



**LUTON BOROUGH COUNCIL
ADULT SOCIAL CARE**

**DRAFT STRATEGY FOR THE COMMISSIONING
OF SERVICES FOR CARERS**

2008– 2013

**EXECUTIVE SUMMARY FOR PUBLIC
CONSULTATION**

1 INTRODUCTION

1.1 Purpose of the Draft Strategy

1.1.1 This draft commissioning strategy relates to and is one of a series of commissioning strategies covering the whole of adult social care services that the Council has produced and is simultaneously consulting on. (Services for Carers, Services for People with a Learning Disability, Older Persons Services, Services for People with a Physical Disability or Sensory Impairment and Services for People with a Mental Health Problem)

1.1.2 An Overview Report has also been drafted, drawing out the common themes underpinning all of the commissioning strategies. If you would like to see how the vision presented here relating to services for carers fits into this broader strategic picture, please contact Kimberly Radford – Consultation Co-ordinator on 01582 547706
e-mail commissioning.consultation@luton.gov.uk
or visit the consultation website to view other versions at www.luton.gov.uk/currentconsultations for a copy of the Overview Report

1.1.3 This Executive Summary of the Strategy, for the purposes of public consultation, presents the primary proposals for the development of these services, summarised through a series of commissioning proposals, with key questions posed to facilitate the process of consultation.

1.1.4 The full draft strategy provides greater detail. A copy of the full strategy is also available on request.

1.1.5 Public consultation on the strategy will take place from July to September 2008. Feedback from consultation and any amendments to the draft strategy suggested by this feedback will be presented to the Council's Executive in November 2008 and the final version of the strategy will be published after this.

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1.2 The Modernisation of Services

- 1.2.1 This strategy is strongly influenced by the Department of Health's New Deal for Carers, which is aimed at improving support for carers through a range of measures and the "Transforming Social Care" programme, through which the Government expects all local authorities to have put in place, by March 2011, the different structures and processes required for delivering self directed care and individualised budgets and for a significant proportion of those eligible for social care support to be benefiting from this.
- 1.2.2 The Government themselves, however, recognise that such a large-scale transformation, which will require a major change in culture and the development of a very different social care market, will not happen overnight. This strategy therefore includes proposals for improving the current range and quality of commissioned services, which will continue to be required by people whilst the new self directed care arrangements are being developed and rolled out to all.

2 IMPACT OF THIS STRATEGY

- 2.1 What will this ten-year vision mean for carers living in Luton?
- Increased range of support options for people to choose from, increasingly through the use of direct payments
 - More information about support options will be readily available in formats that are easy to understand.
 - Increased access to independent and peer support and advocacy through a carers centre
 - More emphasis on carers being offered assessments either self assessments or done by professionals
 - Assistance to carers to plan for emergencies and then, if necessary, access to respite support in an emergency situation, which could be in the carers own home.

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Consultation Question 1 : Do you agree that the impacts of the strategy described above will be achievable and will be sufficient to bring about the necessary improvements to the lives of carers ?

3 COMMISSIONING PROPOSALS

In this Section, all of the Commissioning Proposals are drawn together and related to the seven Outcome Headings, against which the Commission for Social Care Inspection will be evaluating services.

3.1 Improving Health and Emotional Well-Being

- Through access to information and advice that is in formats that are fully accessible to a range of carers, including children, young people, those with disabilities themselves, people from Black and Minority Ethnic communities, gay and lesbian carers etc.
- i. Update the information available to carers both in printed leaflets, on tape or CD and on the website. This will include commissioning the publication of a Luton Carers Handbook.
 - ii. Ensuring through training and information that LBC staff are aware of and respond to issues raised by carers
 - iii. Re-establishing the multiagency group to ensure that carers receive appropriate health services, information and signposting from other agencies
 - iv. Continue to offer emotional support to carers through facilitation and financial support of self help groups and voluntary bodies such as Alzheimer's, Hospice at home and Black and Minority Ethnic groups.
 - v. Using the Carers centre to provide support and advocacy when appropriate.

Consultation Question 2 : Do you agree that these are the right priorities for improving carers' general health and well-being ?

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3.2 Improved Quality of Life

- i. Continuing to ensure that social care workers always offer a carers' assessment, explaining its potential benefits and the range of service which could be available to meet a carers needs.
- ii. Establish an emergency planning service so that carers are confident that there are proper plans in place to care for their relative/friend in the event of an emergency preventing the carer from carrying out his or her role.
- iii. Use carers' week and other opportunities through out the year to publicise carers' services in order that more people are made aware of what support is available.

Consultation Question 3 : Do you believe that these proposed actions will secure the improvement in the quality of carers' lives required ? If not, which other measures to you think the Council and Health partners need to take ?

3.3 Making a Positive Contribution

- i. As an integral part of the development of the service improvement programme, ensure that feedback from carers at assessment and reviews is fed back into the commissioning process for both this and other strategies.
- ii. Ensuring that representative groups of carers are given regular opportunities to meet with senior managers and Members.
- iii. Annual consultation about the carers experience of the assessment process in order to improve both the process and the outcomes.

Consultation Question 4 : Are there other specific ways in which carers can be supported to make a positive contribution in their community ?

3.4 Increased Choice and Control

- i. Ensuring that carers play a full part in the commissioning, development and management of the carers centre.
- ii. Ensuring that carers are made aware of their right to an assessment and that the proportion of carers exercising this right in Luton rises.
- iii. Offer information and training (such as Carers N-Able days) to carers so that they are able to take more control of their caring responsibilities and explore ways of looking after their own health and wellbeing.

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- iv. Ensure that the Carers centre includes a provision for advocacy to strengthen carers' voices in dealings with statutory bodies.

Consultation Question 5 : Do the proposals in this section make sense ? Are there other priorities for development you believe should be included under this broad heading of increasing choice and control

3.5 Freedom from Discrimination

- i. Commission carers services (information and advice and carers breaks) from the Asian and African Caribbean luncheon club/day services through regular carers sessions supported by service level agreements
- ii. Continue to engage with the BME project workers working with diverse communities
- iii. Ensure that the specification for the carers centre includes the needs of all of Luton's diverse population of carers in terms of gender, race, religion, disability, age and sexual orientation

Consultation Question 6 : Are there other measures you think the Council could consider to ensure that carers are freed from discrimination?

3.6 Economic Well-Being

- i. Use sitting services, respite care (including emergency care) and carers grants to support carers where there is an assessed need to enable them to take up or continue in work
- ii. Work with the benefits advisors at carers events to make financial/benefits advice more widely available
- iii. Include financial advice/signposting in the specification for the carers centre.

Consultation Question 7 : Are there other specific measures the Council should be considering to help promote carers economic well-being?

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3.7 Maintaining Personal Dignity and Respect

- i. Ensure that all workers carrying out carers' reviews and assessments have the skills to do this in a respectful manner and with a view to outcomes which support carers, as well as service users, personal dignity.
- ii. Ensure that, where there is a conflict between a service user's and a carer's rights, the carer is offered a separate worker.

Consultation Question 8 : Taking account of all the other proposals above that might contribute to achieving this outcome objective, do you believe there are any other measures that should be taken over the next 5 years to help ensure dignity and respect for carers ?

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4 RESOURCE IMPLICATIONS

- 4.1 Luton Borough Council uses the resources allocated for carers from the Department of Health to support carers in the Borough, even though the money is not ring-fenced.
- 4.2 At the current time resources are used both within the council and in contracts and service level agreements with third sector voluntary and charitable groups. It is our intention over the period of this strategy to move towards spending more of the grant with third sector groups and so strengthening and building capacity within the voluntary sector.
- 4.3 In future this grant is being paid through the Local Area Agreement, a partnership of Statutory and voluntary bodies, and this will support the intention at 4.2 above.
- 4.4 In line with Government Guidance, 80% of the grant is spent on Adult carers (aged 18 and above) and 20% is administered by the Children and Learning Department to support carers of children and young carers.

----- End of Executive Summary -----

Please send your comments to: -

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Or

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Or

visit the consultation website to complete an online questionnaire and view other versions of the strategies at www.luton.gov.uk/currentconsultations

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Closing date for consultation feedback : 30th September 2008