



Democratic Support

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#caringplymouth

CARING PLYMOUTH

Thursday 14 November 2013
2 pm
Warspite Room, Council House

Members:

Councillor Mrs Aspinall, Chair

Councillor James, Vice Chair

Councillors Mrs Beer, Fisk, Fox, Gordon, Michael Leaves, Dr. Mahony, Monahan, Parker,
Jon Taylor, Kate Taylor and Wright.

Members are invited to attend the above meeting to consider the items of business overleaf.

Tracey Lee

Chief Executive

CARING PLYMOUTH

PART I (PUBLIC COMMITTEE)

1. APOLOGIES

To receive apologies for non-attendance by Caring Plymouth members.

2. DECLARATIONS OF INTEREST

Members will be asked to make any declarations of interest in respect of items on this agenda.

3. CHAIR'S URGENT BUSINESS

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

4. MINUTES (Pages 1 - 6)

To confirm the minutes of the last meeting held on the 26 September 2013.

5. CARERS STRATEGY (Pages 7 - 32)

The Panel to receive a briefing on the draft Joint Carers Strategy.

6. DEMENTIA STRATEGY (Pages 33 - 44)

The Panel to receive a briefing on the draft Joint Dementia Strategy.

7. PUBLIC HEALTH OUTCOMES - TO FOLLOW

The Panel to receive the latest data on public health outcomes.

8. PLEDGE 90 - MENTAL HEALTH REVIEW

The Panel to receive a presentation on the Mental Health Review.

9. TRACKING RESOLUTIONS (Pages 45 - 48)

The panel to review and monitor the progress of tracking resolutions and receive any relevant feedback from the Cooperative Scrutiny Board.

10. WORK PROGRAMME (Pages 49 - 50)

To review the Caring Plymouth work programme 2013 – 2014.

II. EXEMPT BUSINESS

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE COMMITTEE)

AGENDA

MEMBERS OF THE PUBLIC TO NOTE

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

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Caring Plymouth**Thursday 26 September 2013****PRESENT:**

Councillor Mrs Aspinall, in the Chair.

Councillor James, Vice Chair.

Councillors Mrs Beer, Fox, Michael Leaves, Dr. Mahony, Monahan, Jon Taylor, Kate Taylor and Wright.

Apologies for absence: Councillors Gordon and Parker.

Also in attendance: Councillor McDonald – Cabinet Member for Public Health and Adult Social Care, Dave Simpkins – Interim Acting Director for Joint Commissioning, Rob Nelder – Public Health Consultant, Ann Point – Chair of PADAN, Nick Thomas - Director of Site Services and Stuart Windsor - Facilities Manager, Plymouth Hospitals NHS Trust and Amelia Boulter – Democratic Support Officer.

The meeting started at 2.00 pm and finished at 4.45 pm.

Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

13. DECLARATIONS OF INTEREST

In accordance with the code of conduct, the following declaration of interest was made –

Name	Subject	Reason	Interest
Councillor Fox	Minute 18 – Social Care Budgets	Chair of Abbeyfield Plymouth Society	Private
Councillor Michael Leaves	Minute 18 – Social Care Budgets	Owner of a Care Home	Disclosable Pecuniary
Councillor Mahony	Minute 16 – Joint Health and Wellbeing Strategy	Member of the Health and Wellbeing Board	Disclosable Pecuniary

14. CHAIR'S URGENT BUSINESS

The Chair reported that Inspectors from the Care Quality Commission (CQC) re-inspected theatres at Derriford Hospital and were satisfied that surgical safety had considerably improved. The Chair was pleased that CQC had given the all clear but was mindful that the Panel should continue to closely monitor the hospital.

15. **MINUTES**

Agreed that the minutes of meeting held on 4 July 2013 be confirmed.

16. **JOINT HEALTH AND WELLBEING STRATEGY**

Rob Nelder, Public Health Consultant ran through the presentation on the Joint Health and Wellbeing Strategy (JHWS). It was reported that the Director of Public Health would be leading a task and finish group to produce the draft JHWS to be completed by the end September. Further discussions on the draft strategy would take place with the Health and Wellbeing Board (HWB) and would welcome scrutiny's input into the preparation of the draft strategy.

In response to questions raised, it was reported that the Health and Wellbeing Board have asked the Director of Public Health to turn their vision and priorities into a strategy that they can all sign up to. On completion other members expressed an interest in seeing the draft strategy before going back to the board for final approval.

Agreed that -

1. pre decision scrutiny of the Joint Health and Wellbeing Strategy is essential prior to the draft going to the Health and Wellbeing Board in January 2014.
2. the Chair and Vice-Chair explore options and ways to review the draft Joint Health and Wellbeing Strategy before January 2014, be it at the November meeting or an ad hoc meeting. Meeting to be open to other councillors.

17. **IMPROVEMENTS IN DISABLED PARKING AT DERRIFORD HOSPITAL**

Nick Thomas, Director of Site Services and Stuart Windsor, Facilities Manager, Plymouth Hospitals NHS Trust presented their plans for disabled parking at Derriford hospital. Ann Pointon, Chair of Plymouth Area Disability Action Network (PADAN) was also present for this item. It was reported that -

- a) the current disabled parking was not appropriate for disabled patients and visitors. The Trust had worked closely with the Disabled Forum to ensure that the design of the car park was suitable to meet the needs of disabled patients and visitors;
- b) the proposed car park would be located close to the building on a flat level and the designs were well received;
- c) Ann Pointon commented that this was a major improvement on previous plans and would welcome further discussions on the following topics-
 - whether one call place was enough and where it should be situated;
 - drop off point is that flat and will it be flat It will be flat to outpatients and main entrance;
 - wheelchair store and what are the managements around that.

In response to questions raised, it was reported that –

- d) they were supporting disabled staff with alternative parking arrangements, although they were unclear on the numbers of staff with a blue badge. A park and ride bus service from the George Car Park to the hospital was in operation and they were undertaking good work with blue badge staff holders by offering one to one support.
- e) they were looking to create a minimum of 42 patient only disabled blue badge holder parking spaces;
- f) new signage would be erected giving clear directional route to the disabled parking spaces;
- g) traffic flow was an on-going issue and discussions were taking place with the bus and taxis services. There was a need to get the bus and taxi flow right and to review the drop off areas which get congested very quickly and were exploring different options.

Agreed in principle subject to -

- 1. further consultation with PADAN to produce a statement of support with conditions around next steps prior to Planning Committee submission.
- 2. consultation to take place with staff side around parking spaces for disabled staff.
- 3. a further meeting with the Caring Plymouth Chair and Vice Chair prior to Planning Committee submission.

18. **SOCIAL CARE BUDGETS**

Councillor McDonald, Cabinet Member for Public Health and Adult Social Care and Dave Simpkins, Interim Acting Director of Joint Commissioning provided the panel with a report on Social Care Budgets. It was reported that –

- a) the total Adult Social Care budget of £75.4 million this was a third of the total Plymouth City Council budget;
- b) Plymouth had a demographic trend moving upwards with old age being an expanding client group with more complex cases;
- c) the People's front door allows people to access services through one route. This allows customers to make informed choices as early as possible with an immediate access to a social worker;
- d) a significant amount already achieved this financial year but still had challenges with a £1.1 million overspend. This reflects the expected demographics with an ageing population with more complex needs and more people coming into care in their late 80s and early 90s;

- e) the Integrated Rapid Response Reablement (ICE) programme went live and was a good example of good partnership working with Plymouth Community Healthcare and the Hospital Trust in delivering better outcomes for people to return to community based support on leaving hospital rather than going into residential or nursing care.

In response to questions raised, it was reported that -

- f) £4.5 million is a funding transfer from the Department of Health to the hospital and we negotiate with the hospital for that money. It's about how we do things that are mutually beneficial for the hospital and the local authority. In the future would hope to negotiate more money;
- g) the Commissioning team would monitor the quality of the services provided as part of the care plan and we have a responsibility to undertake a review of the service packages on an annual basis;
- h) we have an Older Persons Charter that looks at the values, equality and fairness and this forms part of the contractual process when we look to outsource services. There was a robust process around commissioning and ensuring that profits were working in the appropriate ways;

Agreed that -

1. the Panel is provided with a breakdown of the £75 million to include staffing and administration costs, this to include a breakdown of the £4.5 social care 256 money.
2. the Panel is provided with a process paper on joint assessment, how it's undertaken and who has responsibility for continuous healthcare.

(Councillor Leaves declared an interest and was not present for this item.)

19. **PLYMOUTH'S PERFORMANCE AGAINST THE PUBLIC HEALTH OUTCOMES FRAMEWORK**

Rob Nelder, Public Health Consultant provided the Panel with a presentation on Public Health Outcomes Framework. In response to questions raised, it was reported that -

- a) the newly appointed Business Support Manager would be working with the team to look in greater detail the 'red' indicators and ensure that programmes of work are in place to address them;
- b) they were looking at the most appropriate ways of reporting Plymouth's performance against the PHOF and sharing the locally developed PHOF tool more widely across council teams.

Agreed that -

1. the Panel receive a further update with greater detail on Public Health Outcomes at the November meeting, in particular, looking at the local picture including an understanding of the worst performance indicators.
2. Public Health Outcomes Framework quarterly reports to be circulated to the panel.

20. **TRACKING RESOLUTIONS**

The Panel noted the progress of the tracking resolutions.

21. **WORK PROGRAMME**

The Panel noted the work programme.

22. **EXEMPT BUSINESS**

There were no items of exempt business.

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JOINT CARERS STRATEGY

Adult Social Care and Joint Commissioning



REFRESH OF PLYMOUTH'S JOINT CARERS STRATEGY

Plymouth City Council's Carers Strategy is due for a refresh in 2013.

The National Carers Strategy, 'Carers at the Heart of 21st Century Families and Communities' (2008) sets out the vision that carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen. The objectives of the strategy are that by 2018 every carer should be:

1. Recognised and supported as an expert care partner
2. Enjoying a life outside caring
3. Not financially disadvantaged
4. Mentally and physically well; treated with dignity
5. Children will be thriving, protected from inappropriate caring roles.

In the refresh of the National Carers Strategy ('Recognised, Valued and Supported: Next Steps for the Carers Strategy', 2010) four priority areas were identified for action over the next four years. These priorities relate back to the outcomes that the Government is seeking to achieve:

- Priority 1 - *"Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages"* - relates most closely to the first outcome.
- Priority 2 - *"Enabling those with caring responsibilities to fulfil their educational and employment potential"* - relates most closely to the third and fifth outcomes.
- Priority 3 - *"Personalised support both for carers and those they support, enabling them to have a family and community life"* - relates most closely to the second outcome.
- Priority 4 - *"Supporting carers to remain mentally and physically well"* - relates directly to the fourth outcome.

CARERS IN PLYMOUTH

Based on the national census 2011 there are 27,247 carers living in Plymouth and this will fluctuate each year with people who are new to caring and those whose caring role ends.

- There are 27,247 carers in Plymouth from a total population of people aged 16 plus of 211,502
- 13% of the total population aged 16 and over are carer in Plymouth
- 57% provide between 1 and 19 hours of care a week
- 15% provide between 20 and 49 hours of care a week
- 28% provide more than 50 hours of care a week.

Young Carers in Plymouth

The approximate total number of children and young people aged 18 years and younger in Plymouth is 56,155.

Using the national estimate that 1.5% of young people are carers, the profile for Plymouth suggests there are at least 840 children and young people with caring responsibilities in the city.

There are approximately 200 young carers under the age of 18 known to Plymouth City Council

LOCAL INVOLVEMENT IN THE DEVELOPMENT THE STRATEGY FOR PLYMOUTH

In the development of 2010-13 strategy, there were five consultation meetings with local carers, covering a broad spectrum of caring responsibilities from carers of people with dementia, parents of young people with learning and physical disabilities to young carers caring for their parents.

These meetings were held with:

- Three carers' support groups at Carers UK
- A carers' support group at Carers Champions
- A carers' support group at a local learning and physical disability day centre

In addition over 20 meetings were held with staff, from both statutory and non-statutory agencies, providing valuable information and feedback on local services which has fed into the strategy.

At the beginning of 2013 a sub working group was devised from the membership of the Carers Strategic Partnership Board to look at the refresh and development of Plymouth Carers' Strategy 2013-18. A workshop was held to look at the Strategy in depth and all members of the CSPB were invited.

CONSULTATION PROCESS

The draft Strategy 2013 – 18 has been placed on the City Council consultation portal website for 12 weeks public consultation which ends on January 3rd 2014.

It has also been sent out to all our social care and health partners and to Black and Minority Ethnic Groups via the Social Inclusion Unit.

Hard copies of the strategy have been placed at the Carers Hub Plymouth and have been sent out to young carers groups and organisations through the Youth Service.

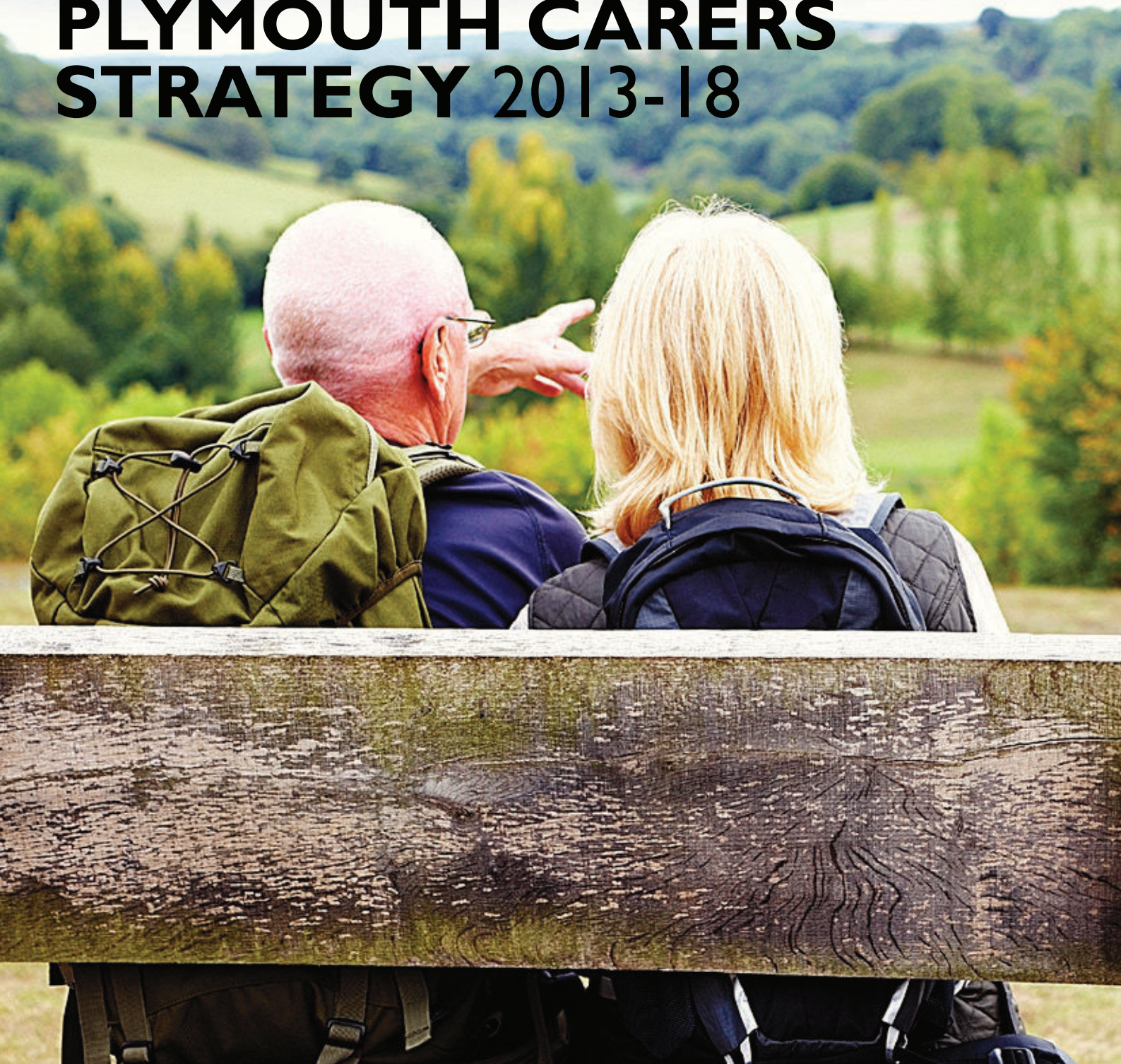
Details on how to comment have been announced in a press release and on the website

ONGOING ACTIONS FROM PREVIOUS STRATEGY

We are progressing with the outstanding actions from the previous strategy including:

- Carers Health and Wellbeing checks which are just about to be piloted in two GP practices in the city
- A smooth transition between young carers and adult carers services
- Improving information and advice services for carers
- Increasing the availability of short breaks and leisure opportunities through, for example, the introduction of a Carers Card

DRAFT PLYMOUTH CARERS STRATEGY 2013-18



Page 10 WHO IS A CARER?

A carer is an individual, an adult or a child, who provides unpaid help and support on a regular basis to a partner, family member, friend or relative. They may provide practical help, care, physical or emotional support to a person who is vulnerable for a wide variety of reasons, whether through age, physical or mental illness, disability or other issues such as substance misuse. Carers are a diverse group and have a range of caring situations, some develop slowly over time e.g. with older age, others suddenly and unexpectedly or from the birth of a child with a disability or a dramatic change in family circumstances.

Some people choose to become a carer, but others find themselves in this situation as a result of circumstances and without feeling that they have had this choice to make. This can occur at any age and taking on the responsibilities of caring can have a major effect on an individual's life, often leading to isolation and exhaustion.

For adult carers it can also impact on their ability to work, for parent carers this can be a dramatic effect on a family's lifestyle, and for young carers it can hold back their educational progress, lead to high levels of anxiety and limit their social life.

Young carers are the children and young people who take on the responsibility of caring for a family member, a parent or sibling.

The commitment of young carers to their families means that their needs as children often come second. They may find it hard to socialise with their peers or to find people who understand their worries, concerns and the practical difficulties of their daily life. It is important to recognise the needs of young carers and their right to be children as well as carers.

WHY DO WE NEED A STRATEGY?

There are over 6 million carers in England and Wales and 27,247 in Plymouth who identify themselves as unpaid carers. This has increased by 13% between 2001 and 2011. This includes 11,623 stating that they provide more than 20 hours of caring per week for someone. They are referred to as 'the forgotten army' of the health and social care system.

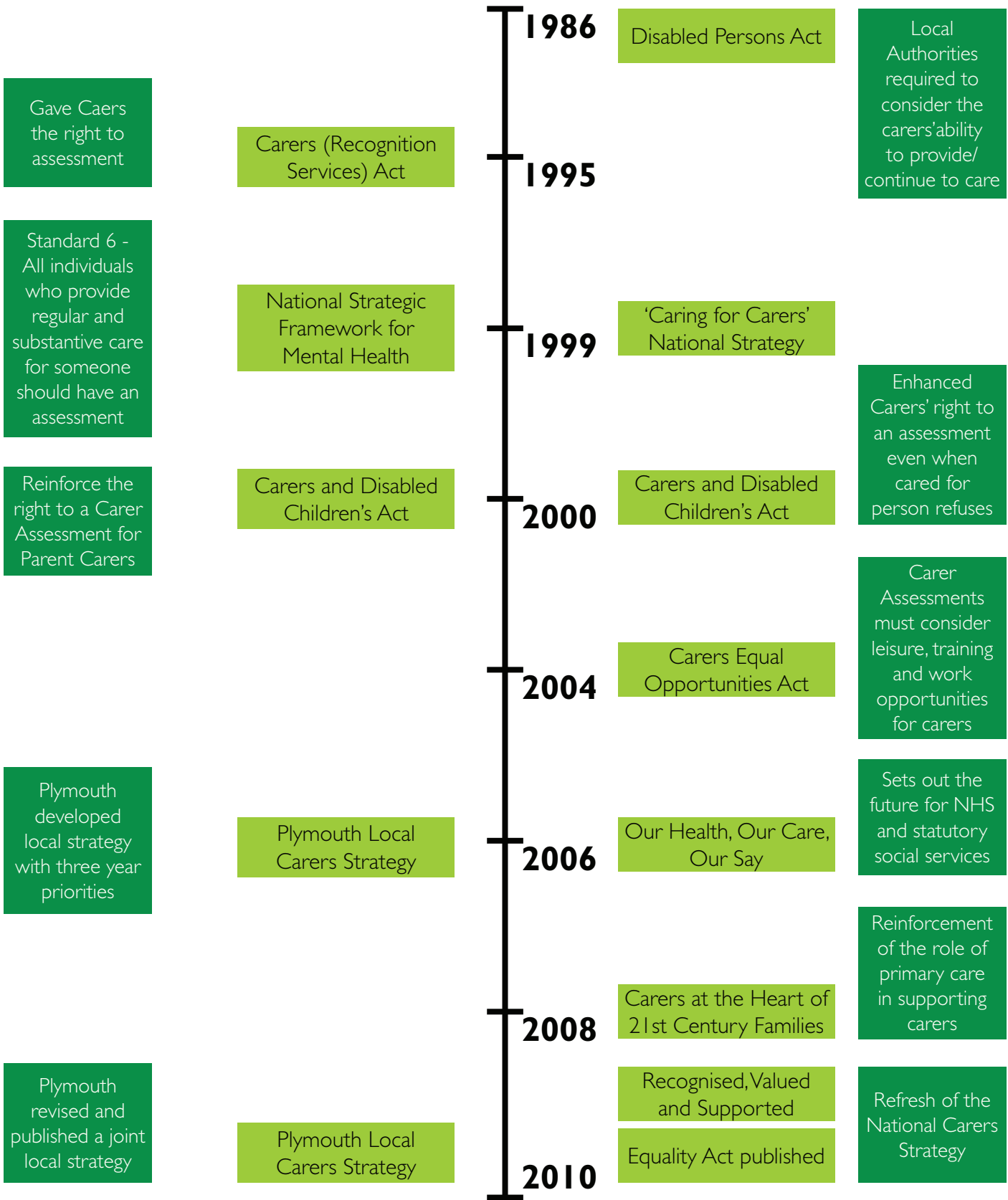
- The value of carer support is estimated £11.9 billion per year which is £22.2 billion per year more than the annual cost of the NHS
- 58% of carers are women and 42% are men (Carers UK 2012)
- According to an NHS Information Centre survey 40% care for their parents or parents-in-law, 26% care for their spouse or partner. People caring for disabled children account for 8% of carers, with an additional 5% of carers looking after adult children, 4% care for their grandparents and 7% care for another relative. Whilst the majority care for relatives, 9% care for a friend or neighbour (Carers UK 2012)
- 58% of carers look after someone with a physical disability; 13% care for someone with a mental health problem; 20% for someone with a sensory impairment and 10% for someone with dementia.

In recent years a considerable amount of work has been done to find ways to develop support for carers. The Carers Strategic Partnership Board is continuing to take the carers agenda forward within the city. However, it will not be able to deliver the various services that carers

require without each service within the statutory and voluntary sector determining its own direction and role with regards to carers and working in partnership with the other services throughout the city to provide a seamless and coherent support system. Without a clear and agreed strategy for carers this will be impossible to achieve.

LEGISLATION AND TIMELINE OF SUPPORT TO CARERS

The timeline below shows the developments in supporting carers nationally and locally over the last 27 years.



The draft Care and Support Bill was published in July 2012. It creates a single piece of legislation for adult care and support, replacing more than a dozen different pieces of legislation. It provides the legal framework for putting into action some of the main principles of the White Paper, 'Caring for our future: reforming care and support', and also includes some health measures. Here are some of the key implications the bill will have for Plymouth and carers:

- To ensure their duty is upheld local organisations will need to inform local authorities about the number of carers, the level and nature of demand for services and how local organisations can meet needs
- For carers' support services that provide a range of universal and preventative services, particularly as supporting carers is in itself preventative, the duty is potentially a key lever for investment and development of carers' support services and the law could refer specifically to supporting carers. It will be important that local organisations can demonstrate preventative interventions and outcomes in relation to reducing or preventing levels of need; numbers of carers and unmet need
- A welcomed step to give carers the same rights as the people they care for and consulting carers should ensure they are fully involved in the assessment process
- A whole family approach in assessing needs is welcomed and should have particular implications for young carers
- A development to standardise eligibility and address inequalities in accessing support

NATIONAL CARERS STRATEGY

The National Carers Strategy, Carers at the Heart of 21st Century Families and Communities (2008) sets out the vision that carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen. The objectives of the strategy are that by 2018 every carer should be:

- 1 Recognised and supported as an expert care partner
- 2 Enjoying a life outside caring
- 3 Not financially disadvantaged

- 5 Children will be thriving, protected from inappropriate caring roles.

In the refresh of the National Carers Strategy (Recognised, Valued and Supported: Next Steps for the Carers' Strategy, 2010) four priority areas were identified for action over the next four years. These priorities relate back to the outcomes that the Government is seeking to achieve:

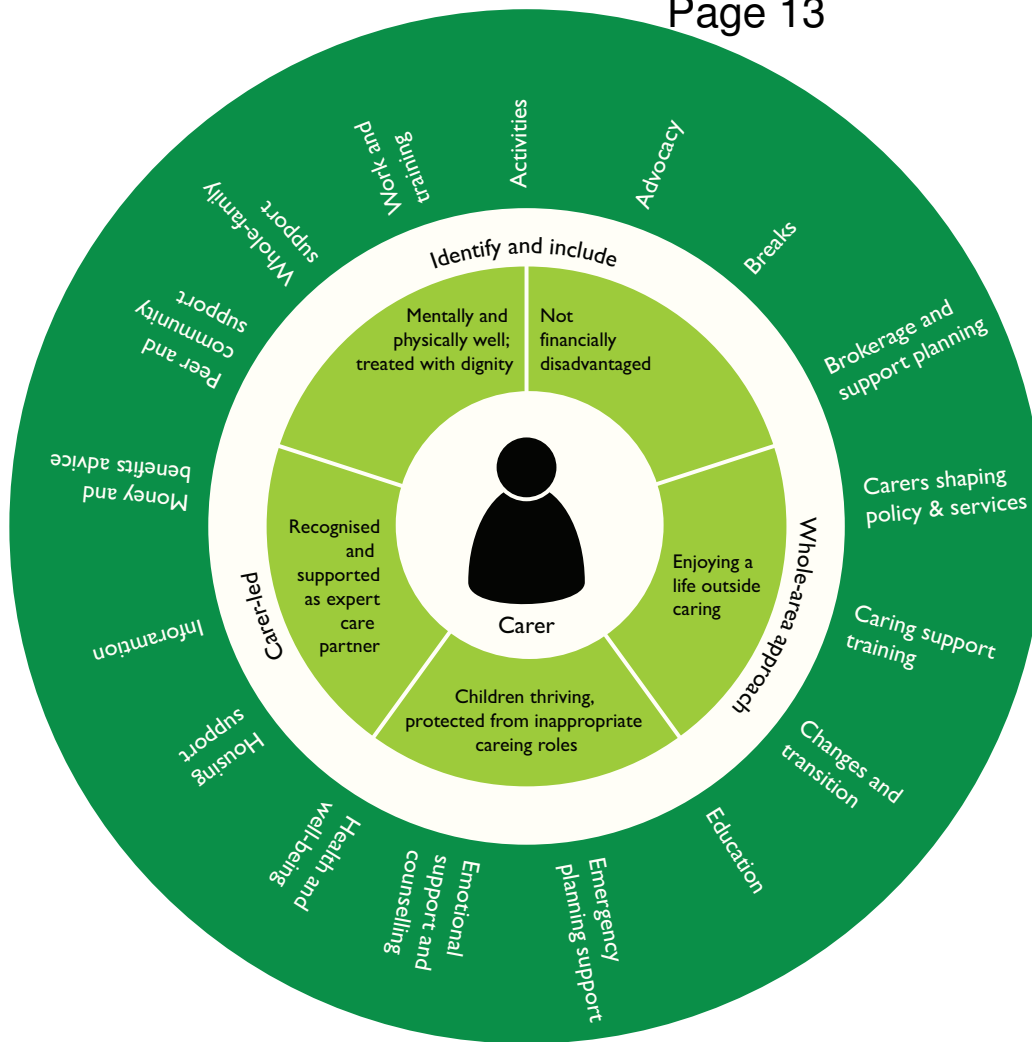
- **Priority 1** - "Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising the value of their contribution and involving them from the outset both in designing local care provision and in planning individual care packages" - relates most closely to the first outcome.
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- **Priority 3** - "Personalised support both for carers and those they support, enabling them to have a family and community life" - relates most closely to the second outcome.
- **Priority 4** - "Supporting carers to remain mentally and physically well" - relates directly to the fourth outcome.

CARERS HUB

The Carers Hub or adult carers is a model of comprehensive carers' support, developed by the Carers Trust with assistance from the Association of Directors of Adult Social Care Services (ADASS) and with funding from the Department of Health. The Hub diagram has the five outcomes of the refreshed National Carers Strategy at its centre and includes a complete range of support interventions needed in order to deliver the outcomes.

For the purposes of this Strategy we have used the Carers' Hub model as a basis for auditing services currently in place and how well these are provided and then to identify any gaps in services for carers.

Under each of the five outcome headings, this strategy highlights the progress made since the publication of the Plymouth's Carers' Strategy 2010-13 and proposes priorities for future development.



CARERS IN PLYMOUTH

Based on the national census 2011 there are 27,247 carers living in Plymouth and this will fluctuate each year with people who are new to caring and those whose caring role ends.

The table below demonstrates the number of carers aged 16 plus who have identified themselves as a carer in the 2011 census in comparison to the census 2001 data.

	Census 2001	Census 2011	% increase
Total number of Carers	24,058	27,247	13%
Providing 1hr to 19hrs a week	15,088	15,624	4%
Providing 20 to 49hrs a week	3,018	4,057	34%
Providing 50 + hrs a week	5,952	7,566	27%

- There are 27,247 carers in Plymouth from a total population of people aged 16 plus of 211,502
- 13% of the total population aged 16 and over are carers in Plymouth
- 57% provide between 1 and 19 hours of care a week
- 15% provide between 20 and 49 hours of care a week
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Page 14 Young Carers in Plymouth

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There are approximately 200 young carers under the age of 18 known to Plymouth City Council

Age Range	Numbers	% of Young Carers	Estimate at 1.5% of population
0-10 yrs old	30,098	54%	451
11-16 yrs old	18,862	34%	283
17-18 yrs old	7,195	12%	108
Total	56,155		842

SERVICES FOR CARERS

Note Commissioned Universal Services include drop-in and support groups, emotional support, money and benefits advice, newsletter, counselling, Carers Training Programme, planning for the future, registration of carers to the Carers Emergency Response Service, Dementia Advice and Information and Buddying Service

Percentage of spend from Carers' Budget to provide services for carers throughout 2011/12



Percentage of carers who have been supported through these services throughout 2011/12



55% Commissioned Universal Services

43% Direct Payments

1% Carers Card

1% Carers Emergency Response Activity

63% Commissioned Universal Services

6% Direct Payments

30% Carers Card

1% Carers Emergency Response Activity

CONSULTATION AND INVOLVEMENT

LISTENING TO CARERS

National Carers' Strategy

The government consulted widely during 2007 to develop the 2008 strategy 'Carers at the Heart of 21st Century Families and Communities'. This was to make sure that carers had a say in how the national priorities were shaped. Carers prioritised the following issues as important to them:

- Practical and emotional help
- Increasing awareness of carers' issues and the role they play
- Greater financial support
- Greater support for younger carers and former carers
- The need to address housing issues for themselves and the people they care for
- Better information and advice
- Increasing respite or short breaks
- To be understood and respected

Refreshed National Carers' Strategy

During the summer of 2010, the Department of Health sought views on what the priorities over the next four-year period should be for carers. Over 750 responses were received, representing the views of over 4,000 carers. The key themes which were raised were:

- Support from schools and further education
- Emotional support/therapies
- Health checks
- Training for professionals
- Listened to by social care
- Listened to by clinicians
- Flexible working
- Benefits
- Breaks from caring
- Replacement care
- Carer Training
- Information and advice
- Services following assessment
- Carer assessments
- Early identification

Local involvement in the development of the strategy for Plymouth

In the development of 2010-13 strategy, there were five consultation meetings with local carers, covering a broad spectrum of caring responsibilities from carers of people with dementia, parents of young people with learning and physical disabilities to young carers caring for their parents.

These meetings were held with:

- Three carers' support groups at Carers UK
- A carers' support group at Carers Champions
- A carers' support group at a local learning and physical disability day centre
- Young carers attending their weekly youth club

In addition over 20 meetings were held with staff, from both statutory and non statutory agencies, providing valuable information and feedback on local services which has fed into the strategy.

At the beginning of 2013 a sub working group was devised from the membership of the Carers Strategic Partnership Board to look at the refresh and development of Plymouth Carers' Strategy 2013-18. On completion of the strategy a public online consultation will also take place providing carers and the public with a further opportunity to comment and suggest changes to this strategy.

Carer involvement in monitoring the delivery of the local Carers' Strategy and development of Carer Support Services

One of the recommendations arising from the local 2010 strategy was for the need to review the framework for carers giving and receiving feedback. As a result Plymouth City Council has reviewed the membership of the Carers Strategic Partnership Board (CSPB) and has established engagement with various carer groups who represent carers at quarterly CSPB meetings to monitor the action plan from the Carers' Strategy and influence service design at a strategic level. Carer representation includes:

- Carers Ambassador Group
- Plymouth Carers Forum
- Your Child Your Voice
- Carer who is member of Learning Disability Partnership Board

During 2011, to inform commissioning decisions and the model of carer support services Plymouth City Council wanted to hear from carers in Plymouth about the kinds of advice, information and support they receive and need in their caring role. Therefore we consulted with Carers in number of ways:

- Carers Day 17 June 2011 - Workshop and Questionnaires
- Carers News and Views Summer Issue 2011 – Questionnaire
- Carers who have recently received an Assessment/ Review – Questionnaire

The results helped identify gaps in service provision for carers and enabled us to develop the current model of support now available for carers in Plymouth.

Carers were also further invited during 2012 to have their input into the service specification of the Enhanced Carer Support Service which launched in December 2012 and offers carers the following in one service:

- Counselling
- Emotional support
- Carers support fund
- Practical training programme
- Buddying Service
- Planning for the future
- Raising the awareness of carers
- Regular newsletter for carers

IDENTIFYING HIDDEN CARERS

Carers can be a marginalised group, however there are groups of carers who may be even more excluded and additional effort is required to identify and reach out to those not in touch with services.

People with complex and limiting long term conditions

Putting People First includes the expectation that "family members and carers are to be treated as experts and care partners". This means that comprehensive information and support should be readily available to carers at the point people take on the caring role and better support through primary care in identifying carers, providing support including health checks and making sure that carers access the services they need without being passed around the system.

Older carers

Older carers can become more isolated and it's more likely that their health will suffer. Extra help is needed to target older carers who are already disadvantaged and may have difficulty navigating and accessing services.

Carers of people with mental health issues and dementia

Carers of people with mental health issues may be reluctant to come forward and ask for support because of the stigma associated to the condition.

Carers face similar barriers in caring for someone but there are differences faced by carers in the black and minority ethnic communities such as:

- Communication difficulties
- Need for interpretation and translation services
- People may not even see themselves as a carer

Young Carers

Children and young people are not always recognised as carers and they may be undertaking a significant caring role at home which is impacting on their ability to enjoy and achieve. Parents of young carers may have issues around drugs and alcohol, mental health problems or a learning disability. In some cases the families will have parents with physical disabilities or siblings with disabilities or other health issues. Hidden young carers often fear that by involving services with their family this will get their parents into trouble.

What do we do now?

- Each GP practice holds a register of all carers and displays posters and carer identification forms in waiting areas to encourage patients to notify their GPs that they are a carer
- Plymouth City Council funded services including Advice Plymouth, Stroke Association Community Based Support Service and Alzheimer's Society Dementia Advice and Support Service are encouraged to signpost carers to Carers Hub Plymouth service
- Simply Counselling are commissioned to deliver counselling specifically for Stroke Survivors and their families including carers. Where carers are identified they are signposted for further support to Carers Hub Plymouth Service
- All GP practices are signed up to a Carers Charter
- Providing better NHS support for carers through the development of a comprehensive programme of carer awareness training, including face to face and Elearning programme across primary and community care to improve identification of carers and access to support
- There is now a nominated individual in each GP practice who acts as a Carers Champion to ensure that the service offer support to carers at the earliest possible stage before they reach crisis point.

- Continue to raise the profile of carers through various relevant events taking place across the city. Increase the number of carers identified through commissioned services. Work more closely with partnership agencies such as support services and schools to identify hidden carers of all ages who are already known to them. Deliver workforce development to agencies across the city to enable them to develop the skills to recognise carers of all ages in their daily work.
- Establish better links with organisations representing people from minority ethnic backgrounds in order to reach out and support carers from black and minority ethnic communities
- Continue to promote the Carers E-Learning package for professionals which include increasing the level of understanding of the needs of young carers across the adult workforce in Plymouth.
- Continue to work to identify and support young carers so that they can live full and happy lives and achieve their fullest possible academic potential, both while at school and in transition to adulthood

GOOD PRACTICE

We run Carer Awareness Training for adult social care, Health and community and voluntary and sector agencies through Carers Support Service.

Plymouth City Council and NHS have commissioned a Carer Awareness Elearning Package which has been launched with Health and Social Care professionals.

RECOGNISED AND SUPPORTED AS AN EXPERT CARE PARTNER

We need to make sure that carers feel valued and respected. Health and social care professionals and employers should be aware of the role of carers in society.

The local authority has a duty to carry out a carer assessment on any carer who requests one. Personalisation for carers means tailoring support to a person's individual needs with the carer being part of the discussion about the support they offer the person they are looking after. Plymouth City Council's offer to carers operates on two levels:

Level 1 for all carers

Universal services: these are a wide range of services funded by the Council that people can access themselves. These services include: carer support fund, emotional and practical support, counselling, advice and information, support groups, money and benefit advice, assisting hospital discharge, carers' participation groups and befriending.

Level 2 for carers of people eligible for funding from the council

Level 1 plus:

A proportion of the personal budget and support plan of the cared for will focus on things that will enable the carer to continue in his/her caring role. The amount will vary from person to person depending on each individual situation.

During this discussion the carer and professional will:

- Explore whether the carer wants to continue in their role
- Find out what help the carer needs to support them to carry on, this may include for example providing respite care for the cared for person, extra support in the home or equipment
- Signposting to the Carers Hub Plymouth service to access the Carers Support Fund to enable the carer to take a short break from their caring role
- Referral to the Carers Emergency Response Service to develop a plan that will cover an emergency situation
- Barnardos is funded by Plymouth City Council to provide the Young Carers project which:
 - Provides intensive support to help the family to progress so that a child's caring responsibilities can be reduced.
 - Support young carers to use local services such as sports clubs, support groups, and health

centres.

- Provide advice and emotional support through counselling and drop-in sessions
- Liaise with schools so that teachers can better support their students.
- Provide opportunities for young carers to take a break from their caring responsibilities, spend time with other young carers and share experiences.
- Provide opportunities for young carers to learn more about their parent's illness or disability.
- Act as lead professional or to support a CAF to ensure that the right levels of support are in place.

We are continuing the role of raising public awareness of carers and the role they play by provide funding to support the community and voluntary sector involvement in Carers Week, Carers Rights Day and throughout the year.

The recently commissioned enhanced carer support service, Carers Hub Plymouth Service is available to all carers over the age of 18 including parents who care for disabled children. The service delivers specialised advice and information to carers and is required to continue to provide carer awareness training for professionals as part of their contract.

Information

It is essential that information and advice is accessible, up to date, consistent and free from jargon. Through consultation carers have identified some of the barriers they face in accessing information to help them navigate through services:

- Advice and information services are confusing, fragmented and difficult to navigate. Therefore an integrated service would be beneficial to access advice and information for carers and the person they care for
- They may not recognise themselves as carers so information about what is available needs to be clear. Information needs to be presented in a way which appeals to all age groups, for example making creative use of social media to provide information to young carers.
- They may have disabilities including learning disabilities or may not speak English as their first language and therefore information needs to be available in various formats.

Carers shaping policy and services

Carers should be key partners in deciding what support and services are delivered locally. Strategies and plans need to be based on what carers say is important to them.

Plymouth City Council funded a training programme for carers to develop skills needed to attend and engage in meetings and planning services.

The Health and Social Care Act introduces significant change to the planning, commissioning and delivery of health and well-being services. Central to the reforms is the premise that the public must be at the heart of everything our health and care services do. The key to achieving this principle is the introduction of HealthWatch both at a national and local level.

Local HealthWatch will build on the work of LINks (Local Involvement Networks), with the aim to give the public a stronger voice to influence, inform and challenge how health and social care services are provided within their locality.

HealthWatch Plymouth is due to start in April 2013 and will be the independent consumer champion for health and adult social care for people living in the city of Plymouth and those accessing health services based within Plymouth.

Its work will be driven by local intelligence including evidence from people's views and experiences to influence the policy, planning, commissioning and delivery of publicly funded health and adult social care.

Housing Support

There are over 20,000 homes rented from registered social landlords in Plymouth, ranging from specialist accommodation such as sheltered housing for older people, specially adapted homes for people with disabilities or family homes.

All available homes are advertised as part of the Devon wide scheme on the Devon Home Choice website. You can look at homes available for letting without registration on the site. If, however, you want to bid for a property you do need to be registered on the site.

Plymouth City Council offer support with weekly bidding and information relating to Devon Home Choice at Civic Centre.

Caring and Support Training

Being a carer is a skilled task, particularly where the illness or disability is complex and eventually the carer becomes the expert. Support and guidance at the early stages of becoming a carer, or as the role becomes more demanding as things change, could be valuable.

Advocacy

There may be times when carers need help in representing their wishes and advocacy can support carers to represent their interests and help them to obtain the support they need. An advocate can represent a carer and

make sure the correct procedures are followed. Plymouth City Council commission advocacy services and carers are able to access these services as and when a situation arises where they need support.

Changes and transitions

Changes and transitions is about ensuring that carers have support throughout the caring journey and especially at times of change and transition such as different life stages and when they wish to or need to stop caring. Every experience of caring is unique - with a beginning, a middle and an end - and each carer may want or need support at different points along the way.

This could be through support during the transition into caring, support when the person who receives care goes through a transition, such as becoming an adult, support for young carers transitioning into adulthood, future planning for older carers and support after bereavement and the end of the caring role.

What do we do now?

- Barnardos is funded by Plymouth City Council to provide the Young Carers project which:
 - Provides intensive support to help the family to progress so that a child's caring responsibilities can be reduced
 - Support young carers to use local services such as sports clubs, support groups, and health centres
 - Provide advice and emotional support through counselling and drop-in sessions
 - Liaise with schools so that teachers can better support their students
 - Provide opportunities for young carers to take a break from their caring responsibilities, spend time with other young carers and share experiences
 - Provide opportunities for young carers to learn more about their parent's illness or disability.
 - Act as lead professional or to support aCAF to ensure that the right levels of support are in place

GOOD PRACTICE

The Carers Emergency Response Service was set up to provide emergency support and contingency plans to give carers piece a mind should they be unable to provide care for the person they care if an emergency arises – there are currently over 850 carers registered to the service.

- Advice Plymouth is a universal Advice and Information Service which launched in October 2012 and available for all adults aged 18 and over including carers to access information and advice relating to health and social care and money and benefits advice
- Plymouth Online Directory launched in 2011 is a website which offers a directory of health and social care support services available to adults living in Plymouth. There is a specific 'carers' link on the website which carers can access and provides the most relevant and available services to support carers in Plymouth. More recently in 2013 the website has also launched a Children's and Families page
- St John's Ambulance have continued to provide Carers Support Programme which provides training courses for carers and includes: First Aid, managing stress, coping with dementia, preventing falls and moving and handling. This is to be continued as part of the Carers Hub Plymouth contract. St John's Ambulance have also delivered specialised Dementia and Reminiscence workshops for carers and the people they care for and a specialised tailored First Aid course for young carers
- Carers Hub Plymouth will continue to provide a quarterly information newsletter for carers which is sent to all carers registered to the service
- Plymouth Libraries provide information and support on a range of health and social care issues and services, including:
 - Health books in all libraries
 - Staff trained to help you find good quality health information
 - New Healthzone in the Central Library
 - Plymouth Online Directory of local groups and organisations
 - Health calendar of events in libraries
 - Collections of mood busting books
 - Collections providing information and support for carers in Plymouth
 - Book Prescription Scheme
 - Free computer use, including beginners IT sessions
 - Meeting rooms in libraries available for hire
 - Get into reading community reading groups
 - Friendship groups
 - Home Library Service for those unable to visit the library
 - Monthly Memory Corners hosted by the library service and Alzheimer's Society
- The Plymouth Parent Partnership website provides information and links to services to help parents and/or carers and is linked to the Plymouth Online Directory of organisations.
- The Common Assessment Framework (CAF) process enables practitioners from all agencies and disciplines to work together and part of their role is to assess and meet the need of young carers who require multi agency support. The CAF team work to support practitioners to gain confidence in working with marginalised groups such as young carers.
- Jobcentre Plus offers a whole range of employment support and advice for carers. This includes working through partnerships with other organisations including the community and voluntary sector and the Department of Work and Pensions working with specialist benefits

advisors to support carers in claiming the benefits they are eligible for, challenge incorrect decisions and ensure that the cared for persons benefits are in place

- The Carers Strategic Partnership Board membership has been reviewed and we have developed an effective framework for giving and receiving carer feedback through carer engagement at Carers Strategic Partnership Board Meetings which supports the delivery of the Carers' Strategy and shaping of services and policies
- The Carers Map of Medicine is an electronic tool which was developed in 2012 for GP's when they identify a carer to be able to directly refer in to support services for carers available in Plymouth including Carers Emergency Response Service, Carers Hub Plymouth and Young Carers Service
- Adult Social Care and Children and Young People Services are continuing to work with parents whose child is about go through transition from Children's to Adult services by working with parents before the child reaches 18.

What we aim to do

- Continue to recognise all carers as experts and take their views and expertise into account when planning services
- Raise awareness of the needs of carers and services available to all carers from Black, Asian and Minority Ethnic backgrounds
- Increase the level of understanding of the needs of young carers across the adult workforce in Plymouth by increasing the number of professionals who have completed the Carers Elearning programme
- Increase the amount of hidden adult and young carers identified through health and social care commissioned services
- Develop an advocacy service which is accessible to all carers
- Support carers who do not have access to a computer to obtain the advice and information they need, through adult social care, health and private and voluntary sector services
- Develop a mechanism to ensure front line customer service staff are able to support people with advice and information they need regardless of which form of communication they use e.g. telephone, in person, email
- For health and social care professionals to keep carers, including young carers, informed relating to the care of the person they care for
- To provide consistency of information available in schools to support young carers
- Develop opportunities for young carers to learn new skills
- Increase the availability of flexible services for the cared for person in order to support the carer to attend training courses and further education
- We aim to improve transitional arrangements for young carers who continue their caring responsibilities into adulthood by introducing seamless referral pathways between the young carers' specialist support service and Carers Hub Plymouth Service.
- We aim to improve transitional arrangements ofr parents and carers of disabled young people who are moving in to adult services.

GOOD PRACTICE

Advice Plymouth is a universal Advice and Information Service accessible by all over the age 18 and opened in October 2012.

A variety of carer groups are represented at Carers Strategic Partnership Board meetings including the Carers Ambassador/Representative Group facilitated through the Carers Hub Plymouth Service, Plymouth Carers Forum, Your Child Your Voice and the Learning Disability Partnership Board. Young Carers are represented by Barnardos and individual consultation with young carers groups takes place as required.

There are a number of Elearning packages which can be accessed by carers around Self Directed Support and Direct Payments, Dementia Awareness and Stroke Awareness.

MENTALLY AND PHYSICALLY WELL AND TREATED WITH DIGNITY

Carers have told us that it is easy to feel cut off from the community and that the caring role can cause anxiety and stress. Through the community and voluntary sector there are various groups and support networks to alleviate this sense of isolation.

Peer and community support

The community and voluntary sector provide a significant number of support groups for carers across the city which includes those run by:

- Carers Hub Plymouth
- Stroke Association
- Barnardos
- Plymouth Youth Club
- Alzheimer's Society
- National Autistic Society
- Your child your voice

Emotional support and counselling

Carers Hub Plymouth provides counselling and emotional support specifically for carers. The service provides approximately 1,000 counselling sessions per year for carers over the age of 18. Each carer is offered up to a maximum of free 10 counselling sessions depending on their individual needs. Further one to one emotional support and support groups can also be accessed by carers.

Counselling is also available in some schools for young carers but this is not a consistent approach across all schools.

Health and wellbeing

Ensuring that carers are able to access and shape services that support them to stay mentally and physically well is vital through health checks and well-being services, liaising with GP surgeries to ensure that they understand the role of carers and their needs and providing a holistic approach to promoting well-being and reducing stress and exhaustion.

Emergency planning and support

By supporting carers to have plans in place to help them prevent or cope with a crisis, and that support is available should such an emergency arise gives carers peace of mind and ultimately can support them to stay mentally well.

What do we do now?

- Carers Hub Plymouth offers free counselling and emotional support and provide a number of drop in support groups for carers aged 18 plus which funded through Health and Plymouth City Council
- Carers can be referred to counselling directly by their GP through the GP Map of Medicine

- Simply Counselling are also funded to provide counselling for stroke survivors and their carers
- The Youth Service provide a weekly youth club for primary and secondary age young carers to enable them to meet other young carers and receive advice from keyworkers.
- Young carers have the opportunity to receive additional support to improve their health outcomes via a small grants scheme which currently provides funding to a range of provision including support in school, therapeutic support and outdoor activities.
- Relate are commissioned to provide therapeutic support for targeted secondary age pupils, including young carers.
- Carers Emergency Response Service provides carers with the opportunity to set up a contingency plan of care should an emergency arise and they are unable to provide the care they normally do for the person they care for
- Carers Hub Plymouth also offer Plans for the Future which are targeted at older carers over the age of 60.

What we aim to do

- Tailor existing drop in groups provided by Carers Hub Plymouth around the needs of carers for example carers caring for someone with autism
- Improve the physical and mental health and wellbeing of children and young people through a commissioned service to support the most vulnerable young carers
- Increase the number of all carers supported through counselling, emotional support and well being services
- Keep carers well by implementing Carers Health and Wellbeing Checks
- Increase the awareness of emergency planning initiatives including Carers Emergency Response Service, Plans for the Future and 'Message in a Bottle'.

GOOD PRACTICE

Through the development of the Carers Map of Medicine GPs are able to directly refer carers to services for support including counselling and emotional support.

OUTCOME 3

NOT FINANCIALLY DISADVANTAGED

Ensuring that carers are not financially disadvantaged means putting services in place to help carers access and sustain employment and to keep them well informed about benefits and financial choices.

Money and Benefit Advice

This intervention is about ensuring that carers have access to advice, information and support on issues such as benefits and other financial matters which could help them avoid being financially disadvantaged as a result of their caring role. This could be through debt counselling, help with managing their finances or support with benefits applications and appeals.

The 2001 Census reported that there approximately 6 million carers in the UK and 80% or 4.4 million are of working age. 1 in 5 carers have left or turned down a job due to caring responsibilities. Analysis of the 2001 Census shows a strong correlation between caring and being in a workless household.

Specific analysis of data from 2011 Census relating to employment has not yet been released.

Studies have provided evidence that there are a significant proportion of carers who would like to work but the opportunities available to them are restricted or they are unable to finance replacement care whilst they take the necessary steps back into employment.

As a result of the National Carers' Strategy Jobcentre Plus has a key commitment to improve the help and advice available to carers wishing to enter or re-enter the labour market.

Carers are often out of the labour market for long periods of time and many will need support to overcome the challenges they face combining their caring role and returning to work. Lack of confidence, self esteem and skills can add to the barriers experienced by carers looking to return to work. With the right support, advice and multi agency approach carers can engage with employment related activities and progress towards or into work.

Jobcentre Plus works with a large number of employers across the county and is able to offer a range of support to employers who recruit from disadvantaged groups.

Carers who access employment support from Jobcentre Plus can do so on a voluntary basis (unless they are on a mandatory support programme due to other circumstances).

To meet commitments to the UK National Carers' Strategy Jobcentre Plus has introduced:

- Care Partnership Managers in every Jobcentre Plus District throughout the UK
- Specialist training for Jobcentre Plus Advisers who work with carers
- The introduction of Work Focussed Support for carers to provide carers with access to appropriate employment support
- Possible funding for tuition fees.

Brokerage and support planning

Support planning can empower carers and the people they care for to make choices by providing them with independent advice and facilitating the use of personal budgets or direct payments in the best way possible to meet their individual needs.

The council commissions A4e to support people to manage their personal budgets.

What do we do now?

- One of the key functions of the Advice Plymouth Service is to deliver money and benefits advice to adults over the 18 including carers; this may include benefit checks, support with benefit applications and appeals
- Carers Hub Plymouth offers carers over the age 18 access to the Carer Support Fund. Carers can use monies allocated to them to support them to take a break from caring which may include access to discounted leisure opportunities at the new Plymouth Life Centre
- Job Centre Plus advisers are able to offer and provide “better off in work” calculations which could be valuable to carers thinking of returning to work
- Jobcentre Plus support carers who wish to go on a training courses or improve their learning and help to prepare them to return to work through:
 - Skills training, courses, qualifications and funding
 - Work focussed support
 - A work programme
- Careers South West supports young people aged 13 to 19 by providing independent and impartial information, advice, guidance and practical help for those young people who are vulnerable, including young carers and can also help young people up to the age of 25 if they have special educational needs.

GOOD PRACTICE

A Universal Advice and Information Service available for all adults over the age of 18 including carers to obtain money and benefits advice.

Job Centre Plus provide specialist training for Advisers who work with carers

What we aim to do

- Offer comprehensive advice and information to all carers, including young carers, to support with housing, maximise income and promote financial inclusion
- Job Centre Plus will continue to support carers where this need is identified and continue to work in partnership with Carers Hub Plymouth to raise awareness of carers
- Decrease the effects of child poverty through appropriate housing and staff awareness to better understand the needs of all carers
- Develop and implement a discount scheme for carers through the Carers Hub Plymouth Service
- Develop a recognition and discount scheme for young carers to support them to access leisure facilities
- Reduce the numbers of young carers in the city who are not in education, employment or training.
- Support schools to better recognise and support young carers, by offering practical and emotional support, for example via a Carers Champion or additional time allowed for homework.
- Provide specific advice for parent carers around accessing appropriate child care and flexible working, in line with the Equality Act 2010 through the Family Information Service and Plymouth Online Directory.

ENJOYING A LIFE OUTSIDE OF CARING

“Carers should have the opportunity and space they need to participate in activities outside of their caring role” (Carers at the heart of 21st century families - 2008). Personalisation means providing everyone, including carers, with choice and control over services impacting on their lives.

The Carers Equal Opportunities Act (2004) has made it a duty for local authorities to take carers needs into consideration. Carers have told us that they need regular breaks to help them access employment leisure and training opportunities.

Breaks

Breaks or time off from caring are vital for carers. Whether it's an hour every day, a couple of hours a week or a two-week holiday, we all need some time to ourselves, and carers are no exception. Breaks for carers are meant to give them time off from their caring role as well as enable them to do something they want to do for themselves.

Breaks from caring are important because of the potential health consequences of being a long-term carer. Research suggests that carers who provide high levels of care are more than twice as likely to have poor health than people with no caring responsibilities.

Activities

Carers can access breaks through range of activities which are provided by a number of community and voluntary organisations which are funded by the local authority and health including:

- Days out and trips to various locations during Carers Week and throughout the year (some activities may include taking the cared for person as well)
- Youth clubs and organisations provide a range of activities for young carers for example sailing clubs
- Support groups and drop-ins
- Craft workshops
- Tea and coffee mornings
- Pamper sessions
- Information days

Carers have also told us that they find the local newspaper a good source of information to inform them of the different activities that are going on in Plymouth which carers can access.

What do we do now?

- When the person the carer is caring for receives an assessment of their needs, the local authority will determine if they are eligible for support from adult social care. All Councils use the eligibility criteria based on Government's guidance called 'Fair Access to Care Services' (FACS). In Plymouth we provide help to anyone whose needs are determined as 'critical' or 'substantial' using FACS criteria. Therefore

if the cared for person is eligible for funding from the council a proportion of the personal budget and support plan of the cared for person will focus on things that will enable the carer to continue in his/her caring role and this could include respite care for the cared for person in order to give the carer time away from caring to access a short break, work, training or leisure opportunities

- Carers Hub Plymouth Service offer carers aged 18 and over:
 - Access to the Carer Support Fund to access leisure, educational, training and other various opportunities which will ultimately support carers to take a break from caring
 - Buddying Service where by a volunteer can support the carer and the cared for person to get out and about or can sit with the person they care for whilst the carer has some time on their own away from their caring role
 - Support groups and regular drop ins
- Carers Hub Plymouth also offers the opportunity for carers to set up a Plan for the Future which is targeted at carers over the age of 60 caring for someone with a learning disability
- Parent carers are able to access short breaks, before their child reaches 18, following an assessment of need in addition to any support accessed through the Carers Hub Plymouth Service and the Carers Support Fund. The eligibility for short breaks for parents of children under the age of 18 can be found by following the link below www.plymouth.gov.uk/short_breaks_information_statement.pdf
- Young carers are offered activities and breaks through youth clubs and a small grants scheme which enables them to access activities designed to improve their mental and physical health.
- The Alzheimer's Society holds a number of Memory Cafes for both the carer and cared for person
- The Befriending Service, funded by adult social care, supports people over the age of 50 and their carers through one to one activities and befriending and lunch clubs and various activities

What we aim to do

- Increase the amount of short break opportunities for carers aged 18 plus through accessing the Carer Support Fund to support training and leisure opportunities, Buddying service and Carers Week activities
- Continuing to support a small grant pot of funding which voluntary and community sector organisations can access to increase short break opportunities for young carers
- Extend the opportunity for all carers to set up a Plan for the Future including Parent Carers and Young Carers
- Improve communication links with external press sources in order to support promotion Carers Rights Day and Carers Week activities.

GOOD PRACTICE

Offering carers over the aged of 18 including parent carers more choice and control over how they access a short break though the Carers Support Fund which can be accessed through the Carers Hub Plymouth Service.

Jobcentre Plus support carers to improve their learning and help them to prepare to return to work through Skills training, courses, qualifications and funding, work focussed support and a work programme

CHILDREN THRIVING, PROTECTED FROM INAPPROPRIATE CARING ROLES

Young carers are often extremely isolated and vulnerable. Some take great pride in the caring task, but many don't realise the impact a significant caring role can have on their lives in terms of anxiety, educational achievement and relationships with peers.

Education

Young carers need to have access to education and the consistent support and understanding needed to achieve their goals through supporting them to attend and thrive at school, via mentoring and one-to-one support. Young carers often have additional needs as a result of their caring role which need to be considered and supported.

Emotional and Physical Health

Young carers need to be able to access emotional support during times of high anxiety and beyond, to enable them to have the best possible mental health and emotional wellbeing. Young carers also require support to stay physically well and to be able to take breaks from caring to maintain good health'

Whole family support

Interventions need to consider providing early and appropriate support to the families of young carers to ensure that children and young people are protected from inappropriate caring roles. This can include family mediation, Family Group Conferencing, parenting support, family activities, partnerships between children's services and adult services and whole-family assessments and care planning.

What do we do now?

- Barnardos is funded by Plymouth City Council to provide the Young Carers project which:
 - Provides intensive support to help the family to progress so that a child's caring responsibilities can be reduced.
 - Support young carers to use local services such as sports clubs, support groups, and health centres.
 - Provide advice and emotional support through counselling and drop-in sessions
 - Liaise with schools so that teachers can better support their students.
 - Provide opportunities for young carers to take a
- break from their caring responsibilities, spend time with other young carers and share experiences.
- Provide opportunities for young carers to learn more about their parent's illness or disability.
- Act as lead professional or to support aCAF to ensure that the right levels of support are in place.
- Provide intensive support to young carers. The Early Intervention and Prevention Strategy for Plymouth identifies young carers as a vulnerable group in need of support. The Strategy aims to ensure services respond as soon as possible to the needs of children, young people and families who are 'vulnerable' to poor life outcomes.
- The Common Assessment Framework (CAF) Team enables practitioners from all agencies and disciplines to work together and part of their role is to assess and meet the need of young carers who require multi agency support. The CAF Team holds a database of young carers who have been identified and have a CAF in place and works in partnership with other agencies around the city to encourage the use of the CAF.
- Plymouth Youth Service offers young carers a weekly group at Efford Community Centre. Transport is provided and activities range from craft to physical activity and support.
- St John's Ambulance are funded to deliver basic first aid course tailored for young carers
- Improving how we identify young carers by continuing to raise awareness of young carers with professionals who work with adults, GPs and schools through the Carers Awareness E- learning programme and GP's Map of Medicine
- The additional needs of disabled children are normally met within a mainstream school setting. Currently a statement of special educational needs (SEN) sets out a child's needs and the additional help they should receive. From September 2014 the Education, Health and Social Care Plan will replace the statement of educational need.
- There are various organisations which provide support to parent carers including Plymouth Parent Partnership, Friends and Families of Special Children disability specific peer groups and Your Child Your Voice.
- We deliver training to school governors to enable them to better understand the needs of young carers – the feedback from the course to date has been excellent.

- Hamaoze House is commissioned to provide support to children and young people experiencing the effects of their parents' substance misuse.
- The Fun and Freedom Group under the umbrella of Friends and Families of Special Children provide support, befriending, advocacy, social and leisure opportunities to young carers. Friends and Families of Special Children currently have 112 young carers on their database ranging in age from 5-21.

What we aim to do

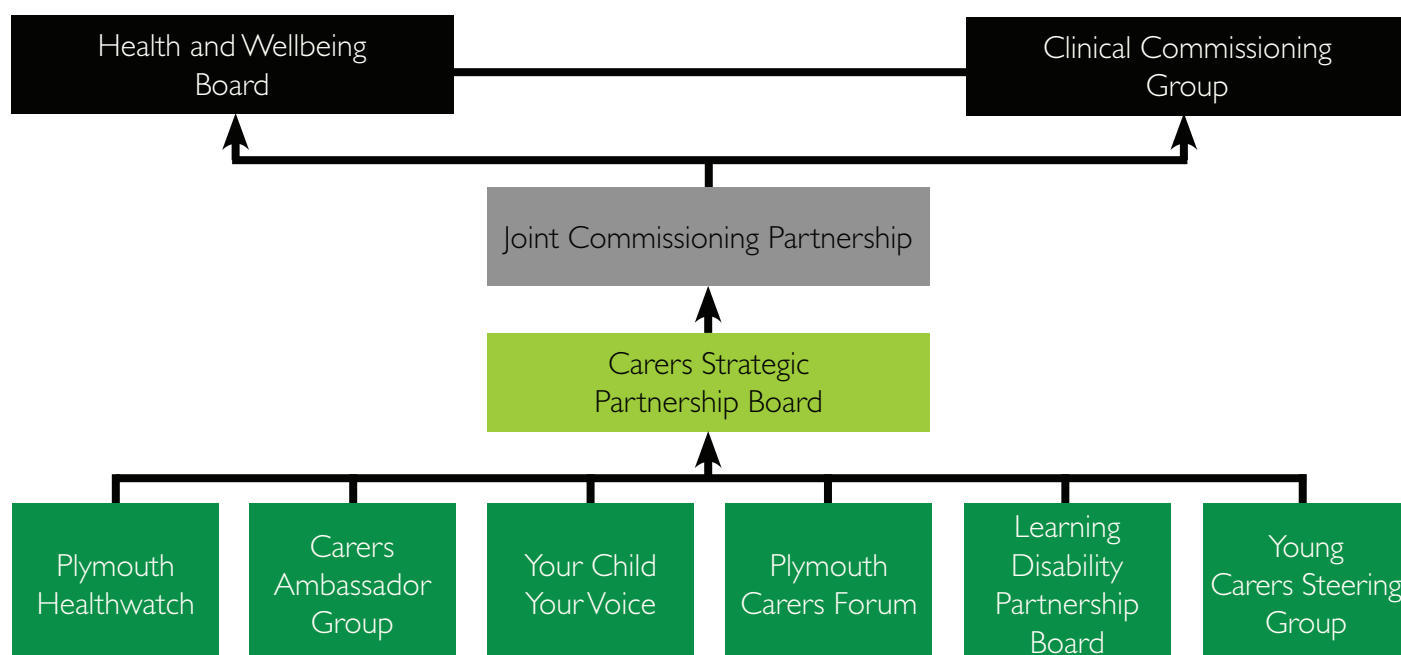
- Implement a clear pathway for young carers transition into adulthood
- Parents receive timely support for the transition pathway of their disabled child to adult services so that siblings do not have to undertake additional caring roles during this stressful time.
- Increase the use of Common Assessment Framework and pre-Common Assessment Framework across adult and children's services.
- Continue to develop the adult workforce in the city to ensure that professionals understand the impact inappropriate caring has on children and the need to take action to reduce this.
- Draw upon the knowledge from the Hamaoze service about the "hidden harm" impact of substance misuse on young carers and use this to develop services to meet need.
- Provide consistent support for young carers across all schools for example by introducing Carers Champions and a "worry box" where young carers can express their concerns and worries.
- Continue to embed the Early Intervention and Prevention Strategy across the city to ensure support is offered to young carers at the right time and at the right level by agencies working in partnership to meet the needs of the whole family.

CARERS STRATEGIC PARTNERSHIP BOARD GOVERNANCE FRAMEWORK AND TERMS OF REFERENCE

Membership

Job Title and Role	Organisation
Chair - Assistant Director of Joint Commissioning and Adult Social Care	Plymouth City Council
Head of Strategic Commissioning Adult Social Care	Plymouth City Council
Children's Services Commissioning Manager	Plymouth City Council
Assistant Director - Clinical Service Design	NHS Plymouth
Director of Mental Health Service	NHS Plymouth
General Manager, Adult Social Care	Plymouth City Council
Learning Disability Service Manager, Adult Social Care	Plymouth City Council
Commissioning Officer Adult Social Care	Plymouth City Council
Financial and Social Inclusion Officer	Plymouth City Council
Social Inclusion Partnership Manager	Job Centre Plus
Representative Plymouth Branch	Carers UK and Friends and Families of Special Children
Chief Executive	Age UK Plymouth
Chief Executive	Carers Hub Plymouth, Plymouth Guild
Service Manager	Barnardo's
Older Carers Advocate	Support Empower Advocate Promote
Parent Carer	Your Child Your Voice
Carer	Learning Disability Partnership Board
4 Carers	Carers Ambassadors Plymouth Carers Forum

Members must be committed by regularly attending the Carers' Strategic Partnership Board (CSPB) and be willing to support the group in key tasks.



SPEAKERS/ADDITIONAL CARER REPRESENTATION

Where appropriate the CSPB will invite key speakers to update on relevant strategic issues including progress with the Carers' Strategy.

Purpose

The Carers Strategic Partnership Board will ultimately monitor progress of the Carers' Strategy, engage carers and carer organisations in the strategic planning and development of carer services across Plymouth with opportunities for joint working.

The group will strive to actively seek the participation from carers in policy making, planning and delivery of services via the carer's representation at CSPB meetings and groups.

The focus will be on services for adult carers over the aged of 18 including carers caring for disabled children. However in order to address cross cutting themes links will be made with children services and young carers.

Objectives

- To identify with carers and practitioners through their respective Forums, the gaps in services/unmet needs for carers.
- To support the Carers' Strategy Action Plan and to monitor the implementation of this and evaluate the success.
- To influence and inform the commissioning of carers services and the future direction and development of services for carers in the city.
- To raise awareness and promote carers' needs throughout all areas of wider service provision in the city.
- To identify particular issues that carers may face due to gender, ethnicity, culture, age and ensure these are taken into account in service provision and development.
- To provide a co-ordinated response to the provision of carers' services.
- To share good practice, knowledge and skills and build in across the city in order for carers to have better services.

Frequency of Meetings

Meetings will be held every three months and where possible scheduled in on a yearly cycle.

Secretariat

This will be provided by adult social care commissioning team.

Joint Working Protocols

Confidentiality

Most of the business discussed in the CSPB is of general public interest and minutes will be made available upon request. However sensitive issues may need to be discussed. Issues which may also be commercially sensitive and in these cases members must be explicit if they are raising an issue of this nature and that they expect the matter to remain confidential. In these circumstances it is also important to be explicit whether the item is to be minuted or not and minuted as a "confidential item" on a separate attachment to the main minutes.

Conflict of Interest

Some members of the group may have conflicts of interest that arise within their involvement on the CSPB. Conflicts of interest should be openly declared and revisited regularly. Where a clear conflict of interest arises, then it may be appropriate for members to withdraw from part of the meeting and come back after the relevant agenda item has been discussed.

Equality and Diversity Practice

The group recognise that carers have individual needs and will work in a way which provides inclusion and representation from carers in Plymouth.

Information Sharing, Networking and Partnership

Members of the group should be encouraged to share information about carers' services and issues across the city and promote good networking and partnership. This will be key to ensuring maximum benefits to carers across the city of Plymouth, avoiding duplication, encouragement to share opportunities and resources in order to reach as many carers as possible.



CONTACT

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Carers strategy 2013-2018

Published 24 June 2013

DEMENTIA STRATEGY UPDATE 2013 - 15

Joint Commissioning and Adult Social Care



LIVING WELL WITH DEMENTIA – MAKING PROGRESS 2013 – 15

NEW Devon CCG, Devon County Council and Plymouth City Council will take a joint strategic approach to dementia across the Clinical Commissioning Group area. Attached to this paper is a proposed joint high level strategic commitment outlining the CCG and Local Authorities' direction of travel. Following approval of this document there will be a Joint Commissioning Strategy and this will be underpinned by a joint Action Plan for Western Area CCG and Plymouth City Council. This action plan will enable us to prioritise areas of locally identified need and target our spend accordingly.

The action plan will be developed through the Plymouth Joint Dementia Strategic Commissioning Group and following a programme of consultation with service users and stakeholders.

Dementia remains a high priority following the national policy agenda

DEMENTIA IN PLYMOUTH

The diagnosis rate for England as a whole is 46%. For the New Devon Clinical Commissioning Group Western Locality it is 44% which is higher than both Northern (41%) and Eastern (36%) Localities

In 2014 it is predicted that in Plymouth 3166 people over the age of 65 will have a dementia and by 2020 this will be 3667 (Projecting Older People Population Information System - POPPI)

2010 – 13 JOINT DEMENTIA STRATEGY

The existing Strategy has been implemented through the Plymouth Joint Strategic Commissioning Group. The Group works to ensure that services commissioned in Plymouth meet the needs of the local population, anticipate future demand and are flexible and accessible to all.

The five strategic Dementia priorities identified in the Strategy were:

- Increasing and improving awareness
- Early diagnosis and intervention
- Support for service users and carers
- Improved quality of care
- Improved dementia pathway

Achievements against the identified priorities

Increasing and improving awareness

- Plymouth has become the UK's first Dementia Friendly City
- 9 public Dementia Friends sessions held in libraries
- 37 PCC Customer Services staff trained as Dementia Friends
- 400 businesses signed up to the PDAA through the City Centre Manager
- 44 other organisations signed up to the PDAA and holding Dementia Friends Sessions from the following sectors:
 - Health & Social Care

- Education
- Law
- Business and banking
- Transport
- Emergency Services
- Armed Forces
- 32 Certificates awarded to organisations 'Working Towards Being Dementia Friendly'
- Intergenerational project with Stoke Dameral School gained national recognition
- Programme of arts and culture opportunities for people with dementia

Early diagnosis and intervention

- GP clinical lead for dementia
- Defined pathway for pre-diagnostic work-up in primary care to support improved diagnosis rates
- Defined pathway for diagnosis, consistent across Devon with sufficient capacity to meet local assessed need
- Map of Medicine published

Support for Service Users and Carers

- Plymouth Dementia Support Worker Service
- Memory Cafes and Singing for the Brain
- Libraries have increased resources and staff trained to signpost people
- Carers Hub service
- Carers Emergency Response Service
- Carers groups and drop-ins across the city

Improved quality of care

- Social care re-ablement and rapid response home care service to promote independence
- Personal budgets for those who want one
- Dementia Quality Mark in 29 Care Homes
- Improved medicines management system for care homes
- Quality Assurance Team based in Joint Commissioning
- Dignity in Care Forums for Care Home and Home Care agencies
- Small grants programme for workforce development within the health and social care sectors
- Programme of 'Dementia Detectives' training
- In-house social care staff training
- Care Home improvement grants
- Specialist Home Care providers
- Day opportunities framework
- 7 Extra Care schemes across the city including specialist dementia beds
- Hospital programme of improved dementia care including:
 - Dementia Champions on wards
 - A programme of staff training across the hospital
 - Improved signage and quiet rooms on wards
 - Review of liaison psychiatry service, improving consultant availability
 - Memory boxes and ward clocks on all wards
- Anti-psychotic use audits locally

- Engaging with community pharmacists
- Online GP support on alternative strategies for BPSD

Improved Dementia Pathway

- Pathway co-ordinated through Joint Dementia Strategic Group
- Dementia Pathway - the model:
 - Identification of crisis
 - Bespoke support packages
 - Prevention of ward admission

Result – 91 patients prevented from being admitted to hospital, saving of 4199 bed days between April 2010 and December 2012

- Integrated Health and Social Care 'Care Co-ordination Team'
- New Reablement Service provider with proven experience in dementia care
- Dementia Support worker service integrated into primary care
- Universal services commissioned to prevent escalation of need

SPEND AND ACTIVITY 2012 - 13

Social Care Spend	
Activity	Spend annually £
Carers	50,773
Individual packages of care	5,821,552
Safeguarding Adults	36,488
External Home Care spot contracts	162,570
Home Care and Day Opportunities block contracts	234,153
Dementia Workforce Development external providers and PCC staff	40,000
Regional DQM	35,000
Library Health Project – Dementia Awareness events	1,500
Dementia Support Worker Service	172,983
Dementia Friendly Communities (NHS Dementia Challenge Fund)	109,872
Care Home placements	1,040,807
TOTAL	7,705,698

Health Spend	
Service	Spend annually £
Edgumbe Ward, in-patients	1,238,292
Memory Service	399,178
Complex Care Dementia	328,177
Consultants	300,000
Psychologist	22,500
Total	2,288,147

Health Activity		
Individual patient counts*		
Area	2012-13	2013-14**
Inpatient - Edgcumbe Ward Admissions ***	50	32
Dementia Service Face to Face & Non-F2F contacts ****	630	486
* Individuals may have more than one inpatient episode or many contacts		
** April to September only		
*** Only includes patients whose admission started within the time period, those already resident are excluded		
**** Patients who only had recorded DNA's, Cancellations, Professional only contacts have been excluded		
Data extracted from iPM for inpatients and ePEX for Contacts as at 25/10/2013.		

Social Care Activity					
	Community Based Services (Home care and Day Opportunities)	Universal Services	Residential	Nursing Care	Total Clients
Number of people	573	1608	323	88	2592

Wider National Dementia Policy

- Plymouth is being visited by a high level delegation from Japan to look at how we are implementing Dementia Friendly Communities and to look at our social care system. The delegation is coming to Plymouth following attendance at the G8 Dementia Summit in London
- Carole Burgoyne, is one of the key members of the South West Leadership Programme being run by Plymouth and Bournemouth Universities

2013 - 2015

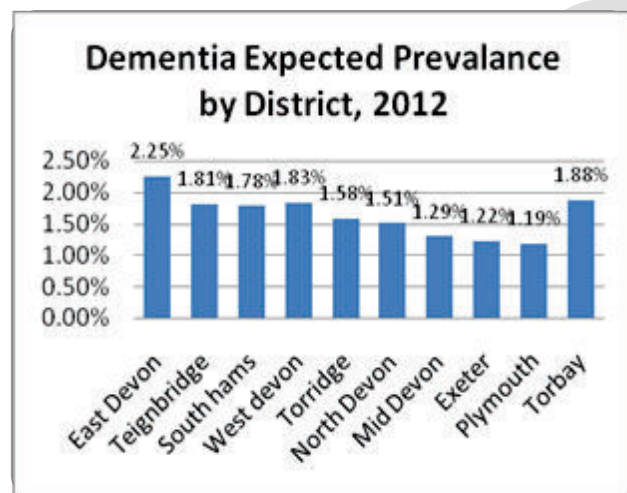
Living well with dementia in Devon – making progress

Introduction

This paper describes our high level strategy, which will be underpinned by local action plans. It covers all types of dementia – the term which describes a set of symptoms that include loss of memory, mood changes, and problems with communication and reasoning. The most common types are Alzheimer's disease and vascular dementia.

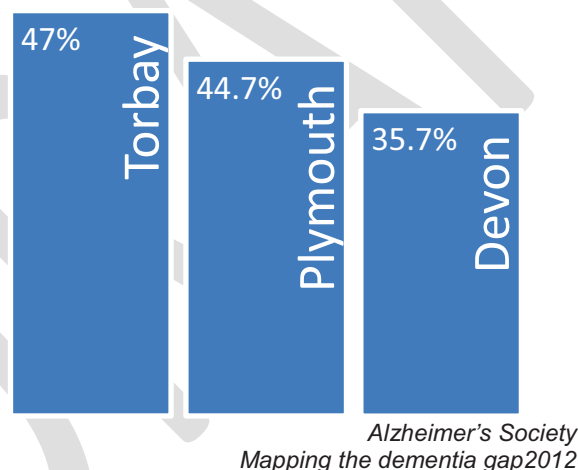
Since the publication of the National Dementia Strategy in 2009, significant progress has been made in improving services and outcomes for people with dementia and their carers, but more still needs to be done.

Based on 2011 total registered practice population adjusted by an estimated community and residential care home population, the average prevalence of dementia Devon wide is 1.63% - higher than the SW average of 1.28% and the England average of 1.21%.



NHS England's objective is to make measurable progress by March 2015, ensuring timely diagnosis, the best available treatment and care for those that need it and reliable support for carers. These continuous improvements need to be addressed within an increasingly challenging economic and demographic climate.

Diagnosis rates for the Plymouth, Torbay and Devon Council areas show considerable variation and action will need to be taken to make greater progress towards the government target of 66% of people diagnosed against expected prevalence.



We will respond to the views of the local population as expressed through the Health & Wellbeing Board in a refreshed joint commissioning strategy, reviewing our progress and reaffirming our approach and commitment to the needs and preferences of people with dementia and their carers.

Our commitment

In redefining our direction of travel we will set out our commitment to improving outcomes for people with dementia and their carers, recognising the imperative of working together to achieve this.

We are clear that dementia is a condition that needs to be understood not only by health and social care organisations but by the whole of society as well, making dementia 'everybody's business'.

We will continue to promote the benefits of healthy lifestyles and health checks through the Health & Wellbeing Strategy.

We recognise that the stigma still felt by some people with dementia discourages them from seeking the help and support they need and exacerbates feelings of loneliness and isolation.

We want people to experience care and support that is personalised and coordinated, delivered in the right place at the right time and we will continue to work in partnership to achieve this.

We will also set out how we aim to measure and report our progress on delivering better outcomes and will oversee our planning and activity through a clear governance structure.

We will respond to the new duties for Local Authorities laid out in The Care Bill, recognising its importance in reforming care and support and prioritising wellbeing.

These include **prevention** – ensuring that people receive services that prevent their care needs from becoming more serious; **information** - that enables people to make good decisions about care and support; and **market shaping** - that ensures a good range of providers to choose from.

Personalised care and support planning and the recognition of carers in law in the same way as those they care for are important aspects of the new Bill for people with dementia and their families.

Carers

Devon:

In a recent Carers Survey, 32.5% of respondents said they were caring for someone with dementia compared to a national survey figure of 25%. There are 20,218 older carers and this number is expected to rise to 27,356 by 2030. 31% of all carers are older people compared with 25% nationally.

Plymouth:

There are 27,247 carers in Plymouth of whom around 10% will care for someone with dementia. 11,623 of these carers care for someone for more than 20 hours a week.

Torbay:

There is a specific service for Carers of people with dementia. Working with GP surgeries to develop enhanced home based Health Checks for people with memory problems and their carers. The aims are early identification of dementia and identification and support of carers of dementia. The partnership between Practice Nurse and Carer Support Worker provides an integrated approach to the health needs of carers.

Reviewing our progress

We will review our progress in the key areas set out in the National Dementia Strategy and Prime Minister's Challenge

We will describe what we have achieved so far and what still needs to be done.

We will use our understanding of the needs of the population now and in the future, our understanding of the current market and the way services are designed and delivered, and our understanding of people's experience to shape and inform our plans, testing this against the outcomes described in the National Dementia Declaration which are:

- ✓ I have personal choice and control or influence over the decisions about me
- ✓ I know that services are designed around me and my needs
- ✓ I have support that helps me live my life
- ✓ I have the knowledge and know-how to get what I need
- ✓ I live in an enabling and supportive environment where I feel valued and understood
- ✓ I have a sense of belonging and of being a valued part of family, community and civic life
- ✓ I know there is research going on which delivers a better life for me now and hope for the future

Living well with dementia: Our commitment

- we will ensure that our plans are informed by the views of people with dementia and their carers
- we will report publicly on our progress against our plans
- we will work in partnership with other organisations to improve knowledge and best practice in dementia
- we will work to ensure that understanding dementia is 'everybody's business'

The Pathway

Raising awareness and understanding

- > Public information campaigns including ageing well and healthy lifestyles
- > Dementia friendly communities
- > Targetted activities eg schools

Early diagnosis and support

- > GP Education
- > Memory assessment services
- > Timely diagnosis, sensitively delivered
- > Managing your memory groups
- > Carer education and information
- > Peer Support (Memory Cafes)
- > Dementia support services

Living well with dementia

- > Personalised community support
- > Carer Support
- > Dementia Care Standards in hospitals
- > Care as close to home as possible
- > Extra care housing and telecare options
- > Capacity and quality in care homes
- > Early end of life care planning

Our achievements so far

As we look to refresh our plans it is important to recognise some of the progress that has been made so far:

Devon wide:

- An integrated dementia care pathway using Map of Medicine, shortlisted for a Care Integration Award
- A programme of primary care GP education about dementia
- A steady rise in diagnosis rates
- Redesigned specialist NHS services to deliver a consistent Memory Service Model across Devon & Torbay
- Peer review and dementia care standards established in general and community hospitals
- Liaison services in acute hospitals
- Dementia friendly communities in Plymouth, Torbay, Tavistock and the Yealm parishes, with more in the pipeline, including Sidmouth, Crediton, Winkleigh and others
- Reduced antipsychotic prescribing
- Alzheimer's Society Dementia Support and Adviser service in all areas

Devon

- Devon Dementia Care and Support Partnership with independent, statutory, voluntary and community sector partners
- 47 peer support Memory Cafes
- Devon Carers Centre reaching more carers
- Extra care housing developments inclusive of people with dementia
- Independent sector care home Kite Mark peer review pilot
- Care Homes Futures programme to develop up to 10 Dementia Centres of Excellence
- Intergenerational projects with 6 schools as part of a national pilot
- Library Memory Groups for people with memory loss and their carers
- A Devon Card to help families have Direct Payments

Plymouth

- 4 Memory Cafes and 2 Singing 4 The Brain Groups
- Carers Hub Plymouth
- 29 Care Homes awarded the Dementia Quality Mark
- Library 'Health Information Hubs' with 4 annual dementia awareness events and Memory Corners in each library
- Intergenerational pilot with 1 Community College as part of national pilot
- Befriending Service targeting people with dementia and carers
- A 'Leadership Group' of carers of people with dementia to inform the commissioning process

Torbay

- Range of peer support and post diagnosis interventions – including memory cafés, singing for the brain groups, leadership group, post diagnosis orientation programme
- Dementia advisor service - to support people from diagnosis to end of life
- Carers centres – Torquay, Brixham
- Prime Ministers Dementia Challenge funded projects – Torbay and South Devon Care Home Learning Network and "Keeping Track of Dementia" (using GPS tracking devices to keep people safe)
- Extra care housing developments inclusive of people living with dementia

What still needs to be done

We recognise that there is more to be done and highlight some key areas here:

- Diagnosis rates, although increasing, remain too low.
- Carers appreciate the services provided through the Carers Centre but do not have reliable access to bookable respite to support their caring role. (DCC area)
- A key message from people using services is the need to simplify and coordinate. Too often care and support can be fragmented and opportunities to build more integrated, person centred interventions need to be established that recognise people's physical, mental and emotional health needs.
- Too many people with dementia are admitted to hospital when they could have been treated at home. Those who do need hospital care often end up staying longer than necessary.
- Sustained attention needs to be directed at maintaining standards of care for people with dementia in general and community hospitals based on the SW Standards for dementia care.
- Continued work with the social care provider market and voluntary sector is needed to develop dementia specific capacity, quality and variety in the services available especially as

more people exercise choice through personal budgets and direct payments.

- We need to ensure that there are effective community based options to avoid unnecessary admission to care homes.
- We still need to improve the knowledge, skills and 'ownership' of dementia across the health and social care workforce.
- There is more work required to support younger people, people with a learning disability and those from BME communities who have dementia.
- We need to report transparently on progress in delivering better care, treatment and support linked to the Dementia Declaration outcomes and we need to give people with dementia a voice in determining how services are arranged and delivered.

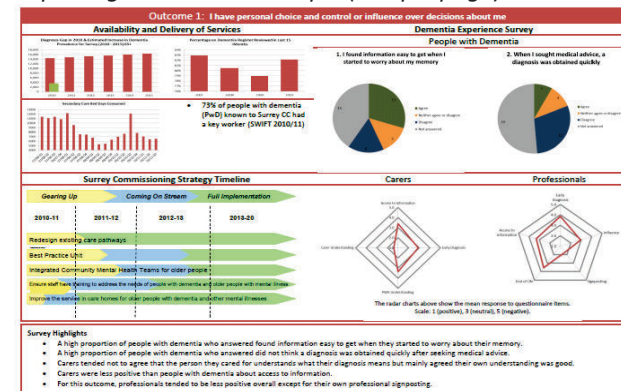
Making progress

If we are to evidence that we are improving outcomes for people with dementia and their carers, we will need a clear reporting framework. NICE have published Commissioning Guidance for dementia at:

<http://publications.nice.org.uk/support-for-commissioning-dementia-care-cmg48/executive-summary>

This includes an example of a reporting dashboard linked to outcomes which we will develop locally.

Reporting Dashboard Example (sample page)



<http://www.surreycc.gov.uk/social-care-and-health/adult-social-care/adult-social-care-strategies-policies-and-performance/local-reporting-tool-for-dementia>

In addition the following tools and information will help us to plan and put into action the aims of the Joint Strategy:

Devon wide:

- Updated information about our population in relation to dementia through a refreshed Health Needs Assessment.
- Health communities can now better understand their local estimated prevalence of dementia using the Dementia Prevalence Calculator
- Dementia Action Alliances are developing in local communities
- The Dementia Network SW supports commissioners and providers in sharing best practice
- NICE Quality Standards for dementia

- Regularly updated Market Position Statement and Demand Analysis information help understand how to shape the market to meet future demand

Devon County Council area:

- The Devon Dementia Care and Support Partnership promotes good practice and innovation in dementia
- The Provider Engagement Network enables closer working between care providers, the NHS and social care

Plymouth City Council area:

- Health and Social Care Joint Strategic Partnership monitors progress towards the Action Plan
- Care Home and Domiciliary Care Forums sharing and developing best practice

Torbay Council area:

- Strategic direction is set and monitored through the Mental Health and Learning Disability Redesign Board
- Implementation of this dementia strategy is a key outcome for South Devon and Torbay Clinical Commissioning group and a key priority for Torbay Health and Well-being Board

Getting involved

As noted earlier, dementia is an issue for society not just for health and social care organisations.

The majority of care and support for people with dementia is provided by families, but there are also a number of people with dementia who live alone.

The National Dementia Declaration, in publishing the seven outcomes people with dementia would like to see, challenges organisations and communities to take concerted action to improve the experience of people living with dementia. Action plan templates and guidance about the development of local Action Alliances are available on the Dementia Action Alliance website (<http://www.dementiaaction.org.uk>) to support commitments to make organisations 'dementia-friendly' and to help communities work towards being a 'dementia-friendly' place to live.

More information at national, regional and local level is available through the following sites:

Useful links

<https://www.gov.uk/government/publications/living-well-with-dementia-a-national-dementia-strategy>

<http://dementiachallenge.dh.gov.uk/>

<http://www.dementiapartnerships.org.uk>

<http://publications.nice.org.uk/quality-standard-for-supporting-people-to-live-well-with-dementia-qs30/introduction-and-overview>

<http://www.dementiaaction.org.uk>

<http://www.dct.org.uk/dementia-partnership/overview.ashx>

<http://www.alzheimers.org.uk>

Appendices to support the development of the strategy will include:

- Refreshed Health Needs Assessment for dementia (DCC)
- Market Position Statement
- Demand Analysis
- Key research and guidance documents
- Map of Medicine
- Case Study Collection

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CARING PLYMOUTH

Tracking Resolutions and Recommendations
2013 - 2014



Date, agenda item and Minute number	Resolution	Target date, Officer responsible and Progress	
4 July 2013 Urgent Care – Minute 7	<u>Agreed</u> that - 1. the Panel receive a progress report on Derriford's A&E figures in November and an officer to attend if progress has stalled/declined (to include other wider aspects of preventing urgent care). 2. the Panel accept the open invitation to visit the SWAST Headquarters in Exeter.	Date:	14 November 2013
		Officer:	Sharon Matson, Head of Commissioning (Urgent & LTC)
		Progress	The Panel were to receive a report at the November meeting if progress had stalled/declined. Sharon Matson reported that everything is on track. Amelia Boulter is currently arranging visits to SWAST Headquarters for those members that have shown an interest.
26 September 2013 Joint Health and Wellbeing Strategy	<u>Agreed</u> that – 1. pre decision scrutiny of the Joint Health and Wellbeing Strategy is essential prior to the draft going to the Health and Wellbeing Board in January 2014. 2. the Chair and Vice-Chair explore options and ways to review the draft Joint Health and Wellbeing Strategy before January 2014, be it at the November meeting or an ad hoc meeting. Meeting to be open to other councillors.	Date	14 November 2013
		Officer	Ross Jago, Policy and Research Officer
		Progress	Councillor Aspinall and Giles Perritt would be liaising with the Health and Wellbeing Board to gain an understanding of the decision making process, in order to be able to hold them to account.

Date, agenda item and Minute number	Resolution	Target date, Officer responsible and Progress	
26 September 2013 Improvements in Disabled Parking at Derriford Hospital	<u>Agreed</u> in principle subject to – 1. further consultation with PADAN to produce a statement of support with conditions around next steps prior to Planning Committee submission. 2. consultation to take place with staff side around parking spaces for disabled staff. 3. a further meeting with the Caring Plymouth Chair and Vice Chair prior to Planning Committee submission.	Date	14 November 2013
		Officer	Andrew Davies, Plymouth Hospitals Trust
		Progress	The Chair had a further meeting to discuss disabled parking on 30 October 2013. Final plans to be submitted prior to final sign off by the Chair and PADAN.
26 September 2013 Social Care Budget	<u>Agreed</u> that - 1. the Panel is provided with a breakdown of the £75 million to include staffing and administration costs, this to include a breakdown of the £4.5 social care 256 money. 2. the Panel is provided with a process paper on joint assessment, how it's undertaken and who has responsibility for continuous healthcare.	Date	14 November 2013
		Officer	Dave Simpkins, Assistant Director for Co-operative Commissioning
		Progress	Dave Simpkins to provide the panel with the information as requested. Amelia Boulter to chase and circulate by email.
26 September 2013 Plymouth's Performance Against the Public Health Outcomes Framework	<u>Agreed</u> that - 1. the Panel receive a further update with greater detail on Public Health Outcomes at the November meeting, in particular, looking at the local picture including an understanding of the worst performance indicators. 2. Public Health Outcomes Framework quarterly reports to be circulated to the panel.	Date	14 November 2013
		Officer	Rob Nelder, Public Health Consultant
		Progress	The Panel to receive the latest data relating to the worst performance indicators under agenda item 8.

Recommendations sent to the Cooperative Scrutiny Board.

Date, agenda item and minute number	Ambitious Plymouth Recommendation	Corporate Scrutiny Board Response	Date responded
26 September 2013 Minute 16	<p>Joint Health and Wellbeing Strategy</p> <p><u>Agreed</u> that -</p> <p>1. Pre decision scrutiny of the Joint Health and Wellbeing Strategy is essential prior to the draft going to the Health and Wellbeing Board in January 2014.</p> <p>2. Explore options and ways to review the draft Joint Health and Wellbeing Strategy before January 2014, be it at the November meeting or an ad hoc meeting. Meeting to be open to other councillors.</p>	<p>Recommendation agreed.</p> <p>(Councillor Aspinall and Giles Perritt would be liaising with the Health and Wellbeing Board to gain an understanding of the decision making process, in order to be able to hold them to account).</p>	16 October 2013
26 September 2013 Minute 21	<p>Work Programme</p> <p>The panel noted the work programme.</p>	Recommendation agreed.	16 October 2013

Recommendation/Resolution status**Grey** = Completed item.**Red** = Urgent – item not considered at last meeting or requires an urgent response.

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CARING PLYMOUTH

Work Programme 2013 - 2014



Please note that the work programme is a 'live' document and subject to change at short notice. The information in this work programme is intended to be of strategic relevance and is subject to approval at the Cooperative Scrutiny Board.

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Amelia Boulter, Democratic Support Officer, on 01752 304570.

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
04.07.13	Urgent Care - accident and emergency improvement plan - NHS III commissioning	To look at the plans in place for dealing with emergencies	Public Interest	Jerry Clough (Director of Western Locality) (speak to Amanda Nash)
	Public Health	Plans for next 12 – 18 months	New Council Service	Debbie Stark – Interim Joint Director of Public Health Carole Burgoyne – Director for Place
	Healthwatch	What are their plans for the first 12 months of operation?	New Council contract	Vicky Shipway – Chief Executive for Colebrook Society Ltd Craig McArdle – Head of Strategic Commissioning, Adult Social Care
26.09.13	Social Care Budgets	To receive a report on the social care budgets to include delivery plans and update on personalisation.		Dave Simpkins – Interim AD for Joint Commissioning
	Health & Well Being Strategy	To receive a progress report on the development of the Health and Wellbeing Strategy.	To note	Ross Jago – Research and Policy Officer
	Disabled Parking at Derriford Hospital	To look at the plans for disabled parking at Derriford Hospital.	Part of the consultation process prior to plans being submitted to Planning for approval.	Andrew Davis

Date of meeting	Agenda item	Purpose of the agenda item	Reason for consideration	Responsible Officer
14.11.13	Carers Strategy	To be provided with an update on the strategy.	Strategy due for a refresh in 2013.	Debbie Butcher
	Dementia Strategy	To be provided with an update on the strategy.		Debbie Butcher
	Pledge 90 – Mental Health Review	To receive a further update on the progress on the mental Health Review.	Review of findings.	Craig McArdle
13.02.14	Unused Prescription Drugs	Pre-meeting to take place as to whether this item should be looked at by the panel.	Raised as a concern by a councillor.	David Bearman
	Children's Health	To give the panel an understanding of children's health.	Children's Health previously addressed by the CYP OSP.	
	Health and Social Care Transformation			Carole Burgoyne
06.03.14	Recommendations from Budget Scrutiny			
03.04.14				

Scrutiny Review Proposals	Description
Health Accountability Forum	The forum is an opportunity for Plymouth Hospitals NHS Trust (PHNT) to answer any questions on any concerns and issues raised by members of the public and members of the Caring Plymouth Panel. The forum may lead to more specific items to be explored further in a Co-operative Review.
Dementia Strategy Review	
Carers Strategy Refresh	
Pledge 90 – Mental Health Review	
Maternity Services	
Stroke Services Pathway	
Cancer Waiting Times	

One-off session

To cover the relationship between the Health and Wellbeing Board, NEW Devon CCG and Local Area Team to look at roles and responsibilities.