

Appendix B

HHAS Scrutiny Panel: Supporting Carers in Sunderland: Policy Review recommendations 2013/14

Review Progress Summary				
R = not on schedule	A = on schedule	B = undeliverable	G = achieved	Total
1	1	0	2	4

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That the Adult Partnership Board through the Carers Implementation Group considers the development of the frontline councillor role to enable members to identify and signpost carers in their local communities to the appropriate support or organisation.	<ul style="list-style-type: none"> Sunderland Carers' Centre to produce a regular Councillors' Update on National and Local Carers' Issues. 	Graham Burt	On-going	G	<p>The first E-Bulletin went to all Elected Members in Nov 2014 [Carers Rights Day] The next planned bulletin will be circulated in Carers Week 2015.</p> <p>City Hospital Sunderland (CHS) regularly contribute articles to the carers centre newsletter. A CHS 2014/15 Carers Annual Report will be produced in April/May 2015.</p> <p>Achieved and ongoing Update: November 2015</p> <p>Elected members continue to receive planned E bulletins to support Carers week in June and Carers Rights Day in Nov/Dec</p>
		<ul style="list-style-type: none"> Whole Family Approach presentation to be given at a Member Development Session 	GB	Date TBC	R	<p>Sunderland Carers Centre are now collecting data as to how many Elected Members refer carers into the services available at the Carers Centre.</p> <p>Update: November 2015</p> <p>Following the introduction of the Care Act and the Integrated</p>

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		<ul style="list-style-type: none"> Carers work to be included in the People Services Directorate Management Team programme of work so that updates are included on the Portfolio holders' brief 	PF/RL	July 2014	<p>G</p> <p>Commissioning Team the CCG are now the lead for managing the Carers Scheme Better Care Fund. A Whole Family Approach remains an important area for development and will be progressed as part of the new workplan to be developed by the revised membership of the Carers multi-agency strategy group.</p> <p>Work in relation to Carers is included in the People Services Directorate programme of work so that updates can be provided as part of Portfolio holders' brief.</p> <p>Achieved and ongoing</p> <p>Update: November 2015 Following the changes highlighted above reporting mechanisms will now include updates to the Integrated Commissioning Group, CCG internal reporting mechanisms and DMT.</p>
B	That the Adult Partnership board develops, with partners, an awareness raising strategy to ensure carers can be identified as early as possible and that the strategy also promotes the	<ul style="list-style-type: none"> Member organisations of the Adults Partnership Board (APB) will commit to raising awareness of carers within their own organisations and progress 	All partners	July 2014	<p>G</p> <p>APB member organisations carried out a number of activities to raise awareness of carers to raise awareness of the benefits of being identified as a carer including a 'Time</p>

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	reduction of stigma celebration of the caring role within the City	<p>will be reported to the Board</p> <ul style="list-style-type: none"> • A presentation on the carers work and the recommendation to develop an awareness-raising strategy will be delivered to the APB • An awareness campaign will be launched focusing on raising awareness of the benefits of being recognised as a carer. The campaign will be two-fold, targeting both front-line professionals and carers themselves. • Celebration of Carers of Carers events to be held: Carers with Talent Caring for Carers Awards. 	<p>Graham King/PF</p> <p>All partners</p> <p>GB</p>	<p>July 2014</p> <p>October 2014</p> <p>June 2014</p>	<p>Well Earned Exhibition' showing photographic images of Sunderland carers. The exhibition was on display in the House of Commons and a tweet was received from Sharon Hodgson, MP. The Head of Integrated Commissioning gave a presentation to the APB on the work of carers. Paul Stafford to consider care students at the college doing some work around self-identification. CHS changed their screen-saver during Carers' Week to raise awareness and encourage self-identification of carers' amongst staff. CHS regularly "tweet" carer related information. The Director of People Services will focus on recognition of Carers in his blog which will also outline the programme of events being held by partner organisations during Carers' Week. Plans for Carers Week in 2015 are – Sunderland Carers' Centre will be holding a Dog Show at their premises in Thompson Park. The dog show will highlight the social isolation of some carers</p>
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						<p>who may feel isolated and lonely due to their caring role. This will also inform the current Scrutiny process around Loneliness and Social Isolation</p> <p>Sunderland Carers Centre will once again launch and co-ordinate the Annual Caring for Carers Awards.</p> <p>The awards recognise professionals who have supported carers in a unique way which has made a difference to the carers life.</p> <p>The Mayor of Sunderland and Portfolio Holder for Adult Services will attend the event organised by Sunderland Carers Centre.</p> <p>Achieved and ongoing -</p> <p>Update November 2015: Carers Week is an annual event and some organisations are already starting to put plans in place for Carers Week 2015 as highlighted above.</p>
C	That the Carers Implementation Group investigates, through its stakeholder membership, methods to improve and maximise data collection from	<ul style="list-style-type: none"> Increase the number of carers that have been identified in the city through a range of mechanisms 	<p>Rachel Lumsden</p> <p>RL/VF</p>	<p>March 2015</p> <p>May 2015</p>	G	<p>The GP Referral Innovation Scheme has been put in place to improve the identification, registration and support offered to carers within the GP practice</p>

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	agencies and organisations relating to all carers in the city to build the information base and profile of carers across Sunderland	<ul style="list-style-type: none"> Analyse the GP Referral Scheme figures, includes young carers, to monitor impact and to inform targeted approaches to recognising carers across different areas of the City 				<p>to encourage onward referral as appropriate. The outcome of the scheme is to ensure carers are adequately supported in their caring role. 51 GP practices have delivered the scheme, which has seen improvements in their carers registers, how practices identify carers, awareness training for staff, and a better referral system to Sunderland Carers Centre.</p> <p>Achieved</p>
					A	<p>Analysis of the GP Referral Scheme to monitor the impact of the approaches used will be undertaken and feedback shared with the Carers Strategy Implementation Group</p> <p>On schedule</p>
					A	<p>Sunderland Carers' Centre will be investing in a new ICT system that will improve the data collection to be tailored to reporting outcomes. The new system will be able to identify themes and trends linked to carers. The intelligence gathered will also support</p>

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						<p>carers with timely interventions, including referrals to other partner organisations who will be able to support with the meeting of the carers needs at an earlier stage and help identify any likely additional demands on services/provision in the future.</p> <p>Providing effective interventions at the right time can stop needs from escalating, and help people maintain their independence for longer.</p> <p>The Exercise Referral programme is currently under review and an application for funding to continue the programme has been submitted to the CCG. Once the outcome is confirmed the programme will undergo several changes with the emphasis being on those with long term conditions and reductions in hospital admissions.</p> <p>A question will be added to the referral form to clearly identify carers referred onto the programme.</p> <p>On schedule</p> <p>Update November 2015: The exercise referral programme has been</p>
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						<p>commissioned by Sunderland CCG for 3 years (up to March 2018) and is now called Move to Improve. It is now focused only on patients with long term conditions.</p> <p>The leisure centres in which the MTI programme operates are now managed by Everyone Active (SLM) on behalf of the City Council.</p> <p>Due to the new management arrangements and systems now in place discussions are required with SLM to explore support to carer.</p>
D	<p>That the Adult Partnership Board seeks to improve involvement with carers through providing the opportunity for carers to influence and comment on policies, strategies and service design and delivery</p>	<ul style="list-style-type: none"> Develop mechanisms for carers to be meaningfully involved in the early stages of influencing commissioning intentions and service design 	All partners	On-going	G	<p>The Carers Reference Group already fulfils this function in CHS. The group met regularly during 2014/15.</p> <p>A Carer Centre representative is also a member of the CHS Dementia Strategy Group.</p> <p>A Carer Centre representative has been nominated as a representative on the new Sunderland Autism Partnership Board.</p> <p>Achieved and ongoing</p> <p>Update: November 2015</p> <p>The revised membership of the Carers Strategy Implementation Group will include carers. Any subsequent task and finish groups that are set up will also</p>

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		<ul style="list-style-type: none"> • Carry out an audit of what partner organisations are doing to implement the carers' strategy 		September 2014	R	<p>have representation by carers.</p> <p>An action plan is in place to identify what partner organisations are doing to implement the carers' strategy. An audit of the actions being put in place and the identification to any gaps in service delivery as not taken place yet. A workshop is being held in April which will include a mapping exercise that will inform any work going forward. The multi-agency Carers' Strategy Implementation Group membership needs be reviewed to ensure that key representatives, including carers, work together to further improve information, advice and support available for carers'. Not on schedule</p> <p>Update: November 2015 Following the introduction of the Care Act and the Integrated Commissioning Team the CCG are now the lead for managing the Carers Scheme Better Care Fund. A new action plan will be developed by the revised membership of the Carers multi-agency strategy group. Any outstanding work from the previous action plan will need to</p>
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						<p>be signed off by the group and areas that are to be progressed carried over into the new action plan. The CBOS scheme is no longer in operation and has been superseded by Care Act provision for Carer Personal Budgets following Carers Assessment and application of national Carers Eligibility Criteria. A number of changes have been put in place in support of the changes:</p> <ol style="list-style-type: none"> 1. Delegation of Carer Assessments to the Carers Centre. The Carer Assessments will be monitored through Case File Audits and quality assurance processes via authorisation and approval of adult needs assessments and support plans. 2. Intensive training provided to Carers Centre staff who are to undertake Carers Assessments on behalf of LA as part of an Alternative Service Delivery Model with intensive on-going support from Carers SW. 3. An on-going rolling programme of awareness raising sessions about the Care Act requirements has been delivered to SW fieldwork teams by the Social Worker Carers Lead
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						4. A new Young Carer assessment tool is to be implemented following consultation with Young Carers.
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