

Directorate	Adult Social Care
Document title	Manchester City Council Policy for Carer's Assessment and Review in Adult Social Care
Summary	<p>This policy outlines how the council will ensure that Carers supporting someone with care and support needs can access an assessment of their Carers' needs.</p> <p>This policy applies to adults and carers regardless of the level of their need and financial resources.</p> <p>This policy applies equally to young carers.</p>
Date created	24/04/2024 PAG passed
Last review date	24/04/2024
Next Review Date	24/04/ 2025
Version	V1
Owners of policy	<p>Zoe Robertson - Head of Commissioning, Adult Social Care Manchester City Council/Manchester Local Care Organization</p> <p>Mark Noble Service Manager, Adult Social Care Manchester City Council Manchester Local Care Organization</p> <p>Debbie Mc Callum ASC Carers Team Manager Adult Social Care Manchester City Council/Manchester Local Care Organisation</p>
Date policy is signed off by DMT (Directorate Management Teams)	

Version Control	Description of change	Undertaken by who	Date
V1.1	Added Carers Manchester Pathway and external commissioned provision	Paul Furley (Commissioning Development Specialist)	17/04/2023
V1.2	Editing and changing sections	Mark Noble Service Manager City wide services	19/04/2023
V1.3	Editing and changing sections	Mark Noble/ D.McCallum. carers team	22/05/2023
V1.4	Editing and changing sections. Added hyperlinks	Mark Noble/ D.McCallum. carers team	31/05/2023
V1.5	Editing and changing sections	Mark Noble/ D.McCallum. carers team	14/06/2023

V1.6	Editing and changing sections	Mark Noble/ D.McCallum. carers team	13/07/2023
V1.7	Editing and changing sections.	Mark Noble/ D.McCallum. carers team	16/08/2023
V1.8	Editing and changing sections.	Mark Noble/ D.McCallum. carers team	04/01/2024 & 2/02/24 &13/04/24
V1.9	Final edit before publication to DMT	Mark Noble/ D.McCallum. carers team	03/06/24



Contents

Page

1. Policy Statement
2. Scope
3. Policy content
4. Roles and Responsibilities
5. Timescales
6. Version control, communication, and cascading
7. Storage and access
8. Procedure flowchart
9. References

1. Policy Statement

1.1. Who is a Carer?

An Unpaid Carer (referred to as Carers in this policy) is defined (and widely adopted) by the Carers Trust as:

“Anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support”

Manchester has adopted the Greater Manchester Carers Charter to guide the work around Carers: [carers-charter-final.pdf \(gmintegratedcare.org.uk\)](https://gmintegratedcare.org.uk/carers-charter-final.pdf)

[Home](#) | [Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](#)

Adult Social Care Commissioners in the Manchester Local Care Organization (MLCO) worked in partnership with the established Citywide Carers Manchester Network, made up of 18 VCSE (Voluntary Community and Social Enterprise) dedicated Carer organizations and statutory services like Manchester City Council, NHS (National Health Service) and Greater Manchester Mental Health Foundation (GMMH); Creating the umbrella brand ‘Carers Manchester’. There are 5 main workstreams within the pathway.

- Carers Manchester Contact Point (CMCP), Carer Network Co-ordination,
- Communications & Marketing, VCSE Locality Partnerships and Learning & development for Carers.
- Carers Manchester Contact Point is an externally commissioned helpdesk service and is the first point of contact for Carers in Manchester.
- CMCP Advisors can provide Information, Advice & Guidance to Carers and link to services in the community.
- CMCP Advisors will refer on to statutory services for a Carer’s Assessment, as well as provide access to emergency funding and benefits advice, if required.

Manchester City Council aims to support and promote strong communities and neighbourhoods so that people can live their lives as successfully, independently, and safely as possible.

The council aims to provide independence and choice, be fair and equitable and give individuals more power and control over their lives.

Carers often do not recognise themselves as a Carer as they are usually a loved one, family member or friend and it is important for carers to recognise their role.

A Strength-Based Assessment is an approach that allows us to mutually collaborate with carers, to seek out opportunities that can help a carer fully understand their situation, the needs they have, their strengths and capabilities, what is available in the community to support them, how to reduce or delay needs from escalating and how to access timely support if they require it.

This policy will also address the identification of young carers (u18's) and offer appropriate sign posting and assessment of their needs for support as a young carer.

A “young carer” is a person under 18 who provides or intends to provide care for an adult or a child.

No young person/ child (under 18) should undertake Caring Roles and Manchester City Council and Partners will endeavour to ensure that young carers are identified and supported through assessment and support from relevant professionals with expertise in this area, for example, Early Years. **(See Young Carers “Needs Assessment” Regulations 2015)** [The Young Carers \(Needs Assessments\) Regulations 2015 \(legislation.gov.uk\)](#)

Cared for assessments should ensure that any person under 18 within the family or community is not actively or intending to perform caring roles for their family member.

All assessors should ensure that any tasks that the young carer may have routinely completed or intends to complete should be a consideration of support via the Cared for support plan. **(See Appendix 1 Care Act Eligibility Criteria)**

If caring roles under the eligibility criteria are being undertaken by a young carer, it is the assessor's duty to request a reassessment of the cared for.

2. Scope

All Carers are in scope.

For Adult Social Care, our statutory duties are focused on Carers 18 years of age or over.

The Care Act requires adult social care to support transition to adulthood and we recognise in line with best practice that young carers who may anticipate undertaking caring roles post 18 years old should be assessed with any of their pre-18-year-old support services.

The strength-based principles should pro-actively recognise the transition from childhood to adulthood and support a young carer in this transition. This will assist in reducing anxiety and support their navigation of the Care Services, Statutory, Commissioned and the VCSE sector services.

Carers who meet the criteria for Assessment

- The cared for person needs to be Manchester resident.

- Over 18 years old and look after/ support (Physically/ Emotionally or Practically) another person, who may not necessarily be a family member.
- Carers do not have to live with the person they care for
- Carers who request an assessment even if MCC is unaware or not actively engaged with a cared for person.
- Carers can work full time or part-time.
- Carers sharing caring responsibilities with another person, inclusive of family units.
- Young carers where identified will be assessed and or sign posted to the relevant specialist teams/ services who support young carers. **(See Young Carers “Needs Assessment” Regulations 2015)** [The Young Carers \(Needs Assessments\) Regulations 2015 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukhr/2015/1000/1)
-

The kind of help and support a carer may include.

- Short Breaks
- Information on local support groups
- Help with caring.
- Equipment to help in your caring role.
- Practical help with home maintenance
- Training to help with your caring role, for example in moving and handling the person you care for
- Equipment and adaptations to the home
- Emotional support such as counselling
- Breaks from caring, such as short breaks for the cared for person.
- Advice about benefits
- Support to improve wellbeing, such as access to exercise classes, social activities, or adult education/awareness.

NB the type of support will be influenced by your strength-based assessment/ review.

Under the Care Act, Carers are entitled to a Carers Assessment which may also result in the award of a 'personal budget'.

Manchester manages this through a **Carers One-Off Support Grant** to support your individual wellbeing. **(see appendix 2 for activities carers have accessed in the past).**

Wellbeing relates to any of the following.

1. personal dignity (including treatment of the person with respect);
2. physical and mental health and emotional well-being.
3. protection from abuse and neglect.
4. control by the person over day-to-day life (including over care and support provided and the way it is provided).
5. participation in work, education, training, or recreation.
6. social and economic well-being.
7. domestic, family, and personal relationships.

8. suitability of living accommodation.
9. the person's contribution and access to their community and neighbourhoods.

2.1. This policy applies to the Assessment and Review of Carers identified through self-presentation or as part of ongoing case work across all areas of social work and social care assessment. Or any other route of identification e.g., G.P (General Practitioner), [Carers Manchester Contact Point](#), and any other allied professional in health or universal services.

3. Policy content

National Eligibility Criteria (see appendix 1)

1. The needs arise as a consequence of providing 'necessary' care to an adult
2. (i) The carers physical or mental health is, or is at risk of, deteriorating
(ii) The carer is unable to achieve several outcomes in their daily living
3. As a consequence of not achieving an outcome, there is or is likely to be a significant impact on the carer's well-being.

Assessment Process for Newly Identified Manchester Carers

3.1 The strength-based assessment will include an assessment of the needs of the Carer in support of the cared for and will look at outcomes that they want to achieve as a Carer in their day-to-day life. A family member, a friend or an advocate can be present if the carer prefers.

3.2 The assessment will identify how a Carer can be supported through signposting to relevant VCSE organizations, Community groups, regional and national support networks for carers.

3.3 The assessment will look to the health and wellbeing needs of the carer and refer onward to allied health and social care professionals or universal services where this is felt may further support the carer as an individual and within their caring role.

3.4 The assessment officer can also refer the carer or the cared for, for equipment and assistive technology where this has been identified and may prove beneficial to their support needs.

3.5 The assessment officer may also refer the carer for an assessment in their own right through the neighbourhoods' teams.

3.6 Following assessment, based upon the information provided MCC will support through, signposting, offer advice and guidance, discuss the Carers emergency card and Carers emergency support plan and where eligibility is met, may award a **Carers a One-off Support Grant. (appendix 1)**

The assessor will then complete a support plan to agree what level of One-off Carers Support Grant will be used to support the carer.

3.7 A financial assessment is not required for a Carers Assessment as the **Carers One-Off Support Grant** is designed to support their wellbeing and is not means tested. **See categories of spend Appendix 2).**

3.8 Following initial assessment the Assessor will review after 6 – 8 weeks to ensure that any advice, guidance, and sign posting has met their needs and where applicable received a **Carers One-Off Support Grant where they met the National Eligibility Criteria.**

3.9 The case will then be closed and scheduled for annual review.

Previously assessed carers and reassessment or review

4.0 When a carer contacts MCC via our commissioned services or directly to the contact centre MCC will arrange for a reassessment or a review and adjust support and care plans accordingly.

Note Carers One-Off Support Grants are generally awarded as a one-off grant per financial year.

Carers will be advised via an information pack on how to contact services for a reassessment of their changing needs and support requirements should this change following the previous assessment and before a scheduled annual review is due.

5. Roles and responsibilities

5.1 On receipt of a referral for a carers assessment MCC managers will endeavour to allocate the case for assessment at the earliest opportunity. All teams should respond to a request for assessment with a contact being made within **72 hours** and advise the carer of any waiting times for allocation to an officer for assessment in order to manage and support the expectations of the carer.

5.2 Upon allocation for an assessment the officer allocated will endeavour to complete the assessment within 28 days.

5.3 The assessment will be shared with the carer to ensure accuracy of information and amended, should this be necessary following further discussion with the carer.

5.4. As part of the assessment a Special Factor will be created on the Cared for person and Carers file within our database so that any Emergency can be supported in a timely manner, for example admission of a lone carer to hospital.

5.5 MCC will issue a **Carers Emergency Card** to notify and alert any attending allied health care professional that the person they are dealing with has a caring role and responsibilities for a dependent that may require support in their absence.

6. Version control, communication, and cascading

6.1 Version control is under the authority and oversight of the Policy Assurance Group and MCC Commissioning.

6.2 This policy will have an annual review date and designated officers who will ensure there is an annual review of the policy, and any updates are included and reissued and communicate to all interested parties.

6.3 The policy will be managed and maintained by those writing or reviewing policy documents and will be overseen by the Policy Assurance Group led by the Principle Social Worker to ensure that adult social care staff and interested parties are consistently using the most up to date version of policy.

6.4 Any amendment to the original policy should be recorded in the version control table on the front page. It should state the version of the document being amended, provide a description of the change, by who and on what date, with the revised version being made explicit on the original front-page table.

6.5 Once a new policy has been completed and signed off by DMT or a review of policy has been finalized, this should be communicated effectively to all adult social care staff and interested parties and partners. The Policy Assurance Group will forward a copy to the Business Improvement Team who will ensure it is included in the prospective adult social care broadcast. The documents will be uploaded to APPP (Adult Policies, Procedures and Practice)

Business Improvement Team - cfmessage@manchester.gov.uk

7. Storage and access to policy

7.1 All adult social care policies will be stored on the Adult Policy Procedure and Practice Portal (APPP) which can be accessed here <https://www.manchesterapppp.co.uk/>

APPP will maintain a spreadsheet on behalf of MCC (Manchester City Council) adult social care that will list local active policies and the dates in which they are due for review.

7.2 The Policy Assurance Group (PAG) will be notified by our partners at APPP when a particular policy is due for review, who will contact the owner of the policy to prompt review.

8. Procedure flowchart

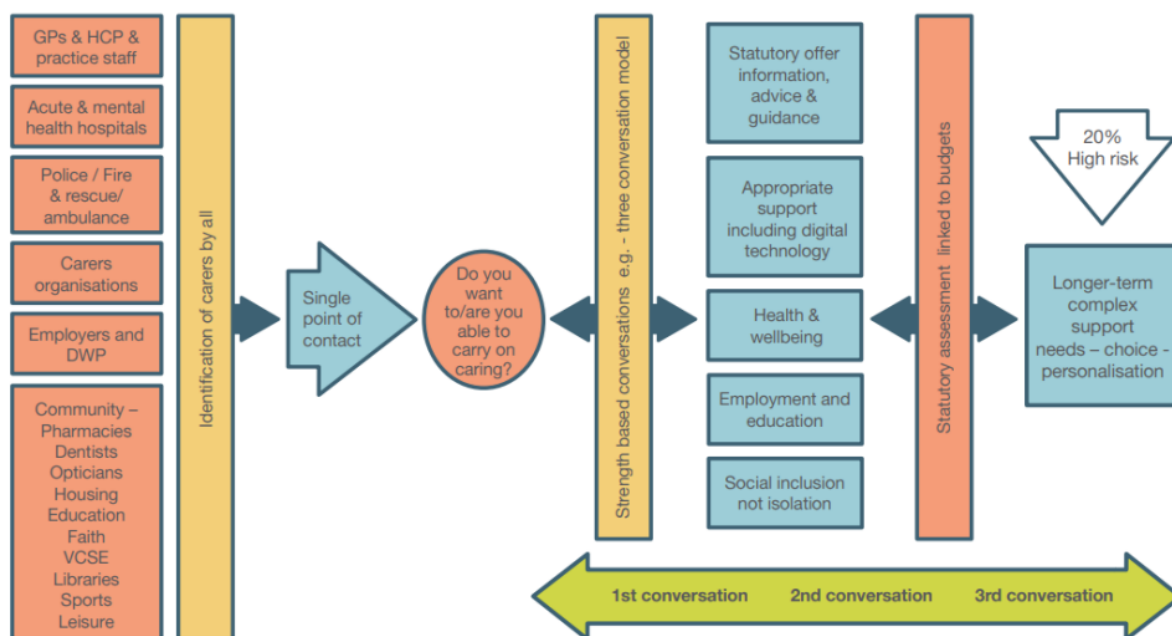
Routes of access

Contact Centre 0161 234 5001

Neighbourhood specialist and allied health care and universal services teams, G.P.

Carers Manchester Contact Point
0161 543 8000

The below diagram shows how Carers can access support and the route to a Carers Assessment in Manchester. The referenced 'Single Point of Contact' is the externally commissioned 'Carers Manchester Contact Point'.



9. Carers Manchester Pathway

The Carers Manchester Pathway is based on the GM Exemplar Model and has been in place in Manchester since April 2020. The pathway is a result of partnerships and co-production between ASC Commissioners and Assessors (MLCO/MCC), the Carers Manchester Network, NHS and GMMH. The pathway consists of 4 (include L&D? Funded?) main workstreams to support Carers. [10a-greater-manchester-support-to-carers-appendix-a.pdf \(gmintegratedcare.org.uk\)](#)

Carers Manchester Network & Co-ordination

In Manchester, we value and acknowledge the individual specialist work of our Carers Manchester Network, made up of 18 VCSE organizations. View a [list of our Network members](#) and a description of the service they offer. Through the pathway we provide a Network Co-Ordinator who provides expertise to all Network members in a variety of ways, including hosting regular networking events and meetings. Through this structure we can provide quick and coordinated Network responses, if and when required.

Carers Manchester Contact Point

Our single point of contact for Carers is the primary gateway for all carer-related information, advice and guidance, as well emotional and practical support. Carers Manchester Contact Point works in partnership with Social Care Assessors (Carers team) to recognize the need and field requests for assessments, along with our Contact Centre.

Locality Partnerships

The pathway is joined up within communities and neighbourhoods through our Locality Partnerships, which consist of lead VCSE partners in each Locality (North, Central and South), linked with Carers Manchester contact Point for reciprocal referrals where tailored specialist

support is needed, along with respite/breaks and face to face support groups in specialist areas such as dementia, stroke and parent carers.

Communications & Marketing

At the start of implementing the pathway, the 'Carers Manchester' brand was developed, and is visible across the Carers Network and beyond. Our 'We care so you can...' campaign was launched to identify new Carers across the city, and we continue to engage with services, providing referral access, posters, and leaflets for display, to ensure Carers know how to access support if they need it, along with access to a regular newsletter.

Our 'ask' of Carers and Health Care Professionals

It is important that Carers and Health Care Professionals are engaged with the pathway. We need the support of our front-line teams and services to ensure everybody is aware of our offer and support for Carers. We ask that:

Health Care Staff (Hospitals, Nurses, Allied health care professionals, GP's, etc.)

- Recognize Carers as real and expert partners, to be meaningfully involved in any Care planning for the person they care for
- Carers should be recognised as equal and expert partners in any decision-making process at all appointments and consultations for the person with care needs
- Be aware of our support offer for Carers and provide information about how to get in touch with Carers Manchester Contact Point, should they need support
- In every GP (General Practitioner) practice in Manchester, we would like to recruit 'Carer Champions' who can raise awareness to practice staff and ensure a Carers register is maintained, which means they can be provided with easy access to relevant services to protect the person they care for

Social Care Staff (Social Workers, Assessors, etc.)

- If you are working in the community and recognize someone as a Carer to the person you are supporting, you can offer an individual or joint Carers Assessment and/or provide details to Carers Manchester Contact Point. (See 5.1 for timeliness)
- Young Carers (under 18) can provide vital care for a parent, relative or sibling, and can also need our support. We have a strong [Young Carer Offer](#) in Manchester, and we want to ensure those Carers can transition to Adult services (after turning 18) seamlessly.
- The Care Act 2014 introduced new obligations for Young Carers in transition to adulthood including the requirement on Adults Services to provide transition planning for young Carers who are likely to need support after turning 18
 - Young Carers and their families should be supported regardless of which service is contacted first. There should be 'no wrong doors', as Children's and Adults services are

required to work together to fulfil their duties. All practitioners should be aware of, and accept, a joint responsibility to work in partnership to identify and respond to any Young Carers who could be unlikely to fulfil their full potential with significant caring responsibilities. (See Young Carers “Needs Assessment” Regulations 2015)
Further advice and guidance for professionals is available on MCC Intranet and APPP.
<https://www.manchesterapp.co.uk/appp-carers/>

<https://hsm.manchester.gov.uk/kb5/manchester/directory/directory.page?directorychannel=3-3-7>

If you are a Health & Social Care Professional and require promotional materials (Posters, Pens, Leaflets, Cards, etc.) – Please get in touch with Carers Manchester Contact Point to ask for a supply to distribute.

Carers in Employment

A Commissioning workstream is focussed on Carer poverty within the city, the maximisation of available benefits and access to employment and skills training as a key determinant of health, wellbeing, and resilience.

We will drive engagement with employer groups to develop awareness of Carers in the workplace and the mutual benefits of linking employees to support and workplace adjustments.

Carers Equality, Diversity & Inclusion

A workstream focussed on Equality, Diversity and Inclusion, by performing equalities reviews with stakeholders which will review programmes, policies, equality impact assessments and performance data, and make recommendations to ensure equitable access to the Carer Support Pathway and the appropriate support available, or to be developed.
(Equalities Impact assessment for this policy available on request).

Appendix 1 National Eligibility Criteria

Impact of Caring – assessing the support needs of carers
<p>To be eligible, the answer to all 3 questions must be “Yes”</p> <p>1. The needs arise as a consequence of providing ‘necessary’ care to an adult</p>

2. (i) The carers physical or mental health is, or is at risk of, deteriorating

(ii) The carer is unable to achieve any of the following outcomes.

1. Caring for children carrying out any caring responsibilities the carer has for a child;
2. Providing care to other persons for whom the carer provides care;
3. Maintaining a habitable home environment in the carer's home (whether or not this is also the home of the adult needing care);
4. Managing and maintaining nutrition for themselves;
5. Developing and maintaining family or other personal relationships;
6. Engaging in work, training, education, or volunteering;
7. Making use of necessary facilities or services in the local community, including recreational facilities or services;
8. Engaging in recreational activities

3. As a consequence of not achieving an outcome, there is or is likely to be a significant impact on the carer's well-being. The assessor uses their professional judgement to decide if as a consequence of not achieving the above outcomes there is, or is likely to be, a significant impact on the carer's well-being. The wellbeing principle defines nine areas that should be considered when making a decision on the impact of caring.

Wellbeing Principle - 9 areas

1. Personal dignity (including treatment of individual with respect)
2. Physical and mental health and emotional wellbeing
3. Protection from abuse and neglect
4. Control by individual over day-to-day life (including over care and support provided and the way it is provided)
5. Participation in work, education, training, or recreation
6. Social and economic wellbeing
7. Domestic, family, and personal relationships
8. Suitability of living accommodation
9. The individual's contribution to society

National definition of unable and fluctuation

The carer is regarded as being unable to achieve an outcome if the carer:

- (a) is unable to achieve it without assistance;
- (b) is able to achieve it without assistance but doing so causes the carer significant pain, distress, or anxiety;
- (c) is able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of the carer, or of others.

Fluctuation

Where the level of a carer's needs fluctuates, in determining whether the carer's needs meet the eligibility criteria, the local authority must take into account the carer's circumstances over a period of time considered necessary to establish accurately the carer's level of need.

Paid Carer's

Under MCC Carers Policy both of the below cases are entitled to a Carers Assessment.

Carers Allowance - You need to spend at least 35 hours a week caring for someone. This can include:

- helping with washing and cooking
- taking the person, you care for to a doctor's appointment
- helping with household tasks, like managing bills and shopping

For Carers with a Carers Allowance a One-off Carers Payment may emanate from the assessment process.

Direct Payment Carers – Although MCC DP Policy does not ordinarily allow for relatives to be paid carers under the Direct Payment Scheme there are a few exceptional circumstances where this does occur.

A Personal Assistant (P.A.) for a relative is entitled for a Carers Assessment however they are not entitled to a One-off Carers Payment as Holiday pay is calculated in their annual wage as a P.A.

Appendix 2

Category	Themes
Travel/ Social Inclusion	Holiday Short break Daytrips Mobility Scooter Dining out

Indoor Health & wellbeing (Hobbies & Interests)	Spa/Pamper Therapies Classes Gym Swimming Gym membership Gym equipment for home Art and craft materials Theatre/Cinema Guitar lessons Web subscription to craft sites and materials. Hobby/cooking equipment
Outdoor Health & wellbeing (Hobbies & Interests)	Allotment fees Greenhouse Plants Maintenance Garden furniture Hot tub Active wear Bike/ accessories Football season ticket Cricket season ticket Horse riding lessons Hiking / equipment Fishing / equipment Photography equipment
Social Interaction	Laptop - computer – mobile phone Games consoles
Training & Personal Development	Driving lessons Online courses Studying Course material/fees
DIY - Household Maintenance/ Goods	Decorating Cleaning support Mattress Bed Specialist chair White goods Power tools
Other	Community alarm/technical/ equipment

NB

Please note that the themes may extend over time.

This policy is based on relevant Government legislation and guidance including:

The Care Act 2014, associated regulations, and statutory guidance (which have replaced most of the previous legislation on assessment and eligibility including National Health Service and Community Care Act 1990)

This policy should be read with other MCC council policies and associated guidance. This includes other adult social care policies and children's social care policies.

It should also be read in conjunction with partners' policies where applicable.

Examples include health commissioning and provider partners' policies and guidance, including NHS Continuing Healthcare and Mental Health Services.

10. References

<https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf>

Oversight.

Department	Officer	Date
Legal sign off	Sophie Rushton	08/07/2024
Finance Sign off		
Environmental/ Carbon Footprint Impact Assessment	N/A	