

**TITLE OF REPORT: ADULT CARERS & CARERS RELIEF SERVICE**

**REPORT OF: Stephanie Downey – Service Director, Adult Social Care**

### **Purpose of Report**

To update and seek views from Overview and Scrutiny Committee on progress of the Adult Carers and Carer Relief Services, commissioned by Care Wellbeing and Learning.

### **Background**

The Adult Carers and Carers Relief Services are two elements of a three-part Carers contract, which commenced on 1<sup>st</sup> May 2019 and expires on 30<sup>th</sup> April 2024. The contract is jointly funded by Gateshead Council and Newcastle Gateshead Clinical Commissioning Group.

The existing provider, Gateshead Carers Association, were awarded the contract to Adult Carers, aged over 18 years of age, and Carers Trust Tyne and Wear were awarded the Carers Relief Service; Carers Trust Tyne and Wear were also awarded the Young Carers service.

The new contract has been operational since May 2019. Carers Trust Tyne and Wear are contractually required to provide monthly data on the Carers accessing the service and the number of hours of replacement care completed. The Gateshead Carers Association are also required to provide quarterly data on the Adult Carers Service.

### **Adult Carers Service:**

1. Quarterly data from this service covers the following key areas:

- Measuring Referrals;
- Initial Assessments and Support Plans;
- Measuring the Care and Support provided;
- Measuring Performance;
- Measuring Outcomes;
- Employees.

2. Of the initial 244 referrals, data for the first 2 quarters of the new contract shows that almost 90% (204) were received from two main sources:

- Self-Referral/Family (187) & Voluntary Sector Organisation (17).

A further 28 referrals were received from:

- Gateshead Council Adult Social Care – (5);
- GP (9);
- NHS Services (8);
- Hospital (6).

The remaining 12 referrals arrived from 7 different sources:

- Gateshead Council – Children’s Services (2);
- Educational Institutions (School/College) (1);
- Ethnic Minority & Faith Group (4);
- Other (5).

3. In terms of gender and age the breakdown for the 244 referrals is as follows:

- 164 female Carers referred and 80 males;
- Age:
  - 18 years to 25 years – 36 referrals;
  - 26 years to 35 years – 13 referrals;
  - 36 years to 50 years – 55 referrals;
  - 51 years to 65 years – 91 referrals;
  - 66 years to 80 years – 41 referrals;
  - 80 years and over – 8 referrals.

4. At the point of referral, the provider also records the Health and Care needs of the cared for person that the Carer is supporting. Of the initial referrals the cumulative breakdown is as follows:

- Sensory Hearing/Sight Impairment – (5);
- Social Communication Impairment (Asperger) – (24);
- Mental Health Condition (Depression/Anxiety) – (49);
- Learning Difficulty (ADHD, Dyslexia, Dispraxia) – (13);
- Long Term Condition (Dementia, Diabetes) – (107);
- Physical Impairment/Mobility – (53);
- Substance Misuse – (7);

- Learning Disability – (28);
  - Speech Impairment/Without Voice - (1);
  - Other – (55).
5. At the end of quarter 2, all 244 initial assessments were completed and a total of 236 (96%) Wellbeing Plans were completed with Carers.
6. A total of 525 Carers were being supported by the Adult Carers Service at the end of quarter 2. All the Carers were receiving active interventions.
7. With regards to the specific interventions provided for all Carers receiving the service, the totals at the end of quarter 2 are:
- Promotional/Raising Awareness (Communities/Organisations) – (32);
  - Expert Adult Carers Group – (10);
  - In-House Training – (1);
  - Drop in Sessions – (2);
  - Group Activities – (8);
  - Adult Carers Support Networks – (49).
8. The following developing, maintaining or regaining outcomes for Carers have also been recorded:
- Positive nutrition – (12);
  - Improvements in physical health – (13);
  - Improvements in emotional health – (2);
  - Improvements in mental health – (30);
  - Improving sleep routines and the quality of sleep – (22);
  - Self-esteem and confidence – (18);
  - Relationships and friendships – (16);
  - Regaining access to school or college – (6);
  - Regaining access, work/training/volunteering – (9);
  - Regaining progression to achieve goals – (8);
  - Partaking in recreational activities – (12);
  - Attending appointments – (15);
  - Improving social inclusion – (22);
  - Coping mechanisms – (25);

- Excessive or inappropriate caring responsibilities – (17).

### **Carers Relief Service:**

9. At the end of January 2020 there were 118 Carers receiving this replacement care service of up to 4 hours per week. A further analysis of the data for this service shows:

- Age:
  - 18 – 25 Years – (2);
  - 26 – 35 Years – (8)
  - 36 – 50 Years – (5);
  - 51 – 65 Years – (23);
  - 66 – 80 Years – (35);
  - 80 Years and over – (45).
- Area (by Postcode):
  - DH3 – (10);
  - NE10 – (16);
  - NE11 – (10);
  - NE16 – (18);
  - NE17 – (5);
  - NE21 – (13);
  - NE39 – (7);
  - NE40 – (8);
  - NE8 – (9);
  - NE9 – (22).

### **The Carers Partnership:**

10. The Carers Partnership has reconvened and is meeting bi monthly, with the primary goal in 2020 to refresh the current Carers Strategy and a working group is being created to take this forward. Senior Officers from Gateshead Carers Association and Carers Trust Tyne and Wear also attend the Partnership Meetings and report to the group on the progress of the Adult and Carers Relief services.

## Carers Week:

11. For Carers Week 2019 (10<sup>th</sup> – 16<sup>th</sup> June) a couple of short films were made by The Gateshead Carers Association about the service. The video clips were shared on social media and attracted numerous views and positive comments. Articles about Adult Carers were also included in Council News and the Gateshead Now email. In the run up to Carers Week the Evening Chronicle also ran a story about Adult Carers - <https://www.chroniclelive.co.uk/news/north-east-news/i-dont-time-lonely-mum-16308325>

## Performance Monitoring:

12. Performance monitoring of these services is completed by the Commissioning Team and included in the terms of the contract. Supplementing the quarterly and monthly data, two monitoring visits to the provider have also been completed since the contract commenced in May. The visits focussed on five key areas:

- Referrals;
- Performance Data;
- Outcomes for Adult Carers;
- Case Studies
- Any Service Issues.

A comprehensive Annual Quality Assessment Framework review of the service will also be completed before the end of May this year.

## Reflections from Service Users:

13. The following quotes from Carers receiving the Adult Service were collected by The Gateshead Carers Association in their 2019/20 Service Information documentation:

*“The GCA Benefits Worker went out of her way to help us. Thank you. You saved our family life as things had been so very stressful and put a strain on all of the family.”*

*“Accessing Gateshead Carers service has been so valuable to me, being able to talk about what is going on and be understood has helped me regain my “self” back. My self-esteem and confidence have improved a lot and I’ve started to look after myself again. My Support Worker has been excellent; very knowledgeable and has gone the extra mile to help me.”*

## Recommendations:

- The Overview and Scrutiny Committee is asked to note the content of this report and give its views on progress to date.

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**Contact:** Carl R Taylor Ext 2463