

Nottinghamshire County **LINK**

Respite services for carers in rural areas
of Nottinghamshire

November 2010



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Issue Origination

An issue was raised with the Nottinghamshire County LINK by a member of the public who receives respite care through the local authority and lives in a rural area of the County. They felt that by living in a rural area of the County, services were less accessible. When they needed respite services, there was not sufficient capacity to provide the care needed.

All issues received by the LINK are assessed by the Issues panel (a panel of LINKs participants). This issue was scored against criterion as set by out by the LINKs governance documents agreed by the LINKs Executive Board. Following the assessment, the LINK agreed that this matter would affect many people living in the outermost parts of the County. A Task and Finish group was established to conduct further research in to the matter.

The initial meeting of the group set forth a workplan investigating the availability of respite care services in rural areas of Nottinghamshire. By doing so it was envisaged that possible gaps in services could be identified. Initial research also suggested that there are a high number of carers who do not receive any support from the local authority. The group decided that as part of the investigation into the services available, they would also like to identify those who may not see themselves as carers.

Participants and Partners involved in the group:

The group has benefitted greatly from being able to work closely with carers and professionals in collating information regarding care services available in Nottinghamshire. Below is a list of contributors to the LINKs Task and Finish Group work:

Name	Organisation (if applicable)
Mark Hunter	Nottinghamshire County LINK (Executive Board Lead)
Adrian Hartley	Carer, Executive Board member of LINK
Janice Hunt	Carer, LINK member
Julie Hartley	Carer, LINK member
Penny Spice	Nottinghamshire County Council, Service Manager –

	Carers
Shirley Jeffs	Rushcliffe Carers Group
Sue Dyke	Nottinghamshire PCT, Carer Co-ordinator
Valerie Stapleton	Carer, LINK member
Inderpal Dhillon	LINKs Support Team

Background information

Defining respite care

The term 'respite care' can have different meanings depending on where you look for a definition. For the purpose of our research, the LINK took the description for 'respite care' as given on the NHS Choices website under the Carers Direct section. It states:

Respite care can include:

- Residential or nursing care, where the person you're looking after goes for a short stay in a residential or nursing home.
- Day-sitting services, where someone will come into your home during the day to care for the person you look after, giving you a chance to go shopping, meet friends or have time for yourself.
- Night-sitting services, where someone will come to your home to care for the person you look after, letting you have a proper night's sleep.
- Day care, where the person you're looking after goes to a day centre or takes part in activities away from home.
- Holidays: you can get help and support when you want to go on holiday by yourself or with the person you care for. The Shared Care Network has information on family-based breaks for children and young people.
- Vouchers: some local authorities provide vouchers that can be exchanged for services, such as those offered by care agencies or residential homes.
- Direct payments: these can be spent on care services from an appropriate individual or agency. You or the person you're looking after can use the payments to employ a paid carer while you're having a break.

This goes someway to describing the different types of respite care and services available to carers and how they may access them.

Government strategy

Paul Burstow MP, Minister for Care Services, has announced a consultation on what the Government should prioritise to support carers from 2011-2015.

This will focus on how best to deliver the five goals for carers in the existing Carers' Strategy, launched in 2008.

The overarching vision is that by 2018:

"Carers will be universally recognised and valued as being fundamental to strong families and stable communities. Support will be tailored to meet individuals' needs, enabling carers to maintain a balance between their caring responsibilities and a life outside caring, while enabling the person they support to be a full and equal citizen."

The five areas that are being focussed on to achieve this are:

- Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role
- Carers will be able to have a life of their own alongside their caring role
- Carers will be supported so that they are not forced into financial hardship by their caring role
- Carers will be supported to stay mentally and physically well and treated with dignity children
- Young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

Information about carers

Nationally, there are an estimated 5 million unpaid carers in England, with varying levels of care and responsibility. Local councils spent £16.1 billion in 2008/09 on adult social care across the country and £5.9 billion accounts for money spent on privately funded care.

In Nottinghamshire, the most recent census information (2001) indicates there are just over 83,000 people providing care to another person (Average of 11.11% of total population of 748,510). It is estimated that one in three of these people provides care in excess of 20 hours per week. Not all of these people are eligible for care services however it shows that there are a considerable number of people who have dependants in the County.

In November 2009, Nottinghamshire County Council conducted a User Experience Survey of 777 carers who had been assessed or reviewed in the previous 12 months. Many people responded saying that the service they received met their needs. Whilst samples sizes and responses were large enough to give reliable information about the standard of service in Nottinghamshire, it does not take into account the very diverse demographics in the County. The results could have gone further by showing where the respondents were from and the levels of satisfaction in different districts.

Research and collation of information

Following the creation of the Task and Finish Group, the LINK set a workplan to investigate the respite care services available in rural areas of Nottinghamshire. The methods outlined in this section were used by the Nottinghamshire County LINK to collect more information about the availability of care services and information available to the public.

Letters to Statutory bodies

Under the Local Government and Public Involvement Act 2007, the LINK requested information from the Local Authority and local NHS services to develop a further understanding of how respite care services in the area are provided and funded. See appendix 1.

This letter was sent to statutory organisations requesting the information below:

- Current provisions for those in receipt of care
- Services available to provide respite care

- Whether concerns had been raised about services being provided
- Who is the first point of contact for respite services to carers?

A follow up letter was sent out on the 26th October 09 and subsequently on the 18th November 09 to request information from organisations who had either not replied to the first request, or further information was required for the investigation.

A list of the organisations who responded to the requests can be found in the results section of this report, along with their responses.

Telephone survey

Following the receipt of information from statutory bodies, the group took the decision to consult directly with the providers of care services. A telephone survey of care service providers in Nottinghamshire was conducted by the Nottinghamshire County LINK asking providers the following questions:

- What type of service the organisation provides
- Which districts of Nottinghamshire did organisation covers
- Does the organisation offer its service in the city
- How many members of staff the organisation employs
- What were the contracted numbers of hours of care delivered
- How many people they care for

By undertaking this method, the LINK was able to find out more information about the services being provided throughout the County. It allowed the LINK to map out where services are delivered and identify possible gaps in services.

Collation of literature publicising services

To develop a further understanding of how carers interact with services, the group collated information provided to carers about care services available in Nottinghamshire from various sources such as Nottinghamshire County Council, Local NHS services, voluntary organisations and care agencies. The aim was establish the amount of information available to the public relating to respite care services and how they can access them.

This element of the research was important in determining the amount of information available to carers, as background information suggested that many people did not use services.

Questions inserted in the Nottinghamshire Listens Citizens Panel *Health and Wellbeing survey* by the Nottinghamshire County LINK in 2009 asked the public about which services they had used and difficulties they had experienced when using them. Of these services, five related to care. The full results from this questionnaire can be found in Appendix 2.

Press releases

In January 2010, the group released a press release publicising the work it was doing around carers. This article discussed the services that people use and the type of care they provide and the services they use. It also highlighted the need for hidden carers to identify themselves so that they can get support they need. The article went on to ask questions about the services carers receive. The questions below were appended to the article:

- What care services do you use in Nottinghamshire and what areas of the County do they cover?
- What is your opinion of these services? Do they meet your needs?
- Do you feel you need more information about the services available in your area?
- Are you a carer from or provide care to people from an ethnic minority group?
- Do you receive adequate emotional support as a carer?
- How do you think the new Personal Budgets scheme will affect the level of service in your area?

This article had only been distributed to a small number of organisations initially however a summary of the article was included in the Nottingham Evening Post on the 4th February 2010. See Appendix 3.

Carers Demonstrator Site

Nottinghamshire County Council was chosen as one of 12 local authorities to receive extra government funding to develop and evaluate new initiatives to help carers under the Carers Demonstrator Pilot Site. The scheme was designed to trial different types of extra care services

provisions along with health partners and the University of Nottingham, assess the success and cost effectiveness of delivering the services.

Themes were proposed by carers after identifying areas of care that require further services targeting services people were not using and exploring why services are not adequately responsive. This would allow carers to be involved in shaping care services for the future, increasing choice of services, increase awareness of personal budgets and improve cost effectiveness of breaks provided.

The table below lists the services that would be delivered under the pilot scheme, the areas in which they are delivered and the provider.

Type of service	Area covered	Provider
Joint and separate breaks	Mansfield and Ashfield	Age Concern
	Newark & Sherwood	Care and Comfort Befriending and Carers Support service
	Carers of people with brain injury across Nottinghamshire	Headway
Help for carers who look after people with dementia	Newark & Sherwood and Bassetlaw	North Notts Crossroad
Crisis prevention – Unplanned breaks due to emergency	Nottinghamshire (Except Nottingham City)	North Notts Crossroads and East Midlands Crossroads
Carers in Black and minority ethnic communities	Rushcliffe Community Voluntary Service to encourage Black and minority ethnic carers in Broxtowe, Gedling and Rushcliffe to take up carers breaks	
Carers in travelling communities	Newark & Sherwood Community and Voluntary Service will be encouraging carers in travelling communities to take up carers breaks	

Other research

Following the requests for information, meetings were held with commissioners of care services to have a clearer understanding of what services they were providing, how they generated feedback from carers and how they intend to develop the services to be more inclusive.

More information was obtained about the Local Councils 'Golden Number' which is the first point of contact for those who are in need of care services seeking help providing care and not in receipt of any assistance where an initial assessment is conducted for carers identifying themselves to Adult Social Care and Health for the first time.

The LINK also used information gathered from a variety of sources such as Carers Week website, the Refreshing the National Carers Strategy, Nottinghamshire County Council's Caring for Other Survey and The Association of Directors of Adult Social Services.

Results

Requests for information

Following requests for information from Nottinghamshire County Council, District Borough Council and local NHS services, the following responses were received:

Date Sent	Organisation	Date Response Received	Brief Summary of Response
15/09/09	Ashfield District Council	02/10/09	<ul style="list-style-type: none"> Response stated that the Borough Council do not hold any information on care services
15/09/09	Bassetlaw Primary Care Trust	25/11/09	<ul style="list-style-type: none"> The PCT do not directly commission carers services. No concerns have been raised about the services provided <i>The first point of contact for Carers is the 'Golden Number' at Nottinghamshire County Council</i>

15/09/09	Broxtowe Borough Council	03/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services
15/09/09	Gedling Borough Council	13/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services
15/09/09	Mansfield District Council	03/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services
15/09/09	Newark and Sherwood District Council	03/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services
15/09/09	NHS Nottinghamshire Community Health – John Eastwood Hospice	22/09/09	<ul style="list-style-type: none"> • Questioned the meaning of the letter and ‘respite services’ being for the patient rather than aimed at the carers.
26/10/09	NHS Nottinghamshire County	04/11/09	<ul style="list-style-type: none"> • Holding letter. Response to be provided by 1st December 09.
15/09/09	Nottinghamshire County Council – Adult Social Care and Health	28/09/09	<ul style="list-style-type: none"> • A comprehensive list of all respite care services available in Nottinghamshire including day care and also the amount of funding they receive. • Informed us that some concerns have been raised about emergency respite care services. • A review of all providers has recently taken place and there is a new tendering process for Carers’ Services to create an approved supplier list. • <i>First point of contact suggested as the Golden Number – 08449 808080.</i>
15/09/09	Rushcliffe Borough Council	04/11/09	<ul style="list-style-type: none"> • Response stated that the Borough Council do not hold any information on care services

A further letter was sent on the 18th November 2009 asking for information specifically on services in rural areas of Nottinghamshire. This letter was distributed to the following:

Date Sent	Organisation	Date Response Received	Brief Summary of Response
18/11/09	NHS Nottinghamshire Healthcare Trust – Carer Assessment Team	02/12/09	<ul style="list-style-type: none"> • Respite opportunities provided by Nottinghamshire County Council and day activities provisioned for the cared for who have mental health issues. • Depending on area this is provided by Framework Household (Gedling, Rushcliffe and Bassetlaw) and MIND (Bassetlaw and Newark & Sherwood)

The results show that all carer services are provided centrally by the Local Authority (Nottinghamshire County Council) and District Councils are not involved in the commissioning of services. Also, whilst the NHS provides a small amount of respite care services, they are aware of the needs of those receiving care and able to make recommendations as to how to access the care services.

Nottinghamshire County Council provided a comprehensive list of the respite services they provide including Day Care centres, spot care providers (respite care cover for short periods of time), Short Breaks services and schemes aimed at allowing the person being cared for to engage with other people through away days and other activities.

Appendix 4 shows the list of services provided and also the areas that they cover.

Telephone Survey

The telephone survey conducted by the LINK allowed the group to liaise directly with the providers of care and establish the types of services they offered as well as the amount of care they provide. Three distinct themes became apparent following the completion of the survey as outlined below:

1) Identification of carers

The results of the survey showed the highest number of providers offering respite services and domiciliary care operate in the Broxtowe, Gedling and Rushcliffe areas of Nottinghamshire. Bassetlaw and Newark & Sherwood receive the least amount of care services with the Ashfield District being the next lowest. This was because of the lower number of people making themselves known care to agencies. Providers stated they would be able to provide more care those areas if they received more referrals.

2) Transportation for Care Workers

As part of the research and by speaking to the providers directly, the LINK were able to establish that the reason some providers cannot offer the same level of service in all parts of the County is due to the cost of travelling to and from the areas and accessibility. It becomes cost ineffective for providers to offer care in isolated areas of the County because of cost of transportation for the paid carer workers. It came to light that some paid carer workers are reliant on public transport which makes it difficult to access rural areas of the County that have poor public transport links. E.g. Areas of Bassetlaw where bus services run bi-hourly.

3) Recruitment

Providers identified having problems recruiting staff local to specific areas where care may be required. However, the nature of the work means that more care is required in certain parts of the County at any given time. The location of clients is rather fluid, changing throughout the length of the contract.

Some providers were not willing to offer information via telephone and were subsequently contacted via post or e-mail and results included in the table.

Collation of literature publicising services

During the research period, the LINK found that a large amount of information was available about how carers can access Care Services and other types of support services. The way in which this information is distributed was not established however by looking at the number of people in receipt of care services and the estimated number of carers in the County, it suggests that the services could be promoted further or more co-operative work between those supplying information.

Further co-operation between social care services, primary healthcare services and at discharge from hospital should be encouraged to facilitate identification of carers and distribution of information.

Appendix 6 shows the literature collated by the LINK as part of its research

Following on from this, the Health and Wellbeing Survey, distributed to over 8000 people in the County highlighted the need for information to be more accessible for carers.

The data showed that 36% of people had heard for care services, 24% had heard of direct payments for social care and 12% had heard of the County emergency card for carers. However of those who have expressed knowledge of services, only 2% said they have used Care Services, 2% had used direct payments for social care and less than 1% had used the County emergency card for carers. Comparing this to the information available through the census in 2001 that around 11% of the County's residents provide care to another person, it suggests that those people who may be in need of care services are unaware of some of the services available to them.

The questions that followed on from the original question around knowledge of services asked what difficulties people had with accessing services. For all the services care services included in the questions (Direct payments, homecare, day care, carers emergency card and carers services) the main difficulty people expressed was lack of information. The majority of respondents said that they did not have any difficulties or did not state any difficulties.

Full details of these results can be found in Appendix 2.

Press releases

Appendix 3 is a copy of the press release sent out to organisations throughout the County to ask their service users feedback on the services they receive. On the 4th February 2010 a summary of the article was included in the Nottingham Evening Post highlighting the work that was being undertaken by the LINK. Following this article going to press, the LINK received calls from members of the public who were not in receipt of Care Services but wanted further information on how to access them.

They were signposted to the relevant organisations (Nottinghamshire County Council and also BECONN as a support service for BME carers).

Whilst not providing quantitative data about carers in the community in need of support, it did highlight that there are people in the community who need the services but are unsure how or where to access information. This suggests further work could be done to make the information more widely available. It demonstrated that by using other media formats a wider section of the community can be reached to help identify hidden carers.

Other research

- i) The Nottinghamshire County Council's 'Golden Number', its customer service centre, has been identified as the first point of contact for any carer when looking for support from the Local Authority. It is thought that taking the initial step to call the service is a major hurdle for many people and thus it would be thought that this process is as simple as possible to help alleviate any anxiety they have. However, the LINK found that the initial telephone assessment can be lengthy and could be overwhelming for the caller at that stage, especially as many of the questions are repeated at the carer assessment which follows.

From meeting with the Council, the LINK understands that there has been a review of the service and the questions the telephone assessment asks at that stage and that this service will be more streamlined in the second quarter of 2010.

- ii) The LINK has been informed that a formal feedback mechanism is not in place by the Nottinghamshire County Council directly with carers or the cared for to assess the quality of the support they receive from agencies providing care. The majority of feedback is received via the agencies providing Care Services and thus could be skewed to reflect more positive results and may not include feedback from more people who have difficulties.

As well as the data collected from providers, the Council receive feedback from a national survey carried out by the Department of Health called the Annual Carers Survey. It has been noted that the majority of people who have provided feedback have responded positively and are satisfied with the services available. However, it

has been suggested that there could be people who do not give a true opinion of services for fear that services could be changed and 'something is better than nothing'.

iii) Throughout the investigation the group have found a large amount of information relating to carers from various sources. A quote from the results published in a survey during Carers Week said:

"Carers say they simply exist, are marginalised and invisible. Unable to socialise, to have romantic relationships, or even to consider having children, the impact on carers is emotional, mental, physical, and fiscal. 4 out of every 5 carers say they're worse off financially, while more than half (54%) say they've had to give up work."

This shows the importance of respite services for carers so they are able to enjoy their own lives whilst still fulfilling their roles as carers.

The survey of 3,282 carers, of which 65% were responsible for 50+ hours also said "all carers questioned agreed a life of their own would be achievable if they received breaks, a decent income and were given support in times of crisis."

iv) In September, carers groups completed their input into the Refreshing the Carers Strategy. This was designed to seek the views of carers across the county who would be feeding in to the new governments Carers Strategy, which will be rolled out from April 2011 to April 2015.

Some comments received through this consultation around respite services were:

- There needs to be an improvement in the level and quality of care delivered outside the home (ie. Respite and Day Services)
- No direct connection between social care and the Carers themselves
- Because of the Direct Payment I receive I can employ a carer for 14 hours per week.
- This means I can hold down a part-time job (2 half days a week) and do a gym work out to keep fit.

- Paid Carers (Outside Care Providers) must be able to come into someone's house and deliver the same level and quality of care that is delivered by the family Carer and the family Carer must be able to trust them
- A life of your own shouldn't mean having to be apart from the person you care for, but you need to have sufficient time for hobbies on own.
- GP's list Carers as a QoF indicator but what does this actually mean for the Carer
- Why does the Department of Health not ring fence funding for Carers Breaks?

The feedback received in the consultation is largely positive about the care services being provided, however it does highlight the need for commissioners and providers to be more holistic in their approach to how services are delivered.

Conclusion

This report is the result of the investigation into the availability of respite care services in rural areas of Nottinghamshire. There are a high number of carers who do not receive any support from the local authority many Carers do not see themselves as carers.

Respite care needs to be flexible, including residential or nursing care, day and night-sitting services, day care, holidays, and vouchers or through direct payments. This should enable carers to maintain a balance between their caring responsibilities and a life outside caring, while maintaining the essential support for the person they support.

Carers Demonstrator Pilot Site

Nottinghamshire County Council was chosen as one of 12 local authorities to receive extra government funding to develop and evaluate new initiatives to help carers under the Carers Demonstrator Pilot Site. The scheme was designed to trial different types of extra care services provisions along with health partners and the University of Nottingham, assess the success and cost effectiveness of delivering the services.

Although, there are concerns about the future of some care services following the end of funding in March 2011 of the Carers Breaks

Demonstrator Pilot Site, the Government is making £400 million available through the NHS over the next four years to support carers breaks. Carers can use their own personal budget to spend on taking a break from their caring responsibility - whether that's time to pursue a hobby, take a holiday or have some time to themselves. The government said local councils should pay the new personal budgets directly to individuals, to allow them to tailor their own care.

The care services minister, Paul Burstow, said: "Personal budgets can make an incredible difference to people's lives. They give people choice, control and independence. They look to people, not the state, to shape services and improve outcomes, making a reality of the 'big society'. "I want councils to provide everyone eligible with a personal budget by 2013." The announcement was part of the government's vision for adult care, which also promises to break down barriers between health and social care funding, and to encourage care to be delivered in a partnership between individuals, communities, the voluntary sector, the NHS and councils – including wider support services such as housing.

Burstow said: "Social care is a vital service for many older, disabled and vulnerable people. It embraces the most intimate care and support for people at times of greatest need. How well we look after each other says a great deal about the strength and character of our society. "Often people find the social care system confusing, inflexible and not suited to their needs – that's not good enough. I want to see the vision brought into practice at a local level. Councils can offer more choice, control and flexibility over care, which is what people tell me they want.

For more information see

<http://www.guardian.co.uk/society/2010/nov/16/social-care-personal-budget> and

http://www.dh.gov.uk/en/MediaCentre/Pressreleases/DH_121690.

Providers

All carer services are provided centrally by the Local Authority (Nottinghamshire County Council) and District Councils are not involved in the commissioning of services. In addition, whilst the NHS provides a small amount of respite care services, they are aware of the needs of those receiving care and able to make recommendations as to how to access the care services.

Nottinghamshire County Council provided a comprehensive list of the respite services they provide including Day Care centres, spot care providers (respite care cover for short periods), Short Breaks services and schemes aimed at allowing the person being cared for to engage with other people through away days and other activities.

Concerns have been raised about emergency respite care services. An approved supplier list needs to identify the services offered, the area that support can be maintained and an assurance of minimum quality standards.

Good quality agencies need to be available equally across the region, particularly ensuring that support is not compromised for example by rural transport issues of staff. Self-regulation of these agencies has been unreliable and quality monitoring needs to be ensured. In light of the proposed spending review announced on the 20th October 2010, not to give independent sector care providers an inflationary increase, even more monitoring will be required to ensure that this does not result in a corresponding and unacceptable reduction of quality.

Providers are able to provide more support equally across the region, but require their contracts to better reflect transportation costs.

The use of 'micro-providers' in rural areas where transportation issues exist should be actively encourage, which would more flexible match the flexibility of variable need.

Identify Carers

Improved joint working between social care services, primary healthcare services and at discharge from hospital should better identify carers and promote respite services, to ensure carers are equally referred across the region.

The report highlights that other media formats can and should be used to help identify hidden carers.

The Nottinghamshire County Council's 'Golden Number', acts as the first point of contact for carers, this needs to be reviewed as planned to reduce duplication of information requested at the follow up assessment.

The government promises under the current carer's strategy that young people will be protected from inappropriate caring and have the support

they need to learn, develop and thrive, to enjoy positive childhoods and to achieve against all the Every Child Matters outcomes.

There is a need to ensure that the local population are assessed and services commissioned - mostly from private and voluntary bodies that provide the majority of care and need to offer not only good value for money but also a service that is of sufficient quality for the service users, carers and agencies to be sustained.

Paid Carers (Outside Care Providers) must be able to come into someone's house and deliver the same level and quality of care that is delivered by the family Carer and the family Carer must be able to trust them

Information

Service Users and Carers must be kept properly informed and supported to maintain their independence, play a full part in society, protect them in vulnerable situations and manage complex relationships.

Adult social care services have a big impact on people's lives. Often social workers and social care staff hold the key to unlocking solutions for people that straddle different public services e.g. benefits system, NHS, housing. Against these bigger public services, their role is not always visible, but is crucial to giving people independence.

A large amount of information is available about how carers can access Care Services and other types of support. Unfortunately, it was not felt that the information was easily accessible to carers. GP Practice, libraries or job centres where some carers who have to give up work to fulfil their care roles may visit would seem ideal locations for holding information and signposting services. The results are that many people who may be in need of care services are unaware of the services available to them.

Trusts

The report highlights the lack of information held by organisation on care services. In the case of NHS Nottinghamshire Community Health, it is a great concern that John Eastwood Hospice demonstrated such a lack of understanding of respite services, reflecting a total focus of the organisation on the patient.

To ensure the best outcome for the patient there is clearly a need for a hospice to ensure that the carer is a partner in providing care and their role allows them adequate respite to maintain their involvement especially at this very difficult time for the family.

The hospice may be the best location to provide that respite or in the earlier days, it may be more appropriate for support to be arranged within the patients own home. Should the carer not be able to provide essential support due to lack of respite, it would clearly be the patient that suffers as a result.

Hospital Trusts have a duty of care in common law to carers as users (in the broadest sense of that word). It can be argued that Hospital Trusts have an increased duty of care to carers as so many patients are discharged into their care as a matter of course and necessity. A Hospital's duty of care could be breached if risk is unforeseen and, in some cases, the magnitude of risk has been assessed as potentially serious. For instance, it is all too easy to discharge a patient home without verifying that the carer is both willing and able to take responsibility for the transfer of care.

Recommendations

Below is a list of the recommendations that the Nottinghamshire County LINK have made as a result of conducting the research into respite services for carers in Nottinghamshire.

1. Nottinghamshire County Council to review contracts with providers of care services to reflect transportation costs, especially those delivering the services in rural areas.
2. Nottinghamshire County Council to actively encourage the use of 'micro-providers' in rural areas where transportation issues exist.
3. Borough and District Councils to hold information about care services available in each borough/district as well as referring people to Nottinghamshire County Council
4. Initial assessment of carers through Nottinghamshire County Councils Customer Service Centre (Golden Number) to be reviewed to reduce duplication of information given at follow up assessment.
5. Nottinghamshire County Council should liaise with the Local Medical Council and GPs across Nottinghamshire to help identify carers.
6. Review of literature published for carers by Nottinghamshire County Council for. Possibility of producing a Carers Information Pack to give out to carers containing relevant information.

7. Nottinghamshire County Council to promote carers services via local media outlets.
8. Nottinghamshire County Council to develop formal feedback mechanism directly with carers to assess the impact and quality of services.

Future/subsequent issues

As a result of the investigation, the Nottinghamshire County LINK is concerned about the future of some care services following the removal of the Carers Breaks Demonstrator Pilot Site.

The pilot site delivers different services around the County aimed at specific groups of people and received funding until March 2011. The funding is above the normal funding given to Nottinghamshire County Council to deliver services and services may be withdrawn at the end of the pilot scheme.

Following the projects end in March 2011, a question mark now remains over the future of people using those services as there will no longer be funding to provide these services.


The Spending Review announced on the 20th October will also have a significant impact on the level of support the local authority is able to offer with the possibility of those who have less urgent needs receiving less support.

Monitoring

The Nottinghamshire County LINK would like to conduct a review of the uptake of these recommendations in March 2011 and assess which services are in place and what level of support they are providing.

Appendices

Appendix 1 – Letter to statutory bodies

<p>Nottinghamshire County LINK Unit E2, Southglade Business Park Cowlairs Nottingham NG5 9RA</p>	<p>T 0115 9754647 F 0115 9279342</p>	<p>www.strongerlocalvoice.com info@strongerlocalvoice.com</p>	
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Ref: Stat 20 letter – Issue 003
 Date: 15th September 2009

Dear Sirs,

Re: Respite Services for Carers

We are writing this letter on behalf of the above Task and Finish Group of the Nottinghamshire County LINK under the statutory powers set out in the Local Government and Public Involvement in Health Act 2007.

As you probably already know, the LINK is made up of volunteers from in and around Nottinghamshire. They are working together to affect change to health and social care services throughout the County.

One of the issues that has been raised by our members is the lack of respite services for carers within the county. We hope that we can look at the services as they currently stand. We have spoken with our members and with services users and voluntary groups. We may suggest changes and make recommendations for improvements.


We are writing to ask you to confirm with us what services are currently available for carers and their cared for. We would like to know whether any concerns have been raised with you over the current services. Are you involved in any review of the services that are available at present? Please let us know what is the first point of contact between respite services and carers?

It occurs to us that part of the difficulty is that often services exist but the people who would benefit from using them do not always know about them. It may be that the LINK can assist the carers in Nottinghamshire by raising awareness of the services that are available.

Thank you for your assistance and we look forward to hearing from you.

Yours faithfully,

Mark Hunter
 Executive Board Lead for the Respite Services for Carers Task & Finish Group
 Nottinghamshire County LINK

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 Registered Charity Number 1050779

Appendix 2 – Results from Nottinghamshire Listens Citizens Panel Wave Four Survey (Health and Wellbeing)

HEALTH AND SOCIAL CARE SERVICES

Q16A Which, if any, of the following Health and Social Care Services have you heard of?

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Hospitals	89	85	89	91	91	90	91	90
GP Out of Hours Service	79	75	75	79	82	80	83	79
Podiatry/Chiropody	62	59	58	65	64	63	65	61
Homecare	54	54	54	49	57	53	58	51
Daycare	52	54	52	51	56	50	52	50
Community Transport to Health and Social Care Services	46	50	51	44	47	45	48	39
Patient Advice and Liaison Service	41	39	41	46	42	43	42	33
Hearing Impairment Services	41	38	37	37	44	43	41	43
Visual Impairment Services	37	36	34	34	42	40	38	39
Voluntary Organisation Support	36	38	36	31	41	35	39	33
Carers Services	36	34	39	34	40	38	33	33
Choose and book	33	32	39	33	35	35	31	27
Disabled Persons Registration Card	30	31	31	27	33	32	28	26
Independent Complaints Advocacy Services (ICAS)	26	27	29	23	32	25	30	18
50+ services	24	29	21	23	29	26	19	18
Direct Payment for Social Care	24	24	23	21	30	26	21	23
Local Involvement Network (LINK)	17	17	22	13	21	20	15	11
County Emergency Card for carers	12	13	13	10	14	12	16	7
Not stated	4	6	4	4	3	3	3	4

Q16.B **And which, if any, of these Health and Social Care Services have you personally used or used on behalf of someone else in the last 12 months?**

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Hospitals	50	45	47	49	47	56	55	51
GP Out of Hours Service	17	14	17	16	15	24	20	14
Podiatry/Chiropody	9	7	9	8	9	10	9	9
Choose and book	9	7	17	-	8	9	9	4
Patient Advice and Liaison Service	4	3	5	3	3	5	8	3
Hearing Impairment Services	4	4	5	4	5	4	4	5
Homecare	3	3	5	3	4	4	4	2
Daycare	2	2	3	1	2	2	2	2
Voluntary Organisation Support	2	2	3	2	3	3	2	2
Direct Payment for Social Care	2	1	2	1	2	2	2	1
Community Transport to Health and Social Care Services	2	3	4	1	2	2	2	1
Disabled Persons Registration Card	2	2	2	2	3	3	3	1
Carers Services	2	2	5	2	2	2	3	2
Visual Impairment Services	2	2	3	1	3	2	2	2
50+ services	1	2	1	1	1	1	1	1
Independent Complaints Advocacy Services (ICAS)	1	1	1	*	1	1	1	*
Local Involvement Network (LINK)	*	*	*	1	*	1	*	*
County Emergency Card for carers	*	*	-	*	*	-	*	*
Not stated	42	48	41	45	43	35	38	41

Q16.C And which, if any, of the following difficulties have you encountered with these services?

b) Direct Payment for Social Care

Base: All those who have heard of Direct Payment for Social Care (978)

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	14	11	13	15	16	16	15	9
Lack of availability	1	1	2	2	1	-	-	1
Cost	1	3	*	1	-	2	3	-
Lack of confidence	1	1	-	1	*	-	*	1
Insufficient transport	*	-	-	1	-	-	-	-
None/not stated	83	85	85	81	81	82	81	89

d) Homecare

Base: All those who have heard of Homecare (2,103)

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	4	5	6	5	4	5	3	2
Lack of availability	2	1	5	1	1	3	1	1
Cost	2	1	*	*	5	3	2	1
Lack of confidence	1	3	*	1	1	1	*	-
Insufficient transport	*	-	-	-	*	-	-	-
None/not stated	92	90	89	92	89	89	93	96

e) Daycare

Base: All those who have heard of Daycare (2,064)

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	4	4	5	4	4	5	2	3
Lack of availability	1	1	2	1	2	-	1	*
Cost	1	1	*	*	4	2	1	1
Lack of confidence	1	2	-	1	*	-	1	-
Insufficient transport	*	*	*	*	*	*	1	-
None/not stated	93	92	93	94	90	93	95	96

o) County Emergency Card for carers*Base: All those who have heard of County Emergency card for carers (482)*

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	25	23	27	23	29	32	18	23
Cost	1	-	1	3	-	-	-	2
Lack of availability	*	-	-	-	-	-	-	3
Insufficient transport	*	-	-	-	-	-	1	-
Lack of confidence	-	-	-	-	-	-	-	-
None/ not stated	74	77	72	75	72	68	82	72

p) Carers Services*Base: All those who have heard of carers services (1,397)*

	County average	A	BA	BR	G	M	N& S	R
	%	%	%	%	%	%	%	%
Lack of information	7	8	9	6	6	7	9	5
Lack of availability	2	*	7	1	1	2	1	-
Cost	1	-	*	*	1	2	1	*
Insufficient transport	*	-	-	-	-	-	*	-
Lack of confidence	*	-	1	2	-	*	-	1
None/ not stated	90	92	83	90	92	88	89	94

Appendix 3 – Press release for Carers Respite group

Carers in the Community?

It is estimated that there of upwards of 80,000 people in Nottinghamshire who care for another person; looking after children, loved ones and the elderly. But there are only 6,000 people who are registered with Nottinghamshire County Councils Social Services department. So called 'hidden' carers have become the focus of much debate recently and it leaves the question, what do people know about care services available in Nottinghamshire?

At times it can be quite challenging for a carer to manage by themselves when looking after someone who is dependent on them and this is when many people seek help. This can be in the form of respite care, emotional support and also financial support. But the first problem for many people is "who do I turn to?" There are services throughout the County that aim to help both carers and the cared for and as part of its work the Nottinghamshire County LINK (Local Involvement Network) has launched an initiative to find out what the community know about local care services and how to access them.

Nottinghamshire County LINK seeks to find out the views of local people on health and social care services in Nottinghamshire and it engages with the public to find out what they think about local services and how they can be improved to meet the local community's needs. It then goes on to investigate issues that the public raise.

The LINK wants to find out what carers know about local services and are asking the public to send in their views. The main questions it has been asking as part of its investigation are:

- What care services do you use in Nottinghamshire and what areas of the County do they cover?
- What is your opinion of these services? Do they meet your needs?
- Do you feel you need more information about the services available in your area?
- Are you a carer from or provide care to people from an ethnic minority group?
- Do you receive adequate emotional support as a carer?
- How do you think the new Personal Budgets scheme will affect the level of service in your area?

The LINK would like to know your answers to the above questions and if you'd like to find out more information about the LINKs investigation into carers services or would like to send in your views about other services in the County, you can contact them on 0115 9754647 or e-mail them at info@strongerlocalvoice.com.

Appendix 4 – List of services available from Nottinghamshire County Council

Provider and name of service	Area Covered						
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood
Age Concern; Older persons day service operating 51 weeks per year for 10 people	Every Monday	Every Wednesday and Friday					Every Monday and Wednesday
Alzheimer's Society; Memories Club for people with dementia all year round	Worksop 3 days per week and Retford 2 days per week.						Balderton up to 3 days per week
Alzheimer's Society; Befriending service for people with dementia in Nottingham			Community activities and home based activities; Based in Hucknall	Community activities and home based activities			
ASRA; Support group for older Asian carers (65+); 50 weeks PA based in Barncroft				✓	✓	✓	
Early Onset Dementia; Part-time social worker provides vouchers for use with East Midlands Crossroads				✓	✓	✓	

Provider and name of service	Area Covered							
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood	
Timeout; Sitting service for Afro-Caribbean people aged 55+ . Serve is run by Social Care worker 2.5 days per week				✓	✓	✓		
New Outlook; carers breaks for carers of adults of working age with dementia	✓	✓	✓	✓	✓	✓	✓	✓
Mabon house; Based in Nottingham City. The day centre used by East Midlands Crossroads for people with early onset dementia				✓	✓	✓		
Headway; Day service for people with head injuries. Social activities and support services	✓	✓	✓	✓	✓	✓	✓	✓
Crossroads; In home respite care service 24 hours a day, 7 days a week.	✓	✓	✓	✓	✓	✓	✓	✓
PD Short breaks in care homes; Person cared for is able to go to care home for up to 2 weeks per year	✓	✓	✓	✓	✓	✓	✓	✓
Royal Mencap 'Gedabout'; Evening and weekend short breaks					✓			

Provider and name of service	Area Covered						
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood
based in City							
APS Short breaks; Cared for with moderate to severe learning disabilities to be accommodated in family homes	✓	✓	✓	✓	✓	✓	✓
LD Short breaks; people with learning disabilities are able to go to a care home of their choice	✓	✓	✓	✓	✓	✓	✓
MENCAP – Bassetlaw and Newark Family Support Service. Breaks provided in or out of home	✓						✓
Royal Mencap – Park Life; Every Saturday provides activities for cared for in a park		✓	✓				
Supported Living South; operates 5 days a week for 6 people helping cared for get out and about				✓		✓	✓
Mencap – Older Carers Service; 2 workers delivering support to carers who look after those with learning disabilities	✓	✓	✓	✓	✓	✓	✓

Provider and name of service	Area Covered							
	Bassetlaw	Mansfield	Ashfield	Broxtowe	Gedling	Rushcliffe	Newark & Sherwood	
Norsaca; Provides breaks to 11-12 service users with autism 2-10 hours per week with some people requiring 2-1 support.	✓	✓	✓	✓	✓	✓	✓	✓
Bassetlaw Mind; Respite services for 10 service users through befriending. Estimates around 2 hours per carer per week	✓							
Newark Mind; Service for up to 7 service users to receive breaks allowing them to attend college and social activities								✓
Framework; Carers breaks/Outreach service	✓	✓	✓	✓	✓	✓	✓	✓

Appendix 5 – Results from telephone survey

Organisation Name	Area covered										City	
	Broxtowe	Gedling	Rushcliffe	Bassetlaw	Mansfield	Ashfield	Newark					
Abacus Care			X									
Advantage Healthcare Group												
Allied Healthcare Group	X				X				X			
AMG Nursing & Care Services	X	X	X	X	X				X		X	X
Anchor Trust	X											
Angels Nottingham												
Apex Nursing and Care Services (Now Sterling Homecare)												
At your service care												
Broxtowe Crossroads												
Butterflys Specialist Homecare	X		X									X
Calverton Supreme Home Care		X									X	
Care Force Group Notts	X	X										
Care Force Group Retford				X								
Care UK								X				
Carewatch (Nottingham)	X	X	X									
Claimar	X	X	X					X				
East Midlands Cross Roads	X	X	X									X
Eden Supported Housing										X		
Freedom Care Services				X							X	
Hales Group												
Hatzfeld Homecare												
Leda Homecare				X				X				
Leicester housing association												
Mediline												
Nestor				X								
North Notts Crossroads Care				X					X		X	
Notts Homecare LTD		X		X					X			
Premier Nursing Agency												
Priority Homecare LTD												
Pulse												
Rainbow Care Services												
Sterling Homecare LTD Bassetlaw/Newark												
Sterling Homecare (Nottingham)												
Sue Ryder Care												
Supporta											X	
Total Homecare Solutions												
Workwise Healthcare LTD												

Key
E-mail/letter request
No longer operating
Call back

Appendix 6 – List of literature available for carers

Distributed by	Title of publication	Summary of information
Nottinghamshire County Council	Your Guide to Social Care Assessments For Children and their Families	The leaflet is to inform families of the assessment process and how this is used to safeguard and promote the welfare of children. It describes areas that will be assessed to correctly identify needs, expectations of how parents can manage the process.
	How to get social care services Information for Adults	The leaflet is to inform of what services adults may need and what is provided by the council. It discusses the assessment process, how to request an assessment, what questions will be asked, what will happen after if services are required, timescales for an assessment to be completed, paying for services and financial help, further help for carers. The leaflet sets out commitments to high standards and contact information.
	A break from caring	Information about the Carers demonstrator site and also what breaks are available to carers. A list of the areas that the demonstrator site covers is also available
	Do you look after someone?	Helps individuals identify themselves as carers and offers information on what the next steps are, how a carer assessment is carried out, who is eligible and where further help can be found. Information is also offered in different languages.

	Direct Payments from the Adult Social Care and Health department	Details what direct payments are, entitlements and how they can be used, responsibilities of having a direct payment. Full contact details for the area with how to apply for a direct payment. Frequently asked questions are also answered
	Disabled Facilities Grants. Home adaptations for disabled people	Details about what grant is for a disabled person so they can live as independently as possible by having adaptations made in the home. Leaflet discusses how to applying for a grant, how they are calculated, organising the work to be done and contact details.
	County Carers Unit - Do you look after another adult?	Carers support group information leaflet for a six week programme. Mentions it is free and in various parts of the county. Further contact information given
	Customer Service Centre	Giving the one number (Golden Number) that can help for any queries about County Council services
	Nottinghamshire Welfare Rights Services Carers Allowance Factsheet	What carers allowance is including money amounts, who can claim it, examples of who has claimed it and contact details for applying for the allowance.
	Attendance Allowance	Examples of who can have attendance allowance. Details of the rates and how to qualify for each level and how to apply for the benefit. Also covers what to do if the application is turned down and goes through the appeal process

	Nottinghamshire Carer Newsletter for carers in Nottinghamshire	Discusses carers rights with regards to employment and caring duties. Gives details of support team available.
	Nottinghamshire Care Services Directory 2009/2010	Detailed description of care services in the Nottingham area. Discusses financial issues and paying for care, how services are monitored and managed and how to choose a care home or service. Then lists and gives contact details for all homecare and care home services in the area. It is a complete and comprehensive guide to setting up care services. Service user has information in one place to be able to use from starting to look into services to using them.
	Personal Budgets Your life, Your support, your way	DVD explains about putting people first agenda to keep individuals healthy and independent by allowing them choices in care to be able to do this. Goes into more depth about specific services such as Self Directed Support and Personal Budgets allow people to purchase their own health and social care so it is tailor made to fit their personal requirements. DVD uses personal stories to illustrate what changes personal budgets can make.
	Your money: Benefits for Carers	Guidance for carers on what benefits they are entitled to, tax discounts available to carers, disability benefits for the person being cared for, help with childcare and other financial aspects that may need to be considered by carers.

Age Concern	There For You Community Outreach. Gedling and Ashfield	The service sets out to answer queries for anyone over 50+ and help solve anyone who may be feeling lonely and isolated. Leaflet gives clear contact details.
	Community Advocacy Service	Service Supports older people over age 65 living in communities and residential/nursing homes. Sets out service aims: support, information, representation and complaint procedures. Gives full contact details.
Nottingham Focus Line		Information service for mental health issues through a focus line that is accessible 24 hours a day. Sets out service requirements of who can use it and what the service offers as ongoing support. Lists contact details and complaints procedure.
Cancer Research UK	It's cancer: You're bound to have questions	Gives full details of information that can be found including a nurse specialist. Promotes the amount of specialist knowledge in the area and what a useful tool it can be for any cancer sufferer or carer including rare cancers, tests, diagnosis, treatment and alternative therapies. Gives clear contact details.
Nottinghamshire Healthcare NHS Trust	Finding your way 2008	A comprehensive directory for parents about services for children physical, learning or emotional needs. Covers health, age related issues, education, support services, parent groups and training, play and leisure activities, transport and financial and legal services.

	Caring for Older People. February 2008 edition	Comprehensive booklet into mental health needs of older people. Discussing specific issues such as Dementia. Lists help and services in the area covering: advocacy, welfare rights, Adult Social Care Housing and Health, medical resources, continuing care, housing, telecare and financial and legal arrangements.
	Carer Assessment	Supporting Family and Friends of people in contact with Mental Health Services. Details what a carer assessment is , why it is important and lists all the agencies that can help support with a carers assessment in the area and nationally.
Rethink	A Commitment to Carers	Comprehensive leaflet into caring for someone with mental health illness. Focuses on what a carer should expect from services. Lists all helplines available from different agencies surrounding mental health.
	Helplines	Leaflet Detailing the rethink helpline. Details the focusline and the different areas mental health it can be specific to. Contact details.
Carers Federation	Free and Confidential Counselling for Young Carers	Visual leaflet to explain what counselling is and why it can be useful in times of stress. Basic information about how counselling can help young carers to cope and contact details
	Free and Confidential Counselling for carers and former carers	Leaflet setting out benefits of counselling and recognising the stresses of caring and pressures it can put someone under.

	Adult Carer Support A Free confidential support and information service	Leaflet sets out what defines a carer and how someone with caring duties need support. Cover areas such as benefits, information and support groups.
North Notts Crossroads/ Macmillan		Work in partnership with Macmillan Cancer Support to provide practical and emotional support for those individuals and families living with cancer. Cover Mansfield, Ashfield, Newark and Bassetlaw area. Services from personal care, emotional support and bereavement group support. Contact details given.
Carers UK	Supporting carers in your workforce	A guide for employers as to what they can do to help employees who care for someone else, legal rights of carers and case studies to help show how this works in practice.