



# Project Summary

Date:  
7/7/17

<b>Project Name</b>	Enhanced Carer Support	<b>Author</b>	Gail Woodcock
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## 1 Summary of Project

This project will test the implications of identifying and supporting carers at an earlier stage, including streamlining processes and ensuring that more unpaid carers have appropriate access and supports to assist them in their caring role.

The project will support the recommendations of the Joint Inspection of Services for Older People and will contribute to the Partnerships developing Carers Strategy which is being developed in response to the Carers' (Scotland) Act 2016.

## 2 Anticipated Benefits

### Customer/ Client Benefits

- Earlier access to carers' support for unpaid carers
- Improved carer satisfaction
- Improved health and wellbeing of unpaid carers
- Increased uptake of appropriate benefits/ income maximisation by unpaid carers

### Staff Benefits

- Staff providing social work services are more satisfied as a result of reduced unmet demand
- Improved multi-disciplinary working resulting in more efficient hospital discharges and greater staff morale

### Resources Benefits (financial)

- Increased capacity within older people, physical disability and rehab services as a result of reduced quantity of unmet demand, including reduced acute hospital admissions and reduced delayed discharge (whether this benefit may be cashable will seek to be established during the test period)
- Carers supported to continue in their caring role for longer, delaying the point at which statutory service are required (this is likely to be a long term financial benefit and with changing demographics may ensure sustainability of existing resource rather than cashable benefits.)
- Faster referral process, unpaid carers given support sooner, reducing the likelihood of carers being unable to continue their carer role, and therefore the reducing the need for statutory care for those being cared for.



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### 3 Options Considered

#### A: Do nothing

This option would see carers support continued to be offered via existing arrangements. While there would be no impact on current costs, this option would not allow a new model to be tested, and the impacts of the test would be unknown. Failure to transform may result in increased long-term costs as a result of increasing demands.

#### B: Deliver new service through a full tendering and procurement process

This option would ensure full market testing, however the timelines involved would mean that lessons learned from the test would not be available in a timely fashion in order to inform commissioning planned for 2018/19.

#### C: Test impact of enhanced service through variation of existing contract to incorporate a two year test of change

This option will be quick to implement and lessons learned will be available in a timely manner to inform future procurements. This approach does not ensure best value during the test period and may create a potential for legal challenge

Further to scoring against the project objectives, **Option C** is the preferred option and has been developed into a full business case.

### 4 Financial Implications

Expenditure	Year 1	Year 2
Staffing Resources	£76,400	£76,400
Non-staffing resources	£18,366	£18,366
<b>Sub-Total</b>	<b>£94,766</b>	<b>£94,766</b>

Note: It would be intended to fund this from the Integrated Care Fund.

### 5 Exit Strategy

This is a test of change and will be evaluated during the project duration. If the desired benefits are being achieved, a business case will be developed to support the longer term implementation of this service as part of future commissioning plans.