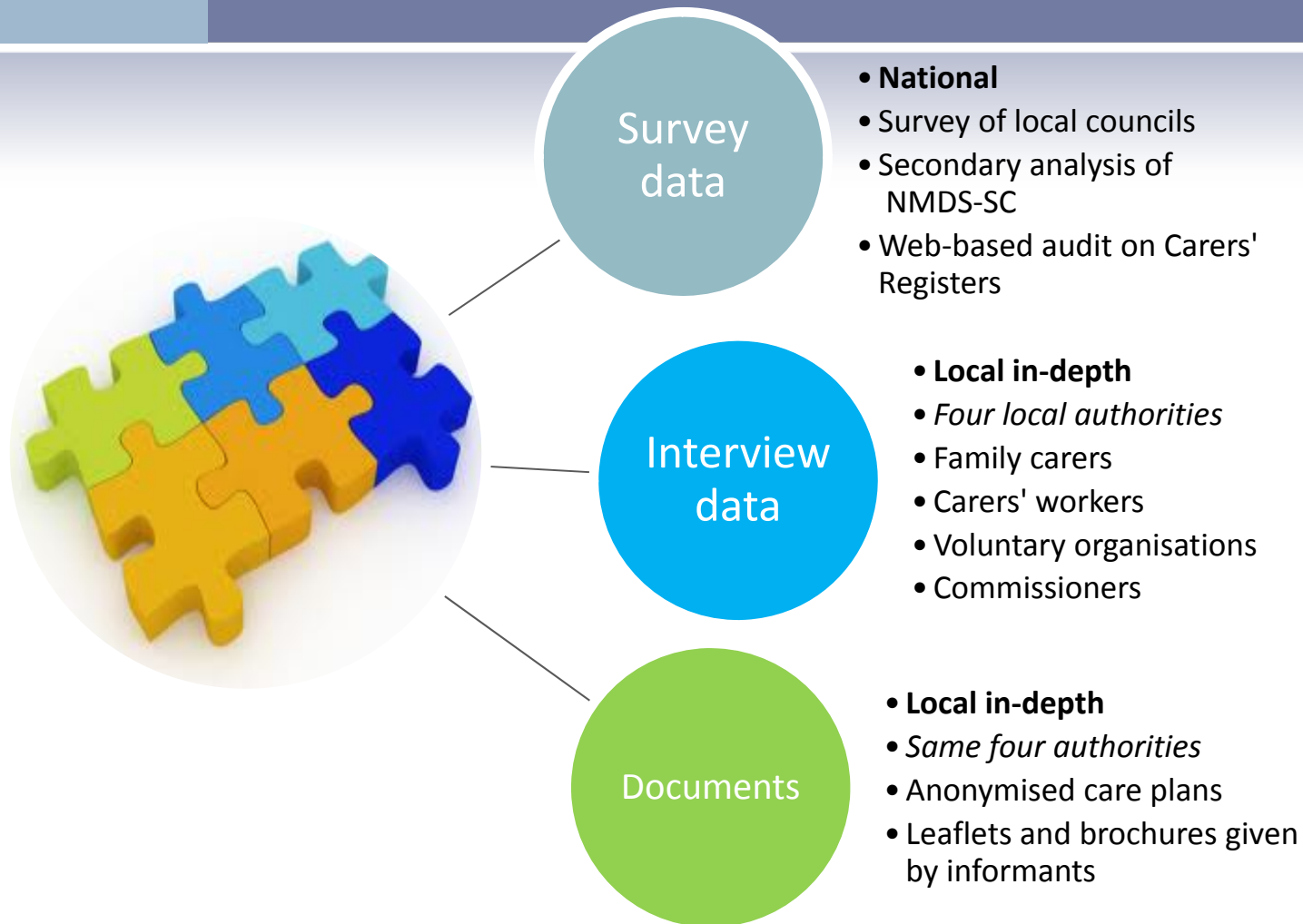


LOCAL COUNCILS AND FAMILY CARERS – CAN WE REACH A CONSENSUS ON WHAT'S NEEDED?

SSCR Annual Meeting
14th May 2012

Jo Moriarty, Jill Manthorpe, Michelle Cornes

- ◎ Funding
 - ◎ Funded by the NIHR School for Social Care Research
- ◎ Design
 - ◎ Concurrent multi method study
- ◎ Findings
 - ◎ Presenting some preliminary results
- ◎ Discussion



TODAY'S FINDINGS BASED ON...

- ① Surveys from over 50 per cent of local councils
- ① Interviews with over 80 participants
 - ① Family carers, workers, voluntary organisations and commissioners

MODELS OF PROVISION

- ◎ Almost all councils moving towards
 - ◎ Universal services available to all carers as local citizens
 - ◎ Targeted services for those with substantial/critical needs
 - Not always clear as to whether this relates to the carer or the person for whom they care

UNIVERSAL SERVICES

- ◎ Achieved through...
 - ◎ Contracts with local carers centres
 - ◎ 'Carers hubs'* provided by an organisation or consortia
 - ◎ Carers Cafés
 - ◎ Targeted publicity (for instance in Carers Week)
 - *Distinct from the website!

THE CHALLENGE....

- ◎ Model assumes people will recognise themselves as carers
- ◎ HUGE research literature showing this is not the case
 - ◎ For example, Carers UK 2001 report 'It could be you'

RECOGNITION OF SELF AS CARER

- ⊙ I [was] on an [information] stall and the amount of people that walked past and you said to them, 'Are you a carer?' and they said, 'No, but I look after so and so and so and so. Because it was a relation they just didn't think of themselves as a carer. It's surprising and it's something you come across all the time....They think a carer is professional or someone who gets paid or a stranger that looks after someone' (Family carer)



Picture accompanying Daily Telegraph article by Max Pemberton in June 2009

THE DILEMMA

- ① ‘And so you get this really wide spectrum of somebody believing that caring is nothing to do with me and yet they might be [caring] round the clock through six or five days a weekthrough to somebody who is just you know, popping in and looking after their neighbour....I’m not sure that that’s really helpful. I think it does need more focus about saying, looking after your neighbour is kind of the social contract that we all have as being human beings and living in a society and it would be nice to think that could be taken as read and that doesn’t make you a carer, it makes you a decent human being...I don’t know that there is a really well understood recognition of what is substantial at that point’
(COMMISSIONER1)

'HIDDEN CARERS'

Survey

- ⊙ Role of special outreach teams – especially with carers from black and minority ethnic groups

Interviews

- ⊙ 'You've met all these mums. Do you think they walk into a carers centre and say, "I'm a carer of a drug user and what help is available?" I don't' (CARER2)

FINANCIAL CONTEXT

- © Financial pressures have heightened the contrast between providing preventative support to carers under DH 2010 guidance and local eligibility criteria



The Guardian 10 May 2012

RIGHTS TO AN ASSESSMENT

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Carers' rights

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A guide to carers' rights

As a carer you have specific legal rights and entitlements. Knowing your rights can help you to get the support that you need.

These rights for carers include:

- the right to have your needs assessed by your local authority,
- the right to receive direct payments so that you can choose what services to have, and
- rights in the workplace.

Your right to an assessment

Your right to an [assessment of your needs](#) is set out in the [Carers and Disabled Children Act 2000](#). This says that all carers aged 16 or above, who provide a 'regular and substantial amount of care' for someone aged 18 or over, have the right to an assessment of their needs as a carer.

This is provided by the social services department of your local authority or a private care if that's

- ⊙ Arksey (2002) wrote about 'rationed care'
- ⊙ Rationing by
 - ⊙ Denial
 - ⊙ Selection
 - ⊙ Deterrence
 - ⊙ Dilution
 - ⊙ Delay
 - ⊙ Deflection
 - ⊙ Substitution
 - ⊙ Termination
 - ⊙ Charges

RATIONED ASSESSMENTS?

- ⊙ 'I do know that the authority round here are placing rules on [carers' assessments], like if the cared for hasn't been identified for the 'fair access to care' then ...then the carer cannot have a carer's assessment.... And I felt for a while that they didn't want to identify a carer when they pick up a client. If they pick up a carer then they might have to do a carer's assessment and it might have cost them money' (WORKER4)

RATIONED ASSESSMENTS

- ③ ‘Carers assessments are now all means tested and they’re only giving the ...[carers fund and short term respite care] to very priority cases’ (WORKER12)

IMPROVING ASSESSMENT QUALITY AND EFFECTIVENESS

- ◎ More use of self assessment
- ◎ Contracting with voluntary organisations to do assessments
 - ◎ Some ambivalence about this in the sector
- ◎ Trend away from separate reviews teams

TRIED AND TESTED VERSUS INNOVATION

- ◎ Examples of greater flexibility
 - ◎ Personal budget for carer living in a rural area to spend on driving lessons (WORKER30)
 - ◎ Bus pass for carer so he can visit his father who will not accept any other form of care (WORKER15)

- ◎ Policy aim to maximise those on personal budgets
- ◎ Some concerns from workers and carers
 - ◎ Could personal budgets add to the stress of those doing the most intensive caring?
 - ◎ Need for more flexibility about managing payments

EFFECTIVE?

- ⊙ I helped a lady who is a carer of her... son ...and it's very full on for her and she just needed a day to herself. So with our direct payments ... she took herself off for a day's pampering. That's what she wanted to do so she had a massage, her hair cut and coloured, her fingers done, a pedicure. So that was quite nice for her and she's ever so grateful and it's boosted her batteries no end feeling good about herself (WORKER15)



OR NOT?

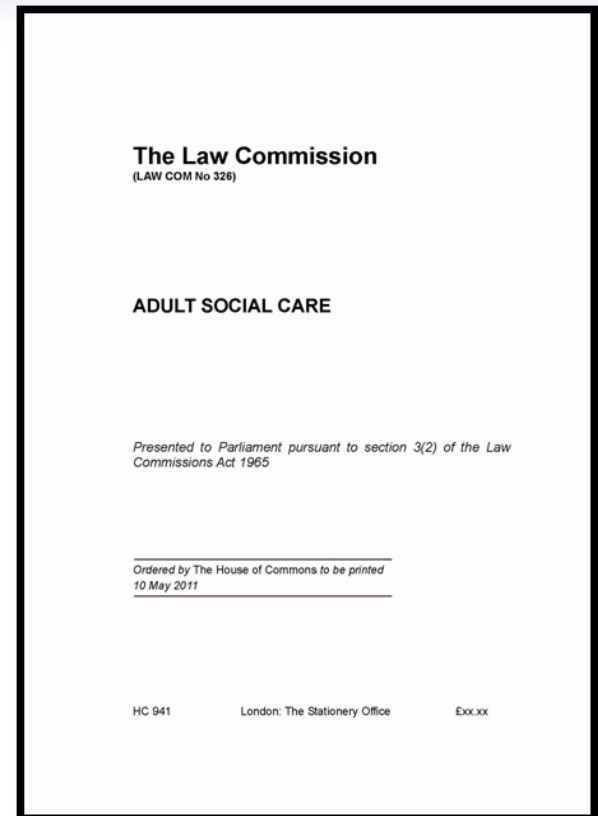
- © I think these pamper days are a waste of time... You don't get people that are trapped in their houses, the 91 year old looking after the 89 year old. They don't come out for a pamper day. And your pampering lasts how long? And you remember it for how long? What difference does it make to your life in the grand scheme of things at the end of the day? It makes the people who put it on feel good, and it makes the funders feel great (WORKER18)

CREATING THE 'BIG SOCIETY'

- ◎ Trend towards encouraging carers to create own social networks
 - ◎ One of the carers [came to] group....was looking for friendship, because she was caring for her husband who was about twenty years older than herself. She wanted also to pal up with somebody to go on holiday with them. It wasn't just any sunshine and sand holiday, it was specifically a walking holiday. She did meet [someone] and those two ladies actually now no longer come to the group, but they visit with each other at home and they get the newsletters and they come along to some of the gentle exercise or flower arranging classes that we've had. But they go on a walking holiday together. They share their little personal budgets so their husbands can have some joint care, so they are looked after. Those are, I suppose the value added things that come out of the group (VOL13)

DISCUSSION (1)

- ⦿ Law Commission recommend
 - Existing duties to assess a carer should be consolidated into a single duty
 - Duty should only require that the cared-for person is someone for whom the local authority has a power to provide services
 - Duty to assess a carer should apply to any carer who is providing care to another person



DISCUSSION (2)

- ⦿ Is move to creating and enabling a bigger shift than outsourcing direct provision?
 - ⦿ Skills in community development
 - ⦿ Voluntary sector says it has this
 - ⦿ What about those not linked into the sector?



DISCUSSION (3)

- ◎ Balance between universal and targeted services
 - ◎ One participant estimated 85/15%
 - ◎ Concerns that cutbacks are having a differential effect on carers
 - ◎ Only an exploratory study
 - Need more information on some of these themes

DISCLAIMER

- © This presentation presents independent research funded by the NIHR School for Social Care Research. The views expressed in this presentation are those of the authors and not necessarily those of the NIHR School for Social Care Research or the Department of Health/NIHR

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