

Response from Adult Services to matter arising from July mins:

## St. Joseph's Hospice - Carers Redesign

### Note for Cllr Hayhurst

The Adult Carers Service Redesign project was launched on the 29 May 2018. The project is led by the Head of Commissioning for Adult Services, Gareth Wall. The aims of the project are set out below, and reflect points made in the Commission's review of services to adult carers in 2017/18.

- The new service delivery model will focus on meeting the needs of carers in Hackney, supporting them to continue their caring role and preventing carer breakdown.
- The redesign project will refresh the existing pathway for carers, providing accessible routes to high quality advice, and a streamlined assessment process.
- The new Adult Carers Service will ensure effective implementation of the Care Act 2014 within the resources available locally, with consideration given to the increase in statutory responsibilities.

The work required for this project will include demand and service mapping, gaps analysis, benchmarking against statistical neighbours, and co-production with service users and partners. St Joseph's Hospice and other partners will participate through the service mapping and co-production elements of this work, helping to make sure that the new service is accurate and able to meet the needs of all Hackney carers.

The Project Team is planning the consultation phase now, and has already made contact with St Joseph's to ensure the new model complements and learns from their experience.

It was surprising to learn that colleagues at the hospice were not aware of the Council's redesign project. In June this year the Adult Services team participated in a Wellbeing day for carers at the Hospice, which included a 30 minute presentation and discussion slot about the Adult Carers Service Redesign project, with a wide range service users and partners present. Since then, a member of the redesign project team from Adult Services has been in contact with Emma Quintal, who is the lead for the carer's service at St. Joseph's. They have spoken about how the redesign project and existing hospice service can work together, and how St. Joseph's can best inform a redesign of the wider borough service. To date this partnership discussion has included:

- The current offer to carers at the hospice
- Recent history - St Joseph's used to complete carer assessments, so we need to clarify their referral routes and other options.
- The palliative care offer, as this represents the bulk of carers requiring assessment at the hospice.
- The current and future bereavement offer as it relates to carers.