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| <b>Item No.</b><br><b>1</b>        | <b>Classification:</b><br>OPEN | <b>Date:</b><br>23 October 2006                                | <b>MEETING NAME</b><br>Health & Adult Care Scrutiny Sub-Committee |
| <b>Report title:</b>               |                                | Review: Adult Carers in Southwark – Identification and Support |   |
| <b>Ward(s) or groups affected:</b> |                                | All wards [Southwark]  |   |
| <b>From:</b>                       |                                | Scrutiny Project Manager                                       |   |

1. **THIS SESSION**

2. At this first session for this review, the sub-committee has invited representatives from Southwark Health & Social Care, Southwark Community Care Forum and Southwark Carers have been invited to:
- Outline services currently provided to support carers, including partnership or joint work undertaken;
  - Share their organisation’s perspective on the Southwark-specific challenges involved in provision and the implementation of the Carers Strategy locally;
  - Suggest how identification and assessment of carers might be improved;
  - Respond to issues of concern and questions derived from the sub-committee’s discussion with carers; and
  - Participate in round-table discussion with other providers and elected members about areas for possible improvement.

3. **BACKGROUND TO THE REVIEW**

4. Cross-sectoral stakeholder discussion at the sub-committee’s Health Scrutiny Welcome Evening on 26 July 2006 resulted in three key topics for review emerging as potential areas of concern for scrutiny attention, including support to adult carers in Southwark.
5. At the sub-committee’s first meeting on 31 July 2006 members formulated its scrutiny work programme for the coming year, taking into account the key areas of community concern drawn from the stakeholder discussion, ongoing scrutiny commitments from 2005/06, and known national and local initiatives to which scrutiny could reasonably be expected to engage with. The sub-committee agreed its work programme and determined that scrutiny of support to adult carers in the borough would be the first review undertaken.

6. **FOCUS OF THE REVIEW**

7. On 18 September 2006 the nominated member for scoping the review, Councillor Holford, met with Rod Craig, Head of Services to Older People and People with Physical Disabilities to gather background information for the review. Given the terms of reference for the sub-committee the review will not include young carers [i.e. carers under the age of 18, usually caring for a parent or other relative].
8. The principal areas and approach for scrutiny are set out in Appendix 1 to this report, and the scrutiny review process will involve:
- Looking at the role of the Council and other agencies in providing services to carers;

- Considering how carers are identified and the process of carers assessments;
  - Speaking with carers and providers directly to gather feedback.
9. Between 4-16 October 2006 members of the sub-committee will be attending a series of existing locality events for carers hosted by Southwark Carers. These events are focused on carer wellbeing and at them members will be speaking directly to carers about their experiences of accessing and receiving support from various service providers. Feedback from carers will fed back to the meeting on 23 October for discussion by invited provider representatives.
  10. In addition, the sub-committee has been invited to meet with Southwark Community Care Forum's Carers Workers Alliance prior to the 23 October meeting to discuss issues for provision of support from the perspective of voluntary sector organisations currently working with carers in the borough.
  11. Having met with key providers on 23 October, and discussed issues arising from its meetings with carers, the sub-committee will then decide how to proceed with its review. Its approach may include further meetings with stakeholders, gathering additional information, and/or making recommendations to key providers on the basis of information considered.

### **SUPPORTING DOCUMENTS**

The following supporting documents are attached in support of this item,

- Appendix (1) Key questions for the review of support to adult carers
- Appendix (2) Carers Strategy for Southwark 2005/08
- Appendix (3) "He cares, do you ?" Carers Strategy for Southwark 2005/08 Action Plan
- Appendix (4) List of carer-specific services Southwark Council

### **BACKGROUND DOCUMENTS**

| <b>Background Papers</b>                                       | <b>Held At</b>  | <b>Contact</b>  |
|--|---|---|
| Health & Adult Care Scrutiny Sub-Committee minutes and reports | Scrutiny Team<br>Room 3.16<br>Town Hall<br>Peckham Road<br>London | Lucas Lundgren<br>Scrutiny Project<br>Manager<br><br>Tel: 020 75257 224 |

## Appendix 1

### Key questions for the review of support to adult carers:

1) How 'sticky' are support services at point of contact ?

To pursue this line of enquiry the sub-committee is likely to need to:

- Establish what support services and sources of support are currently available within the borough to carers [both carers who have been assessed and those who have not];
- Consider the ease with which carers secure support and look at issues of accessibility, information, responsiveness and the extent to which agencies work together to identify and support carers;
- Look at the role of GPs and other frontline health and social care staff in identifying and supporting carers;
- Gather feedback directly from carers about their experience of seeking and receiving both carer-specific and non-specific services, within the context of their needs as a carer.

2) How consistently are carers assessments carried out and how consistent are the outcomes at whichever point a carer enters the system ?

To pursue this line of enquiry, the sub-committee is likely to need to:

- Consider information about Carers Assessment, including: points of access; what assessment involves; levels of uptake; consistency of assessment and monitoring mechanisms; potential benefits resulting from assessment; and current outcomes;
- Gather feedback from carers about their experience of assessment and extent of follow-through, within the context of their needs as a carer;
- Look at current information about the quality, accessibility, responsiveness, equity and carer involvement in the direction of support services to carers.