

# CARERS ISSUES AND ACTIONS FORUM

Initial Meeting

15.30 - 17.00

11<sup>th</sup> August 2021

# WELCOME AND INTRODUCTIONS



- Session Purpose
- Session Format and Today's Focus
- Council Values:  
**Honesty**  
**Equality**  
**Ambition**  
**Respect**  
**Together**
- Role of the Chair / Facilitator
- After the meetings...
- Panel Members Introduction



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# CARERS ASSESSMENTS

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The Adult Social Care Operations Teams deliver the Council's statutory responsibilities in relation to assessing the needs of any resident, aged 18+, who appears to have needs for care and support and then to determine whether those needs are eligible for support or services from the Council, as stipulated in The Care Act (2014).

The Act places overarching duties on the Council to promote an individual's 'wellbeing' and to provide preventative information and / or support that could delay or reduce any needs identified during the assessment process.

## WHO IS A CARER?

The Care Act defines a Carer as “someone who provides support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer.”

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# WHAT IS A CARERS ASSESSMENT?

A Carer's Assessment is a chance for a Carer to talk about:

- the support they are providing;
- how this is affecting their wellbeing;
- whether they want to continue in their caring role;
- the support they require - including the activities beyond caring they would like to do and the impact of caring on these activities.

# WHO IS ELIGIBLE FOR A CARERS ASSESSMENT?



All Carers are eligible for a Carer's Assessment.

The threshold for support is based on the impact their caring role has on their wellbeing. When determining Carer eligibility, the Council must consider:

- 1) If the Carer's needs for support arise because they are providing necessary care to an adult;
- 2) As a result of their caring responsibilities, if the Carer's physical or mental health is either deteriorating or is at risk of doing so;
- 3) As a consequence of being unable to achieve these outcomes, if there is, or there is likely to be, a significant impact on the Carer's wellbeing.

# WHAT WILL BE DISCUSSED AT THE ASSESSMENT?



An Assessment may take different forms according to the individual's circumstances and preferences. For example, face-to-face, supported self-assessment, telephone or online.

The Assessment will cover:

- their caring role and how it affects the Carer's life and wellbeing;
- their health - physical, mental and emotional;
- their feelings and choices about caring;
- work, study, training, leisure;
- relationships, social activities and the Carer's goals;
- housing;
- planning for emergencies.

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# WHAT IS THE DIFFERENCE BETWEEN A STAND ALONE ASSESSMENT AND A COMBINED ASSESSMENT?



Carers can have a stand alone Assessment or a Combined Assessment.

The stand alone Assessment takes place between the Carer and an officer from Adult Social Care.

The Combined Assessment takes place with the cared for person and takes account of both the Carer's and the cared for person's needs. The information gathered is recorded in one Assessment document in the name of the cared for person.

If a Carer is sharing the caring responsibilities with other people - each person can have an Assessment.

# WHAT SUPPORT MIGHT A CARER BE OFFERED?

Following the Assessment, if a Carer:

- hasn't got eligible needs - advice and information about universal services will be provided. This will be tailored to their specific circumstances;
- has eligible needs - a Support Plan will be agreed detailing how these needs will be met and a Personal Budget allocated.

You can choose to be given the Personal Budget to arrange your own care and support - known as a Direct Payment – or the Council can do this for you.

It may be agreed the best way to meet the needs is by providing services directly to the Carer, to the cared for person or a combination of both.

# WHAT IS A FINANCIAL ASSESSMENT?



- A financial assessment is undertaken to determine if a person can contribute towards the cost of the care that they personally receive.
- For example care may include personal care like washing and dressing or help to access the community.
- We require income details of the person receiving the care only. This includes all benefits and earnings as well as information on any savings or assets that are owned.
- We will also consider any outgoings that they need to make such as payments for rent and council tax as well as any disability related expenses that are personal to them.
- We also ensure that they are receiving all the benefits that they may be entitled to and we can refer any claims to the Department of Work and Pensions.
- Once the financial assessment is completed we will write with the outcome.
- They also have an option of non disclosure but this has an impact on the financial assessment.

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# HOW TO REQUEST AN ASSESSMENT?

Carers can request an Assessment:

- online - <https://www.newham.gov.uk/health-adult-social-care/carers-assessments>

If the cared for person has mental health needs, the Carer should ring 020 8430 200 (choose option 2, then option 2).

If the cared for person has any other care and support needs, the Carer should ring 020 8430 2000 (choose option 2, then option 1).

If the cared for person is known to one of the Adult Social Care Teams, the Carer can contact the allocated officer.

# WHAT IF A CARER DOESN'T AGREE WITH THE OUTCOME OF THE ASSESSMENT?

If a Carer disagrees with the outcome of their Assessment, they should discuss with the officer who undertook the Assessment. If they remain dissatisfied, the Assessment can be reviewed by a Senior Manager.

## Complaints Procedure

If a Carer remains dissatisfied, they lodge a formal complaint.

For more information [Complaints process – Newham Council](#)

# WHAT ADVOCACY SUPPORT IS AVAILABLE FOR CARERS?

The Council commissions an independent Integrated Advocacy Service – delivered by Voiceability.

To access this Service please email: [helpline@voiceability.org](mailto:helpline@voiceability.org) or ring: 0300 303 1660.

For more information log on to: <https://www.voiceability.org/support-and-help/services-by-location/newham>

# HOW DO STAFF IDENTIFY AND SUPPORT HIDDEN CARERS?



Staff 'look out' for hidden Carers as part of the assessment process and as they get to understand the support networks of a person.

The Carers Strategy Action Plan has identified specific tasks to raise awareness of all Carers in the borough so they and staff can better identify and support them (early on in their caring journey).

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# CARERS STRATEGY - HIDDEN CARERS

|     | TASKS  | DUE DATE | LEAD   | RESOURCE | SUCCESS MEASURE / OUTCOME   | STATUS |
|-----|--|----------|--|----------|---|--------|
| 1.3 | <p>Co-produce and implement a three-year communication and event programme to raise awareness of and identify Carers in the borough - based upon data held by the Council, Health and Carers Support Service.</p> <p>The programme will consider both the various Carer cohorts via their protected characteristics (identifying 'hidden Carers'); and the range of communication methods (including main social media platforms).</p> <p>This is to include the various national Carers observation days.</p> | Year One | <p>Carers Strategy Board</p> <p>Carers Support Service</p> | Existing | <p>Increase in the number of residents who identify themselves as a Carer; and seek support from the:</p> <ul style="list-style-type: none"> <li>➤ Council via a Carers Assessment;</li> <li>➤ Carers Support Service;</li> <li>➤ Borough's Carers Support Groups.</li> </ul> <p>Within the above measures, an increase in the number of Carers from under-represented cohorts (e.g. male Carers, LGBT Carers, those that support an individual who has refused support, etc.).</p> |        |



# HIDDEN CARERS CONT...

|     | TASKS  | DUE DATE | LEAD  | RESOURCE | SUCCESS MEASURE / OUTCOME   | STATUS |
|-----|--|----------|---|----------|---|--------|
| 2.1 | <p>Co-design a training programme for Social Care professionals to better understand the role of Carers in providing care and support to the cared for person.</p> <p>Within this, we may consider an annual 'award' for staff who have been nominated by Carers for providing 'above and beyond support' – led by CoProduction.</p> | Year One | <p>Carers Strategy Board</p> <p>Principal Social Worker - Adults and Health</p> <p>Principal Social Worker - Children's</p> | Existing | Improve Carers interaction and experience of working in partnership with Social Care professionals for the benefit of the cared for person. |        |

# FOLLOWING THE INITIAL CARER'S ASSESSMENT, THERE IS LACK OF REGULAR AND CONSISTENT CONTACT. HOW ARE YOU ADDRESSING THIS?



The Council is aware, from our own Key Performance Indicators and from the feedback received from Carers during the refresh of the Carers Strategy that there is work to be done in this space – both in terms of adhering to the statutory Assessment timeframes and in our communication.

The following tasks have been identified in the Carers Strategy Action Plan.

# ASSESSMENT COMMUNICATION

|     | TASKS  | DUE DATE | LEAD  | RESOURCE | SUCCESS MEASURE / OUTCOME   | STATUS |
|-----|--|----------|---|----------|---|--------|
| 3.1 | <p>Co-design a training programme for Social Care professionals to better understand how to identify Carers and the impact of caring. This will include, but not be limited to:</p> <ul style="list-style-type: none"> <li>➤ induction session with Carers Representatives;</li> <li>➤ two-yearly Carers Assessment training;</li> <li>➤ two-yearly Carers support training (covering support services, 'benefits', etc).</li> </ul> | Year One | <p>Carers Strategy Board</p> <p>Principal Social Worker</p> | Existing | <p>Improve Carers interaction and experience of accessing Social Care support.</p> <p>Increase in the number of Adult Carers and Young Carers supporting an adult Customer in receipt of a Carers Assessment or Combined Assessment across the pathway.</p> |        |

|     | TASKS  | DUE DATE | LEAD   | RESOURCE | SUCCESS MEASURE / OUTCOME   | STATUS |
|-----|--|----------|--|----------|---|--------|
| 3.3 | <p>Improve communication with Carers about their Carers Assessment. This includes:</p> <ul style="list-style-type: none"> <li>➤ providing information about the Assessment prior to it taking place;</li> <li>➤ introducing different mediums for Assessment including visit to Council office, telephone, Skype, Teams, WhatsApp, Zoom, etc;</li> <li>➤ advising of the outcome of the Assessment within 28 calendar days of the Assessment date (including providing a copy of the Assessment).</li> </ul> | Year One | <p>Director of Operations - Adults and Health</p> <p>Director of Operations - Children's</p> | Existing | Improve Carers interaction and experience of accessing Social Care support. |        |

|     | TASKS  | DUE DATE | LEAD  | RESOURCE | SUCCESS MEASURE / OUTCOME  | STATUS |
|-----|--|----------|---|----------|--|--------|
| 3.9 | Develop and implement a process to audit the quality of Carers Assessments that involves discussing the experience of the Assessment with the Carer. | Year Two | Principal Social Worker - Adults and Health<br><br>Principal Social Worker - Children's | Existing | Increase the quality of Carers Assessments.<br><br>Improve Carers interaction and experience of accessing Social Care support. |        |

# QUESTIONS?



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