

RiPFA NCF BULLETIN – January 2017

The theme of this month's [Research in Practice for Adults](#) bulletin is **working with carers**.

There are 6.5 million carers in the UK looking after someone who is older, disabled or unwell and the provision of support for this unpaid workforce of vital importance to social care. Unpaid carers are usually people who matter a great deal to those who need care; they are often family members, but can also be friends and neighbours. Provider organisations, particularly homecare providers, will often work alongside unpaid carers. The role of provider organisations in the support of carers is a significant factor in the delivery of high quality care, highlighted here by Andrea Sutcliffe, Chief Inspector of Adult Social Care:

Support for carers is an important feature that CQC has to see in order to award a Good or Outstanding rating. The best services we see value the contribution that carers can make and proactively consider their needs as well as the needs of people using services.¹

A carer's right to support is independent from the person they care for. It is important that Carers are recognised as individuals and that the approach to working with them is personalised. Carers' responsibilities can be wide ranging and fluctuating; providers need to take time and care to understand the nature and complexity of their role. Good support for carers can help to maintain the level of care that they are able to provide over a longer term. For example, understanding and supporting respite in the context of an individual carer's needs may help to prevent the breakdown of a caring role. Building strong working relationships with carers can also benefit the individuals that they care for, because it provides opportunities to plan care that is cohesive and consistent in its delivery. Carers are usually experienced and knowledgeable about the needs of those they care for, which should be highly valued by those working with them.

In supporting carers, there is opportunity for provider services to deliver high quality care, improving understanding of the individual who is cared for and supporting their relationship with someone who is important to them. This can be particularly apparent in the transition from a hospital setting to a home. The [NICE guideline for transition between inpatient hospital settings and community or care home settings for adults with social care needs](#) underlines the importance of sharing information with carers (subject to consent of the patient), communication and multi-disciplinary care planning. This guidance is used as evidence by the CQC to inform their inspection process. It is also important for providers to be aware that under the Care Act 2014, carers have parity of esteem (with those who are cared for). This means that their wellbeing must be supported and they are entitled to an assessment from their Local Authority².

¹ <http://www.cqc.org.uk/content/care-act-carers-one-year>

² Care Act 2014 *Part 1*. Department of Health

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FEATURED BLOGS

[Is it nice outside? Engaging people living with dementia and their carers with the natural environment](#)

As human beings we all need contact with the outdoors, with fresh air and nature in all its various forms. Activity and simply getting outdoors is good for us; and people with dementia are no different.

[The hidden workforce: Maggie's story](#)

You can't imagine what it's like to be a carer until you experience it, in the same way that you don't really understand what it's like being a parent until you have children.

[The difference a Carer Friendly Community can make](#)

Carers Week is an annual awareness campaign which takes place across the UK to celebrate and recognise the vital contribution made by the 6.5 million people who care unpaid for older, disabled or seriously ill family or friends.

[Jointly sharing the care of a loved one](#)

How can digital tools play a role in providing access to information and support in every area of our lives, including caring?

PUBLICATIONS

There are a number of Research in Practice for Adults resources that support working with carers. As an NCF member you are entitled to a 20% discount on hard-copy publications. To make a discounted purchase or find out more information please call 01803 847292 or email rosie.mcnamara@ripfa.org.uk.

[What rights do carers have to an assessment of their needs? Customer Guide \(2016\)](#)

Before the *Care Act* came into force in April 2015, carers did not have a legal right to social care support (although some authorities did in fact provide it). This short guide contains information for carers to help them understand what their new rights are and how to access support.

[Young carers and their families: Confident assessment practice \(Practice Tool, 2015\)](#)

The *Care Act 2014* and *Children and Families Act 2014* (section 96) place new requirements on children's and adult social care to identify young carers and assess their needs.

Set within the context of these two Acts, and with a focus on whole family approaches to working with young carers and their families, this Practice Tool aims to equip people

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working in children's and adult services with skills and confidence to work with young carers and their families. This is not an assessment tool, but a tool to support practitioners to develop the skills needed to build relationships with young carers and their families.

[Working with outcomes: Practice Tool \(2014\)](#)

This resource looks at good practice in terms of working with outcomes, identifying potential barriers and enablers to working in an outcomes-focused way. It contains tools and templates to support good conversations as well as identifying, enabling and reviewing outcomes with people in receipt of services and carers.

[Balancing need: The relationship between carers' assessment and needs assessment: Key Issue \(2014\)](#)

This Key Issue, which we are extremely pleased to publish in partnership with Carers UK, explores previous research on carers' assessments before setting out the changes to legislation and policy proposed in *the Care Act 2014*.

It also looks at the ways in which carers' assessments are being conducted across six local authorities.

[Social Work Practice with Carers Website](#)

The [Social Work Practice with Carers Website](#) provides open access resources to support frontline practitioners and managers who are working with carers. It includes [five case studies](#) to give an insight into different types of caring responsibilities, some of the common challenges experienced by carers and guidance for working with them effectively. Each case study contains a written and audio overview, sample chronology, assessment and support plan, along with tools and training materials to put learning into practice.

The website was commissioned by the Department of Health and developed by RiPFA in partnership with carers, along with support from Carers UK and the Carers Trust.

[Go to the open access resources.](#)

NICE GUIDELINES WEBINARS

As part of our work with the National Collaborating Centre for Social Care (NCCSC) which is responsible for developing the NICE Social Care Guidelines, RiPFA have a number of free webinar recordings for colleagues across the social care sector.

[Understanding the NICE social care guidelines Webinar](#)

This webinar aims to:

- raise awareness and explain the rationale behind the development of the guidelines

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- provide an overview of the process of topic selection and guideline development
- discuss ways professionals can get involved in the process of consultation and development
- recap on the published guidelines and those currently in development
- explore ways to support sector engagement with the guidelines and how we can help

'Just one person': genuine care coordination for older people

The NICE guideline on Social care for older people with multiple long-term conditions recommends 'a single, named care coordinator'. Despite strong evidence that this is what older people want, and that it helps improve experiences and outcomes, social care and health systems struggle to offer it. This hour long webinar explores how we can get closer to that ideal and avoid people feeling that 'there is no-one there'.

The webinar is co-produced and delivered by an older person and a social worker. It draws on the NICE guideline and on evidence to help you:

- Learn from older people's experiences of social care and health.
- Explore how to make a 'single named coordinator' possible in the current context.
- Identify actions to improve older people's experiences.

Improving the quality of care and support for older people: How can the NICE guidelines help?

NICE have published guidelines which are relevant to the care and support of older people. The NICE Collaborating Centre for Social Care hosts this webinar to introduce three guidelines together and enable frontline practitioners and managers to consider how they can support practice improvement:

- [Home care: delivering personal care and practical support to older people living in their own homes](#)
- [Transition between inpatient hospital settings and community or care home settings for adults with social care needs](#)
- [Older people with social care needs and multiple long-term conditions](#)

RIPFA EVENTS

As an NCF member you are entitled to a 20% discount on events places on our learning programme. To request your place or find out more information please call 01803 847292 or email rosie.mcnamara@ripfa.org.uk. Please supply

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organisation name, delegate name, email address and job title and let us know whether you have any specific dietary or accessibility requirements.

[Developing effective commissioner and provider relationships](#)

Research messages workshop

28 February 2017 Bristol

As more services are commissioned by Local Authorities within the context of reducing resources, it can be a challenging time for the relationship between commissioners and providers. This workshop looks at ways of working collaboratively to achieve the best outcomes for clients and communities.

The workshop is for both commissioners and providers.

Aimed at: Commissioners and providers.

[Supporting adults with learning disabilities to have positive sexual relationships](#)

Research messages workshop

1st February 2017 in London

2nd March in Birmingham

Adults with learning disabilities aspire to have intimate relationships as most people do, yet often describe feeling lonely. Practice has traditionally focused on 'keeping people safe' by limiting rather than encouraging relationships.

This workshop - co-delivered by adults with learning disabilities and the National Development Team for Inclusion - focuses on how practitioners can support people to have positive relationships and minimise the risk of exploitation. They will also learn how to enable adults with learning disabilities to define what they want and expect from a relationship.

Aimed at: Frontline practitioners and managers who work with adults and their families.

***** Coming soon: Details of our new events programme for 2016/17*****

NEWS FROM ACROSS THE SECTOR

House of Commons Library: Briefing Paper No. 07756 – Carers

Keywords: Carers; Social Care; unpaid care; informal care

This paper, originally published on Carers Rights Day 2016, presents information on the number of carers in the UK and the issues they face. Incorporating data from a range of sources it also explains the rights, benefits and support available to carers and Government policy on caring

<file:///C:/Users/User/Downloads/CBP-7756.pdf>

Department for Communities and Local Government: Draft local government finance report 2017 to 2018

Keywords: local government finance; social care funding; revenue support grant; efficiency

This report sets out the aspects of the settlement which will require specific approval by the House of Commons, including the amount and basis of distribution of the revenue support grant in 2017 to 2018. This is a draft version of the report, published for the consultation on the provisional settlement – consultation ended on 13/01/17.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/577939/Draft_local_government_finance_report_2017-18.pdf

Department of Health: Five Year Forward View for Mental Health: government response

Keywords: mental health; transformation; prevention; service improvement; outcomes
The report presents the Department's response to the Five Year Forward View for Mental Health published by the Mental Health Taskforce in February 2016. All 58 recommendations made in that report are being accepted in full.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/582120/FYFV_mental_health_government_response.pdf

Association of Directors of Social Services (ADASS): Open Letter to the Prime Minister - call to begin cross-party process on health and care funding

Keywords: social care; health; funding; local government finance

ADASS and 74 other organisations have signed a letter sent to Teresa May entitled "Seeking a long-term settlement for health and social care". The letter calls for an urgent cross-party review which also takes account of the views of the public and professionals in a meaningful way. The letter follows the ADASS response to the governments [Autumn Statement 2016](#) which highlighted the risks of "failure to provide desperately needed extra funding for adult social care" and to the [Local Government Financial Settlement](#) which put forward the view that the amounts for 2017/18 were "woefully inadequate".

<https://www.adass.org.uk/media/5720/open-letter-embargoed-until-11-01-17.pdf>

King's Fund, Nuffield Trust and Health Foundation: The Autumn Statement Joint statement on health and social care

Keywords: social care; health; funding; local government finance

This collaborative commentary on the Autumn Statement 2016 urges the Government to recognise and take action to address the immediate funding pressures facing health and social care.

https://www.kingsfund.org.uk/publications/autumn-statement-2016?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=7726482_NEWSL_The%20Weekly%20Update%202016-11-09&utm_content=ASbriefingbutton&dm_i=21A8,4LLSI,NB3Z11,H3DSB,1

Consultations, Reports, and Reviews

Carers UK: Missing out - The identification challenge

Keywords: carers; unpaid care; informal care; identity

This piece of work from Carer's UK draws on findings from their State of Caring 2016 research looks at the experiences of carers, how they reach the point where they realise they have taken on a caring role and whether / how they identify themselves as a 'carer'.

<https://www.carersuk.org/for-professionals/policy/policy-library/missing-out-the-identification-challenge>

Family and Childcare Trust: Older People's Care Survey

Keywords: older people; care provision; commissioning; public finance; market shaping
This research brings together responses from local authorities across England on the availability of social care. It highlights issues for local authorities, and self-funders, in terms of availability and affordability – showing wide regional variations.

http://www.familyandchildcaretrust.org/sites/default/files/Older%20People%E2%80%99s%20Care%20Survey.pdf?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=7768034_NEWSL_HMP%202016-11-25&dm_i=21A8,4MHUQ,NB3Z11,H7SAF,1

Care Quality Commission (CQC): The Next Phase

Keywords: consultation; regulation; social care; quality

CQC Have launched a consultation asking for views on their planned changes to the following areas:

- regulation of new models of care and complex providers
- their assessment frameworks across all sectors
- how services for people with learning disabilities are registered
- regulation of NHS trusts and foundation trusts from April 2017, the approach to rating..

The consultation opened on 20th December 2016 and closes on 14th February 2017.

<http://www.cqc.org.uk/content/our-next-phase-regulation>

Age UK: No one should have no one: working to end loneliness amongst older people

Keywords: loneliness; social isolation; older people

Work done by Age UK has highlighted that loneliness has an impact on the mental and physical health of isolated people, leading to increased risk of heart conditions, depression and dementia. Details of initiatives which can potentially reduce loneliness are discussed.

http://www.ageuk.org.uk/Documents/EN-GB/No-one_Should_Have_No-one_Working_to_end_loneliness.pdf

NESTA: Realising the value Ten key actions to put people and communities at the heart of health and wellbeing

Keywords: health; social care; wellbeing; community asset building

This final report of the 'Realising the Value' programme was commissioned to support the NHS five year forward view with an aim to reimagine the relationships between health and care services and people and communities. It comprises ten key actions suggesting what needs to happen and how health and care services need to work to put people and communities at the heart of health and wellbeing.

http://www.nesta.org.uk/sites/default/files/realising-the-value-ten-key-actions-to-put-people-and-communities-at-the-heart-of-health-and-wellbeing_0.pdf?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium

[=email&utm_campaign=7768640_NEWSL_HWBB%202016-12-05&dm_i=21A8,4MIBK,NB3Z11,HAWYU,1](#)

NatCen Social Research (NatCen): Implications of reductions to spending for LGB and T people and services

Keywords: Lesbian; Gay; Transgender; social care; health

This report produced by NatCen, but commissioned by UNISON, seeks to understand whether, and in what ways, reduced public spending has impacted on services aimed at LGB and T people.

http://www.natcen.ac.uk/media/1319187/Implications-of-reductions-to-public-spending-on-LGB-and-T-people-and-services.pdf?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=7768640_NEWSL_HWBB%202016-12-05&dm_i=21A8,4MIBK,NB3Z11,H7WJ2,1

Local Government Ombudsman (LGO): Working together to investigate health and social care complaints - Focus report: learning lessons from complaints

Keywords: health; social care; complaints; ombudsman; lessons learned

This review from the LGO and Parliamentary and Health Service Ombudsman (PHSO) looks at the outputs from the first year of the Joint Working Team, set up in 2015. The purpose of the team was to respond to "the challenges of investigating and remedying complaints which span services delivered by both the health and social care sectors".

<http://www.lgo.org.uk/assets/attach/4021/FR%20-%20Joint%20Working%2019.12.2016.final.pdf>

Royal College of General Practitioners: Integrated care for older people with frailty Innovative approaches in practice

Keywords: integration; social care; health; older people; innovation; transformation

This report, produced in collaboration with the British Geriatrics Society, comprises 13 case studies from across the UK. The aim being to provide examples of how GPs and geriatricians can working together in practice to improve the provision of integrated care for older people with frailty. Examples include health and social care hubs and working with residential care providers.

<http://www.rcgp.org.uk/-/media/Files/News/2016/RCGP-Integrated-care-for-older-people-with-frailty-2016.ashx?la=en>

Structures, Initiatives and Guidance

Voluntary Organisations Disability Group (VODG): Social value toolkit: mainstreaming social value in social care

Keywords: social value; social care; health; inequalities; commissioning

This toolkit aims to facilitate greater cooperation and better working relationships between social care commissioners and providers. It provides a definition of social value and case studies to illustrate how it can be applied as an approach to commissioning to generate additional benefit for communities at no extra cost.

<https://www.vodg.org.uk/wp-content/uploads/2016-VODG-Social-value-toolkit.pdf>

National Institute for Health and Care Excellence (NICE): Quality standard [QS136] Transition between inpatient hospital settings and community or care home settings for adults with social care needs

Keywords: hospital discharge; hospital admission; delayed transfer of care; social care; health; quality standards

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NICE have now published this new quality standard which looks at both admissions into, and discharge from, inpatient hospital settings for adults (aged 18+) with social care needs. It does not cover inpatient mental health settings as a separate quality standard is planned for this.

<https://www.nice.org.uk/guidance/qs136>

National Institute for Health and Care Excellence (NICE): NICE guideline [NG58] Coexisting severe mental illness and substance misuse: community health and social care services

Keywords: substance misuse; mental health; comorbidity; social care; health; guidelines

These new guidelines from NICE look at how to improve services for people aged 14 and above who have been diagnosed as having coexisting severe mental illness and substance misuse. The aim is to provide a range of coordinated services that address people's wider health and social care needs, as well as other issues such as employment and housing.

<https://www.nice.org.uk/guidance/ng58>

National Institute for Health and Care Excellence (NICE): Quality standard [QS137] Mental wellbeing and independence for older people

Keywords: social care; health; mental health' wellbeing; older people; quality standards
NICE have published a new quality standard relating to interventions which aim to maintain and improve the mental wellbeing and independence of people aged 65+. It looks at how to identify those at risk of a decline and describes high-quality care in priority areas for improvement. It does not cover this aspect in relation to people resident in a care home or those who attend one on a day-only basis.

<https://www.nice.org.uk/guidance/qs137>

National Institute for Health and Care Excellence (NICE): Quality standard [QS140] Transition from Children's to Adults' Services

Keywords: social care; transition; quality standards

NICE have published a new quality standard focusing on the transition from Children's to Adult's services. This relates to young people (aged up to 25) people:

- with mental health problems
- with disabilities
- with long-term, life-limiting or complex needs
- in secure settings
- under the care of local authorities

<https://www.nice.org.uk/guidance/qs140>

National Institute for Health and Care Excellence (NICE): Quality standard [QS142] Learning disabilities – Identifying and managing mental health problems

Keywords: Learning disability; mental health; quality standards; social care

NICE have published a new quality standard covering prevention, assessment and management of mental health problems in people with learning disabilities in all settings (including for example health, social care, education, and forensic and criminal justice. It also covers family members, carers and care workers.

<https://www.nice.org.uk/guidance/qs142>

Public Health England (PHE): Changing risk behaviours and promoting cognitive health in older adults – an evidence-based resource for local authorities and commissioners

Keywords: risk management; cognition; mental health; older people

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This resource from PHE is aimed at local authority commissioners and clinical commissioning groups (CCGs) and provides guidance on the types of interventions that help older adults (55+) living in the community to adopt and maintain healthy behaviours and promote cognitive health.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/571471/changing_risk_cognitive_health_report.pdf?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=7768640_NEWSL_HWBB%202016-12-05&dm_i=21A8,4MIBK,NB3Z11,H85SH,1

Department of Health: Adult Social Care Market Shaping

Keywords: social care; market shaping; commissioning

Aimed at social care commissioner, including local authorities and clinical commissioning groups, this guidance is designed to promote understanding of adult social care market shaping and how to do this effectively.

https://www.gov.uk/government/publications/adult-social-care-market-shaping/adult-social-care-market-shaping?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=7732754_NEWSL_HMP%202016-11-15&dm_i=21A8,4LQMQ,NB3Z11,H4SHP,1

Leonard Cheshire: The State Of Social Care In Great Britain In 2016

Keywords: social care; disability; social care funding

This report presents Leonard Cheshire's views on the current state of social care today in Britain. It focuses on how a perceived crisis in social care impacts on the lives of disabled people.

https://www.leonardcheshire.org/sites/default/files/the_state_of_social_care_in_great_britain.pdf.pagespeed.ce.STGL8dTKXu.pdf?utm_source=The%20King%27s%20Fund%20newsletters&utm_medium=email&utm_campaign=7768034_NEWSL_HMP%202016-11-25&dm_i=21A8,4MHUQ,NB3Z11,H8OT0,1