

# Kent Adult Carers' Annual Report

April 2009- March 2010



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August 2010  
[www.kent.gov.uk/carers](http://www.kent.gov.uk/carers)



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# Kent Adult Carers' Annual Report

## April 2009 - March 2010

### A partnership report

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## Introduction

This is the second Kent Carers' Annual Report. Its aim is to report the collaborative development of support provided to carers across Kent since last years' report.

Caring touches all our lives and at some point most of us will either give or receive care and support. Many people do not see themselves as carers: they are mums or dads, husbands, wives, partners, brothers, sisters, friends and neighbours. Carers are not a separate or distinct group. People from all walks of life, ages, ethnicities and backgrounds are carers.

Kent Adult Social Services' (KASS) approach towards carers along with their partners in health, voluntary and third sector services is based on the understanding that carers are the main providers of community care and support, and they should be supported in their role. The costs and special value of the care they provide, which includes personal and emotional support, treatment and 24-hour supervision could never be replaced by health and community care services. We can not underestimate carers' contribution to society, if carers were to give up providing the care and support they offer it would be like the whole of the NHS in England disappearing.

KASS' role is to ensure that carers are supported and have access to timely information, support to care which can include short breaks, practical assistance, and emotional support and help to maintain their own health. We have a role in ensuring their voices are heard and that they are treated as partners in care. Much of our work with carers is delivered through numerous partnerships and some through grants, service agreements and contracts with the voluntary and independent sector.

## Section 1 : The national scene

### 1.1 National scene carers' population

According to the 2001 Census there are 1.2 million people in the United Kingdom who care for others on a full-time basis and a further 4.8 million who care for others part-time. A 2007 report by Leeds University entitled 'Valuing Carers, calculating the value of unpaid' showed that carers save the state £87 billion a year. This is an increase of £30 billion on the last figure of £57 billion, which Carers UK published in 2002. Therefore the value of their care is greater than the annual budget for the NHS which was £82 billion in 2006/7.

Carers are no different to anyone else. One in eight of us will become a carer at some point in our lives, and this figure is growing all the time as the population ages. Every year, over two million people become carers; about 42% are men with women representing 58%. Carers are not a static group, according to the National Carers' Strategy 2008 'Carers at the heart of the 21st Century' every day approximately 6,000 people take on new caring roles. This presents a real challenge for all services to provide information, advice and guidance to support those new to caring and inform them of their rights and the services and support that is available to them.

The types of care people provide are diverse. Many people take on multiple caring roles, for example, caring for ageing parents and disabled children. Increasing numbers of pensioners also now care for their partners and their grandchildren.

There are about three million carers (one in seven of the working population) who juggle part or full-time work with looking after someone; many are in the prime of their working lives. The real difference between carers and non-carers in this respect is that when carers return home from their employment, they must begin their other work of looking after someone. Because of the intensity of their role it is impossible for some carers to combine their caring role with paid employment and they have to fall out of the job market. On average carers retire eight years early and are therefore disadvantaged in two ways, missing out on years of income and pension generation.

There are also an estimated 175,000 young carers in Britain. These are young people under 16 who have taken on the responsibility to care for disabled parents and siblings.

### 1.2 National Carers' Strategy

The National Carers' Strategy published in June 2008 set out a 10 year vision, which is a shared responsibility between central and local government, the NHS, third sector, families and communities.

### 1.3 National Dementia Strategy

The Department of Health published the "Living well with dementia: A National Dementia Strategy" on 3rd February 2009.

## **1.4 End of Life Care Strategy**

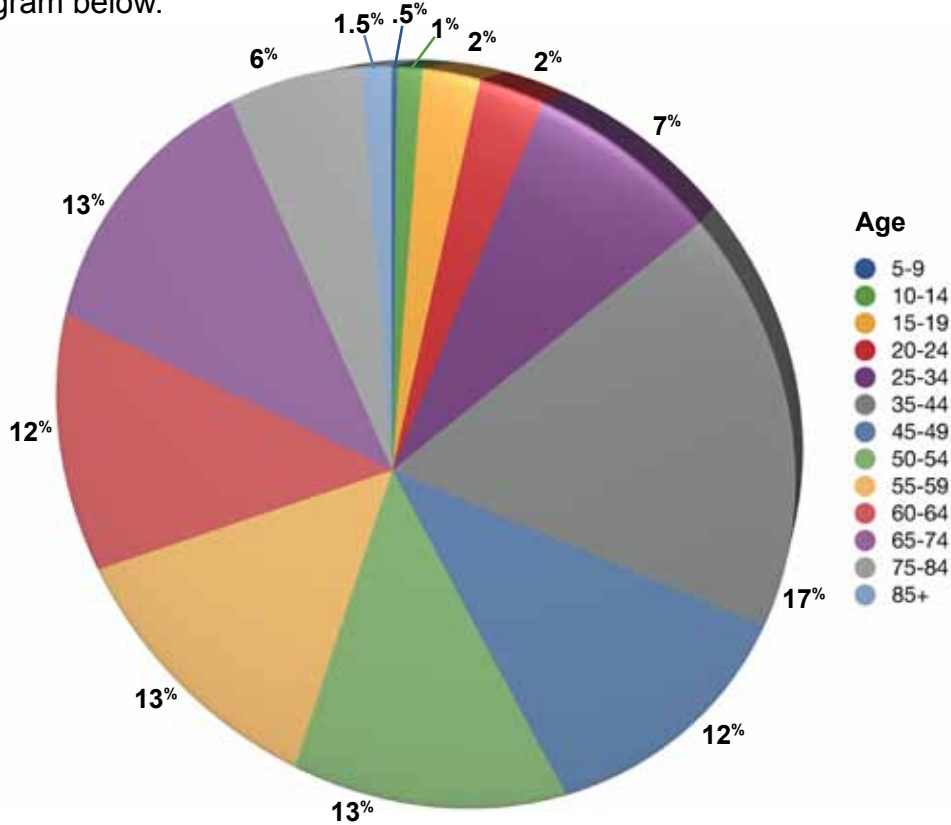
The government published the End of Life Care Strategy in 2008, promoting high quality care for all adults at the end of life, the first for the UK and covering adults in England. Its aim is to provide people approaching the end of life with more choice about where they would like to live and die.

## Section 2 : The local scene

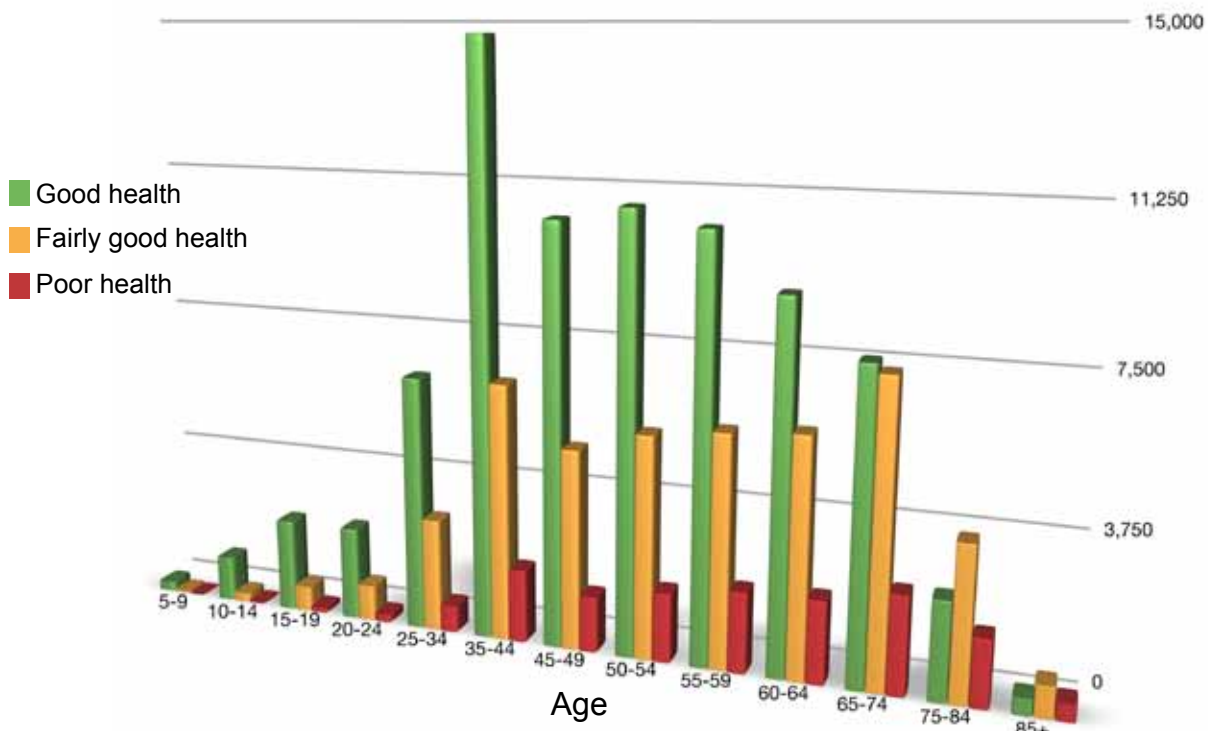
### 2.1 Kent carer's population

Based on the 2008 mid year population estimates which is the latest government data set there is now an estimated 139,500 carers in Kent.

The breakdown of carers in Kent by age based on the 2008 mid year population estimates is set out in the diagram below.



The estimated health of carers by age in Kent is illustrated in the diagram below.



## 2.2 Update of Kent County Council's Towards 2010

Towards 2010 is Kent County Council's strategic medium-term plan, it sets out the commitment to deliver targets in seven key areas over the next four years.

The follow on from Towards 2010 is currently being updated in the light of the successes made to date, the council's current position and the likely actions of the new government. This is likely to be more thematic rather than about specific targets and should be published shortly.

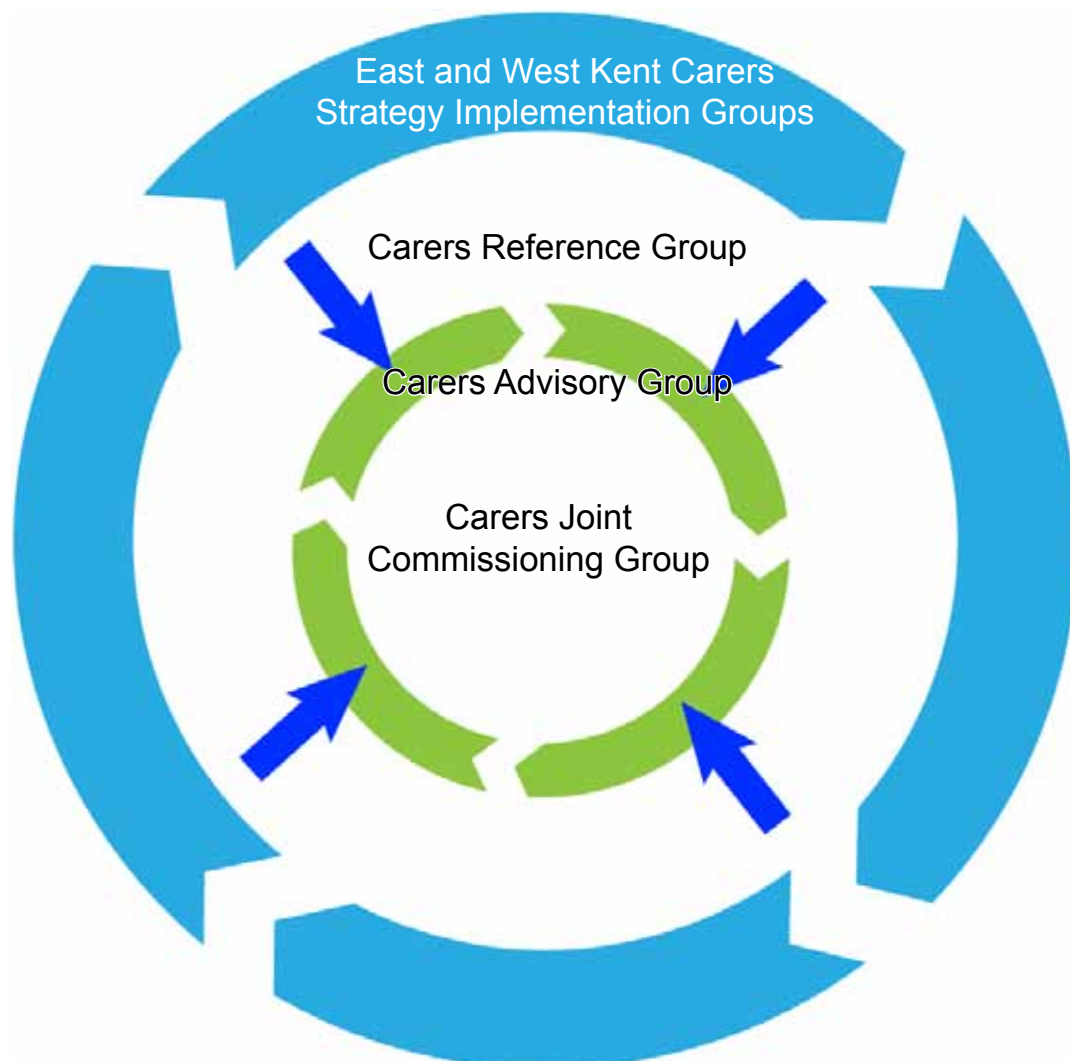
There is currently a whole chapter in Towards 2010 called Improved Health Care & Wellbeing. Within the chapter there is a specific target related to carers:

Target 53; Strengthen the support provided to people caring for relatives and friends.

The inclusion of this target has been welcomed; the twice yearly monitoring of the action plan along with the key messages received through carers in the 2008 Kent Carers' Survey have helped push forward much of the current carers related activities and raise the profile of carers issues within Kent County Council.

## 2.3 Kent model of carers' commissioning

The model of carers' commissioning diagrammed below sets out the structure of the partnerships between carers groups in Kent and their interaction with each other. This informs the Joint Carers' Commissioning Group of which carers services are required.



## **2.4 Carers' Advisory Group**

The joint working and development of ideas that make positive contribution to the lives of Kent's carers is essential now and in the future. To oversee the strategic development of the support offered to carers in Kent a long-standing Carers Advisory Group (CAG) has been established. One of the first tasks of this group was to develop the Kent Adult Carers' Strategy.

The Carers Advisory Group, which is facilitated by Kent Adult Social Services, includes representatives from all key partners involved in the support of carers across Kent. Membership includes policy makers and commissioners from Kent Adult Social Services, Children, Families and Education, Mental Health Commissioners, carers' support organisations, the local NHS for West Kent and Eastern and Coastal Kent, the Jobcentre Plus (JCP) and other statutory and voluntary partners. The role of the group is to focus on partnerships and joint working to develop a locally agreed response to current and future carers' needs. The group's work informs the planning and commissioning of services for adult carers across Kent.

The group's broad aims are:

- to ensure implementation of the Kent Adult Carers' Strategy
- to represent the voice of carers and maintain awareness of carers' needs and issues
- to seek the appropriate involvement and contribution of carers support organisations in the decision making processes and input into strategy and policy development
- to contribute to identifying priorities and inform the commissioning of new services
- to be kept informed of progress including the personalisation agenda and other practice and policy initiatives relevant to carers.

In the last year the Carers' Advisory Group has received a presentation from the University of Kent on their research studying "the employment needs of carers" this has informed support and partnership between CAG and the JCP.

The Carers' Advisory Group has also commissioned an evaluation of carers' services across Kent and a Carers' Joint Needs Assessment. These two documents, along with the 2009 carers' survey, will help inform commissioners on what to commission and how to develop future services for carers.

## **2.5 Carers' Reference Group**

A Carers' Reference Group has been established to support and inform the Carers' Advisory Group. The membership of this group is open and it is made up of carers from across Kent. A member of the Carers' Reference Group sits on the Carers' Advisory Group to ensure the needs and wishes of carers are represented and discussed.

If you are a carer and would like to join the carers reference group please call Kent Adult Social Services on 01622 221460 or alternatively send an email to [kentcarers@kent.gov.uk](mailto:kentcarers@kent.gov.uk)

## **2.6 Kent Adult Carers Strategy Implementation Groups**

There are east and west Kent Implementation Groups to drive forward the implementation of the Kent Adult Carers' Strategy at a local level. The groups consist of a head of service in each area with a responsibility for leading on carer support at an operational level in Kent Adult Social Services, local carer support organisations, Kent Drug and Alcohol Addiction Team, Jobcentre Plus,

NHS Eastern and Coastal or NHS West Kent and Kent Sensory Services.

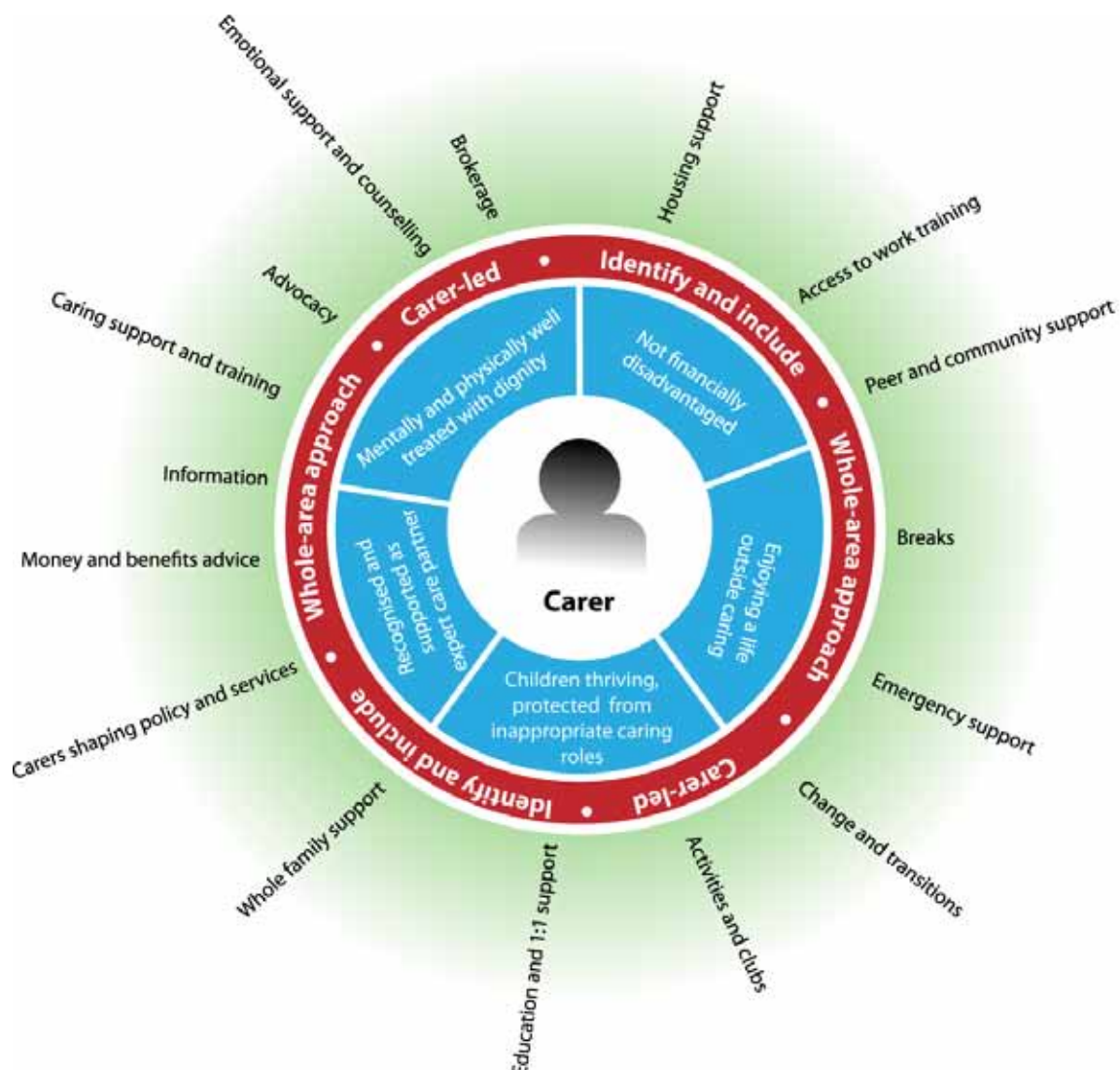
The aim of the group is to map current carer support in the areas, identify gaps in service and to work in collaboration to identify service development.

A carers' needs assessment [under the overarching Adult Strategic Needs Assessment, (JSNA)], including a review of all carer and respite/short break services is being conducted as part of the development the east and west Kent implementation plans. We know that access to respite/short breaks especially for people with complex needs provides a lifeline for carers and is often what enables them to continue in their caring role.

## 2.7 Carers Joint Commissioning Group

The Carers Joint Commissioning Group is a countywide group made up of key commissioners in health and social care, contracting departments, policy and heads of service leading the Kent Adult Carer Strategy Implementation Groups.

The aim of the group is to listen to carers' needs informed by the Carer Advisory Group, the Carer Reference Group and the Kent Adult Carers' Strategy Implementation Groups and in partnership develop the requirements of carers' support services and commission those services to support carers' across the county. The group follows a carer led model of support for carers (below) as recommended by the Association of Directors of Adult Social Services and partners. This was in the multi-agency document 'Commissioning for Carers' (2009) based on a standard of world class commissioning for carers.



## 2.8 Supporting Carers' Implementation Group

The Supporting Carers Implementation Group (SCIG) is a county wide group formed to focus specifically on the needs of carers of people with learning disabilities. The major role from the group has been to increase carer involvement in learning disability planning and strategy groups; the Partnership Board, the District Partnership Groups and local implementation groups and to have input into shaping carers' support services.

The group developed a training programme for family carers using a phased approach to encourage greater carer participation. The programme of up to six-weeks of courses covers all aspects of care, including topics such as working with your care manager, person centred planning. Courses have successfully run in Ashford, Dartford, Dover, Swale and Tonbridge. A total of 64 carers have participated over two years. As a next stage, SCIG has worked with the Foundation for Learning Disabilities to determine the programme content for a future programme for which the foundation had been commissioned. SCIG members gave their input and helped facilitate engagement with local carer services. Presently, carers' services in some areas are assisting the hosting/ facilitating of local events.

To further encourage local involvement with carers and their families, carer services were given the opportunity to receive a small amount of funding (£2400) to run events with their local District Partnership Groups. Successful applications were recently awarded to support events in Dover, Maidstone, Thanet, Tonbridge & Malling and Tunbridge Wells.

SCIG hold an annual carers' workshop. This year the annual workshop featured the topic of health and was run jointly with the Good Health Group. The workshop proved highly successful and included participation of NHS West Kent and NHS Eastern & Coastal Kent, featuring initiatives in both east & west Kent. The workshop was evaluated by those attending and discussed at the groups subsequent meeting with action points agreed to input into the planning of future workshops.

### 3.1 Kent Adult Carers' Strategy

The multi-agency Kent Adult Carers' Strategy was launched on 2nd July 2009. The strategy sets out the vision we plan to take forward working in partnerships across Kent. It builds on the progress established via Carers' Grant funding and uses the framework set out in the National Carers' Strategy.

In Kent, we have committed to deliver the national strategy in five instead of the suggested ten years. This sets us a tough, but we think achievable, target that requires multiple levels and types of partnership working and co-operation across health social care and the private and voluntary sector.

NHS West Kent and NHS Eastern and Coastal Kent were a full partner in the development of the Kent wide strategy and now work is progressing in partnership with Kent Adult Social Services and voluntary sector partners to develop east and west Kent implementation plans. This involves forging new partnerships with employers, education establishments and Jobcentre Plus, also sustaining current partnerships with carers' and carers organisations.

The strategy's main areas of delivery are:

- improving information, advice and guidance
- access to integrated and personalised services
- carers having a life of their own
- carers not being forced into financial hardship
- helping carers to stay mentally and physically well.

### 3.2 Carers' survey

Kent Adult Social Services in conjunction with voluntary sector partners and the Personal Social Services Research Unit (PSSRU), University of Kent carried out a research study and developed a quality of life survey for carers. The survey focused upon exploring the key aspects of quality and outcomes that are important to carers who are in receipt of services. The survey was sent out in August 2008 to 4700 carers across Kent, 1500 identified from carers' assessments completed by KASS and 3200 from 19 partner organisations who work with carers in the voluntary sector. We had a 40% return rate which is very high considering the target audience.

The survey report was endorsed in December 2009 by the Kent Adult Social Services Strategic Management Team. The report was also shared with partners in health, the voluntary sector and commissioners. A summary of the key findings of report can be read in appendix one. Due to the size of the full report we have made it available as a separate document on [www.kent.gov.uk/carers](http://www.kent.gov.uk/carers).

We have committed to repeat the carers' survey on a regular basis. The analysis of the 2009 carers' survey is due to be published.

### **3.3 Carers' services evaluation**

In order to deliver the Kent Carers Strategy commissioning organisations commissioned independent consultants to undertake evaluation of the KASS carers' grant money. The study had the following overarching aims:

- Produce descriptions of the services required by carers, which may or may not be currently provided and can be used as the basis for future service commissioning
- Identify possible areas for future investment in the voluntary sector.

The final report will inform commissioners on the commissioning and development of future services for carers. The key messages for commissioners from the evaluation report are set out in appendix 2.

### **3.4 Carers' Needs Assessment**

A Carers Needs Assessment has been commissioned on behalf of the Kent County Council and both Kent's Primary Care Trusts arising from the over arching Adult Joint Strategic Needs Assessment work. This needs assessment attempts to look at the Kent population of carers, the impact caring has on people's lives and health, where services are meeting carers needs and how services could be improved in the future. This assessment is currently work in progress.

### **3.5 Carers' Assessment Policy**

The launch of the revised Carers' Assessment Policy in April 2009 provides the opportunity to further raise the profile of carers within Kent Adult Social Services. The policy was promoted in operational team meetings to reinforce the policy implementation and further clarify duties and responsibilities towards carers. The aim of the policy is to create a far more consistent approach to the assessment and support offered to carers. The policy clarifies Kent Adult Social Services position in regards to direct payments for carers and introduces the new Carers' Grant, one off payments both of which are instrumental in delivering greater levels of personalisation choice and control for carers. As a result of the new policy 204 carers' assessments have taken place and over £20,000 paid directly to carers across the county for short breaks since April 2009.

In conjunction to developing the policy it has been agreed to trial the outsourcing of carers' assessments to carers' support organisations. Pilots are being undertaken in south west Kent via Carers First and in Dover and Thanet via Carers' Support Dover District and Thanet. Carers' Assessments will be undertaken as a delegated duty of Kent Adult Social Services and the pilots are planned to continue until March 2011 with evaluation on completion.

Some examples of short breaks and carers having a life of their own as a result of the Carers Assessment Policy:

- A carer was able to pursue their interest in photography when he financed a photography course through the carers one-off Direct Payment
- A carer who was unable to leave the property due to caring responsibilities used the carer one-off payment to purchase a laptop for internet shopping
- A carer providing 24 hour supervision used the Carers one-off payment to finance a trip to attend his grandson's graduation.

### **3.6 Carers' Personal Health Budget east Kent pilot**

The development of personalisation across social care gives carers greater levels of flexibility in the choice of the type of services and support they receive. The Department of Health is currently pursuing the use of Personal Budgets within the NHS. NHS Eastern and Coastal Kent have been successful in a bid to be a pilot site for Personal Health Budgets. They have identified carers as a priority area for the pilot in 2010. Although carers will not be evaluated in the national pilot due to too few sites introducing Carers' Personal Health Budgets, Kent will complete a local Carers' Personal Health Budgets Evaluation. The initial pilot will include Personal Health Budgets for 20 carers.

### **3.7 Carer awareness training for professionals**

Kent and Medway authorities and their partners in health and the voluntary sector have secured £37,500 from the Department of Health to assist with the delivery of carers awareness (including young carers) training for professionals in health and social care. The Department of Health has worked in conjunction with the Princes Royal Trust to produce a standard training toolkit for trainers. Kent and Medway have set up a steering group to map current activity across the county on the delivery of carers awareness training to professionals and are intending to build upon this to deliver the toolkit. It is anticipated that approximately 500 professionals per annum will be trained in carer awareness.

### **3.8 Caring with Confidence**

Caring with Confidence is a knowledge and skills based learning programme provided free for carers across the county. Caring with Confidence aims to help carers make a positive difference to their confidence and skills, their quality of life, and that of the person they care for.

Led and managed by the community based charity, North West Kent Carers Support Service and supported by Kent Adult Social Services, nine carers organisations across Kent and Medway formed a consortium and won the competitive tender to develop and deliver this valuable programme. Nationally, the ownership and responsibility for the programme lies with the Expert Patient Programme Community Interest Company (EPPCIC).

563 three hour carers sessions were delivered between October 2009 and March 2010. At least 580 further carers sessions are planned for delivery between April and June 2010 by which time several hundred carers will have benefited from the program. Delivery of Caring with Confidence is initially centered on Ashford, Dartford, Dover, Gravesend, Maidstone, Medway, Swale, Swanley, Tonbridge and Tonbridge Wells.

Carers can mix and match how they further develop their knowledge and skills by taking part in one or more free local group sessions. Carers can use self-study workbooks or access online sessions.

Caring with Confidence consists of seven three-hour sessions:

- Finding your way
- Caring and coping
- Caring and me
- Caring day to day
- Caring and resources
- Caring and life
- Caring and communicating.

Delivery of the course began in October 2009 and will continue until the end of March 2011. The number of carers that have attended the course will be available for the 2010-2011 annual report.

For more information or enquiries about the Caring with Confidence programme across Kent, please call Helen Appleton on 01474 369159 and look at [www.caringwithconfidence.net](http://www.caringwithconfidence.net)

### **3.9 Support for D/deaf carers**

The Royal Association for Deaf people [RAD] is working in partnership with Kent Adult Social Services to deliver a year long project working with deaf carers. The intended overall outcomes of the service are:

- to improve the physical and mental health of deaf carers
- to improve the quality of life for d/Deaf and deafblind people by enabling them to have better access to information, social and leisure activities, community services and employment
- to enable service users to have increased control, choice and independence
- to improve the well being of families and carers.

The project will do this by:

- providing accessible information to d/Deaf people about what being a carer means
- provide accessible information about carers' provision so that workers can support d/Deaf carers
- provide accessible information to carers organisations to enable deaf awareness and improved access for d/Deaf people
- work with individuals to identify their needs and provide initial advice and support to carers
- provide in depth support work with d/Deaf carers to support carers' assessments and identify and enable relevant support services.

### **3.10 Better support for carers in the NHS**

NHS West Kent was successful in becoming a Carers' Strategy Demonstrator Site to offer better support for carers in west Kent. The overall purpose of this project is to pilot a model to raise awareness of carers' needs across west Kent. Develop a range of strategies to improve carers' experiences of accessing and using their local NHS Services, working in partnership with local authorities and the voluntary sector.

Scoping across west Kent has been undertaken to establish what is presently available within primary care. This has identified areas the demonstrator site will be developing.

Working in partnership with local carer organisations, six carer support workers have been appointed in three practices, working in and with primary and secondary care. They are also working with health care professionals to:

- raise awareness of carers' needs and design systems for identifying carers
- establish annual health checks for carers and follow up reviews
- support the setting up and organising of health appointments for carers
- support carers in more active involvement in discussions and decisions when the person they care for is discharged from hospital
- provide targeted outreach, which prioritises carers of people at risk of hospital admission and vulnerable carers

- support carers with health education and advice. This will include advice around the health and wellbeing initiatives operating within the three localities and west Kent
- tailor support for BME carers (particularly in Gravesham) whose first language is not English, for young carers and for carers with special needs
- liaise with social services to organise a Carer's Assessment, if appropriate
- refer carers to a range of organisations within the relevant locality in west Kent and signposting to local and national organisations as appropriate
- complete a baseline assessment of GP protocols around supporting carers and provide a practical signposting tool for GP practices
- they are also working with health care professionals to enable carers to be identified; offering information, guidance and support to carers, referring to other organisations and initiating health checks for carers by the GP practices.

The other key component of the pilot is the design and production of training packages and materials for health care staff to raise their awareness and build skills for sustainable support for carers in west Kent. These materials are currently being developed.

An important part of the model is the evaluation and sharing of good practice to be transferred into a business case for further development of services.

A designated carers service based at Coxheath Centre, funded by the NHS, is currently staffed by a senior community nurse with expertise in the moving and handling of people. It works to improve the health of carers and reduce the risks associated with moving and handling to which they are exposed. The service liaises with hospital therapists and discharge planners in complex cases where carers require the skills to manage the cared for's moving and handling requirements at home. Teaching is based upon a complex risk assessment of needs within the context of the environment.

### **3.11 Joint Commissioning Manager for Dementia Services NHS West Kent and Kent Adult Social Services**

A joint commissioning role was created in April 2009 across KASS and NHS West Kent. One of the first roles of the joint commissioner was to develop the west Kent Dementia Strategy. The strategy clearly articulates the approach to dementia care that will be taken forward in west Kent, ensuring 'dementia is everyone's business'. The strategy's aim is to ensure that services are proactive, integrated and designed to support people with dementia and wherever possible avoid crisis situations. A key theme of the strategy is improving support for carers.

### **3.12 DementiaWeb and 24 hour helpline**

The website and helpline will be the cornerstone of our approach to improving the advice information and guidance available to people with dementia and their carers. As well as containing useful information about dementia the website will also contain a regularly updated directory of local resources. The 24 hour helpline will complement the website ensuring those without web access can benefit from the information on the website. The helpline will also provide a supportive and informed listening ear to those who wish to discuss any worries or concerns. The website and helpline was launched countywide in May 2010.

### **3.13 Peer support and dementia cafés**

Kent was successful in bidding to become a Department of Health Demonstrator Site to develop and evaluate models of peer support for people with dementia and their carers. The demonstrator project has enabled a new peer support groups to be established in the Ashford, Maidstone and Shepway areas and in the new financial year there will be another peer support group in the Malling area. These peer support groups are designed to support people post diagnosis and enable them to meet with others in a similar situation, to discuss their diagnosis and offer mutual support.

The Department of Health peer support demonstrator will also fund two Dementia Cafés in west Kent, one in the Maidstone locality and one in Sevenoaks and two in east Kent, one in Ashford and one in another area, yet to be identified. Dementia cafés are structured drop in sessions where people with dementia and their carers can meet with their peers, discuss issues that are important to them and have access to professionals and receive support, advice, information and guidance.

### **3.14 Dementia/Care Crisis Support Service**

NHS West Kent has commissioned a new service aimed to prevent the breakdown of caring situation that normally led to people with dementia being admitted to hospitals or to care homes. The service is designed to enable individuals to remain in their own homes with appropriate support, including night sitting where necessary. It is a short term service up to but usually less than six weeks designed to support the person with dementia and their carer through a crisis period.

The service has been commissioned from the private and voluntary sector and it will be operational from April 2010. It will be a person-centred quick response crisis service using trained and experienced care workers, who will be mobilised quickly and will be able to stay with the person with dementia and their carer until a full assessment of their needs can be made. The hope is that this will enable better planning, avoid unnecessary admissions and enable crisis situation to be better managed.

There is a provider per west Kent locality, contact details are:

- Dartford, Gravesham & Swanley – Community Lifeline on 01474 70900
- Maidstone and Malling – Meritum on 01622 61860
- Tonbridge, Tunbridge Wells and Sevenoaks – Crossroads (In Partnership with the Alzheimer's Society and Carers First) on 01622 816320.

### **3.15 Improving access to diagnosis and support in BME communities**

The successful pilot for BME community development work in Dartford and Gravesham has been continued. The project is designed to encourage people from BME communities to understand what dementia is, to recognise the signs and symptoms, to seek diagnosis and engage with support services. The project worker now works across all three west Kent localities; the community development worker is hosted in the voluntary sector and works out of Alzheimer's and Dementia Support Services Peer Support and Dementia Cafés.

Kent was successful in bidding to become a Department of Health Demonstrator Site to develop and evaluate models of peer support for people with dementia and their carers. The Demonstrator Project has enabled a new peer support group to be established in the Maidstone area and in the new financial year there will be another peer support group in the Malling area. These peer support

groups are designed to support people post diagnosis and enable them to meet with others in a similar situation, to discuss their diagnosis and offer mutual support.

### **3.16 Independent dementia advocacy**

Advocacy services were indicated as an area for development. A recommendation for the provision of independent dementia advocacy was highlighted in a recent Care Quality Commission inspection of Kent & Medway Partnership Trust's Jasmine Ward. A review of all older person advocacy in west Kent was undertaken. The lack of independent dementia advocacy was highlighted and as a consequence the contract for a new service will shortly go out to tender. Initially this will be a one year project funded for £50 thousand by Kent Adult Social Services.

### **3.17 Admiral Nurses**

There are now six Admiral Nurses (AN) in NHS Eastern and Coastal Kent these are mental health nurses who specialise in working with family carers and people with dementia, in the community and other settings. Working collaboratively with other professionals, Admiral Nurses seek to improve the quality of life for people with dementia and their carers. They use a range of interventions that help people live positively with the condition and develop skills to improve communication and maintain relationships. They also provide information on other services which are available to support the person with dementia and their families. The service is delivered in partnership with the charity, Dementia UK who developed the core competencies for Admiral Nurses.

Using reinvestment funds following the closure of some Kent & Medway Partnership Trust inpatient beds, the west Kent Admiral Nurses have been increased from five (four full time equivalent ) to eight (six full time equivalent) Admiral Nurses role together with 1.8 additional community psychiatric nurses to improve support for carers and to work across primary care and domiciliary and residential care. One post has not been appointed to as there have been difficulties recruiting to the Sevenoaks' post, it was recently re-advertised for the third time and again they were unsuccessful in recruiting.

Three of the new AN posts have been earmarked to support GPs develop a more effective primary care pathway, including ensuring that referrals to memory services are appropriate, and conducting more straightforward diagnoses in primary care settings. A full review of the AN service in west Kent has just begun the objective is to ensure that AN are working to a consistent model and their work compliments, and works with, other services to add the most value to people with dementia and their carers.

### **3.18 Support for people with dementia services**

NHS Eastern and Coastal Kent have been able to support the provision of short break respite care to families in Canterbury, Thanet and Swale, this service is provided through Crossroads East Kent. In addition NHS Eastern and Coastal Kent have continued to support funding for Macmillan Cancer Nurses again through Crossroads East Kent.

### **3.19 Carers health checks**

In preparation for further work in support of the Kent Adult Carers' Strategy, a pilot study through Ashford Carers Support was initiated, which focused on establishing a model of care for a carer liaison worker & health care worker. Health checks were carried out on the carers which identified various health issues, advising carers on lifestyle issues, and how to prevent risk of injury within their caring role. The liaison worker explained what services are available to carers and signposted to associated support and services.

During the length of the trial the service was able to offer support to 268 carers and in addition helped to identify a further 39 new carers.

### **3.20 Carers' support centre**

Financial Support from NHS Eastern and Coastal Kent helped to provide advocacy and counselling services by establishing a carers' centre contact point in Dover, over 6,000 conversations were recorded over the year. In addition funding was also used to provide a liaison worker to facilitate conversations between carers, carers' organisations and GPs in the Dover area.

### **3.21 Home treatment service**

A home treatment service has been established in east Kent. The service works with people with dementia and their carers to help manage complex transitions, e.g from home to a care home or to provide support where breakdown in a care situation is imminent. If this is in a home situation the service will also help to support carers through this difficult time and identify and deliver interventions to maintain the current care situation where possible.

### **3.22 East Kent NHS Strategy for older people with mental health needs**

A revised strategy for older people with mental health needs has recently been developed. This acknowledges the role of carers in supporting people with dementia and other mental health issues and recognises the importance of ensuring that the needs of this particular group of carers are met appropriately.

### **3.23 Quality in Care project**

NHS West Kent, Kent & Medway Partnership Trust and Kent Adult Social Services are partners in a new project designed to raise the quality of care in all care homes. One third of people with dementia live in care homes and two thirds of care home beds are occupied by people with dementia. This means that dementia is a pressing issue for the care home sector and that entry to long term care for many people with dementia will be part of their care pathway. When it is necessary entering a care home must be a positive choice and carers need to feel confident that their loved one will be well cared for. On March 25<sup>th</sup> 2010, a joint workshop was held to assist in developing more supportive models of care and Health and Social Care will work in partnership with care homes to improve the quality and life experience of all residents.

### **3.24 Living life to the full in west Kent**

NHS West Kent, Kent Adult Social Service along with Dartford, Maidstone, Tunbridge Wells and Tonbridge and Malling district and borough councils have worked in partnership to develop 'Living life to the full in west Kent' which is an informative booklet full of advice information and guidance. It is designed for the older people of west Kent and as well as giving useful tips about getting the most out of life it also list all local services that may be of interest and support for older people.

### **3.25 CareCall**

West Kent CareCall, a service commissioned by NHS West Kent and established in April 2009 is a proactive telephone-based health coaching service for people with long term conditions. This benefits carers through advice, information and signposting and by helping them to recognise and look after their own health needs. For example, advising and supporting a carer whilst the person they cared for was being discharged from hospital; helping a carer with the cared for person's medication; supporting the carer in coming to terms with their caring role and signposting to carers organisations.

### **3.26 Kent Drug and Alcohol Action Team (KDAAT)**

KDAAT has been working in partnership with Carers First since November 2009 to provide support groups to friends and family members offering support to people who misuse substances. A working group comprising local substance misuse treatment providers and Carers First was set up. They also arranged a consultation event and local carers of substance misusers were invited to attend to tell us what support they needed.

As a result of this event a support group meets every Tuesday morning offering advice, information and advocacy. Also on offer are joint assessments, home visits, one to one emotional and practical support, guest speakers, activities and trips. Currently there is ongoing individual support being provided to six different carers. Average attendance to the groups is usually five, the total number of carers who have accessed is 11.

Quotes from carers attending the group;

- "This group helps you to think about yourself and take care of yourself, I haven't thought about me for years"
- "I feel I have support from people with similar experiences"
- "The group doesn't judge, I enjoy that".

### **3.27 Parent carers' support**

Working with Swale Carers' Support, NHS Eastern and Coastal Kent funded the introduction of two part time posts to support parent carers across the Swale area. The key workers provide support to over 120 parent carers. The key workers also work on social education issues and facilitate carer network groups.

In south west Kent Carers First provided advice, information and advocacy support to 241 parent carers. The service included help with benefit applications, employment advice, referral to social services, child and adolescent mental health services, partnership with parents (including advocacy), support for education meetings, reviews and schools liaison, emotional support, raising grants to support families, Autism & Aspergers Support Group events and access to training and learning opportunities.

### **3.28 Young carers' support**

Thanks to financial support from NHS Eastern and Coastal Kent, Ashford Carers Support Services have been able to introduce a schools development worker (SDW); the SDW has been working in liaison with 12 local schools providing advocacy, signposting and support to young carers in the area. In addition the funding helped to provide some respite days for young carers including a first aid training day, summer barbeque and a camping trip.

When Kent's Young Carers Strategy was launched in 2007 it was estimated that there were 2800 young carers in the county. In 2008, there were 600 young carers across the county receiving support. This figure has more than doubled with over 1200 young carers being supported across the county during 2009/10. This support, commissioned through the Local Children's Services Partnerships, includes:

- a range of social and recreational activities for young carers including residential weekend, weekly support groups, holiday and weekend activities
- activity in more than 130 schools to build awareness of young carers, develop capacity to deliver in school support and identify young carers
- tailored individual support for those young carers most in need.

Through home access to targeted groups funding 62 young carers and their families have been provided with a laptop and broadband access for two years. The allocation of laptops has been targeted at the most vulnerable young carers.

The Youth Capital and Youth Opportunities Fund (administered through the KCC Communities directorate) provides young people with the opportunity to take an active part in the commissioning process for the services that are designed to support them. Young people are trained as decision makers at a number of events, including residential courses. During this year, 25% of the decision makers who have been trained are young carers.

During this year three young carers have been supported to stand for election to the Kent Youth County Council. All three were successful and have achieved a position in the council.

Joint policy and protocols between Children, Families, Education (CFE) and Kent Adult Social Services (KASS) to meet the needs of young carers were developed last year. These protocols have been reviewed in light of the Memorandum of Model Practice and joint training for staff across CFE will be available during the autumn. Currently both Kent and Medway Primary Care Trust and KDAAT are looking at adopting these protocols.

A young carers DVD produced with young carers in the county is being made available to all schools through the Healthy Schools Programme and will be incorporated into training for staff across all agencies.

## **Next steps**

For those young carers in greatest need of support Common Assessment Framework and Child in Need Assessment are appropriate routes to identify need and develop support. New and emerging government guidance is providing growing clarity as how the needs of young carers should be met in schools and family situations that do not meet the thresholds for statutory intervention.

Our consultation with young carers provides a positive overview of what has been achieved in the last two years. The document does, however, also provide a salutary reminder that some professionals remain hard to reach in the delivery of messages regarding the needs of young carers and that support for them, the person for whom they care and their family remain variable.

During the next year it will be important to consolidate the work that has already taken place to improve outcomes for young carers. Key to achieving this, within the restructured CFE, will be the mainstreaming of activity as well as responsibility for monitoring and review. Alongside this we must maintain a dialogue with our young carers, ensuring that the issues they have highlighted as most important to them continue to be the focus for improved delivery of services and support.

## Section 4 : Support for carers

### 4.1 Carers' support organisations

Within Kent there are six main generic carers' support organisations, these are as follows:

- Carers First
- Carers' Support
- Carers' Support - Dover District and Thanet
- Maidstone Carers' Project
- North West Kent Carers' Support Service
- Swale Carers Centre.

Each of these organisations covers a distinct area of Kent and provides a range of services and support to carers, including advice, information and guidance, help with accessing services and support, benefit and advice on maximising income, befriending, one to one and peer support. These organisations have come together to promote and administer the Kent Carers' Emergency Card on behalf of Kent County Council.

### 4.2 Carers' short breaks

#### Crossroads – Caring for carers

Crossroads service is about giving time, improving the lives of carers by giving them a break from their caring responsibilities. Their aim is to provide a reliable, tailored service, for each carer and the person they care for. There are two schemes in Kent:

- Crossroads Care East Kent
- Crossroads Care West Kent.

Each scheme provides practical support where and when it is most needed which is usually at home. A trained carer support worker will take over from the carer to give them 'time to be themselves'. Support is geared to meet individual carers' needs.

### 4.3 Volcare

Volcare is a carers' respite service that provides trained volunteers to spend from one day to two weeks in the cared for persons home. In the Canterbury and Thanet area Volcare supported in total 110 carers with 9000 hours of respite.

### 4.4 Carers First

Carers First short breaks service supported 85 families through providing 8,867 hours of respite to carers of adults. The flexibility of the service continued to improve including more late evenings, overnights and weekend breaks. During the second half of the year an enhanced service was provided to people caring for those with dementia to prevent admissions to hospitals or residential care. The capacity of the service is expanding to reduce waiting lists and provide more immediate access for those on self directed support and self funding.

To compliment the short breaks service Carers First agreed to take over responsibility for the befriending service, previously provided by Sevenoaks Volunteer Bureau. The service now badged as 'Brighter Days'.

Through additional funding from 'Aiming High' the number of families of children with disabilities receiving short breaks increased to 62 and the hours of support to 6,076 hours. The flexibility of breaks was again a major area of improvement and following consultations with the children and their families included more activity breaks. Increasingly, we seek to ensure through our breaks that children with disabilities can access the same opportunity of other children without disabilities.

Increased flexibility of short breaks has better allowed carers to attend appointments, agree arrangements around working and to access training and education.

A priority for the service has been to allow the cared for, where possible, to remain in their own home for as long as possible. A feature of that has been to provide support to end of life of both adults and children.

#### **4.5 Alzheimer's Society**

Alzheimer's Society is a membership organisation, within Kent there are the following branches, which are of differing sizes and offer a range of support services:

- Ashford and Shepway
- Canterbury and District
- Maidstone & Rural Communities
- West Kent.

Also within Kent we have two independent Alzheimer's and dementia support organisations:

- Alzheimer's and Dementia Support Services (ADSS) operating in Dartford, Gravesham and Swanley districts
- Alzheimer's and Dementia Family Support (ADFS) operating in the Swale district.

Each of these organisations covers a distinct area of Kent and works to improve the quality of life of people affected by dementia and their family and carers. They provide a range of services and support including advice, information and guidance, help with accessing services and support, benefit and income maximisation advice, befriending, one to one and peer support.

#### **4.6 Mental health carers' support organisations**

Mental Health fund a carers' support group in each locality in Kent. These provide advice, support and information to carers of people with functional mental health problems. This provides both one to one support and groups which meet regularly. Carers are also supported to participate in the decision-making meetings about the commissioning of mental health services, so that their views are heard and taken account of in planning services. A robust structure to ensure participation has been put in place in partnership with the Kent and Medway NHS and Social Care Partnership Trust.

Mental health commissioners are given 13% of the carers' grant. In the year 2009/10 £387,000 was spent on carers' support projects commissioned through the following organisations;

- Rethink - east Kent
- Rethink Sahayak BME Carers
- Swale Mindset Carers
- Maidstone Carers Project
- Carers First
- Dartford, Gravesham and Swanley Mind.

The community mental health team carers' assessment workers, first piloted in west Kent, have now been extended to cover all of Kent. These workers ensure that all carers of people with severe mental health problems are offered their own assessment of their needs and are sign posted to the support they need. Funding for 'carers' breaks' has in the last year been implemented in all parts of Kent, the carers break funds are designed to give carers the choice of the type of break or support they require and can be used flexibly to provide breaks for carers.

The Mental Health Matters helpline is now funded for out of usual office hours from 5pm to 9am on weekdays and 24hrs at weekends and bank holidays. The service is available to carers, to offer round the clock support and assistance if necessary as referrals can be made to the Crisis Resolution and Home Treatment Teams.

#### **4.7 The Local NHS Support for Carers**

Very often a carer's first point of contact with services is through primary care and the NHS therefore plays a key role in supporting Carers and sign posting them to appropriate services. The support and understanding of carers' needs by GPs is variable. The new National Carers' Strategy recognises the importance of primary care and announces a range of NHS focused Carers' Demonstrator Sites:

- looking at how the NHS can better support Carers in their caring role through developing models of best practice and enabling more joined-up service provision between the NHS, local authorities and the third sector
- Improving the support offered by GPs for Carers, and the piloting of annual health checks for Carers.

As detailed under the 'Developments since the last annual report' section of this report, NHS West Kent were successful in becoming a National Carers Strategy Demonstrator Site.

Annual carers' health checks will provide an excellent means of providing carers and health professionals an opportunity to work in a preventative way to identify and deal with any emerging health problems the carer may have. This will enable them to care whilst remaining in good health. It is highly cost effective for the NHS to support carers who can support early discharge and prevent unnecessary readmission to hospitals. Carers also provide long-term care, often involving nursing tasks, frequently without any support from either the NHS, social services, other members of their family or the local community.

The 2009/10 NHS Operating Framework states that a key requirement is that Primary Care Trusts (PCT) should work with their local authority partners and publish joint plans on how their combined funding will support breaks for carers, including short breaks, in a personalised way.

Representatives from both Kent PCTs now attend the Carers' Advisory Group and Carers Joint Commissioning Group, both were part of the working group that developed and wrote the Kent Adult Carers' Strategy. Both PCTs have committed to developing joint local implementation plans to deliver the Kent Adult Carers' Strategy.

#### **4.8 Kent Adult Social Services' support for carers**

Kent Adult Social Services total allocation of Carers' Grant in 2009/10 was £4,663,300. An additional £1,165,700 was allocated to Children, Families and Education to meet the needs of Young Carers and parent Carers.

A proportion of the grant was top sliced for the Learning Disability Development Fund (LDDF), the Kent Carers' Emergency Card scheme, the carers' survey, the evaluation of carers' services, carers' one-off direct payments and to fund consultation events held during the year. £2,612,200 was put into area budgets to supplement what they spend of day care, respite and carers' short-break services. The remainder of the grant was allocated to Kent Drug and Alcohol Addiction Team £30,000, Sensory Disability Team £20,000 and Mental Health £387,000.

#### **Carers' short breaks**

A short break is the new preferred term for respite care. Carers consistently tell us that providing short breaks from their caring role is one of the most important forms of support available to them. Carers are a diverse group of people with equally diverse needs therefore how we define short breaks must reflect this diversity.

Therefore, it is important that the definition of a short break is broad, flexible and reflects the importance of a break from the caring role as being a positive and beneficial experience for both the carer and the person they care for. Short breaks can be:

- care provided in the home to enable the carer to go out or away and care away from the home to enable the carer to have time at home without caring. The quality and nature of the care provided should make this a positive experience for the person being cared for
- breaks of both short and longer duration for example a few hours to several weeks
- time spent together but with support to enable a break from the caring role for example holidays at a specialist centre or with a care worker in attendance
- engagement in activities, which revitalise and refresh, these may be of a social, leisure or educational nature.

The Kent Carers' Advisory Group's agreed definition of a short break is:

“A short break can be any service or resource which provides a break from the usual routine for the person being cared for and/or the Carer. Alternative care services should be of high quality not routine and responsive to the needs of both the Carer and the person they care for.”

The vast majority of (but not all) respite care is provided to service users with carers. Short stays in care homes provide an essential break for a significant number of carers. Below is a breakdown of each KASS operational areas on respite in the year 2009/10, the figures are worked out of average unit cost and indicated as weeks of respite as one service user may receive more than one weeks' respite within the year.

*West Kent Adult Social Services purchased the following respite services in the year 2009/10:*

<b>Services purchased</b>	<b>Weekly cost average (£)</b>	<b>Total cost (£)</b>
2440 weeks of residential respite care for people over the age of 65	405.74	990,006
374 weeks of nursing home respite care for people over the age of 65	506.39	189.896
620 weeks of residential respite care for adults with a learning disability	1061.71	658,260
213 weeks of residential respite care for people with a physical disability	832.37	177.295

*East Kent Adult Social Services purchased the following respite services in the year 2009/10:*

<b>Services purchased</b>	<b>Weekly cost average (£)</b>	<b>Total cost (£)</b>
6574 weeks of residential respite care for people over the age of 65	382.92	2517.316
428 weeks of nursing home respite care for people over the age of 65	460.35	197.030
279 weeks of residential respite care for adults with a learning disability	1116.31	311.450
363 weeks of residential and nursing respite care for people with a physical disability	1058.79	384.054

## **Day Opportunity Services**

Across the whole of west Kent there are 5152 day service places offered on a weekly basis using the figure of £15 as an illustration, this equates to £77,280 per week and for a 50 week service that is equivalent to £3,864,000 per year.

Across the whole of east Kent there are 8759 day service places offered on a weekly basis using the figure of £15 as an illustration, this equates to £131,385 per week or for a 50 week service that is equivalent to £6,569,250 per year.

Although we appreciate that not all people attending day centres have carers. We know that for many carers' day care is a much-appreciated service proving them with a short break away from their caring responsibilities as well as social stimulation and activity for their loved one.

## **Adult Placement Scheme**

The Kent Adult Placement Scheme offers vulnerable adults the opportunity to stay in the homes of specially recruited, trained and approved care workers. The scheme provides these placements on a long, or a short-term or transitional basis and all placements are tailored to meet the needs of the individual.

In east Kent 13 and in west Kent 15 people and their families/carers benefited from 496 nights of flexible short breaks provided by the Adult Placement Scheme. The Adult Placement Scheme pays on average £58 per night to their host families this equates to £ 28,768.00 worth of short-break being provided by the Adult Placement Scheme.

The Adult Placement Scheme also has a service where volunteers provide daytime support, which can be activity based or one to one; this service is usually provided for adult service users living at home with their parent/carers. The scheme is called Adult Link and last year they provided 171 sessions to people living in Ashford Thanet and Sandwich areas at a total cost of £4135.00.

## **Kent Carers' Emergency Card**

On Carers' Rights Day on 5<sup>th</sup> December 2008 a Kent Carers' Emergency Card Scheme was launched. The scheme is designed to provide carers with peace of mind when away from the person that they care for that should something untoward happened to them that emergency assistance could be accessed. Currently there are over 1300 carers signed up to the scheme and the number is growing steadily.

When applying to join the scheme carers are offered, as much support as necessary to complete their emergency plan, which outlines their wishes, should they suddenly be unable to care. If they have no friends or relatives who are able to step in at short notice or if indeed their agreed emergency plan fails for any reason, either Kent Contact and Assessment Service (KCAS) or the Out of Hours service will step in to arrange emergency support. They are also supplied with emergency card sticker to place on the back of their front door to alert emergency services that they are a carer under the emergency card scheme. This support is available to all carers not just those carers of people receiving community care services. To compliment the scheme additional carers' grant funding has been commissioned with the voluntary sector to provide increased levels of community based respite.

An example of how the emergency card has been used:

A Kent carer recently became ill and was taken to hospital.  
The card identified that he cared for his wife and his wife was found immediate respite care.

### **East Kent INVOKE project**

In Partnership with NHS Eastern and Coastal Kent, KASS was successful in bidding for the Partnerships for Older People Project. Out of this sprung the INVOKE (Independence through the Voluntary action of Kent Elders) project. There are three significant strands to INVOKE, the care navigator service, information and liaison assistants and the community matron support workers. The project is designed to give older people greater independence, enhance self-management through choice and control and reduce hospital admissions.

The INVOKE project has sought to engage carers in various strands of the work undertaken and a carer was recruited as a member of the tender panel, who decided on the contract award. This involved preparing him in regards to the tender panel process and enhanced financial accountability in regards to public funding. An INVOKE board member is a carer for her husband as well as a member of Canterbury Senior Citizen Forum.

A service user and her husband/carers were involved in developing the service specification and job descriptions. INVOKE project was instrumental in supporting the PCT to involve service users and carers within the interviews for the community matron support workers. They were not initially keen to undertake this but actually wrote a positive article afterwards reflecting that the community matrons themselves had learnt from this experience.

## Section 5 Looking to the future

### 5.1 Meeting demand, expectations whilst balancing choice and responsibility

#### What is Self Directed Support?

Self Directed Support (SDS) is a completely new process that offers people choice and control over the support they need to go about their daily life.

The government and councils across the country have worked with people and their carers to create this new process. They understand that people and their carers should have more choice and control in their lives. People and their carers should be involved in thinking about how the money being spent on social care could be used in better ways. This will partly be about meeting basic support needs like help in the home.

Self-Directed Support could also be about people and their carers thinking about how some of this money could be spent in a way that recognises their individual circumstances and interests. This approach also takes into account the support needed by unpaid carers who provide assistance to people.

If a person is eligible for social care they will be given a Personal Budget. KASS give them this money and they can use it to arrange their own care and support. The amount they get is based on what it would cost KASS to provide their support. However, they do not have to manage their budget themselves. A range of options are available to help them plan and arrange suitable care. For example, they may want us to arrange their services.

### 5.2 Coalition government programme

In common with other parts of the country we expect that new coalition government's programme will influence how carers will be supported. The Queens Speech gave a flavour of what we can expect over the next 18 months but, as yet, we do not have all the information to work out the full implications for carers. This, no doubt will be taken forward in the course of the year.

### 5.3 NHS support for carers

A key activity for 2010/2011 is for east and west Kent PCTs to build on their current relationships with Kent Adult Social Services through identifying and responding to joint commissioning opportunities, to develop a Kent-wide approach to carers' support.

## Conclusion

The support we provide to carers is crucially important now and will be even more so into the future, supporting carers must be central in all our future plans. As a society we are dependent upon carers' willingness to continue to contribute their time and energy. With everything we know about the changes in society we need to create support systems that enable carers to have the same opportunities as everyone else in society and have a life of their own alongside their caring role.

Partnerships across the whole health and social care economy are vital to identification and support of carers. The voluntary sector has a unique and special role and their skills and expertise will be central to successful strategies to support carers. We know that carers often experience multiple forms of inequality as a direct result of their caring role, supporting the health and well-being of carers is major role for the NHS and primary care. The Kent Adult Carers' Strategy and 'the Kent Young Carers' Strategy are key to Kent supporting and improving services for carers.

We must continue to ensure that carers are involved in the development of services and support. Only by actively seeking out the views of carers including those from seldom heard from groups will we be able to ensure that the support we provide will be what carers want and need. We are developing mechanisms to ensure that carers' views are included when we monitor and evaluate services and policies.

Supporting carers is everyone's business and any sustainable and affordable social care system must have carers in the centre of its thinking and planning.

### Carers First

Carers First is a carer membership organisation and independent charity providing a comprehensive information, advice and short breaks respite service to carers and their families across south west Kent. The areas covered are Sevenoaks, Tonbridge & Malling, Tunbridge Wells and districts. Additionally older carers of those with learning disability are supported in Dartford, Swanley, Gravesham and carers in Swanley can access the short breaks service.

During 2009 Carers First amended their charitable objectives to include carers of those with substance misuse and recognise the support provided to cared for people both through the short breaks service and the 'brighter days' befriending service supporting the elderly who may or may not have a carer.

Presently the service supports 1477 adult carers and 344 young carers. Recognising that one third of carers are new to caring each year, the service maintains its list of those supported to be current. A total of 396 clients were new to the service in the past year i.e 280 adult carers and 116 young carers.

Carer support is provided through either the general support service or through specialist projects, including:

- **Mental Health:** Over 220 Carers of those with functional mental issues accessed practical and emotional support, as well as accessing regular support groups, carers' breaks and training programmes. We work alongside the community mental health assessment worker in providing support and engage with the service user local charities to ensure that the support for families is optimised. In February 2010 they combined with Shaw Trust, Tunbridge Wells Mental Health Resource and Winfield to create "ReConnect" a community based partnership approach designed to help adults reconnect parts of their lives affected by mental health issues.
- **Older Carers of those with Learning Disabilities:** This project, coming out of Valuing People, provides more intensive support for older carers and those that they care for. The project addresses the mutual caring roles that frequently have evolved and the need to plan for the future particularly that of the person with learning disabilities.

The service available to all adult carers provides information, advice, advocacy, practical and emotional support one to one and in groups. The support given follows a holistic assessment of the carer's needs. The service has been pleased to participate in a pilot of carrying out Statutory Carers Assessment and in carer one off payments. To date 60 carers have been assessed and all have subsequently benefited through better support for example from statutory services, voluntary organisations, increased benefits or one-off payments.

Throughout the year we responded to 4,865 phone calls, advocated for 131 carers, hosted 613 attendances at adult support groups, 390 attendances at social activities (walks, theatre, brunch group, visits to homes & gardens, etc) and 344 attendances at carer training days. Additionally 44 parent carers attended carer training and 128 attendances were hosted at support groups.

In order to save the 'Sigh of Relief' group from closure Carers First provided them which support to continue. The parent led group provide peer group support and raise funds for family breaks for their families of children with ADHD & ASD and challenging behaviour.

Carers First circulated 4,846 of its newsletters to carers, professionals and to libraries, community centres etc. Additionally 2,606 newsletters were circulated from the Older Carer Forum and 1,020 newsletters on behalf of District Partnership Groups.

Carers were pro-actively encouraged and supported to contribute to local, regional and national consultations through all media to ensure their voices were heard. 55 carers we supported to attend local consultations. As demands upon carers increase, the importance they attach to us being a member organisation also is rising.

The momentum of further developing the services to improve support for carers continued with:

- two support workers being appointed to work with GP practices and hospitals in partnership with West Kent NHS
  - A partnership between Crossroads, Carers First and Alzheimer's Society to provide crisis respite support for those with dementia and their carers
  - Pilot working with Kent Drug and Alcohol Action Team to explore how carers of those with substance misuse may best be supported.
- Young carers: The numbers of young carers accessing the service has grown rapidly to 344 over the past two years as working through Local Children's Service Partnerships has been a catalyst in gaining access to young carers in schools. The depth of service has further developed where we are recognised as effective partners in working with NEETS (not in Employment; Education or Training services), attending reviews and working with families and schools to resolve broken relations. The project delivers against all five Every Child Matters outcomes.

Attendances at regular support groups were 461 and a further 336 attendances were hosted at outreach support groups. 640 attendances were made at school lunch time drop-ins and there were 60 attendances at homework clubs. Over 400 one to one sessions were accessed and 127 young carers enjoyed 158 away breaks.

Carers First values highly the work that it does with its statutory and voluntary partners and continues to expand the number of arrangements it has with voluntary partners as a means to improving support. It also values its membership of the Princess Royal Trust for Carers and the closer working of the trust with Crossroads and Carers UK nationally. Outside of west Kent it responded to a request for support from a Medway Carers Centre also a trust member, resulting in Medway Carers Centre becoming a subsidiary of Carers First from April 2009. In total Carers First now supports close to 3,000 adult carers and 600 young carers.

In support of working to externally accredited quality standards Carers First has Investor in People and is a Two Ticks 'Positive about Disabled People' organisation. The organisation commenced planning in order to become an early adopter of the externally evaluated new quality standards for adult carers and young carers.

## **Carers' Support**

Carers' Support is based in Ashford and provides support, advice, and information and advocacy services to adult carers within the Ashford and Shepway area. Monthly support groups are held in Hythe and New Romney. In Ashford and Folkestone there are fortnightly meet and talk support sessions. All of the groups have a following of regular carers and welcome new people to the group. At the Walk-in Carers Centre based in Ashford, Carers' Support hold a monthly get together for parent carers, this is a small informal session but all parents who have children with disabilities are welcome.

The Kent Carers' Emergency Card continues to be popular with carers in the area who like to have the peace of mind when leaving their family member. The tele-befriending project and carers' tele link up have continued this past year giving the opportunity for carers to communicate with others, easing their isolation. Carers' Support send a quarterly newsletter to 900 carers throughout Ashford and Shepway.

The pilot project Carers Health Checks has been a highly successful project, a member of staff and a nurse have been visiting all areas throughout Shepway including the rural areas. The main purpose for this project is to offer carers the opportunity to have their blood pressure checked and talk about possible health issues and lifestyle options which will help the carer care for their family member at home whilst the carer is at the session it is a great opportunity to explain the services which are available to carers in the area. This service we are hoping to be continued to be funded by the Eastern and Coastal Primary Care Trust. For the feedback from carers has been very positive.

Throughout the year Carers' Support hold activities for adult carers. During last year they organised a trip to Yalding Organic Gardens, an afternoon cream tea and a therapy day in Ashford. At the therapy day each carer was able to experience two therapies each and a lovely lunch with other carers, this day was a great success. The Christmas lunch was held at Norman House the home of the Carers Centre, with the musical entertainment from the local girls' grammar school.

During the coming year we have identified some training opportunities for carers, for example we are holding a first aid training courses in March. A Caring with Confidence program starts off in Ashford in February and in the following months this program will continue in Shepway

The Young Carers Project, supports young people aged 6 to 18 years who are identified as young carers living in Ashford, Dover/Deal and Shepway. Schools' development workers visit schools within the area identifying young carers and offering help and support. Various activities/workshops are organised for the young people during the school holidays giving them the opportunity to learn and try new experiences.

## **Carers' Support – Dover District and Thanet**

Carers' Support – Dover District and Thanet provides support for people, over the age of 18, who live in the districts of Dover and Thanet and who have an unpaid responsibility to look after relatives or friends with physical or learning disabilities or mental health needs. Carers' Support – Dover District and Thanet was set up in 2001 as Dover District Carers' Support but changed its name in 2009 when it took over responsibility for Thanet in November. Carers' Support – Dover District and Thanet are largely funded by social services and currently have 1003 carers registered with them from within the Dover District, 292 carers registered from from Thanet and are supported by five full time members of staff and one part time member of staff.

As part of their core functioning, Carers' Support – Dover District & Thanet maintain regular contact with all of their carers by telephone, this can be more or less frequent depending on each individual case. They also run a number of support groups to include, a monthly group for older carers of an adult child with a learning disability, a monthly support group for those caring for someone diagnosed with a dementia and a monthly coffee drop-in for those with memory problems and their carers. They have decided to continue to facilitate the two existing support groups currently running in Thanet which will be reviewed in March 2010; there are plans to move toward a single support group and a former carers social group. There is a carers and former carers walking group in Deal and Dover and one is planned for Thanet.

Carers' Support – Dover District & Thanet also run fortnightly a highly regarded Young Onset Dementia (YOD) Activities Project, this is for carers and the cared for to attend and focuses on communal activities such as gardening, cooking and eating lunch together. The YOD project is not a respite service, as carers must also attend. The idea is to work with the couples by involving everyone in activities to bring about changes and to sustain the daily living skills of the person with dementia. The project can accommodate up to six couples each time and is now funded by NHS Eastern and Coastal Kent. An article about the project was written in the November 2009 issue of the Alzheimer's Societies National magazine, Living with dementia and the March 10 issue of the Signpost journal. CEO Tricia Cole was invited speak about the project at the National Dementia Congress 2009 in Bournemouth and at The Dementia Strategy launch in London.

Carers' Support - Dover District and Thanet have also provided dementia awareness training for carers on several occasions, two places are set aside for case managers to help them to understand the needs of the carers. There are more training sessions planned for the future. They also hold annual information forums where a panel of experts are invited to speak to carers about a particular health related subjects e.g. dementia, Lasting Power of Attorney etc and to answer questions from carers.

Additionally they offer help with filling out benefit forms, advocacy, providing information, emotional support, bereavement support, home visits where appropriate, a walking group for former carers and a lending library of carer related subjects. They have been funded by Bridging the Gap and the Henry Smith Charity to offer training and bereavement support and receive funding from various sources for their bi-annual newsletter, their annual carol service and carers' lunches etc. They regularly support Carers' Week and Carers' Rights Day by organising relevant events. They attend the memory group at the local mental health centre to talk to carers of those newly diagnosed with dementia and have adapted and published a booklet called 'Where do we go from here', which provides information about dementia and local services for those newly diagnosed with dementia and their carers, these are used readily by the Mental Health Team. They have also adapted and published a hospital admission booklet to help ward staff when someone is taken into hospital who perhaps cannot communicate properly.

They, along with Carers First in west Kent are undertaking a Carers' Assessment pilot on behalf of KASS. In February 09 they opened a walk in Carers Centre in Deal which has doubled the number of carer referrals.

### **Maidstone and Malling Carers Project**

Maidstone and Malling Carers Project is a point of contact for anyone living in Maidstone and Malling and the surrounding rural areas that look after a relative, partner or friend. Currently 1,465 carers are registered with the project. The project provides information about local services, support systems and benefits. Two newsletters are produced three times a year, a general all carers one that goes to 564 carers and a mental health carers' newsletter with a distribution

list of 215. A confidential listening ear is offered to carers - either face to face or over the telephone. Help is given to complete benefit claim forms and advocacy when necessary, during 2009/10 around £210,000 in disability and carer benefits have been claimed.

The project runs various carer support groups, which enable carers to meet and support each other. Four groups meet on a monthly basis, they are, the generic carers' support group, the mental health carers' group and a learning disability group, each group has between 8 to 15 people attend. The project works in partnership with other organizations to support other carers' groups including the Family Carers' Network, Alzheimer's Society and Dementia Services Open Door. 33 training/ learning or awareness sessions were held with 135 attendees.

The project also provides a regular telephone contact service currently operating for 98 carers. Each carer receives a regular telephone call at a frequency and time to meet their needs; this provides a valuable lifeline to the most isolated carers and has also helped pick up issues before they develop into a crisis.

A regular Maidstone Carers' Forum enables carers to meet and speak directly to planners and managers of health and social services. The forum meets three times per year. There are 400 carers on the attendance circulation list with an average of 40 carers attending each event. The project has facilitated and/or supported 250 carers attendances at 20 different consultation events.

As well as the carer support group carers are encouraged and enabled to get together and share interests and activities. Carer activity groups include the swimming group, book group, card making, walking group and line dancing. Last year the project ran 136 such group activities for an average of ten carers per group. The project also supports carers' social trips and last year three such trips were organised to Leeds Castle, Hever Castle and Rye with an average of 15. The project also runs a Christmas party which 38 carers attended and a Christmas lunch for mental health carers which 14 attended.

A dedicated Mental Health carer support worker offers a listening ear, information and support to 213 carers. The project administers the mental health carers' breaks funds, this year 80 carers have benefited from this support. The breaks are flexible and responsive to individual carers' needs, some examples include, horse riding lessons, an annual gym membership, day and theatre trips and holidays.

The project regularly reprints a range of updated signposting information booklets for carers with 9,000 distributed throughout the community. All publications including newsletters can be downloaded via the project's website.

The project promotes the Kent Carers Emergency Card Scheme and has registered 215 carers to date.

As part of the Kent Carers Consortium the project has delivered the Caring with Confidence course.

Along with other West Kent Carer organisations the project is hosting two support workers to deliver the West Kent NHS National Carers Strategy Demonstrator site.

The project had a total of 4016 carer contacts during the year.

## North West Kent Carers

North West Kent Carers' Support provides services to carers in the districts of Dartford, Gravesham, Swanley and surrounding areas bounded by Vigo, Culverstone, Meopham, and Istead Rise across to New Ash Green, West Kingsdown, Eynsford, Farningham, Crockenhill and back to the Thames at Dartford. They currently have approximately 1300 carers on their register. They manage and provide the Caring with Confidence learning and support programme for hundreds of carers across the county. The value of this programme will be in the region of £280,000 over two years. They are also an NHS Demonstrator site aiming to improve carers services and awareness through the West Kent NHS. They are active participants in the Kent Carers Advisory Group.

North West Kent Carers' Support provides nine carers' support groups, each of which meets monthly and some have sub groups/peer networks in between. Attendance at these groups is between 8 -16 carers at each group session. Venues vary from the community hospital at Gravesend to the Living Well Centre in Dartford. These include two support groups for parent carers who may be caring for children with conditions such as autism and ADHD. Over the last 18 months they have run an additional "transition" support group to help young carers who are soon to close to become adult carers.

They provide one-to-one help on benefits advice in the carers' home including help to achieve maximisation of income for carers and cared for. They also support appropriate appeal cases to tribunal, including upper level. Some additional advocacy services are provided in order for the carer or their cared for to achieve their rights in areas such as CHC (continuing health care), DRG (Disability Resettlement Grant). As a direct result of this service almost £1million of new money is established in caring families every year. This money is generally spent locally on numerous aspects of their required support, thus contributing to the wider local economy.

North West Kent Carers' Support provides information and advice on their telephone helpline, which is the frontline point for carer referrals, processing the Kent Carers' Emergency Card and sign posting to either their services or relevant services provided by other organisations, both statutory and voluntary. Every six weeks they produce and distribute the "Carers Crier" newsletter to 1300 carers and 300 associates and professionals. It is also available to download from their web site. Their carers' leaflets and registration forms are distributed to GP surgeries, libraries, CAB's etc. They hold routine publicity days at local shopping centres and make presentations to specialist carers groups such as Parkinson's or Multiple Sclerosis Society. They promote and advertise their service widely.

To give short-breaks for carers they have an adult sitter service that provides approximately 800 hours per year; they provide one to one befriending to carers approximately 250 hours per year and work closely with Crossroads to provide a full respite service where needed. They organise between two and three "Stress Free Days" for carers. At these days a selection of alternative therapists - massage, reiki, aromatherapy and holistic therapy attend and offer taster/reduced charge services to a total of approximately 150 carers. They also provide some of these sessions at the support groups. They organise two to three day trips/outings per year attended by 100 -140 carers, some with their cared for. They also organise social events including an annual Christmas party, attended last year by 180 and an annual carers Christmas meal, last year attended by 70.

Wherever feasible and practical North West Kent Carers Support work in partnership with other organisations. In 2005-2007 they led a project with DIAL and Age Concern to deliver benefits advice specifically to older people. More recently have taken the lead to bid for the delivery of the Caring with Confidence course across the whole county. They have also worked closely with Carers First to deliver carers' training sponsored by the Local Partnership Group (LPG) and worked in partnership with the Parents Consortium to provide some specialist services to parent carers.

The have organised the Learning for Living Course in partnership with KASS and Adult Education. Additionally they have delivered IT courses, counseling courses and First Aid courses to carers

They currently provide these services with 280 weekly paid hours of staff time and have approximately 40 volunteers. They accept referrals from any source, self-referral, care management, social workers, Community, Ellenor and McMillan Nurses.

## **Swale and Canterbury Carers Support**

Swale and Canterbury Carers Support (SCCS) is the new name of the former Swale Carers Centre and has been chosen to reflect the areas that it now covers, following the closure of 'Carers Voice' in October 2009.

Swale and Canterbury Carers Support is a fully independent Charity and Company Limited by guarantee. Its ethos is to 'promote, support and empower carers of all ages' and in respect of young carers, 'To restore lost childhood'. It provides a comprehensive range of support services to adult carers, residing in the Swale and Canterbury Districts of east Kent, who are caring for a relative or friend over the age of 18, or in the case of parent carers, a child with additional needs aged 0 to 25 years. In April 2009 SCCS launched a new Alzheimer and Dementia Family Support Service, Parent Carers' Support Service and Carers' Health Promotion Service, all of which.

Young Carers' Support Services to children and young people aged 5 to 18 years who are identified as young carers are currently delivered only in the Sittingbourne and Sheppey Districts of the Borough of Swale and include services as stated below plus the addition of Schools Development Support. SCCS is pleased to have been commissioned Princess Royal Trust for Carers and Comic Relief to deliver one of two national pilot 'Caring Family' schemes to consider and address the needs of the entire caring family and to work with the wider family network to relieve the stress and burden of caring responsibility. It is anticipated that this model will be rolled out nationally in due course.

Support services to carers include advice, information, advocacy, Carers Health Checks, emotional one to one support, support groups and respite activities- including family inclusive activities where appropriate, one to one Befriending Scheme and tele-befriending scheme, subsidised holidays when available, 'Carers Toolkit', training opportunities, including Caring with Confidence and SCCS's own programme of personal development opportunities, sign posting and onward referral. 1200+ quarterly newsletters are sent to carers and other organisations.

Regular support groups are delivered across both of the districts and include 'condition specific', combined gender and single gender groups that have been proven to be very useful and empowering, as often individuals can become reticent discussing issues important to them in a both gender setting. These groups provide an opportunity for peer support amongst carers and also provide a learning platform whereby guest speakers are invited to discuss a number of topics, including, health, benefits, rapid response and KASS etc. Carers are also supported to attend and participate in events such as the personalisation agenda, Self Directed Support, and Carers Reference Group etc.

If it is necessary for replacement care to be provided referrals will be made to Crossroads Care East Kent. For other forms of short-break which directly benefit the carer themselves, free of charge or subsidised social activities, including, theatre trips, day trips to places of interest, meals etc, all providing opportunities for social inclusion. Where appropriate these activities are open to couples e.g. for those living with alzheimer's and dementia, or for whole families in the case of those with children with additional needs whose parents or siblings are supported by the service.

Staff actively participates in a number of local, regional and national forums in order to represent carers' views in a number of wide ranging initiatives including the Carers Advisory Group, KCC, East Kent Carers Organisations Group and Supporting Carers Implementation Group. To further promote the role, needs and rights of carers, they hold an annual Carers Week Forum and Carers' Rights Day Event. In February 2010 SCCS became part of The Princess Royal Trust for Carers Network. SCCS is also part of the newly developed 'East Kent Carers Consortium'.

In order to enhance the quality of service delivery, SCCS ensures that its staff and volunteers receive full induction, undergo mandatory training and all are encouraged to identify additional personal development opportunities. SCCS adheres to the Kings Fund Standard, is currently working through PQASSO - including the additional Princess Royal trust for Carers standards, and Investors in People.

### **Crossroads Care West Kent**

Crossroads Care West Kent was formed through a merger of Maidstone and North West Kent Crossroads and Weald of Kent Crossroads. The combined scheme supports carers in the West Kent area encompassing Dartford, Swanley, Gravesham, Maidstone, Malling, Sevenoaks, Tonbridge, Tunbridge Wells and the outlying villages.

Crossroads Care provides a free short break service to carers by supporting the cared for within their own home or enabling a social outing in the local community. The service is tailored to suit each family's needs and the needs of the cared for, including providing personal care. The combined scheme supported 705 adult carers by providing over 62,500 replacement care hours with our team of specially trained and selected staff.

We actively engage in partnership working with statutory and voluntary bodies to improve services to carers. We work with Macmillan Cancer Support and West Kent PCT to provide a specialist Palliative Care Service which gives flexible support to those caring for relatives or friends who have a life threatening condition. Crossroads Care West Kent are working in partnership with Carers First and Alzheimer's Society to provide an emergency and crisis response for those with dementia and their carers. We provided a drop in support for carers at the Tunbridge Wells Gateway and work closely with the Admiral Nursing Service, Parkinson's Disease Society and Edenbridge Community Link.

### **Young Carers' Project**

Our Young Carers's Project supports children and young people who have a substantial caring role. We support 149 young carers through a weekly club, trips, activities and one to one sessions aimed at providing quality time in a supportive environment. Befriending sessions give the young carers some 'me' time where they can talk and off load. During the year we provided over 8,940 hours of targeted support.

Our activities are aimed at improving confidence and self esteem, social and emotional development, developing conflict resolution skills and reducing isolation. Club night activities include sports, dance, crafts, homework club, improving emotional resilience, discussing a range of health issues and information sessions. Young carers can enjoy regular trips out and, for those who would not otherwise have the opportunity, holidays (including under canvas) are provided in the summer months. Through funding from Comic Relief we have been able to run a programme of sporting activities for young carers including swimming, ice skating, trampolines and football. For those approaching the end of their academic study, we provide CV workshops, interview skills and access to careers advice. We are also looking to develop supportive work experience placements with local employers.

## **Crossroads Care East Kent**

Crossroads Care East Kent is a member of a national network of local charities providing flexible respite services to people of all ages, disabilities and health conditions. The organisation has recently re-branded and has been renamed Crossroads Care to more accurately reflect the work that they do.

During the year 09/10 Crossroads Care East Kent merged with the South East Kent Crossroads Care scheme and between them provided 75500 replacement care hours to 597 carers, enabling them to have a break from their caring responsibilities.

The newly combined area of the two schemes reaches from the Isle of Sheppey, through Swale to Ashford, the marshes of south east Kent, and round the coast to Dover and Thanet as well as the Canterbury district towns and villages in between.

Monies from the Carers' Grant at the beginning of the year funded the recruitment and training of 28 carer support workers which significantly increased the schemes capacity to deliver additional care and support offered to carers across the whole of the east Kent area.

Crossroads Care, in partnership with Macmillan Cancer Support, continue to provide a support service for carers looking after someone with a life limiting illness and in addition the new post of Dementia Carer Support Advisor has been created in Thanet to work alongside the Admiral Nursing service to support carers of people with dementia.

Crossroads Care now has a regular presence at both the Thanet and Dover Gateways to provide information, signposting and drop in support for carers in those areas and a new project aims to reach carers from BME groups and other hard to reach carers in Thanet.

Crossroads Care continues to work in partnership with Canterbury Parkinson's Disease Society, Volcare and other voluntary sector organisations and contributes to the strategic planning process with social services and Eastern & Coastal NHS to increase and develop respite breaks for all carers to help to deliver the objectives of the Kent Adult Carers' Strategy.

## **Alzheimer's and Dementia Support Services**

Alzheimer's and Dementia Support Services (ADSS) has developed multicultural services to provide practical and emotional support to people with Alzheimer's disease and other dementia's, their main carer and other relatives and supporters. ADSS' prime aim is to enable people with dementia to stay in their own home for as long as possible and to support their carer throughout their caring role and even after it has ended. ADSS operational area is Dartford, Gravesham and Swanley covering some 46 square miles in north-west Kent.

The activity period for ADSS is 1st April 2009 to 31st March 2010.

Our support groups in Gravesend and Meopham have 64 members and there is a twice monthly support group in Dartford which has 17 members. These groups are open to people with dementia and their carers. There is also a monthly support group for carers only in Northfleet which has 22 members.

ADSS run a respite/support at home scheme providing one to one support in activities of daily living and providing carers with a welcome break. There are currently 31 clients who during the year have received 1,700 hours of support. ADSS run day services at Garden Lodge in Northfleet six

days per week, Tuesday to Saturday 10am to 3pm, providing places for 80 clients. Monday 10am to 3pm is a Club for people in the early stages of their dementia, providing places for 16 clients.

ADSS provides advice, information and guidance to people with dementia and their carers. They have a website, provide leaflets and a newsletter. The newsletter is produced twice yearly and is distributed to 250 people with dementia, carers and professionals. ADSS have produced a carers' information DVD and CD. This year they have sent out 165 information packs, have completed 114 initial home assessments, 21 carers have benefited from the one to one support services, five people have had befrienders matched with them.

New for 2010 is a 24 hour help line to enable carers and those with dementia to access round the clock information and emotional support.

The five-year, Big Lottery funded Early Intervention Project with GP surgeries is in the second year and has completed work with five surgeries. Many patients identified by this project are now benefiting by using ADSS services.

BME Service Development continues to raise awareness, provide information, support and services to people from the black minority and ethnic (BME) communities. This post is funded by NHS West Kent.

## **Sevenoaks Area Mind**

Sevenoaks Area Mind (SAM) works to empower mental health service users. We believe that enabling people to assert their needs and rights will allow them to achieve greater control over their lives and to participate in the community as valued citizens.

It is not sufficient however, to tell people they have a choice if they are not aware of what the options are or to have no power to implement their decisions. The choice needs to be an informed one. People may need help to make their decision reality. We see it as our responsibility to help our service users acquire the understanding they need to make such informed choices and to support them in achieving their personal goals.

SAM also recognises the important part that carers play in the daily lives of loved ones.

“For many people, the concept of recovery is about staying in control of their life despite experiencing a mental health problem”

“The key idea is one of hope, that it is possible for a meaningful life to be restored.”  
Mental Health Foundation

The service offers individualised support to access day opportunities as well as a safe and social place for people to meet. We offer support to access community resources and this can range from one to one support, to joining group ventures. We also offer some activities within the centre and times to 'drop in'.

On accessing both our Sevenoaks and Tonbridge centres you will be offered a personalised service to identify your individual aspirations and interests and how best we can support you to achieve those.

## **Swale Mindset Carers**

Swale Mindset Carers hold three carers' support groups a month, plus a carers' focus group held every six weeks, a place for carers to bring issues to the table, to decide with other carers where these issues should be taken i.e. carers' briefing meetings, JCB, complaints etc.

Swale Mindset Carers held a training day in August where carers were given an insight into how their loved ones felt when experiencing a mental health 'episode'.

A joint training day was held with the service users forum in October 2009, as last year various speakers were invited to give presentations and to answer questions from services users and carers.

They manage the carers' break fund and they offer respite to carers in various forms.

They try to have an event planned each month; respite this year has included; cinema, theatre, visits to Greenwich, day trip to France, concert at Rochester castle and a boat trip on the Medway and a Christmas party. The carers' breaks moneys have been used creatively for whatever is needed by the carer to enable them to cope with their caring roles. This year 34 carers break payments that resulted in 207 instances of respite for carers. There is also a monthly newsletter which is distributed. Carers' advocacy services, are viewed as a gap in service, service users have professional advocates, while carers rely on carers' groups to provide this and it is not always available.

The PCT have funded Swale Mindset Carers to work in partnership with local GP's and their surgery staff to identify and engage with family carers of people with a functional mental health problem. These are the hidden carers whose 'cared for' are treated by GP's within primary care. One to one meetings take place with all new carers and when needed with any of their known carers.

Attend meetings such as LPMG, JCB, carers' briefings, regular meetings with the local Community Mental Health Teams and any meetings where carers want their support, such as CPA meeting. They provide sign posting to relevant services, help completing forms and support to complain when necessary.

## **Volcare**

Volcare provides an occasional and flexible home based respite care service to carers, across the Dover, Thanet and Canterbury Districts and the Faversham area. The service is free at the point of delivery.

There are six full time volunteers - four in the Canterbury and Thanet districts, and two in the Dover district.

Over the past year they have delivered approximately 9000 hours (up to 17/01/2010 and have not added the estimated hours till 31/03/2009) to 114 carers and the people they care for.

The respite breaks can range from whole days, overnights, weekends or one or two week breaks. The volunteers spend time with each family, getting to know the individual needs of the cared for person and building up a relationship of friendship and trust, before taking over the caring role. The volunteers can care for people with a wide range of disabilities and conditions and can carry out most personal care tasks. The service is registered with the Care Quality Commission and is currently fully funded by KASS.

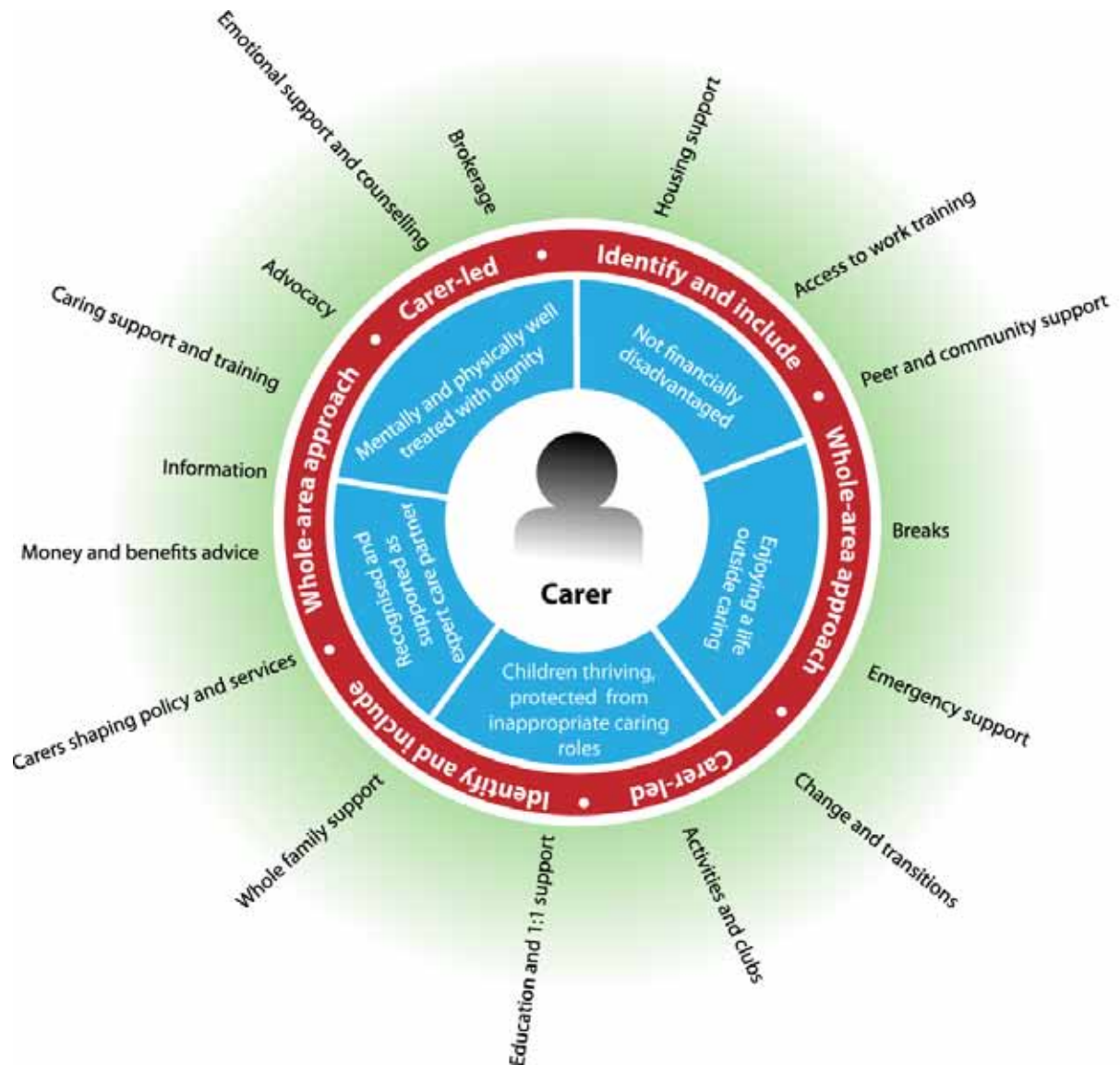
## Appendix 1 : Carers' survey key findings

The development work conducted by the Personal Social Service Research Unit included exploratory group interviews with adult carers, young carers and care managers to identify carers' needs and outcomes, experiences of support and social care services, and views about quality and process factors associated with variation in service quality.

- Services which support carers can and do positively impact on the lives of carers. Indeed, just being recognised by social services as a carer is associated with having a better quality of life
- Services have a role to play in many aspects of carers lives, but the areas which the future development of services needs to focus one are: helping carers have control over their daily lives, helping carers spend time the way they want to and helping carers to feel supported and encouraged
- The future development of services for carers needs to concentrate upon helping two broad groups of carers; those who have their own health problems or a disability and those for whom the caring role is particularly intensive, for example living with the person they care for or spending over 100 hours a week engaged in caring
- Carers who look after somebody with dementia offer a particular challenge to the future development of carers' services. Whilst they, as a group, tend to rate the quality of services more highly than other carers, they also report a worse quality of life
- Carers' experiences of services suggested that areas most in need of improvement were how easy it was to find information and how easy it was to get services for both the carer and the person they cared for
- The results suggested that carers needed to be more involved in the discussions about the services provided for the person they cared for
- An area for improvement was how services deal with sudden changes, both in terms of reacting to changes in the needs of carers and the person they care for and in terms of keeping carers informed of last minute changes to the provision of services
- The majority of carers felt that both they and the person they cared for were treated with dignity and respect by care workers. Most also felt the level of services they got was about right
- The findings of the survey were based upon the views of 1750 carers who were in contact with either Kent Adult Social Services or a voluntary organisation which supported carers in Kent
- The findings are based on the percentage of carers reporting the very highest level of service quality.

## Appendix 2 Carers evaluation: recommendations for commissioners

Guidance on commissioning services for carers endorsed by the Department of Health<sup>1</sup> recommends the adoption of the model of comprehensive carer support known as the *carers' wheel* and reproduced below:



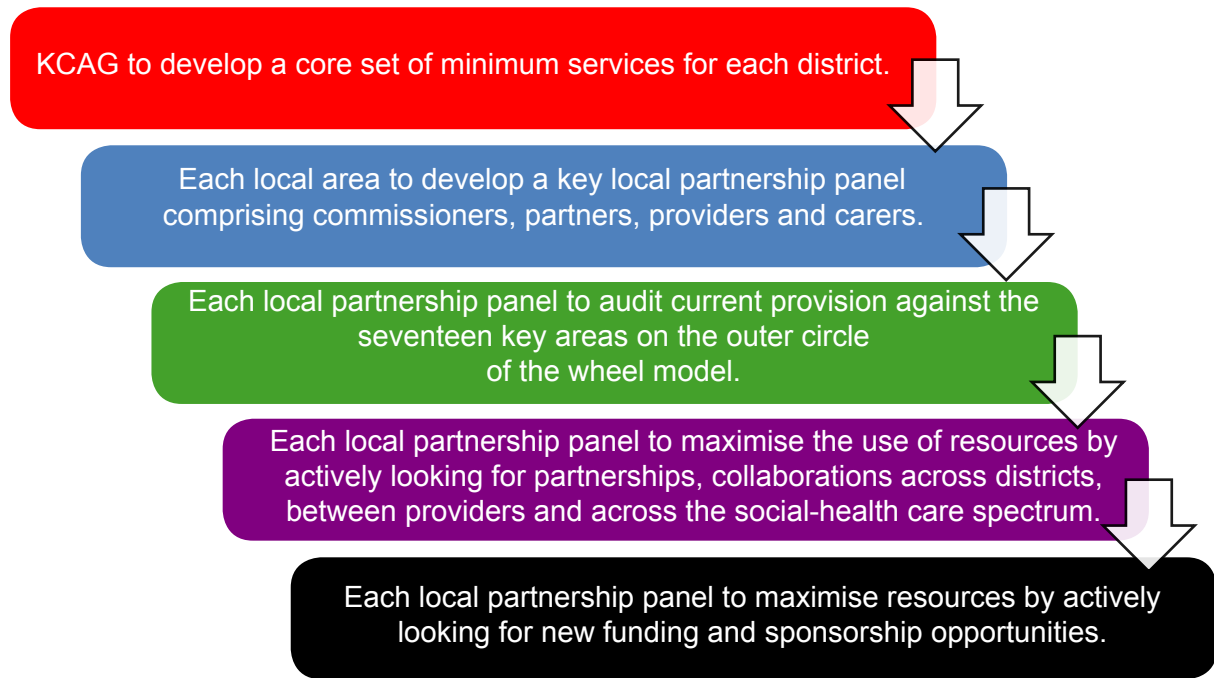
The five outcomes of the national carers' strategy make up the inner circle of the model with the carer at the centre. The interventions around the outside of the wheel are the complete range of activities needed to ensure that all groups can achieve these outcomes. The model encourages a carer-led whole area approach to ensure that all the service areas listed in the outer circle are developed. The guidance draws attention to the Equality Bill which, when it is enacted<sup>2</sup>, will require commissioners to ensure that services do not directly discriminate against carers, with equality impact assessments the vehicle to insure against this.

<sup>1</sup> *Commissioning for carers: an action guide for decision-makers (2009)* was developed by the Association of Directors of Adult Social Services, Carers UK, Crossroads Caring for Carers, the Improvement and Development Agency, the Local Government Association, the National Black Carers and Carers Workers Network, the NHS Confederation and the Princess Royal Trust for Carers.

<sup>2</sup> It went through the House of Lords report stage on 9 March 2010.

Discussion at the stakeholder seminar suggested that this model should be used to develop a set of parallel locality-based specifications for developing carers' services.

There was also discussion at the seminar about a key set of principles which should inform the development of these specifications. Using this discussion and relying on the wheel model we have developed a suggested approach to developing local specifications which is set out below. It is clear that devising a clear monitoring and quality assurance system is both a priority and a task that is best done alongside developing locality-based specifications, essentially developing a co-ordinated commissioning system, with built-in feedback processes which work. The experience of local umbrella providers working alongside commissioners will be critical to the success of this approach.



It is hoped that commissioners will be able to set district level budgets to support this process. Although the financial information provided is not complete, it is hoped that by circulating the report, it will be possible to identify all missing information and to verify its accuracy before developing an overall budget for services for carers. Commissioners are strongly encouraged to develop a whole-area approach which includes all funding streams across the social and health arenas.

We are conscious of the very difficult challenges of developing carers' services in the current financial climate with a cross-party consensus on the need for substantial cuts in public services over the short-medium term at least. Therefore, in setting out recommendations we have focused predominantly on those which offer potential cost savings.

## Recommendations

We suggest that commissioning organisations should take forward carers' services in Kent within a framework underpinned by two key principles: maximising the use of resources, and targeting services to enable a more effective approach which tackles inequity of provision. We have organised our strategic recommendations under these two headings before setting out a series of operational recommendations under the five headings of the Kent Adult Carers' Strategy.

## Maximising resources

There are a number of ways to improve the use of existing resources for carers in Kent. Our study has identified 120 organisations providing carers services in Kent, most of them not funded by commissioning organisations. This database can be used in a number of ways.

*We recommend* that the database of services is maintained on the Kent County Council Internet site\* so that:

- all staff having contact with the general public can access it and make individual carers aware of helping services and their contact details
- it can be made available to all other partners particularly those working in the health and Jobcentre Plus arena
- commissioning organisations can use the database as a very low-cost way of communicating with all carers' organisations and promoting new carers' initiatives and services.

When carers' organisations and other bodies facilitate the take-up of appropriate welfare benefits by carers, they increase the amount of carers' resources without impacting on local budgets. Increasingly, with the advent of personalisation, the money claimed is spent on local carers' services, thereby increasing significantly local resources.

*We recommend* that commissioning organisations launch a drive to increase carers' benefit uptake and enlists carers' organisations, voluntary sector debt and financial advice agencies such as Citizens Advice Bureaux, and Jobcentres Plus to work collaboratively on such a campaign.

*We recommend* that all work with carers should be undertaken via a co-ordinated approach of statutory social and health care and voluntary sector agencies. A co-ordinated approach is both more effective and reduces duplication. All 120 organisations contacted in this study provide information to carers who complain that getting information from statutory agencies is often difficult.

*We recommend* a joint commissioning information strategy with a co-ordinated approach. We are aware of a number of PCTs through the country who routinely use multimedia advertising in GP practices to encourage patients to consider themselves to be carers and provide them information about helping services, carers forums, etc.

*We recommend* that commissioners promote co-operation between the voluntary sector and address the aspects of competition and support organisations through the tendering process.

## Targeting services

Commissioning organisations are committed to setting priorities and targeting services but has not yet been able to do so because of a lack of an effective monitoring and reporting system which provides reliable information on which to base decisions.

It is the *principal recommendation* of this study that commissioning organisations instigates the development of a standard monitoring system which will:

- Provide good management information for providers
- Give clear reporting information for commissioners
- Enable accurate comparison of services

\* This data base is currently being updated and can also be accessed and updated by organisations registering their details via [Kent.gov.uk/carers](http://Kent.gov.uk/carers)

Commissioning best practice suggests an outcome-oriented approach which enables organisations to achieve targets in their own way but within a structure which provides clarity about commissioning intentions. Collaboration between commissioners and providers underpins this approach in which targets should be negotiated positive outcomes, which are challenging but achievable.

In order to give commissioners the information they require, it will be important to set standard definitions for key outputs – for instance clear differentiation should be made between telephone advice, face-to-face advice and advice provided on home visits. This should also enable standard unit costs to be established. It will need agreement on a core minimum data set which does not over-tax providers but ensures that services are provided to all sections of the community irrespective of age, gender, ethnicity or geography.

*We recommend* that the total investment information is considered to inform strategic decisions which integrate social and health care provision across the county.

*We recommend* that once all financial information can be assimilated, a key indicator for strategic planning should be per capita investment by district.

The review of a monitoring system as recommended above would allow for an in-depth comparison between districts and care groups to ensure that a basic minimum level of advice, information, respite care, access to support groups, etc. is provided across Kent.

There is a need to ensure that all commissioned organisations use a recognised quality assurance system.

*We do not recommend* imposing a common system since organisations have invested considerable resources in developing and being accredited by their current systems.

*We recommend* an outcome-oriented approach that enables providers to assure quality using their own approach.

*We recommend* that commissioning organisations agree a core set of quality standards and include our suggestion of likely key measures below:

- Waiting times for assessments
- Waiting time for services
- Accuracy and up-to date information provided
- Effective referral and signposting
- Timely communication with carers
- Accessibility of services
- Punctuality and reliability
- The use of trained staff/volunteers
- Client satisfaction
- Contract compliance
- Meeting targets

Such a monitoring system will allow commissioners to identify which care groups, geographical areas and ethnic groups are currently under-served and to address inequity in a strategic way.

*We recommend* that commissioning organisations clarify when certain carers' services should be provided by a statutory provider and ensure that services commissioned from the Carers' Grant do not duplicate this provision.

## **Information, advice and guidance**

*We recommend* that commissioning organisations develop awareness and understanding to encourage staff in all sectors (statutory and voluntary) and all settings (health, social care, Jobcentre Plus etc.) to ask all new service users at point of contact if they are carers, and to make them aware of the directory of services hosted on the kent.gov.uk website and of their local umbrella organisation.

*We recommend* that commissioning organisations should also actively liaise with those in the county and borough councils responsible for Gateways to ensure that they actively promote uptake of carers' services.

## **Access to integrated and personalised services**

*We recommend* that commissioning organisations maximise learning from carers' assessments and NHS demonstrator carers' sites in west Kent to increase the numbers of professionals facilitating access to carers' services.

*We recommend* that commissioning organisations continue to commission workers to liaise between GP practices, hospitals and voluntary organisations.

*We recommend* that commissioning organisations explore whether all simple and complex hospital discharges can be accompanied by relevant information for carers, to consist of information about the Kent Care Services Directory, contact details for their local umbrella organisation and condition specific carer support agencies.

## **A life of their own**

*We recommend* that commissioning organisations oversees an audit of quality and equity short breaks and respite care.

*We recommend* that commissioning organisations use the information on support groups in Appendix 2 to develop a strategy for increasing the equity of this provision.

## **Avoiding financial hardship**

*We recommend* that commissioning organisations monitor the effects of a drive to increase take-up of carers' benefits.

*We recommend* that commissioning organisations actively promote the new KASS single assessment tool (which includes a carer's assessment) called FACE. This tool is designed to be completed once and shared between Health, social care and the Department of Work and Pensions to enable applicants to claim services and benefits and prevent repetition.

## **Carers' mental and physical health**

*We recommend* that commissioning organisations launch a campaign to encourage GP practices to promote the carers register and ensure that carers are registered and receive the health checks and flexible appointments that registration should entail.

*We recommend* that commissioning organisations develop a strategy to link GP and hospital services with a respite care brokerage service.

## **Conclusion**

In discussions with commissioners through the course of this study, we have been encouraged to focus our work on establishing what commissioning organisations should do more of, what it should do less of and what it should do differently. Therefore we conclude this report by summarising our key findings under these headings:

### **Do more of**

- Continue to operate in a co-ordinated approach through commissioning organisations
- Continue to build close working relationships between commissioners and providers
- Continue to co-ordinate services across the health/social care/employment and training sectors
- Develop a core set of performance monitoring standards
- Continue to support the large range of voluntary organisations providing carers services, including those not receiving statutory funding
- Expand the spread of carer support groups across every district and every care group
- Continue to use the voluntary sector as key partners in delivering services on a local basis
- Increase publicity about carers services
- Use the implementation of the FACE tool to improve access to services.

### **Do less of**

- Reduce duplication of function by co-ordinating commissioning and provision of similar services
- Place less emphasis on outputs, more on outcomes
- Streamline reporting requirements by introduction of a common minimum data set and an outcome-focus.

### **Do differently**

- Adopt the carers wheel as a strategic planning tool
- Introduce a systematic monitoring system
- Set outcomes through a process of negotiation
- Prioritise the maximising of all resources
- Actively look for partnership in delivering services to avoid duplication
- Target services around excluded groups
- Consider the merits of integrating mental health budget within overall carers spend
- Use the new expanded service directory as a means of publicising services for carers.







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