

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board

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PART I **FOR COMMENT/ENDORSEMENT**

AN INTEGRATED APPROACH TO IDENTIFYING AND ASSESSING CARER HEALTH AND WELLBEING

1. Purpose of Report

1.1 The purpose of this short report is to bring to the attention of the Slough Wellbeing Board the document entitled 'An integrated Approach to identifying and assessing Carer health and wellbeing', developed and published by NHS England in 2016 in order to promote increased support to unpaid carers.

1.2 The document was developed as a resource to help local Health and Wellbeing Boards adopt a more integrated approach to the identification, assessment and support of carers between health, social care and third sector organisations. It has produced a template Memorandum of Understanding (MOU) for local Health and wellbeing Boards to encourage engagement from local partners to commit to work together to improve outcomes for carers.

2. Recommendation

2.1 The recommendation to the Slough Wellbeing Board is to endorse the MOU (at appendix A) in order to encourage local sign from local partners to support carers within their organisations. This will then help with greater coordination to ensure the identification and assessment of carers in Slough amongst partners.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan

Adopting the proposed MOU is in line with priorities within the Wellbeing strategy and the JSNA. It also contributes to the Council's Five Year Plan, namely 'our people will become healthier and will manage their own health, care and support needs'. It will also help us meet the priorities within Slough's Joint Commissioning Strategy; 'Slough Caring for our carers' 2016-21 which are:

- Identification and recognition of carers
- Support for young carers and carers of working age
- Supporting carers to stay healthy
- A life outside caring.

4. Other Implications

- (a) Financial - None
- (b) Risk Management - None
- (c) Human Rights Act and Other Legal Implications – None
- (d) Equalities Impact Assessment – None

5. Background

5.1 'An integrated Approach to identifying and assessing Carer health and wellbeing' developed by NHS England builds upon the 'NHS commitment to Carers' 2014. It has developed the Memorandum of Understanding based on seven following principles:

- The identification, recognition and registration of carers in primary care
- Carers will have their support needs assessed and receive an integrated package of support in order to maintain and/ or improve their physical and mental health
- Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after
- Staff of partner to this agreement will be aware of the needs of carers and their value to our communities
- Carers will be supported by information sharing between health, social care carer support organisations and other partners to the agreement
- Carers will be respected and listened to in care planning, shared decision making and reviewing services
- The support needs of carers who are more vulnerable or at key transitions points are identified early.

6. Comments of other committees

6.1 The MOU has been presented to the Health and Social Care Priority Delivery Group who approved it as good practice with a recommendation to take it forward to the Wellbeing Board for final endorsement.

7. Conclusion

7.1 Endorsing the MOU to support carers will give strength to Slough Borough Council and Slough Clinical Commissioning Group in the work with our partners to meet out commitment to carers, ensuring they are identified early, receive the right support and valued as important members of our community.

8. Appendices Attached

A - Template Memorandum of Understanding

9. Background papers

- [An integrated approach to identifying and assessing care health and wellbeing](#)
- Slough Caring for Our Carers –Joint Commissioning Strategy 2016-21

Appendix A: Template Memorandum of Understanding

Memorandum of Understanding between [insert partner organisations on the local Health and wellbeing Board]

OR

[insert name of Director of Adult Social Care] and [insert name of Commissioning Lead for local Clinical commissioning group] - :

Supporting an integrated approach to the identification and assessment of Carers' health and wellbeing needs

1. Introduction

This Memorandum of Understanding (MOU) sets out the agreed approach to supporting the implementation of an integrated approach to the identification and assessment of Carers' health and wellbeing needs across [insert name of district].

a. The local authorities [insert name of local authority/authorities]; and

b. The following commissioners and providers of NHS-funded care:

- [Insert name of CCG(s)]
- [List all acute NHS Trusts and FT's in area, including tertiary & specialist]
- [insert name of Director of Public Health]
- [Insert name of ambulance trust(s)]
- [Insert name of independent sector providers]
- [Insert name of mental health trusts – if applicable]
- [Insert name of community providers – if applicable]
- [Insert name of voluntary sector care providers – if applicable]

c. The local Carer support organisation(s) [insert name(s)]

d. Other local partners:

- [insert names of relevant local partner organisations]

2. Our vision for Carers

[insert name of district/borough] is a place where Carers are recognised, supported and valued, both in their caring role, and as individuals.

3. Working together to support Carers

Partners agree to co-operate with each other, to promote the wellbeing of individual Carers, and to adopt a whole family approach in their work to support local Carers of all ages, in order to:

a. maintain the independence and physical and mental health of Carers and their families

b. empower and support Carers to manage their caring roles and have a life outside of caring

c. ensure that Carers receive the right support, at the right time, in the right place

d. respect Carers' decisions about how much care they will provide and respect Carers' decisions about not providing care at all

4. Key principles

The integrated approach to identifying, assessing and supporting Carers' health and wellbeing needs rests on a number of supporting principles. Each of these principles covers a number of practical points and each of these practical points features examples of positive practice, in order to encourage other practitioners and commissioners to replicate or build on success.

Partners to the Memorandum of Understanding agree that:

4.1 Principle 1 – We will support the identification, recognition and registration of Carers in primary care.

4.2 Principle 2 - Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.

4.3 Principle 3 - Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.

4.4 Principle 4 – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.

4.5 Principle 5 - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.

4.6 Principle 6 - Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.

4.7 Principle 7 - The support needs of Carers who are more vulnerable or at key transition points will be identified early.

5. Moving forwards

Actions arising from this agreement will form part of our commissioning plan for Carers and of a more detailed action plan.

We will put in place arrangements for periodic audit and the provision of reasonable assurance to the Council, Health and Wellbeing Board, Clinical Commissioning Group, and the public, on how this memorandum of understanding is being implemented and how our work is making a difference to carers. Feedback from Carers, their representatives, and the cared for, will be an essential element of these audits.

We will involve Carers, in recognition that they are 'experts by experience', in monitoring and reviewing services, and when seeking to redesign, commission or procure Carer support services.

We will put programmes for learning and development in place to raise the awareness and understanding of the needs of Carers and their families, and of local Carer support services.

We will design training and support for those undertaking Carers needs assessments to have the necessary knowledge and skills. This will include ensuring that practitioners in the local authority and partner agencies are aware of the specific requirements concerning Carers of the Care Act 2014 and amendments to the Children and Families Act 2014 and accompanying Guidance and Regulations.

6. Thinking Carer across the system

By supporting carers we are also supporting the cared for. No one should have to care alone.

In order to ensure that carers receive the right support, at the right time, and in the right place, a Carer who indicates that they require additional support or that their capacity or willingness to continue caring is diminished, should be referred to the local Carer support organisation to have their immediate needs addressed.

Where a Carer indicates they have a health need during an interaction with the NHS, this health need should be addressed as soon as possible, after which the healthcare practitioner should initiate a discussion about the Carer's wider support needs and refer to the local Carer support organisation.

Partnership working and co-operation is key to providing a joined up, seamless service. This will include joint working between the local authority, the NHS, voluntary organisations, education, public health, housing and local communities to support Carers.

Central to this joint working will be the development of local data and information sharing processes between agencies, so that information follows the Carer across their own care and support pathway without them constantly having to re-tell their story.

The needs of Carers should also be recognised by commissioners and planned for. Work through the local Health and Wellbeing Board, the Better Care Fund Board, and the Joint Strategic Needs Assessment, will include identification of the needs of Carers, including Young Carers and Young Adult Carers in the local area; this identification will be crucial in avoiding crisis breakdowns.

The local Joint Health and Wellbeing Strategy will include shared strategies for meeting these identified needs, setting out arrangements for working together and the actions that each partner will take individually and collectively.

This memorandum of understanding will be subjected to an annual review.

7. Signatories

Name and title	Organisation	Signature