

Health in Hackney Scrutiny Commission

Update on recommendations from the review on ‘Supporting Adult Carers’ to be considered by the Commission on 12 March 2019

In addition to this update, Members may also be interested to read the Business Case and associated Appendices for the new “Unpaid Adult Carers Service” that was endorsed by the Integrated Commissioning Board on 27 January 2019 and agreed by Cabinet Procurement Committee on 11 February 2019.

<http://mginternet.hackney.gov.uk/ieListDocuments.aspx?CId=113&MId=4341> (Agenda Item 9)

Original Recommendations <i>Agreed by Commission on 14 February 2018</i>	Executive Response from the relevant Cabinet Member(s) <i>Agreed at Cabinet on 17 September 2018</i>	Update on Recommendations one year on <i>For discussion the Commission 12 March 2019</i>
<p>Recommendation One</p> <p>The Commission recommends the new model for supporting carers has built into it:</p> <p>(a) a clear definition of the role of Care Co-ordinators in mental health services and when they are assigned and that this is better communicated to carers at the outset so they better understand roles and responsibilities.</p>	<p>(a) This recommendation is agreed. It is important to note that the role of a care co-ordinator may be different for different people. It may not be possible to provide one overall definition but the essence of the role will be defined, with an explanation and examples of where activities and responsibilities may differ. In response to findings in the report (paragraph 5.6.4.), the new model will also set out the frequency of contact that can be expected from care co-ordinators.</p> <p>(b) This recommendation is agreed. All</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>The London Borough of Hackney have a complaints process in place which is due to be reviewed in March by the “Making It Real” Board. The purpose of that review is to ensure the complaints process is accessible and clear for carers and service users. Any learning from this will be used to improve the process in the future. This process will also meet the requirements set out within the Charter developed by Healthwatch Hackney.</p> <p>As part of the ‘3 conversations’ model that will be introduced for London Borough of Hackney’s social work provision, every cared for person will have a named social worker. This worker will act as the key point of contact for carers and other related professionals in terms of coordinating the persons care.</p>

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<p>(b) a clearer pathway to assist carers when they need to make a complaint about care, or the Care Co-ordinator and support in how to escalate a complaint and to feel confident in doing so.</p> <p>(c) that clarity is provided on the division of labour between assigned social workers and carers in terms of co-ordination of care.</p> <p>(d) a plan to develop the provision of advocacy support.</p>	<p>partner organisations represented on Hackney's Health and Wellbeing Board have agreed to a common complaints charter for health and wellbeing services across the borough. The Charter was developed by Healthwatch Hackney, and consulted on widely throughout 2017. This will form the basis of any pathway for complaints, including carers. Every carer will receive and have access to a copy of the complaints charter booklet.</p> <p>(c) This recommendation is agreed. If service users are on the Care Plan Approach they would receive a regular review that would include consideration of the relative roles of a social worker, carer, and other participants in a patient's care. In integrated services care co-ordination would be assigned either to social workers, occupational therapists or community mental</p>	<p>Additionally as part of the new model it is intended that where possible carers statutory needs assessments will be aligned to that same social worker who is responsible for the cared for person. It is anticipated that this will provide a more holistic overview of family picture and therefore enable better clarity on the division of labour between assigned social workers and carers in terms of co-ordination of care.</p> <p>The new advocacy provision (since April 2018) is in place and being delivered by The Advocacy Project and local small and medium sized enterprises (SMEs). The Advocacy Project delivers on the statutory advocacy, the SMEs deliver non-statutory advocacy. The service also signposts those who are not eligible to information and advice services, and is looking at developing alternative and sustainable forms of advocacy e.g. peer advocacy.</p> <p>RESPONSE FROM CARERS CENTRE</p> <p><i>D) Unfortunately the newly commissioned advocacy service is of only able to offer a non –statutory advocacy service to Carers who meet the eligibility threshold as follows:</i></p> <p><i>Eligibility Criteria</i> (as clarified by the London Borough of Hackney) <i>In order to reach those with the highest need /those who need it</i></p>

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	<p>health nurses and not carers that actually deliver care.</p> <p>If the service user is not on the Care Plan Approach they may not necessarily have an allocated practitioner. In these instances any issues that require intervention will be raised with an appropriate service Duty Officer which, if necessary or complex, may trigger an allocation to a practitioner.</p> <p>(d) This recommendation is agreed. Adult Services are currently introducing a new commissioned service for the provision of advocacy, to be delivered by The Advocacy Project and a network of local organisations. The service will include both statutory and non-statutory advocacy.</p> <p>Statutory advocacy means a person is legally entitled to an advocate because of their circumstances.</p>	<p><i>most, eligibility for non-statutory advocacy has been put in place</i></p> <ol style="list-style-type: none"> <i>1. Located within or come under the responsibility of the London Borough of Hackney</i> <i>2. Is known to Adult Social Care teams</i> <p><i>A vulnerable adult who is unable to speak up for themselves, is un-befriended and who requires support with a specific advocacy issue.</i></p> <p><i>Vulnerable adults are defined as:</i></p> <ul style="list-style-type: none"> <i>• Someone who has been assessed as eligible for adult social care teams e.g. Learning disabilities service; mental health service, etc.</i> <i>• Someone who is disadvantaged through disability and has been assessed as requiring paid support from the Local Authority or under Continuing Health Care.</i> <i>• Someone who has been assessed by adult social care and has been in receipt of a care or support package [in the past 12 months prior to advocacy referral].</i> <i>• Someone who requires support to navigate social care processes e.g. adult with a disability navigating child protection processes, or someone who wishes to challenge their recent [within past 12 months] social care assessment.</i>

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	<p>This might be because they're being treated under the Mental Health Act or because they lack the mental capacity to make their own decisions. It also covers certain people who are in the care of the NHS or local authority, including prisoners.</p> <p>Non-statutory advocacy services continue to play an important role, providing advocacy where vulnerable people fall outside the eligibility criteria for statutory provision.</p>	<p>The above eligibility criteria has meant that many carers are no longer eligible as they do not meet the criteria for non-statutory advocacy. City and Hackney Carers Centre has had to withdraw from the contract due to a lack of eligible referrals. This has led to an increase in carer referrals to our advice service and to Hackney Community Law Centre and the Hoxton Legal Trust to try and find agencies to deal with the issues presented.</p>
<p>Recommendation Two</p> <p>The Commission recommends that the new model makes clear what formal respite care is available for the different categories of carers in Hackney and how officers are working with partners to increase the availability and</p>	<p>This recommendation is agreed. The new model will make clear what formal respite care is available for different categories of carers.</p> <p>Cessation of the Independent Living Fund has had no impact on availability of respite care as this provision is based on carers needs. All former recipients of Independent Living Fund and their</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>The new model of services for unpaid adult carers will provide clarity on the respite offer within Hackney, alongside other services that may be available to carers. This will be a joint responsibility across the whole commissioned service, internal and external, to ensure that carers are given the correct expectations of the service and that this is personalised to their circumstances.</p>

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<p>flexibility of respite care. We also ask for clarification on how the cessation of the Independent Living Fund4 has impacted on availability of respite care.</p>	<p>carers have been reassessed and subsequently if a need for respite had been identified appropriate provision has been commissioned from a wide range of independent providers.</p> <p>The type and frequency of respite required is discussed during carer assessments and support planning. It could be either through residential respite, a sitting service, a Direct Payment scheme, or day care provision, to enable carers to have a break. This could be a stand-alone provision or a provision that is built into a package of care.</p>	<p>Additionally, for the first 12 months of the new service, the Council will employ a Carers Development Officer to work across the whole service to ensure consistency of delivery and messages given to carers.</p> <p>RESPONSE FROM CARERS CENTRE</p> <p>CHCC has signed a Memorandum of Understanding to act as a referring agent with Carefree breaks, an organisation that works with hotels and B&Bs to utilise excess room space and offer this to unpaid carers free of charge. Carers have to fund their travel and meals and may not take the person they care for, but may take a companion. Although this will not suit the needs and budgets of all carers, it is a valuable additional resource for carers in need of a break.</p>
<p>Recommendation Three</p> <p>The Commission recommends that the GP Confederation should:</p> <p>(a) Work with GPs and health practitioners to develop greater awareness</p>	<p>This recommendation is partially agreed. The City and Hackney GP Confederation is a provider organisation and is not resourced to undertake tasks that are outside of its current contractual obligations.</p> <p>However, the Confederation participates in, and supports the work of the</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>In addition to participating in the Dementia Alliance Strategy Group, the GP Confederation is also supporting development and implementation of the Neighbourhoods Model for health and care across Hackney and the City. As the Commission will know from its scrutiny of the Unplanned Care Workstream, a key element of the Neighbourhoods Model is to develop multi-disciplinary approaches at appropriate population levels.</p>

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<p>of the signs of dementia.</p> <p>(b) Ensure greater uptake of existing local services for dementia sufferers.</p> <p>(c) Work closely with social services and voluntary and community sector to ensure an even engagement with the services across the borough as well as in the pockets where it is needed most.</p>	<p>Dementia Alliance Strategy Group. This Group is a local partnership of commissioner and provider organisations across Hackney and the City working to improve services for people diagnosed with dementia and their carers. The Alliance is using its resources to support carers, care mapping, care planning, and urgent and crisis care. As part of this work they are mapping the provision of carer assessments to identify barriers and gaps to access. The outcomes of this work will be reported to the Commission on its conclusion.</p>	<p>This will include testing a new approach to delivering dementia services, with memory clinics held within four paired neighbourhoods. Delivering in line with the Neighbourhood Model will enable a range of health and care professionals, as well as colleagues in the voluntary and community sector, to identify and support carers too. For example, there is a similar pilot to test the potential for allocating social work provision across paired Neighbourhoods.</p>
<p>Recommendation Four</p> <p>The Commission requests the CCG to give consideration to introducing new measurements to monitor how GPs are identifying and supporting carers to make sure carers are able to look after their own health, are listened to about the care of</p>	<p>This recommendation is partially agreed. As mentioned above in response to Recommendation 3, the City and Hackney GP Confederation is a provider organisation. It would need to be commissioned to carry out the monitoring work proposed in this recommendation.</p> <p>In order to take address the important point made in this recommendation the</p>	

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<p>the person being cared for and are supported to care well.</p>	<p>Prevention Workstream (which has a key objective regarding carers) will be asked to consider how this task might be implemented through existing or new contractual arrangements.</p>	
<p>Recommendation Five</p> <p>The Commission asks that East London NHS Foundation Trust works with their Carers Support Group to explore how a better balance can be struck between the need to maintain patient confidentiality for adults whilst acknowledging the problems created for carers when appointment letters are ignored or destroyed.</p>	<p>This recommendation is agreed. If a patient has fluctuating conditions it is important to have a conversation when they are well so that expectations and arrangements are in place for when they're not well.</p> <p>Regarding confidentiality, a useful example on which to build would be the Alzheimer's Society policy regarding patients coming into the system whereby the service user is asked to agree to share everything with their carer (or whoever is the right person depending on the circumstances).</p>	<p>RESPONSE FROM CARERS CENTRE</p> <p>Please look at the 'Triangle of Care' guidance produced by the Carers Trust. It provides excellent advice for professionals and carers around information sharing. https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health</p>
<p>Recommendation Six</p> <p>The Commission requests that the new model includes an action plan detailing how it will</p>	<p>This recommendation is agreed. An Officer at the City and Hackney Carers Centre has recently started work on identifying hidden carers and the findings from this, and other</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>Reaching and identifying 'hidden carers' is a critical function in the new model. The external provider will be expected to deliver a proactive and evolving programme of outreach work</p>

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<p>attempt to reach 'hidden carers' e.g. carers of those with dementia not yet fully diagnosed, older carers and those carers who are trying to continue to work full time and do not have time to ascertain what support might be available.</p>	<p>research, will be built into the new model.</p> <p>This work is especially applicable to communities and groups in which people don't recognise themselves as carers. The report leans towards people with dementia but there are other gaps too. For example, the Hackney Refugee Forum has very useful knowledge about hidden carers in that community.</p>	<p>across the borough to not only raise the profile of services available but also identify 'hidden' and 'hard to reach' carers in a proactive manner. The provider will be expected to work with a range of partners, including carers, to identify hidden carers and embed a clear pathway into help and support.</p> <p>An Outreach Strategy shall be produced on an annual basis to detail upcoming outreach activity and the rationale regarding how it is being targeted. This will be provided to the Council and monitored to ensure that the outreach is ongoing and targeted for maximum effectiveness. Where information and intelligence can be shared between the external organisation and the Council this will be done to support each other's work.</p> <p>RESPONSE FROM CARERS CENTRE</p> <p>CHCC have been working hard on Outreach within the last year and have targeted places of worship, pharmacies, all local hospitals and GP surgeries as well as the local libraries and mobile libraries, ensuring our promotional materials are available to carers. We have been offered a regular monthly information stall at Homerton Hospital reception and have developed a checklist style leaflet designed to catch the eye of those who do not necessarily recognise themselves as carers. New carer referrals to our service increased by 70 % in the last quarter (Oct-Dec 2018)</p>

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<p>Recommendation Seven</p> <p>The Commission requests the Council and Healthwatch Hackney to detail what ongoing consultative mechanisms are in place within the borough which could benefit carers and to what degree local carers are included in such bodies? We also wish to know what will be the remit of the proposed Carers Board, how will carers be involved in co-production initiatives and what involvement carers will have in, for example, the Patient and Public Involvement elements of the 4 Integrated Commissioning Workstreams.</p>	<p>This recommendation is agreed. As recommendation Four, the Prevention Workstream will take the lead for Carers within the integrated commissioning model. This will include defining the remit and monitoring progress of the proposed Carers' Board. This will include the elements of co-production and resident involvement referred to in the recommendation.</p> <p>It is also proposed that both the Prevention Workstream and the Making It Real Board will consider and report back on the extent to which carers' voices are represented within governance structures across the emerging Integrated Care System.</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>A Carers Co-production group was established in 2018 to enable ongoing, consistent and meaningful involvement with the redesign project and the new model throughout all stages. When the new model commences it is anticipated that the group will become an ongoing source of consultation, whether as their own entity or becoming part of another group, in order to not lose the expertise and valuable input of those carers.</p>
<p>Recommendation Eight</p> <p>The Commission recommends</p>	<p>This recommendation is agreed. The points relating to flexible hours, location and coordination will also be a</p>	<p>RESPONSE FROM ALZHEIMER'S SOCIETY</p> <p><i>Alzheimer's Society is currently in discussion both with</i></p>

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<p>that the Carers Information Support Programme (operated by Alzheimer's) should hold sessions which are more accessible to carers including outside of working hours. We request the Carers Centre and its partners to give consideration to how their services can be provided more flexibly e.g. evenings and weekends and in a better coordinated way, ideally at a central one-stop-shop point. We would also ask that a coproduction approach is taken to the development of the offer.</p>	<p>feature of the new model.</p> <p>It should be noted that a central one-stop-shop could have merits but can also be difficult for people with travel needs so access at different points in the borough, perhaps through Neighbourhoods, may be an alternative option. For some groups, this may not need to be a physical location. This will also be considered as part of the new model.</p>	<p><i>commissioners and our partners at City and Hackney Carers Centre around collaboration on Carers Support. We are also in discussions with ELFT in discussing how we work more closely to support carers in the future.</i></p> <p><i>Any out of hour's provision of carer support will have to be commissioned of course – with appropriate consideration for the additional support required out of hours.</i></p> <p><i>We are already providing quarterly support to carers via support to Dementia Carers in Touch in the City of London. A similar out of hours support meeting for hackney can be considered if appropriate resources are commissioned.</i></p> <p><i>We are in the process of reviewing how CrISP is presented in City and Hackney – with the idea to tailor it to local need and make it more flexible for the future. Again, community access points for the new version of CrISP will require resourcing in the new contract.</i></p> <p>RESPONSE FROM CARERS CENTRE</p> <p>CHCC is currently trialling an evening session once a month for working carers. This has been publicised through our quarterly newsletter 'Carers News' and through social media. Take up of this offer has been moderate but it is hoped the sessions will start to</p>

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		attract more working carers as the year goes on.
<p>Recommendation Nine</p> <p>The Commission requests that further engagement with service users and their carers is required to provide reassurance about the reconfigured Day Care Services at Oswald St and that a communications plan is implemented without delay</p>	<p>This recommendation is agreed. As discussed with the Commission at its meeting on 14 February 2018 (see draft minutes paragraph 7.4(c)) a communications plan is being finalised (including a project with the Multi Media Group) and service users will be reassured that the services they were used to would continue.</p> <p>As part of the Mobilisation Plan, Officers responsible for Day Care Services will contact carers of service users to make sure they aware of the change in location and continuity of provision.</p> <p>Communications to service users and carers will be appropriate and sensitive to their particular needs.</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>Oswald Street, was officially opened by the Mayor of Hackney, Philip Glanville and Deputy Mayor Cllr Feryal Demirci, Cabinet Member for Health, Social Care, Transport and Parks on Tuesday 30 October 2018. The Mayor and Cllr Demirci unveiled a plaque to mark the official opening of the building, watched by service users, their families and carers and some of the Council's partners. The service was also visited by Members of the Health in Hackney Scrutiny Commission on its opening.</p>

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		 <p>Communications with carers and service users took place as part of mobilisation and this was received positively.</p> <p>One Carer, whose son has transferred from the Marie Lloyd Centre to the new building, said: “I’m really impressed by the new building. The Council has done really well in listening to the views of service users and their carers. It’s lovely that everything is together and I’m pleased with the location. They’ve clearly thought about the different needs of different service users in the design and layout - it is really good.”</p>

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<p>Recommendation Ten</p> <p>The Commission recommends that an awareness and development session, perhaps led by Alzheimer's Society, takes place with Hackney Mobility Service to ensure greater awareness of the needs of those patients affected by dementia, and that these are recognised and reflected in the Blue Badge application process.</p>	<p>This recommendation is agreed. There is a national eligibility criteria for Blue Badges which is set by Central Government. Currently the criteria is predominantly based on mobility or difficulty to mobilise.</p> <p>However, each borough has a facility to award discretionary Blue Badges. Locally this enables Hackney to award a Blue Badge for those with more complex needs which are not necessarily functional needs (e.g. Alzheimer's, mental health conditions or learning disabilities).</p> <p>These applications are often made by carers or relatives and applications are considered by the Council's Mobility Team which employs qualified therapists who are trained to make such decisions. Furthermore, in recognition of informal carers, Hackney Council is piloting discretionary resident parking bays for a nominated non-paid carer. This pilot has just commenced and once</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>This was delayed whilst the national consultation on blue badges eligibility was carried out. The Government's summary responses to the consultation included a note that "the badge should directly benefit the individual; to ensure the sustainability of the scheme we do not believe badges should be awarded in situations where the carer is effectively the beneficiary." Some of the 6,300 responses received by the Government are summarised in the response as saying that "if an individual is accompanied by another person on the journey it should render the blue badge unnecessary. There needed to be evidence of an extreme behavioural impairment that was difficult to manage and therefore created a dangerous situation even in the presence of a carer. Issuing badges without genuine need would increase pressure on parking spaces."</p> <p>The full summary is available online: https://www.gov.uk/government/publications/blue-badge-disabled-parking-scheme-eligibility-consultation-summary-of-responses-and-outcome</p> <p>We await formal guidance from Government in light of this consultation before being able to pursue this recommendation further.</p> <p>RESPONSE FROM ALZHEIMER'S SOCIETY</p>

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	<p>it reaches 50 carers, a review between Adult Services and Parking Services will be undertaken. Applications for these bays are made through parking services.</p> <p>In addition, a national consultation is underway with regards to a review of Blue Badge eligibility which proposes to extend the criteria to those suffering with conditions other than physical disabilities, such as autism, dementia and mental health difficulties.</p>	<p>This now falls into the realms of Dementia Friendly Hackney. The LBH funded Dementia Friendly Communities Co-ordinator who recently came into post can encourage Hackney Mobility Service to join the Dementia Friendly Community Steering group and also provide dementia Friends session as required.</p> <p>The Dementia Alliance is also rolling out dementia training now to all council employees – see Dementia Alliance. This is being co-ordinated by the LBH commissioner for older people's services who is representative of LBH on the Dementia Alliance Partnership Board</p>
<p>Recommendation Eleven</p> <p>The Commission recommends that in the new model consideration is given to improving access to the Carers Needs Assessment database for those assessors undertaking the assessments or to reconsider who carries out the assessments and that</p>	<p>This recommendation is agreed. For people diagnosed with Dementia, this work is being led by the Dementia Alliance Strategy Group. Through this work the Care Navigation Plan is to be linked to the Service User's Care Plan through the use of a national system called "Co-ordinate My Care"). The leads for "Co-ordinate My Care" are currently working with the Alzheimer's Society to finalise an information</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>As part of the new model, statutory carers needs assessments will be undertaken by social care services across London Borough of Hackney and its strategic partner East London Foundation Trust. This aims to bring the following benefits:</p> <ul style="list-style-type: none"> • Bringing the assessment for the carer and the cared for person together. This will give a full picture of the circumstances by using the same database to make sure services match their needs. • Social workers should be more proficient at completing

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<p>further consideration is given to how a more consistent quality of the assessments can be maintained.</p>	<p>governance agreement and issue log-in details so that the plans can be uploaded. Discussion is also being finalised for Adult Social Care support plans to be uploaded.</p> <p>Progress on this initiative will be reported to the Commission at a future date.</p>	<p>quality carers assessments due to their skills and training.</p> <ul style="list-style-type: none"> • Carers will receive an outcome from their assessment more quickly, by reducing the number of steps in the process from assessment to outcome. • All carers will receive a support plan as a result of their assessment, based on their individual needs. <p>RESPONSE FROM ALZHEIMER'S SOCIETY</p> <p>The Alzheimer's Society now has access to Co-ordinate My Care and is uploading outcome plans to CMC where appropriate. This is under review to see how the process can be more efficient.</p> <p>There is an ELFT employee in place now who is leading on the development of Co-ordinate my Care – with a view that everyone who has a diagnosis of dementia will (be invited to) have a CMC care plan completed.</p> <p>RESPONSE FROM CARERS CENTRE</p> <p>The new model of service proposed by LBH takes carers assessments back 'in-house' due to issues with the unwieldy model and quality of assessments. The problems most often cited by</p>

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		<p>carers using the current CATB carers assessment service is the long delay between CATB partners completing and submitting the assessments to receiving an outcome from the panel at LBH.</p> <p>Adding the conduct of the Assessments to the workload of Social Workers who are already hard pressed with large caseloads and interim agency staffing seems likely to add to current delays rather than reduce them.</p> <p>CHCC also has concerns that the 'screening process' suggested in the new service model which will be conducted by the voluntary sector will in fact become a carers assessment by another name as carers will need and want to tell their story when first come into contact with support services. CHCC has concerns that the proposed model has not factored this when considering the resource allocation to this section of the model.</p> <p>Carers often have a fear and mistrust of statutory services for a number of reasons and CHCC is concerned that the new 'in-house' carers assessments service will mean fewer carers will seek a statutory carers assessment.</p>

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<p>Recommendation Twelve The Commission recommends that consideration is given to commissioning additional support locally to help carers apply for a Lasting Powers of Attorney and deal with issues around Wills and Trusts and that this be considered in any review of financial advice provision for Carers.</p>	<p>It is important that service users are able to receive information and advice at the right time. The City and Hackney Carers Centre has hosted a session with solicitors advising people about Lasting Power of Attorney. Consistent advice and a consistent approach are key as it can be difficult to go through the process at later stage and there can be significant costs.</p> <p>As part of developing the new model, options will be explored for continuing to explain the importance of addressing Lasting Power of Attorney early. For example this could include work with Safeguarding Adults Board, utilising Age UK's "will writing week", and enhancing reference to the subject in local information and advice services.</p>	<p>RESPONSE FROM ADULT SERVICES The new model requires the external provider to facilitate training to carers around will writing, power of attorney and advanced decisions and planning. This aims to ensure carers are supported to help apply for these services</p> <p>RESPONSE FROM ALZHEIMER'S SOCIETY All people with dementia and carers are informed of Lasting Power of Attorney via face to face meetings, and factsheets and where appropriate the Alzheimer's Society will enable people to apply for the necessary forms as required. The Society cannot assist in completion – however, there is a national LPA support scheme through its national helpline and people can access support to complete LPAs through that scheme. The Alzheimer's Society signposts people to them as appropriate.</p> <p>RESPONSE FROM CARERS CENTRE CHCC has continued to work with a firm of solicitors 'Freeman and Harris' to provide workshops to carers on LPA and more recently have hosted legal 1:1 advice clinics for carers on LPA and living Wills. Both these type of events have been very popular with carers.</p>
<p>Recommendation Thirteen</p>	<p>This recommendation is agreed.</p>	<p>RESPONSE FROM ADULT SERVICES</p>

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<p>The Commission recommends that further efforts are made to train adult social care staff, in particular Care Co-ordinators, on Housing Needs Awareness and what it means for carers, so that they are in a better position to provide advice to worried carers.</p>	<p>Officers from the Council's Benefits and Housing Needs team regularly provide training to internal colleagues and external partners on housing in Hackney, most recently regarding implications of implementing the Homelessness Reduction Act 2017. This training and briefing will be extended to Care Co-ordinators.</p>	<p>There has not been any training on housing needs awareness provided for social workers by Learning and Development. However, Adult Services have recently committed to adopting a new approach the adult social care, called 3 conversations.</p> <p>The '3 conversations' model is an innovative approach to needs assessment and care planning. It focuses primarily on people's strengths and community assets. It supports frontline professionals to have three distinct and specific conversations.</p> <p>The first conversation is designed to explore people's needs and connect them to personal, family and community sources of support that may be available.</p> <p>The second, client-led, conversation seeks to assess levels of risk and any crisis contingencies that may be needed, and how to address these.'</p> <p>The third and final conversation focuses on long-term outcomes and planning, built around what a good life looks like to the user, and how best to mobilise the resources needed (including personal budgets), and the personal and community assets available.</p> <p>The roll-out of this approach, happening in a phased way</p>

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		<p>starting in March 2019, will include a range of training for staff, emphasising the importance of providing a holistic approach that involves the carer.</p> <p>The new carers service due to start in October 2019 will be following a 3 conversations approach, and will be ensuring staff from all departments will be aware of what's on offer for carers and where to signpost them to for support.</p>
<p>Recommendation Fourteen</p> <p>The Commission recommends that the Council's planning and other policies could be adapted to ensure that the Dementia Friendly issues are given a higher profile in planning and design.</p>	<p>This recommendation is agreed.</p> <p>The Council is currently preparing a new Local Plan 2033 which provides opportunities to raise the profile and integrate issues around the needs of people living with dementia and other vulnerable groups into planning policies.</p> <p>The planning system can influence certain aspects of the wider environment such as landscaping and the public realm allowing a greater emphasis on accessibility and usability of public spaces, and creating environments where people actively choose to walk, cycle and spend time. This will be translated into policies for</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>Health Impact Assessments and Equality Impact Assessments have now been embedded within planning policy. This was a significant undertaking. These processes are positive for influencing health and wellbeing generally, but they do not specifically focus on Dementia Friendly issues at present. Dementia Friendly planning will be considered as a future area of development within the Local Plan 2033, building on the success of the public health influence to date. This will require dedicated resource to implement, which is not currently available.</p>

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	<p>geographical places such as Dalston, Hackney Central, Clapton, Stamford Hill and Shoreditch in more detailed Area Action Plans and master plans.. There is limited scope to address the interior environment of buildings.</p> <p>The draft Local Plan 2033 currently contains a policy on Liveable Neighbourhoods (Policy 37) which seeks to transform Hackney's places and streets into one of the most attractive and liveable neighbourhoods in London.</p> <p>Policy 16 (Housing Older and Vulnerable People) encourages development of housing aimed at meeting the specific needs of older people and vulnerable people. The policy references meeting any relevant guidance for the forms of accommodation proposed, and homes should be designed to be adaptable to assist independent living at home. Policies 16 and 37 and their supporting</p>	

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	<p>text could be expanded to include links to relevant good practice guides.</p> <p>Health Impact Assessments and an Equality Impact Assessments will be undertaken to further ensure that the policies promote health and wellbeing and equal opportunities. Major planning application schemes will also be required to submit Health Impact Assessments.</p> <p>Another project which may contribute to the Council's understanding of this matter is the cross departmental Hackney An Accessible Place for Everyone project which explored issues around inaccessibility of the public realm, public buildings and businesses, lack of courtesy towards disabled people and those with mobility difficulties in public spaces. The project also explored variable attitudes towards disabled people in shops and businesses, and the need to make Council services more welcoming to</p>	

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	<p>disabled customers; and disabled staff reporting lower satisfaction levels with Hackney as a place to work.</p>	
<p>Recommendation Fifteen</p> <p>The Commission requests a briefing from City and Hackney Carers Centre on how Hackney is benefiting from the Carers Trust 'Working for Carers' project which is a pan London project to assist carers back into employment.</p>	<p>This recommendation is agreed and a briefing will be provided to the Commission.</p>	<p>RESPONSE FROM CARERS CENTRE</p> <p>This recommendation was discussed by CHCC with Commissioner Sharon Ellis who indicated that the Carers Programme Board would take this forward.</p> <p>CHCC is happy to provide a briefing although the 'Working for Carers' project is run by Redbridge Carers with CHCC as a referral partner. Redbridge Carers therefore may be better placed to give the briefing.</p>
<p>Recommendation Sixteen</p> <p>The Commission requests that the current review of benefits and money advice services within the Community Grants Team underlines the centrality of these services for carers and that the Commission receives a briefing on its findings/recommendations and</p>	<p>This recommendation is agreed.</p> <p>The aim of the current systems review of advice is to understand how we can better meet the agreed purpose for advice to, "help people solve their problems by promptly giving the right advice, support and knowledge" and use this learning to re-design an advice model from April 2019.</p> <p>The aspiration for the new model is an</p>	<p>RESPONSE FROM ADULT SERVICES</p> <p>We have been working with 20 local organisations that provide advice in the borough to co-produce a framework for grant funded advice provision.</p> <p>With these organisations (which include organisations that work with carers) we have been analysing services from the customer's perspective to gain an understanding of how the system as a whole works. This has included:</p>

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<p>that this is taken into consideration by Adult Services in revising the new Model.</p>	<p>integrated debt and advice service which helps people resolve their problems at the earliest stage and find ways to help people address wider issues to help them live a happier more fulfilled life. Advice providers will work together to deliver a single service, working across institutional boundaries.</p> <p>The advice review so far has concentrated on the three principle funded advice providers, Citizens Advice, Hackney Community Law Centre and Hackney Advice Service. The next stage of the review involves working with the wider advice sector. This will help us to address access issues and reduce signposting by encouraging partnership working as well as ensuring we have the right mix of organisations to ensure the most appropriate, holistic and effective support. The Carers Centre will be working with us on this next stage.</p> <p>A key feature of this way of working is</p>	<ul style="list-style-type: none"> • Listening to what people actually ask for in their own words when they approach an advice service, e.g. the demand • Finding out what matters to them about how services work with them and asking them what a 'good life' looks like and how the services could respond to enable this to be achieved • Working to understand value demand vs. preventable demand and how this is generated and impacts upon individuals) • Mapping residents' journeys into and through advice services and creating system pictures of individual services and advice provision as a whole <p>The learning from the review has shown those involved that the overarching principle of advice services should be understanding resident's demand in context (not just the presenting issue) and delivering what matters to them. In order to do this an integrated advice system is needed that provides clear, simple and open access, including to those residents who face barriers to accessing services, and which minimises hand-offs between advisers and providers. All those involved in advice provision need to take a shared responsibility for system learning and continuous improvement.</p> <p>Most importantly the new grant framework aims to set out a</p>

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	<p>for system leaders to study in the work, so they can understand the system from the perspective of people trying to get help and make informed choices about changes that need to be made when we co-design the framework for the Advice service from 2019.</p> <p>By collaborating to learn a wholly different logic and approach to advice provision, providers, commissioners, as well as service providers will share responsibility for developing accessible and effective service responses, and the resource framework through which they can be provided.</p> <p>Although we are happy to provide a briefing on our learning from the review, we have been working closely with Adult social care and invite them to be part of the observation and co-design process.</p>	<p>learning relationship between the Council and providers and a new set of measures for understanding how successful the new service is. It will be important to continue to capture information in order to identify gaps, such as when people are turned away and to evolve our understanding of the purpose for advice, particularly around what a good life looks like to residents.</p> <p>We have been working with Adult services throughout the process, including as part of a reference group in the assessment process.</p> <p>The assessment process for the new grant started in November and we are in the process of making.</p> <p>RESPONSE FROM CARERS CENTRE</p> <p>CHCC has taken part in the systems review of advice services in Hackney and has submitted a bid with the local CAB and partners to deliver advice services to carers of adults and carers of children with additional needs. We await the outcome of this bid although it has been recommended to the Local cabinet for approval.</p>

Please note that in the Executive Response the following introduction was also included:

Document Number: 21869519

Document Name: Recs tracker for HiH review on Carers

1. Introduction to original Cabinet Response

- 1.1. *I would like to thank Members of the Health in Hackney Scrutiny Commission for its thorough and timely work on the subject of supporting adult carers. Carers make a huge contribution to the wellbeing of the borough and it is right that this role is recognised formally through the Care Act 2014, but also through the many enhanced services and initiatives delivered in Hackney, as detailed in the Commission's report, in this response, and I expect in future as the local offer is developed further in partnership with local carers.*
- 1.2. *This report is particularly timely due to two factors. Firstly, as noted throughout the report, a new model for supporting carers in Hackney is being developed and the findings of this report will provide vital insight into shaping that future model. In particular, I expect the principles for this service, as set out in section 5.23, to be fully reflected in the co-production process that will take place during 2018. Secondly, the Prevention Workstream has been tasked with developing a system-wide plan for health and social care organisations to work in a more integrated way to identify and support carers. This requirement is an indication of the high priority that local partners set on the role of carers, and I expect to see the findings and recommendations set out in this report reflected in that plan.*

Lead Cabinet Member: Cllr Feryal Demirci, Deputy Mayor and Cabinet Member for Health, Social Care, Transport and Parks
Lead Corporate Director: Anne Canning, Group Director Children, Adults and Community Health
CCG Lead: David Maher, Managing Director

Review webpage: <https://hackney.gov.uk/supporting-adult-carers-review>