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ADULT CARERS OF ADULTS: UPDATE REPORT

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**Reason for the Report**

1. During work programme discussions, Members decided to prioritise further scrutiny of issues with regard to Carers<sup>1</sup> identified by the scrutiny of performance reports and by Committee Inquiries. This report provides the Committee with background information on pertinent issues with regard to Carers, in order to facilitate the scrutiny.

**Scope of Scrutiny**

2. Following consideration of relevant information, Members specifically asked for this item to cover:
  - Progress in implementing the Recommendations agreed by Cabinet, in their response to this Committee's 'The Provision of Services to Adult Carers of Adults in Cardiff' Inquiry 2013;
  - The current and planned approach to respite care re service users with Learning Disabilities;
  - Details on the '*service specification for new Carers Service*' as stated in the Director of Social Services Annual Reports in 2012/13 and 2013/14.
  - Progress in achieving '*Increase the number of Carers Assessments and Offers*' as set out in Health & Social Care Directorate Delivery Plan 2014 - 15.
3. In order to assist with the above scope of scrutiny, information is provided as follows:
  - a. At **Appendix A** – report provided by Health and Social Care officers, showing progress to date in implementing the recommendations from the Carer's Inquiry that were agreed by Cabinet.

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<sup>1</sup> In this report, the term Carer refers to Adult Carers of Adults, who are unpaid.

- b. At **Appendix B** – extracts re adult carers of adults, taken from Director of Social Services and CSSIW<sup>2</sup> annual reports from 2011-2014.
  - c. At **Appendix C** – extracts from Chair’s letters and Cabinet Member and officer responses to these, re adult carers of adults.
4. The information on progress in achieving an increase in the number of Carers Assessments and Offers is provided in this report, at **points 10-14**. The statement requested regarding the current and planned approach to respite care re service users with Learning Disabilities is to be provided at the Committee meeting by the Director of Health and Social Care, Siân Walker, who will also provide an update regarding the progress with developing the service specification for a new Carers Service.

## **Background**

5. As part of the work programme discussions in summer 2014, Members used a range of material to inform their decisions on which items to prioritise for scrutiny, including CSSIW performance evaluation reports, the Director of Social Services Annual Reports, quarterly performance reports and the Committee’s own inquiries, in particular the ‘The Provision of Services to Adult Carers of Adults in Cardiff’ Inquiry 2013. Information on these is provided below.

## **Annual Reports**

6. The annual Director of Social Services Reports and CSSIW performance evaluation reports contain sections on carers, providing a view on performance in the previous year and details of actions being taken to improve performance.
7. The reports detail work undertaken, as follows:
  - a. Partnership work with Cardiff & Vale University Health Board, the Vale of Glamorgan Council and the Third Sector, as required by the Carer’s Measure.
  - b. Historic funding of carers support services, including: Carer’s Centre; Upna Centre BME carers’ project; Hafal mental health service users carers’ project; and development of stress management web-based tool.
  - c. Historic and current consultation activity with carers.

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<sup>2</sup> CSSIW stands for Care and Social Services Inspectorate Wales

- d. Development of a Carer's Strategy, with regular updates, a Carers Information and Consultation Strategy 2012-15 and a revised Carers Handbook.
  - e. Details provided of staff realignment/ refocusing with the aim of improving the number of carer assessments offered and completed.
  - f. Details provided of work to raise awareness and widen accessibility of advice and information re carers.
8. The annual reports 2011-2014 also identify the following:
- a. Performance in relation to work with adult carers has not progressed consistently over the time period 2011-2014, with many indicators showing a declining performance in 2013/14 compared with 2012/13. In their last annual report, 2013/14, CSSIW has indicated that they would like to review the percentage of carers offered an assessment and offered a service following an assessment.
  - b. Carer's Assessments need to be promoted more widely outside Social Care (2011/12).
  - c. Managers believe there may be a case of errors in recording activity re carers assessments rather than a real reduction in activity (2011/12).
  - d. Managers have instructed staff to review and update the current information held on carers (2012/13).
  - e. Officers recognise from consultation responses that the Council needs to provide more flexible and responsive ways for carers to have a break – officers are developing a service specification for a new Carers service to enable this (2013/14).
  - f. Officers are developing a joint Cardiff and Vale Carers Strategy (2013/14).
9. Members can find more detailed extracts from these reports (2011-2014) at

## **Appendix B.**

### **Performance Results**

10. The Council collects data for a number of national and local performance indicators, as follows:
- a. **FCLi44** - 'The number of carer's assessments completed' – Local Indicator and Outcome Agreement Measure 2013/14 and 2014/15.

- b. **SCA/018a** - 'The percentage of carers of adults who *were offered* an assessment or review of their needs in their own right during the year' – National Indicator.
- c. **SCA/18b** - 'The percentage of carers of adults who *had an* assessment or review of their needs in their own right during the year' – National Indicator.
- d. **SCA/018c** – 'The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were *provided with a service*'- National Indicator.
- e. **SCAL15a** – 'The number of nights of respite care provided or funded by the authority during the quarter' – Local Indicator.
- f. **SCAL15b**- 'The number of users/carers provided with *night sitting* during the quarter' – Local Indicator.
- g. **SCAL15c** – 'The number of users/carers provided with *day sitting* during the quarter' – Local Indicator.

11. The results for the years 2011- 2014 are shown below, with the results to date for 2014/15 shown quarterly in the next table:

**Results for 2011-2014<sup>3</sup>**

	<b>2011/12</b>	<u>Numerator</u> <u>Denominator</u>	<b>2012/13</b>	<u>Numerator</u> <u>Denominator</u>	<b>2013/14</b>	<u>Numerator</u> <u>Denominator</u>
<b>FCLi44</b>	300		505		469	
<b>SCA/018a</b>	48.2%	<u>671</u> <u>1,392</u>	61.6%	<u>1,348</u> <u>2,190</u>	50.2%	<u>1,382</u> <u>2,751</u>
<b>SCA/018b</b>	47.2%	<u>317</u> <u>671</u>	36.6%	<u>493</u> <u>1,348</u>	32.9%	<u>454</u> <u>1,382</u>
<b>SCA/018c</b>	38.2%	<u>121</u> <u>317</u>	41.2%	<u>203</u> <u>493</u>	28.6%	<u>130</u> <u>454</u>
<b>SCAL15a</b>	6,378		6,710		7,440	
<b>SCAL15b</b>	106		94		92	
<b>SCAL15c</b>	506		499		472	

<sup>3</sup> Taken from CIS database on 16<sup>th</sup> March 2015

## Results by Quarter 2014-2015<sup>4</sup>

	<b>Q1 2014/15</b>	<b><u>Numerator</u> Denominator</b>	<b>Q2 2014/15</b>	<b><u>Numerator</u> Denominator</b>	<b>Q3 2014/15</b>	<b><u>Numerator</u> Denominator</b>
<b>FCLi44</b>	97		111		161	
<b>SCA/018a</b>	19.4%	<u>427</u> 2,204	35.8%	<u>910</u> 2,540	51.1%	<u>1,478</u> 2,892
<b>SCA/018b</b>	22.7%	<u>97</u> 427	23.3%	<u>212</u> 910	24.4%	<u>360</u> 1,478
<b>SCA/018c</b>	42.3%	<u>41</u> 97	41.5%	<u>88</u> 212	38.1%	<u>137</u> 360
<b>SCAL15a</b>	1,426		1,691		1,481	
<b>SCAL15b</b>	24		24		23	
<b>SCAL15c</b>	111		111		103	

12. These tables show the following:

- a. The overall number of carers known to the Council has more than doubled over the period 2011 -2015, from 1,392 in 2011/12 to 2,892 as at Quarter 3 2014/15;
- b. The number of carer's assessments completed (FCLi44) has dropped since 2012/13, from 505 to 369 at the end of Quarter 3 2014/15;
- c. By Quarter 3 2014/15, more carers had been offered an assessment or review than in any other year from 2011-2015; however, when shown as a percentage of known carers, SCA/018a shows declining performance as the number of carers known to the Council has more than doubled;
- d. The number of carers provided with a service has dropped since 2012/13, from 203 to 137 at the end of Quarter 3 2014/15;
- e. The 'number of nights of respite care provided or funded by the authority during the quarter' (SCAL15a) increased significantly in 2013/14; the results to date in 2014/15 indicate that the position has stabilised;
- f. The number of users/carers provided with night sitting has fallen from 106 in 2011/12 to 71 as at the end of Quarter 3 2014/15;
- g. The number of users/carers provided with day sitting has also fallen from 506 in 2011/12 to 325 as at the end of Quarter 3 2014/15.

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<sup>4</sup> As above

13. With regard to SCA/018a ‘The percentage of carers of adults who *were offered* an assessment or review of their needs in their own right during the year’ which is one of the national indicators, a comparison of Cardiff Council’s performance with the other 21 Welsh local authorities shows the following:

	Comparative Position <sup>5</sup>				
	2011/12		2012/13		2013/14
<b>SCA/018a</b>	18		21		22

14. The Corporate Plan 2015/17<sup>6</sup> contains the following targets for SCA/018a ‘The percentage of carers of adults who *were offered* an assessment or review of their needs in their own right during the year’:

- 2014/15 - 90%
- 2015/16 – 93%
- 2016/17 – 96%.

### **CASSC Inquiry 2013**

15. In 2013, this Committee concluded their inquiry into the provision of services to adult carers of adults; this was received by the Cabinet at their meeting on 19<sup>th</sup> June 2013 and a response was agreed at Cabinet on 9<sup>th</sup> October 2014. Copies of the Inquiry report and Cabinet Response can be accessed by selected these Committee meetings, via:

<https://www.cardiff.gov.uk/ENG/Your-Council/Councillors-and-meetings/CouncilMeetings/Pages/default.aspx#lists>

16. A report, prepared by Health and Social Care officers, is attached at **Appendix A** and details progress to date in implementing those recommendations agreed by Cabinet.

<sup>5</sup> Taken from Cardiff Council Improvement Plan 2013/14 and 2012/13, Local Government Data Unit website [www.dataunitwales.gov.uk/](http://www.dataunitwales.gov.uk/) downloaded on 16<sup>th</sup> March 2015

<sup>6</sup> Page 41, Corporate Plan 2015-17

17. The progress report shows:

Overall:

- a. Work completed on joint Cardiff & Vale Carers Strategy;
- b. Quality file audit being adapted to include carers;
- c. CareFirst database being improved to ensure staff have easier ways to record offers of carer assessment and any carer intervention, and data cleansing undertaken;
- d. Carers Week events being organised for 2015;
- e. Continued contract monitoring activities undertaken.

Respite Care:

- f. Process for accessing respite care simplified and all funded from one budget;
- g. Use of Proactis to commission residential and nursing respite care;
- h. Discussing with third sector organisations re arrangements for carers as part of Day Services recommissioning;
- i. A priority is respite care for Carers of people with dementia;
- j. Use of Approved Provider List (APL) to procure respite domiciliary care.

Support Services

- k. Continuing to use Hubs to provide support to carers, as well as Gateway, with training provided to Hubs managers and staff;
- l. Leaflet to be produced promoting Hubs support to carers, to be distributed to G.P. surgeries, pharmacies, via Capital Times and social media;
- m. Carers Connect newsletter produced and circulated: includes welfare benefits section;
- n. Carers A-z Directory due for renewal this year;
- o. Discussions ongoing re development of internet portal – which may include electronic Directory, and will require mapping of carers services;
- p. Provided manual handling training for carers.

Hospital based services

- q. No longer support UHW information centre but instead support a monthly stall at UHW; and
- r. Jointly funding 2 carer support officers to support carers in hospital settings.

## Previous Scrutiny

18. As part of scrutiny of quarterly performance reports, Members have sought answers to performance trends in respect of the indicators detailed at point 10. Members have regularly sought additional clarification on the performance information provided, in order to understand the picture behind the percentages cited. Members have also noted and/or queried the following:

- a. respite care – queried the level of respite care provided, the balance between night sitting and day sitting respite care, the use of Direct Payments to facilitate respite care, use of underspent budget for respite care.
- b. quality of data – queried whether data for SCA/018 b should be cumulative, whether it could be made clearer regarding the number of assessments offered and provided, and what the relationship is between the performance indicators FCLi44 and SCA/ 018a-c.
- c. targets set – noted that that the Director finds setting stretching targets assists in driving the cultural change required to deliver a step-change in service delivery performance.
- d. Carers feedback – queried whether the reasons cited by carers for refusing a service were gathered.

19. In response to the above, Members have received the following answers:

- a. respite care – requests for respite are being met, action is being taken to ensure that data on the use of Direct Payments for respite is captured and reported.
- b. quality of data – SCA/018b should be presented cumulatively, details provided of relationship between performance indicators as requested.
- c. targets set – Members informed that care packages will not be approved unless the officer can demonstrate that a carer's assessment has been offered and that officers performance on this will be monitored via the PPDR process.
- d. carers feedback – clarification that the number of carers who decline a service is not gathered.

20. Further information on the above is provided in **Appendix C**.



## **Way Forward**

21. At the meeting, Councillor Susan Elsmore (Cabinet Member, Health, Housing and Well Being), Siân Walker (Director of Health and Social Care) and Sue Schelewa (Operational Manager, Assessment and Care Management) will be in attendance to give a statement and to answer Members' questions.

## **Legal Implications**

22. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

23. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATIONS**

To consider the information provided in the report, appendices and at the meeting, agree comments, observations or recommendations to make to the Cabinet and consider whether further scrutiny is required.

**MARIE ROSENTHAL**

**County Clerk and Monitoring Officer**

**24 March 2015**