

Member Briefing

Number: 1123

Title: New Integrated Carers Support Service

Summary: A provider has been appointed to manage the new contract for the delivery of carers support services in the borough, which will begin on 2 January 2018. Cheshire and Warrington Carers Trust has been awarded the contract and there will be local voluntary organisations involved in the delivery of specialist parts of the contract specification.

Background

Supporting carers is a key priority for the Council, NHS Vale Royal and West Cheshire Clinical Commissioning Groups. Jointly, we want to ensure that all commissioned services are responsive to carers needs and support them in their caring role whilst enabling them to have a fulfilling life of their own.

The 2011 census identifies that just over 37,000 people provided one or more hours of unpaid care per week in Cheshire West and Chester. Over 13,000 of these carers provided 20 or more hours per week. Approximately 46 per cent (over 16,000) of carers in the borough are of working age with the rest either retired or at home full time looking after the family.

How the model was developed

Development of the model was informed by a comprehensive process of engagement with public sector and third sector organisations and a full three month public consultation, ending on 5 October 2016. We worked closely with carers, service users and key stakeholders to co-produce the service specifications. These included events, focus groups and conversations to identify the main issues and gain involvement in designing the specifications including identifying the key services, activities and performance indicators.

Description of the service

The new model for carers support services will provide a more visible and streamlined way for carers to find information, advice and services to support them in their caring role. The new contract is jointly funded by the council and the NHS West Cheshire and Vale Royal Clinical Commissioning Groups.

The new carers support service provides a single point of contact and telephone number for a range of services from general information and advice through to more specialist services. This is designed to ensure that the carer's journey to support is as seamless as possible.

The services included in the service specification include:

- general information, advice and advocacy
- services supporting carers to take a break (including respite and carer break opportunities)
- services for carers of people with mental health needs
- services for carers of people with dementia
- services supporting carers of people who have disabilities
- services which support carers to retain or regain employment
- services to support the early identification of carers in primary care.

The contract, awarded at £505,000, has been agreed for a three year period with an option to extend for a further two years.

Delivery of the service

Following an open and transparent tender process, Cheshire and Warrington Carers Trust was the successful bidder and is now the lead organisation responsible for managing the delivery of the contract. Specific services will be delivered by a range of voluntary and community sector organisations currently including:

- Alzheimer's Society
- The Bren Trust
- CarersTrust4All
- Rural Community Services
- Making Space
- Neuro-muscular Centre.

The new model service will have a single telephone number and point of access which will improve contact with the services, referral processes and support the delivery of the West Cheshire Offer by enabling social workers to navigate, signpost and refer service users to community based solutions rather than more formal and costly models of care.

We are currently working with the lead organisation to mobilise the contract and are planning a formal launch in the new year. In the meantime, any enquiries can be directed to the Cheshire and Warrington Carers Trust, telephone: 01606 333125.

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Date: 7 December 2017