

Market Position Statement **Carers**

Adult Social Care 2018



1. Introduction

The Carers Market Position Statement is intended to supplement our 2016 to 2019 Carers Strategy and the 2018 to 2019 Carers Action Plan.

Our health and social care services recognise and acknowledge the immense value and contribution of carers living and supporting residents in Tower Hamlets, in particular caring for those with complex and multiple health and care needs. Carers are bridging the gap between health and care services and are expert by experience, and provide a vital life line to those they care for. Carers are essential partners to health and care services and the council is committed to doing more for Carers, so they can continue as a carer as well as being a mother, brother or a neighbour.

In many ways the boroughs younger population should mean we have fewer carers, however this is not the case. Our residents develop complex and multiple health and care conditions at a younger age compared to national and London averages. It is estimated there are 23,000 carers in Tower Hamlets and this number will continue to increase as the population of Tower Hamlets increases.

If you want to know more about carers in our borough, the key demographic trends, our current plans for services and / or find out what we currently commission you will find these links useful:

- Carers Strategy
- Carers Action Plan
- Carers Joint Strategic Needs Assessment
- National Carers Strategy
- Carers' Dignity Charter
- List of current commissioned services, with information about contract values and expiry dates

Our Carers Market Position Statement should be read alongside those for Ageing Well; Mental Health; and Learning Disability.

We look forward to working with current providers of care and support and with organisations who want to bring new ideas and new ways of delivering services to the borough to deliver the ambitions set out on the following pages.

2. Commissioning for quality outcomes – future social care services for older people

The 2016-19 Carers' Strategy defines the priorities for improving the health and wellbeing of carers in Tower Hamlets and sets out the following five key priorities to achieve this:

- Identification and recognition
- Realising and releasing potential
- A life alongside caring
- Supporting carers to stay healthy
- Transitions

During 2019-20 a new iteration of the Carers Strategy will be co-produced with carers and other stakeholders to cover the period beyond March 2020 and this will take into consideration the forthcoming social care green paper.

This market position statement describes the market for support and services for carers we want to see in Tower Hamlets over the next five years. We know we need to proactively identify, support and value our carers and we cannot do this in isolation. We require providers who enhance the health and social care offer to carers, engage with our carers efficiently, effectively and digitally to give them the best experience possible.

We have organised this Market Position Statement into two broad service settings to enable providers with an interest in a particular setting to focus in on the relevant content:

- Support for adult carers
- Support for young carers

We will publish a refreshed version of this Market Position Statement by September 2019.



2.2 Services for adult carers

What we want the market to offer over the next five years:

- We know that the number of carers living or supporting someone in Tower Hamlets is likely to increase. We estimate by 2024 there could be 27,800 carers by 2024 of which 4,100 will be under 24 years old.
- In line with the general population increase the projections for the carer population by 2021 are:
 - 2,332 older people (aged 65+) will be providing unpaid care, of this 1030 people are projected to provide 50+ hours of care
 - 8,414 18-64 years old people predicted to have a moderate or serious personal care disability, some of whom will have a carer supporting.
 - 594 18-64 years old projected to have a moderate or severe LD and be living with a parent
 - 6,660 aged 65 and over unable to manage at least one self-care activity on their own, some of whom will have a carer supporting them.
- We have recently commissioned a new Carers Link Service until 2023. This service will provide the following functions:
 - Identifying carers
 - Information and advice
 - Advocacy
 - Running a Carer Training Academy
 - Supporting carers to complete a Carer Needs Assessment
 - Running a Carer Emergency Card scheme
 - Improving the health and wellbeing of carers
 - Facilitating improvement in health and social care for carers
- We have a specialist Carers Relief Service contract until February 2020, with the option to extend to February 2022. It is likely that over the next five years the volume of Carers Relief required will increase as we promote carer identification and recognition.
- The council is currently piloting a new approach to carers' needs assessments, which offers differing levels of support to carers depending if they have low, medium or high needs. In future we expect to see increased numbers of carers having assessments and an increase in the number of carers with medium or high needs, who will be eligible for support either through a direct payment or commissioned services.
- The council aims to increase the uptake of direct payments offering increased choice and control over how carers are supported to meet their needs.
- We will therefore need providers who are able to offer a range of innovative solutions to meet the future needs of carers. This could include:
 - Technology that supports the carer in their caring role
 - Opportunities for carers to have a break from their caring role, often at short notice, requiring a quick response
 - Services and support that improves the health and wellbeing of carers
- We anticipate there will be an increase in the level of overnight and accommodation based respite required, to respond to the increasingly complex health needs of carers and those they care for.

- The council is developing a Shared Lives project which will benefit some carers in the borough. The project will focus on keeping people with a learning disability in the community, by providing support to assist them to achieve their goals and develop their independence; by matching them with a Shared Lives Carer so they can share family life and receive support to get out into the community making new friends and getting involved in social activities with the support of their Carer. We anticipate over the next three years matching over 100 people with LD with a Shared Lives carer and providing over 1,100 nights of respite during the first three years of the project.

In future iterations of this Market Position Statement we aim to include information about what carers are choosing to use their direct payments for and if there are any unmet needs that the market could support.

The Council's Community Catalogue currently offers a way for providers to promote their services to carers. More information can be found here ([link](#)).

2.3 Services for young carers

What we want the market to offer over the next five years:

35 children and young people are currently being supported by the young carers service in short break sessions on a weekly basis at any one time. However, it is thought that there are approximately 1,200 young carers living in Tower Hamlets. Currently 349 young people are registered as young carers, however our records indicate that at any one time there will be more than 450 in Tower Hamlets living in a family where a parent has a severe and enduring mental illness. Therefore, it is possible that more young people contribute to the caring for a family member than have currently been identified. We have also seen an increase in the numbers of young people living with parents with learning difficulties. Many of these children are also likely to have a caring role. The duties of care that they provide may interfere with their access to educational or recreational opportunities.

The London Borough of Tower Hamlets will be seeking through a tender within the coming year, a provider of targeted services for young carers aged 7- 18 (and up to 25 years for young people with SEN needs) to take into account the Care Act regulations of those who provide care, assistance or support to a family member who is disabled, physically or mentally ill or has a substance misuse problem (as well as help those young people who may require assistance and signposting through the period of transition from that of young carer to an adult carer).

A Provider will be expected to:

- Have proven experience of delivering young carer support services
- Ensure recruitment of staff who have a real understanding and relevant skills and experience of the issues faced by young carers and their needs
- Become the single hub/central point of call for young carers within Tower Hamlets
- Support young carers by providing or signposting to opportunities for a break from their caring role as set out in the objectives in the Carers Strategy
- Provide services that meet the objectives within the local authority's Children and Families Plan
- Work with other agencies and young people to ensure the social and emotional needs of young carers are met, referring to other agencies if there are concerns around whether young carers needs are being met or whether their caring responsibilities have become excessive
- Demonstrate networking/partnership with agencies providing services to children and their parents
- Where children and young people find it difficult to engage, the provider will ensure robust arrangements are in place to support a 'team around the key worker approach'. In this circumstance, the service will work as part of a multi-agency team to support the key worker's recognition of and response to the range of issues and risks particular to young carers.
- To provide an annual report and be members of any carer working groups.





