

**Open Report on behalf of Glen Garrod
Executive Director of Adult Care and Community Wellbeing**

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	10 October 2018
Subject:	Carers Commissioning Strategy

Summary:

Lincolnshire County Council is a Commissioning Council and is organised in line with 17 Commissioning Strategies. These Commissioning Strategies are in different stages of readiness. This report has been produced to provide Adult Care and Community Wellbeing Scrutiny Committee with details of the current Carers Commissioning Strategy 2017-2020.

Actions Required:

To note the content of the current Carers Commissioning Strategy and to provide feedback that can be considered by the Council's Executive.

1. Background

The purpose of this commissioning strategy is to support the health and wellbeing of carers of all ages in Lincolnshire.

We think this can be best achieved when carers are:

- recognised early in the caring journey by health and care professionals
- well informed
- valued as an expert and equal partner in care
- supported by their employer, GP, schools, college and universities, in their communities, as well as by formal services to balance their caring role with having a life of their own.

To achieve this we are committed to:

- **Aim 1: Early Help.** Providing early help is more effective in promoting the wellbeing of carers than reacting in a crisis. Early help means providing support as soon as the caring role starts, from the point of diagnosis through to the end of the caring role.

- **Aim 2: Collaboration.** Working together with our partners in Health, Schools and the Further Education sector to improve outcomes for carers of all ages, using whole family approaches.
- **Aim 3: Assurance.** To confirm that what we do makes a difference.
- **Aim 4: Workforce development.** To ensure that all partners supporting carers have an appropriately skilled workforce.

Statutory Support to Carers

This commissioning strategy supports a number of statutory requirements, whilst being clear that helping to identify and support carers is everyone's business: employers, GP's, hospitals, pharmacies, schools, further and higher education organisations, the voluntary sector – as well as formal statutory services.

The Care Act 2014 gave carers a statutory right to assessment and support, and established parity of esteem with those they look after. The Children and Families Act 2014 also gives young carers and parent carers the right to an assessment and support. Local authorities have a duty to offer an assessment where the carer has the appearance of need. Together, both pieces of legislation pave the way for 'whole family approaches' and make it clear that local authorities should take a one Council approach to ensuring that the needs of all family members are met.

The Care Act 2014 also helps to improve people's independence and wellbeing. It makes clear that local authorities must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating such that they would need ongoing care and support. Many aspects of this commissioning strategy directly and indirectly support this requirement.

Position Statement

1. Overall Status of the Carers Commissioning Strategy

The Carers Commissioning Strategy is at a Review phase.

Between 2016-18 Lincolnshire County Council has:

- Re-commissioned the Lincolnshire Carers Service, which is delivered by two providers: Serco Customer Service Centre and Carers FIRST. Carers FIRST began delivering county wide, community based, statutory support for carers, from June 2016.
- Commenced carers in-reach services in Lincolnshire's acute hospitals, and extended this across all of Lincolnshire's community hospitals with iBCF investment.
- Invested iBCF funding to continue and expand the successful [Carers Quality Award](#) through local charity EveryOne.
- Commenced delivery of the Department of Health sponsored [Employers for Carers](#) project in partnership with Carers UK.

- Improved information for carers on [LCC Connects](#) and the Lincolnshire Service Directory.
- Invested iBCF funds in the Health Engagement project which operationalises the NHS Commitment to Carers. Carers FIRST are embedded with all Neighbourhood Teams, and are engaging with Primary Care and health providers to deliver an integrated approach to the identification, assessment and support of carers' health and wellbeing needs.
- Continued to deliver the Children's Society Young Carers in Schools Programme.
- Launched the Carer Friendly element of the Healthy Living Pharmacy programme, engaging with 122 of Lincolnshire's pharmacies.
- Signed the Supporting Young Carers and their Families Memorandum of Understanding between Children's and Adult Services; and subsequently adopted this as Lincolnshire Safeguarding Children Board policy.
- Developed a service offer to support families of substance misusers within mainstream carers services.
- Developed Carers Practice Standards, and implemented as Business As Usual a broad range of Quality Assurance (QA) activities including: monthly multi-agency QA case based action learning; annual service review; carer customer experience.
- Invested significantly in workforce development from statutory assessment and safeguarding to person centred good practice using strengths based approaches in support planning (Integrated Personalised Commissioning programme) and joint Public Health training such as Making Every Contact Count (MECC).

2. Changes and updates

- The Carers Commissioning Strategy Delivery Plan is updated annually. The aims and strategic themes remain relevant throughout.
- The strategic agenda for Carers now sits within Public Health. This offers a unique opportunity for Lincolnshire's Health and Care system to improve the preventative offer to support the health and wellbeing of carers.
- An immediate new opportunity is the commissioning of the Integrated Lifestyle Service (ILS). This will target carers as a priority group to be supported. In addition, carers may be offered a Health Check and are a priority group for the Flu Vaccination campaign.
- Carers are a priority in the Joint Health and Wellbeing Strategy (JHWS). The JHWS Carers Delivery Plan focuses on actions which require an integrated/ joint approach by a wide range of agencies to support carer health and wellbeing.

3. Next Steps

- To refresh the Carers Commissioning Strategy 2019-21. Members are invited to contribute their views and priorities for the next three years.
- To extend the contract with Carers FIRST, within current contract terms, to June 2021.
- To consider the on-going role of Serco in relation to supporting carers in view of the proposal to extend their contract.

2. Conclusion

A Commissioning Strategy has been developed and delivered by lead commissioners. It now needs to be formally considered by the Council's Executive and informed by comments feedback from the Adults and Community Wellbeing Scrutiny Committee. Feedback will inform the refresh of the Carers Commissioning Strategy 2019-21.

3. Consultation

a) Have Risks and Impact Analysis been carried out??

No

b) Risks and Impact Analysis

The Commissioning Strategies are considered as part of the wider Council's Risk Management Framework and Audit Cycle. The areas of commissioning responsibility are also considered via peer review.

A supplementary risk and impact analysis in relation to this commissioning strategy will also be completed once feedback is received from scrutiny.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Carers Commissioning Strategy 2016-2018

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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