

Social Care Practice with Carers

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SSCR Carers Research Workshop

KING'S
College
LONDON

SOCIAL
CARE
WORKFORCE
RESEARCH
UNIT



Background

Methods – what we did

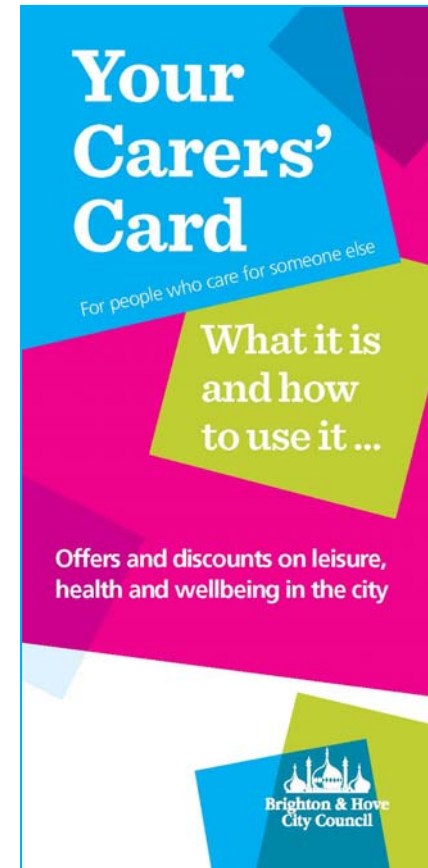
Some key findings

Discussion

Outline

Why do this research?

- Everybody's business?
 - Important national and global policy objective – but who does it and where?
 - Policies assume better support for family carers will reduce demand for long term care – but what works?

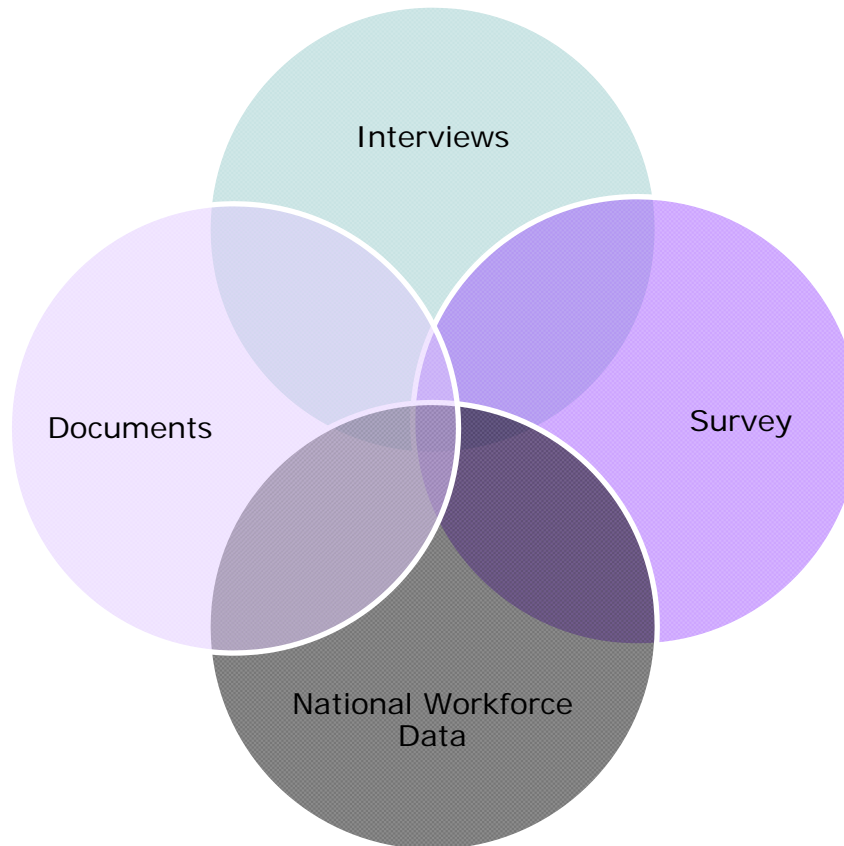


So not just reinventing wheel!

- Long history of research into caregiving in UK
 - But most research undertaken in 1990s/early 2000s
 - Major changes to care and support services since then
 - Little focus on workforce working with carers

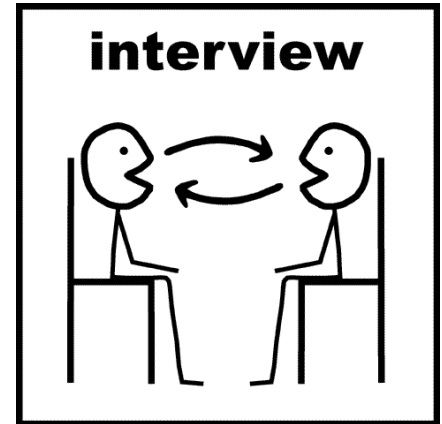


Design: concurrent mixed methods study



Interviews

- Four areas
 - Varied in terms of geography, size, type, political control
 - 86 interviews
 - 38 carers workers
 - 8 commissioners
 - 24 family carers
 - 16 representatives of voluntary organisations



Survey

- Sent to 150 councils in England with social services responsibilities
- 53 per cent response rate with reminders

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Social Care Practice with Carers
Local authority survey

The Social Care Workforce Research Unit based at King's College London has been funded by the National Institute for Health Research (NIHR) School for Social Care Research to find out more about support for family carers from social care services. The project is specifically looking at family carers who are supporting an adult aged 18 and over. As part of this work, we are sending this survey to all the Carers Lead Officers in local authorities with social services responsibilities in England. We estimate that it will take about 20 minutes to complete. The questions either ask you to tick a box or have space for you to write in your answers. Before you answer the survey, please read the attached information sheet so you can decide whether or not to complete the survey. If you have any further queries, please email jo.moriarty@kcl.ac.uk or telephone 020 7848 1697. You can complete the survey by post, email, or telephone. All the answers you give are confidential and no authorities will be identifiable in the final report.

To complete the survey by post, please print out the survey, write in or type your answers, and put the form in an envelope addressed to FREEPOST SCWRU.

To complete the survey by email, please type in your answers and send the completed survey to scwru@kcl.ac.uk.

To complete the survey by telephone, email jo.moriarty@kcl.ac.uk with your telephone number and a suggested time that it would be convenient to call you.

Carers' lead officer
Name:
Address:
.....
Telephone:
Email:

Identifying carers

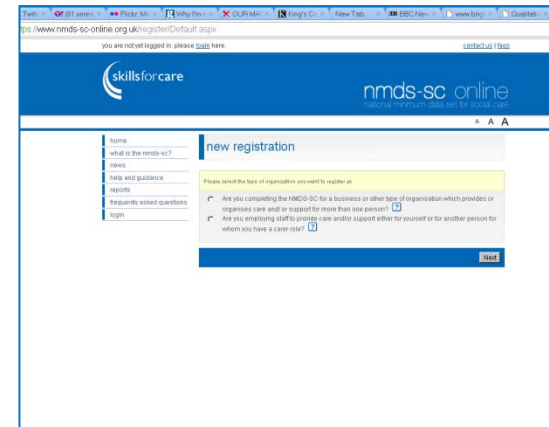
	Yes	No
1. Do you maintain a Carers Register (a database of carers living in your area used to plan services and keep carers up to date on what is happening), either directly held by the local council or held on the council's behalf by another agency?		

If no, please go to question 7.

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National workforce data

- Secondary analysis of subset of 'carers workers'
 - Identified through National Minimum Data Set for Social Care (NMDS-SC)
 - More details in Hussein (2010) & Hussein & Manthorpe (2012)
<http://www.kcl.ac.uk/ssp/departments/sshm/scwru/pubs/periodical/issues/scwp10.pdf>



Documents

- Include
 - Planned to look at anonymised support plans but not feasible
 - Documents produced by participating organisations
 - Accounts of carers assessments from social work teams



What does the service offer?

- Hospital and home visits
- Assessment of personal needs
- Information and advice about stroke and what to expect
- Practical and emotional support for stroke survivors and their families
- Information about local support groups, and community activities
- Carer training for families and other informal carers
- Our co-ordinators do not replace the advice of doctors, nurses or other health professionals. We provide a complementary, personally-tailored service.



Outreach

Context of caring

How changes for service users impact on carers

Funding context

Key themes

Outreach (1)

'I sometimes think people don't recognise that they are carers themselves, even though they maybe kind of know they are, but they are so busy just doing that role that they don't always see themselves as that person'
(WORKER 2)



Picture accompanying Daily Telegraph article by Max Pemberton in June 2009

Outreach (2)

- Two models of information provision
 - Through general publicity and awareness raising
 - Often linked to Carers Week or Carers Rights Day
 - Through specialist workers or teams

'So you've not only got carers themselves that don't always identify that what they're doing is a caring role, because they're the husband, the wife, the mother, the daughter, etc um, you've also got the professionals that sometimes don't see it either (WORKER14)

Outreach (3)

- Survey respondents identified issues identifying
 - 'Working' carers
 - Carers of people not eligible for social care support
 - To a lesser extent 'seldom heard carers'
 - Carers of people from minority ethnic groups
 - Lesbian, gay, bisexual, and transgender carers
 - Young carers

Outreach (4)

- Different themes emerged in interview data
 - The difficulty we have there is quite often what you've got is two very frail people, sometimes [older] people we regard them as book ends, propping each other up and it's never quite so clear who is the carer and who is the cared for and that can change over time (COMMISSIONER1)

Context of caring

- Easy to separate carers from wider context of their lives
 - Survey and interview data both confirm the importance of benefits advice
 - 'People will say, I...don't apply for carers allowance because it's a payment for caring. I have to explain to people that no it's not a payment for caring, it just allows you to survive financially (WORKER8)
- Role of carers cards and access to universal services

How changes to services impact on carers

- Early research focused on spouses and adult children (especially daughters)
- Role of parent carers
 - The chance of [parent] walking into a carer centre or an NHS PCT place and saying, 'One, my son is a junkie. Two, I'm his carer. Three, I need help.' Not a chance in hell. There has got to be a huge sea change in society's thinking before any of that starts to change' CARER2

Financial context

- Unsurprisingly it was important theme
 - Variation in access to Carers Strategy money but major resource in terms of services
 - Coalition government £400m to NHS for carers' breaks 2011-2015 but not clear how it will be spent



Secondary analysis (1)


- Less than 1 per cent of employers completing NMDS-SC indicated main service to support family carers
 - (for instance, Carers' Centre)
- Proportion increased to 8.5 per cent if include employers who provide services for carers as main or additional service

Secondary analysis (2)

- Produces a larger number of 'carers workers'
- Mainly women working part-time for home care agencies
- Changes to these services will impact on breaks for carers
 - Changes to day services & personal budgets

Policy framework changing

- UK one of first countries to recognise carers' rights
 - Through benefits system (1992)
 - Through rights to an assessment (1995) and services in their own right (2004)
 - Central government strategies (1999, 2008, 2010)
 - Range of different services
 - Now new Care and Support White Paper

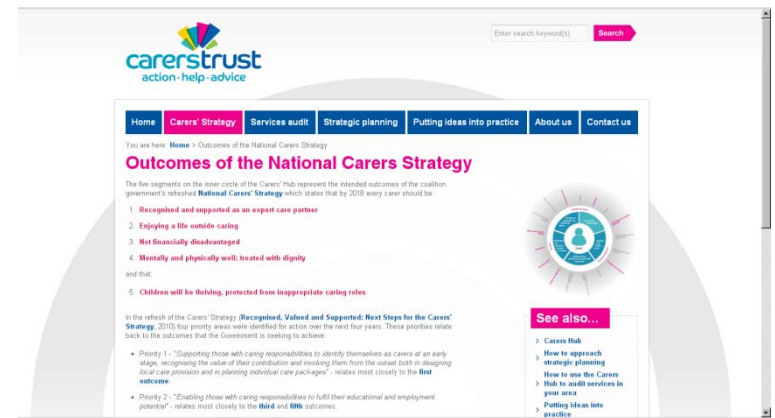


Outcomes for carers
Changing policy context
Impact of White Paper?

What does it all mean

Outcomes

- Refreshed National Carers Strategy
- By 2018 every carer should be:
 - Recognised and supported as an expert care partner
 - Enjoying a life outside caring
 - Not financially disadvantaged
 - Treated with dignity
 - Mentally and physically well



Discussion

- Impact of Care and Support White Paper
 - Concern that carers have no clear entitlement to support
 - Better identification of carers
 - Rights to an assessment
 - National minimum eligibility threshold for support for carers
- What difference will this make?

Disclaimer

The preparation of this presentation was made possible by a grant from the National Institute for Health Research (NIHR) School for Social Care Research on social care practice with carers. 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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- To you for listening!

