

**TO: THE EXECUTIVE  
18 NOVEMBER 2008**

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**OVERVIEW AND SCRUTINY REPORT ON CARING ABOUT CARERS  
(Director of Social Care and Learning)**

**1 PURPOSE OF DECISION**

- 1.1 To determine the Executive's response to the recommendations in the report by the Social Care and Learning Overview and Scrutiny Panel's Working Group on Carers.

**2 RECOMMENDATIONS**

It is recommended to the Executive that:-

- 2.1 The Council investigate a pilot scheme using the 'Look In' to run an advice and information service for carers and the possibility of offering on-site respite care for short periods.
- 2.2 A 'flyer' leaflet providing information and contact details relating to services for carers be included in 'Town and County' on a regular basis to access hard to reach carers.
- 2.3 Staff in Adult Social Care be asked to work in partnership with the Berkshire East Primary Care Trust and general practitioners to implement an effective system of drawing to the attention of carers up to date information relating to services for carers (as is planned in the Carers Strategy Action Plan).
- 2.4 Staff in Adult Social Care be requested to work with health centres and hospitals to ensure that they provide appropriate information to carers.
- 2.5 The Chief Officer: Adult Social Care be asked to support partners in the delivery of the Carers Strategy Action Plan.
- 2.6 Performance against Local Area Agreement targets for National Indicator 135 (Carers receiving needs assessment or review and a specific carer's service, or advice and information) be reported on regularly to the Social Care and Learning Overview and Scrutiny Panel.

It is recommended to the Social Care and Learning Overview and Scrutiny Panel that:-

- 2.7 The Social Care and Learning Overview and Scrutiny Panel may wish to give future consideration to reviewing services to support young carers and parents of children with learning disabilities.
- 2.8 To thank the Working Group for their work.

### 3 REASONS FOR RECOMMENDATIONS

The Overview and Scrutiny Working Group has spent considerable time reflecting on all the issues with the support of appropriate officers. As a consequence the report and recommendations are fully informed and merit support.

### 4 ALTERNATIVE OPTIONS CONSIDERED

Not applicable.

### 5 SUPPORTING INFORMATION

5.1 The Working Group have set their work in the context of the draft Carers Strategy, developed locally and during the course of its work, a National Strategy was produced by the Government.

5.2 The recommendations of the Working Group to the Executive are listed on page 22 of the Working Group's report attached as at Annex 1 and, with some changes in detail, its findings are and recommendations are accepted.

5.3 There is a theme that has emerged through this work about access to information. It is a complex issue as it is only when you are in a position to need information, do you begin to look for it. So the recommendations assist in that regard.

5.4 The reasons behind the recommendations are explained below:

5.5 The Council investigate a pilot scheme using the 'Look In' to run an advice and information service for carers and the possibility of offering on-site respite care for short periods

The Look In does provide support to many older people and sometimes their carers. At the present time, there is scope to utilise the building in the afternoons when it is normally quiet. It is in a good position for people to 'pop in' and obtain information.

5.6 A 'flyer' leaflet providing information and contact details relating to services for carers be included in 'Town and County' on a regular basis to access hard to reach carers;

Having information available when it is needed is the reason behind the recommendation. As we are aware suddenly becoming a carer is not something most people think of. In addition to this recommendation, the Council will want to include other mechanisms such as; ensuring Contact Centre staff are briefed on carers matters; exploring the use of community TV and other publicity options, such as 'fridge magnets'. This will enable the Council to keep people informed about contact details and it is a publication that reaches every household.

5.7 Staff in Adult Social Care be asked to work in partnership with the Berkshire East Primary Care Trust and general practitioners to implement an effective system of drawing to the attention of carers up to date information relating to services for carers (as is planned in the Carers Strategy Action Plan) and Staff in Adult Social Care be requested to work with health centres and hospitals to ensure that they provide appropriate information to carers;

Health staff in Primary Care are the people most likely to know that someone was beginning on the carers journey. As such work is underway between the PCT, Adult Social Care and Bracknell Forest Voluntary Action to link with GP Practices to improve the number of people on their carers register.

- 5.8 Staff in Adult Social Care be requested to work with health centres and hospitals to ensure that they provide appropriate information to carers;

This links to 5.7 and will be part of our approach to facilitate timely discharge from hospital.

- 5.9 The Chief Officer: Adult Social Care be asked to support partners in the delivery of the Carers Strategy Action Plan;

Support for carers is a high priority for the Council in enabling people to remain at home. A range of partners in the statutory and voluntary sector will be instrumental in implementing the Action Plan.

- 5.10 Performance against Local Area Agreement targets for National Indicator 135 (Carers receiving needs assessment or review and a specific carer's service, or advice and information) be reported on regularly to the Social Care and Learning Overview and Scrutiny Panel

The Social Care and Learning Overview and Scrutiny Panel has a keen interest in the performance of Adult Social Care. It is planned that the National Indicators will be part of the Performance Monitoring Report.

The National Indicator definition for cares is broader than the current indicator measured by the Commission for Social Care Inspection in that we are able to include advice and information and not just a service. Work is already underway to ensure that we capture this within the care recording system.

## **6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

- 6.1 No legal issues arise from this report.

### Borough Treasurer

- 6.2 The Borough Treasurer is satisfied that no significant financial implications arise from this report.

### Equalities Impact Assessment

- 6.3 The recommendations will assist in ensuring that information about support available to support carers is made available to a wide range of people, thereby helping to ensure that support is widely available.

### Strategic Risk Management Issues

- 6.4 As support for carers is part of the Local Area Agreement, not carrying out the recommendations will put at risk the Council's overall performance.

Other Officers

6.4 Not applicable.

**7 CONSULTATION**

Principal Groups Consulted

7.1 None.

Method of Consultation

7.2 None.

Representations Received

7.3 None.

Background Papers

Caring About Carers – Annex 1

Contact for further information

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Exec Report – O&S Report on Caring about Carers