



**West
Northamptonshire
Council**

Carers



Current Carer Support Provider Model

- Northamptonshire Carers are the provider
- Contracted on behalf of WNC by NNC
- Two year contract from 1st October 2022
- The Service has delegated authority to undertake the Council's statutory duties for Carers as described in The Care Act 2014
- Includes carer assessments, quality of life improvements, respite, crisis support, wellbeing, information and training
- Some issues around low numbers of Direct Payments being looked into
- The KPI report (Jan-Mar 2023) didn't have *any* review data.
- Oct-Dec 22 – review column also empty – asked provider to complete
- Blanks: It is not clear if people refuse an assessment, or they just aren't informed, so commissioners requested that a refusal is recorded
- Quality of life tool currently used locally developed. Evidence based needed.
- The provider's website did not state that it is a commissioned service

Supporting documents



Interim guidance on our approach to local authority assessments

Assessing how local authorities discharge their duties under Part 1 of The Care Act (2014)

Note: We will expand and update this interim guidance in collaboration with stakeholders as we develop our model and transition to ongoing assessment.

February 2023



Partners in Care and Health

Supporting councils with Care Quality Commission (CQC) assurance as it relates to unpaid carers

1. Introduction

This resource was commissioned by the Association of Directors of Adult Social Services (ADASS) Carers Group, and co-produced by a small working group including councils, Carers UK, Carers Trust, National Institute for Health and Care Excellence (NICE), an unpaid carer and Partners in Care and Health officers. It builds on what CQC have published to date about their [approach to assessing how well councils are discharging their duties under The Care Act \(2014\)](#).

2. CQC published timelines

Phase	Timeline	Assessment Focus
Phase One	From 1 April 2023	Initial 'baseline' assessments for all councils underway – phased approach with focus on developing the assurance approach, gathering evidence, exploring relative performance by councils, and building relationships. CQC will undertake some themed reporting at national level during the first six months, with the focus from April-Sept 2023 on themes of care provision, integration, continuity and assessing needs plus access, commissioning, market shaping, workforce, personalisation.
Phase Two	Sept 2023 - Sept 2025 onwards	Formal assessments of all councils within two years to include 'one word' ratings – 20 assessments will run from Sept to Nov 2023.
Phase Three	Ongoing	Ongoing assessment as part of business as usual.

- CQC have said their baseline assessments will involve:
- benchmarking councils against each quality statement
 - evidence collection both on and off site, including by Experts by Experience
 - utilising six categories of evidence (see below) as appropriate, depending on which quality statement is being assessed
 - people's experience is a required evidence category for **all** quality statements when assessing councils, and is weighted as highly as other sources of evidence
 - considering the experiences of unpaid carers most likely to have inequitable access, experiences or outcomes from care
 - examining how councils encourage, enable and act on feedback from unpaid carers who draw on support, including from people who face communication barriers, and how they work with them as equal partners to improve carer support, services and experience.

People at the Heart of Care: adult social care reform' policy paper

- I know where to find user-friendly information and advice that is inclusive of my communication and accessibility needs to make informed and empowered decisions about my life – now and in the future.
- I know what my rights are and can get information and advice on all the options for my health, care and housing.
- I understand the support that is available to me in my area to maintain my own health and wellbeing and achieve the outcomes that matter to me.
- I am provided with tailored information and advice to support the person I care for.
- CQC have their own 'I' statements taken from TLAP Making it Real (2018)
- Form part of the Peoples' Experience section of evidence
- CQC will use it's six categories of evidence

1. People's experiences
2. Feedback from council staff and leaders
3. Feedback from partners
4. *Observation (N/A to councils)*
5. Processes
6. Outcomes

- Unpaid carer data
- People's experience of care, how councils learn from it, and respond to it
- Knowing what 'good' looks like
- Co-production
- Equity
- Safe and effective processes



The Care Act sections that relate to carers are in the yellow bars

The blue areas are for guidance and clarity and do not need completing

The white areas are the sections that need populating with evidence

Rag-rate each response for a quick view of areas that need to be part of an action plan for improvement



Right-click and select [clear contents](#) to reset these boxes

Evidence could be collected from strategies, service specifications, policy, case notes or individuals/groups that can give examples from practice.



Care Act 2014: Carer Statutory Duties Self-Assessment



Start Date of Assessment:

Responsible Officer for Assessment:

Tool version:

Care Act section	Evidence Gained (Source and sample size where applicable)	Name	Date	Rate
2 Preventing needs for care and support				
(1) A local authority must provide or arrange for the provision of services, facilities or resources, or take other steps, which it considers will—				
(b) contribute towards preventing or delaying the development by carers in its area of needs for support;				
(d) reduce the needs for support of carers in its area				
2) In performing that duty, a local authority must have regard to—				
(a) the importance of identifying services, facilities and resources already available in the authority's area and the extent to which the authority could involve or make use of them in performing that duty;				
(c) the importance of identifying carers in the authority's area with needs for support which are not being met (by the authority or otherwise).				
3 Promoting integration of care and support with health services etc				
1) A local authority must exercise its functions under this Part with a view to ensuring the integration of care and support provision with health provision and health-related provision where it considers that this would—				
(a) promote the well-being of adults in its area with needs for care and support and the well-being of carers in its area,				
(b) contribute to the prevention or delay of the development by adults in its area of needs for care and support or the development by carers in its area of needs for support, or				
(c) improve the quality of care and support for adults, and of support for carers, provided in its area (including the outcomes that are achieved from such provision).				
(2) "Care and support provision" means—				
(b) provision to meet carers' needs for support, and				
(c) provision of services, facilities or resources, or the taking of other steps, under section 2.				
4 Providing information and advice				
(1) A local authority must establish and maintain a service for providing people in its area with information and advice relating to care				
(2) The service must provide information and advice on the following matters in particular—				
(a) the system provided for by this Part and how the system operates in the authority's area,				
(b) the choice of types of care and support, and the choice of providers, available to those who are in the authority's area,				
(c) how to access the care and support that is available,				
(d) how to access independent financial advice on matters relevant to the meeting of needs for care and support, and				
(e) how to raise concerns about the safety or well-being of an adult who has needs for care and support.				
(3) In providing information and advice under this section, a local authority must in particular—				
(a) have regard to the importance of identifying adults in the authority's area who would be likely to benefit from financial advice on				



Start Date of Assessment:

Responsible Officer for Assessment:

Tool version:

Care Act section	Evidence Gained (Source and sample size where applicable)	Name	Date	Rate
7 Co-operating in specific cases				
(1) Where a local authority requests the co-operation of a relevant partner, or of a local authority which is not one of its relevant partners, in the exercise of a function under this Part in the case of an individual with needs for care and support or in the case of a carer, a carer of a child or a young carer, the partner or authority must comply with the request unless it considers that doing so— (a) would be incompatible with its own duties, or (b) would otherwise have an adverse effect on the exercise of its functions.				Amber
(2) Where a relevant partner of a local authority, or a local authority which is not one of its relevant partners, requests the co-operation of the local authority in its exercise of a function in the case of an individual with needs for care and support or in the case of a carer, a carer of a child or a young carer, the local authority must comply with the request unless it considers that doing so— (a) would be incompatible with its own duties, or (b) would otherwise have an adverse effect on the exercise of its functions.				Green
(3) A person who decides not to comply with a request under subsection (1) or (2) must give the person who made the request written reasons for the decision.				Green
10 Assessment of a carer's needs for support				
(1) Where it appears to a local authority that a carer may have needs for support (whether currently or in the future), the authority must assess— (a) whether the carer does have needs for support (or is likely to do so in the future), and (b) if the carer does, what those needs are (or are likely to be in the future).				Amber
(2) An assessment under subsection (1) is referred to in this Part as a “carer's assessment”. (3) “Carer” means an adult who provides or intends to provide care for another adult (an “adult needing care”); but see subsections (9) and (10). (4) The duty to carry out a carer's assessment applies regardless of the authority's view of— (a) the level of the carer's needs for support, or (b) the level of the carer's financial resources or of those of the adult needing care. (5) A carer's assessment must include an assessment of— (a) whether the carer is able, and is likely to continue to be able, to provide care for the adult needing care, (b) whether the carer is willing, and is likely to continue to be willing, to do so, (c) the impact of the carer's needs for support on the matters specified in section 1(2),				Green
Section 1(2)				
(2) “Well-being”, in relation to an individual, means that individual's well-being so far as relating to any of the following— (a) personal dignity (including treatment of the individual with respect); (b) physical and mental health and emotional well-being; (c) protection from abuse and neglect;				Green



Start Date of Assessment:

Responsible Officer for Assessment:

Tool version:

Care Act section	Evidence Gained (Source and sample size where applicable)	Name	Date	Rate
(e) specify circumstances in which, if an assessment under this Part is combined with an assessment under this Part that relates to another person, each person may or must be represented and supported by the same independent advocate or by different independent advocates;				
(f) provide that an independent advocate may, in such circumstances or subject to such conditions as may be specified, examine and take copies of relevant records relating to the individual.				
(8) This section does not restrict the provision that may be made under any other provision of this Act.				
(9) "Relevant record" means—				
(a) a health record (within the meaning given in section 205 of the Data Protection Act 2018),				
(b) a record of, or held by, a local authority and compiled in connection with a function under this Part or a social services function (within the meaning given in section 1A of the Local Authority Social Services Act 1970),				
(c) a record held by a person registered under Part 2 of the Care Standards Act 2000 [F18, Chapter 2 of Part 1 of the Health and Social Care Act 2008 or Part 1 of the Regulation and Inspection of Social Care (Wales) Act 2016], or				
(d) a record of such other description as may be specified in the regulations.				

Visible on the Internet

Are copies of the following available:

Carers' Needs Assessment & date produced				
Carers' Strategy & time period covered				
Carers' Market Position Statement & date produced				

Co-Production:

Co-design, including planning of services				
Co-decision making in the allocation of resources				
Co-delivery of services, including volunteers				
Co-evaluation of the service				



Integrated Care
Northamptonshire



Valuing Carers as Equal & Expert Partners in Care...

Northamptonshire All Ages Integrated Carers Support Strategy 2023-2027

Integrated Care Northamptonshire Quality Board – July 2023



West Northamptonshire Council Carer Strategy

- CQC inspections: many councils developing their own strategy
- Strategy to be specifically developed for the WNC population and the needs of its people but will align with the Northamptonshire carers strategy
- Production of an implementation plan
- Involve co-production with carers, include staff Carers Network
- Stakeholder engagement with contracted provider and the NHS
- Engagement events around the patch
- Consultation on the draft strategy
- Use of national carer survey data (going out 01/10/23)
- Aimed at improving outcomes and wellbeing for the carers and cared for of WNC
- NNC want to follow a similar engagement process for their strategy

Engagement & Task & Finish Group

- Engagement plan being finalised with Communications & Engagement Team
- Hold an event in every LAP
- Some specialist carer events for LD, autism and dementia carers
- Microsoft Teams event in the evening and at a weekend
- Events asking, What works well, What does not and What would carers do if they could improve support for carers?

Scrutiny Task & Finish Group request

- Benefit of councillor support
- Local knowledge of carer issues and potential gaps in support
- Support for their respective LAP engagement events
- Guidance on the strategy development
- Part of the coproduction with residents of WNC