



Report

Report to:	Social Work Resources Committee
Date of Meeting:	10 November 2021
Report by:	Director, Health and Social Care Executive Director (Finance and Corporate Resources)

Subject:	Carers Support and Services
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Update the Committee on the approval of South Lanarkshire Integration Joint Board to access additional funding from the Carers (Scotland) Act 2016 Allocation (21/22) to enhance operational services for Carers in the Community and also resource the ongoing strategic planning requirements of the Act.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted; and
- (2) to approve the addition to the establishment of posts within the Health and Social Care Partnership structure outlined in 5.2.

3. Background

- 3.1. The Carers (Scotland) Act 2016 (the Act) aims to support Carers' health and wellbeing and help make caring more sustainable. It put in place measures to help people continue to care, for as long as they choose, in better health and to have a life alongside caring.
- 3.2. Prior to the introduction of the Act, Scottish Government provided "Carer Information Strategy" (CIS) funding to Lanarkshire Health Board. CIS funding supported a range of Community-Based Carers Support Services. It also funded three Carer Co-ordinator posts at each general hospital site and a Carer Co-ordinator for Mental Health. Much of the support in hospital sites was lost due to the transition from one funding source to another, the temporary nature of the nurse secondments and the post holders return to their substantive positions.
- 3.3. The Carers (Scotland) Act 2016 came into effect on 01 April 2018 and has introduced the following statutory requirements on local authorities and health boards:
 1. Adult Carer Support Plans and Young Carer Statements;
 2. Local Eligibility Criteria;
 3. Provision of Support to Carers;
 4. Carer involvement (including Hospital Discharge);
 5. Local Carer Strategies; and
 6. Information and Advice (including Short Breaks).

- 3.4. The progress to date on these statutory requirements is outlined in the table below with some work complete, some to develop, and some to review.

Statutory requirements	Health and Social Care Partnership	Voluntary Sector
1 Adult Carer Support Plans and Young Carer Statements	<p>Health and Social Care Partnership, Adult Services developments to align to SDS assessment and care management building in Carers support planning.</p> <p>Focus on critical and substantial needs.</p> <p>Social Work Resources Child and Family Services Young Carer Support plan in place</p> <p>Good connections and conversations with our four Localities.</p> <p>Additional capacity to locality assessment and care management teams.</p>	<p>Lanarkshire Carers (LC) and Action for Children (AfC) commissioned to deliver ACSP/YCS for those with low/moderate needs.</p> <p>Strong partnership working developing between both commissioned services, the Council and the HSCP</p> <p>Development of ACSP Partnership Statement</p>
2 Local Eligibility Criteria	<p>Local Eligibility Criteria for Unpaid Carers in place. Service User eligibility criteria in place.</p> <p>Review due 2022</p>	<p>Criteria linked to Carers Eligibility indicators of:</p> <ul style="list-style-type: none"> ◆ health and wellbeing ◆ relationships ◆ living environment ◆ employment and training ◆ finances ◆ life balance <p>Impact on the above aspects of the Carers' life.</p> <p>None - no risk</p> <p>Low - low risk</p> <p>Moderate - moderate risk</p> <p>Substantial - substantial risk</p> <p>Critical - critical risk</p>
3 Provision of Support to Carers Carer involvement (including Hospital Discharge)	<p>Contract in place with Lanarkshire Carers (£549,950.00) and Action for Children (£199,951.00) commissioned to deliver a range of supports and services to Adult Carers /Young Carers. Supporting Carers in Hospital discharge to be developed on firmer basis.</p>	<p>Regular monitoring and reports from both providers.</p> <p>Both participate in Carers Partnership Meetings and Young Carer Steering Group Meetings.</p> <p>Planned Date of Discharge Information Group.</p>

Statutory requirements		Health and Social Care Partnership	Voluntary Sector
4	Local Carer Strategies	Carers Strategy in place Review due 2022	Work jointly with Partners via the Carers (Strategy) Partnership Group.
5	Information and Advice (including Short Breaks) Part 6 of the Act,¹	Information and Advice provided in the main by commissioned services referred to at 3 above. SLC MONEY MATTERS Welfare Rights Advice Advocacy support still to be developed on firmer basis. Short Breaks Statement in place Review due 2022.	Other funded services PAMIS (Counselling) HAVEN (Bereavement) Rutherglen Community Carers (Carers Support/Dementia) TAP and Speak Out had piloted Carers Advocacy

- 3.5. Covid-19 has impacted across all aspects of life and has certainly led to support to Unpaid Carers changing quite dramatically during the Pandemic. This required services to be paused or delivered differently and pathways to access primary care services changed. Demands on Carers increased significantly as they were less able to rely on wider networks of support and at the same time, the circumstances of their caring role often increased in complexity. Recent research published provides evidence that Carers lacked confidence, they felt isolated, drained, alone, responsible, and not able to care for themselves. Carers Trust - Research Report July 2021.

4. Current Position

- 4.1. As services and supports move to a recovery stage and restrictions start to ease, there should be increased opportunity to enable Carers to get the right supports at the right time. The Independent Review of Social Care Adult social care: independent review - gov.scot (www.gov.scot) Chapter 4 has a specific focus on Unpaid Carers.
- 4.2. The Feeley Report identifies that Carers need more support, they ask for the same things as those who use Social Care Services, such as greater consistency in provision; clarity in the application of eligibility criteria; better involvement in and transparency about decisions regarding support; better data and support.
- 4.3. The service specification developed for South Lanarkshire Commissioned Services addressed the duties of the Carers Act, with both new contracts (Lanarkshire Carers - June, Action for Children - July) commencing in the Summer 2020. Prior to the commencement of the new contract, Lanarkshire Carers had been providing regular monitoring reports.

¹ **34 Information and advice service for Carers** (1) Each local authority must establish and maintain, or ensure the establishment and maintenance of, an information and advice service for relevant Carers. (2) The service must provide information and advice in particular about— (a) Carers' rights, including those set out in the Carers' charter, (b) income maximisation for Carers, (c) education and training for Carers, (d) advocacy for Carers, (e) health and wellbeing (including counselling) for Carers, (f) bereavement support services for Carers following the death of a cared-for person, (g) emergency care planning and future care planning for Carers.

- 4.4. There has been consistent growth and a steady increase over a number of years. The attached Appendix 1 details growth over time in referrals (new Carers/services accessed) and outlined below is some quarterly comparisons:

Quarter Date	New Carers	Accessing Services	Registered Carers
Q3 October/December 2020	109	799	5028
Q4 January/March 2021	757	2272	4917 *
<p>A baseline increase of between 5% and 10% is anticipated per quarter. This particular quarter has been unprecedented with new Carers recorded at 694% increase.</p> <p>This massive increase can be attributed to additional funding allocated to directly support Carers have a break, restrictions placed on traditional services cared- for would usually access, such as respite/day care and the vaccination and testing programmes.</p> <p>*Regular data cleansing undertaken in line with GDPR</p>			

- 4.5. The current funding to Lanarkshire Carers does not provide for the growth over time nor allow for a staffing complement to support the current level of referrals outlined above. Supporting a carer with an Adult Support Plan takes time and involves meaningful conversations with the carer.
- 4.6. Carer Support workers deliver direct carer support. Lanarkshire Carers have a range of other posts within the organisation (Appendix 2) and all parties gain from the Pan-Lan Services provided by dedicated BAME workers, information workers and short breaks staff.
- 4.7. There are currently five dedicated Carer Support Workers in South and it is proposed increasing this to eight. These Carer Support Workers would align to localities and the three acute hospital sites to support South Lanarkshire Carers and Cared for regardless of setting.
- 4.8. To allow Carers (as patients or as Carers of patients) to be supported during hospital admission and discharge, this support needs to begin and end in the community. It also needs to be linked to what else is going on in their lives and family circumstances. Lanarkshire Carers are experts in Carers' rights and delivering Adult Carers Support Plans (ACSP) which is what Carers need. In North Lanarkshire two of their Carers Support Workers are linked to each hospital (Monklands and Wishaw) and are working closely with the community liaison project and NHS professionals within the hospital. This can be replicated in South.
- 4.9. At a fixed point in time the "Caring through COVID fund" brought some additional resource for Carers. A detailed report is available. One of the main outcomes of this report was that Carers did not ask for a lot. Carers could access small grants of up to £300 in order support them in their caring role and most of this funding was utilised to provide a creative break from caring, thus increasing carer wellbeing.
- 4.10. Carers were modest in their expectations regarding the levels of support being sought. Creating a flexible fund hosted by Lanarkshire Carers would ensure less bureaucracy and Carers would be provided with assistance quickly. Carers have expressed concern about the Self-Directed Support (SDS) process, flexible small grant funding source, as set against an SDS assessment process to access Carers budgets should be an alternative support to be considered.

- 4.11. The Resource Allocation System (RAS) that is used to determine Self Directed Support (SDS) budgets is being reviewed in order to generate an appropriate funding level to support identified needs and risks. Carers benefit from the support provided to the Cared - for person, replacement care provides a break from their caring role.
- 4.12. A tender for Adult Advocacy is currently in the planning stages. Carer Advocacy is identified within the Carers Scotland Act 2016. In order to address this information requirement of the Act, a Carer Advocacy post could be added to the existing tender specification to provide advocacy support to Carers. Resource workers posts will assist at the centre, pulling together all the strands outlined above in 3.4., thus allowing further development and review, whilst supporting preparation for the implementation of the recommendations of the Independent Review of Adult Social Care. These posts will connect to locality teams and the voluntary sector to ensure whole system working (including Self Directed Support).
- 4.13. A Carers Partnership Group was established to drive forward the work of the Carers Strategy. Support staff are required to ensure all the work in relation to the Carers Strategy and Action Plan is undertaken. The Carers Strategy and other publications associated with the Carers Act also require review and refresh (Local eligibility criteria, Short Breaks Statement, Information booklets). Resource workers will support the Planning and Performance Manager (Carers Lead) take this work forward.
- 4.14. In summary, the following is proposed in order to assist us to deliver the statutory requirements outlined in the SCP and ensure all Carers are supported to continue to care, if they choose to do so, in good health and wellbeing for longer.
- ◆ Additional funding for carer support staffing to support the voluntary sector to provide carer supports and services to localities and acute sites. In order to progress this, the IJB approved the commissioning of 3 Carer Support Workers and 1 Carer Support Assistant Manager from the Lanarkshire Carers Centre at an annual cost of approximately £0.136m.
 - ◆ A flexible support fund for Carers of £0.075m per annum is being established which will be co-ordinated by the Lanarkshire Carers Centre.
 - ◆ Capacity will be built in to our Advocacy Tender to deliver on Carers advocacy, the estimated cost of which is approximately £0.032m.
 - ◆ Additional Resource Worker posts are proposed within the Planning and Performance team in order to drive forward the whole system of support for Adult Carers and Young Carers and the duties outlined at 3.4.

5. Employee Implications

- 5.1. The following posts should be added to the establishment on a permanent basis:-

Post	No. of posts FTE	Grade	SCP range	Hourly rate	Annual salary	Gross Cost (plus on costs 30.3%)	Total cost
Resource Worker	2	G3L2	63-65	£18.08	£32,994	£42,991	£85,982
				- £18.60	- £33,943	- £44,228	- £88,456

6. Financial Implications

- 6.1. Nationally a £28.500 million uplift in Carers Act implementation funding was included in the local government settlement as part of the Scottish Budget 2021/22. This funding is recurring and translated into £1.500m for Adult Services for the South Lanarkshire HSCP.
- 6.2. The total cost of the proposals at paragraphs 4.14 and 5.1 is approximately £0.331m per annum and will be met from the new funding for the Carers Act. Full year funding will not be required in 2021/22 due to the timeline to fully recruit to posts.
- 6.3. In total £0.960m has been committed from the additional Carers Act funding for 2021/22.
- 6.4. A key step towards improving carer support is to ensure that the substantial Carers Act funding uplift for 2021/22 goes to delivering the intended expansion in Carer Support Services at local level.
- 6.5. In terms of the existing contract with Lanarkshire Carers, a modification is permitted if additional services become necessary, services can be delivered economically by the existing provider, and the increase in price does not exceed 50% of the initial price under the contract. The additional posts equate to £0.136m or 25% of the original contract award.
- 6.6. The flexible fund will be awarded as a grant to the voluntary sector, who in turn will use their existing application processes to allocate onwards to Carers.
- 6.7. Pending Social Work Resources Committee approval, Resource Worker posts will be added to the Social Work establishment on a permanent basis. As highlighted at paragraph 6.1, the Carers Act Funding is recurring.
- 6.8. In order to support the day-to-day operations of the above posts, budget for start-up and administration is in place to allow for agile working arrangements.
- 6.9. The funding allocations at paragraphs 4.14 and 5.1 reflect the full year commitments. The actual funding for 2021/22 will be discussed and agreed with the Voluntary Sector partner.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no Climate Change issues in relation to the content of this report. Voluntary sector providers address Climate Change within their own policies and practices.
- 7.2. There are no implications for sustainability in terms of the information contained in this report.
- 7.3. There are no implications for the environment in terms of the information contained in this report.

8. Other Implications

- 8.1. There are no additional risk implications associated with this report.
- 8.2. There are no other implications associated with this report.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 9.2. The HSCP have been engaged with Lanarkshire Carers, Carers Connected and the Carers representative of the IJB. Cognisance has also been taken from what Carers are telling us from surveys and reports.

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Director, Health and Social Care

Paul Manning
Executive Director (Finance and Corporate Resources)

26 October 2021

Link(s) to Council Values/Ambitions/Objectives

- ♦ Accountable, Effective, Efficient and Transparent

Previous References

- ♦ none

List of Background Papers

Appendix 1 - Statistics

Appendix 2 - Staffing Structure for Lanarkshire Carers.

Contact for Further Information

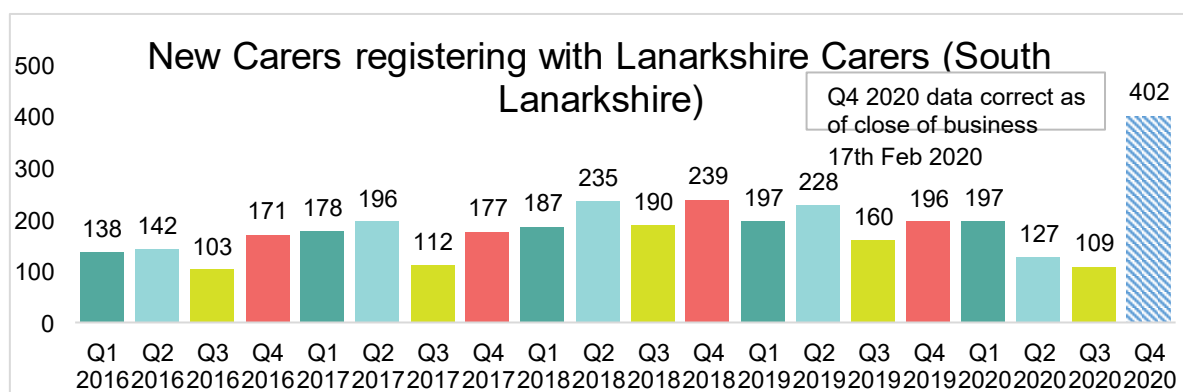
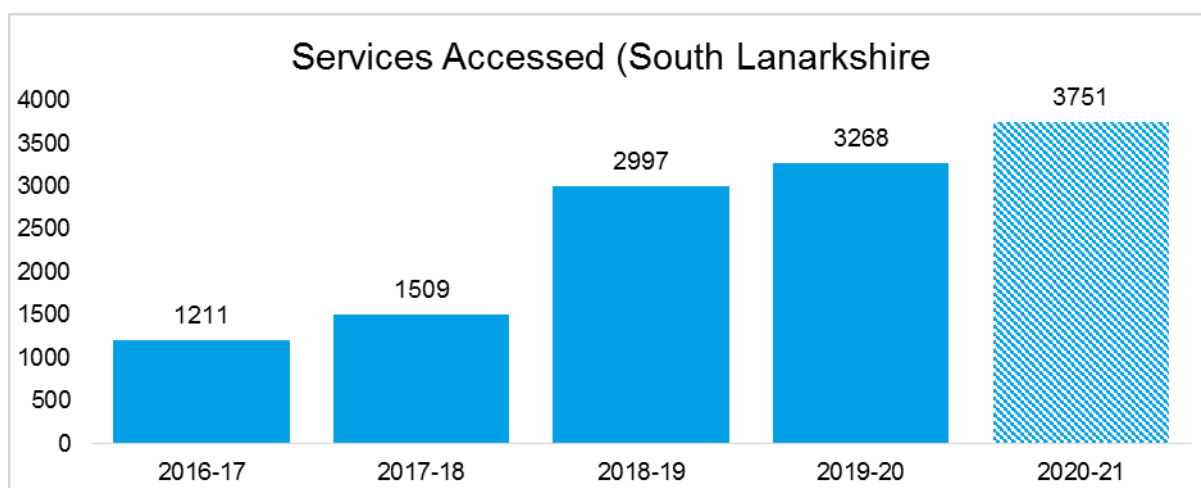
If you would like to inspect the background papers or want further information, please contact:-

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Lanarkshire Carers Organisational Structure Chart

