

COMMISSIONING FOR CARERS PRINCIPLES

Principle 9 - Invest in carers to sustain and save

Carers make a critical and underappreciated contribution not only to loved ones, neighbours and friends, but to the very sustainability of the NHS. However, too often carers do not receive the recognition and support that they need and deserve. Investing in carers to help them provide better care and to stay well themselves contributes to better lives for those needing care and more effective use of NHS resources. For example, effective support for carers may reduce unplanned admissions for carers and the people for whom they care for and may in certain circumstances help save money¹.

(Select one colour only. Rate where red lowest-----and green highest)

How assured are you that your business case template and criteria for carers' services focus on commissioning for investment and value?

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What could you do to improve the rating? -----

How assured are you that that resources for carers have been appropriately allocated as part of the Better Care Fund?

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What could you do to improve the rating? -----

Ask yourself...

- Can you start small then increase investment should this provide value for money?
- Are you aware of duties in the [Care Act 2014](#) and the [Children and Families Act 2014](#) to identify, assess and support carers and co-operate with the local authority?
- Is there an assurance framework in your contracts?
- Have you considered combining resources by co-ordinating services through a central consortium?

- Have you considered co-production around key outcomes?
- Have you considered who can deliver the service most efficiently by mapping the services to find crossover and overlap?
- Have you considered carers to be included in Commissioning for Quality and Innovation (CQUINS) payment schemes?
- Are you confident that you have identified the interventions/support that your local populations require?
- Have you considered undertaking or commissioning a carer Social Return on Investment project?

Cost effective interventions:

What the literature is telling us:

- Evidence from Clifford et al 2011 showed how Carers Centre annual impact of the benefits evaluated exceeded the total annual funding across the five Carers' Centres evaluated by at least £68 million.²
- The evidence from Knapp et al 2013 showed that START (STrategies for RelatTives)) made improvement to health related quality of life for Dementia carers demonstrating 99% of interventions being cost effective.³
- Evidence from Graff et al. 2008 showed Occupational therapy-coping behaviours and supervision treatments were 36% more successful at 3 months.⁴
- Evidence from Medical Advisory Secretariat 2008 showed techniques and patient directed exercise programmes were found to be effective in supporting the well-being of unpaid carers of seniors with dementia living in the community.⁵

Good Practice examples:

- 'Supporting Carers: a social impact evaluation' - RCGP has worked with Baker Tilly to identify the social return on investment which can be made when CCGs invest in services which support carers. The study shows that this could equate to a saving of almost £4 for every £1 invested. <http://www.rcgp.org.uk/clinical-and-research/clinical-resources/carers-support.aspx>
- Bristol and South Gloucestershire-Identification and Recognition of carers needs-Evaluated Social Return on Investment. http://www.nhs.uk/media/2535893/carers_case_study_bristol_south_gloucestershire_carers_support_centre.pdf
- NHS Bristol Clinical Commissioning Group and Bristol City Council Combined budgets for carers breaks and developed a CQUIN (Commissioning for Quality

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and Innovation) Evaluated by the University of West of England. http://www.nhs.uk/media/2543400/carers_breaks_in_bristol.pdf

- Carers Trust Cambridgeshire-“Better Health Network” to create a single point of access to third sector help with health and wellbeing. “virtually integrate” health and social care services into more joined up support for carers. http://www.nhs.uk/media/2535972/carers_cambridgeshire_final.pdf

References:

¹ Creating new value with patients, carers and communities, KPMG International (2014)

² Clifford, J., Theobald, C., Mason S. (2011) The Princess Royal Trust for Carers: Social Impact Evaluation using Social Return on Investment, London, The Princess Royal Trust for Carers.

³ Knapp M, King D, Romeo R, Schehl B, Barber J, Griffin M, Rapaport P, Livingston D, Mummery C, Walker Z, Hoe J, Sampson EL, Cooper C, Livingston G. (2013) Cost effectiveness of a manual based coping strategy programme in promoting the mental health of family carers of people with dementia (the START (STrAtegies for RelaTives) study): a pragmatic randomised controlled trial. *BMJ*. 2013 Oct 25;347:f6342

⁴ Graff MJ, Adang EM, Vernooij-Dassen MJ, Dekker J, Jönsson L, Thijssen M, Hoefnagels WH, Rikkert MG. (2008) Community occupational therapy for older patients with dementia and their care givers: cost effectiveness study. *BMJ*. 2008 Jan 19;336(7636):134-8.

⁵ Medical Advisory Secretariat (2008) Caregiver- and patient-directed interventions for dementia: an evidence-based analysis. *Ont Health Technol Assess Ser*. 2008;8(4):1-98. Epub 2008 Oct 1.