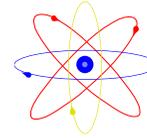


We are Suffolk Carers Steering Group

# Adult Carers Support from Oct 2020:

Market engagement  
event  
September 2019



FAMILY CARERS  
PARTNERSHIP BOARD



SUFFOLK  
PARENT CARER  
NETWORK



Ipswich and East Suffolk CCG  
West Suffolk CCG  
Great Yarmouth & Waveney CCG



**Suffolk**  
County Council



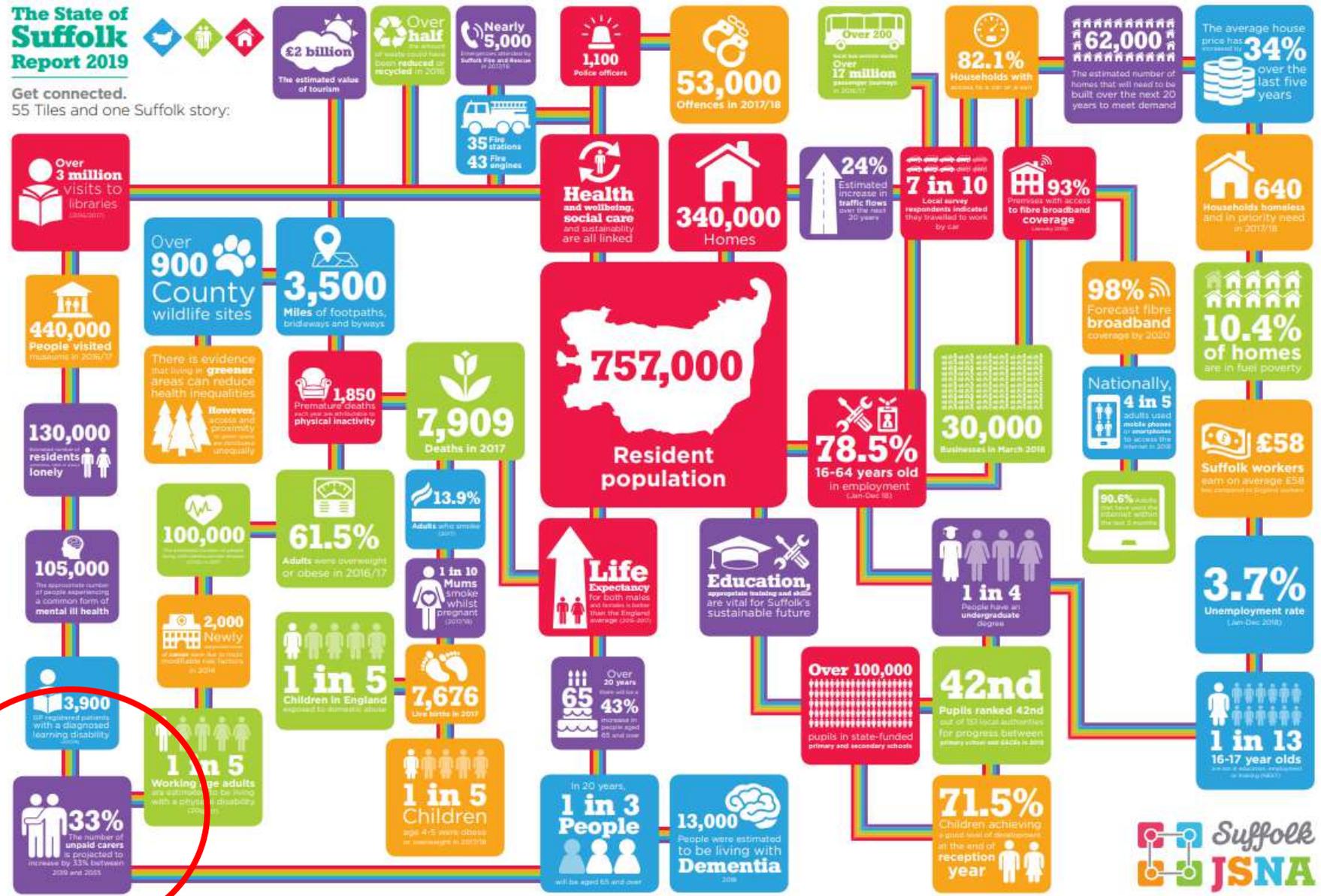
**Norfolk and Suffolk**  
NHS Foundation Trust

# **The story so far ... Headlines**

**Current commissioning arrangements for Family Carers within ACS, CYP and CCGs due to expire end of September 2020.**

- **Multi-agency steering group formed April 2018**
- **Initial mapping exercise to identify commissioned spend**
- **Carers survey in Oct – Nov 2018 to identify what's working well, not working well – supplemented by wide literature review**
- **Carers Consultation events in April and May 2019 to feedback on model, identify locality variations, priorities etc.**
- **Initial work on shaping a future model informed by survey and literature review**
- **Governance between contributing organisations for adult services**
- **Market engagement event**

# Scene setting – The State of Suffolk Report 2019



# What carers have said: Suffolk Carers Survey:

[SCC website – Family carers events and updates](#)

- 195 carers completed the survey during October and November 2018.
- **Carers profile in the Suffolk survey:**
  - **50.7% of respondents were caring for someone over 65.**
  - **The largest proportion of carers who completed the survey were aged between 51-64 years old (39.5%).**
  - **51.5% of respondents said that there were services they would like to keep the same.**
  - **50% said there were things that Suffolk could do differently or better.**
  - **60% said it was difficult or quite difficult to find the information they needed.**
  - **25.6% said they did not get the help and support they wanted or needed as a carer when they last looked for it.**
- **What carers want:**
  - **The top three key areas of help and support were:**
    - **Emotional support**
    - **Information, advice and guidance**
    - **Help or support to maintain health and wellbeing**

# What carers have said:

## Survey of Adult Carers in England 18-19 – Suffolk results:

**Response Rate:** 386 completed forms from a randomised sample of carers aged 18 or over. Response rate of 55.5%, considerably higher than the National return of 37% and the highest in the Eastern shire counties.



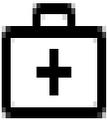
3.3% of Suffolk carers who had received services said that they were very or extremely satisfied with the support and services received.



However, 4.4% said they were extremely or very dissatisfied.



60.7% of carers in Suffolk have been carers for over 5 years with 19.8% caring for over 20 years or more. The most significant increase (7.3%) was in carers caring for more than one year but less than three 17.2%, this is higher than the National average of 14.6%



There have been increases in carers reporting that their health has been affected by their caring role, with 50.4% feeling short tempered (3.1% increase), 53% feeling depressed (2.7% increase) and 68.9 reporting general feelings of stress (1.1% increase). These figures are all higher than the National averages.

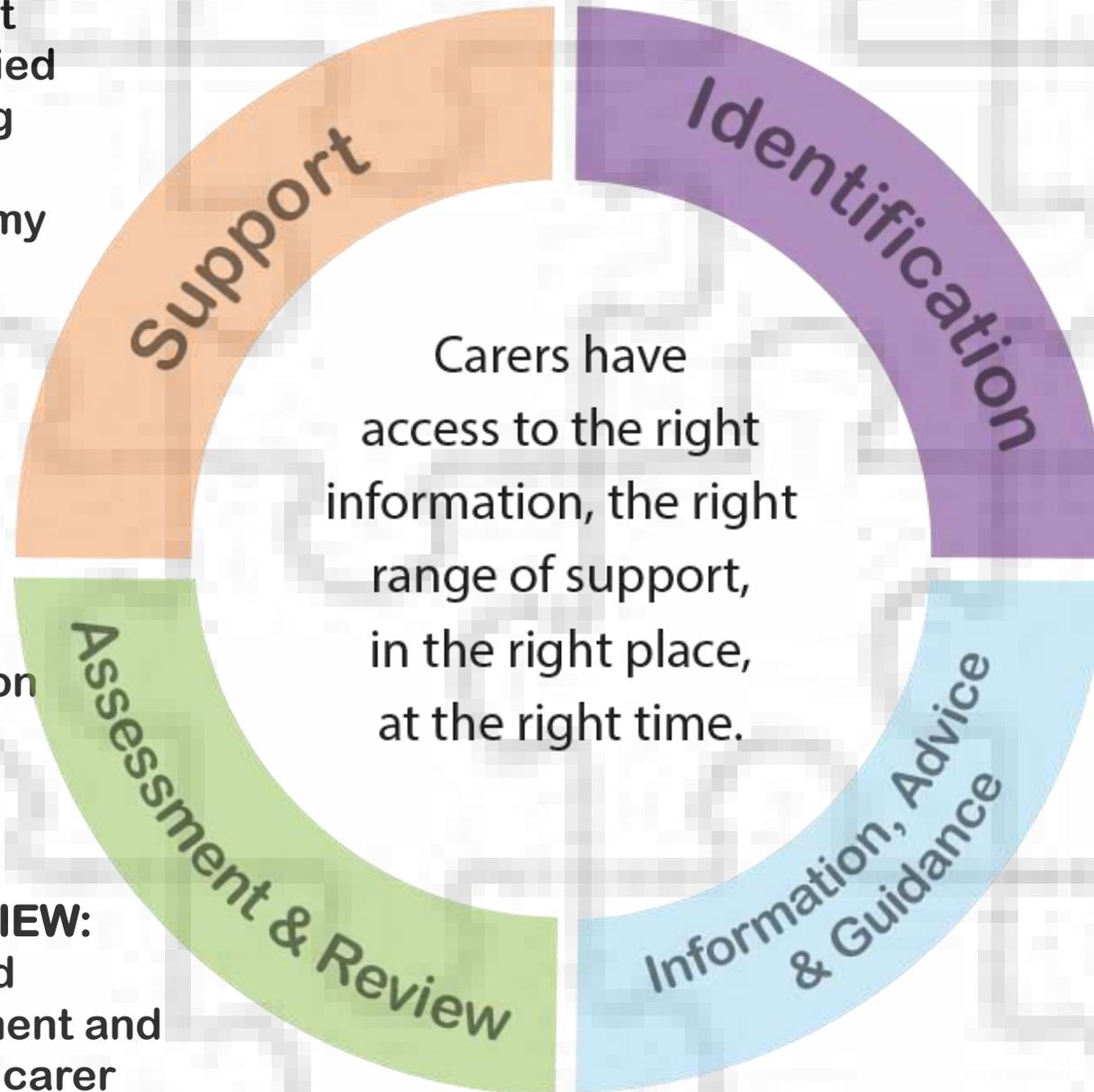


45.3% of Suffolk carers reported that their caring caused them no financial difficulties. 11.3% of carers said that caring caused them a lot of financial difficulties, which is an increase from the 2016-17 figure of 10.1%



15.6% of Suffolk carers reported that they always have enough time to care for the other people they have a caring responsibility for (a 7.9 decrease on 2016 results). 16.8% of Suffolk carers reported that they 'don't do anything they value or enjoy with their time' (a 15.9% increase on 2016 results).

# Front wheel for carers



## **SUPPORT:**

I am aware of, and can easily access, a range of support options to meet my identified needs as a carer, including opportunities:

- to maintain or improve my health and wellbeing including my emotional support needs
- to meet the specific needs of the person I care for
- for replacement care / respite to meet both my needs and / or the person I care for

## **ASSESSMENT AND REVIEW:**

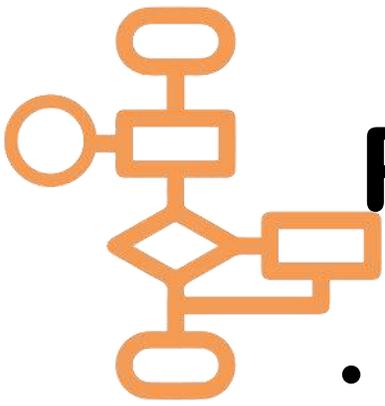
I can access a timely and comprehensive assessment and review of my needs as a carer

## **IDENTIFICATION**

I, and others around me, including my employer if relevant, can identify and recognise my needs and rights as a carer

## **INFORMATION, ADVICE AND GUIDANCE:**

I can easily find and access good quality, clear information, advice and guidance to meet my specific needs as a carer



# Process and Practice challenges

- There is work underway to improve the way Social Care systems and processes operate across Suffolk
- A new case management system was introduced in 2018 at the same time as adopting the same professional framework as Children and Young People's Services known as Signs of Safety and Wellbeing
- There is also a need to ensure consistency and quality in relation to professional practice around carers assessments



# What is the current Provider activity (Sept 18 – Aug 19)

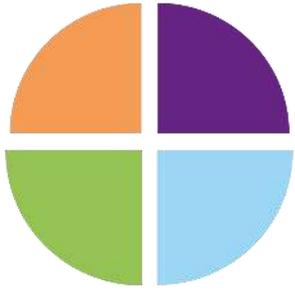
	Current Provider
Number of registered adult carers	14824
Calls to Infoline :	<ul style="list-style-type: none"><li>• Total (excluding calls directly to individual services) – 6555</li><li>• Number of individual carers given in-depth support by an Adviser following Infoline call - 2201</li></ul>
Carers eligibility assessments completed	1077 (included within the total of 2176 completed from ACS records)

# Funding arrangements:

- **Current total spend from ACS and CCG's on supporting carers (within scope of this contract) = £1m per annum**
- **Not seeking to reduce funding to carers – looking at extending reach and improving outcomes – ongoing work to attribute likely costs to each of 4 areas identified within contract and checking how this looks across localities**
- **Additional funding arrangements for:**
  - **MH & LD – Pooled fund arrangements – NSFT carers leads and SAGES contract**
  - **Dementia Together – holistic assessments of carers**
- **ACS also give Suffolk Community Foundation £250K per annum to administer one-off grants of up to £20K for smaller organisation and groups supporting carers. Has currently supported up to about 25 organisations.**

# What do our present services look like?

- Visible presence within county
- Outreach to acute hospitals and GP surgeries
- Offer support through whole journey – IAG to practical support and training
- Bring added value to supplement core funding - giving carers access to a wide range of additional information and support
- Committed to delivering locality based support within emerging health and social care landscapes



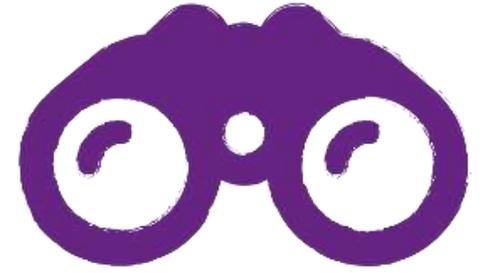
## **Key expectations going forward:**

- **Scope – countywide provision by single Provider or group of Providers with a lead Provider working collaboratively**
- **Credible, respected and visible presence across all localities**
- **Demonstrates local knowledge and flexes response accordingly**
- **Visible service over 7 days**
- **Committed to collaborative working – acting as the focal point for connecting and supporting carers both within and between organisations**
- **Committed to championing and involving carers in future service delivery**
- **Can evidence how interventions achieve outcomes for carers and reduced statutory demand on services**
- **Committed to delivering innovative digital solutions to meet demand and need**
- **Brings added value to supplement core funding**

## Identification

I, and others around me, including my employer if relevant, can identify and recognise my needs and rights as a carer.

## Outcomes and Expectations:



- **Carers feel valued and are incentivised to self-identify and access early support**
- **Increase “carer awareness” amongst Health and Social Care professionals and the wider community**
- **Proactive identification of carers and support for carers within GP Practices countywide and acute hospitals**
- **Carers are given early support to prevent deterioration and avoid crisis**
- **Employers are encouraged to proactively identify and support their employed carers**
- **Carers perceive an equity of access to information and support countywide**
- **Carers in Suffolk benefit from national initiatives including learning and best practice**

## Information, Advice & Guidance

I can easily find and access good quality, clear information, advice and guidance to meet my specific needs as a carer.

## Outcomes and Expectations:



- **Carers and Professionals have access to a range of information, advice and guidance. This should be available:**
  - **When and where carers need it**
  - **In a range of different formats, appropriate to their needs and preferences – face to face, telephone, digital and paper**
  - **Tailored to their individual needs and preferences**
  - **To assist in signposting how to get appropriate support for their cared for**
  - **Be connected and unified to ensure a strong, integrated locality presence**
  - **To support professionals working with and advising carers, including training as required**

## Assessment & Review

I can access a timely and comprehensive assessment and review of my needs as a carer.

## Outcomes and Expectations:



- **Making carers aware of the value of strengths-based assessment conversations**
- **Undertaking carers assessments and reviews on behalf of ACS of which contingency planning is an integral part**
- **Inputting assessment / review information on ACS case management systems**
- **Linking carers into locality support and resources to meet identified needs**
- **Where appropriate, working with carers to complete personalised and innovative support plans to meet eligible needs**
- **Review and monitor impact of support plans**

## Support

I am aware of, and can easily access, a range of support options to meet my identified needs as a carer, including opportunities:

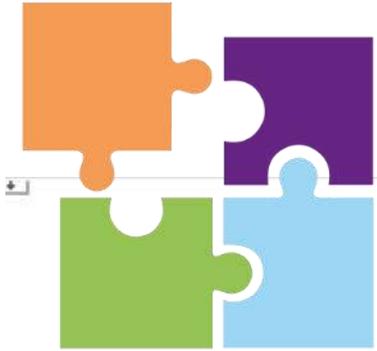
- to maintain or improve my health and wellbeing including my emotional support needs
- to meet the specific needs of the person I am caring for
- for replacement care/respite to meet both my needs and /or the needs of the person I care for

## Outcomes and Expectations:



**Support carers by providing a range of services, including:**

- **Emotional support**
- **Opportunities for carers to maintain their own Health and Wellbeing**
- **Training for carers and professionals – linking to signs of safety / health coaching approaches**
- **Specialist moving and handling advice**
- **Ongoing referrals as appropriate, to facilitate adequate support of the cared for**
- **Facilitating access to replacement care and / or short breaks where appropriate**



# What happens next

	Sept 19	Feb 20	Mar 20	April 20	May 20	June 20	July 20	Aug 20	Sept 20	1 Oct 2020
	Prep	1	2	3	4	5	6	7	8	9
<b>Market engagement event</b>	Active									
<b>Financial modelling and joint commissioning arrangements finalised</b>	Active									
<b>Apply learning from today in the specification and relevant procurement info</b>	Active	Active								
<b>Handover specification and procurement info</b>		Active								
<b>Procurement go live – publish ITT</b>			Active	Active						
<b>Award</b>						Active				
<b>Mobilisation</b>							Active	Active	Active	
<b>Contract commencement date</b>										Active

Procurement times may be subject to change

# **The plan for today....**

**2pm – 2:25 (25 mins) - Table discussion – Providers opinion**

**What does good look like, and how might we work together to deliver measurable outcomes for carers, in the challenging areas of:**

- 1. Providing good access to replacement care?**
- 2. Ensuring a strong, integrated, locality presence?**
- 3. Delivering a unified, joined up and consistent response to carers (including IAG), with no wrong front door?**

**2:25 – 2:50 (25 mins) – Feedback Plenary and group discussion  
including questions\***

**2:50 – 3pm (10 mins) – Summary and end of formal event**

**3pm – 3.30pm Informal discussion and catch-up**



**Thank you for  
coming**