

A GUIDE TO:  
Efficient and effective interventions  
for implementing the Care Act 2014  
as it applies to carers

## General responsibilities and universal services



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## Using this document



This document includes extracts from the *Care Act 2014 Statutory Guidance* – the full guidance is available online. [gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance](https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance)



Survey results in this document are taken from an ADASS Carers Policy Network survey completed by 47 local authorities in June-August 2018. Comments and responses are included in this document to indicate the direction of travel in practice since the implementation of the Care Act.



## Chapter 1A

# Promoting wellbeing

 See chapter 1 of the statutory guidance

### Statutory guidance

**1.1** The core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life. Throughout this set of guidance documents, the different documents set out how a local authority should go about performing its care and support responsibilities.

Underpinning all of these individual ‘care and support functions’ (that is, any process, activity or broader responsibility that the local authority performs) is the need to ensure that doing so focuses on the needs and goals of the person concerned.

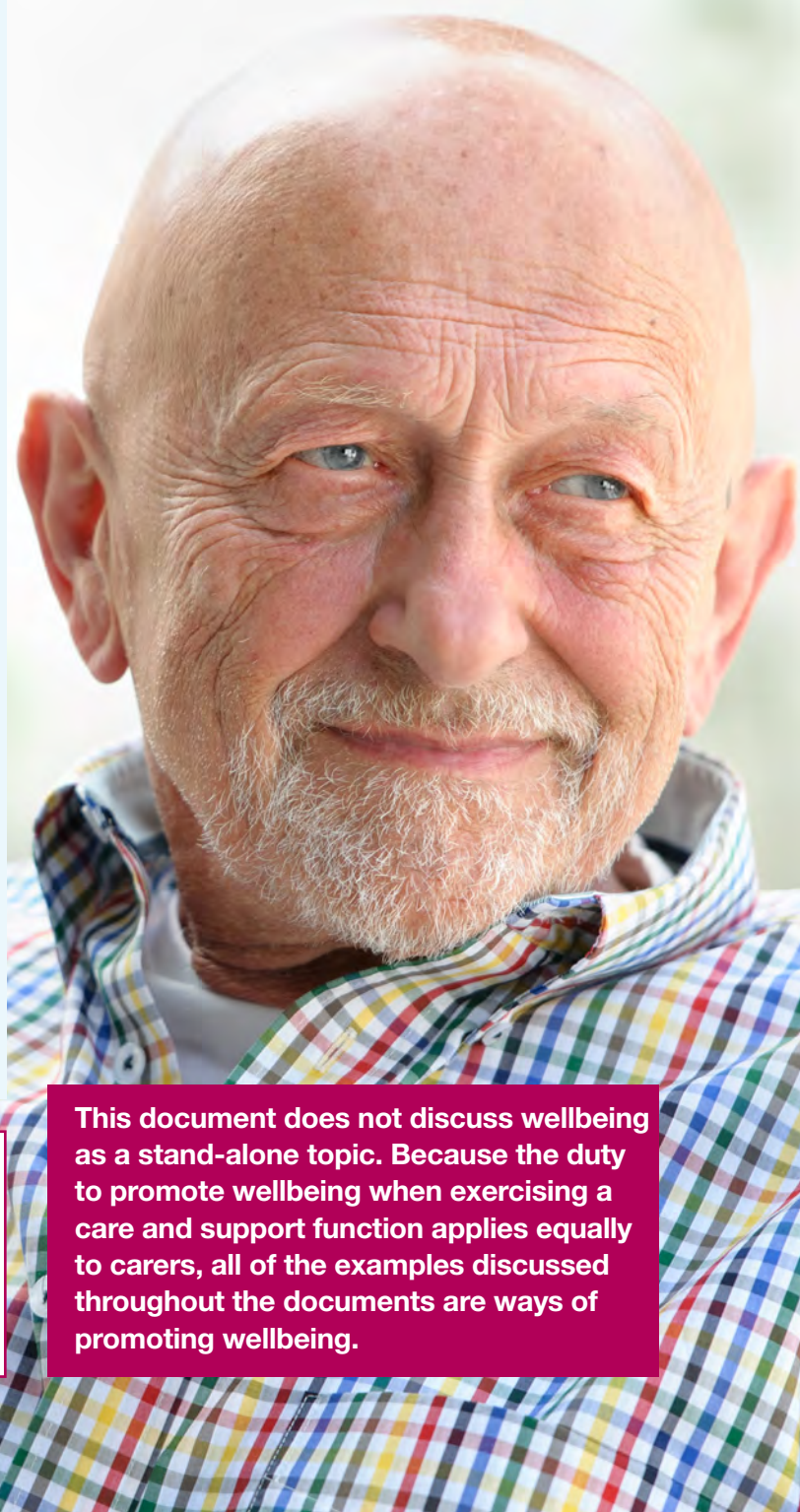
**1.2** Local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person. This may sometimes be referred to as ‘the wellbeing principle’, because it is a guiding principle that puts wellbeing at the heart of care and support.

**1.3** The wellbeing principle applies in all cases where a local authority is carrying out a care and support function, or making a decision, in relation to a person. For this reason it is referred to throughout this guidance. It applies equally to adults with care and support needs and their carers.

#### The statutory guidance provides further detail about:

- definition of wellbeing
- promoting wellbeing
- wellbeing throughout the Care Act.

This document does not discuss wellbeing as a stand-alone topic. Because the duty to promote wellbeing when exercising a care and support function applies equally to carers, all of the examples discussed throughout the documents are ways of promoting wellbeing.



## Chapter 1B

# Preventing, reducing or delaying needs

 See chapter 2 of the statutory guidance



### Statutory guidance

**2.1** It is critical to the vision in the Care Act that the care and support system works to actively promote wellbeing and independence, and does not just wait to respond when people reach a crisis point. To meet the challenges of the future, it will be vital that the care and support system intervenes early to support individuals, helps people retain or regain their skills and confidence, and prevents need or delays deterioration wherever possible.

**2.2** There are many ways in which a local authority can achieve the aims of promoting wellbeing and independence and reducing dependency. This guidance sets out how local authorities should go about fulfilling their responsibilities, both individually and in partnership with other

local organisations, communities, and people themselves.

**2.3** The local authority's responsibilities for prevention apply to all adults, including:

- people who do not have any current needs for care and support
- adults with needs for care and support, whether their needs are eligible and / or met by the local authority or not
- carers, including those who may be about to take on a caring role or who do not currently have any needs for support, and those with needs for support which may not be being met by the local authority or other organisation.



## Carers and prevention

### Statutory guidance

**2.16** Carers play a significant role in preventing the need for care and support for the people they care for, which is why it is important that local authorities consider preventing carers from developing needs for care and support themselves. There may be specific interventions for carers that **prevent, reduce or delay** the need for carers' support. These interventions may differ from those for people without caring responsibilities. Examples of services, facilities or resources that could contribute to preventing, delaying or reducing the needs of carers may include but is not limited to those which help carers to care effectively and safely – both for themselves and the person they are supporting, for example:

- timely interventions or advice on moving and handling safely or avoiding falls in the home, or training for carers to feel confident performing basic care tasks
- look after their own physical and mental health and wellbeing, including developing coping mechanisms, make use of adaptations, equipment IT and assistive technology

- make choices about their own lives, for example managing care and paid employment
- find support and services available in their area
- access the advice, information and support they need including information and advice on welfare benefits and other financial information and about entitlement to carers' assessments.

**2.17** As with the people they care for, the duty to prevent carers from developing needs for support is distinct from the duty to meet their eligible needs. While a person's eligible needs may be met through universal preventative services, this will be an individual response following a needs or carer's assessment. Local authorities cannot fulfill their universal prevention duty in relation to carers simply by meeting eligible needs, and nor would universal preventative services always be an appropriate way of meeting carers' eligible needs.

### The statutory guidance provides further detail about:

- defining 'prevention'
- primary prevention / promoting wellbeing
- secondary prevention / early intervention
- tertiary prevention / intermediate care and reablement
- the focus of prevention
- developing local approaches to prevention
- working with others to focus on prevention
- identifying those who may benefit from prevention
- enabling access to preventative support
- charging for preventative services.

## Efficient and effective interventions to fulfill these duties

Across the country there are many excellent examples of preventative services. Key themes in good preventative services include:

- importance of **identifying carers** who are not already in touch with services, especially via cooperation with NHS bodies such as general practices
- building links with **public health** services, recognising that carers are often at greater risk of developing health problems than the general population
- providing bespoke **advice** to help carers better manage their caring role and access support
- a **dedicated team** for prevention can be helpful.



### Survey results

Respondents to the ADASS Carers Leads Survey were asked if they had adopted any new strategic shifts in a number of areas to meet section 2 requirements. Almost all areas have significant advice and information offers for carers in their area and see this as an important strategic priority. Many respondents felt that digital is an area of growth for councils more widely than just their work within adult social care and this is evident by the increasing range of use of digital resources. An example is the use of social media, online directories and advice pages which are much more common now.

Carers' learning and development was a strategic focus for many areas, often forming a key part of their commissioned services, but delivered in many ways and at times in partnership with other services. Many respondents expected this to get bigger in the future as a key part of their prevention strategy.

There are many examples across the country of how local authorities and their partners in health have got to grips with promoting wellbeing and providing services which may prevent the need for ongoing care and support.

### Carers Wakefield and District 'Looking After Me' Programme

'*Looking After Me*' is a four-week life coaching programme run by Carers Wakefield and District where carers have the opportunity to identify their aspirations and personal goals, and be supported to identify and take steps towards achieving something meaningful and important for themselves. The programme is funded by The Big Lottery People's Project and is delivered by a life coach / occupational therapist (an ex-carer and volunteer at Carers Wakefield & District) who understands the pressures that carers face, the need for them to feel valued / important and to make time do something to maintain their own health and wellbeing so that they can continue to provide care for their loved ones. Carers are encouraged /supported to:

- take control of their situation
- find their inner strength
- step out of their comfort zone
- grow self-esteem, confidence and resourcefulness
- challenge negative thoughts, beliefs and assumptions
- take action to maximise their quality of life and achieve goals.

'*Looking After Me*' runs on a rolling basis, is delivered in various locality based venues across the district which are accessible to carers. It is delivered by a facilitator but also uses peer support to enable participants to achieve.

It is evident from evaluations that the programme has a positive impact on carers' lives. Carers report that they feel valued and they are given permission to identify what they would like to achieve for themselves. To date 60 carers will have benefitted from the programme.

[carerswakefield.org.uk](http://carerswakefield.org.uk)

### Working Carers Employers Forum – Carers Leeds and Leeds City council

Carers Leeds and Leeds City council are working with employers from across Leeds covering all sectors and sizes to improve support for working carers. The Working Carers Employers Forum exists to exchange best practice and learn from each other, work through challenges collectively and try out new ideas and innovations in a safe environment.

Leeds City council have identified funding for three years from 2017/2018 to:

- to further raise awareness of working carers issues with employers in Leeds to improve the identification of and support for working carers
- to work with new and existing employers and working carers to identify and provide practical ways to advise and support them
- to further develop a community of proactive employers in Leeds.

[carersleeds.org.uk/supporting-working-carers](http://carersleeds.org.uk/supporting-working-carers)

### Community based Carer Passports and discount card schemes

Carer Passports offer an opportunity for community-based recognition of carers while offering them a route into support and appreciation for their caring role. Carer Passports are essentially a record which identifies a carer in some way and sets out an offer of support, services or other benefits in response. Whilst Carer Passports can exist in many contexts, including workplaces and schools, in a community setting they tend to involve discounts provided by local shops / businesses.

They are an effective tool in prevention because the discounts aspect encourages people to identify themselves as a carer to the organisation organising the scheme, often a carers centre, thereby linking themselves in for further support. Organisations who are interested in setting up a scheme can access resources and templates online.

[carerpassport.uk/community](http://carerpassport.uk/community)

Carers in Hertfordshire have a well-established Carer Passport discount card which offers over

400 discounts to the 12,000 carers who have been issued a card. 55% of the card holders are also accessing support or advice from Carers in Hertfordshire.

[carersinherts.org.uk/how-we-can-help/carers-services/carers-discount-passport](http://carersinherts.org.uk/how-we-can-help/carers-services/carers-discount-passport)

### Links to further examples

**The Social Care Institute for Excellence** has developed the *Prevention Library*, which highlights emerging practice and research in the provision of prevention services in adult social care.

[scie.org.uk/prevention-library](http://scie.org.uk/prevention-library)

**Macmillan Cancer Support** has produced guidance and e-learning for health professionals on identifying cancer carers and where to signpost to support.

[macmillan.org.uk/supportingcarers](http://macmillan.org.uk/supportingcarers)  
[learnzone.org.uk/courses/course.php?id=309](http://learnzone.org.uk/courses/course.php?id=309)

**Carers Northumberland** operates *Carers Clinics* in GP surgeries which enable the early identification of carers through training of practice staff. For example, Care Navigators, who are generally reception staff, are trained to signpost patients to activities to avoid social isolation or to carers organisations, or to social care depending on their circumstances. Carers Northumberland also held information points in GP surgeries to encourage carers to register with their local carers centre and allowed GPs to make direct referrals. In 2016/17 the project identified 390 carers.

[carersnorthumberland.org.uk/our-services/carers-clinics](http://carersnorthumberland.org.uk/our-services/carers-clinics)

**Plymouth** is one of a number of areas which is working on a localised model of health support with their wellbeing hubs which are currently being extended across the area. Each hub is designed to allow quick access to advice, information and support and prevent needs escalating. The local carers' service will be working with the hubs to ensure information for carers is available. There are future plans to hold carer-specific drop-ins and peer support groups within the hubs.

[newdevonccg.nhs.uk/news/wellbeing-hubs-launch-in-plymouth-103584](http://newdevonccg.nhs.uk/news/wellbeing-hubs-launch-in-plymouth-103584)

**Calderdale council** commissions Making Space to run a monthly support group for female black / minority ethnic carers of people with mental health needs called *Sukoon Group*. This need for this group was identified as these carers were particularly isolated and has resulted in increased confidence, enhanced wellbeing, reduced isolation, anxiety and depression for participants.

[makingspace.co.uk/services/centres/calderdale-mental-health-carer-support](https://makingspace.co.uk/services/centres/calderdale-mental-health-carer-support)



## Chapter 1C

# Information and advice

 See chapter 3 of the statutory guidance

### Statutory guidance

**3.16** Local authorities are responsible for ensuring that all adults including carers in their area with a need for information and advice about care and support are able to access it. This is a very broad group, extending much further than people who have an immediate need for care or support. It will only be achieved through working in partnership with wider public and local advice and information providers. People (carers included) who are likely to need information and advice include, but are not restricted to:

- people wanting to plan for their future care and support needs
- people who may develop care and support needs, or whose current care and support needs may become greater. Under the duty of prevention in Section 2 of the Act, local authorities are expected to take action to prevent, delay and / or reduce the care and support needs for these people
- people who have not presented to local authorities for assessment but are likely to be in need of care and support. Local authorities are expected to take steps to identify such people and encourage them to come forward for an assessment of their needs
- people who become known to the local authority (through referral, including self-referral), at first contact where an assessment of needs is being considered
- people who are assessed by local authorities as currently being in need of care and support. Advice and information must be offered to these people irrespective of whether they have been assessed as having eligible needs which the local authority must meet

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Continued from page 09

- people whose eligible needs for care and support the local authority is currently meeting (whether the local authority is paying for some, all or none of the costs of meeting those needs)
- people whose care and support or support plans are being reviewed
- family members and carers of adults with care and support needs, (or those who are likely to develop care and support needs). Under Section 2 of the Act, local authorities are expected to have regard to the importance of identifying carers and take action to reduce their needs for support
- adults who are subject to adult safeguarding concerns
- people who may benefit from financial information and advice on matters concerning care and support. Local authorities must have regard to the importance of identifying these people, to help them understand the financial costs of their care and support and access independent financial information and advice including from regulated financial advisers (see [paragraph 3.49 of the Care Act 2014 statutory guidance](#))
- care and support staff who have contact with and provide information and advice as part of their jobs.

## Carers and information and advice

**3.17** In providing information and advice, local authorities must recognise and respond to the specific requirements that carers have for both general and personal information and advice. A carer's need for information and advice may be separate and distinct from information and advice for the person they are caring for. These distinct needs may be covered together, in a similar manner to the local authority combining an assessment of a person needing care and support with a carer's assessment (where both the individuals concerned agree),

but may be more appropriately addressed separately. This may include information and advice on:

- breaks from caring
- the health and wellbeing of carers themselves
- caring and advice on wider family relationships
- carers' financial and legal issues
- caring and employment
- caring and education
- a carer's need for advocacy.

### The statutory guidance provides further detail about:

- the duty placed on local authorities to establish and maintain information and advice services relating to care and support for all people in its area
- the broad audience for the information and advice service
- the local authority role with respect to financial information and advice
- the accessibility and proportionality of information and advice
- the development of plans or strategies to meet local needs.

## Efficient and effective interventions to fulfill these duties

There is evidence nationally of examples of information and advice services which have been developed. Key themes in providing good information and advice include:

- **information and advice** should have a focus on meeting a broad range of carers needs
- a range of organisations can be used to ensure appropriate access to information and advice and reaching hidden carers
- providing opportunities for web based, telephone and face to face provision of information can improve access to information for carers
- meeting carers information needs and providing appropriate sign posting can assist carers in managing their caring role.

### Carers UK Digital Resource for Carers

The Carers UK Digital Resource for Carers brings together a number of digital products and online resources, to help organisations including local authorities provide comprehensive information and support for carers. The Digital Resource includes e-learning programmes, access to Jointly (a care coordination app) and a carers rights' guide. The resource can help service providers deliver on their Care Act prevention duties by providing local carers with advice and information before they reach crisis point.

[carersuk.org/for-professionals/carersuk-products/digital-resource-for-carers](http://carersuk.org/for-professionals/carersuk-products/digital-resource-for-carers)

Several authorities use Carers UK's Digital Resource for Carers combining a range of different information based resources to help complement those commissioned locally. Surrey County council led this approach, looking to provide information at population wide-level.

“

There are over 108,000 carers in Surrey and as budgets get tighter we need to work smarter in reaching out to them. Embedding digital as part of service transformation will allow us to provide greater levels of support to more carers - more effectively and more cost effectively. Critically, the *Digital Resource for Carers* will help local authorities meet their Care Act duties on information and advice, prevention and wellbeing, and deliver on the NHSE and ADASS Memorandum of Understanding to support carers across health and social care.

”

John Bangs,  
Surrey County council

### Advice and information services in Richmond

In the London Borough of Richmond, a carers' hub service has been commissioned to provide a range of information and advice since 2012. The Carers Hub Service, which was originally commissioned in 2012, is led by Richmond Carers Centre with six subcontracted organisations delivering specialist services including dementia, addiction, financial, BAME and neurological conditions. The service is performance monitored, and as of October 2017 has reported that across the range of organisations, they are in touch with 437 young carers and 1701 adult carers.

All carers registered with Richmond Carers Centre receive information and advice in the form of a quarterly electronic or hard copy of newsletter. Information and advice requests are monitored and these show that the number of information requests received for period August 2016 to July 2017 (year five of service) was 4,485 and the number of people accessing benefits advice was 255. 451 adult carers have accessed 940



individual emotional support sessions, and 283 adult carers have participated in 109 group support sessions. 469 adult carers accessed 2929 breaks and 264 participated in 39 training and education sessions. 157 young carers accessed 331 breaks delivered through a range of group leisure activities. [richmondcarers.org](http://richmondcarers.org)

### Links to further examples

**London Borough of Newham** provides guidance to practitioners on the importance of an effective approach to providing information, advice, guidance screening and signposting.

[londonadass.org.uk/wp-content/uploads/2014/10/FactSheet-2-Good-Practice-IAG-Screening-Signposting.pdf](http://londonadass.org.uk/wp-content/uploads/2014/10/FactSheet-2-Good-Practice-IAG-Screening-Signposting.pdf)

The **Social Care Institute for Excellence** has developed seven e-learning modules which are aimed at anyone who comes into contact with people with dementia. The learning material covers a general introduction to the disease and the experience of living with dementia. However, the SCIE website states that this e-learning course has not been updated since January 2009. It may not reflect current policy but still provides valuable practice guidance. SCIE is currently developing a new awareness course and a much bigger course focused on person-centred care skills is in development.

[scie.org.uk/publications/elearning/dementia/index.asp](http://scie.org.uk/publications/elearning/dementia/index.asp)

A carers toolkit has been produced by **Think Local Act Personal** to help local areas address the requirements of the Care Act and associated statutory guidance in relation to the provision of information and advice. It is geared towards officers and especially council officers responsible for reviewing information and advice, and for developing a new strategy. The toolkit will also be of interest to all organisations that provide information and advice around care and support.

<https://www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/Information-and-Advice-Strategy-Toolkit>

**Carer Passports**, explained in more detail in chapter 1B, can be used as a useful tool to link carers into advice and information to support them in their caring role.

[carerpassport.uk](http://carerpassport.uk)

### Advice and Information for working carers



#### Survey results

The majority of respondents to the ADASS Carers Policy Network survey reported having increased their work on carers and employment in the last few years. For a few respondents this included the council becoming more supportive of working carers in their own workforce, for example by implementing training for managers or setting up a carers group. A third of respondents are not yet working with local employers but wanted to develop these connections in the future. Most councils recognised providing targeted help to keep carers in work as an area for development although some already incorporated this into their assessment process.

### Employers for Carers

Leeds City council holds an 'umbrella' membership of Employers for Carers which is a national network of employers who are committed to working carers and is backed up by the specialist knowledge of Carers UK. Umbrella membership means that small and medium enterprises (SME) in Leeds can benefit from membership under the 'umbrella' of Leeds City council's membership and have free access to the network resources.

Through Employers for Carers umbrella membership, Surrey County council has been able to increase the number of local employers they are engaged with from 3 to 25 over the last 12 months, including a range of diverse organisations.

Employers for Carers has helped Lincolnshire council develop its 'System Led Support for Carers' – helping reach more carers earlier, and aiming to support resilience in employment. Through this project, delivered by local charity EveryOne, the council has been able to engage with a wide range of employers. The project builds on their existing offer of the local 'Carers Quality Award' which works with local businesses and services to help offer a 'Carer-friendly' service. Lincolnshire is now in the process of signing up public sector health organisations and district councils, as part of taking a 'System Led Approach to Supporting Carers'. Lincolnshire council has successfully signed up 27 SMEs in the last 12 months, with an estimated reach to 475 employees.

[employersforcarers.org](http://employersforcarers.org)

## Chapter 1D

# Market shaping and commissioning of adult care and support

 See chapter 4 of the statutory guidance

### Statutory guidance

- 4.1** High-quality, personalised care and support can only be achieved where there is a vibrant, responsive market of service providers. The role of the local authority is critical to achieving this, both through the actions it takes to directly commission services to meet needs, and the broader understanding and interactions it facilitates with the wider market, or the benefit of all local people and communities.





**4.43** When considering the sufficiency and diversity of service provision, local authorities should consider all types of service that are required to provide care and support for the local authority's whole population, including, for example:

- support services and universal and community services that promote prevention
- domiciliary (home) care
- homes and other types of accommodation care
- nursing care
- live-in care services
- specialist care
- support for carers
- re-ablement services
- sheltered accommodation and supported living
- shared lives services
- other housing options
- community support
- counselling
- social work
- information, brokerage, advocacy and advice services
- direct payment support organisations.

**4.52** Since 2007 there has been a duty on local authorities and latterly clinical commissioning groups, through health and wellbeing boards, to undertake Joint Strategic Needs Assessments (JSNA). JSNA is a process that assesses and maps the needs and demand for health and care and support, supports the development of joint Health and Wellbeing Strategies to address needs, understands community assets and

informs commissioning of local health and care and support services that together with community assets meet needs.

**4.53** Market shaping and commissioning intentions should be cross-referenced to JSNA, and should be informed by an understanding of the needs and aspirations of the population and how services will adapt to meet them. Strategies should be informed and emphasise preventative services that encourage independence and wellbeing, delaying or preventing the need for acute interventions. Statutory guidance on JSNA and Joint Health and Wellbeing Strategies was published in March 2013. The ambition is for market shaping and commissioning to be an integral part of understanding and delivering the whole health and care economy, and to reflect the range and diversity of communities and people with specific needs, in particular:

- people needing care and support themselves (through for example, consumer research)
- carers
- carer support organisations
- health professionals
- care and support managers and social workers (and representative organisations for these groups)
- relevant voluntary, user and other support organisations
- independent advocates
- wider citizens
- provider organisations (including where appropriate housing providers) and other tiers of local government.

**4.54** A co-produced approach will stress the value of meaningful engagement with people at all stages, through design, delivery and evaluation, rather than simply as 'feedback'. Local authorities should publish and make available their local strategies for market shaping and commissioning, giving an indication of timescales, milestones and frequency of activities, to support local accountability and engagement with the provider market and the public.

**4.69** Local authorities (through an engagement process, in concert with commissioners for other services where appropriate) should understand and articulate the characteristics of current and future needs for services. This should include reference to underpinning demographics, drivers and trends, the aspirations, priorities and preferences of those who will need care

and support, their families and carers, and the changing care and support needs of people as they progress through their lives. This should include an understanding of:

- people with existing care needs drawn from assessment records
- carers with existing care needs drawn from carers' assessment records
- new care and support needs
- those whose care and support needs will transition from young people's services to adult services
- those transitioning from working-age adults to services for older people
- people whose care and support needs may fluctuate
- people moving to higher needs and specialised care and support and those that will no longer need care and support.

### The statutory guidance provides further detail about:

The principles which should underpin market shaping and commissioning activity:

- focusing on outcomes and wellbeing
- promoting quality services, including through workforce development and remuneration and ensuring appropriately resourced care and support
- supporting sustainability
- ensuring choice
- co-production with partners
- the steps which local authorities should take to develop and implement local approaches to market shaping and commissioning
- designing strategies that meet local needs
- engaging with providers and local communities
- understanding the market
- facilitating the development of the market
- integrating their approach with local partners
- securing supply in the market and assuring its quality through contracting.

## Efficient and effective interventions to fulfill these duties

Across the country, local authorities adopt a range of approaches to ensure that their local market meets the needs of carers. Key themes in effective market shaping and commissioning include:

- maximising **pooled budget** arrangements across health and care for the commissioning of carers services can ensure a joined up approach to developing a diverse market locally
- enhancing links with **public health intelligence** and utilising the Joint Strategic Needs Assessment can drive the commissioning of a broader range services to meet carers outcomes
- adopting an approach to **engaging and involving** carers ensures that local market position statements are co-produced and more likely to result in a flexible market place.

### Commissioning services



#### Survey results

When commissioning services most councils who responded to the ADASS Carers Policy Network survey have a competitive tendering process based on their required outcomes. Most councils reported that these processes are open, in line with the rest of the council's processes and comply with the EU Public Contracts Regulations 2018. In some areas smaller level commissioning may be done on a grants basis for just a year. Very few councils had rolling contracts and the vast majority commission services for three to five years upfront followed by a further two years or +1+1 arrangement.

### Hillingdon Carers Partnership

In Hillingdon there is an aggregated commissioning model where a partnership of organisations (Hillingdon Carers, Hillingdon Young Carers, Alzheimers Society, Hillingdon Mind, Carers Trust Thames and Harlington Hospice) are commissioned to deliver support for carers. The organisations have a central database, share posts across organisations and deliver many projects jointly.

The vision of the partnership is to provide a single, integrated, borough-wide service that provides high quality, specialist and consistent support to carers of all ages. Working together, the organisations improve carers' experiences of help, advice and support by ensuring that:

- carers now only tell their story once and all relevant services wrap around – there is no more sign-posting, just active referral across the Partnership and beyond
- all carers receive a carers assessment at the first point of contact – a CA has replaced previous registration processes across all partners. Social Services still conduct joint-needs assessments and those where the carer or care-recipient is under 18
- the number of services available to carers has trebled over the last few years based on priorities set by carers.

Working jointly has brought significant cost saving advantages as they are able to jointly tender for support contracts (IT, audit, telephony) using their collective buying power.

Last year, for the first time, identification of new carers topped 1,000 in 12 months due to improved communication and coordination – identification rate now stands at 28% (from 14% in 2014) and about 37% for young carers.

[hillingdoncarers.org.uk/123](http://hillingdoncarers.org.uk/123)



## Involvement of carers in market shaping



### Survey results

When asked how carers' needs for services are considered during the 'shaping the market' for care services, many respondents reported that they involve carers as experts by experience in many areas of decision making. Common methods of involvement included having local carers panels or forums and running consultations and surveys to capture opinions. Other councils also mentioned reviewing GP patient survey information and requiring contracted partners to demonstrate a consultative or co-production approach.

### Croydon Carers Strategy

In the development of their 2018-2022 Carers Strategy, Croydon council engaged carers to gain their opinions and ideas on how to improve life for carers locally.

From 2015 to 2017 the council completed a series of pieces of research designed to better understand the needs of carers, to understand what was working well and identify areas for improvement. In 2016, two methods of data collection were utilised: an online and paper survey and seven focus groups. From this work, a series of recommendations were developed.

In the production of the strategy, a total of 329 carers and professionals were engaged through 22 workshops. This was made of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of this strategy.

Once the draft report was complete a further nine focus groups were held where the strategy was reported back to the community in order to provide them with an opportunity to comment on any areas. 95 carers and professionals attended these workshops which were held with various groups such as the Carers Partnership Group, Adult Social Care and NHS staff, working carers, parent carers, black and minority ethnic carers, and carers of people with dementia.

[croydon.gov.uk/sites/default/files/articles/downloads/Croydon%27s%20Carers%27%20Strategy%202018-2022.pdf](https://croydon.gov.uk/sites/default/files/articles/downloads/Croydon%27s%20Carers%27%20Strategy%202018-2022.pdf)

### Further examples of involvement of carers include:

- **Carers Voice Somerset**  
[somerset.gov.uk/organisation/partnerships/carers-voice-somerset-partnership-board](https://somerset.gov.uk/organisation/partnerships/carers-voice-somerset-partnership-board)
- **Cornwall Carers Forums**  
[supportincornwall.org.uk/kb5/cornwall/directory/service.page?id=DFueuq88WGE](https://supportincornwall.org.uk/kb5/cornwall/directory/service.page?id=DFueuq88WGE)

## Carers' learning and development



### Survey results

For many councils, learning and development is a key part of the services they commission as it is recognised that that it can play a large role in prevention by improving carers' wellbeing. Almost all councils responding to the ADASS survey had some form of carers learning and development but there was a large variety about the type and delivery of training on offer. Many areas have practical training for carers such as moving and handling and first aid and some also offered wellbeing training.

## West Sussex Carers Wellbeing Programme

West Sussex offers a variety of e-learning and face to face training as part of their *Carers Wellbeing Programme*. Many subjects are offered in venues across the county including wills and power of attorney, relaxation techniques and healthy relationships. Carers are able to view the upcoming training schedule and make bookings online. [carerssupport.org.uk/our-services/carer-learning-and-wellbeing-programme](http://carerssupport.org.uk/our-services/carer-learning-and-wellbeing-programme)

## Telecare and telehealth



### Survey results

Telecare and telehealth are considered by many to be an important way to support carers to carry on their caring role but with challenges in some areas over take-up. Areas which have adopted this approach often had telecare call centres linked to emergency card schemes and alarm systems eg GPS trackers or carers assist pagers.

## Cornwall council technology trials

Cornwall council is running trials of a number of different TEC (Technology Enabled Care) products. Some of these directly support the cared-for (Brain in Hand, AutoNoMe, Pebble or Alfi/Footprint) and some support both the carer and cared for person (3 Rings, Canary, Just Checking). Their trials of Just Checking, an activity monitoring system, have investigated the use of the tool as proportional support, considering how the council can meet needs in more creative and less risk averse ways. The initial results indicate that the system is helpful in ensuring that support is deployed at the right time and the council is considering further roll out. The council is now looking to trial the use of further technology including Alexa, Amazon Echo, video entry systems, Hive and smart phones.

## Links to further examples

**Skills for Care** have developed a number of resources to help adult social care staff working with carers.

These are available: [skillsforcare.org.uk/Skills/Carers/Carers.aspx](http://skillsforcare.org.uk/Skills/Carers/Carers.aspx) and include:

- the **common core principles for working with carers**. This describes the behaviours that carers would like to see from professionals who are working with them.
- **Carers Matters – Everybody's Business**. A resource to help employers and staff better understand the needs of carers through the learning and development of staff.
- **Dementia: workers and carers together / Dementia and carers: workers' resources**. Offers practical guidance for the social care workforce on supporting family and friends who are carers of people with dementia. ([skillsforcare.org.uk/Documents/Topics/Supporting-carers/Dementia-worksandcarerstogether.pdf](http://skillsforcare.org.uk/Documents/Topics/Supporting-carers/Dementia-worksandcarerstogether.pdf))
- guides to develop the skills of those who carry out carers' assessments.
  - **carers and communities**: gives those who work with carers an overview of ways in which practice can strengthen the ties between carers and their community and why this can lead to better outcomes for all: [skillsforcare.org.uk/Document-library/Skills/Carers/Carers-and-communities.pdf](http://skillsforcare.org.uk/Document-library/Skills/Carers/Carers-and-communities.pdf)
  - **assessing carer's needs**: helps those working with carers and families to take a whole family approach to a carers' assessment and support planning: [skillsforcare.org.uk/Document-library/Skills/Carers/Assessing-carers-needs.pdf](http://skillsforcare.org.uk/Document-library/Skills/Carers/Assessing-carers-needs.pdf)

## Chapter 1E

# Ordinary residence

 See chapter 19 of the statutory guidance

### Statutory guidance

**19.2** ‘Ordinary residence’ is crucial in deciding which local authority is required to meet the needs in respect of adults with care and support needs and carers. Whether the person is ‘ordinarily resident’ in the area of the local authority is a key test in determining where responsibilities lie between local authorities for the funding and provision of care and support.

**19.3** Ordinary residence is not a new concept – it has been used in care and support for many years. However, there have been in the past and will continue to be cases in which it is difficult to establish precisely where a person is ordinarily resident, and this guidance is intended to help resolve such situations.

**19.6** The test for ordinary residence, which determines which local authority would be responsible for meeting needs, applies differently in relation to adults with needs for care and support and carers. For adults with care and support needs, the local authority in which the adult is ordinarily resident will be responsible for meeting their eligible needs. For carers, however, the responsible local authority will be the one where the adult for whom they care is ordinarily resident.

#### The statutory guidance provides further detail about:

- how ordinary residence affects the legal framework in the Care Act
- how to determine ordinary residence
- determining ordinary residence when a person moves into certain types of accommodation out of area
- disputes between authorities, and the process for seeking a determination by the Secretary of State for Health or appointed person.





## Chapter 1F

# Continuity of care

 See chapter 20 of the statutory guidance

### Statutory guidance

**20.1** People with care and support needs may decide to move home just like anyone else, such as to be closer to family or to pursue education or employment opportunities, or because they want to live in another area. Where they do decide to move to a new area and as a result their ordinary residence status changes (see chapter 1E on ordinary residence), it is important to ensure that care and support is in place during the move, so the person's wellbeing is maintained.

**20.2** In circumstances where a person is receiving local authority support and moves within their current local authority (for example, moving between homes in the same area), they would remain ordinarily resident within that authority and it must continue to meet their needs.

Where the person chooses to live in a different local authority area, the local authority that is currently arranging care and support and the authority to which they are moving must work together to ensure that there is no interruption to the person's care and support.

**20.3** The continuity of care chapter sets out the process local authorities must follow to ensure that the person's care and support continue, without disruption, during and after the move. These procedures also apply where the person's carer is receiving support and will continue to care for adult after they have moved.



**The statutory guidance provides further detail about:**

- making an informed decision to move to a different local authority confirming intention to move supporting people to be fully involved in the process
- what local authorities take into account when they are planning the move with people
- how to ensure continuity of the person's care if the second local authority has not carried out an assessment ahead of the day of the move
- what happens if a person does not move.

ADASS have reviewed their cross border protocol for assessment of adult carers who live in a different local authority area to that of the adult with care and support needs they care for.

<https://londonadass.org.uk/wp-content/uploads/2014/10/Cross-border-assessment-of-carers-draft.pdf>

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**THE FULL EFFICIENT AND EFFECTIVE INTERVENTIONS  
SERIES OF DOCUMENTS INCLUDES:**

DOCUMENT  
**1**

General responsibilities and universal services

DOCUMENT  
**2**

First contact, identifying needs and assessment

DOCUMENT  
**3**

Person-centred care and support planning

DOCUMENT  
**4**

Integration and partnership working