



**Blackpool Council  
&  
NHS Blackpool  
Joint Commissioning Strategy for Adult Carers  
2010 – 2015**

**2011 Update**

## Document Information

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### Amendment Notes

- Documents at draft status are to use letter designations to denote issue status: a, b, c, etc.
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# 1 Introduction

This document provides a refresh of the *Blackpool Council & NHS Blackpool Joint Commissioning Strategy for Adult Carers 2010 – 2015*.

The Blackpool Council & NHS Blackpool Joint Commissioning Strategy for Adult Carers 2010 – 2015, has now been in existence for over 12 months. The development of the strategy was informed by national and local policy and strategy and is the result of a series of engagement exercises with stakeholder and carers. The actions proposed contributed to the commitments identified in the national strategy '*Carers at the heart of 21<sup>st</sup> century families and communities*'. It describes how Blackpool Council and NHS Blackpool will jointly commission services to meet the needs of adult carers.

Since it was launched in April 2010 a number of the actions set out in the strategy have been achieved and there have been significant changes in health and social care at national and local levels.

Following the Comprehensive Spending Review in November 2010 unprecedented budget reductions have had to be managed by both NHS Blackpool and Blackpool Council. Blackpool Council has responded to these reductions with a restructure of its internal commissioning arrangements, merging the previously separate Children's and Adults Commissioning and Contracts Teams. The Council has also undertaken a review and restructure of all of its social care services, implementing efficiency savings where possible.

In the NHS, the White Paper 'Liberating the NHS' is already having an effect. Existing NHS structures are changing. Responsibility for Public Health will move into Local Authority Control and there will be increased levels of local accountability of the use of resources through the creation of local Health and Wellbeing Boards and local Health Watch. NHS Blackpool and Blackpool Council have begun work to build the foundations for the new NHS Operating structures and The Blackpool GP Commissioning Consortia.

This refresh of the commissioning strategy has taken place, to ensure that Blackpool continues to meet the needs of local adult carers, whilst delivering national and local priorities.

## 2 National Policy Update

Following the development of Blackpool's strategy a number of national documents have been published which will impact on the delivery of social care and health services:

***Recognised, valued and supported: next steps for the Carers Strategy (DofH Nov. 2010)***, is a refresh of the national carers strategy. The Government believes that the vision and outcomes of the strategy published in 2008 still hold good. Four priority areas were identified:

- Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages.
- Enabling those with caring responsibilities to fulfil their education and employment potential.
- Personalised support both for carers and those they support, enabling them to have a family and community life.
- Supporting carers to remain mentally and physically well.

The cross-Government Mental Health Outcomes Strategy entitled '***No health without mental health***' launched in 2011 will impact on the commissioning of mental health services. The strategy's theme is that mental health is everyone's business, whether employers, education, third sector or criminal justice and it takes a life course approach covering children and young people, adults to older people. It is underpinned by the Coalition Government's

three main guiding principles of: Freedom, Fairness and Responsibility, putting people with mental health, and their families and carers, at the centre of their care.

Since the publication of the ***National Dementia Strategy in 2009***, the Department of Health has focussed on those activities within the strategy which will deliver sustainable outcomes and which are likely to have most impact at a local level on the lives of people with dementia and carers. There are four priority areas for the Department of Health's policy development work during 2010/11 to support local delivery of the Strategy and our local commissioning intentions will be informed by these. The four priority areas are:

- Good quality early diagnosis and intervention for all
- Improved quality of care in general hospitals
- Living well with dementia in care homes
- Reduced use of antipsychotic medication

***Equity & Excellence: Liberating the NHS (England) 2010*** sets out the Government's ambitious agenda for the NHS for the next five years. In this new NHS, the DH will focus on improving public health, reducing health inequalities and reforming adult social care. The goal is an NHS which achieves results that are amongst the best in the world.

- Putting patients and public first
- Improving healthcare outcomes
- Autonomy, accountability & democratic legitimacy
- Cutting bureaucracy & improving efficiency

Responsibility for Public Health will move into Local Authority Control and there will be increased levels of local accountability of the use of resources through the creation of local Health and Wellbeing Boards and local Health Watch.

***NHS Outcomes Framework 2011/12*** sets out the first NHS Outcomes Framework. It includes a measure of carers' quality of life (domain 2:pt 2.24). Information will be gathered using a standardised research questionnaire through the GP patient survey and reporting will be mandatory. It means that the NHS will have to track carers' wellbeing and put measures in place to ensure carers needs are being met.

***Carers Matter – Everybodys Business: an introduction to supporting carers better through learning and development of staff.*** The guidance is based on a set of Common Core Principles for Working with Carers that were developed in consultation with carers, people working directly with carers, and interested parties across health, social care and other key sectors.

***The Law Commissions Report on Adult Social Care May 2011.*** The legal framework for the provision of adult social care services dates back to 1948, and consists of a complex and confusing patchwork of legislation. The Law Commission's review of adult social care law was announced in 2008. The first stage led to the publication of a scoping report in November 2008. This was followed by the publication of a consultation paper in February 2010 setting out provisional proposals for law reform. They have now published a final report which sets out recommendations for the reform of adult social care. The final report marks the completion of the Law Commission's project on adult social care law. The Government has announced that it will introduce legislation in 2012 to implement the recommendations it accepts in the final report.

The new statute would set out a single and standalone duty to undertake a carer's assessment. This duty would not depend on the cared-for person simultaneously receiving a community care assessment, but would only require that the cared-for person is someone for whom the local authority has a power to provide services. In effect, the duty to assess a carer will arise even if the cared-for person has refused an assessment or is not eligible for services. The new duty to assess a carer would remove the existing requirement for the carer to be providing a *substantial amount of care on a regular basis*.

### **3 Local needs**

The local population needs assessment and market analysis in the original strategy has been reviewed and found to provide a valid and accurate representation of the current position. An exercise will take place in the near future to refresh Blackpool's Joint Strategic Needs Assessment.

### **4 Key messages from carers**

Blackpool Council and NHS Blackpool recognise the importance of engaging with carers, service users and stakeholders in the commissioning and delivery of core business and have a number of mechanisms in place to ensure that this happens. Feedback from these sources and the views sought during the refresh of the national strategy has shown us that the key messages from carers remain unchanged. Local feedback has come from:

- Carers Event facilitated by the Mental Health Carers Voice
- Older Adults Mental Health Carers Group
- Consultation undertaken during the review of Learning Disability Respite Services
- Consultation undertaken during the redesign of Learning Disability Day Services
- Blackpool Carers Centre Annual Survey

Carers locally and nationally tell us that they want:

- Better and timely access to information – on the illness or condition of the person they care for; on appropriate caring; on accessing benefits and other support; and on financial and employment issues.
- Advice to maintain their own health and wellbeing.
- They want to be informed and involved by health and social care professionals and respected as expert partners.
- Less bureaucracy involved in having a carer's assessment.
- Services to be available following assessments.
- To continue in employment if they wish to do so.
- To be able to take breaks from caring in order to sustain their role as a carer.

### **5 The vision for carers in Blackpool**

The vision for adult carers in Blackpool remains unchanged:

- Carers are respected as expert care partners and will have access to the integrated and personalised service they need to support them in their caring role.
- Carers will be able to have a life of their own alongside their caring role.
- Carers will be supported so that they are not forced into financial hardship by their caring role.
- Carers will be supported to stay mentally and physically well and treated with dignity.
- Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

### **6 Progress during 2010/2011**

This section provides a summary of progress made in 2010/2011 against the delivery plan.

#### **Personalisation**

During 2010/2011 we have:

- Involved and engaged Carers in the Putting People First Programme in Blackpool which is now embedded in the way Social Care Services are delivered in Blackpool. They have been represented in all of the work streams and the Putting People First Team has engaged with various carers groups throughout the Programme. An assisted self

assessment tool has been developed to ensure that carers input into caring and their own needs are considered during Social Care Assessments.

### **Access to information**

During 2010/11 we have:

- Updated the national carers website 'Carers Direct' with information local to Blackpool.
- Developed a Universal Resource Directory of local health and social care services (including services for carers) using the Blackpool4me portal.
- Distributed information to carers through the 'Caring Times' – Blackpool Carers' Centre Magazine.
- Provided monthly 'Practical Steps' meetings for carers, offering practical advice, information, signposting and discussion opportunities for carers.
- Developed an information sheet for carers of older adults with a mental health condition.

### **Engagement/Involvement**

During 2010/11 we have:

- Held an annual event for carers of people with mental health conditions. Facilitated by the Mental Health Carers Voice and attended by 30 + carers, this event gave carers the opportunity to say how mental health services and services for carers could be improved.
- Ensured that carers have been engaged and involved in all aspects of commissioning and service provision including for example; during the tendering for a carers break service for carers of people with mental health conditions, the re-design of Internal Learning Disability Day Care Services and the redesign of Blackpool Sheltered Housing Schemes.
- Supported the further development of the Carers Participation Groups e.g. Mental Health Carers Voice, Older Adults Carers Group, Blackpool Carers Centre Forum.

### **Carers Breaks**

During 2010/2011 we have:

- Revised and increased the capacity of the service model for the provision of short breaks for carers care for people with a mental health condition. The service is aimed at allowing carers to have a short, flexible break from caring by supporting the cared for person to undertake day to day activities either out in the community or within their own home.
- Funded a 'Carers Breaks and Crisis Grant Scheme' for carers to alleviate their caring role.
- Reviewed the availability of short-term residential breaks for carers of older people to ensure adequacy of supply. The review indicated that adequate supply exists. We will continue to monitor the availability of pre-bookable respite breaks during 2011/12.
- Doubled the capacity of Keats Day Service which now offers day care for up to 24 people.
- Completed a review and needs analysis of the provision of residential respite breaks for people with a learning disability. This has informed a redesign of residential respite services that are provided directly by the council to focus provision on people with complex and challenging needs.

### **Training for Carers to support them in their caring role**

During 2010/2011 we have:

- Facilitated a number of local 'Caring with Confidence Courses' in Blackpool. Carer of people with mental health conditions and carers of older adults have been the main attendees.
- Provided Dementia Awareness Courses to carers of people with dementia aimed at reducing carers' stress.

### **Carers Employability**

During 2010/2011 we have:

- Worked with Job Centre Plus (JCP) to identify and publicise specific courses that Carers can access. If a carer is already on a JCP benefit, they would follow that benefit regime and access the training available to jobseekers. For carers who are not in receipt of benefit and engage on a voluntary basis under the Carers Strategy they can access.
- Develop a detailed desk aid for use within the local JCP that shows all relevant advice and support carers can access.

### **Maximising financial support available to carers**

During 2010/2011 we have:

- Worked with external agencies to ensure that carers have access to relevant support. There are now trained advisors at JCP offering carers a range of training, financial help and better off in work calculations. Blackpool Carers Centre is an alternative office for the Department of Works and Pensions providing help with completing benefit forms and referring on for 'better off' in work calculations.

### **Health and Wellbeing**

During 2010/2011 we have:

- Funded a service to work with GP's and other health professionals to increase awareness of carers and to support them in enabling carers to access the support they need to maintain their own health and wellbeing.
- Extended the remit of the Blackpool Carers Centre to provide one to one emotional support to carers.

### **Workforce Development**

During 2010/2011 we have:

- Made available and delivered Carers Awareness and Assessment training to staff. These training sessions will continue to be delivered throughout 2011/12.
- Developed an e learning package which is available for staff who can access computers.
- Provided 'Think Family – Think Young Carer' briefings to frontline practitioners across Children, Adult and Family Services.