Agenda/GMCarers_Report_MCC_HWB.pdf

1.0 Introduction

1.1 This report is part a regular update on progress to Health Scrutiny for Members. By way of a recap, an Unpaid Carer (referred to as Carers in this report) is defined (and widely adopted) by the Carers Trust as:

“Anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support”

1.2 Significant work has been achieved over the past five years to recognise the importance of Carers in the city and improve access to a whole range of services including:

- Information, Advice and Guidance (IAG)
- Helpline support, including emotional support
- Support close to where Carers live in the city through locality carer services
- Access to specialist Carer support citywide e.g. Parent Carers, Learning Disability, Mental Health (including specialist Dementia support)
- Emergency help for Carers, particularly the Carers Emergency Fund from MCC
- A seamless pathway to a Care Act statutory assessment via the Adult Social Care Carers Team

1.3 As a Manchester Carer you can expect:

- To be identified as a carer as early as possible, be informed, be respected, and included by health and social care professionals
- To have choice and control about your caring role, get the personalised support you need as a carer to meet you and your family’s needs
- To be able to stay healthy and well yourself, and for your own needs and wishes as an individual to be recognised and supported
- To be socially connected and not isolated
- To be supported to fulfil educational and employment potential, and where possible, in maintaining employment
- If you are a young carer or young adult carer, to be supported so you are able to thrive and develop educationally, personally, and socially, and you are protected from excessive or inappropriate caring roles.

1.4 This report focuses on Adult Carers who are aged 18+ years. Young Carers are the responsibility of Children’s Services, although there is strong collaboration between the Young Carers leads in the Council and Adults Commissioners, as well as the Carers Team, who work with young carers approaching adulthood for a seamless journey when they reach 18 years of age.

2.0 Background

- 2.1 As contained in the background documents, work around Carers has been a high priority for this Committee, with the Health and Wellbeing Board endorsing a new partnership approach between Adult Social Care in the City Council and the Carers VCSE organisations in the city. Enabled by Greater Manchester Transformation Fund (GMTF) and the Our Manchester Investment Fund, services for Carers have significantly improved. This investment arose at the same time as the Covid-19 pandemic, however, it did not detract from services being mobilised during very challenging times, such as Carers Manchester Contact Point – the ‘go-to’ helpline for all Carers in the city.
- 2.2 Commissioners, working together with Carers Manchester Network, have agreed a pathway of support for Carers, often referred to as the 3-conversation model (opportunities to listen to carers and meet their identified needs), which involves:
- **Conversation 1** – at the initial contact – do you want to carry on caring?
 - **Conversation 2** – once contact established – how can we support you?
 - **Conversation 3** – when more detailed needs are identified, how can Adult Social Care’s Carers Team help you?
- 2.3 It should be noted that all contact opportunities with Carers, whether through the helpline or more targeted support, this is discharging Adult Social Care’s statutory duties set out in the Care Act 2014.
- 2.4 Investment in the Carers VCSE organisations has been at the heart of the work, with all funding targeted at different organisations to deliver certain aspects of the work. This includes:
1. Coordination of the **Carers Network Organisations**
 2. **Carers Manchester Contact Point** – the helpline for Carers
 3. **Locality Lead Providers** – North/Central and South Manchester to coordinate activities and support to carers in their local area
- 2.5 Updates from these respective areas are contained in the next section of the report.
- 2.6 Adult Social Care’s Carers Team have also worked dynamically with the Carers VCSE organisations in order to ensure there is a seamless pathway for referrals; both from the Contact Point to the Carers Team and vice versa
- 3.0 Key updates on progress**
- 3.1 The overall vision for Our Manchester Carers Strategy is to deliver the Carers Manchester Support Pathway, utilising a process of coproduction and partnerships with both Carers and their support organisations to ensure that the right support is delivered, at the right time, and in the right place. The Carers Manchester Support Pathway is our road map for the development of a clear, responsive, system-wide support offer to carers across Manchester, within which it is recognised that many informal, unpaid carers carry

significant day to day caring responsibilities for their friends and loved ones, frequently at a cost to their own health, quality of life and economic wellbeing. The main emphasis of the Pathway is to engage with carers at the earliest opportunity in their caring journey, providing them with the advice and support as necessary. This includes further work with GPs in the city to ensure that carers are identified within local GP practices, and also ensuring that carers in employment are well supported through strong HROD practice and management recognition of carers within their teams.

3.2 Carers Manchester Network (CMN)

3.2.1 This brings together 18 VCSE organisations to provide support to unpaid carers across the city, plus a number of affiliated (partner) organisations, with the following objectives:

- To promote and facilitate the voice and interest of unpaid Carers within service planning and across the city
- To promote the pathway and coordinate service development, driving improved standards for carers through joint training, agreed service quality standards and consistent data collection
- To provide a vehicle for ongoing coproduction with commissioners

3.2.2 There is a dedicated Network Coordinator role whose role is to ensure that the Network works cohesively together, with good examples of national events such as Carer's Rights Day, being led by the Network Coordinator and involving all the other VCSE organisations. This results in well-coordinated events for the city, with the aim of reaching more carers, particularly those not known to VCSE or statutory services.

Examples of achievements from the past year are as follows:

3.2.3 Events

- **Halle** - 2022 saw the partnership between Carers Manchester Network and the Halle orchestra continue. This partnership involves the orchestra donating 50 free tickets per month (excluding summer months) to concerts at the Bridgewater Hall.
- **Carers Week** - Carers week 2022 saw a number of events take place across the network. Carers Manchester Coordination served to help raise the profile of these events, producing a month in advance of the week-long celebration a comprehensive timetable of what was due to take place. Carers Manchester put on a variety of events via its L&D Resource as well as taking a group of carers to the Halle Orchestra.
- **Carers Rights Day** - (Thursday 24th November) in 2022 saw the CMN coordination work in partnership with the wider network to arrange a central event in the centre of Manchester. This event served to amplify carer voices and provide carers with key information around their rights, including information on important financial tools carers can use to protect their assets. 48 carers attended this event. Over the lunch time period carers were provided with a buffet and a carer choir

performed. In addition to this carers Manchester coordination delivered a Saturday morning session to carers in paid employment, this event had a panel of speakers featuring independent carers, as well as staff from ACAS and Carers Manchester Contact point. 18 carers attended this event.

3.2.4 Network Governance

Meeting Name	Quantity of meetings	Average attendances
CMN Network meeting	7	16.5
Communication group	5	7.5
Executive group	2	5

- **Consultation** - CMN Coordination function also supported the process of evaluating the network / pathway and its structure through facilitating an internal appraisal of its work. This consultation contributed to the work of the independent consultant and their analysis of the network.
- **Affiliates** - In January 2022 two new network member affiliates were welcomed by the wider membership. These were Manchester Parent Carer Forum and Better Health MCR.

3.2.5 Projects

- **Language Audit** - In the summer of 2022 CMN coordination conducted an audit of the languages spoken across the network and the support which is delivered in a language other than English.
- **CMN Films** - CMN coordination also produced 4 films relating to the work of the pathway. These can be viewed via this link: <https://www.youtube.com/@carersmanchester6758>

3.2.6 Impact of the Cost-of-Living increase

- **Cost-of-living response** - CMN coordination facilitated 3 meetings with network members to try and understand what level of welfare benefits advice was being delivered within the CMN. This served to support the coordination of essential benefit advice for carers during the cost-of-living crisis.

3.3 Carers Manchester Contact Point

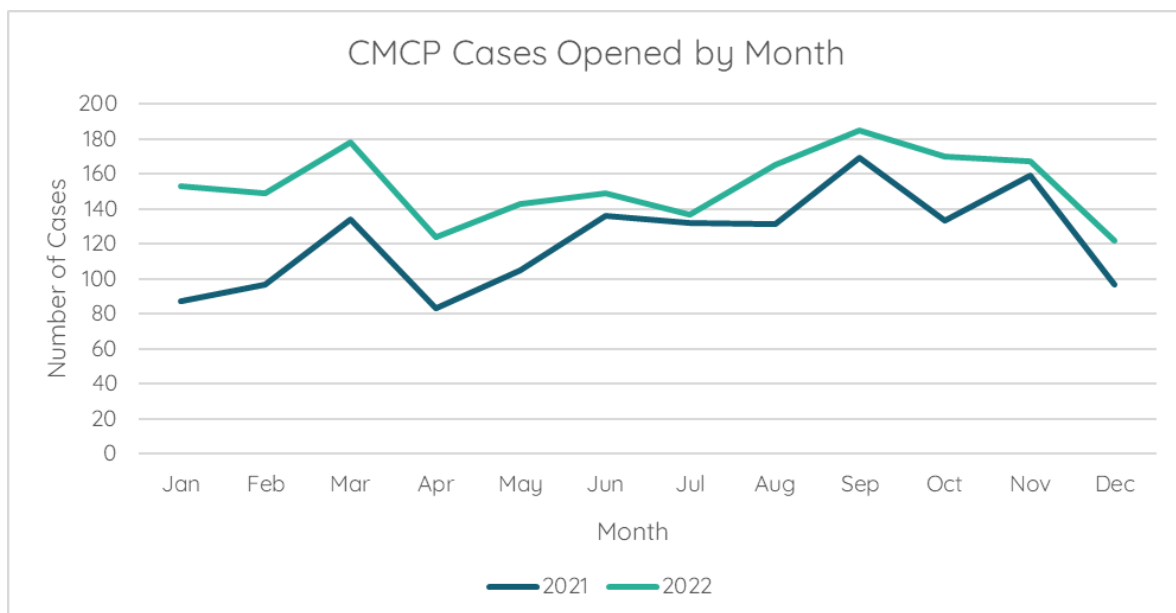
- 3.3.1 This is the dedicated helpline for carers and operates Monday to Friday with one late evening opening for carers who perhaps work or prefer to ring later in the day. The main aim of the Contact Point is to provide the primary gateway to information for all carer-related information, advice and guidance, as well emotional and practical support. The service is currently hosted by Gaddum as the lead provider, through a grant agreement, with other Network partners such as Manchester Carers Forum, Wai Yin Society, and LMCP to ensure that the Contact Point has clear support for Black and Minority Ethnic (BAME) carers through specialist BAME carer organisations. This partnership works

well with staff seconded from their employing organisation and working as a team at the Contact Point under delegated leadership and management arrangements.

3.3.2 A further requirement of the Contact Point is work around communications and engagement with the provider expected to maintain a multi-channel approach to the provision of information, advice, and guidance, maintaining telephone and electronic enquiry forms, alongside the [website](#) and strong social media campaigns and material.

3.3.3 Carers Manchester Contact Point 2022 Outcomes

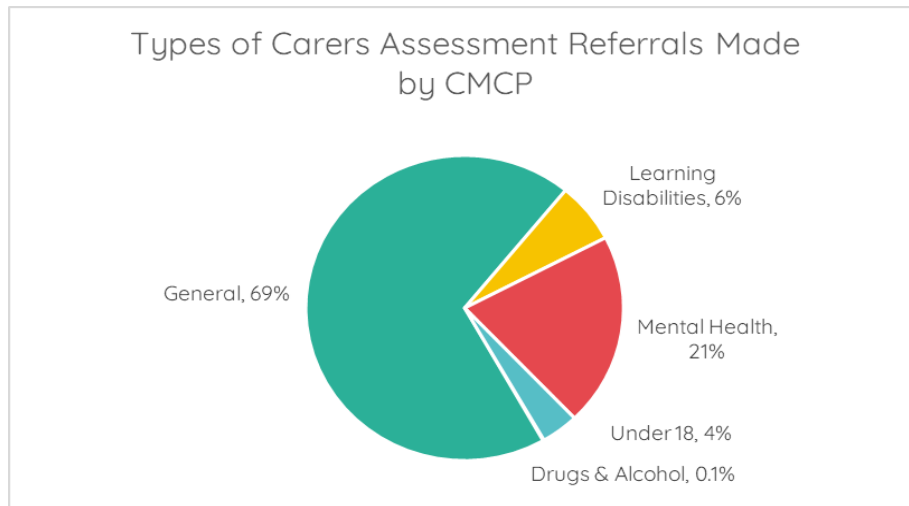
In 2022, 1840 cases were opened by CMCP. This is compared with 1463 in 2021. Over the 2 years, 3303 cases have been opened.



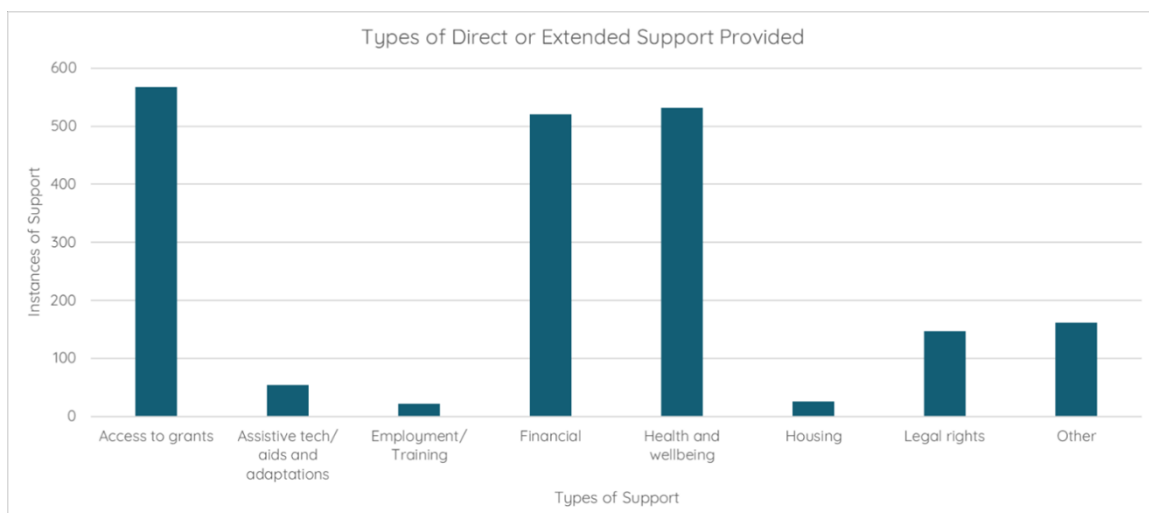
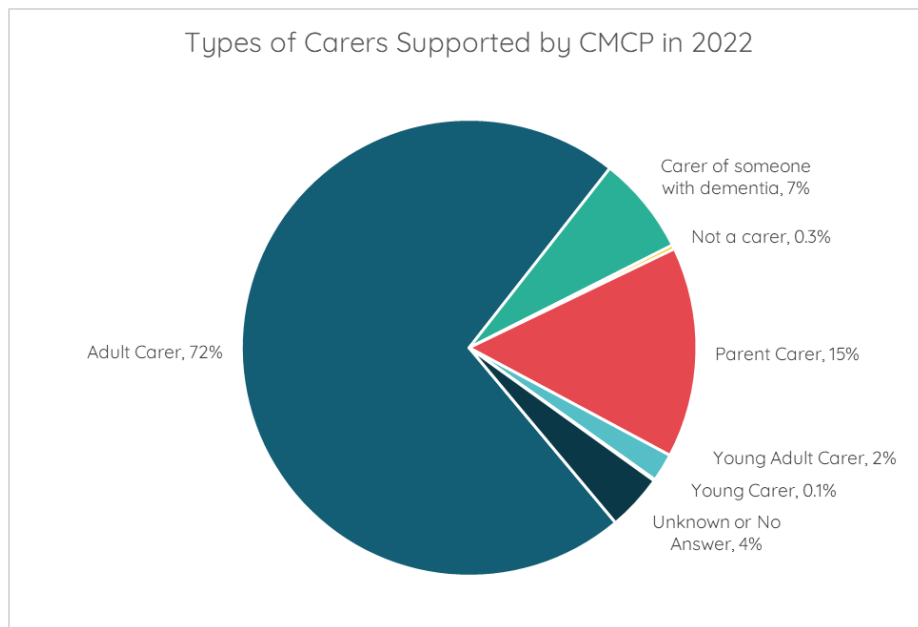
3.3.4 Of the cases opened in 2022:

- 1658 of these are now resolved.
- 110 are still being worked on.
- 72 were not accepted into the service (for example, as a result of not fitting the eligibility criteria) or were review calls (initiated by CMCP).

3.3.5 Of the 1768 resolved or ongoing cases, 1525 unique carers were supported. 671 of these carers were new to the pathway, i.e. had not received a Carers Assessment, and were not already being supported by another carers' organisation. 811 carers were referred for a Carers Assessment, with the majority of these (561) being 'General' assessments.



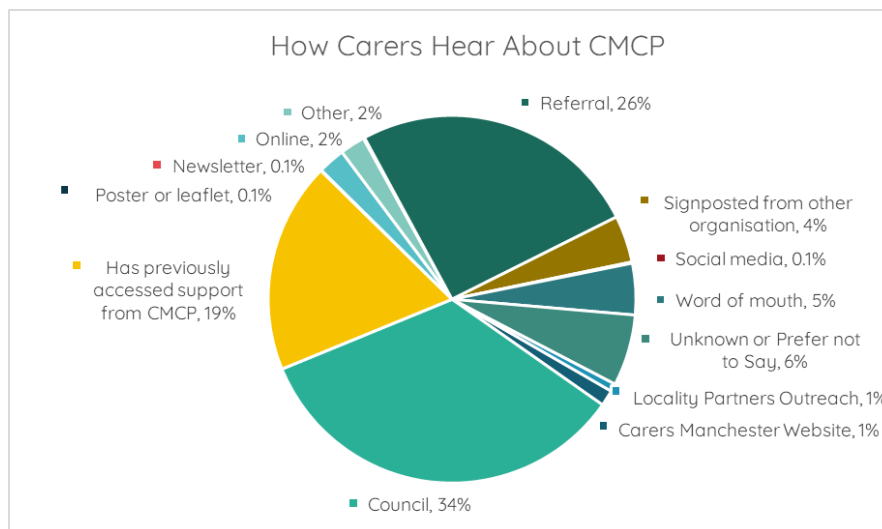
3.3.6 Most of carers supported by CMCP are adult carers. This means that they are over the age of 18, caring for someone over the age of 18, who does not have dementia.



3.3.7 The majority of carers received some kind of direct or extended support (over 60% of cases), meaning that the support worker provided more than just signposting or a referral for the carer's support needs.

3.3.8 An application to the Carers Emergency Fund was made in 38% of cases, and a benefits check, or benefits advice, was provided in 25% of cases. The most common reasons for carers being referred for support outside of Carers Manchester, were financial support (15% of cases) and wellbeing support (13% of cases).

3.3.9 The majority of carers getting in contact with CMCP are self-referred (68%). 9% of carers are formally referred by MCC Contact Centre, and 9% are formally referred into CMCP by Carers Manchester Network Members.



3.3.10 The most common way Carers find out about CMCP is through Manchester City Council.

3.3.11 Demographics of carers supported by CMCP in 2022 are as follows:

- 70% of carer were female, and 25% male
- Over 50% of carers were aged between 40 and 64 years old
- Nearly 60% of carers were White British
- Nearly 60% of carers were unemployed

3.4 Communications and Marketing

- E-Newsletters - 1456 subscribers in December 2022
- 28 e-newsletters sent out in 2022
- 4 quarterly newsletters printed and mailed out in 2022
- Website – 15,594 web users in 2022

3.4.1 Changes made to the website:

- New information sheets added – carer support groups and male carers support

- New events page calendar view
- New promo video added to home page
- Separate Professional Referrals and Complaints page under Contact us menu
- Contact us page wording edited
- New e-learning course added
- 'Benefits and Financial Advice' page changed to 'Cost of living and benefits advice' page

3.4.2 Social media and Videos:

- 128 new Twitter followers in 2022
- 105 new Facebook followers in 2022

Videos Main video - <https://www.youtube.com/watch?v=blyP6B7uX-s>

Highlights of events in 2022 –

<https://www.youtube.com/watch?v=tKpB0wbVN4U>

Strategic partners addressing carers' needs during the pandemic -

<https://www.youtube.com/watch?v=6snaFSVIWhI>

Carers feedback – support during the pandemic -

<https://www.youtube.com/watch?v=IOCJTk29BLM>

So what is Carers Manchester -

<https://www.youtube.com/watch?v=ol8FoZ2Pppc>

3.5 Support for Carers in their respective localities and neighbourhoods



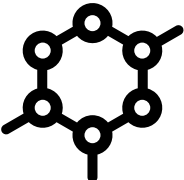
3.5.1 As part of the Pathway for Carers, the transformation and investment funding enabled commissioners to trial a new model whereby 3 successful Carers Organisations from within the Network act as the lead provider for a geographical part of the city. This was designed to ensure that any face to face support (when possible, post covid) was delivered by Carer Organisations in that area for more targeted support beyond the Contact Point helpline. The three successful organisations were:

- Manchester Carers Centre (North Manchester)
- African Caribbean Care Group (Central Manchester)
- Manchester Carers Forum (South Manchester)

3.5.2 All lead providers are funded through a grant agreement and are also enabled by Our Manchester VCS Grants, with the central aims to:

- Support carers locally within their locality
- Arrange different activities and support that benefit Carers such as short breaks/trips out etc
- Provide more intensive support, often face to face, beyond what the Contact Point can help with
- Reach out to affiliate/partner organisations for more targeted support for Carers such as Dementia, Stroke, or Parent Carers
- Act as overall coordinator of activities within their patch

Reports from each of the 3 Lead Providers can be found in [Appendix 1](#) and a case study from Manchester Carers Centre below shows the nature of the work undertaken to support Carers in place.

<p>Presenting needs</p> 	<p>RA is a carer and single parent, whose primary caring responsibility is for her young (20s) son who has significant mental health problems and experiences episodes of psychosis - severe mental disorder in which thoughts and emotions are so impaired that contact is lost with external reality. RA also has additional caring responsibilities for her teenage daughter as well who also suffers with mental health issues. There was also a history of domestic abuse with a former partner. RA was very stressed and isolated due to the demands on her time and the nature of the caring role the Carer was experiencing housing issues, and financial cost-of-living issues.</p>
<p>Intervention</p> 	<p>We identified that there was the potential for Carer breakdown and potential safeguarding issues. We referred to Carers Manchester Contact Point for an Urgent Carers Assessment to identify holistic needs and risk and this was undertaken. We directly referred RA to Connect Support, a mental health organisation which was part of Manchester Carers network and gave information on mental health resources within Manchester to help RA develop a strategy for coping with her situation. To combat loneliness and isolation MCC staff also contacted culturally appropriate groups/women's groups for emotional support, to find a relevant service to signpost RA to for more in depth and specific support from her specific community. MCC Staff also signposted to relevant services, such as Citizen's Advice and the Greater Manchester Law Centre for financial and housing advice.</p>
<p>Outcome</p> 	<p>The Carer is better informed and able to access specific mental health resources that will help her situation. She received specific help and advice on housing and financial matters, she was given emotional support from Manchester Carers Centre and Connect Support. She was referred to Carers Manchester Contact Point to facilitate an Urgent Carers Assessment to mitigate any risk that the family were experiencing. She was introduced to culturally appropriate organisations that she felt comfortable with, which could sustain her on an ongoing basis. The Carer is registered and connected with Carers Manchester Pathway which will give a valuable perspective to ongoing support with re-referrals as required.</p>

3.6 Carers Emergency Fund

3.6.1 The Carers Emergency Fund is administrated by MCC's Revenues and Benefits Service and was established as part of the support offered to Manchester residents during the Covid-19 pandemic. For Carers during the pandemic, it was recognised that they were undertaking a higher burden of caring during lockdowns and isolation with an inevitable financial strain on

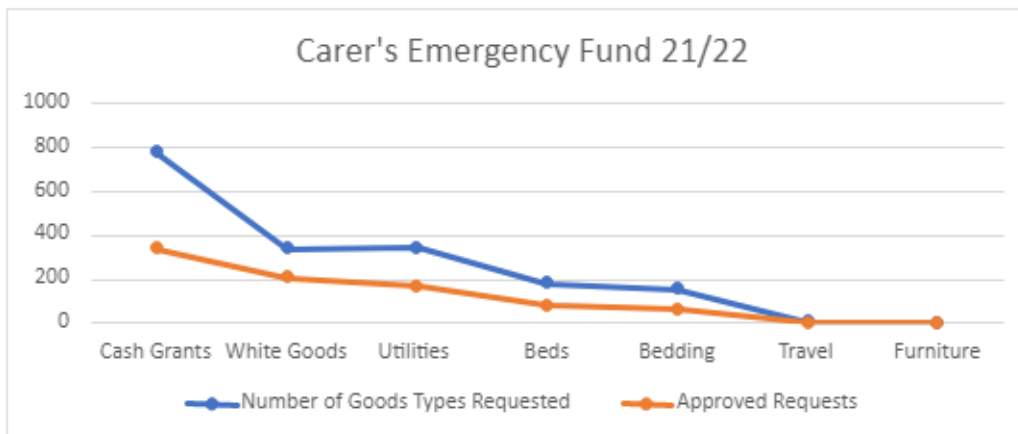
their available resources. It was not envisaged at that time how beneficial the Fund was to Carers and the successful, positive outcomes it delivered for Carers. Ultimately, removing worries and anxieties from Carers helps them continue carrying for very little cost.

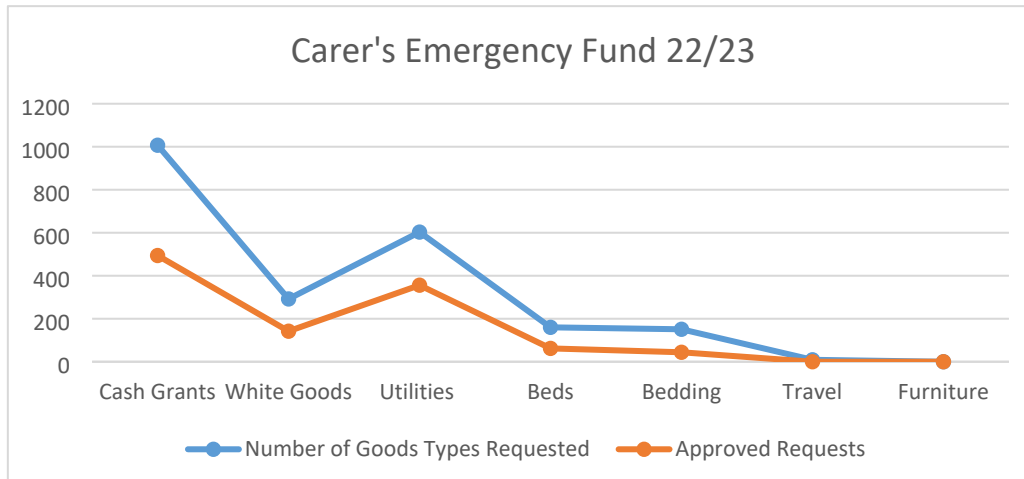
3.6.2 Members may recall in the December 2021 update report that Committee included a recommendation for the fund to continue. This fund is part of the Council's Welfare Provision Scheme so is a discretionary arrangement. This means that, should the Welfare Provision Scheme be ended, then this funding would also cease. Funding for the next financial year (23/34) has been secured.

3.6.3 The Carers Emergency Fund is not 'advertised'; it is a discreet budget where staff from the Contact Point or the Carers Assessment Team can recognise emergency financial difficulties and make an appropriate referral to the Welfare Provision Team in Revenues and Benefits. There are a number of 'help' options that are available:

- Cash Grants (up to £60)
- White Goods (limited choice from the procured framework provider)
- Utilities Grants (up to £30)
- Beds (limited choice from the procured framework provider)
- Bedding (limited choice from the procured framework provider)
- Travel Grants (up to £15 per week, maximum of £60 with strict criteria)
- Furniture (limited choice from the procured framework provider)

3.6.4 In terms of activity, the following charts show activity over the past 2 years:





3.6.5 In terms of Ward breakdown, [Appendix 4](#) shows activity data across two years to show trends:

3.6.6 Case study

There is high satisfaction from Carers who receive the Emergency Fund. Below is just one example of positive feedback from a Carer:

Decision sent to Carer regarding their application to the Carers Emergency Fund

I am pleased to inform you that the application for a fuel and cash voucher has been successful. The fuel voucher is for £30 which the most our scheme can award any Manchester household. The cash voucher is for £60 which the most our scheme can award any Manchester household. As you selected payment by BACS £90.00 will be paid into to the bank details provided on the application within the next working day, by late afternoon.

Reply from Carer recipient

Hello to you all
I would just like to say a big heart felt thank you from myself and my family for the support that you have allowed us to have. I can fully appreciate that funds are limited, and sometimes there isn't enough to go round.so that is why I am sending a massive thank you. I hope you have a nice day...

3.7 Adult Social Care Carer's Team

3.7.1 The Carers Team in Adult Social Care comprises of a Team Manager and 5 Social Care Assessors who are mainly responsible for statutory Carer's Assessments across the city. Social Workers, working in the Integrated Neighbourhood Teams, can also undertake Carer's Assessments, where chosen, alongside a citizen's assessment, although the numbers are generally much lower. Carers often tell us that they prefer to have their assessment separately so they can talk confidentially about their role/life as a Carer.

3.7.2 Each Social Care Assessor has an average caseload of 40-50 active cases per week with an average turnaround of 4-6 weeks (including monitoring of when a Personal Budget award is made by Corporate Finance. All team

members take part in a Duty Rota which is available Monday to Friday to triage any emergency Carer needs and prevent Carer breakdown, offering vital support in emergency situations. The majority of Carer's Assessments receive a Carers one-off payment in recognition of their presenting needs and solutions that promote their wellbeing (in the spirit of the Care Act 2014). Each carer is followed up approximately 6 weeks later to check that their support plan is meeting their identified needs. The Carer's Personal Budget has been fully spent for the past three years.

3.7.3 Since October 2021, a new post-assessment survey was developed which is routinely sent to Carers. For Carers who are not using ICT devices (laptops or smartphones) then a paper copy with a freepost envelope is supplied. The main aim of the survey was to seek feedback on the assessment process and gauge satisfaction levels. Some of the survey results from 294 survey responses highlight:

- 98% of respondents felt they were treated with respect
- 98% of respondents said they were listened to, and the Assessor understood their needs
- 98% had no negative comments on their Assessment
- 83% gave an overall satisfaction rating score of 5/5

3.7.4 Case Study Examples

Case Study No. 1
<p>Carer's husband diagnosed with Dementia, Carer has not been offered any additional advice or support. Carer struggles in public due to the cared-for person has Dementia, Husband becomes anxious and distressed and will follow his wife into the female toilet. This causes embarrassment as the carer must try and quickly finish using the facilities as security and other females using the toilets become upset.</p> <p>Carer had to disclose his dementia diagnosis to strangers where the majority of the public are not sympathetic and some quite rude. Due to his behaviour, the Carer has started to refrain from going out in public which is increasing her isolation. Social Care Assessor solution was to recommend a RADAR KEY for the disabled toilet facilities this way she can use the toilet and take the cared-for person in with her. A very simple solution but preventing isolation and high impact and support in dignity.</p>
Case Study No. 2
<p>Carer provides 24-hour care for her husband who has Dementia and has had a stroke. He is confused and unable to mobilise independently, he wakes up in the night and can be awake for a few hours then can sleep all afternoon the following day. He is unable to do any daily living tasks for himself.</p> <p>The Carer does not want to receive any services and is happy to continue to care for him. However, she has her own health conditions (Arthritis) being the one that cause her significant pain and discomfort. The Carer said she used to go to Hydrotherapy sessions 2 x per week which eased the pain, however, this has now</p>

stopped as she feels guilty leaving him alone. When the Social Care Assessor asked her what she would spend her carers Personal Budget on she laughed and said a hot tub in the garden! The Assessor advised her she could spend the payment on a hot tub if that would meet her needs and promote her wellbeing.

On the 6-week review, the carer informed the Assessor that she had purchased a hot tub and her grandson had put up some extra fencing in the garden to make it private. She said when her husband has a nap in the afternoon, she spends time in the hot tub, and it has really helped to ease her pain. She said she now feels recharged and relaxed and experiences less pain from her Arthritis.

3.7.5 Thematic outcomes from Personal Budget awards

There are various thematic outcomes if a Carer's Personal Budget is awarded, following a Carer Assessment, including: travel and holidays, health and wellbeing activities, indoor or outdoor activities (such as gym membership, for example), training and personal development or household use (e.g. decorating, gardening or white goods). All identified activity is monitored by the Social Care Assessor at the 6 week follow up review to ensure an audit trail.

3.7.6 Carer's Emergency Card

The carer's emergency card is issued to a carer as a means of informing other professionals should the carer be involved in an accident or emergency admission to hospital. The card informs allied health care professionals that they are a carer and that they have a cared-for person who is dependent upon them for support. The card is intended to act as a trigger for allied health care professionals to alert adult social care contact centre that a cared for will possibly be in need of support. This will trigger a referral to Duty services to respond by ensuring that the cared for has the necessary support to maintain their health and wellbeing during the emergency.

3.8 Work with Manchester GPs and Health partners

3.8.1 Throughout the past two years, a significant number of briefings have taken place with GPs to set out the pathway to support and raise Carer identification with primary care colleagues, including a key emphasis on Carer registers at GP surgeries to ensure that carers are recognising for the health impact caring has on a patient. NHS England recognise that there will be large differences in the scale and accuracy of Carer Registers and not all Registers are linked to patient records. This area is being specifically addressed by NHS England colleagues.

3.8.2 Commissioners work proactively with health colleagues on carer-related improvements via NHS England North West, where there is strong collaboration across health and social care via the NW Commitment to Carers group.

3.8.3 The NHS Long Term Plan has set out the deliverables to carers 2020-2025 as follows:

1. Identifying and supporting carers, particularly those from vulnerable communities
2. Adoption of Carers' Passports/introduction of quality markets in secondary care
3. Ability to share caring status with healthcare professionals wherever they present via electronic health record
4. Carers understand the out-of-hours options that are available to them and have appropriate back up support in place for when they need it
5. Young Carer 'top tips' for general practice to include preventative health approaches, social prescribing and timely referral to local support services
6. Introducing best quality markers for primary care

3.8.4 NHS quality standards for adult carers are centred on the following National Health and Care Excellence (NICE) guidance:

<https://www.nice.org.uk/guidance/qs200> &

<https://www.nice.org.uk/about/nice-communities/social-care/quick-guides/supporting-people-who-provide-unpaid-care-for-adults-with-health-or-social-care-needs>

3.9 Carers in Employment

3.9.1 As a large-scale employer in the City, the Council has an active workforce policy to better support 'working carers' and ensure that their needs (often just for flexibility around working patterns or time off to support family members to appointments) are discussed with their line manager and captured in the well-established Carers Passport.

3.9.2 Commissioners have, alongside other GM LA colleagues, signed up to the Carers UK toolkit which provides organisations with access to a range of information to support carers in the workplace. We are working with HROD colleagues to launch this toolkit this year for all Council employees.

3.9.3 In addition, Manchester Foundation Trust (MFT) is developing a new Carers Strategy and policy and commissioners intend to work with MFT leads to contribute to their work and ensure that information is reflective of the Carer developments in the city and also aligns to the Carers in Employment work.

3.9.4 The Chief Officer of Manchester Carers Forum also chairs the Carers in Employment Workstream within the pathway as the vision is to raise awareness of Carers in all the workplaces across the city and roll out the Carers UK toolkit, which is free of charge to participating organisations (including MFT).

3.10 Commissioning Strategy and priorities for the next two years

3.10.1 A new Carer's Commissioning Strategy has been developed (see Appendix 2) that captures much of the progress made over the last 2-3 years, an overview of the Carer VCSE organisations that work together under the Carers Manchester Network, and a forward plan of priorities. The priorities are:

- Financial hardship and support for Carers
- Continued development of Carers Manchester Contact Point
- Continue to raise the profile of Carers across health and social care professionals and wider stakeholders
- Further develop the offer to Carers in 'place' through the locality work
- Further improve and better coordinate data, and expand the Dashboard
- Develop a range of Carer short breaks and improve access to overnight 24/7 respite care
- Continue to build strong relationships with Children's colleagues around Young Carers
- Demonstrate a commitment to Parent Carer Standards (endorsed through the GM Carers Group)
- Improve recognition of Carers in MCC/MLCO, by working with HROD colleagues and also contributing to MFT's Carers Strategy developments

3.10.2 As mainstream investment has been secured from Adult Social Care, there is a need to retender the Carers Manchester Contact Point and pathway management due to the financial value and fair competition procurement rules. The specification has been drafted and will be released on The Chest late March onwards. Similarly, the Network Coordination grant will be subject to a competitive process, although ring-fenced to existing network members. Locality lead providers will continue via existing grant arrangements (funding still to be confirmed).

3.11 High level financial overview

3.11.1 Prior to the pandemic, significant resources were made secured from both Greater Manchester Transformation Fund and Our Manchester Investment Fund to transform the pathway and range of support available to Carers. This £1.5m of investment was focused on improving carer identification and support, delivered by the Carers Network and was for a two year period (March 2020 to March 2022) with new mainstream funding identified within Adults budget setting process.

3.11.2 The support to carers remains a core strategic priority for Adult Social Care in discharging its statutory responsibilities under the Care Act to ensure that Carers can access timely information, advice, guidance, emotional support, and signposting to a range of specialist and local services. Alongside this, Our Manchester VCS Grants also supports the work of a number of the Carers Network organisations, as well as NHS Greater Manchester Integrated Care, which has funded the Carer Learning and Development Programme for the past five years.

3.12 Developing an integrated performance dashboard with VCSE partners

3.12.1 During the past 12-18 months, work has focused on bringing together key data sources into an emerging integrated dashboard – see [Appendix 3](#). This is still very much work in progress but is starting to show key demographic information on Carers using the Carers Manchester Contact Point and the Carer's Assessment Team, alongside information on satisfaction levels and outcomes from the Carers Emergency Fund. The next step is to bring in information and data from the Locality Leads over the next 6 months, which has been a barrier so far due to the ICT systems used in the localities and has to be adapted/aligned so that reporting is consistent across the city.

3.12.2 From the current integrated dashboard, there are some interesting insights:

Data from the Carers Manchester Contact Point helpline calls:

- 1,710 contacts have been made since February 2022, from 1,247 Carers (showing Carers are using the Contact Point more than once)
- 183 contacts in January 2023
- Circa 65-69% of Carers (in the past 12 months) live with the person they care for
- The highest age group of Carers using the Contact Point is 40-64 years of age
- More women than men ring the Contact Point (73% female, 23% male, 3% not recorded)
- Circa 65% of Carers are White (all groups), with the next highest group being Asian (all groups)
- Circa 20% of Carers consider themselves to be disabled

3.12.3 Carers Emergency Fund

- There are more female Carer applicants; in January 82% were female, 18% male
- The highest age range of applicants in January 2023 was 25-39 years (55%), followed by 40-64 years (36%) and small % across the other age groups

3.13 New Census information released 13/2/23 by the Office of National Statistics (ONS)

3.13.1 Information just released from the ONS highlights that there are 37,095 Carers living in Manchester. The Census results are important for service planning and will be extremely useful once the Ward numbers are released by ONS. For more detailed analysis, see Appendix 5.

3.14 Referral Information

[How to get in touch with Carers Manchester Contact Point](#)

If you are a Carer:

Call us on 0161 543 8000 or Email: contactpoint@carersmanchester.org.uk
Our phone lines are open Monday – Friday 10am – 4pm except bank holidays,
and 10am – 6pm on Wednesdays

For out of hours emergencies please contact [Manchester City Council](#) (0161 234 5001 or email: mscreply@manchester.gov.uk)

If you are a professional and would like to refer a carer:

Email: contactpoint@carersmanchester.org.uk Or complete an [online referral form](#) (www.manchester.org.uk/make-a-referral)

3.15 Carers Attending Scrutiny

Members routinely express an interest in hearing from people with lived experience; accordingly, two Carers have volunteered to attend Scrutiny Committee and share their experiences/stories. They are:

Liaqat is a Carer for his wife who has multiple health issues including Diabetes, Arthritis, poor mobility, and heart problems. He has been a Carer for his wife for over 6 years. Liaqat has found his caring role challenging and has received support from LMCP (one of the 18 Network Organisations) around accessing:

- A Carer's assessment
- Securing Carer's Allowance
- Referral to IAPT (increasing access to psychological therapies)
- Gaining a blue badge
- Emotional Support during the pandemic via virtual calls
- Provision of Equipment and Adaptations
- Helping secure PIP including back-dating of claim
- Attending 6 Carer workshops, regularly attending the monthly Carers meeting, personally facilitating self-help groups organized by LMCP
- Financial support via a Carer's Personal Budget and the Carers Emergency Fund

Lisa is both a Cared-for person and a Carer for her youngest daughter (28 years old). Laura has multiple care needs for a genetic connective tissue disorder, bipolar disorder, and autism. Her needs can be challenging at time but it's a rewarding role too. Lisa's caring role began after Laura returned home from university, very unwell, 7 years ago. Things became very problematic and overwhelming a year ago and her GP referred her for a Carer's assessment, to Gaddum, ACCC and, in turn, Lisa received a more tailored support with Connect Support. This support has been vital in allowing her to manage her role as an informal Carer, with one-on-one support, workshops to understand severe mental health and contact with other Carers.

4.0 Conclusion and Recommendations

- 4.1 It is recognised that this is an extensive update on Carers, evident due to the significant investment that has been made by the City Council in Carers, supported by Adult Social Care where there are statutory duties to meet the

needs of Carers. The latest Census results for 2021 provide a late addition to the report in order to ensure that Members are fully sighted on the Manchester picture, which will help in future service improvements for Carers.

- 4.2 The Committee is recommended to consider and comment on the developments for Unpaid Carers in the city.

5.0 Appendices

Appendix 1 - Update from the 3 Locality Lead Carer Organisations

Appendix 2 - Carers Commissioning Strategy 2023-2025

Appendix 3 - Carers Dashboard

Appendix 4 - Carers Emergency Fund applications by Ward

Appendix 5 - Latest Census Information on Unpaid Carers 2021