

TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD

9TH SEPTEMBER 2015

PRIORITY UPDATE: IMPROVE ADULT AND CHILDREN CARERS HEALTH AND WELL BEING

REPORT OF: CLIVE JONES: ASSISTANT DIRECTOR

LEAD CABINET MEMBER – CLLR ARNOLD ENGLAND/CLLR PAUL WATLING

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

This report is an update on the progress being made with the HWBB priority: **Improve adult and children carers' health and well being.**

2. RECOMMENDATIONS:

Members of the H&WB Board:

2.1 Note the update and acknowledge progress and achievements since receipt of the last Board Report in June 2013.

2.2 Support the strategic priorities and associated action plans.

2.3 Support and recognise the significant and financial contribution family carers bring to the social and health economy.

2.4 Note the authorities continued progress in working towards Care Act compliancy and collaborative practices and co-production with carers of all ages in particular young carers and those in transition to adulthood.

3. IMPACT OF ACTION

The following principles are critical to the successful delivery of eight key outcomes set out in the Carers Strategy:

3.1 Continued engagement and working in co-production with family carers, who are best placed to inform and shape service provision and drive service improvement.

3.2 Raising awareness to prevent, reduce and delay the need for acute, complex or more intensive support for carers.

3.3 Constant reflection on how we extend our reach, hard to engage carers within our local

community. In particular young carers, those in transition 16-25 year olds and in diverse and hard to reach communities.

3.4 Continued ownership of the all age carer agenda by the Council and its partners whilst reflecting the Co-operative Council principles, Clinical Commissioning Group priorities and Health and Well Being priorities.

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	Improve carers health and well being all ages
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	Put our children and young people first. Protect and support our vulnerable children and adults. Improve the health and wellbeing of our communities and address health inequalities.
	Will the proposals impact on specific groups of people?	
	Yes	The proposals impact on carers of all ages. A carer is someone of any age who provides unpaid support to a family member or to a friend who could not manage without their help. This could be caring for a relative, partner or friend who is ill, frail, disabled, has mental health or substance misuse problems.
TARGET COMPLETION/DELIVERY DATE	Referenced with the Adults Carers Strategy 2013 – 2016 and associated plans Young Carers Strategy: 2012 - 2015 Market Position Statement: 2015	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	Carers make a significant contribution to the health and social care economy. Without unpaid carers the financial burden to both health and social care would significantly increase. The Care Act 2014 ensures carer's contribution is acknowledged and appropriate; and proportionate support is provided. The Council and CCG have approved a pooled budget arrangement for adult carers, whereby a financial investment is combined to achieve better outcomes.

		<p>The total of the pooled budget investment (adult) is £515.5K and young carers is £90K.</p> <p>Through tendering the All Ages Carer Service, resources will be redirected to support The Care Act, compliancy assessment outcomes which result in an Individual Budget payment to the carer.</p>
<p>LEGAL ISSUES</p>	<p>Yes</p>	<p>The Care Act 2014 came into force on 1 April 2015.</p> <p>On 29 December 2014, the Department of Health (DH) published guidance on the Care Act 2014 for carers and the cared for ,which explained the changes to care and support to be introduced under the Care Act 2014.</p> <p>On 5 June 2015 the House of Commons Library published a briefing paper on carers’ rights and benefits in England, which summarised the law applicable to carers.</p> <p>Adult carers have the right to assessment under Section 10 of the Care Act 2014, where they may have need for support. Originally introduced by the Carers (Recognition and Services) Act 1995, until 1 April 2015 there was no duty upon local authorities to meet a carer’s assessed needs, only to take them into consideration. Any carer who meets national eligibility criteria must have services provided to meet their needs for support now or in the future. The onus is on the authority to identify those in need of an assessment and to carry this out.</p> <p>Young carers have the right to an assessment under Section 96 of the Children and Families Act 2014. Unlike adult carers there are no national eligibility criteria and local authorities need only consider the assessment in deciding whether to provide support.</p> <p>Parent carers have the right to an assessment under Section 97 of the Children and Families Act 2014. As with young carers, the local authority must only consider whether to provide any services the parent carer is assessed to need. The Breaks for Carers of Disabled Children Regulations 2011 require the local authority, as far as is reasonably</p>

		<p>practical, to provide a range of services to assist parent carers to provide care. Local authorities must also publish a “short breaks services statement” setting out these services and their eligibility criteria for accessing them.</p> <p>Since the introduction of the Work and Families Act 2006 carers for adults have had the right to request flexible working from their employers. This was extended to all employees under the Children and Families Act 2014. Employers can only refuse a request to work flexibly on limited grounds identified by statute.</p> <p>In addition, employees have the right to reasonable time off if a dependent is ill, injured or their care arrangements are disrupted. Carers of disabled and elderly people are also protected from discrimination at work under the Equality Act 2010. There are changes to the benefits that carers are entitled to, including changes to the eligibility of the person they are caring for, and the spare room subsidy or bedroom tax.</p>
EQUALITY & DIVERSITY	Yes	<p>Family carers and former carers come from a wide range of backgrounds, cultures, faiths and communities. The Care Act highlights the need to seek out those individuals that do not recognise themselves in this role, and the impact this has on their health and well being.</p> <p>Within the Carers Strategy meeting diverse needs raises the challenges in identifying and raising awareness to this hidden and isolated group. A collaborative approach across health and social care economy ensuring that we utilise the principle of ‘Every contact counts’.</p>
IMPACT ON SPECIFIC WARDS	No	Borough wide impact.
PATIENTS & PUBLIC ENGAGEMENT	Yes	<p>Carers and former carers contribute in a variety of ways:</p> <ul style="list-style-type: none"> • Carers Partnership Board: 9 carers provide active and critical contribution including undertaking Chair and Vice Chair roles. • Community Engagement Panel: Carer representatives. • Regular Consultative Sessions with all age

		<p>carers including young carers.</p> <ul style="list-style-type: none"> • Commissioning, evaluation and moderation working as active contributors. • Contract and Monitoring evaluations. • Contribution to ADASS Council Peer Reviews. • Contribution to national developments such as Carers Call for Action/ Dementia Alliance. • CCG: Health Round Table • Health Watch • Co-production of Carer Self Assessment Tool. • Carer Lead in the development of Carers Strategy outcome: A Life outside caring which focuses on Employment, Education and Housing. • Members of SATH: Ward visiting teams. • Carer Membership: Local Health Economy: Dementia • Contribution to commissioning arrangements and evaluation of tender submissions.
<p>OTHER IMPACTS, RISKS & OPPORTUNITIES</p>	<p>Yes</p>	<p><u>Risks:</u> The Council contributed to a national adult carer survey in 2014/2015 which is run bi annually. Analysis of five questions is being undertaken which are reporting a 5% decrease compared with 2012/13 relating to impact of caring role, how they spend their time, control over their daily life and social contact.</p> <p><u>Carers Pooled Budget arrangement</u> Ascertaining the impact of the current investment and whether the budget is sufficient to meet individual payment requests for adult carers.</p>

PART B) – ADDITIONAL INFORMATION

1. BACKGROUND

National Context

1.1 This report provides a progress overview in relation to the Health and Wellbeing priority of improving carer's health and well being (all ages). Reference will be made to both the Young Carers and Adult Carers Strategy, associated plans, Pooled Budget arrangements and commissioning intentions for 2015 – 2016.

1.2 The National Carers Strategy states that by 2018 every Carer should be:

- Recognised and supported as an expert carer.
- Enjoy a life outside caring.
- Not financially disadvantaged.
- Mentally and physically well; treated with dignity.
- Children will be thriving: protected from inappropriate caring roles.

1.3 Other national initiatives compliment the Telford offers, including:

- Think Local Act Personal: Making it Real (TLAP) 'I Statements'.
- Development of the Memorandum of Understanding (No Wrong Door: Working together to support Young Carers and their families contribute to promoting a person centred and whole family approach).

2. LOCAL CONTEXT

2.1 The 2012 census told us **600 young people** and **18,000 adults** provide regular support to someone in Telford & Wrekin. We are currently aware of **332** young carers and **2000** adult carers where we offer a wide range of information, advice and support.

2.2 It is the identification and raising of awareness across Telford community which requires particular focus. Through the Prevention and Well Being Strategy, a collaborative approach is required to raise awareness of the impact of caring and to promote the range of community based solutions which enhances resilience and promotes well being among our carer community.

2.3 In Telford and Wrekin the adult's carer's agenda is driven by the multi-agency Carers Strategy 2013-2016, the delivery of which is overseen by the Carers Partnership Board (CPB). The CPB comprises of the CCG, Local Authority (including a cabinet member), Voluntary Sector, Health watch and most significantly nine carers, who are at the heart of the partnership arrangements. The adult's strategy has received endorsement by the Chair of the CCG, Director of Social Services and Director of Children and Families.

2.4 The Young Carers agenda is set out with the Young Carers Strategy 2012 – 2015 in line with the national vision, and this is overseen by the Children, Young People and Families Board. Both strategies are due to be reviewed and will be combined to reflect an all age carer approach.

2.5 At the heart of the young carer approach is a strong emphasis on prevention and intervention, with a greater focus on enabling self help and self service accessing community based solutions for those who are able.

2.6 With the changes brought in by the Care Act the design and delivery

of the services, ensures that vulnerable children and families with significant needs receive a range of co-ordinated help and support from the right services through a whole family approach.

2.7 Building on the **Think Family** approach and in response to the Government's **Troubled Families Programme** the use of a key worker model has become a key element to us achieving improved outcomes for families. Having a single consistent point of contact to facilitate the development of trust and engagement of families, a key worker is central to our Strengthening Families programme. It also facilitates the whole family approach required to fulfil our requirements within the new Care Act legislative framework for young carers.

2.8 Both strategies drive forward service development and shape commissioning intentions across partner agencies. They set out our shared vision, reflecting outcomes that matter most to local carers reflecting the wellbeing principle which is subsequently embedded within the Care Act 2014 placing us in a strong position to be Care Act compliant.

2.9 Our shared strategic ambitions for adult carers have been translated into action by creating pooled budget arrangements which includes the role of the Joint Carers Commissioner, central to driving forward the local carer agenda. During 2015 the combining of young carer and adult commissioning responsibility allows the transformation of all age carer services across the Borough to create a local offer which reflects local need and efficiency of resources.

2.10 This report allows Board members to gain an appreciation of how these arrangements are working on the ground to improve adult and children's carer's health, well being and development of resilience is based on the following eight key outcomes:

1. Information and Advice
2. Planning for the future
3. Promoting Wellbeing
4. Time for yourself
5. Meeting diverse need
6. A life outside caring
7. Feeling financially safe and secure
8. Having your say

3. PROGRESS AGAINST CARER STRATEGY OUTCOMES

3.1 Outcome: Information Advice and Support

An all age carer service is currently being tendered. The service will go live 1st October 2015. All age Carer involvement has been included in the whole process including shaping the specification, evaluation submission and moderation.

Carers Champions: Raising carer awareness across Telford community linking with local businesses and organisations. The establishing of Carer Champion, Dementia Friends are essential requirements within assisting to raise awareness and identify

carers in a wide range of settings. A Carer Champion fact sheet is available on My Life portal.

Carers Logo: Carers are developing a logo to be used to locally brand carer services allowing businesses and communities to promote that they are Carer Friendly.

National Carers Survey: Analysis of this survey will be published shortly. Local analysis of the responses in relation to how carers spend their time, how much control they have over their life and well being is being examined further.

Care Act: As from 1st April 2015 Carers are entitled to an assessment of need as well as the person they care for. Previously assessments were predominately carried out if a carer was providing a substantial amount of care. Carers who are providing regular support can now request a Carers assessment which is set against eight national outcomes. Where outcomes are unachieved, an individual payment may be awarded to address the unmet need.

Individual payments: Since April 2015 a multi-agency forum has met to consider carer assessments and requests for individual payments; to support carers to achieve unmet outcomes. A working group comprising of LA commissioning/service delivery/operations and Carers Centre have developed a tool which allows the equitable awarding of payments in line with the personalisation agenda (see Appendix 1 Outcomes Pyramid).

Memorandum of Understanding - No Wrong Doors: A national agreement which is being localised between Adult and Children and Family directorates. Its main thrust focuses on young people in families who are undertaking caring responsibilities. It encourages whole family working.

Carers Self Assessment Pilot: A group of carers have been working in co-production with an external facilitator to develop assessment documents. The draft document is near to completion and will be piloted shortly. The document will be accessible on My Life and in paper format. It focuses on carer's needs along with a range of prompt sheets relating to each outcome. This pilot has been funded through Regional ADASS.

Young Carer - On the Map (Carers Trust): The Care Trust has written to all Social Services Directors seeking a commitment to the identification of young adult carers. A statement has been prepared which contributes to a national map illustrating Telfords commitment to Young Adult Carers.

3.2 Outcome: Planning for the Future

Emergency Response Service: This service provides replacement support to carers when a crisis/illness occurs. The support will be available every day of the year, 24 hours a day. Currently 450 carers are registered with the service. The service is being re commissioned and a provider's stakeholder event is planned for the 17th August 2015.

Assistive Technology: Carers contribute to raising awareness by providing expert by experience support. This item is a standard agenda item at the Carers Partnership Board meeting and is an important element of the prevention agenda.

Educational Workshops: A range of educational workshops have been purchased from the Preferred Providers Framework, relating to Dementia, Life Planning and Management of stress and promotion of wellness. These sessions provide techniques for resilience and well being development (see Appendix 2 Data and activity report).

3.3 Outcome: Promoting well being

Pamper Sessions: Are held twice a month and facilitated by the Carers Centre. Fifteen minute sessions are available for up to 20 carers. Carers often stay and find the peer support therapeutic too. Public Health trainers have been co working with carers providing one to one advice, information and support on weight, smoking and personal health management.

Cookery Sessions: Following the success last year, a further 20 workshops are being delivered by the Council's Lets Cook Team where menu planning, cooking skills and budgeting are included. The current focus is on young adult and male carers with family cookery sessions planned for this year.

AFC Telford: For the past two years the football club has promoted Dementia and Carers at each of their matches. An identified Carer Champion is available on match days where information and support can be offered to those attending the match with the person they care for.

Admiral Nursing: is a service for carers and family members who support someone with Dementia. This service is funded through the CCG (Dementia budget) and delivered within primary care and allows carers to self refer. It is a very successful model with significant value placed on the use of carers as experts by experience allowing them to manage extremely challenging situations themselves with support of the Admiral Nursing Team (See Appendix 3: Clinical Poster).

Moving and Handling Family Adviser: This service is available 40 hours per month to family carers, focussing on techniques and safe moving and handling procedures. Impact is measured by taking comfort scores from the carer and cared for prior and after intervention. The response has been positive with many carers stating that such intervention has reduced the incidences of back and wrist strain. During 2014/15 the service received 84 referrals and carried out 56 assessments and 110 follow up/reviews due to changes in carer circumstances.

Relationship Support: Delivered through RELATE these one to one and family counselling options are available for family carers who are experiencing loss or finding change or relationships difficult to manage.

Friends and Family Service: From the 1st August 2015 Aquarius will deliver this provision. It is often the friends and family that bear the brunt of someone alcohol and drug taking. This service provides one to one and peer support and coping strategies.

Befriending (Young Carers): This successful project has provided over 500 befriending hours for 2014/15. The telephone befriending service is working towards extending support to adult carers during 2015/16.

3.4 Outcome: Time for yourself

Preferred Providers Framework: This is a commissioning framework which invites providers of a range of carer related services to present options for future purchasing. Currently, creative, educational and well being workshops are being delivered. The intention is to include a developmental workshop for 2015/2016 which can provide support and skill sessions for carers to develop a business or confidence building thereby improving well being and personal resilience.

Visit made by the Department of Culture, Media and Sport (DCMS): The Carers Commissioner formed a group which shared the value of art and culture in promoting carer well being. Free Art, Craft, Drawing and Painting sessions and a singing group have been available to carers on a fortnightly basis at The Place. Carers have shared with us the benefits these sessions make to their well being and their ability to continue in their care giving role. Creative workshops continue to be popular and are delivered by a range of providers.

Ironbridge Passes: Carers can access family passes free of charge enabling them to visit the 10 museums at the World Heritage Site. The passes are issued by the Carers Centre and purchased through pooled budget arrangements.

Young carer activities: A range of activities including fortnightly youth club, healthy eating workshops and a monthly Inbetweeners Group for 16- 24 years.

3.5 Outcome: Meeting diverse needs

Inbetweeners Group: 18-24 years: This group facilitated by the Carers Centre has been running for the past two years, to respond to a gap identified for this age group. Following the move to offer an all age's service this group was established with currently over 40 young people accessing peer support and a range of activities.

Mental Health awareness sessions: A series of development awareness sessions were held last year working with carers who are affected by someone who has a Mental Health diagnosis. The six week session focussed on diagnosis, behaviour and treatments as well as developing coping mechanisms for the carer.

3.6 Outcome: A life outside caring

Sub Group: Pathway to employment: A sub group for the Carers Partnership Board led by a former carer focuses on a range of issues relating to employment, education and housing. More recently a pathway to employment prompt sheet has been developed to assist carers and agencies to consider a range of options which allow the carer to access the skills for self employment, voluntary or paid employment.

Dementia and Carer Provider Forum: Professionals, agencies and business meet 2/3 times a year to share information and network to improve awareness and work collaboratively. The forum members will be contributing to two events in the autumn which are the National Dementia Congress which is holding its 10th anniversary congress in Telford 3-5th November 2015. It is the intention to have a Telford Art and Activity Zone with the expectation that carers will form part of the delivery.

3.7 Outcome: Feeling financially safe and secure

Workshops and Information Sessions: The Carers Centre have facilitated a range of workshops including PIP (Personal Independent Payments) workshop which attracted 40 carers and three Care Act awareness sessions which attracted 75 carers. A Universal Credit workshop is planned for the summer

3.8 Having your say

Carers Partnership Board: The Board has been carer led for eight years and with members ranging from CCG, Council, Voluntary Organisation and Carers. The Board is seeking members of a broader age range to aid succession planning. Members and experts by experience are sought to contribute to a range of meetings including Local Health Economy, Health Round Table, Commissioning processes and listening events. We are working towards Carers leading sessions in co-production, engaging with young people.

In addition we are looking at other ways of gaining carer contribution other than attending board meetings. Over the past year a public seating area has been established and is proving popular with carers and providers alike. Carers have also contributed to ADASS Peer Reviews across the region demonstrating the knowledge and skills carers bring to reviewing other authorities service delivery.

4 NEXT STEPS:

Looking forward we have identified the following areas of development over the forthcoming year:

- Securing a permanent third Admiral Nurse (Dementia) support for family carers. The CCG is leading on this development.
- The continued development of a Carers Indicative Budget tool to identify and measure financial awards. This will compliment the Self Supported Assessment Tool currently being developed as part of ensuring Telford's Care Act compliancy.
- Promotion of financial payments to carers as direct payments/individual budgets as a preferred purchasing option for care and support to assist in the self management of day to day care giving.
- Establishing commonality of better outcomes for carers across all services purchased in line with Carers Strategy and Market Position Statement.
- Commissioning of Emergency Response Service which provides replacement support for up to 48 hours in a crisis and extending Preferred Providers Framework for the delivery of carer activities and workshops which promote development of resilience.
- Provision of all age Carer Services which provides a balance between young carer identification, support and identification of adults who are hard to engage with.

- Revision of an all age Carers Strategy and associated plans
- Identification and development of support to young carers who are affected by someone's drinking and drug taking.
- Progressing links to identify young carers through schools and colleges and workplaces
- Working in co-production with carers to identify employment: both vocational and paid opportunities.

5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

No further impact assessment information.

6. PREVIOUS MINUTES

Health and Well Being Board March 2013 and July 2013.

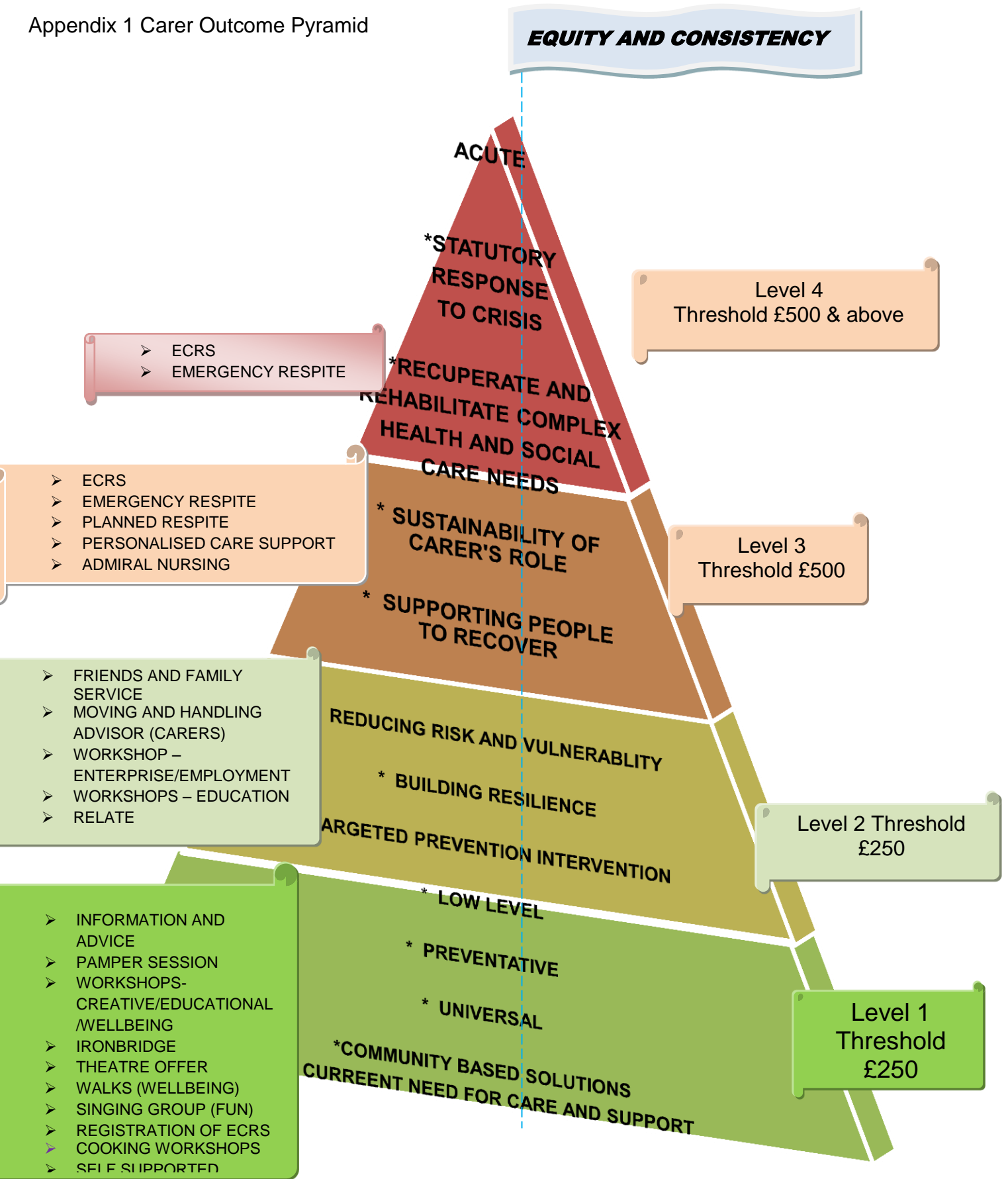
7. BACKGROUND PAPERS

Carers Strategy 2013 – 2016 Making connections for Carers in Telford and Wrekin and associated implementation Plan
Young Carers Strategy

Appendix 1 Carer Outcome Pyramid
Appendix 2: Creative, Educational and Well Being workshop data
Appendix 3: Admiral Nursing Poster

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Appendix 1 Carer Outcome Pyramid



Appendix: 2 Creative, Educational and Well Being workshop data

Young Carers

Carers and Parents Assessments (not included in Support Provided) 2014/2015				
	Q1	Q2	Q3	Q4
Carer Assessment	31	29	22	29
Parent Assessment	32	30	23	36

Sessions per head	Q1	Q2	Q3	Q4
Number of young carers supported 1-1	22	26	58	34
Number of sessions of every type of support	136	164	136	191

2015: Quarter 1

Carers and Parents Assessments (not included in Support Provided)				
	Q1	Q2	Q3	Q4
Carer Assessment	35			
Parent Assessment	35			

Sessions per head	Q1	Q2	Q3	Q4
Number of young carers given 1-1 support	20			
Number of sessions of every type of support	177			

Carer Activity: Carer Workshops and other related activity funded through Pooled Budget Arrangements. Link to Carer Offer promotion

Educational/Well being Workshops: Delivered between February and May 2015

EDUCATIONAL/WELL BEING Workshop/ Session	Number of carers attended	Topics covered
Understanding Dementia* Sessions delivered in partnership with Admiral Nursing Service and Rural Community Council for Shropshire (RCC) (Preferred Provider)	3 x one day sessions attended by 24 carers	Moving & handling, Nutrition & hydration Assistive technology Dementia & the brain Coping with unusual behaviour Services that help Further sessions have been purchased
Everyday First Aid; Delivered in partnership by RCC (Preferred Provider)	1 x one day session attended by 6 Carers.	Understanding the principles of first aid Knowing how to act in the event of Choking, Stroke, Heart attack etc Further sessions have been purchased.
Let's Talk About Dementia Sessions	1 x one day	Principles & practice of person

Delivered in partnership by RCC Admiral Nursing Service (Preferred Provider)	session attended by 12 carers Other sessions planned throughout the year	centred care Knowing the person Understanding behaviour and how to respond Avoiding 'hot spots' Looking after yourself Managing stress & anxiety Further sessions have been purchased
Living well: Dementia Skills and support planning for family carers. Delivered in co-production with carers. (Preferred Provider)	One course delivered to 5 carers over six weeks	These sessions involve carers as facilitators and focus on Life style planning and resilience development. Further sessions have been purchased
Purchased workshops still to be delivered during 2015		
Dementia Sessions: CRISP programme 1 and 2 Carer Information and Support Planning. Delivered by Alzheimer's Society (Preferred Provider)	4 x4 weekly sessions planned for Autumn 2015	Carer Information and Support Programme: Provide information about the diagnosis, peer support and the opportunity to identify ways of managing the situation.
Emergency and Future Planning Delivered by RCC (Preferred Provider)	2x 5 hours workshops Autumn 2015	Working with the carer to look at Will, Trusts and life planning arrangements, meeting the cost of future care
Well being Workshops Delivered by RCC (Preferred Provider)	2 x 3 hr workshops Autumn 2015	Managing stress/anxiety and building resilience. The sessions uses Cognitive Behaviour Therapy (CBT) and mindfulness techniques
Everyday First Aid Delivered by RCC (Preferred Provider)	4 hour session	Session focus on increasing carer awareness in relation to first aid, dealing with choking, stroke, heart attach etc.
Lets get Cooking: Workshops Delivered by LA Lets Cook team	20 sessions planned for Autumn	2 hour sessions on menu planning, skills, budgeting and following a recipe. Aimed at male carers, young adult carers and families marginalised and isolated care givers. <u>Young Carers:</u> Since January 2015 10 young carers have accessed healthy eating workshops focusing on eating healthy on a budget.

CREATIVE WORKSHOPS: Delivered between February and May 2015

Current delivery	January – June 2015	Number of carers attended
Singing Group Delivered by LA Arts and Creative Team (Preferred Provider)	6 sessions x 2 hour 24 sessions planned for 2015/16	10 regular carers with 60 contact sessions
Craft Group Delivered LA Arts and Creative Team	6 sessions x 2 hour 24 sessions commissioned	8 regular carers with 48 contact sessions
Drawing and Painting Delivered by Arts and Creative Team	6 sessions x 2 hour 24 sessions commissioned	7 regular carers with 42 contact sessions
500 Theatre Tickets providing half price ticket concessions for registered carers		Carer's assessment required.
Come Potter about. Facilitated through Dementia Sense	4 x 4 hour sessions planned (Carer only sessions) Plus one carer and cared for sessions	Hands on pottery session. Each session allows up to 6 carers to participate.
Purchased workshops to be delivered during 2015		
Creative Sessions focussing on music, creative expression through visual and written media. Delivered by Creative Folk (Preferred Provider)	Workshops will run over year. Each session last 2-4 hours	Delivery planned for Autumn/Winter 2015/16
Creative Sessions Arts and Crafts Drawing and Painting Singing Group	54 x 2hr sessions	Delivery late summer/autumn 2015

CARER COMMENTARY: What carers have said told us about the sessions they have attended.

Dementia Workshops

“I now have a better understanding of why my other half behaves as he does. I’ll try and keep calmer, not shout and turn the other cheek”

“Looked at it from their point of view so understand better now”

“I found it most helpful to talk to other people with the same problems and feel I now understand why some things happen”

“I understand the reasons why they have different behaviour so I will try to be more patient and not give lots of choices”

“I’ve learned about the different types of Dementia and ways to cope with the behaviour. I’ll approach things more calmly”

“I will now acknowledge the different problems (in caring for my Mum) and will tell my siblings what and why things are happening”

“I should have had this workshop when we first had the diagnosis.

As a result of the programme I have a better understanding of the actions and phrases my father uses (Communication)”

Everyday First Aid

“I now have more confidence”

“I have learned what to do if a person is not breathing”

“Everything was spot on and what I have learned today will benefit me”

“Would have liked maybe a longer period”

“More confidence gained. Will get more involved in emergencies”

“This has freshened my mind. It’s 19 years since my last training”

Well Being

“I will start a food diary and buy some aids for the house. I’ve gained confidence and knowledge”

Creative Workshops

One carer belonging to the singing group was more or less restricted to the house and became agoraphobic. She has become a regular participant in the singing group and now sings in a massed community choir. The carer enjoys being part of something uplifting and meaningful.

I love attending these sessions.... I have stopped taking anti-depressants.

I have just lost my husband and I needed these classes

I would like to do more of these workshops as they are my only source of me time

My son has bought me clay and making me an outside fire pit.

In addition the following services form part of the local carer offer.

These include:

Ironbridge Passes: Five Business Passes have been purchased which carers and families can borrow. . Each pass allows up to five people to visit the World Heritage Site and Museums. During the last financial year (2014/15) **208** passes were issued. Between April and June 2015, **45** passes have been reserved and utilised. This offer has been popular with carers and their families allowing them to access local visitor attractions.

Carer comments:

Here I am again writing to you in appreciation of the free passes I received from you for Ironbridge Museums. I have used them two days running. My mom is 84yrs old enjoyed the china museum and also me and my son. Today we went to enginuity. My son and his friend and disabled son all enjoyed floating, making and sailing the boats. The park and ride service was brilliant very nice not to have to drive. A big thank you to all for making this so good! and all free. I cannot believe I haven't spent any money! Fantastic days out.'

Carer Individual Payments

Payments are awarded following the completion of a carer's assessment and the identification of unmet needs. The Carer Outcome Pyramid which is linked to Well Being and Prevention Strategy and Care Act compliancy is utilised to identify the level of the award and measure its impact.

	Number of payments awarded	Value £
April 2014 – March 2015	173	£70,475
April 2015 to June 2015	48	£11,221

Pamper Sessions:

Available fortnightly and facilitated by Carers Centre. Up to 20 Carers can access fifteen minutes sessions and receive peer support and information related to health and well being. The sessions are funded through Individual Payment Fund and are free to carers. As part of the well being offer carers access walk led facilitated by Carers Centre workers.

	2014/15	April 2015 to June 2015
No: of Carers accessing pamper sessions	354	114
Carer Walks	89	17

Emergency Response Service: Provides replacement support in the carers home in the event of a personal crisis. The service is available every day of the year, twenty four hours a day and can be accessed free at the point of delivery for up to 48 hours during a week day and 72 hours over a weekend.

	2014/2015	April – June 2015
Carers registered for service	407	50
Carers who accessed emergency support	74 call outs	8

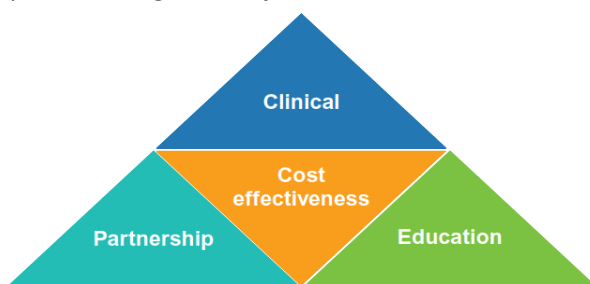
Admiral Nursing in Primary care

To evidence the potential cost effectiveness of Admiral Nurse Interventions in a Primary care setting

Authors: Tracey Lee, Gaynor Phillips and David Cosens

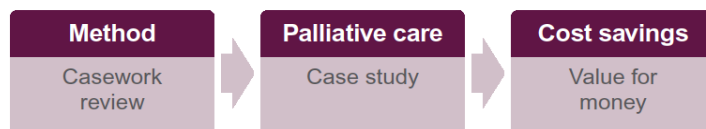
Background

Since 2009 NHS Telford and Wrekin and Dementia UK have been working in partnership. Within Telford and Wrekin carers are recognised as a health and social care priority. The aim of the service at the conception and during the last 5 years.



Method

The analysis has attempted to identify the nature and impact of the nurse's specific intervention in a single month as recorded in case notes and via a case study to present to the commissioners of the service.



Admiral Nurse needs assessment framework provides a structure for identifying the area of need which should be the focus of an intervention with a carer or family.

Admiral Nursing and Palliative care model for practice developed by the Admiral Nurses Palliative care Special interest group Dementia UK 2008.

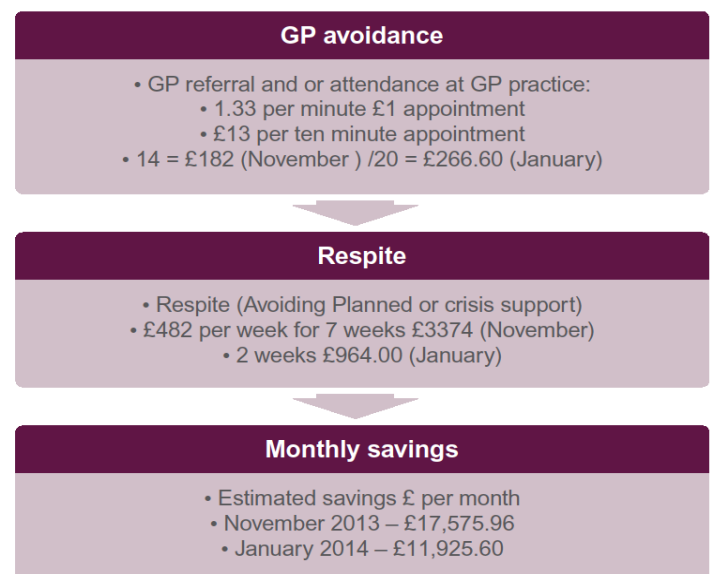
Financial cost of intervention:	
Admiral Nurse (Band 6) provided 20 hours support to Carer and family over 11 months (19 hours support)	£300
Managerial Support: One per month as part of case supervision	£187
Two hour Administration support	£18
Total cost of interventions	£505
Alternative support package if Admiral Nursing Service not available: Nursing Home: EMI (CHC)	£700 per week (£30,800 for 11 months)

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Analysis

- Caseload overview for November 2013 and January 2014
- AN Hourly cost (Band 6 £17.66 per hour. Full Time 37.5 hrs)
- Weekly cost £622.25 based on f/t hours/ Monthly £2489 (4 week period)



Summary

This piece of work was initiated at the request from the commissioners from the Clinical commissioning group as the service was under review. This is an initial attempt at capturing the cost effectiveness of the current service within a primary care setting in order to ensure sustainability of the service and future service development. It will be revisited by the service on an annual basis. The work has been used to demonstrate that having the admiral nurse service can have on improving the quality of life of the person with dementia and their carer whilst being value for money and indicates the potential cost savings.

This is a model that we have developed as a service within primary care. However this could be utilised and adapted to help support other services in the future particularly when trying to demonstrate to commissioners the value of admiral nurses.

Evidence Base for the service development National Dementia Strategy

- Telford and Wrekin Joint Strategic Needs Assessment (Deep Dive)
- PCT World Class Commissioning, QIPP
- National Carers Strategy 2008:
- Telford and Wrekin Multi-Agency Carers Strategy
- Telford and Wrekin Older Peoples' Strategy
- Mittelman MS, Roth DL, Clay OJ and Haley WE (2007). 'Preserving health of Alzheimer caregivers: impact of a spouse caregiver intervention'. American Journal of Geriatric Psychiatry, 15:9, 780-89.