

Committee:	Date:
Health and Social Care Scrutiny Sub Committee	2 November 2015
Subject: Carers – peer review of support and services	Public
Report of: Director of Community and Children’s Services	For Information

Summary

This report updates Members on the findings of a peer review of the City of London’s services and support for carers. The review, undertaken by a team of senior officers from other London boroughs, examined the depth, quality and reach of services for carers, and their compliance with the requirements of the Care Act.

The review noted the commitment, passion and enthusiasm of staff. The City’s strategy was found to be robust with clear evidence of Carer engagement. Services were found to be client centred, collaborative and effective. Carers’ feedback about the Adult Social Care team was positive.

Opportunities for improvement were identified and included improvements to the City of London website, more co-commissioning of services, improvements to some systems and processes and widening the focus of support for carers.

The review was informal, and feedback provided through a final presentation. The content of this is given below.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

1. The London Association of Directors of Adult Social Services runs a programme of Peer Challenge in which all London boroughs take part. The aim of the Peer Challenge Reviews is to support self-evaluation and service development. Each borough decides what area they would like the peer reviewers to look at.
2. The City of London Corporation Peer Review took place between 30 September and 2 October 2015. The review focussed on the implementation of the Care Act in relation to carers and in the context of personalisation.
3. The review was undertaken by a team of senior management from different boroughs from across London, led by the London Borough of Camden’s Director of Housing and Adult Social Services.

4. At the end of the review period feedback was provided to the Director of Community and Children's Services and senior staff in the department by the review team. The recommendations from the peer review will be included in the implementation plan of the Carer's Strategy.
5. The content of the feedback presentation is provided below for Members in its entirety.

Feedback presentation

6. Peer Review Team
 - Rosemary Westbrook, Director for Housing and Adult Social Care, LB Camden
 - Chris Greenway, Assistant Director, Head of Safeguarding Assurance & Quality Services, Harrow Council
 - Karen Timperley, Joint Strategic Commissioner, LB Camden
 - Matt White, Head of Provider Relations & Brokerage, LB Croydon
 - Tristan Brice, Programme Manager, London ADASS
7. Peer review Principles and Process
 - Although we focused on four areas, many people wished to tell us about a wide range of carer related issues.
 - Our feedback is based on triangulation of what we've read, heard and seen
 - The peer review aims to help the City, working with its partners, to assess its current achievements and identify those areas where it could improve.
 - Not an inspection, no rating, judgement or score.
 - The Peer Team acts as 'critical friends'
 - It is also a learning experience for the Peer Review Team
8. Scope
 - In the context of the principles and requirements of the Care Act, does the City's Carer's Strategy and supporting actions deliver appropriate outcomes for carers?
 - Is the City's carer's assessment, review and support planning process compliant with the statutory requirements of the Act and do the processes deliver the quality and depth of understanding necessary to provide tailored support to carers?
 - What are the early indicators regarding the quality of the work being undertaken on a case management basis?
 - Is the local carer support and service offer sufficient to meet Carers needs in the City?
9. "Light touch" peer review
 - It is inevitable, with this volume of information and a relatively short time to process it, that there may be subtleties missed along the way. For this reason, the peer review is light on absolute 'judgments' about the quality of services.
 - The report is provided in the spirit of self-directed improvement and offers areas where the review team feel that City of London could profitably focus in order to identify how services could improve.

- Our findings and recommendations are based on triangulated information from the written evidence and series of interviews

10. General Feedback

- Your onsite timetable offered us varied opportunities to gain better knowledge and evidence from the area.
- We have met many passionate and enthusiastic staff and people using services. Everyone we have met has both been interested in and committed to carers.
- A short presentation cannot do justice to the depth and breadth of what we have seen and heard and the contributions people make.

11. Findings

- Strong focus on the unique nature of the City
- Robust evidence based carers strategy with evidence of carer engagement
- Carers strategy identifies the underlying issues and priorities
- Strong understanding of the Care Act and its implications for carers
- Client centred and thorough assessments within ASC and partner organisations
- Limited information sharing between partner organisations leading to repeated assessments for carers
- Small scale and fragmented provider landscape
- Complex health partnership landscape
- Disconnect between policy, commissioning and operational delivery
- Communication and engagement with the wider carer population requires development
- Carer journey needs more clarity
- Carer strategy can be the catalyst for engaging with the wider prevention and wellbeing agenda

12. Communication and Engagement - Strengths

- Evidence of a good general information and advice offer through the commissioned service
- Responsive to carer feedback
- Positive feedback from carers about the ASC team
- Carers voice clearly evidenced in the carers strategy
- Range of high profile events to raise carer related issues e.g. dementia and social isolation

13. Communication and Engagement – Opportunities

- Improving the website and looking at other opportunities to support an e-literate population
- Potential for greater engagement with carers to co-commission services
- Improving the content of the information offer to carers
- Opportunity to join up messages with wider City working population as part of the wellbeing offer including out of hours support workers
- Alignment between carer and young carer strategies
- Wider range of media to engage with the broader carer population

14. Systems and Processes – Strengths

- Recognition of the need for more transparency
- Timeliness of response to service user needs
- Clear systems in place for allocating workload including reviews
- Carer assessment is Care Act compliant
- Robust audit process for carer case files
- Evidence of Care Act embedded within systems and processes

15. Systems and Processes – Areas for development

- Greater focus on the wider information and advice offer as part of the prevention and wellbeing duties
- Widening the options for carer assessments (trusted assessor model) – ‘Number of people that contact you can be overwhelming’
- Developing information sharing protocols with commissioned services to minimise duplication
- Opportunity to reallocate resource to develop support planning offer and coordination of the response
- Greater focus on supporting carers to understand how their Personal Budgets can meet the outcomes they want to achieve
- Consider opportunities for future IT development to support the customer and carer journey

16. Workforce – Strengths

- Stable workforce across health and ASC
- Client centred ethos that runs through the directorate
- Strong sense of supported workforce
- Clear training plans and continual professional development
- Evidence of reflective practice
- Evidence that staff have embraced the ethos of the Care Act
- Appetite for innovation apparent in a range of partner organisations

17. Workforce – Opportunities

- Cultural shift in developing more collaborative working across partners (including commissioned services)
- Working collaboratively with neighbouring boroughs e.g. drawing on the expertise of Tower Hamlets work with their Bangladeshi community
- Tapping into wider Council resources to help identify carers and support implementation of the carers strategy
- Embracing an enabling and preventative approach to working with carers

18. Commissioning – Strengths

- Good evidence and strategic base for developing commissioning strategy for carers
- Carers and young carers included within Health and Wellbeing Strategy
- Commissioning review in place
- City brand presents opportunity to attract providers

19. Commissioning – Opportunities

- Strategy gives opportunity to redesign the carer offer as part of a wider integrated adult community support service
- Using the commissioning review to redefine the commissioning and operational roles
- Building on the work with Age UK to continue to develop trust in commissioned services
- Building on the community resilience work delivered e.g. SPICE project
- Reviewing opportunities to co-commission with partner organisations

20. Embracing the spirit of the Care Act

- Embed wellbeing of carers at the heart of what the City delivers
- Integrate the social care offer within a wider public health agenda
- Design the carer offer around the carer
- Embed an enabling and preventative approach

21. Next steps

- Widen the focus of the carers strategy beyond the ASC lens
- Identify the lead officer to deliver the carers strategy through an agreed action plan
- Ensure the action plan meets the needs of the diverse carer population e.g. Bangladeshi community, self-funders, working carers
- Develop carer champion roles for members and officers
- Use the opportunity to commission innovative and outcome focused services for carers
- Use the opportunity of one directorate to widen the offer for carers, parent carers and young carers

Corporate & Strategic Implications

22. Implementation of the Care Act and the delivery of an effective Carers' Strategy are priorities of the Departmental Business Plan.

Conclusion

23. The peer review process has provided valuable feedback on the strengths of the City's services and support for Carers, and areas where our services can continue to develop and strengthen. The findings of the review were very positive and reflect the City's on-going commitment to identify and support carers.

Appendices

- None

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