

# Help Shape Adult Carer's Services in Hackney

## Consultation Report

December 2018

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## **Introduction and aim of the consultation**

This consultation is about services for unpaid adult carers aged 18+. The carers can either live in Hackney themselves or care for adults aged 18+ who live in Hackney.

What do we mean by a carer? A carer is anyone who cares, unpaid, for a friend, partner, family member or neighbour who due to illness, disability, a mental health need or an addiction cannot cope without their support.

The most recent statutory carers survey for 2016/2017 showed a decline in carers' satisfaction across some key areas, and Hackney Council know the current service has not worked as well as it could for carers in the borough.

With current contracts due to end in September 2019, Hackney Council are looking to refresh and improve the offer for unpaid adult carers in Hackney, to start in October 2019.

The Carers Service Redesign project aims to develop a model which will provide a more innovative and flexible approach to services for carers. It is focused on meeting the needs of carers in the Borough, and supporting them to continue their caring role.

The Council were interested in hearing about the experiences and views of unpaid adult carers, professionals, stakeholders and providers on how the current service is working, and what a new service should look like.

The consultation took place between 10th September 2018 and 18th October 2018.

Services for young carers aged under 18 and parent carers are not included in this redesign project. The departments and teams that provide these services have been engaged as part of the consultation to make sure that any future service for adult carers fits in and complements their services where appropriate.

## **Consultation approach**

A key aim of the consultation was to provide carers and stakeholders with a range of different ways to get in touch and provide their feedback. The Council offered the following opportunities to achieve this aim:

- Online Questionnaires (Carers & Stakeholders)
- Paper Questionnaires (Carers)
- 6 x Focus Groups (Carers)
- 2 x Internal Stakeholder Workshops (Managers & Operational)
- Assessors Forum
- Market Engagement Event
- 1:1 Discussions Offered (Carers)
- Co-production Group

The questionnaires and focus groups for carers asked different questions to both maximise the feedback but also to recognise that feedback from conversations is often richer than questionnaire responses alone.

This report details further the different methods used in each approach however all provided a summary of the redesign and the aims for this consultation.

## **How Was It Advertised?**

There were a number of ways residents and stakeholders were informed about the consultation these included:

- Advertisement in the Hackney Today newspaper and Carers Are The Bedrock Newsletter
- Advertisement on social media by Hackney Council which was further shared by City and Hackney Carers Centre, Connect Hackney, Homerton Hospital, Mayor of Hackney etc
- Email to teams who encounter carers to advertise the consultation including website link and phone number (Carers Providers, HCVS, St Joseph's Hospice, Healthwatch, Age UK, Interlink, Advocacy, Social Workers, Hackney Housing, Public Health, Supported Employment, All Hackney Staff, NHS, Voluntary Sector etc)
- Distribution of paper questionnaires & posters to GPs, Libraries and City and Hackney Carers Centre.
- Advertisement via Hackney's webpage ([hackney.gov.uk/carers](http://hackney.gov.uk/carers))
- Nationwide Online Tender Portal (Market Engagement Event Only)

## **Who Attended?**

The following table details a summary of the consultation activities and how many people attended/responded.

*Table 1: Overview of consultation activities*

<b>Audience</b>	<b>Activity format</b>	<b>Date(s)</b>	<b>Attendees/responses</b>
Carers	Surveys (online and paper)	Surveys open between 10th September 2018 - 15th October 2018.	52 responses
Carers - Valuing Carers Group	Focus Group	27th September 2018	14 attendees
Carers - General Group	Focus Group	5th October 2018	3 attendees
Carers - Bikur Cholim (Charedi Jewish carers)	Focus Group	8th October 2018	16 attendees
Carers - Magnolia Carers Group (Kurdish & Turkish Women carers)	Focus Group	9th October 2018	8 attendees
Carers - General Group	Focus Group	9th October 2018	10 attendees

Carers - Derman (Turkish & Kurdish carers)	Focus Group	11th October 2018	11 attendees
Carers - Co-Production Group	Workshop	18th October 2018	6 attendees
Professionals	Surveys (online)	Surveys open between 10th September 2018 - 15th October 2018	8 responses
LBH stakeholders - Adult Social Care Operational staff	Workshop	12th October 2018	6 attendees
LBH stakeholders - Adult Social Care Managers	Workshop	10th October 2018	8 attendees
Carers Assessors	Workshop	16th October 2018	7 attendees
Market Engagement Event	Workshop	16th October 2018	8 attendees with 6 organisations represented.
Carers	1:1 Discussions (Phone or Face to Face)	10th September 2018 - 15th October 2018	0 attendees

### **Organisations who responded**

- City & Hackney Carers Centre
- Alzheimer's Society
- City & Hackney Mind
- Bikur Cholim
- Outward
- Carers First
- Benefits & Housing Needs (Hackney Council)
- Mental Health (East London Foundation Trust)
- Adult Social Care (Hackney Council)
- Children's Services (Hackney Council)
- Derman
- Age UK
- GP
- Dementia Alliance
- Integrated Discharge Team (Hackney Council)

### **Response rate**

52 people responded to this survey via the online survey on Citizen Space (19 respondents), as well as paper surveys (33 respondents).

6 focus groups were carried out with a total of 62 attendees.

5 workshops were carried out with a total of 35 attendees.

### **Data inputting and analysis**

Completed paper surveys were returned to the Adults Commissioning Team, and they were manually inputted into Citizen Space for analysis.

The statistical data and qualitative comments from the surveys have been analysed by the Research Analyst who produced this report.

Discussions from the focus groups and workshops have been categorised into themes, which has been carried out by the Childrens, Adults and Community Health Team.

## Summary of key findings and themes

The key themes about the current carers service and considerations and learnings for the new service that emerged throughout the different consultation activities are summarised below.

### Current service

- Lack of clarity around the offer and process for carers - carers are not aware of the services available and their entitlement
- Long wait for assessment outcomes
- Assessments are inconsistent and can be poor quality
- There are too many organisations involved and communication can be poor - results in handoffs
- Focus is on securing direct payments and less on the carer as a whole
- Services are not always accessible i.e. opening hours, language barriers, lack of options on how services can be accessed
- High staff turnover has negative impact on delivery
- Information, advice and signposting is not always satisfactory

### Feedback and learnings for new service

- Social workers likely to be more proficient at completing carers assessments, but trust may need to be built
- Need for as few providers as possible to reduce handoffs and improve clarity of offer and communication with carers
- Proactive outreach, awareness raising and identification of carers is needed, as opposed to expecting carers to initiate support
- Assessments need to be high quality, consistent, and outcomes reported quickly
- Services need to be more accessible (times, location, language, format)
- Improved coordination of respite may be required
- Offer should include a wider range of services including greater information and advice, advocacy, and events
- Staff turnover needs to be well managed, with good handover process
- Data collection and sharing processes need to improve

### Principles for the new service

Reflecting the main themes and findings from the consultation, key principles for new service have been developed.

The new service for carers in Hackney will provide:

- A high-quality service that supports all carers in the borough over a range of demographics
- A personalised approach with the individual at the centre
- Clarity of offer and support available
- Proactive outreach in the community and increased visibility
- A broader range of accessible and personalised mechanisms for individuals to engage with services
- Intelligent sharing of information and data
- Minimal number of interactions throughout the process.

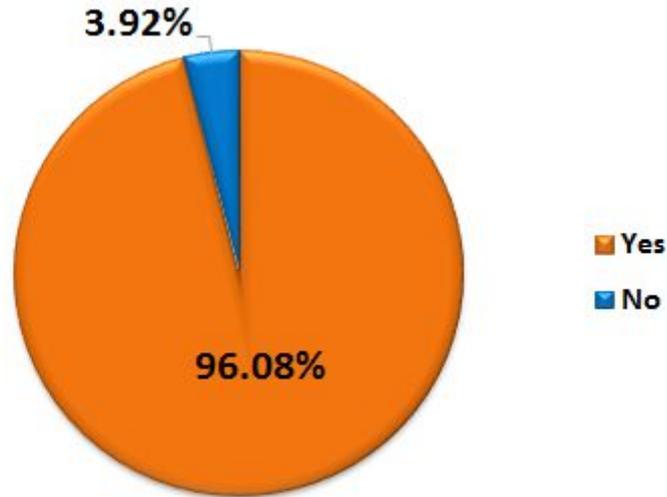
These principles will be refined and a vision statement will be developed further at the next Carers Co-Production Group in December 2018.

# **Carers' Survey**

## Summary of Results from carers' survey

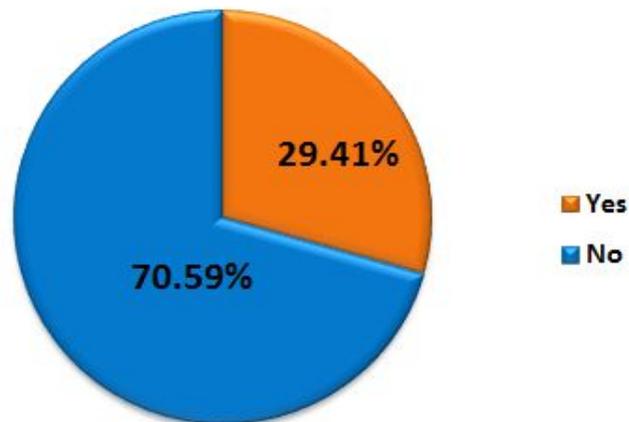
### About you and the person you provide care and support for

Do you provide care and support to a relative, partner, neighbour or a friend?  
(Base 51)



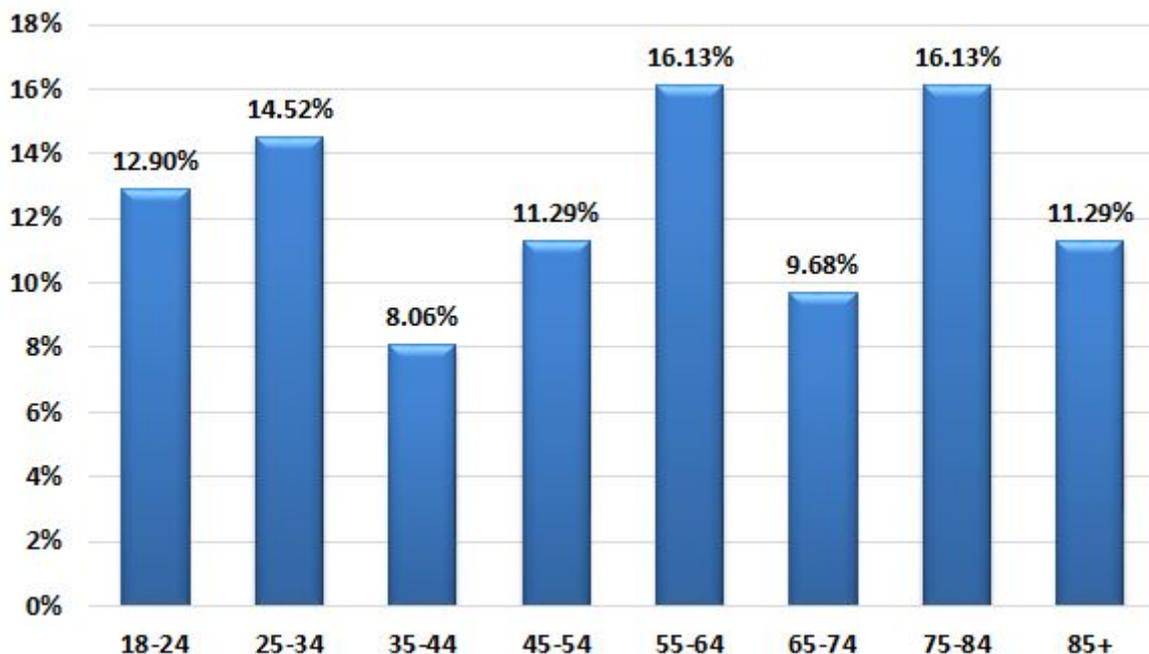
The majority of respondents stated "Yes" (49), with a very small percentage stating "No" (2).

Do you provide care and support for more than one person? (Base 51)



The majority of respondents at almost three quarters stated "No" (36), with just over a quarter stating "Yes" (15).

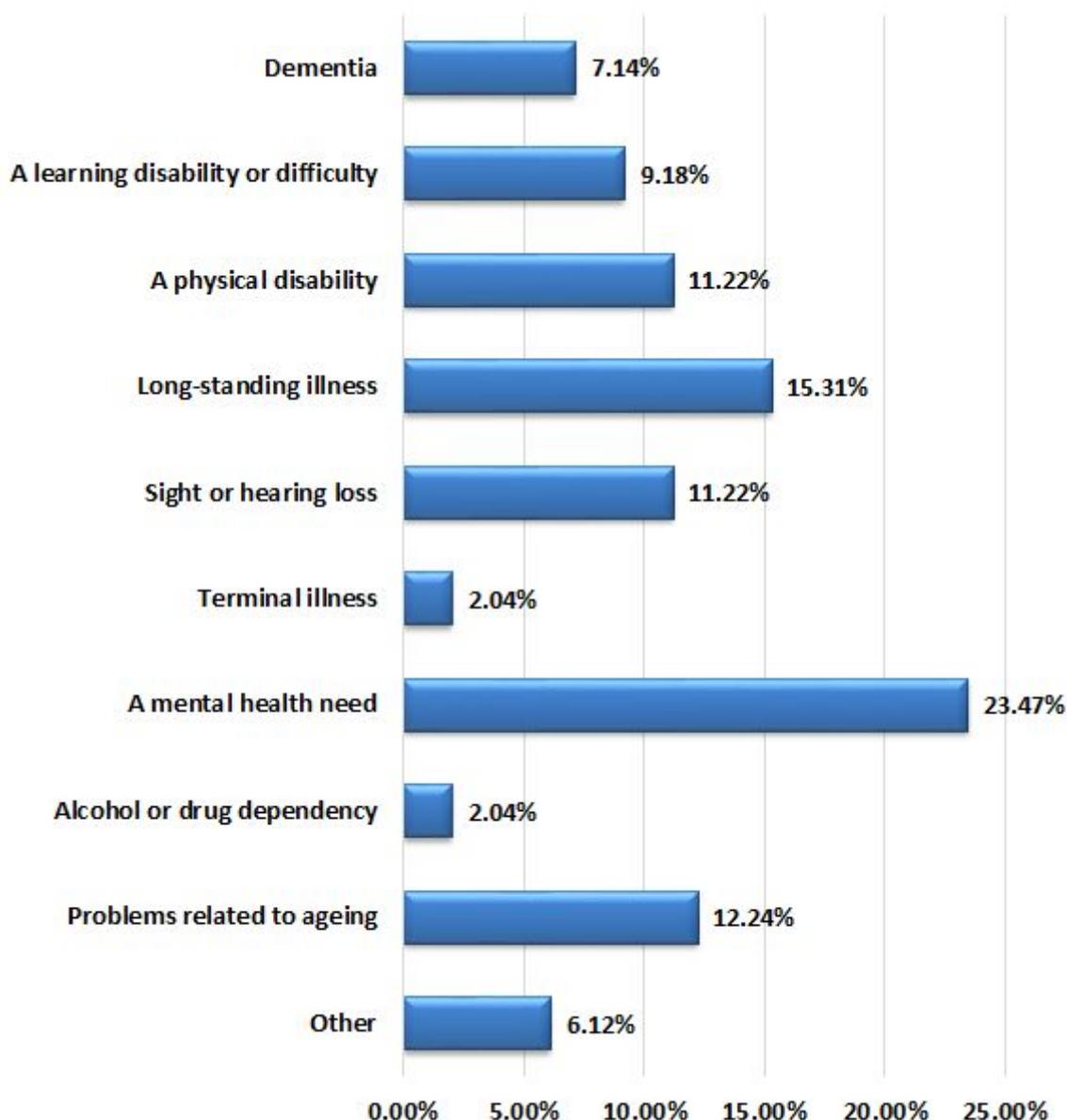
**How old is the person or the people you provide care and support for? (Base 62)**



There was a very mixed response for age groups of those who are provided with care and support from carers.

Those in the 75-84 and 55-64 age group (10 each) accounted for the highest percentage of responses, with 25-34 (9) accounting for the next highest, followed by 18-24 (8), 45-54 (7), 85+ (7), 65-74 (6) and then 34-44 (5).

**What is the main/primary care need of the person or the people you provide care for?**  
**(Base 98 responses)**



The highest response related to those whose main/primary care need is “a mental health need” (23). This is followed by “long-standing illness” (15), “problems related to ageing” (12), “sight or hearing loss” (11) and “a physical disability” (11), “a learning disability or difficulty” (9), “dementia” (7), “other” (6), “terminal illness” (2) and “alcohol or drug dependency” (2).

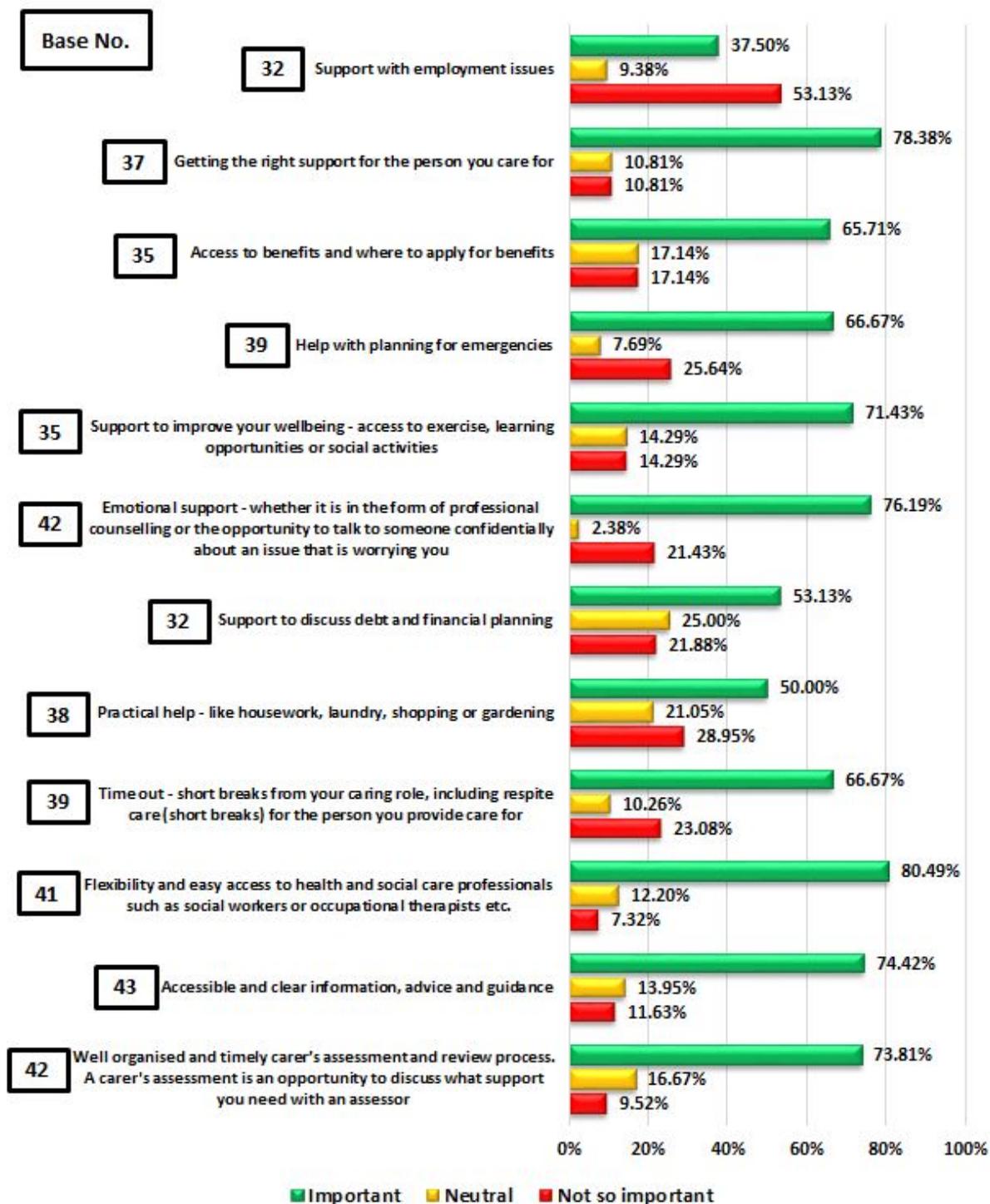
**If Other, please specify**

6 respondents commented to this question, stating the following main/primary care needs:

- Autism
- Dyspraxia
- ADHD
- Alcoholic
- Depression and anxiety
- Arthritis
- Waist and muscle pain
- Parkinson's disease

## About your support needs

### What support is most important to you in continuing your caring role?

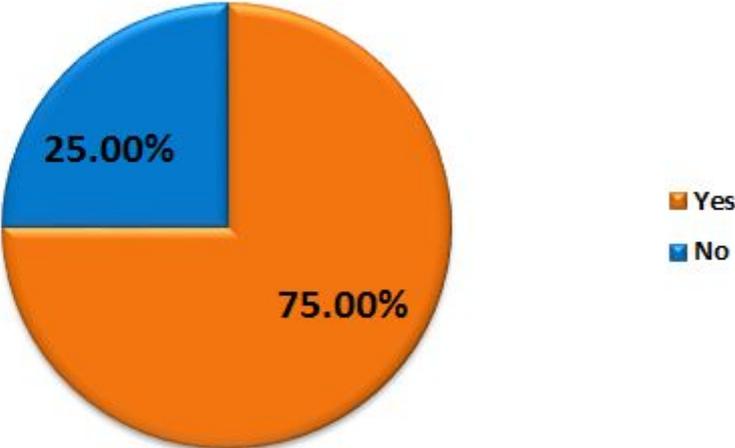


The majority of respondents stated a higher positive response to almost all the support roles mentioned. Only “support with employment issues” received a higher negative response.

#### If Other, please specify

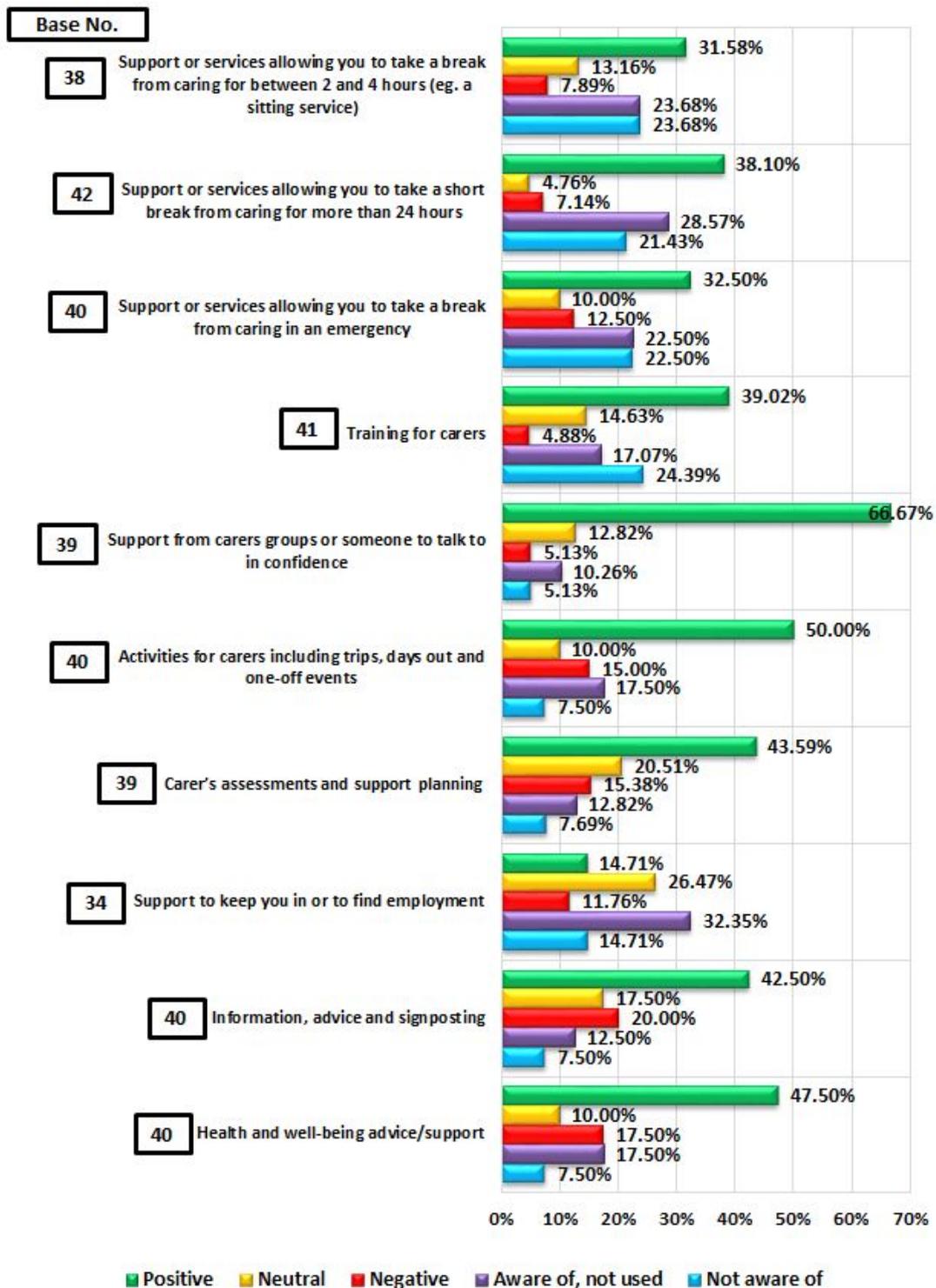
One respondents mentioned that access to the NHS closes quite quickly for sufferers of low level long-term depression (i.e. non-suicidal), which means that the carer is no longer getting the support needed.

**Are you aware of the support and help that is available to carers? (Base 48)**



The majority of respondents at three quarters stated “Yes” (36) with a quarter stating “No” (12).

**If you have used any of the following services, please state how satisfied or dissatisfied you were? Otherwise state whether you are aware of but not used or not aware of the service.**



The highest positive response to this question related to those who have used the service of “support from carers groups or someone to talk to in confidence” (60.61%).

The highest negative response related to “information, advice and signposting” (20.00%).

## **Do you have any comments about these services?**

### Key themes from comments made on the survey

#### Health and wellbeing advice/support

- Not aware (5)
- More support needed (3)
- Not available (2)
- Good service (1)
- Free swimming (1)
- Lack of time (1)
- Quicker response from helpline (1)
- Do not use (1)
- Good quality advocacy (1)

#### Information, advice and signposting

- Great information (4)
- Difficult to get information (2)
- Use the internet (2)
- Not aware (2)
- Vast improvements (1)
- Good but limited (1)

#### Support to keep you in or to find employment

- Not applicable (6)
- More support needed (2)
- Not helpful (1)
- More advice needed (1)
- Not sufficient (1)
- Lack of time (1)

#### Carer's assessments and support planning

- Good (3)
- Not had this service (1)
- More support needed (1)
- Long wait for LBH (1)
- Not aware of support planning (1)
- Not aware until recently (1)
- Respite (1)
- Not useful (1)
- Assessment more frequent (1)
- More support needed (1)
- Could be better (1)
- No applicable (1)

#### Activities for carers including trips, days out and one-off events

- Satisfied (4)
- Carers Centre (3)
- No culturally appropriate (2)
- More days out (2)
- Lack of time (1)
- Respite offered (1)
- Not aware (1)

#### Support from carers groups or someone to talk to in confidence

- Satisfied (10)
- Not used (5)
- Important (2)
- Not aware (1)
- Lack of time (1)

#### Training for carers

- Not aware (3)
- Not used (2)
- Satisfied and want more (2)
- Important (1)
- Not sure of training (1)
- Not used but heard good things (1)
- No longer use but good service (1)

Support or services allowing you to take a break from caring in an emergency

- Not aware (2)
- Important (2)
- Finding appropriate placement (1)
- Recently aware (1)
- No support available (1)
- Not needed (1)
- Not always happens (1)
- Not used (1)

Support or services allowing you to take a short break from caring for more than 24 hours

- Not aware (6)
- Important (1)
- Finding appropriate placement (1)
- More info needed (1)
- Satisfied (1)
- More support needed (1)
- Not always happens (1)
- Not used (1)

Support or services allowing you to take a break from caring for between 2 and 4 hours (e.g. a sitting service)

- Not aware (4)
- Important (2)
- Was aware but not used (1)
- More support needed (1)
- Not always happens (1)
- Not used (1)

### **What is working well in terms of the support and services you receive as a carer?**

31 respondents made comments to this question, with the following key themes below where applicable:

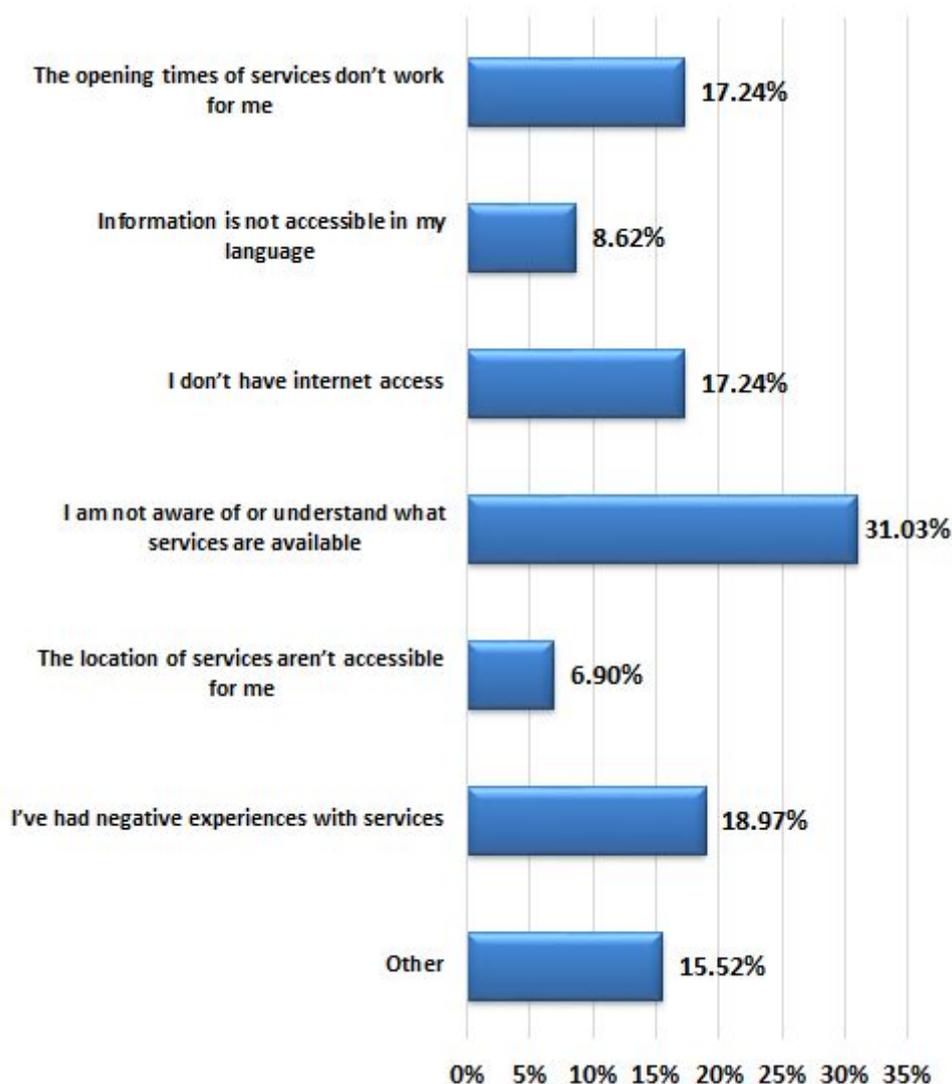
- Carers groups (5)
- Access to services (5)
- Happy with support (5)
- Not much or no support (4)
- Free swimming (2)
- Day Centre (2)
- Respite (1)
- Direct payments (1)
- Regular meetings (1)
- Better informed (1)

### **What needs improving/is missing from the support and services you receive as a carer?**

17 respondents made comments to this question, with the following key themes below where applicable:

- Access to information (5)
- Support when things go wrong (4)
- Respite care (2)
- Services that listen to you (2)
- Better communication (2)
- Rights of carers and people with support needs (1)
- Follow up services (1)
- Timescale for support (1)
- Carer support for their own lives (1)
- More time for carers to attend services given to them (1)

**What barriers prevent you from accessing support or services? (Tick all that apply)**  
**(Base 58 responses)**



The highest percentage response related to those who are “not aware of or understand what services are available” (18). This is followed by “I’ve had negative experiences with services” (11), “I don’t have internet access” (10), “the opening times of services don’t work for me” (10), “other” (9), “information is not accessible in my language” (5), and “the location of services aren’t accessible for me” (4).

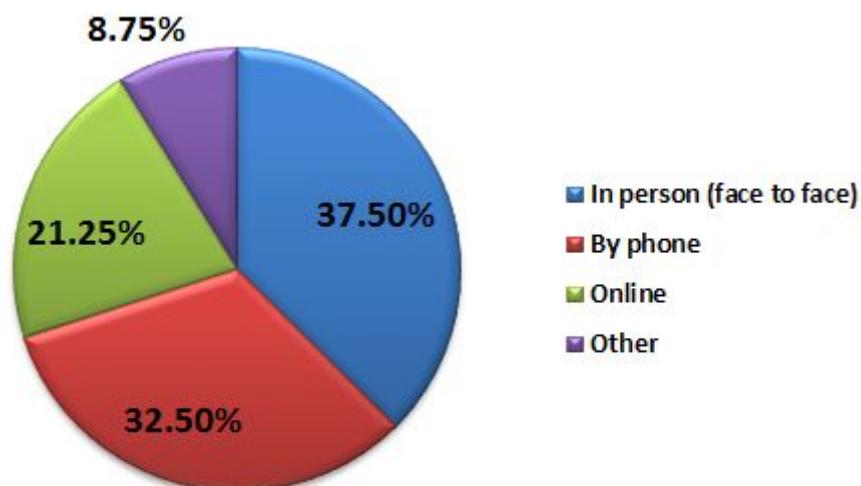
**If Other, please specify**

11 respondents commented on this with the following key themes:

- Lack of time
- Not knowing who to turn too, other than carers
- Lack of trust in provision
- Another day centre needed as LBH run the only one
- Lack of professionalism with support
- Not available for specific area.
- Recently made aware of services available from the focus group
- Unaware of services available
- Clashes with important appointments

## Information, advice and support

How would you prefer to get information, advice and support? (Tick all that apply)  
(Base 80 responses)



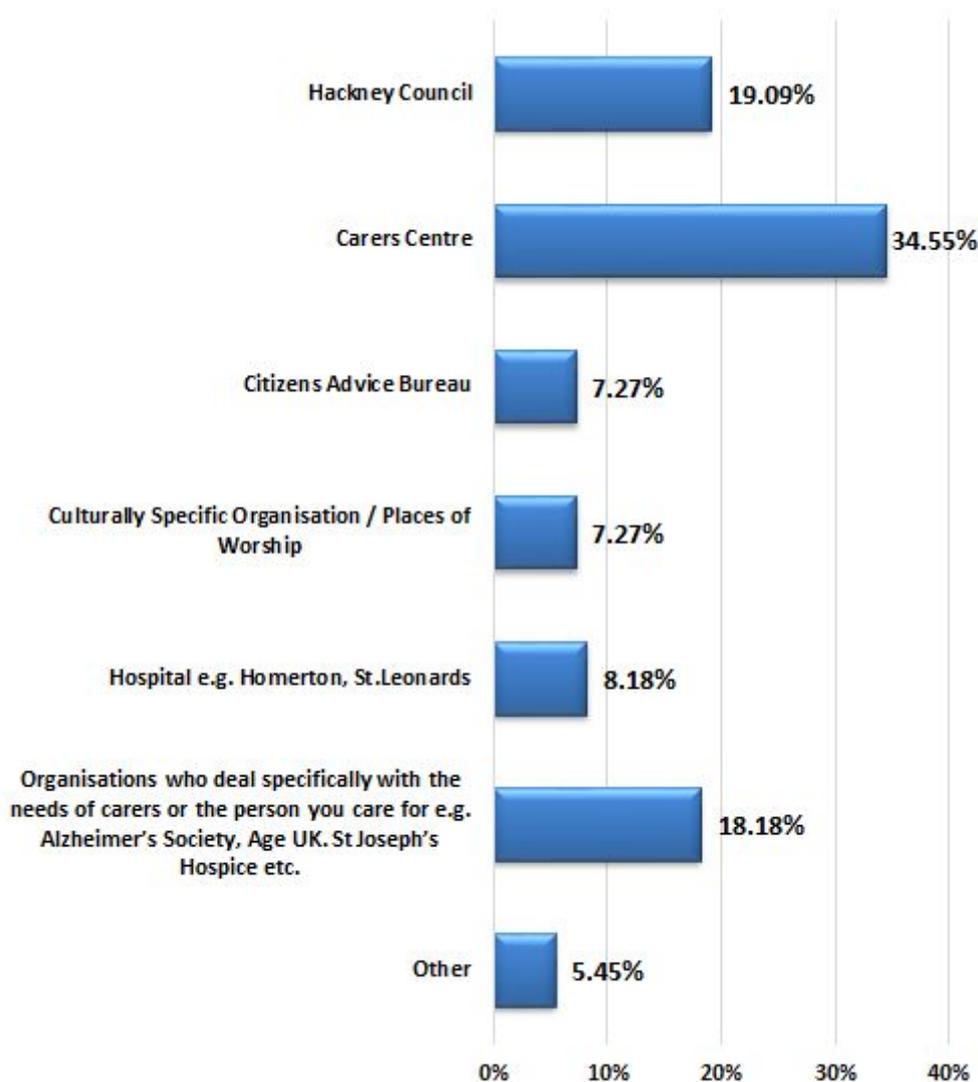
The highest percentage response related to those who prefer to get information, advice and support “in person (face to face)” (30). This is followed with “by phone” (26), “online” (17) and “other” (7).

### If Other, please specify

11 respondents commented on this with the following response:

- Letter (4)
- Email (2)
- Text message (2)
- Interpreter needed (2)
- Through GP or hospital service (1)

**Who or where would you prefer to get information, advice and support from? (Tick all that apply) (Base 110 responses)**



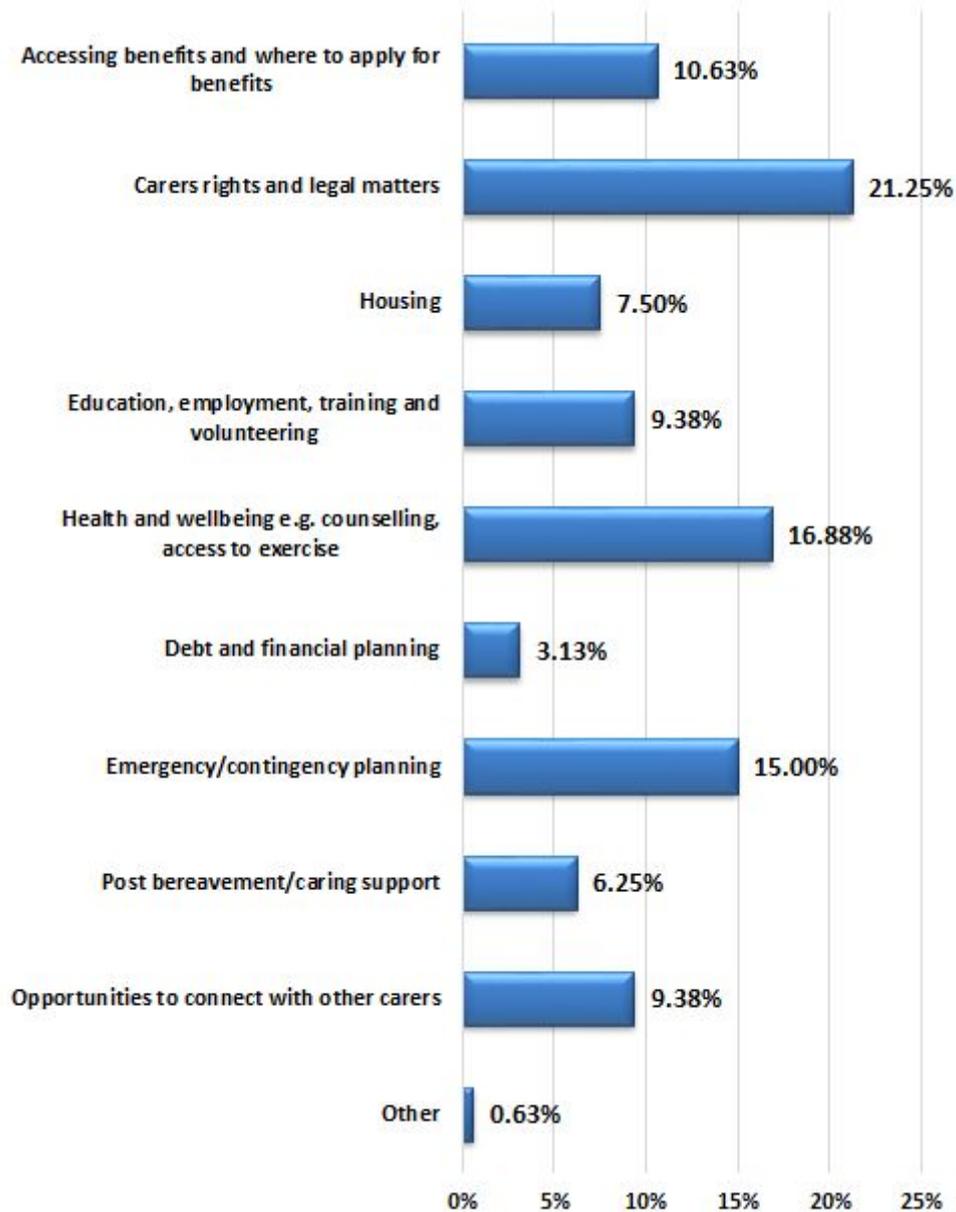
The highest response related to those who prefer to get information, advice and support from a “Carers Centre” (38). This was followed by “Hackney Council” (21) and then closely by “organisations who deal specifically with the need of carers or the person you care for” (20), “Hospital” (9), “Citizens Advice Bureau” and “culturally specific organisation/place of worship” accounted for the same response percentage (8), then “other” (6).

**If Other, please specify**

The following comments were made by 6 respondents:

- Bikur Cholim D’Satmer (2)
- Derman (1)
- Info provided by Council organisations is often not very clear (1)
- Aiming to set up a specific support group (1)
- GP Surgery (1)

**What do you want information and advice about? (Tick all that apply) (Base 160 responses)**



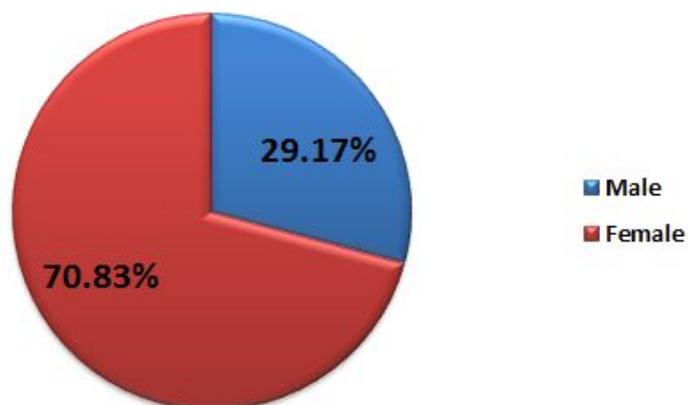
The highest percentage response related to those who want information and advice about “carers right and legal matters” (34). This is followed by “health and wellbeing” (27), “emergency/contingency planning” (24), “accessing benefits and where to apply for benefits” (17) “education, employment, training and volunteering” (15), “opportunities to connect with other carers” (15), “housing” (12), “post bereavement/caring support” (10), “debt and financial planning” (5) and “other” (1).

**If Other, please specify**

One respondents commented saying they want information and advice about daycare and activities, as boredom is a real problem for people living with dementia.

## About You

### Gender – (Base 48)

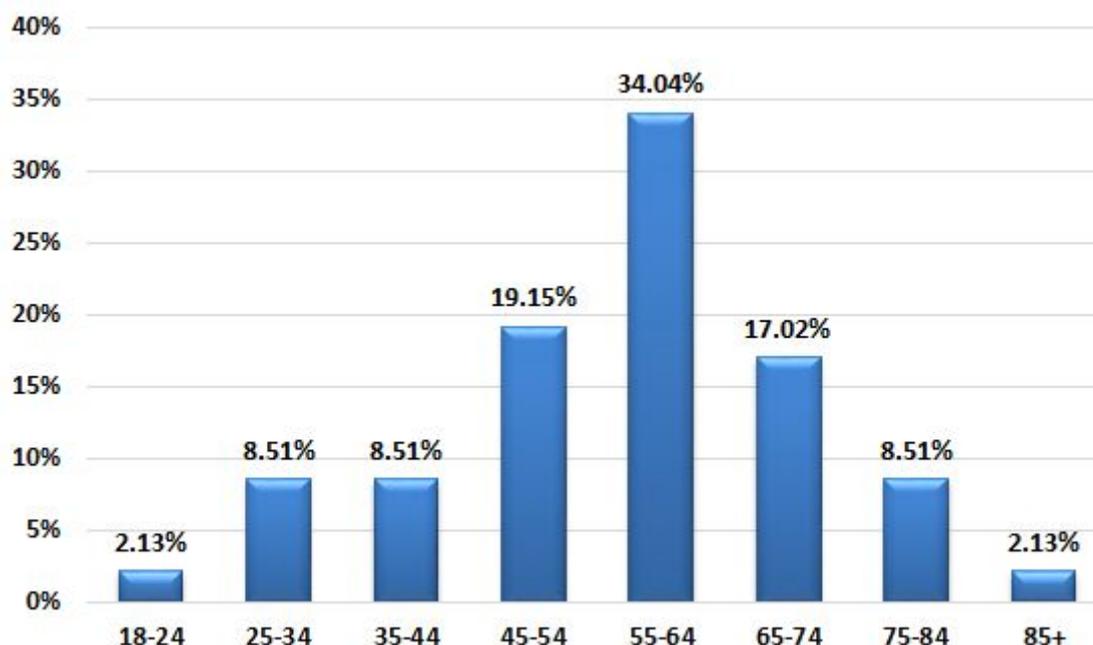


The majority of respondents at almost two thirds stated they were “female” (34), with just over a third stating they were “male” (14).

### Is your gender identity different to the sex you were assumed to be at birth? – (Base 36)

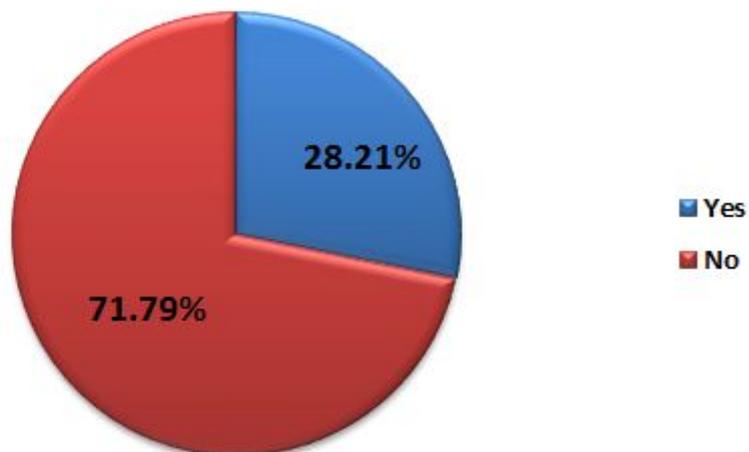
Only one respondents stated that their gender identity is different to the sex they were assumed to be at birth.

### Age: what is your age group? – (Base 47)



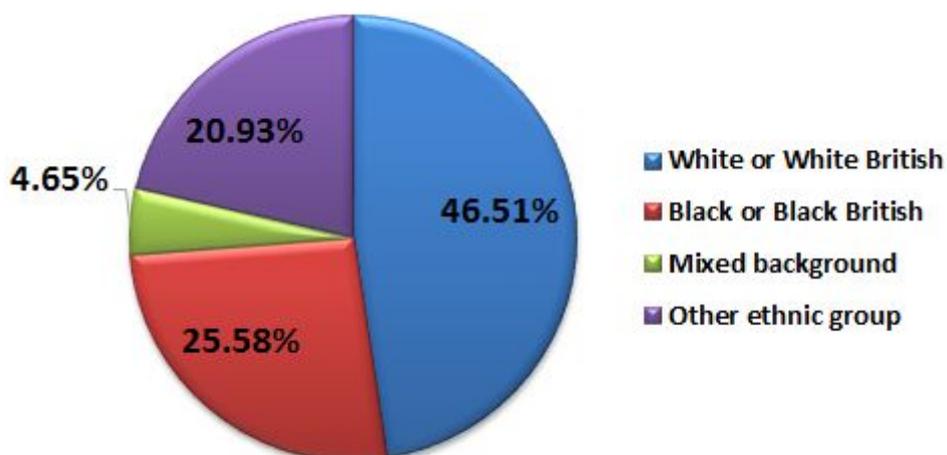
The highest percentage of respondents were in the 55-64 age group (16). This was followed by 45-54 (9), 65-74 (8), 25-34, 35-44 and 74-84 (4 each), then 18-24 and 85+ (1 each).

**Disability – (Base 39)**



The majority of respondents at over two thirds stated they do not have a disability (28), with just under a third stating that they do (11).

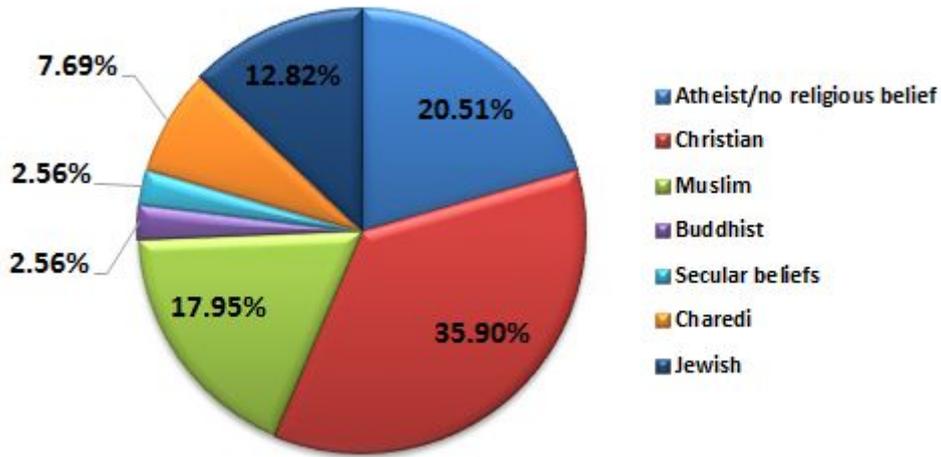
**Ethnicity – (Base 43)**



The majority of respondents stated that they were “white or white british” (20). This was followed by “black or black british” (11), “other ethnic group” (9) and “mixed background” (2).

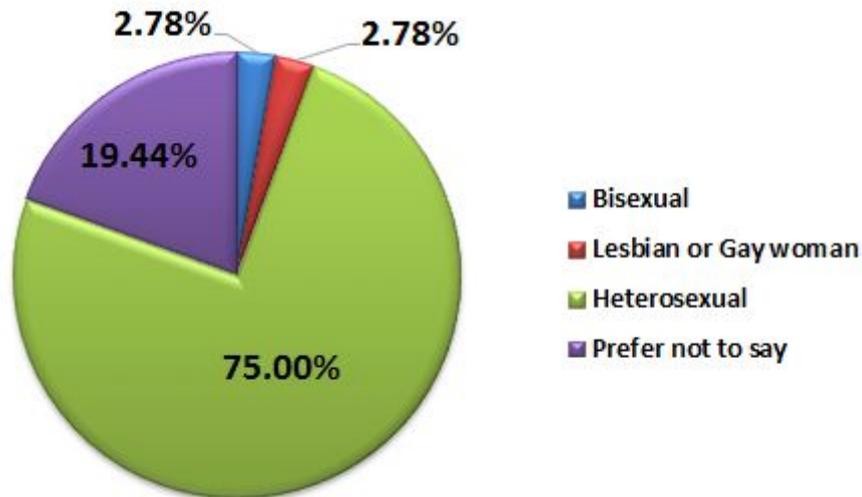
Other ethnic groups commented were Turkish and Cypriot Turkish.

**Religion – (Base 39)**



The highest percentage of respondents stated that they were “Christian” (14), followed by “Atheist/no religious belief” (8), “Muslim” (7), “Jewish” (5). “Charedi” (3), “Buddhist” (1) and “Secular beliefs” (1) accounting for a much smaller percentage.

**Sexual Orientation – (Base 36)**



The majority of respondents stated that they were “heterosexual” (27). This was followed by “prefer not to say” (7), “bisexual” and “lesbian or gay woman” (1 each).

## Carers Survey Conclusion

The consultation response was very low at **52** respondents in comparison to the number of registered carers in Hackney which currently stands at **1952**. As of 31 March 2018 there were **3091** registered, however with the introduction of GDPR the Carer's Centre consent was asked of carers to remain on the register and this is the reason for the decrease.

The majority of respondents to the consultation stated that they provide care and support to a relative, partner, neighbour or a friend, with over a quarter of these caring for more than one person.

The age range of people being cared for was fairly varied from 18 up to 85+, with no distinct age group accounting for a majority response.

Three quarters of respondents are aware of the support and help that is available to them as a carer, with the majority being satisfied with the support from carers groups or someone to talk to in confidence, and the available activities for carers.

Although the majority of respondents are aware of the support and help available (36 of 48 respondents), the biggest barrier preventing them from accessing is not being aware or understanding what the services are in terms of what they offer (18 responses). This almost sounds like a contradiction of results, but careful review shows that 36 respondents are aware, with 18 stating that they are not aware (total 54), so based on the total number of respondents being 52 it would be my assumption that a couple of respondents have answered this incorrectly.

The Carer's Centre is the most preferred place that carers would get information, advice and support from, with Hackney Council and organisations who deal specifically with the needs of carers or the person you care for as the next preferred.

Based on the results of this consultation, and the low number of respondents who took part in comparison to the total number of registered carers, this tells us that the answers are not very representative of the population of registered carers.

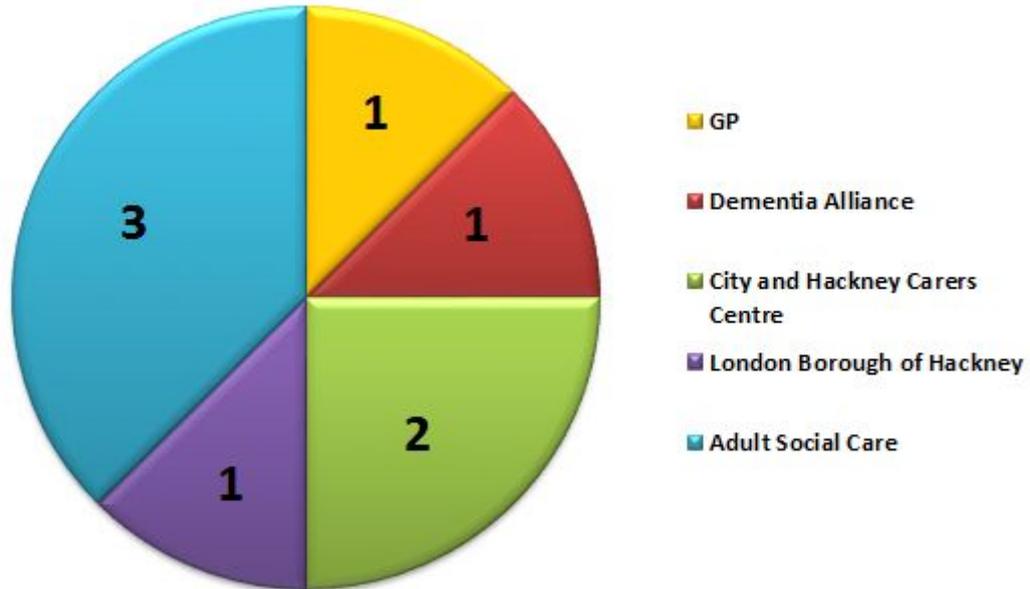
Be aware that any final decisions must be made with the consideration that the majority population have not given their views, even though they were all given the chance to. Also, be prepared as a recommendation, to consider consulting again in the near future should any issues arise.

# **Professionals' Survey**

# Summary of Results from Professionals' survey

## About the support

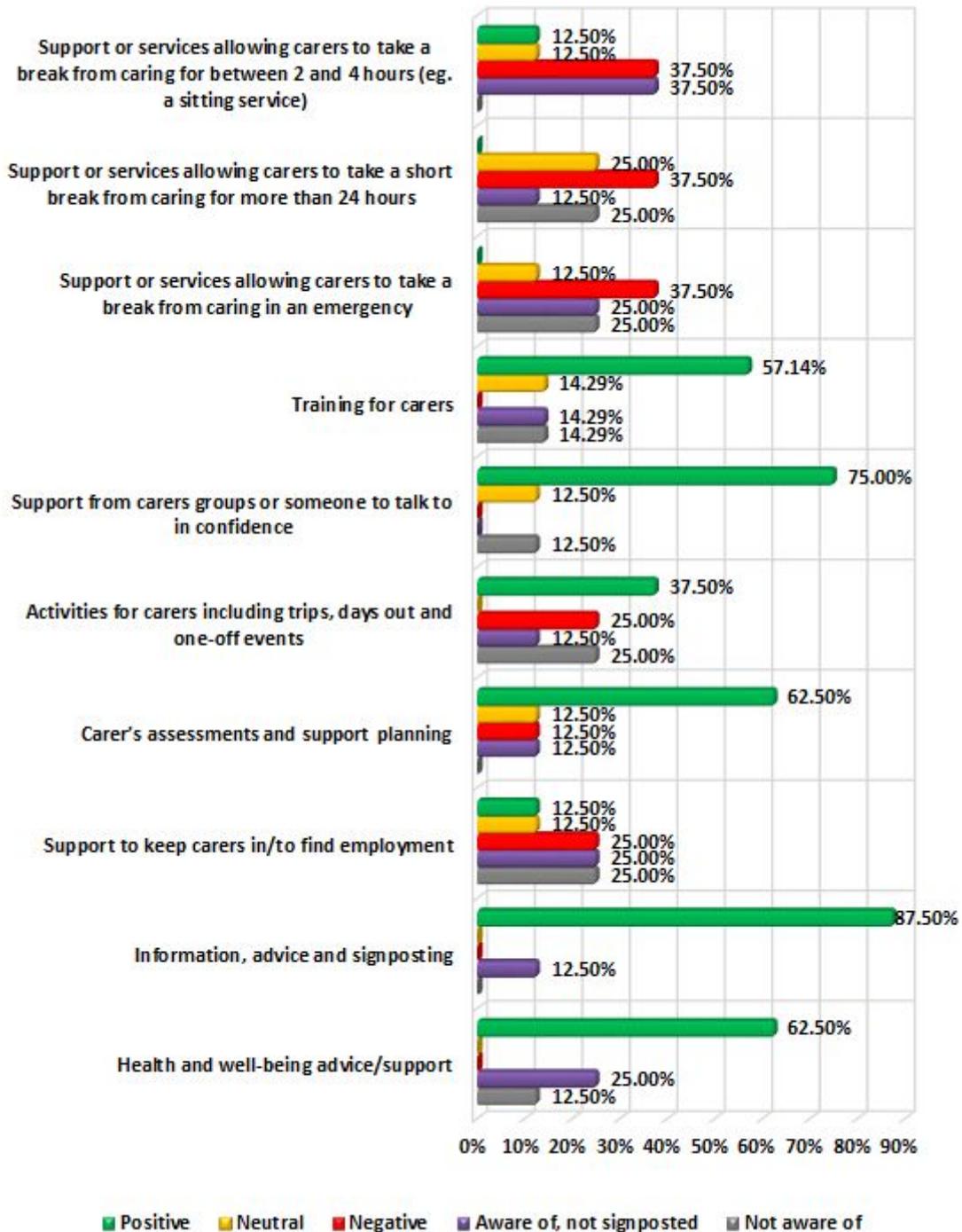
What organisation do you work for? (Base 8)



Are you aware of the support and help that is available to carers across Hackney, both in the statutory and voluntary sectors? (Base 8)

All respondents stated "Yes" to this question of being aware of the support and help that is available.

**If you have signposted to any of the following services, please state how satisfied or dissatisfied you were? Otherwise state whether you are aware of but not signposted or not aware of the service. (Base 8)**



**If you have stated at least once, in the above question, that you were dissatisfied with the response from carers' services, please explain why**

- Lack of support
- Miscommunication about care home payment.

## **Do you have any comments about these services?**

Due to the low response rate to this consultation, there were not many comments made, but the following key themes are taken from these:

### Health and wellbeing advice/support

- More publicity needed

### Information, advice and signposting

- Good service

### Support to keep carers in/to find employment

- Improvements with job centre to help carers

### Carer's assessments and support planning

- Not clear
- Lengthy process
- Improve assessment skills
- Good Service
- Offer support planning

### Activities for carers including trips, days out and one-off events

- More trips
- More outreach to carers

### Support from carers groups or someone to talk to in confidence

- Good support
- Good Service

### Training for carers

- Difficult to attend due to caring responsibilities

### Support or services allowing carers to take a break from caring in an emergency

- Not as good as it used to be
- Not aware

### Support or services allowing carers to take a short break from caring for more than 24 hours

- Not aware

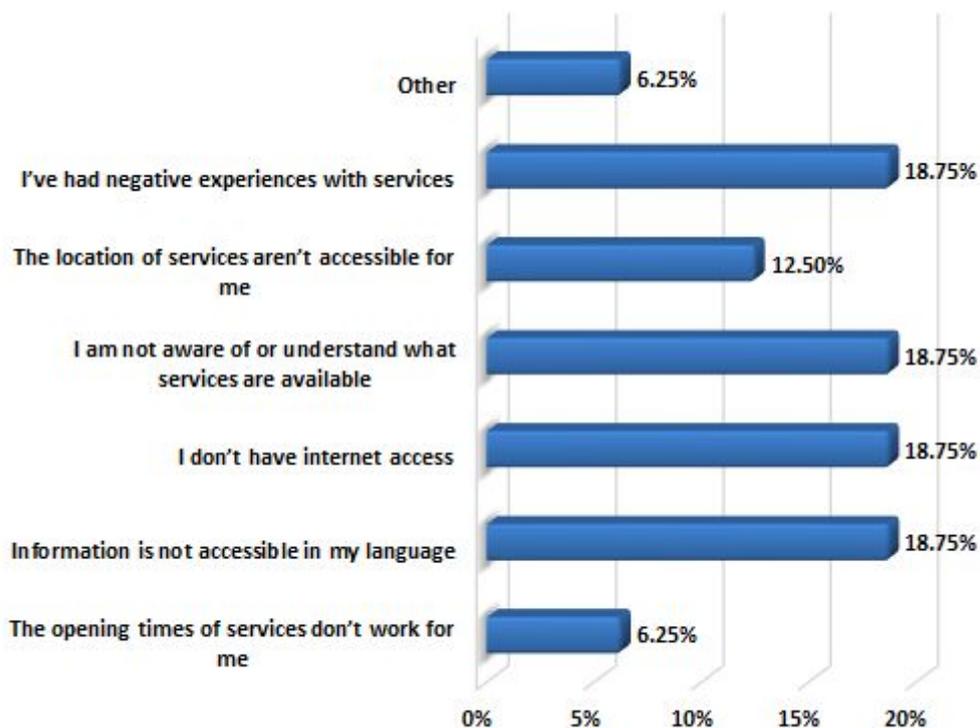
### Support or services allowing carers to take a break from caring for between 2 and 4 hours (e.g. a sitting service)

- Not aware

**What can a carers' service provide that would benefit your patients/clients?**

- More info on support they can get
- Carers assessment to be streamlined
- Good quality advice and support
- More respite

**What barriers prevent you from accessing support or services? (Tick all that apply) (Base 16 responses)**



**If Other, please specify**

- Hard to take emotional time out
- Responsibilities make it hard

**What are your ideas on how we can reach carers in Hackney, especially hidden carers, to ensure they are aware of available services and support?**

- Work more closely together
- Schools
- Learn from others
- Information stands
- More publicity
- More training

**Are there any areas of best practice or innovative work regarding carers' services that we should consider?**

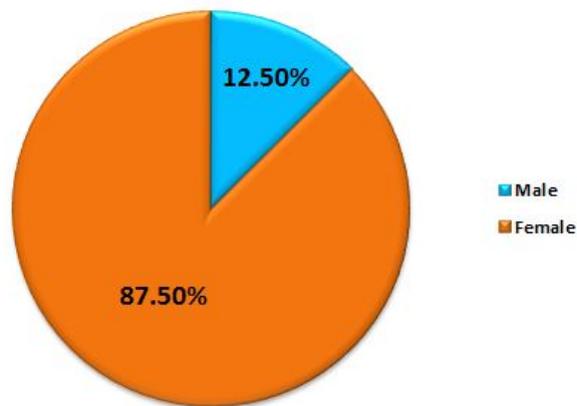
- Variety of carer support groups
- Employment
- Merge Carers card and Hackney discount

**Where would you like to get information as a professional about Carers' services?**

- Hackney website
- Carers guide
- Newsletters
- Team meetings
- Email updates

## About You (Base 8)

### Gender

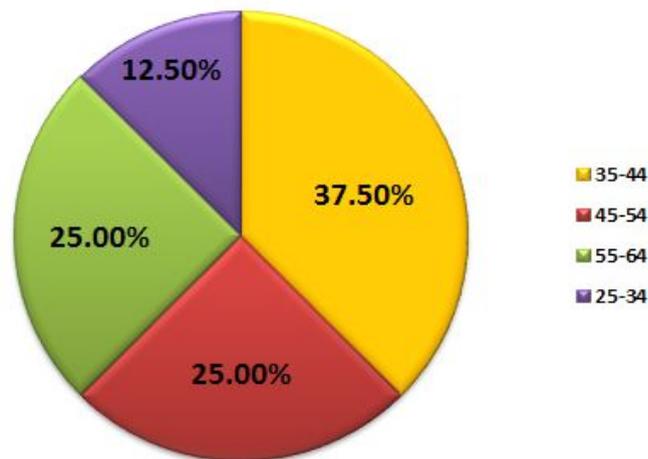


The majority of respondents stated they were “female” (7), with just one stating they were “male”.

### Is your gender identity different to the sex you were assumed to be at birth?

All respondents stated “No” to this question.

### Age: what is your age group?

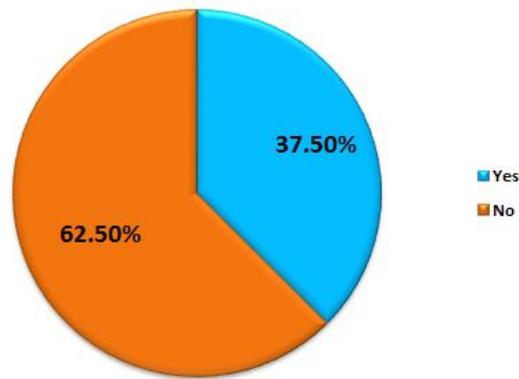


The highest percentage of respondents were in the 35-44 age group (3). This was followed by 45-54 (2) and 55-64 (2), then 25-34 (1).

### Disability

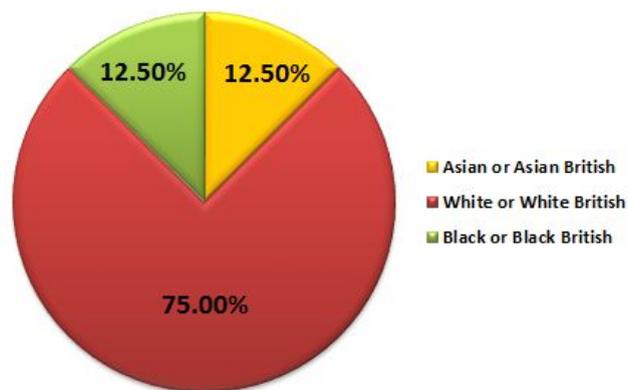
All respondents stated “No” to this question.

## Caring Responsibilities



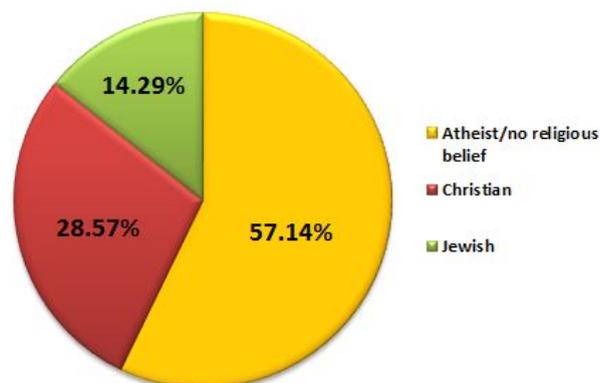
Just under two thirds of respondents stated “No” (5), with just over a third stating “Yes” (3).

## Ethnicity



The majority of respondents stated that they were “white or white british” (6), with “Asian or Asian British” and “Black or Black British” accounting for 1 respondent each.

## Religion



The highest percentage of respondents stated that they were “Atheist/no religious belief” (4), followed by “Christian” (2) and “Jewish” (1).

## Sexual Orientation

All respondents stated that they were “heterosexual”.

# **Focus Groups and Workshops**

## Summary of results from carers' Focus Groups

### Who attended:

Across the six focus groups, there were 62 attendees in total:

- Valuing Carers Group (14)
- General Group (3)
- General Group (10)
- Bikur Cholim (16)
- Magnolia Carers Group (8)
- Derman (11)

### Summary of discussions:

Each workshop started with a summary from the Adults Commissioning team on the redesign project and the purpose of the focus group before moving on to ask carers the following questions through three exercises:

1. What support and help for carers in Hackney are you aware of? (Open Question)
2. What services are you (Based upon set service categories)
  - Aware of and have used?
  - Aware of but haven't used?
  - Not aware of?
3. Based upon set stages of a carers journey below, what (Based upon set stages of a carers journey)
  - Your actual experience: actions/thoughts and feelings
  - Barriers?
  - What would make this experience better?

The groups decided whether to respond to these exercises on an individual basis, in small groups or as a whole group depending on their preference.

### Actual Experience

#### **Key Themes:**

- Staffing
  - High staff turnover and little continuity
  - Appointments cancelled last minute
  - Staffing pressures/capacity
  - Services have been cut recently
  - Help is limited/inflexible
  - Challenges in getting to the right person
  - Challenges in getting to the right person and people not calling back
- Communication
  - Lack of communication about available services
  - Not being aware of entitlement
- Assessment

- Lack of communication on the process, progress and results of assessments
- Long waiting time and limited time to be assessed once available

## **Barriers**

### **Key Themes:**

- Awareness
  - Assumption made of carers having internet access.
  - People unaware of services available and service access point.
  - Language and/or cultural barriers, Turkish/Kurdish and Orthodox Jewish in particular.
  - Carers not clear of entitlement therefore expectation of service isn't clear.
- Communication
  - Poor communications between voluntary sector, GPs and the Council.
  - Poor call service and length of time it takes to get through to the Council.
- Delivery of services often poor and bureaucratic.
- Employers not supportive, can lose carers allowance.
- Staff at maximum capacity which causes a bottleneck.

## **Improvements**

### **Key Themes:**

- Information/Advice
  - Better online vs face to face balance of information being given out.
  - Keeping information simple and appropriate.
  - More information for carers across the community e.g. GPs, supermarkets, libraries.
  - Services/advice given in language appropriate ways e.g. Turkish.
- Activities
  - More activities/days out for carers.
  - Help managing stress/reducing stress.
  - Culturally sensitive activities.
- Improvement needed in record keeping, notes, deadlines, communication and clear workflow systems.
- Work options - part time

## **Summary of results from workshop with the Carers Co-Production Group**

### **Who attended**

The Carers Co-production Group was set up to advise the redesign project and inform what the future carers service should look like in Hackney. They have been trained for this role and will continue to inform the project throughout its duration.

Six members of the Carers Co-Production Group attended the workshop where they were consulted.

### **Summary of discussion:**

Offices from the Adult Services team drafted potential models for a future service, based on a initial responses from the consultation. Those models aimed to respond to the opportunities for improvement identified in the consultation (see Appendix 1 for details of the models presented). It was felt that using the knowledge and expertise of the carers co-production group again, later in the consultation process, was a good opportunity to test these models.

The group were asked to discuss pros and cons of the current model for carers services in Hackney, and three potential models for the new service

### **Current model**

- Current info on what's on offer for carers is weak.
- It was questioned whether carers know what they can expect from the service and what they are entitled to.
- Long waits following an assessment are experienced by carers.
- Current service not focussed on the carer - more based on securing Direct Payments through the assessment process, rather than broader, tailored support to each individual.

### **Models 2 and 3**

- Models which showed the service – or elements of it – being delivered directly by Hackney Council could work, but trust would need to be earned from the community.
- Delays were viewed as a major barrier to building trust - would need to be improved
- Some carers fear social services and the idea of a Social Worker assessing them may act as a barrier to engagement.

### **All models/general**

- All models require a stage about identifying carers and raising awareness.
- Whatever model was used it was essential that it be underpinned by an ongoing awareness campaign so carers are informed about the different support services available to them. This would need to include efforts for increased outreach in to communities (e.g. GPs signposting cared-for and carers to services in a timely way).

- It was noted that onus is currently on the carer to initiate support, leading to individuals reaching crisis point.
- The Carer's Centre is more trusted than the Council.
- It was requested that future Assessment Forms be co-produced with carers.
- It was also highlighted that in the future carers should be informed in advance when there next assessment is due.

## **Summary of results from workshops with internal stakeholders**

### **Who attended:**

The workshop for internal stakeholder Managers was attended by eight managers, and the workshop for internal stakeholder Operational Staff was attended by six staff.

The teams invited to these workshops were:

- Adult Social Care (Hackney Council)
- Integrated Learning Disabilities Service (Hackney Council)
- Mental Health Care of Older People (East London Foundation Trust)
- Housing Needs & Benefits (Hackney Council)
- Customer Services (Hackney Council)
- Resident Sustainment (Hackney Council)
- NHS City and Hackney Clinical Commissioning Group
- Safeguarding (Hackney Council)
- Children's Services (Hackney Council)
- Libraries (Hackney Council)
- Hackney Works (Hackney Council)
- Supported Employment (Hackney Council)
- Public Health (Hackney Council)
- Prevention (Hackney Council)

### **Summary of discussions:**

The groups were asked to discuss pros, cons and areas for improvement of the current model for carers services in Hackney, and three potential models for the new service.

### **Current model**

Pros:

- Carers panel is streamlined
- Current teams have dedicated individuals doing assessments

Cons:

- The offer is not clear and is missing a clear central point of contact
- Assessors don't always have the skills/knowledge needed to navigate the system
- Services need to be more community-focussed and visible
- Respite break outcomes are determined by Adult Social Care team, not the carers panel

Areas for improvement:

- Need for a clear single point of contact
- Information and advice to take place in community, and all assessments completed by council to provide clarity, consistency and quality, and ensures residents information is in one place
- Better consistency and quality of assessment
- Less organisations involved so carers are aware of who's completing their assessment
- Assessors need access to information sharing platforms (Mosiatic)

- More proactive outreach to hidden carers
- Need to provide equitable service that supports and enables hard to reach groups, and involves them in shaping services
- Raising awareness and knowledge of what's available and signposting carers to relevant services
- Services need to be more accessible
- Services need to be creative, innovative and positive about resolving carer's issues

## **Model 1**

### Pros

- Tender process will mean best supplier is selected, quality will be checked
- Voluntary sector services are closer to the community than the local authority.
- Having a clear pathway where to go for information and professionals.

### Cons

- Risk of the same issues with current pathway could happen
- Voluntary sector may be limited in capacity and expertise to deliver high-quality carer assessments, consistently
- Information sharing limitations as different organisation use different systems
- Not good in social work practice

### Areas for improvement

- Commissioned service to use qualified social workers to do assessments - specify in contract
- Assessors should be encouraged to visit at home to carry out assessments

### Impact on systems and processes

- The fewer commissioned providers the better

## **Model 2**

### Pros

- Needs to be flexible in delivery
- There is a clear pathway, which enables quality control and reduces hand-offs.
- There is capacity and budget for staff
- A dedicated team doing assessments, cutting out on other organisations
- Other Boroughs follow same model (further benchmarking needed)
- Safeguarding and assessments come first

### Cons

- Capacity of LBH staff could be stretched if carers assessments are added to existing roles
- Number of processes have not been decided.
- Small providers do not have capacity to provide services

### Impact on systems and processes

- The fewer commissioned providers the better

### **Model 3**

#### Pros

- Screening could be proportionate to an assessment (light touch)
- This model is broadly the same model as the second one.
- Commissioned advisers can tap into different agencies and Local Authority have a good relationship with the advisors.

#### Cons

- The proportion of assessments would need to be light touch based to current knowledge

#### Areas for improvement

- Need for clear guidelines on what the initial screening covers and how it will work in practice - risk of duplication and an added unnecessary step if it exceeds basic filtering
- The fewer commissioned providers the better

## **Summary of results from the workshop with the Carers Assessors Forum**

### **Who attended:**

The workshop delivered with members of the carers assessors forum was attended by seven assessors.

### **Summary of discussion:**

The group were asked to discuss what works well and what doesn't work well with the current carers service in Hackney, and what would make a service better for carers in the future.

### **What works well?**

- Colleagues being approachable and understanding
- Carers assessments
- Carers support groups
- Carers Centre as a point of information
- Telecare and taxicard
- Equipment support
- Carers cards
- Carers newsletter
- Good range of services on offer for carers
- Ability to meet carers needs
- Counselling
- Signposting
- Information and advice on local services

### **What doesn't work well?**

- Carers assessments outcomes take too long - too many stages and hands-offs
- Lack of respite services
- Limited advocacy
- Professionals not in partnership referring to CCS without knowing what can be realistically provided
- Unclear who carers should be contacting
- Lack of information and clarity of what services are available and how to access them
- Respite care form
- Communications need to be improved - including in different languages
- Procedures not being followed
- Need for improved contact between brokerage support, carers, and assessors
- Housing support

### **What would make a service better for carers in the future?**

- The person or organisation involved in the delivery of the carers assessments to be involved from beginning to end of support planning, to aid smooth running of the process.

- Carers to be aware what they can access even if CDP request is not approved
- Carers to hear outcome of assessments more rapidly
- Improved coordination of respite
- Assessment forms to be more carer friendly
- Greater advocacy services
- Expand services available for carers i.e. outings and events
- More frequent carers groups, that are more diverse and inclusive
- Dedicated housing support
- Welfare rights support
- Paid for carers

## **Summary of results from the Market Engagement Event**

### **Who attended:**

The market engagement event was delivered with eight attendees and six organisations represented.

### **Summary of discussion:**

The group were asked to discuss what is working well in terms of services for carers, what needs to be improved, what the key learning are, what we can learn from other boroughs, what a flexible and innovative offer could look like, and how to ensure a robust carers pathway.

### **What is working well in terms of services for carers?**

- Local advice and information, including service for particular demographic groups
- Carers assessments provide a useful framework and channels to other services
- Training delivered by the Council
- Carers Card
- Carers Newsletter

### **What needs improvement in terms of services for carers?**

- Less hands-off and delays
- Clearer guidance and communications, with standards and timescales, on what carers can expect from a service
- More intelligent approach to data sharing is needed
- A resource allocation system could support assessment process
- More trust could be placed in providers during assessment process to do what's best for service users
- More outreach and consultation with working carers
- Greater promotion of service with clearer messaging

### **What are the key learning points?**

- Complexity in hand-offs between agencies can cause long delays for carers
- Current service has strong focus on statutory assessments, but there is great demand for information, advice and guidance
- Brokerage and support planning service could be brought forward as part of carers assessments
- Commissioner staff retention is key to service development - stronger handover when commissioners changes role is needed to ensure knowledge and expertise is not lost
- Need for improved documentation of agreements between commissioners and providers i.e. change logs
- Clearer channels of communication between providers and the Council are needed
- A more intelligent, flexible approach to service specification and KPIs is needed
- Smarter ways of capturing and sharing information
- Some providers do not have the capacity to process grants to carers which limits service

**Is there any best practice from carer's services in other boroughs?**

- Strong, close relationship between one single provider and the Council has built trust in one other borough

**What does a flexible and innovative offer look like?**

- Range of services in the partnership helps to meet carer need

**How do we ensure a robust carer pathway?**

- A single point of entry to the service
- Clear pathway that puts the carer at the centre - assessments are only one part of a broader offer
- Improved data sharing between providers

## **Next steps**

- Based on the consultation feedback, a Business Case for the new service is being developed in December 2018.
- Consultation feedback will take place in January-February 2019. During this stage, more focus groups will be facilitated and carers will be invited to hear how their input has been used to inform the business case. Carers will be asked to provide further input and insight into key aspects of the new service specification.
- The Carers Co-Production Group continues to meet monthly to co-produce the new service on an ongoing basis. If you would like to join the group, please email [userengagement@hackney.gov.uk](mailto:userengagement@hackney.gov.uk) to find out more.
- The tender for the new service will be live in March 2019, and the new service will begin in October 2019.

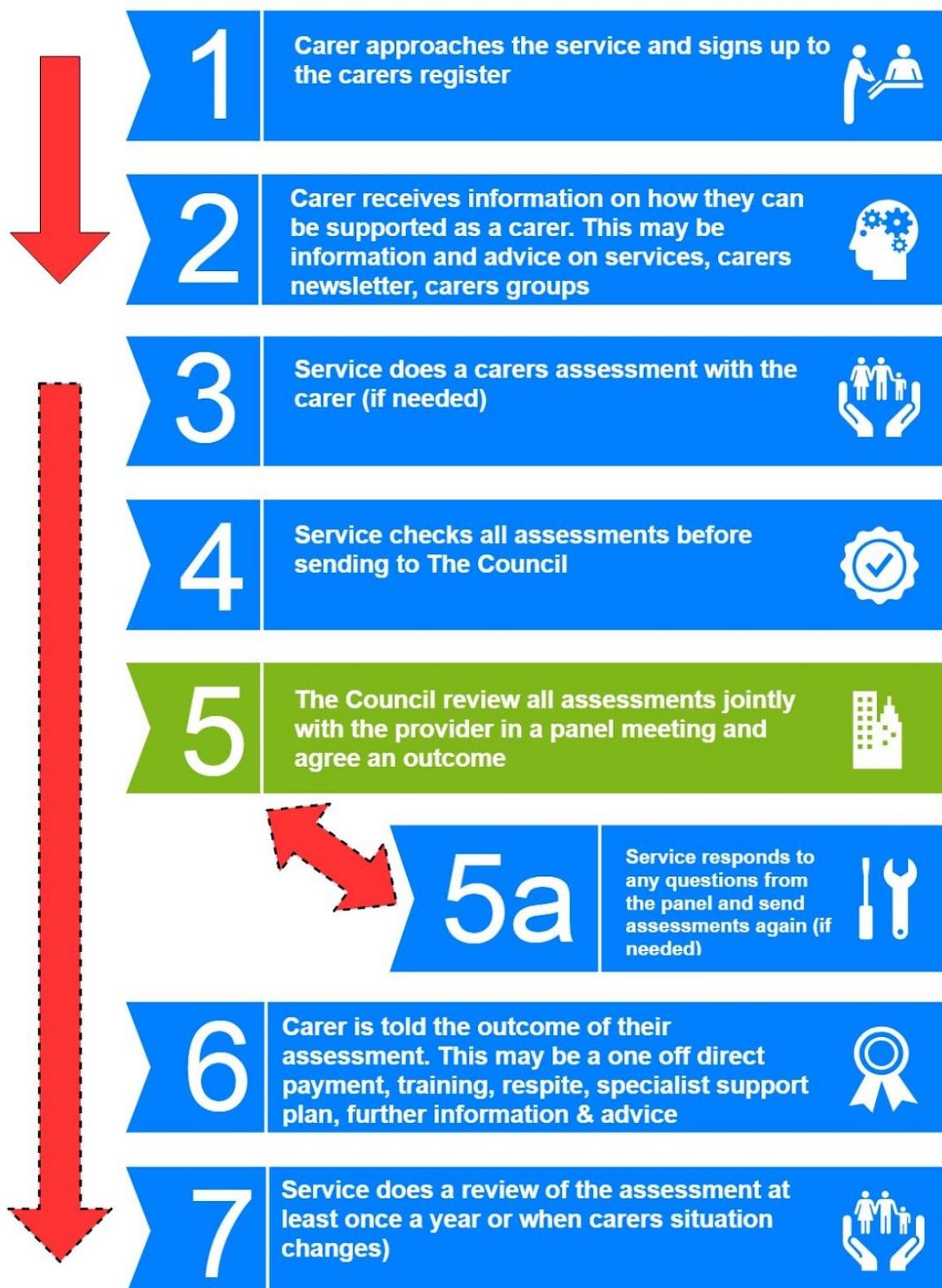
## Appendix 1 - Models Presented

### Model Key



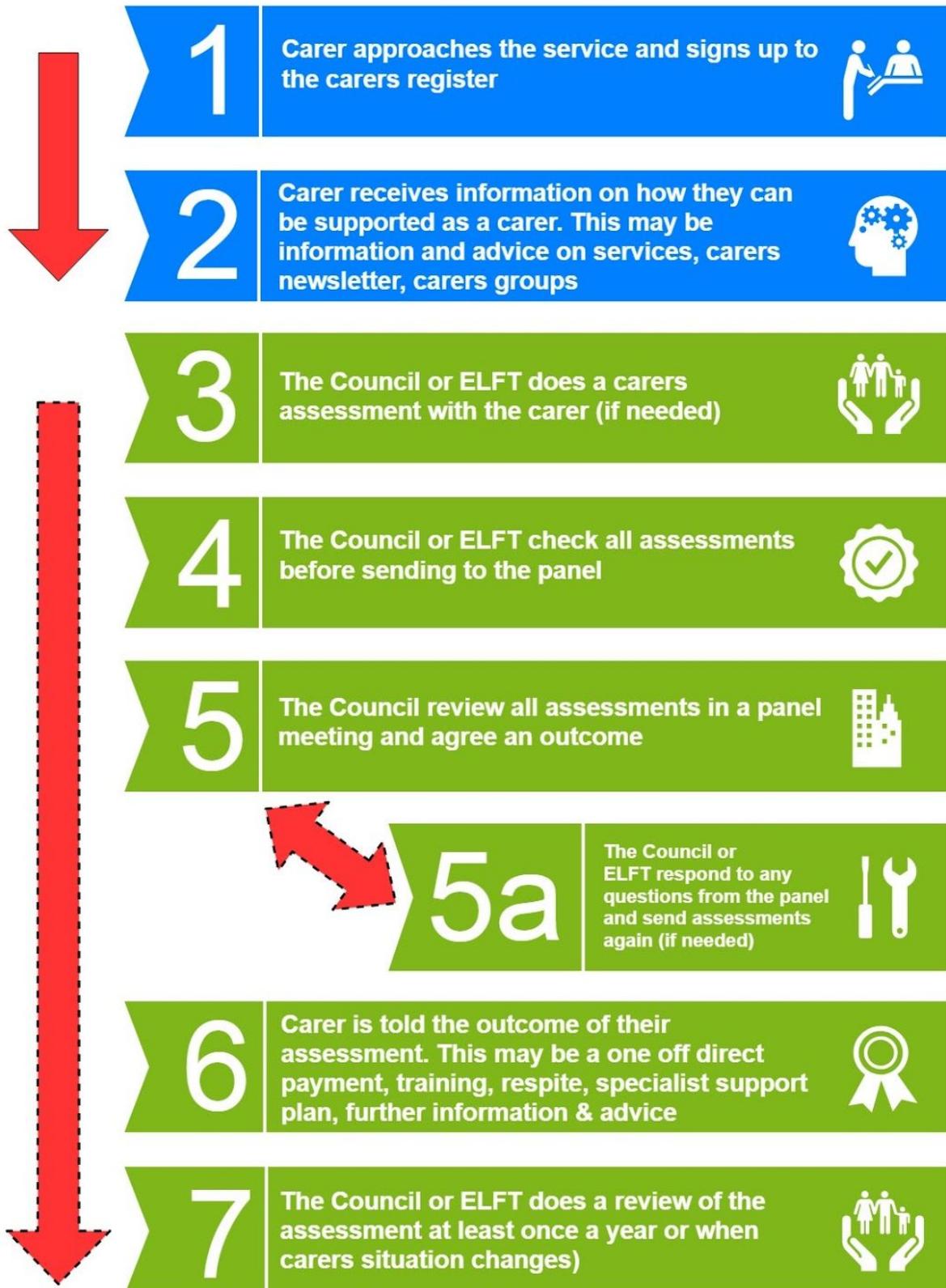
### Model 1

The External Provider(s) do the assessments and support planning



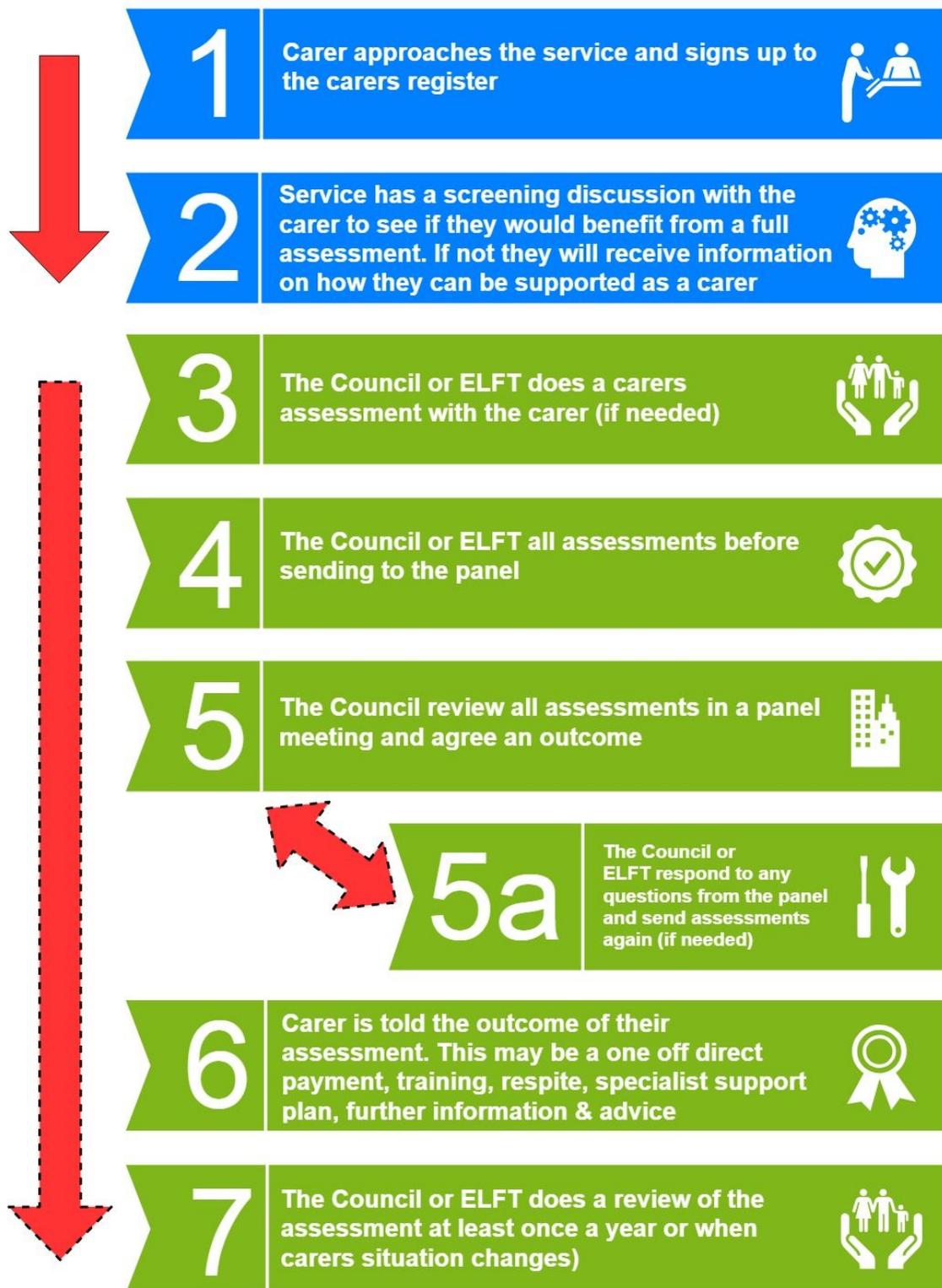
## Model 2

The Council or East London Foundation Trust (ELFT) do all the assessments and support planning



### Model 3

External Provider(s) to do screenings and The Council or East London Foundation Trust to do full assessments.



\* All models have been amended from the format presenting in consultation to ensure they are accessible for this report. This is a visual change only.