

Carers Support Services Recommissioning

South Provider Forum

20th July 2023

Our 6 commitments to Essex carers

1



Carers can easily access the information, advice, guidance and support when they need it and early into their caring role.

2



Develop professional practice and processes to improve identification and support to carers.

3



Improve transitions for carers as they move through specific phases or life events in their caring role.

4



Carers will have increased opportunity to access good quality support, including opportunities for breaks, to maintain their own wellbeing and those they care for.

5



Carers' needs and rights will be understood and recognised across Essex communities.

6



Carers will be the experts that influence, shape and be involved in the decisions that are intended to improve their support and wellbeing.

Delivering our Commitments: Progress to Date

Practice and Process

- Think Carer Toolkit development
- Connect Programme deep dive into ASC data
- Developing a consistent approach to carers breaks
- Reviewing assessment offer for parent carers

Transitions

- Discovery project delivered to understand times of transition and challenges for carers
- Solutions identified to help carers through changes

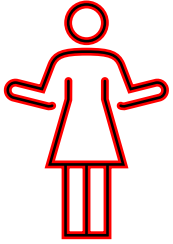
Carers Needs and Rights / Carers Voice

- Co-production with carers – carers service redesign, strategy action plans
- Carers Voices work – developing a new model
- Development of communications strategy and plan

Access to Quality Support/IAG

- Reviews and evaluations of our current commissioned services
- Redesign of carers support services and development of a new model of support

Reviewing and redesigning support: The problem and the solution



The review of support highlighted:

- There are not sufficient local options for support.
- Carers would like more for training to support them in their caring role.
- Carers would like one central point of contact.
- Carers would like more flexible, person-centred support.



The solution was to redesign carers support services, in line with carer priorities and the commitments set out the strategy commitments in the strategy.

New offer for carers: process followed to develop



Early 2022: Focus groups, interviews and surveys to develop All Age Carers Strategy.



Feb 2023 onwards: Internal socialisation of proposed model.



Sep – Nov 2022: Review of existing offer. Online surveys and face to face interviews with Carers First service users. Told us what works with current offer and that is missing.



March and April 2023: External socialisation of proposed model. Standalone workshop with carer support groups, followed by 5 locality workshops with carers, social care, health, VCS groups to review and feedback on proposed model.



Nov and Dec 2022: Workshops with carers, providers, VCS, health, social care. These explored what a good redesign of carers support would look like. From this insight a proposed model was developed.



May 2023: Market engagement. Sought feedback from the market on the core offer via a briefing requesting written responses to set questions.



Jan 2023: Carers working group established. We meet fortnightly with a small group of carers. They have told us what their requirements for carer support are, reviewed the proposed model in detail and fed in their views.



June 2023: Online engagement to get carer feedback on procurement proposals.

New offer for carers: a summary

Carers Front Door

A **single point of access** for carers. Providing:

- Outreach to identify carers
- Information and advice
- Low level needs assessment
- Triage into core offer, health and wellbeing offer, local offer

Core Offer

A **locality based commissioned 'core offer'** of support for carers to provide:

- One to one support
- Solution focused approaches
- Grants to support carer wellbeing
- A core peer support offer

Local Priority Fund

Funding for each health alliance to provide **local specific carer support based on locally identified needs**. To include:

- Peer support
- Groups and activities
- Local specific, community based IAG
- Local skills and courses

Carers Voices

A commissioned offer that **gathers insights from carers in a range of formats** and feeds back to ECC / partners, using a **'you said, we did'** approach. To include:

- Face to face and online forums
- Facebook / other social media engagement
- Engagement with organisations that work with carers

The carers core offer service specification:

1:1 Support and small grants

Staff will support carers to manage the practicalities of their caring role along-side maintaining their own wellbeing. This support will include:

- Practical advice and support – e.g. applying for benefits, form filling, help understanding condition of the person they care for.
- Planning for the future
- Care navigation – supporting carer to understand the health and social care system
- Community navigation – supporting carer to understand and access community support and activities
- Supporting carers to access other elements of support within the model
- Acting as a trusted assessor for the use of care technology
- Facilitating access to small grants of between £100 and £500

Key points

Roughly 4,000 carers supported per year.

Interventions will be flexible in length, with no set number of hours of support per carer.

The carers core offer service specification: Brief Solution Focused Support and Peer Support

- Coaching - coaches may support carers to develop the skills, behaviours and attitudes needed, to maintain their wellbeing while fulfilling their caring role. They may also support carers to address specific issues in their life that are making their role more challenging.
- Counselling - Counsellors will help carers develop strategies to process and tackle anxiety, depression, Stress, Anger, Guilt relating to the caring role, grief and compassion fatigue.
- Mediation – Trained mediators will support Carers and their loved ones to resolve any conflict stemming from a caring role and enable carers to balance their needs with those of the person they are caring for.
- Peer support groups – Groups will be safe spaces for people to come together and gain support from each other. The provider(s) will ensure each group is led by a skilled facilitator.

Key Points

Roughly 2,000 carers to be supported through these interventions annually.

Interventions will be flexible in length, with no set number of hours of support per carer.

The carers core offer service specification: Outcomes general requirements

- All of the service elements listed will work towards the following outcomes. These will be measured using the **Carers Outcomes Star**
 - I am empowered in my role as a carer
 - I have increased confidence and good self-esteem
 - I Have good health, mental wellbeing and feel safe
 - I Feel cared for and respected
 - I have time for myself to do what they choose to
 - I know about my rights and entitlements
 - I know about the conditions of the person/people I care for
 - I know what support is available for me and the person/people I care for
 - I feel more able to pursue my educational and career goals
- Some other general requirements set out in the specification include:
 - Engaging and ensuring support is competent to the needs of priority groups
 - 1 week between receipt of a referral and commencement of support (48 hours in urgent cases)
 - A reasonable number of appointments offered outside of working hours
 - Maintenance of an engaging website

Considerations

Is this a sensible way to capture these outcomes?

Is this response time practical?

What is a reasonable proportion of appointments to offer outside of working hours

New offer for carers: Future development



Training offer

Review existing options for training for carers. Increase access to existing options and develop an additional offer if required.



Short breaks

Review the best way to ensure carers have consistent access to short breaks. Options include review of current SW practice and a commissioned offer



Carer recognition fund

Review the potential for ASC to offer a '**carer recognition payments**'. This would be for carers to spend as they wish to meet their needs.

Next steps

Timeline

- August / September 2023: Governance to approve all proposals
- September 2023: Launch of Core Offer tender
- September 2023: Launch of carers front door and launch of core offer procurement
- October 2023: Launch of local priority fund
- April 2024: Contracts for core offer commence
- May 2024: Additional training offer in place