

# NEWHAM CARERS ISSUES AND ACTIONS FORUM

## QUESTIONS AND ANSWERS

### 11 AUGUST 2021



QUESTION	ANSWER
<p><b>Is the Carers Strategy for all Carers regardless of who they care for?</b></p>	<p>Yes, the Carers Strategy is for all Carers in Newham.</p> <p>The Carers Strategy defines a Carer as an individual aged five and over who provides unpaid care and support to a parent, partner, child, relative, friend or neighbour who cannot manage without their help due to a disability / impairment, ill health, frailty or substance misuse. This includes:</p> <ul style="list-style-type: none"> <li>• Adult Carers - an adult aged 18 and over who is caring for another adult such as a spouse, parent, partner, friend, neighbour, relative or adult child;</li> <li>• Parent Carers - a parent or guardian who provides care to a child<sup>1</sup> to a degree greater than would be normally expected in a parenting role;</li> <li>• Mutual Carers - those who require care and support providing care and support (interdependent caring);</li> <li>• Sandwich Carers - those with caring responsibilities for different generations, such as children and parents;</li> <li>• Young Adult Carers - an adult aged between 18 and 25 who is caring for another adult or child;</li> <li>• Young Carers - 'a person under 18 who provides or intends to provide care for another person (of any age, except where that care is provided for payment, pursuant to a contract or as voluntary work).'<sup>7</sup></li> <li>• Former Carers - those who have ceased their caring role, usually because of a change in condition of the cared for person. This includes the death of the cared for person, the cared for person recovering and no longer needing care and support or the Carer wanting / having to stop providing care.</li> </ul>
<p><b>I hear a lot of Young Carers get lost in "the system"?</b></p>	<p>Workstream 5 of the Carers Strategy focuses specifically on supporting Young Carers, with the tasks working toward 'protecting Young Carers from inappropriate caring and providing the support they need to learn, develop and thrive; and enjoy a positive childhood'.</p>

<sup>1</sup> For the purpose of this Carers Strategy, a child is such up until the age of 18.

	<p>The Action Plan will be implemented over a three-year period by a multi-disciplinary, multi-organisation Carers Strategy Board, in collaboration with a Young Carers Partnership Board who have already successfully secured resource for the identification and assessment of Young Carers and Parent Carers.</p> <p>The Council is actively looking for a Young Carer and / or Young Adult Carer to deliver this Workstream alongside the Officer Lead ensuring the voice of the Young Carer is heard.</p>
<p><b>What are the stages of an Adult Carers Assessment?</b></p> <p><b>Can it be described step by step please?</b></p>	<p>The Adult Carers Assessment process generally follows the following steps:</p> <ol style="list-style-type: none"> <li>1. Following receipt of a referral, an Adult Social Care Offer will contact the Carer.</li> <li>2. The Carer will be asked if they would like a stand-alone Assessment or a Combined Assessment (a Combined Assessment is subject to the cared for person agreeing that they are happy with this).</li> <li>3. The Carers Assessment will be completed by an Adult Social Care Officer during the cared for person's next scheduled assessment or review (if a combined assessment is chosen). If a Separate Carers Assessment is requested this would be booked at the earliest opportunity dependent on level of urgency.</li> <li>4. During the Assessment, the Carer will be provided with bespoke information and guidance to support them in their caring role and signposting to relevant local services.</li> <li>5. If the Carer is found to have eligible needs in accordance with the Care Act, they will be advised of suitable support options and a Support Plan developed.</li> <li>6. The Support Plan and Personal Budget will be submitted for approval.</li> <li>7. Support Plan and Personal Budget will be agreed (subject to status).</li> <li>8. The Support Plan will be reviewed on an annual basis if the support is ongoing either combined with the cared for person or separate if requested.</li> </ol> <p>The Care Act does not set any statutory responsibilities around the timescales in which the Council is required to complete an assessment. However, every effort is always made to carry out assessments in a timely manner according to level of urgency.</p>
<p><b>How do you monitor Carers Assessments?</b></p>	<p>Carers Assessments are all loaded onto the Council's care management system, AzeusCare.</p> <p>The number and status of Carers Assessments is reviewed by the Adults &amp; Health Senior Management Team at a monthly performance management meeting.</p>

<p><b>Following the initial Carers Assessment, there is a lack of regular and consistent contact, how are you monitoring this?</b></p>	<p>All staff are trained to ensure that communication with Carers is clear and consistent throughout the whole of the Assessment process, and that the outcome of the Assessment is shared in a timely manner. Please email <a href="mailto:CarersQueries@newham.gov.uk">CarersQueries@newham.gov.uk</a> to advise us of where this has not happened, noting that consent is required from the Carer to investigate and feedback to those raising on their behalf.</p> <p>One of the tasks in Workstream 2 of the Carers Strategy is to refresh / co-design Carers Assessment training for frontline staff, reiterating the importance of clear communication throughout the process. Adult Social Care are also planning to undertake regular audits of Carers Assessments, which will include how communication was managed.</p>
<p><b>There are also issues with Parent Carer / Young Carer Assessments. There needs to be a better join up with Adult Social Care.</b></p>	<p>Adult Carer Assessments are governed by The Care Act 2014 and Parent Carer and Young Carers Assessment governed by The Children and Families Act 2014. Therefore the Assessment criteria and process is different.</p> <p>Work to improve the delivery of Parent Carer and Young Carer Assessments is being progressed.</p> <p>One of the tasks in Workstream 5 of the Carers Strategy is to agree a Memorandum of Understanding between Adult Social Care and Children and Young People's Services to ensure families who cross both areas are supported in a more holistic way.</p> <p>The Council will deliver a specific session on Parent Carer and Young Carer Assessments at a future Issues and Action Forum meeting.</p>
<p><b>Some people don't want to have an Assessment as they are scared their children will be taken away.</b></p>	<p>The Council understands that this is a concern of some parents / families and is something we will be looking to address as part of our up-coming communications campaign to identify hidden Carers.</p> <p>The Council has a statutory responsibility to protect people who are at risk of harm (which may involve intervention in extreme cases); however, it aims, wherever possible, to work with families to support them to stay safely together.</p>
<p><b>Staff undertaking Assessments don't always understand the needs / behaviours of the people who we are caring for who have extreme / challenging behaviours linked to a Learning Disability or cognitive condition.</b></p>	<p>All Adult Social Care staff are trained and qualified to work with people that have care and support needs and we offer additional training and support to staff who support people with specific needs / challenging behaviours.</p> <p>Please email <a href="mailto:carersqueries@newham.gov.uk">carersqueries@newham.gov.uk</a> to let us know of any examples where you feel a "cared for's" needs have not been appropriately assessed and / or views not fully considered, noting that consent is required from the Carer / 'cared for' to investigate and feedback to those raising on their behalf.</p>

<p><b>How do you identify and support hidden Carers?</b></p>	<p>Social care and Healthcare professionals are in key position to help identify hidden carers when they make contact with the cared for person, and will encourage individuals to access a Carers Assessment / support where they feel it is needed.</p> <p>The Carers Strategy acknowledges there are a high number of hidden Carers in Newham, and nationally (particularly within particular demographic groups). Workstream 1 aims to 'raise the profile of Carers (of all ages) in the borough; and support residents to identify themselves as a Carer early in their caring journey'. There are a number of tasks within this Workstream to achieve this.</p>
<p><b>What advocacy support is there for Carers?</b></p>	<p>'Voiceability' offer free and independent advocacy services. The Service can be accessed by:</p> <p><b>Email:</b> <a href="mailto:helpline@voiceability.org">helpline@voiceability.org</a>  <b>Telephone:</b> 0300 303 1660  <b>Visit:</b> Stratford Advice Arcade, 107-109 The Grove, Stratford, E15 1HP</p>
<p><b>What is the eligibility criteria for respite?</b></p> <p><b>Is there a discretionary criteria; and if yes, how is it determined?</b></p> <p><b>Are Carers offered an explanation of the outcome of their Assessment in relation to respite?</b></p>	<p>The Council doesn't have a Carers specific Respite Policy. One of the tasks on Workstream 2 is to co-design one.</p> <p>Currently, the need for respite is determined through the assessment of the cared for person's needs, and the amount of support that the unpaid carer is providing each week to meet these needs will also be taken into account. Any respite requirements will be discussed with the Carer and cared for as part of the Assessment process.</p>
<p><b>How do you support and encourage Social Workers to maintain a caring attitude and to build a positive rapport with their clients?</b></p>	<p>All Social Workers in Newham are qualified and trained to deliver high quality, person centred and compassionate care and the Council believes that all Social Workers come into this profession to make a positive difference.</p> <p>Please email <a href="mailto:carersqueries@newham.gov.uk">carersqueries@newham.gov.uk</a> to advise us of where this has not happened, noting that consent is required from the Carer to investigate and feedback to those raising on their behalf.</p>
<p><b>Officers don't share their direct contact details so customers are unable to contact them.</b></p>	<p>At the meeting the following Officer provided their email address:</p> <ul style="list-style-type: none"> <li>➤ Tony Jobling, Director of Operations – Adult Social Care - <a href="mailto:tony.jobling@newham.gov.uk">tony.jobling@newham.gov.uk</a></li> <li>➤ Sissi Mylona, Head of Service - LD, Autism, MH &amp; Vulnerable Adults- <a href="mailto:sissi.mylona@newham.gov.uk">sissi.mylona@newham.gov.uk</a></li> <li>➤ Sue McDonald, FACT Manager - <a href="mailto:susan.mcdonald@newham.gov.uk">susan.mcdonald@newham.gov.uk</a></li> </ul> <p>There is also the <a href="mailto:carersqueries@newham.gov.uk">carersqueries@newham.gov.uk</a> address that Carers can email into with general enquiries.</p>