

# CARER SUPPORT SERVICES

Health and Wellbeing Board  
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Better for everyone



## Format

- Background, key aims and current position regarding the Core Contract for the provision of Carers Support Services.
- Review of the carer contracts including key data and achievements during the last 5 year contract period.
- Outcomes for Carers
- Care Review, key findings and re-procurement plan for Carer Services
- Key risks
- Summary

# Background, Key Aims, Current Position

## Background

- The Care Act 2014 and Children and Families Act 2014 places responsibilities on LAs to ensure all unpaid carers are given access to support and information as well as affording carers the same legal right to assessment of needs as the 'cared for' person.
- 2011 census data - 6.5 million people were providing unpaid care in the UK. Of this 60,055 adult carers and 1659 young carers were living in Co Durham and these figures are expected to be higher in the 2021 census data release.
- Co Durham commissions Durham County Carers Support (DCCS) and Family Action to undertake carer assessments for young, adult and parent carers and to provide wider support services.

# Background, Key Aims, Current Position

## Key aims of Carer Support Services

- Recognise the contribution and the vital role they play as partners in the health and social care system.
- Support the health and wellbeing of carers and protect them from inappropriate caring roles to ensure they attain the same educational, employment and aspirational goals as their peers.
- Ensure all carers are provided with accurate, accessible and timely information, guidance and support.
- Provide carers with opportunities to take a break from their caring role.

# Background, Key Aims, Current Position

## Current position

➤ Commissioning are coming to the end of full contract review which has included engagement with carers and key stakeholders. A re-procurement exercise early 2023 will be completed to ensure continuity of services.

## Review of Carer Contracts 2018-2022 – Key Achievements

- **Adult Referrals** - 3329 parent carer referrals. 7597 adult carers referrals managed by DCCS.
- **Young Carer referrals** - 728 referrals have been managed by Family Action's The Bridge Project.
- **Wellbeing Support** – Both DCCS and Family Action have secured external funding to provide free counselling for both young and adult carers. DCCS have built a large team of 35 counsellors; during 21-22 over 2890 hours of 1-1 counselling support was delivered. Holistic therapies are also available to carers.
- **Carer Breaks** – 1355 approved and arranged for young carers; 9450 for adult and parent carers.
- **Carer Cards** – over 10,000 carer cards have been issued during the last 5 years.
- **Welfare Right and Financial Assistance** – DCCS have helped carers living in County Durham claim and secure almost £13.5 million in benefits.



## Review of Carer Contracts 2018-2022 – Key Achievements

- **Employment support** for carers and businesses and Neighbourhood Charter work for Young Carers has been successful.
- **Free training Courses** provided to Carers in partnership with the County Durham Care Academy and DCCS, including Making Sense of Caring, First Aid, Infection Control, Moving & Assisting, Anticipatory Grief.
- **ICB funded Mental Health & Hospital Discharge** support for carers in MH Hospitals.
- **COVID response** – Carers were supported throughout as both commissioned services adapted quickly, supported by DCC / ICB.
- **Keeping in Touch Project** – 1,900 calls made to older carers during 21-22.
- **Connecting Carer Projects** – carers helped with 1-1 and virtual digital support, workshops/drop in sessions and computer repairs. Promoting confidence to shop and bank online and keep in touch with family and friends virtually.
- **NE ADASS Carers Leads Network** – Durham is an active member of the network, attending regional meetings, sharing best practice and engaged in task groups and the development and delivery of programmes of work relating to Carers, such as the Regional Survey and action plan.

## Outcomes and Satisfaction of Carers

- **Survey of Adult Carers in England 21/22 (SACE)**

Durham have performed significantly better than the national result for all 5 key measures from the Adult Social Care Outcomes Framework:



- **Survey Findings ADASS Regional Carer Survey 2021**

All 12 North East Councils agreed to carry out a region wide local carers survey between April-May 21 with over 50% of responses coming from Durham. Broad themes on what carers want emerged as follows:





# Carer Contract Review

## Engagement Complete

- Service Users – views gathered via Surveys, Focus Groups, Young Carers event, Melissa Bus and interviews.
- Key Stakeholders across the Health, Social and VCS sector shared their views on current and future provision.

## Key Findings

- Carers and key Stakeholders are very confident and satisfied the current support model for carers is meeting the needs of Adult, Parent and Young Carers effectively.
- Carer Support Services in Health settings such as Acute and Community Hospitals and hospital discharge processes would help identify carers earlier in their caring role.
- Digital Exclusion – further support is needed to ensure carers can access services that are increasingly being provided digitally and online.
- Focused interventions on ensuring carers are provided with information on support at the earliest opportunity to continue.
- Young Carers support in secondary schools needs to have an increased focus as well as targeted support during key times of transition for young carers including going to college, university or into the workplace

## Procurement Plan

- Re-procurement of Carer Services to be progressed early 2023



# Key Risks linked to Carer Support Services

## Increase in demand for carer support services

- As we continue to recover from COVID-19 and also meet the needs of an ageing population, we anticipate an increase in demand for this support. County Durham are projected to have almost 20,000 carers aged 65+ by 2030.
- We do recognise that support for unpaid carers is a key preventative offer in terms of avoiding more costly interventions later in an individuals caring journey, and want to maximise efficiency in the model

## Increased carer breakdowns due to a lack of support could result in:

- More costly services being accessed such as 24 hour care settings.
- Demand for additional home care support packages.
- Some additional hospital admissions required, or delayed discharges, placing additional pressures on the health service.

## Reduced funding for carers

- Due to national pressures being seen in Local Authority budgets across the country.

# Summary

- During the last 5 years, commissioned carer services have been very effective at supporting unpaid adult, parent and young carers in County Durham and the strategic model ensures good outcomes.
- Outcomes for Carers in County Durham are significantly higher in all 5 key measures of the SACE surveys in comparison to the national results.
- Unpaid carers play a crucial role in supporting wider health and social care systems. Investing efficiently in preventative carer support services will ensure the impact and cost of caring will be reduced and enable carers to continue in their caring role for longer.
- Integrated Commissioning will be progressing with a re-procurement exercise in 2023 to ensure continuation of support services is available to carers.
- Important that all of the health and social care system is working together to identify unpaid carers quickly and to provide carers with timely and accurate information around support available to them.