

**Manchester City Council  
Report for Information**

**Report to:** Health Scrutiny Committee – 6 March 2024

**Subject:** Update On Developments for Unpaid Carers

**Report of:** Executive Director of Adult Social Services

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**Summary**

This is an extensive report that sets out key areas of development and progress during the past twelve months, since the last update to Health Scrutiny. It includes how commissioners have recently retendered the main contract for the Carer's pathway as well as the recent grant competition to secure a North Locality Lead. South and Central Leads have also included an update on key activities they offer to better support Carers in their local communities and neighbourhoods. New developments include a pilot with Carefree to offer a small number of Carers a short respite break with a detailed evaluation on the benefits of the model. Listening and involving Carers remains central to the aim of Adult Social Care and a new Experts by Experience Carer Panel will enable the carer voice to be evident through ongoing service developments. Finally, the Council's Adult Social Care Assessment Team continues to develop best practice around carer's assessments and the Carers Emergency Fund helps Carers in a crisis to carry on caring, whilst meeting essential and basis needs.

**Recommendations**

The Committee is recommended to consider, note and comment on the work achieved to date on improvements to the carer's pathway in the city.

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**Wards Affected: All**

<b>Environmental Impact Assessment</b> -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
<b>Equality, Diversity and Inclusion</b> - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments	Unpaid Carers are now 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.

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the Our Manchester Strategy/Contribution to the Strategy</b>
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**

The report updates on the new Accelerated Reform Fund, a national investment to support Carers and Shared Lives arrangements and the role Manchester City Council will undertake on behalf of Greater Manchester. Greater Manchester will receive £1.98m of funding in 2024/25.

### **Financial Consequences – Capital**

There are no financial consequences for the Capital budget.

### **Contact Officers:**

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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.

Previous report on Unpaid Carers 8 March 2023 – [Governance Report \(manchester.gov.uk\)](https://www.manchester.gov.uk)

## 1.0 Introduction

- 1.1 The purpose of this report is to provide an annual update on the significant work underway to improve the lives of unpaid Carers in the city. 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 This report will focus on updating Members on the following:
- The procurement of a fully commissioned Service Provider through a new contractual agreement.
  - The process currently being undertaken to fill the vacant gap in North Manchester through a Locality Lead Provider (sourced from Carers Manchester Network).
  - Update on work in Central and South Manchester by the Locality Lead Providers.
  - Areas of focus by Gaddum – the commissioned service provider to deliver the Carers pathway.
  - National investment by DHSC in Carers through the Accelerated Reform Fund.
  - Update from the ASC Statutory Carers Team and latest performance on assessment activity.
  - The Carers Emergency Fund.

## 2.0 Procurement of a commissioned VCSE service provider for Carers

- 2.1 The initial £1.5m investment of City Council and Transformation funding was made permanent due to the proven impact of the Carers Manchester Pathway.
- 2.2 Before initial grants expired, Commissioners entered procurement of a single contract for delivery of the Carers Pathway which includes Carers Manchester Contact Point, Carers Manchester Network Co-ordination, and Communications & Marketing (alongside existing grants for the Manchester Carers Network and Locality Partnerships)
- 2.3 An independent consultation took place before entering procurement, to inform our direction based on input and learning from Commissioners, Stakeholders and Partners across the pathway.
- 2.4 Following Procurement, Gaddum, the existing commissioned Voluntary Community and Social Enterprise (VCSE) organisation were successful in their bid to deliver the enhanced Carers Manchester Pathway.
- 2.5 As part of the contract specification and revised Carers pathway, there were new areas of focus, as part the maturing approach to support all Carers in the city. This included:

- New workstreams – such as Equality, Diversion and Inclusion, Carers in Employment and Developing Respite options.
- Update governance structure.
- Creation of a Carers Expert by Experience panel to secure and embed a listening approach and coproduction wherever possible.
- Strengthened locality leadership, particularly involving and distribution of small funds to other smaller Carers network organisations.

2.6 ASC Commissioners investment in the Carers Pathway contract specified a number of key roles to ensure effective delivery such as:

- Carers Programme Pathway Manager to oversee the whole pathway delivery in conjunction with Locality Lead providers and working closely with Commissioners and the Carers Assessment Team
- Project Manager
- Network support and Carer Engagement Officer
- Marketing Officer
- Data and Administration coordination
- Contact Point (helpline) Coordinator
- Complex Case Worker
- Contact Point Officers x 4
- Welfare Rights Officer
- Administrative support

2.7 The contract is now in place for 2 years, with a 5-year option to extend, subject to ongoing funding. This provides a stable platform for continued delivery of the carer's pathway, to better support Carers to be resilient and supported through a range of interventions including:

- Monday to Friday continued access to Carers Manchester Contact Point (telephone: 0161 543 8000) to access information and advice, signposting to other agencies who can help, ongoing support through the Contact Point Officers, referrals to the Welfare Rights Officer.
- Discretionary referrals to be considered for the Carers Emergency Fund, delivered through the Council's Revenues and Benefits Service.
- Sign up to the Carers Newsletter to be kept informed on national and local developments and items of particular interest to Carers.
- Referrals to other Carers Network organisations according to particular needs and specific specialisms e.g. mental health support, Parent Carers and Dementia, for example. These referrals are also the gateway to a number of services that promote carer breaks and align with the forthcoming Respite Strategy.

2.8 The Carers Manchester Partnership Board (CMPB) brings together strategic leads from across the statutory and voluntary sectors, for the commissioning and provision of carer support services, to drive and coordinate the development programme which oversees the application of the Our Manchester Carers Strategy and Carer support pathway. The extensive work programme focuses on:

- Carers Manchester Contact Point
- Carers statutory Assessments
- Locality Partnerships
- Carers Benefits & Welfare
- Communications & Marketing
- Carers Identity Card & Emergency Planning
- Carer Breaks & Respite
- Carers in Employment
- Carer Equalities

2.9 Membership of the Carers Partnership Board includes:

<b>Role</b>	<b>Organisation</b>
Assistant Director (Commissioning) and ASC lead for Carers	Manchester Local Care Organisation
Carers Commissioning Lead	Manchester Local Care Organisation
Young Carers Co-ordinator	Manchester City Council
Adult Social Care Service Manager	Manchester Local Care Organisation
Carers Assessor Team Manager	Manchester City Council
Carers Pathway Programme Manager	Gaddum
Head of Operations	Gaddum
Carers Manchester Network Representative	Network Organisation (rolling basis)
Carers Manchester Locality Lead – North	Manchester Carers Forum
Carers Manchester Locality Lead – Central	African Caribbean Care Group
Carers Manchester Locality Lead – South	Manchester Carers Forum
Lead for User and Carer Engagement	Greater Manchester Mental Health
Carers Lead	Manchester Royal Foundation Trust
Patient Experience of Care Manager	Manchester University NHS Foundation Trust
Customer Service Manager	Manchester University NHS Foundation Trust
Strategic Lead: Health Equity and Inclusion	Manchester Integrated Care Partnership

### **3.0 Locality Lead Providers**

3.1 Whilst the procurement of the Carers Pathway service provider was being undertaken during summer 2023, it was decided to defer the appointment of a Lead provider for North of the city, arising as a result of the former provider stepping down from this role.

3.2 To confirm, the Lead Providers in place were:

- African Caribbean Care Group (ACCG) and Central Lead
- Manchester Carers Forum (South)

3.3 Now the appointment of a contracted provider (Gaddum) is in place, a grant competition has been underway to secure the North Locality Lead, ring-fenced to existing Carers Manchester Network providers based on their specialist experience in delivering carer support.

3.4 Manchester Carers Forum has been successful in the grant process and is now appointed to lead the North of the city for locality support to Carers.

#### 4.0 Update from Gaddum – the Commissioned Service provider for the Carers Pathway

##### Our new priorities for 2024

4.1 Following the completion of the tender process for the delivery of Carers Manchester co-ordination function and Contact Point our plans for include the following.

##### Development of a respite strategy

4.2 Carers tell us all the time that one of their key priorities is to be able to take a break from their caring role. These breaks can take the form of attendance at a Carers group, attending a pampering or social activity through to the break being made by the person they care for attending a day centre or having a respite stay within a residential care home. Here are some pictures from recent Carer Activity sessions:



Carers at Gaskell House



Carers attending Halle Concert



Carers participating in Drum Circle



Together Dementia Support Gospel Choir performing on Carer's Rights Day

- 4.3 The Carer Manchester partners currently provide significant respite opportunities but our priority for 2024 is to develop a comprehensive Carers respite strategy, which will be developed by Carers and will provide the evidence for our strategic planning of these services in the future.
- 4.4 In advance of the full Respite Strategy development, the Carers Partnership Board and ASC Commissioners have agreed a pilot partnership with [Carefree](#) organisation to offer Carers a free break:
- Carefree manages the interface between Carers needing a break and hospitality partners who donate free accommodation.
  - The carer has the option to take the cared-for person as well if they wish.
  - The pilot partnership is for 300 Manchester Carers to trial the Carefree offer with a full evaluation of the success of the project.
  - There is a £33 administrative fee, normally paid for by the carer, however, given the deprivation needs in the city, this has been funded out of the Carers budget for the pilot period.

#### **Creation of Carers Expert by Experience panel**

- 4.5 One of the key priorities for the Carers Manchester voices is to ensure that the voices of Carers are able to effectively influence and decide what our strategic priorities should be and how we deliver advice, information and support.
- 4.6 In order to enhance, the current work which goes on to support this, Gaddum will be creating both an Expert by Experience carer panel and a process for consolidating carer feedback from Pathway members into one place.
- 4.7 The creation of the Carers panel will ensure that all aspects of Carers Manchester Delivery will be able to be co-produced, with the Respite strategy being the first piece of work to be undertaken.

#### **Input of findings from Impact Network work**

- 4.8 IMPACT is the UK's £15M centre for implementing evidence in adult social care: [Mission, Vision and Work - IMPACT \(bham.ac.uk\)](#). Working across the four nations and with co-production at its heart, it draws on insights from research, lived experience, and practice knowledge to make a difference to front-line services, and to people's lives.
- 4.9 Gaddum was selected to deliver one of the national IMPACT networks, whose theme is 'remodelling the front door' by which is meant the service where people first ask for information and access social (care) services. In Manchester, this work which involves, Commissioners, Statutory and VCSE partners and Carers working together is focussing on the Carers Manchester Contact Point and how Carers gain access to advice and support.



- 4.10 This work is due to complete in April 2024 and will bring forward proposals for how we ensure Carers are informed about services and know how to access them which will be considered by the Carers Strategy Board in May.

### **Carers Manchester Contact Point developments (helpline)**

- 4.11 For the past three years the Carers Manchester Contact Point has sat at the core of the Carers Manchester Pathway. It has offered a single point of contact where Carers can go to for advice and information and be signposted or referred on to the support they need.
- 4.12 Over the next year, Gaddum will be undertaking the following to ensure that it continues to develop.
- Extending the use of Student Social Workers within its delivery thereby increasing capacity
  - Embedding the provision of Welfare Benefits support through the work of a dedicated Benefits Officer
  - Enhancing, and extending the referral pathways it has with Partner organisations.
  - Obtaining an Advice Standard Accreditation

### **Enhance our links with Health**

- 4.13 Over the past year, significant improvements have been made in our relationships with Health colleagues. Examples being:
- Manchester Foundation Trust (MFT) developing a Carers strategy.
  - Health Commissioners and MFT becoming members of the Carers Strategy Board
  - Carers Manchester Network working with health colleagues to deliver dedicated vaccination clinics for Carers.
- 4.14 We intend to build on this work through utilising Accelerated Reform funding (see section later in this report) to develop a dedicated Carers support service linked to Hospital Discharge processes and operating in Wythenshawe, Manchester Royal Infirmary and North Manchester General Hospital.

## **5.0 Update from the Locality Partners**

- 5.1 Delivery of the carer's pathway relies heavily on the support to Carers in our local communities. For Central Manchester, the lead provider is African Caribbean Care Group, and, for North/South Manchester, the lead provider is Manchester Carers Forum. Both Chief Officers will attend Scrutiny to answer any questions and their updates are below:

### **5.2 Central Locality Update (Carers Manchester Central)**

- 5.2.1 The Carers Manchester Central Partnership (CMC) works to improve the lives of unpaid Carers in Central Manchester through early identification and a

variety of support services and activities. The Partnership is led by the African Caribbean Care Group working with African Caribbean Mental Health Services (ACMHS) and other VCSE organisations. The CMC partnership is proud of the impact, reach and connections made across the 11 wards within the locality.

### **Carers Recognition Awards**

- 5.2.2 The CMC Partnership hosted the second Carers Recognition Award in April 2023 due to popular demand from Carers and those they care for. 180 people attended the event where 80 Carers were nominated for an award. The Lord Mayor, Cllr Donna Ludford, presented the Awards and Certificates to Carers. This was a proud moment for them and provided CMC the opportunity to engage with newly identified Carers. Feedback comment from a carer: ***“Everyone was respectful, Great music, Good food, was good to meet and socialise with new people, was so amazing for me to receive an award after all my years of being an unpaid carer.”***

### **Carers forums and Community Stalls**

- 5.2.3 The monthly Carers Forums in Gorton, Hulme, and Moss Side bring Carers together informally to participate in activities which helps to improve their health and wellbeing together with information and guidance that helps to enhance their knowledge empowering them to continue in their caring role. They feel free to express their thoughts and experiences which allows the partnership to identify unmet needs. Some of the session attended by Carers were:
- **Cancer screening awareness session**
  - **Long term health conditions presentation and discussion**
  - **Community Diagnostics Centre’s (CDC) presentation** – Information was shared about this new service. Carers provided direct feedback on the barriers they face accessing hospital appointments. The hope is this feedback will lead to improved services for Carers in the future.
  - **Books to Go service** – The service is free for Carers where they can receive books, CD audiobooks and large print delivered to their home. Carers were unaware of this service which makes it accessible for them to access library books, especially if it is difficult for them to leave the home due to their caring roles.
  - **Care and Repair** - Presented information to Carers about their service offer that Carers can access to make their home environment safe for the person that they care for.
  - **Carers Living Life to the Full Session** - This was a six-week course to improve the lives of Carers by "looking at things differently", "Building inner confidence", "how to fix almost everything". Carers received a certificate at the end of this course and said that they felt more confident and capable of tackling difficult things.
  - **Band on the wall music session** - Carers attended a musical event hosted by Band on the Wall. They were encouraged to sing, dance and be involved with the musical session. Carers loved the music selected and quoted ***‘ it was great to hear music from my era’, ‘...its very***

*uplifting’, and ‘I liked to hear other people’s stories and how it related to the music shared’.*

5.2.4 The CMC Partnership holds regular community Carer Awareness pop up stalls in shops and supermarkets, Libraries, churches, Hospitals and GP surgeries ensuring we are connecting with all potential Carers across the 11 wards within the locality.

### Short Break Respite

5.2.5 In addition to the short break respite Carers receive from the Day Care support service Carers enjoyed a number of short breaks due to specific funding secured.

**Visit to Lyme Park:** Carers enjoyed a stroll around the gardens.

**London -** Overnight stay at the 4-star Clayton Hotel. Carers enjoyed the sights and activities that London had to offer. **“One carer commented on the comfort of the bed, stating that it was the best sleep she has had for a long time”.** The next day Carers travelled by coach to Buckingham Palace where the afternoon was spent looking around the state rooms and having the opportunity to see the new Coronation display.

**Chatsworth House,** a visit to look around Chatsworth House and the gardens.

**Chester -** Carers enjoyed a sunny day trip to Chester, they shopped, visited the cathedral, and stopped for some food/ drinks.

**Llandudno -** Carers enjoyed the leisurely walk, went to the beach and took in the beautiful scenery.

### Equality, Diversity, and Inclusion

The image shows two leaflets from Carers MCR Manchester. The left leaflet is in Urdu and asks 'کیا آپ ایک کیریئر ہیں؟' (Are you a carer?). The right leaflet is in English and asks 'ARE YOU A CARER?'. Both leaflets provide information on how to get support and contact details for Carers MCR Central.

**Urdu Leaflet:**  
کیا آپ ایک کیریئر ہیں؟  
کیا آپ کسی کی دیکھ بھال کرتے ہیں ... بغیر کسی تنخواہ کے؟  
Do you care for someone... without any financial benefit?  
کیا وہ آپ کے دوست یا رشتہ دار یا پڑوسی ہیں؟  
Are they your friend, relative or neighbour?  
کیا وہ آپ کے بغیر محتاج ہیں؟  
Are they dependant on you?  
کیا آپ جانتے ہیں کہ آپ کو مفت فوائد، مشورہ اور معلومات حاصل ہو سکتی ہیں۔  
Did you know you can receive information, advice and entitlements.  
ہم آپ سے اردو، پنجابی، گجراتی اور ہندی میں بات کر سکتے ہیں۔  
We can speak to you in Urdu, Punjabi, Gujrati & Hindi.  
ہم آپ کی مدد کرنا چاہتے ہیں ...  
CONTACT OUR FRIENDLY TEAM TODAY  
Carers-Mcr-Central@accg.org.uk 0161 226 6334

**English Leaflet:**  
ARE YOU A CARER?  
Do you care for someone... without any financial benefit?  
Are they your friend, relative or neighbour?  
Are they dependant on you?  
Did you know you can receive information, advice and entitlements.  
We can speak to you in Urdu, Punjabi, Gujrati & Hindi.  
CONTACT OUR FRIENDLY TEAM TODAY  
Carers-Mcr-Central@accg.org.uk 0161 226 6334

5.2.6 The CMC Partnership has expertise in supporting diverse communities ensuring that their culturally specific needs are met. With an awareness of the barriers faced by many when accessing services or information and advice CMC developed multi language videos and leaflets for the South Asian community. Many Carers care for others with long-term health conditions, physical and mental health disabilities without support which can be isolating

for them. The Support and guidance they receive from the partnership help to improve their mental health and wellbeing so they can continue in their caring role.

#### 5.2.7 CMC Partnership's Additional Support to Improve the lives of Carers

- Eligible Carers were referred to the **Household Support Fund** and received £400 to help towards their utility bill where they are pension age and have a disability.
- The **NHS Covid Vaccination Van** was located at Claremont Resource Centre, enabling Carers and their cared for the opportunity to have their COVID vaccinations as well as a free lunch together with information about winter wellness and welfare benefits provided.
- The CMC Partnership held a **Carers Rights Day Event**. Carers received information about Carers allowance, requesting flexible working hours at work, and legislation about the Carers Leave Act 2023 effective from April 2024. The Carers completed a crossword that encouraged them to think about words such as 'hoist' and 'Carers assessment'. This was a fun way to get Carers to think about what they may need as a carer.

### **Working with Stakeholders and professionals**

5.2.8 The CMC partnership continues to build relationships and networks with a variety of stakeholders such as the Community Explorers, Neighborhood partnership, VCSE organisations and local businesses to bring about improved care support and facilities for Carers.

#### 5.3 **South Manchester Locality Update (Carers Manchester South)**

5.3.1 CMS is a small team of locality coordinators that sits within Carers Manchester South Partnership (CMSP). We consist of Manchester Carers Forum, Together Dementia Support, Lifted and Connect Support. A central role of CMS is raising awareness of the Manchester Carers Pathway and CMCP to practitioners, to increase their knowledge and understanding of carer needs, identify Carers and inform Carers of support available.

5.3.2 To achieve this CMS have continued to develop strong working relationships with key locality GPs, Primary Care Networks, Integrated Neighbourhood and specialist social work teams, Health Development Coordinators, Care Navigators, Neighbourhood Officers and service providers.

### **Engagement work with Carers**

5.3.3 CMS have undertaken a range of engagement activities, in the past 12 months, using formal quantitative and qualitative research methods and analysis, to find evidence of Carers perceived views on their experience as a carer, the support they receive, the support they need and their perceived gaps in service provision.

- 5.3.4 In April 2023 we looked at Carers views on the relevance and need of online based support. No clear evidence was found that Carers would benefit from online based support. However, if provided then it needed to offer the opportunity to meet other Carers, develop relationships of trust, share experiences, problem sharing and the provision of information that is useful in their caring role.
- 5.3.5 As a result, CMS have offered Zoom based Information Sessions on issues such as the 'needs assessment' process, use of mobile phone technology and are planning other information sessions over the next 12 months.

#### **Particular needs of Carers from an Equality, Diversity and Inclusion aspect**

- 5.3.6 Over the past 12 months CMS has continued to attend several community outreach events based in South Manchester Mosques and places of worship and prayer.

#### **Working with other local organisations**

- 5.3.7 Over the past 12 months CMS has continued to develop relationships with local community and neighbourhood organisations. This includes being part of the Wythenshawe Age Friendly Group and South Manchester locality partnership forums, and Community Explorers South. This allows us to raise awareness of the CMCP and role of CMS, but also ensures Carers needs are heard and addressed.

#### **Making a difference to Carers and improving outcomes**

- 5.3.8 CMS has continued to host and attend a range of community-based outreach events including local libraries, community groups, GP Practices, local supermarkets and other public venues. We have been able to reach Carers and unidentified Carers to signpost them to the CMCP and other relevant carer support services.
- 5.3.9 We continue to support groups for Carers of adults on the autistic spectrum and Carers of adults with substance misuse issues. We have also offered a wide range of social/leisure activities for Carers and the people that they support to spend time together away from their caring role.

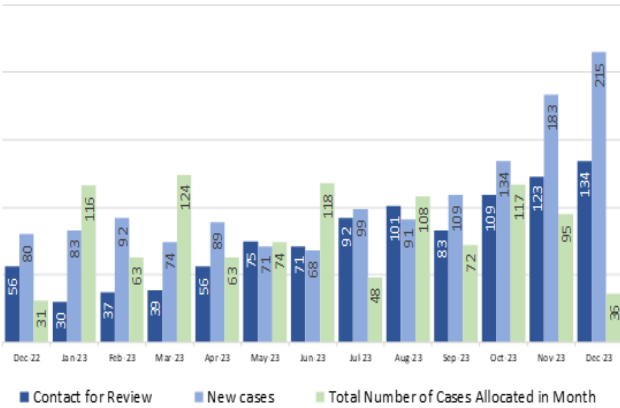
#### **Working with stakeholders and professionals**

- 5.3.10 We are members of each South Manchester Locality Practitioner Frontline Forums to raise awareness of carer needs, promote the Pathway and Contact Point and ensure Carers are included in local service provision. We have also played a role in the South Manchester Transport Group, locality poverty and cost of living groups, and Locality mental health task groups.

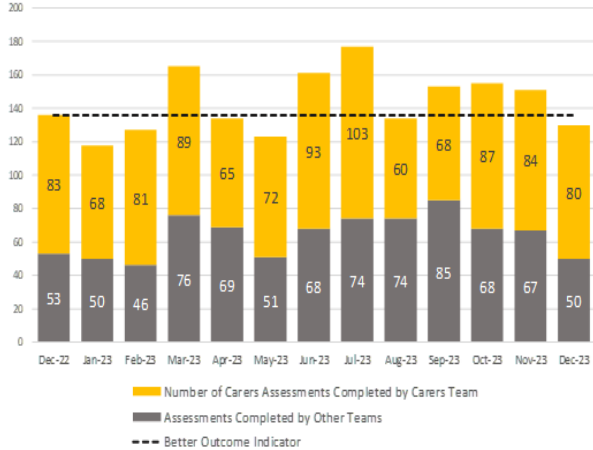
### **6.0 Update on the ASC Statutory Carer's Assessment Service**

- 6.1 Statutory carer’s assessments are mandatory for Adult Social Care in line with the legislative requirements of the Care Act 2014. Whilst carer’s assessments can be undertaken by any Social Worker or Social Care Assessor (SCA), often in conjunction with the cared-for person, the majority of specialist carer’s assessments are conducted by the small Carer’s Team. This is beneficial as the Social Care Assessors build up specialist knowledge and insight into the needs of Carers and how to signpost them to further carer’s services and organisations in order to holistically meet their needs.
- 6.2 This is a small team delivering carer assessments across the city who also work very closely with Gaddum, notably the Carers Contact Point helpline to seamlessly cross-refer to ensure that Carers are aware of how to access the helpline and also how to receive a statutory carer’s assessment. This is developing as a strong partnership and a good example of statutory and VCSE services working closely together to benefit the carer.
- 6.3 Monthly data is gathered on the numbers of referrals dealt with by the Carer’s Team and also the number of completed assessments:

CJ22. Carers Team Activity



CJ22a. Completed Carer Assessments



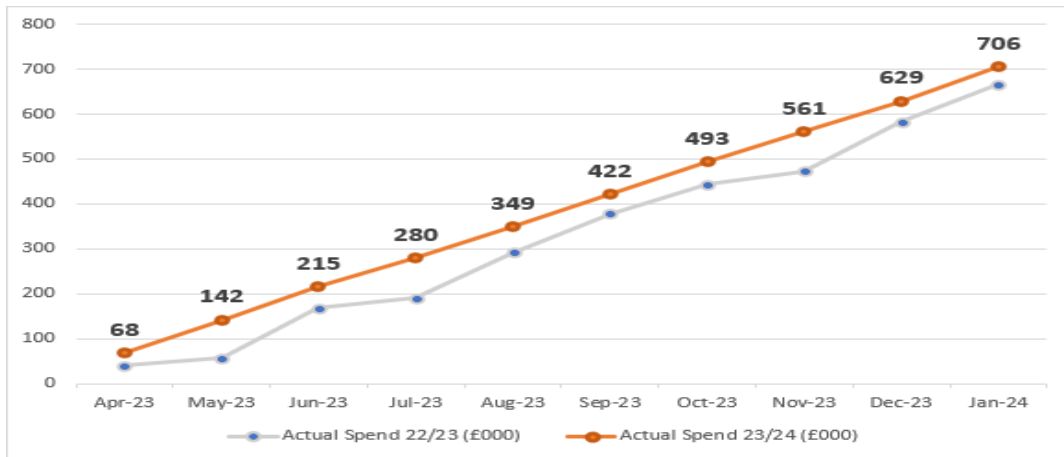
- 6.4 In Chart CJ22 above left, this shows the numbers of referrals. Of significance is the number of new cases which has steadily grown and that fulfils our strategic priority of helping more Carers (not known to ASC), meeting their Carers to carry on caring and building up their knowledge of where to receive help and improving resilience. It cannot be understated the savings to health and, particularly to Adult Social Care, that Carers contribute through the provision of free care to their family members or friends. So, increases in new cases is a positive indicator that we are supporting more Carers.
- 6.5 In Chart CJ22a above right, this shows the number of completed carer’s assessments across adult social care, by both the Carer’s team and other social care professionals. The monthly target is 140 completed assessments, which shows some monthly variation and directly attributed to the small size of the carer’s team. However, further investment in a further 2 Social Care Assessors for Carers has recently been agreed and now operational. This will have a positive future impact on the waiting list (waiting list no more than 20 days).

6.6 Routine carer post-assessment surveys have been in place for over 2 years. A link (or paper version) is sent to each carer at the completion of their statutory carer's assessment, as part of our aspiration to measure satisfaction levels with service delivery and improve the service based on carer feedback. Some headlines from the surveys are as follows:

- 550 surveys have been completed, so findings are significantly valid from a research perspective.
- 72% of Carers are female.
- 497 Carers are heterosexual, 3 Lesbian, 13 Bisexual, 10 Gay and 3 in another way.
- The majority age band of respondents is between 50 and 70 years old.
- Nearly half of Carers (48%) live in North Manchester.
- 91% received enough information in planning their support.
- 97% stated the Social Care Assessor listened and understood their needs.
- 98% of respondents felt the SCA was respectful and helpful.
- 96% of respondents did not want to raise any negative comments or complaints.
- 80% of respondents rated the service as excellent, 17% as good, with only 3% rating the service as poor.
- We also ask for comments on the Contact Point helpline as part of the survey to gain feedback on the commissioned service provider.
- 47% of Carers have used the Contact Point helpline.
- 96% of respondents would recommend the Contact Point.
- 92% of Carers felt the Contact Point should continue.

6.7 The Carers team have a duty function which is monitored daily. All referrals to the team come via the Contact Centre to the Carers Incoming work tray which are then screened and actioned accordingly. Once a referral is screened and accepted on duty the SCA will place it in waiting allocations tray. If deemed urgent the team have an escalation system ensuring the carer is assessed with 48 hours. Should the carer be a risk of breakdown, the duty SCA will gather all the relevant information for the cared for and make an urgent referral to the appropriate INT team to arrange an assessment for the cared for. The SCA will provide reassurance that there is support available to help them in their caring role. A Carers assessment will be completed with the carer at the earliest convenience for them.

6.8 In meeting the needs of Carers through a statutory carer's assessment, there is the option to meet the identified assessed needs through a Carer's Personal Budget. The annual budget is £714k per year and, prior to the new Carer's Pathway, this budget was underspent due to low assessment activity. In more recent years, the number of Carers assessments has grown, therefore increasing the number of payments from this budget, which is very positive. The following chart shows spend activity over the past years with the budget fully committed:



6.9 Outcomes from assessment are recorded on Liquid Logic and can be summarised in the following themes:

- Travel and Inclusion
- Indoor Health and Wellbeing
- Outdoor Health and Wellbeing
- Social Interaction
- Training and Personal Development
- Household goods and maintenance

6.10 It should be noted that meeting the needs of carer's differs from meeting citizen needs, and outcomes are what Carers tell us they would benefit from to support their wellbeing. Improving their social isolation or supporting them with essential household needs e.g. garden maintenance all go far to support Carers to balance their roles and continue caring, with just enough support.

6.11 Further improvements for Carers include:

- New Carer's strength-based assessment approach
- Development of a new Emergency Support Plan, particularly when a carer is poorly or admitted to hospital
- New carer's policy and processes
- Commitment to the hospital discharge process through the Accelerated Reform Fund (see later)

## 7.0 Performance Data Update

7.1 Quality data collection and analysis are integral to evidencing our impact on our investment and support for Carers, and allows us to identify trends, patterns, and unmet need across the Carers Support Pathway. A Performance and Data workstream was implemented to oversee development of an overarching Pathway Data Dashboard, to allow us to present, review and analyse our findings from across the Pathway. Due to the updated Governance and Contract, we are now reviewing our data requirements and learning.



7.2 We are redefining our benchmarks more clearly and drive growth in Carer engagement and service satisfaction across a range of indicators. This includes opportunities to improve data collection in areas such as health, Carers in employment, respite and more detailed information on Equality, Diversity and Inclusion (including a focus on Equality Impact Assessments).

## **8.0 The Carers Emergency Fund**

8.1 The Carers Emergency Fund, established and funded by the City Treasurer during the Covid-19 pandemic continues to go from strength to strength. The core aim is a discretionary payment to help Carers via the Contact Point helpline with urgent financial needs that impact on their caring role.

8.2 The annual budget is £100k and a significant number of Carers are assisted via this funding, with typical support including:

- Access to small, one-off grants to support travel or utility top-ups
- Support with new essential white goods such as washing machines, tumble dryers or fridge/freezers
- Beds and bedding

## **9.0 National investment by DHSC in Carers through the Accelerated Reform Fund**

9.1 The Department of Health and Social Care (DHSC) recently announced significant national investment for Carers and also Shared Lives as ring-fenced funding to meet gaps in provision. There was a condition that local authorities should come together regionally to mirror the NHS ICB geography, which, for Manchester meant that we would be bidding as a Greater Manchester Consortium. There was a stipulation that only a lead LA could submit the bid so the Executive Director of Adult Social Services agreed with GM colleagues that Manchester would both submit the bid and act as the Host Authority. The bid was submitted mid-January with the involvement of all 10 LAs across GM. As part of the preparatory work, and to meet the brief that only new services could be funded, it was agreed that there should be a focus on 'improving the hospital discharge experience' for unpaid Carers.

9.2 The bid is now approved, and GM Consortium will receive £1.98 million to deliver local projects around hospital discharge and also work to improve Shared Lives Carers (out of scope of this report). Funding is not yet allocated.

9.3 Manchester's bid elements set out the need for the 3 Acute Trusts under MFT to have dedicated Carer's Officers at each of the 3 hospital sites to deliver on a number of aspects:

- To raise hospital staff's awareness of the needs of unpaid Carers.
- To promote Carers Manchester – as a brand/service - to Manchester Carers who are visiting their family/friends who are in-patients.
- To deliver targeted support to Carers who may be anxious about a family member returning home with expectations of carer support.

- To trial a 'mini' statutory Carers assessment as part of the support package in order to avoid further referrals and swifter resolution of carer identification and needs assessment.
- Overall, through the range of initiatives above, to support carer's to be more resilient and knowledgeable to continue caring, with the ongoing support they need in the future.

9.4 Commissioners are delighted to be able to deliver this project as it is a genuine gap in service provision. Hospital admission, for a family member, is often a time when a carer stops caring due to lack of support and sheer exhaustion. By better supporting Carers at the time of hospital admission, Carers should be supported to deal with the resultant discharge arrangements and ensure that their needs are being met also.

## **10.0 Conclusions**

10.1 This is an extensive report on Unpaid Carers setting out the breadth of services and support that Carers need across the pathway. Whilst there is much to celebrate, there remains further work to embed a comprehensive offer to Carers in the city, to continue to build their resilience and access to quality VCSE and statutory support. ASC's partnership with the Carers Network is a prime example of achieving more together with a central focus on helping carer's earlier and meeting their basic and more complex needs through the pathway.

## **11.0 Recommendations**

11.1 Members of Health Scrutiny are requested to consider, note and comment on the work achieved to date on improvements to the carer's pathway in the city.