



Implementing the Carers (Equal Opportunities Act)
and
How the Beacons can help

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Hertfordshire Context

- 1million people
- 100,000 carers
- 30,000 eligible (+10,000?)
- 12,000 recorded contact Adult Care
- 5,000 Carers' Assessments
- 7,000 in touch with *Carers in Hertfordshire*
- 6,000 helped through Carers Grant Breaks
- 600 helped through Carers Services
- 4,000 of our own staff

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- One of four (Sefton, Sunderland, Rochdale, Hertfordshire)
- Only Southern authority
- Only Shire County
- All share focus on partnership, innovations and outcomes

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Hearing from carers – getting it right

'We were dealing with my mother's recently diagnosed Alzheimers and were working from an incomplete understanding. Your staff really helped.'

'Both Mother and I felt wonderful, and my Mother felt so comfortable with (Worker's Name) that for the first time in my life I heard her say "You can call me "(First Name)"!!'

Staff know my daughter can't eat English (ie non-halal) meat because our religion does not allow this. They have also provided her with a prayer mat that she keeps in her locker and can use when she wants. This makes us feel she is well looked after.

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Hearing from carers – getting it wrong

'I was told that it was hard to get hold of interpreters and that as my English was poor it would mean that I had an opportunity to improve my English vocabulary!'

'I have been trying to sort out a problem but cannot get a definite answer from anyone.'

My husband needs personal care and I feel ashamed as it is always female home care-workers who are sent to him. He is a religious man and I feel he gets very embarrassed but he keeps quiet about this.

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www.idea.gov.uk/beacons/carers

Beacon Year 1:

- Toolkit for assessing your strategy
- Herts toolkit – Act implementation
- Case studies – what has worked
- Ongoing events – Open Days, Performance, Shire Counties, Black Carers, Video on Carers' assessments

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Beacon Year 2

- ODPM funding peer mentoring processes
- 10 local authorities to get support
- Develop balanced performance measure
- Transfer of best practice to permanent home
- Build up ADSS regional networks

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Policy Impact of Beacons

- PCT and Council leads for carers (New Deal for Carers)
- Work with CSCI on improved performance measure
- DH, CSCI, SCIE, Carers UK, CSIP sign up to proposals for Beacon Year 2
- Invite from DH to contribute to White Paper implementation

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Carers (Equal Opportunities) Act

- Context
- What it changes
- How can we deliver?

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We can't do it alone

"The services are fine, but I am having a nightmare with my benefits..."

"The Doctor never told me there was help like this..."

"My boss doesn't care that the reason I am late is because the home-carers didn't turn up!"

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Section 1

- Statutory duty to tell carers of their right to an assessment
- Moral duty and other statutes about 'information strategy'
- Complaints will be upheld if no evidence carers declined
- Why did carer decline?

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What is Herts doing about s1?

- New information strategy (multi-agency identification of carers)
- Audit of processes and training on telling carers about s1 (Call Centre, contact assessment etc)
- Electronic recording processes

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Section 2

- Assessments to include work, education leisure and training
- What do we know about work, education leisure and training?

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What is Herts doing about s2?

- ACE Partners – casework with 150 carers around work
- Flexible services – direct payments, looking at telecare
- Money Advice and better off calculations
- Factsheets on access to work advice, training and volunteering
- Lifelong Learning Sub Group – talking to LSC, WEA, NEC and others

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Section 3

- Power to request help from other public bodies
- NHS counselling example in Policy Guidance
- Housing situations

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What is Herts doing about s3?

- Protocols
- Pull together examples of successful use through Beacon Process

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Importance of Carers' Strategy

- Social Care is not the whole answer
- Citizens - want life outside caring
- Carers' Organisations crucial
- Network of champions across agencies
- Gain added value in all new policies and developments including HR
- Lead partnerships by example

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Role of Carers' Organisations

- Identify, inform and involve carers
- Support carers – including 'non-eligible'
- Ensure carers' experiences inform service development
- Initiate development and seize opportunities
- Challenge and collaborate

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Role of Primary Care

- Identifying Carers
- Promoting their Health
- Effective partnerships (information, referrals and signposting)
- Quality Outcomes Framework plus
- Expert Carers (New Deal)

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What you can do (even when 'times is hard')

- Listen to carers (and respond)
- Identify carers - including young carers
- Assess fully (separately where appropriate)
- Acknowledge carers' role
- Equal Opportunities – signpost/help them access universal services
- Know a 'man that does'
- Share information with team

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What you can't necessarily do

- Be experts on benefits
- Be experts on back to work or employment advocates
- Be experts on leisure or education
- Provide sustained emotional support
- Provide 'training'
- Provide right support for young carers

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What will help you most?

- Ensure you have an effective multi-agency strategy and networking between practitioners
- Use Beacon Self-Assessment Toolkit and SCIE Practice Guide
- Prioritise what carers tell you is most important and is achievable
- Use Beacons and ADSS regional networks
- Ensure ADSS has your carers' lead's correct details

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You don't have to do it all, but you can make all the difference

'I have never used any social services before and approached the meeting with scepticism and an amount of distrust. But I am pleased to say that I was totally wrong and my experience has been all good. I feel confident in contacting them again should I require help and advice and I have also referred another carer friend of mine to them.'

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