

# Local Account Factsheet 2014-15

## Carers

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## Carers in Hackney

A Carer is someone who provides regular un-paid care to a friend, neighbour or relative who cannot cope without their support due to illness, frailty or mental ill health.

- Hackney has approximately 1,800 identified Carers
- We assessed and reviewed 879 Carers in 2014-15 which resulted in 409 Carers receiving support
- Most of these Carers (356) were of working age, but a significant minority (52) were older people.

## The services that we provide for Carers

The 'Carers Are the Bedrock' is the name for the network of voluntary and community sector organisations that have been commissioned by the London borough of Hackney to support unpaid Carers.

This service aims to extend services to more Carers, particularly those who are isolated or might need additional support. It is funded by the London Borough of Hackney and was launched in October 2014 and provides Carers with:

- A single point of contact
- 18 different voluntary and community sector organisations who are able to complete a Carer's assessment or review, offer assistance in applying for Direct Payments and access to information and advice.
- An outreach service to support Carers in the community

The first point of contact is the Carers Coordination Service which has the important task of ensuring that the carer has a smooth journey through the structures and the services offered by the partner organisations.

### **The Carers Coordination Service**

The Carers  
Coordination Service

A decorative graphic consisting of three parallel, curved lines in shades of green, starting from the bottom left and curving towards the right.

is provided by the City and Hackney Carers Centre and was introduced in 2014. Once a Carer is registered with the service, they are informed of the benefits of registration and the support available through the centre including Carers cards, quarterly newsletters, support groups, events and Carers Direct Payments.

In the first year of this new service, between 2014 and 2015, 458 new Carers cards have been issued to Carers, including parent Carers. The Carers cards provide discounts with a number of local retailers including pharmacies, a florist, cafes, restaurants, the Rio Cinema, opticians and jewellers as well as in local leisure centres

The service will work with the Carer to create and document the Carer's journey for support in a document called the Individual Development Plan (IDP). This will show the progress a Carer has made and how the support they have received has helped them to continue their caring role.

## Carers and the Care Act

The Care Act which came into force in April 2015 has important implications for Carers. For the first time, Carers will be recognised in the law in the same way as those they care for. The Care Act relates mostly to adult Carers – people over 18 who are caring for another adult. This is because young Carers (aged under 18) and adults who care for disabled children can be assessed and supported under children's law.

### What does the Care Act do?

- **Assessments:**

The Act makes councils responsible for assessing Carer's needs for care and support. This replaced the existing law, which said that the Carer must be providing “**a substantial amount of care on a regular basis**” in order to qualify for an assessment. This will mean more Carers are entitled to ask for an assessment of their needs.

The local authority will assess whether the Carer has needs, identify those needs and will consider the impact of caring on the Carer. It will also consider the things that a Carer wants to achieve in their own day-to-day life including other important issues, such as whether the Carer is able or willing to carry on their caring role, whether they work or want to work, and whether they want to study or to participate in social activities. If both the Carer and the person they care for agree, a combined assessment of both their needs can be undertaken.

- **Eligibility:**

When the assessment is complete, the local authority will decide



whether the Carer's needs are eligible for support from the local authority. This approach is similar to that used for adults with care and support needs. In the case of Carers, eligibility depends on the Carer's situation.

- **Support planning:**

The local authority and the Carer will agree a support plan, which sets out how the Carer's needs will be met. It may be that the best way to meet a Carer's needs is to provide care and support directly to the person that they care for, for example, by providing replacement care to allow the Carer to take a break. It is possible to do this as long as the person needing care agrees.

- **Personal budgets:**

Carers may receive a personal budget, which shows the cost of meeting their needs, as part of their support plan. Carers have a right to request that the local authority meets some or all of such needs by giving them a direct payment, which will give them control over how their support is provided.

During 2015-16 we will keep our services for Carers under review to make sure they meet the new requirements under the Care Act.

## Carers Survey

In 2013 – 2014 we carried out a survey of Carers with 900 survey forms sent out and 324 were completed.

- 34.5% of Carers reported that they had as much social contact as they need. This is an increase of 7.1% from when we last carried out the survey in 2012-13.
  - 62.4% of Carers felt they had been included or consulted in discussions about the person they care for. This was an increase of 7.4% when compared with 2012/2013.
  - **20.7%** of Carers reported 'I'm able to spend my time as I want, doing things I
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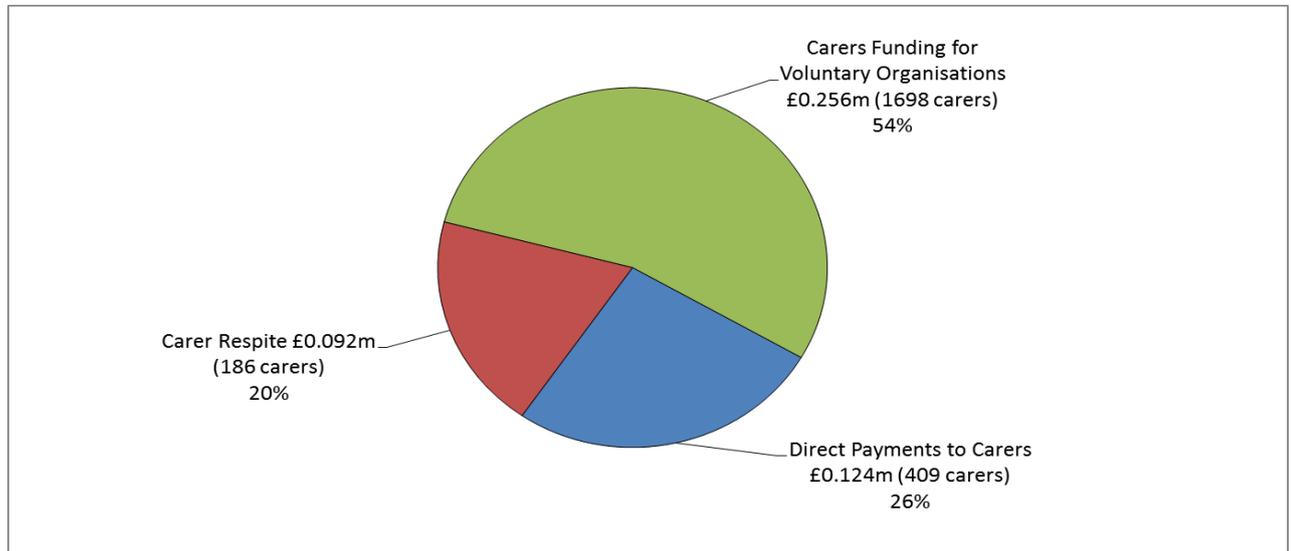
value or enjoy' which was a **2.0% increase** when compared with 2012/2013.

- **28.3%** of Carers stated 'I have as much control over my daily life as I want' which was an **8.7% increase** when compared with 2012/2013.
- **44%** of Carers said 'I look after myself' a **4.0% increase** on figures for 2012/2013.
- When asked about personal safety **70.3%** Carers reported 'I have no worries about my personal safety' which is the same as the figures for 2012/2013.
- **35.4%** of Carers felt they had encouragement and support which was an **8.2% increase** on figures seen in 2012/2013.
- Overall satisfaction of Carers with social services has decreased by **0.5%** to **26.4%** when compared with 2012/2013. This is significantly below the London comparator score of 33.5%.
- The proportion of Carers who found it easy to find information about services **decreased by 3.3% to 58.1%** when compared with 2012/2013.



## What we spent in 2014 – 15

We spent a total of **£0.472 million** on Carers in 2014-15



## Our achievements in 2014 – 15 and our plans for 2015 – 16

The table below summarises what we achieved for Carers in 2014-15 and what we plan to do in 2015-16 and beyond

We said we would:	What we did:	What we will do:
<ul style="list-style-type: none"> <li>➤ Improve Carers' satisfaction rates in Hackney to exceed the national average of 33%</li> </ul>	<ul style="list-style-type: none"> <li>✓ Carried out a survey of Carers</li> <li>✓ Analysed the results for Hackney and compared them with other figures nationally</li> <li>✓ We did not achieve our target of more than 33% satisfaction rate</li> </ul>	<ul style="list-style-type: none"> <li>✓ Use results from the Carers' survey to inform future strategies and services for Carers, to ensure that we better meet their needs</li> <li>✓ Engage with Carers to identify gaps in local services, focusing on preventative services</li> <li>✓ Focus of ongoing support for Carers when eligible rather than the previous one off direct payment</li> <li>✓ Use the information received from Carers to update the Carer's Strategy</li> </ul>



<ul style="list-style-type: none"> <li>➤ Encourage carers in Hackney to receive a carers' direct payment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Arranged for 409 Carers to get a Carers' direct payment,</li> <li>✓ Doubled the maximum Carers direct payment to £300 a year</li> <li>✓ Helped an additional 507 Hackney Carers receive a service than in 2013-14</li> <li>✓ Assessed or reviewed 879 Carers, a 24.1% increase on the previous year</li> <li>✓ Provided a one-off direct payment or respite to 80.6% of the Carers we assessed</li> <li>✓ Signposted 67.3% of Carers to receive information and advice</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to support Carers' applying for direct payments</li> <li>✓ Ensure the direct payments are tailored to the needs of the Carer</li> <li>✓ Encourage Carers to understand how direct payments could improve their wellbeing and help maintain their caring role in the future</li> </ul>
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<b>We said we would:</b>	<b>What we did:</b>	<b>What we will do:</b>
<ul style="list-style-type: none"> <li>➤ Select organisations to co-ordinate and manage a new network of Carers' services including, advice, Carers' assessments, help arranging direct payments, Carers cards and training</li> </ul>	<ul style="list-style-type: none"> <li>✓ Launched a new service 'Carers are the Bedrock' in October 2014 which aims to extend services to more Carers, particularly those who are isolated</li> <li>✓ 18 different community and voluntary</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to develop 'Carers are the Bedrock' service to ensure that it is compliant with the Care Act</li> <li>✓ Use Carers week from the 6<sup>th</sup> to the 12<sup>th</sup> June 2015 to explain the changes to Carer's support following</li> </ul>



	<p>organisations are part of the partnership and are able to complete a Carer's assessment or review, offer assistance in applying for Direct Payments and access to information and advice</p> <ul style="list-style-type: none"><li>✓ All partners within this service offer information, advice to Carers on what support is available locally including support groups and other benefits</li><li>✓ A 'Carers are the Bedrock' pack was published on the Hackney website containing all of the information Carers need and a list of the 18 organisations working in partnership on this contract</li></ul>	<p>the implementation of the Care Act</p>
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## Real Life Story

Ms H is a 75 year old woman who cares for her son who has learning difficulties. He requires constant supervision and constantly needs prompting to do things and reassuring. Ms H has health conditions of her own which affect her mobility.

A face-to-face Carers Needs Assessment was carried out at the Carers Centre, where it was identified that Ms H's health had deteriorated; she was in a great deal of pain and dreaded having a wash as she was unable to get in and out of the bath, she had even got stuck in the bath for two hours as she had nobody to help her. Ms H asked for a walk in shower to make life easier for her.

A referral was made for an advocate to visit her home to see if they could help. The advocate contacted the London Borough of Hackney for a new Occupational Health assessment but they said the assessment for aids and adaptations were recent and they declined to help.

Thereafter, the Carers Centre wrote a detailed report to the occupational therapy team at the London Borough of Hackney about how Ms H's health had deteriorated, and a walk in shower would alleviate anxieties, difficult/hazardous situations and physical pain. In addition Ms H mentioned that she still gives verbal prompts to her son on how to fill the bath, wash himself and drain the bath etc. With a walk in shower he would require less prompting and find it easy to use allowing him to have be more independent. Occupational therapy approved the assessment and Ms H now has a walk-in-shower.

The Carers Needs Assessment established the impact of her caring responsibilities and her mobility needs. As a result of being in contact with the City and Hackney Carers Centre and the changes that have been made, Ms H has reported that her quality of life has significantly improved and she feels happier, healthier and liberated. Her son also has a new level of independence too.



## Contact us

To contact Adult Social Care to get help or find out more about the services available:

Visit: <http://hackney.gov.uk/adult-carers>

Write to:

### Information and Assessment

Hackney Service Centre  
1 Hillman Street  
E8 1DY

Telephone: 020 8356 6262

Email: [access@hackney.gov.uk](mailto:access@hackney.gov.uk)

## Other useful links

**Hackney iCare** – A resource that provides information and advice about the existing adult social care, health and cultural and wellbeing services across the borough that are provided by statutory, voluntary and private sector providers.

[www.hackneycare.org](http://www.hackneycare.org)

**Hackney Carers Information Pack – ‘Carers are the Bedrock’** - Information on assessments can be found in the ‘Carers are the Bedrock’ Partnership Pack which can be downloaded from the Hackney Council website in the carers section -

<http://www.hackney.gov.uk/Assets/Documents/carers-information-pack.pdf>

<http://www.carersarethebedrock.com/>

**Carer’s Assessment** – If you provide regular and substantial care for someone, you can have a Carer’s assessment to discuss the help you need. A Carer’s assessment is your opportunity to talk about your own needs and things that could make caring easier for you. <http://hackney.gov.uk/carers-assessment> or see the Carers Co-ordination Service below.



**Carers Co-ordination Service** – Offers advice, information and support to Carers of all ages to help them provide the best quality care for others and enjoy the best quality of life for themselves. [www.hackneycarers.org.uk](http://www.hackneycarers.org.uk)

**City & Hackney Carers Centre**

Prideaux House  
10 Church Crescent  
London  
E9 7DL

**Telephone:** 0208 533 0951

**Email:** [CCSAdmin@hackneycarers.org.uk](mailto:CCSAdmin@hackneycarers.org.uk)

**If you would like to receive a printed copy of a fact sheet or one in another language or alternative format, please call 020 8356 6982.**

