

# **What About the Quality? Using Quality Standards to Drive Improvement in Support for Unpaid Carers Webinar**

**Thursday 18 January 2024 - 10:00AM – 11:00AM**  
**Partners in Care and Health**

**The Local Government Association and Association of Directors of Adult Social Services are Partners in Care and Health (PCH) working with well-respected organisations.**

**PCH helps councils to improve the way they deliver adult social care and public health services and helps Government understand the challenges faced by the sector.**

**The programme is a trusted network for developing and sharing best practice, developing tools and techniques, providing support and building connections.**

**It is funded by Government and offered to councils without charge.**

**[www.local.gov.uk/PCH](http://www.local.gov.uk/PCH)**

# NICE supporting adult carers

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January 2024

**NICE** National Institute for  
Health and Care Excellence



# Overview

- About NICE: who we are and what we do
- NICE Supporting Adults Carers guideline (NG150), Quick Guide and Quality standard (QS200)
- Value of using NICE guideline and quality standard in practice
- Bringing NICE to life – examples in practice
- NICE supporting quality improvement and CQC preparedness – hearing from Torbay & South Devon
- Pause for thought



# About NICE

## Who are we?

We are the experts in evidence-based best practice and value for money in the health and care system.

## What do we do?



We balance the best care with value for money, delivering both for individuals and society



We drive innovation into the hands of health and care professionals to enable best practice



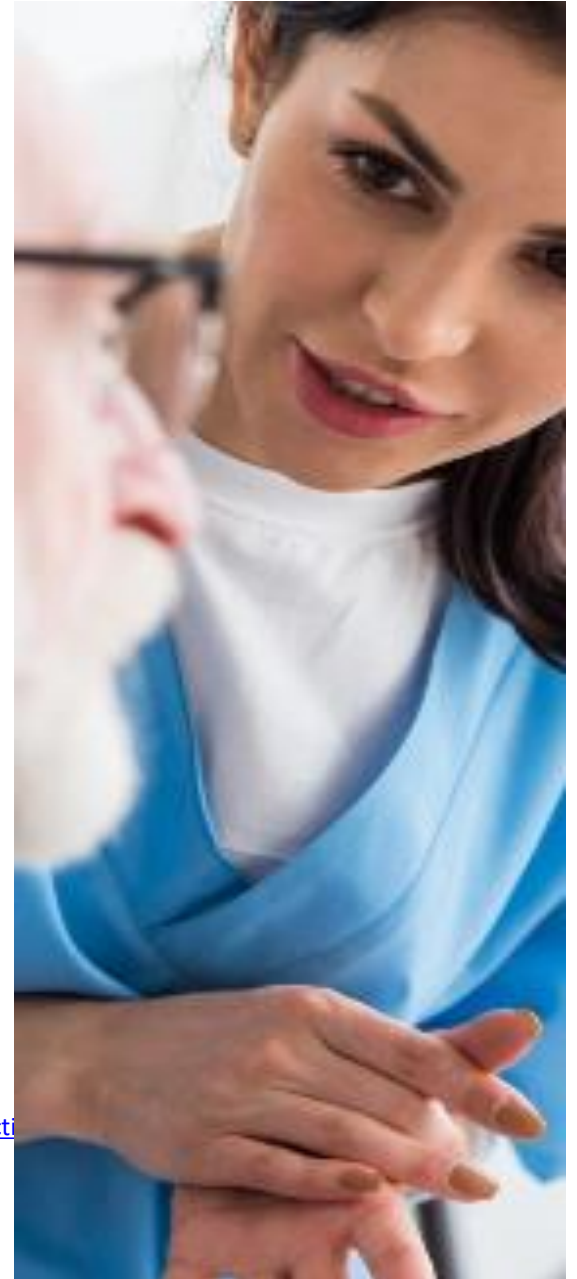
We are fiercely independent: our decisions are rigorous, transparent and based on evidence

# About NICE guidance

- Our guidance is based on the best available evidence. Our recommendations are put together by experts, people using services, carers and the public.
- NICE guidance makes **evidence-based recommendations** on a **wide range of topics**, from preventing and managing specific conditions, improving health, and managing medicines in different settings, to providing social care and support to adults and children, and planning broader services and interventions to improve the health of communities.
- Our guidance is used by a wide range of stakeholders across health and social care for a range of purposes including learning and development.
- It supports a shared view of quality across health and care

For more information please see Developing NICE guidelines: the manual: <https://www.nice.org.uk/process/pmg20/chapter/introduct>

**NICE**



# NICE Quality standards

Set out priority areas for quality improvement in health and social care

Cover areas where there is variation in practice and/or outcomes

Support a population health management approach by helping you to identify high impact interventions and areas of unwarranted variation

Each quality standard includes a set of statements and quality measures

The quality measures can be used to:

- identify current gaps or differential access/uptake
- monitor progress over time
- develop performance indicators

A rationale with clear links to the underpinning evidence base is also provided





# NICE Supporting Adults Carers guideline (NG150), Quick Guide and Quality standard (QS200)



# Supporting adult carers [NG150]



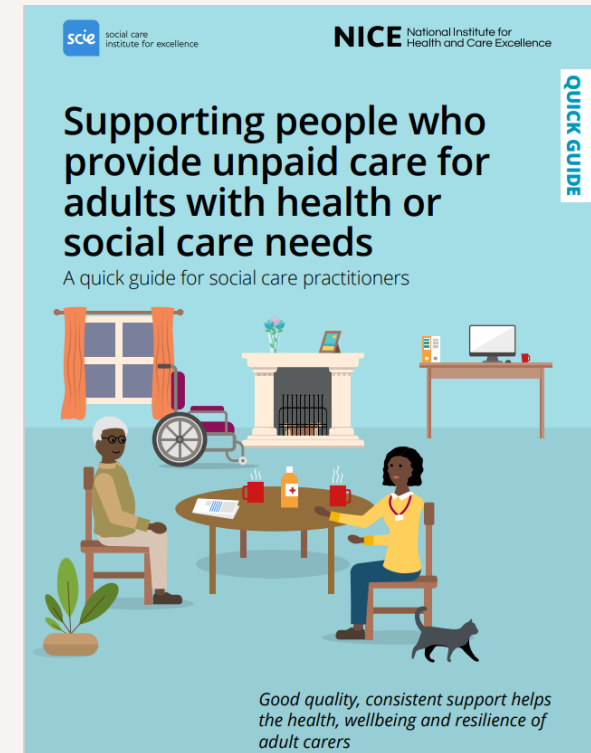
# Quick guide: Supporting people who provide adults with health or social care needs

Published: April 2022. Based on NICE guidance. For social care practitioners, covering

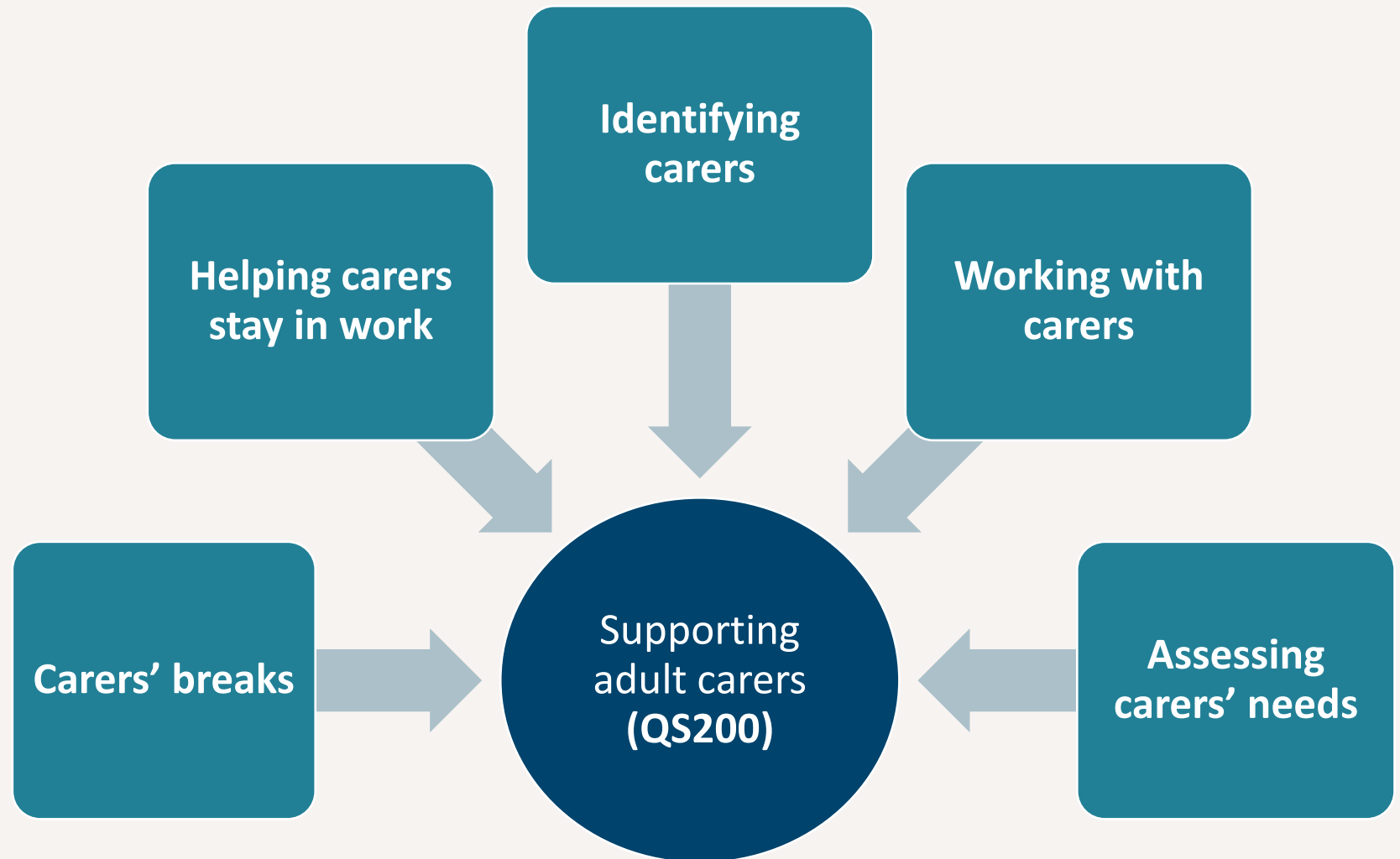
- [Carer's assessments](#)
- [Carer's breaks](#)
- [Peer support](#)
- [Work, education and training](#)
- [Training, advice and skills development](#)
- [Psychological and emotional support](#)

Includes useful links

- [Supporting adult carers \(NG150\)](#) – NICE guideline
- [Supporting adult carers \(QS200\)](#) – NICE quality standard
- [People's experience in adult social care services \(NG86\)](#) – NICE guideline
- [Webinar: Supporting adult carers](#) – NICE and SCIE
- [Supporting carers: guidance and case studies](#) – LGA
- [Social work practice with carers](#) – RiPfA
- [Carers UK](#) and [Carers Trust](#)



# Quality standard - Supporting adult carers (QS200)



# Supporting adult carers

NICE guideline [NG150] Published: 22 January 2020

## Tools and resources

Tools to help you put the guidance into practice.

### Education

- > [Quick guide: Supporting people who provide unpaid care for adults with health or social care needs – for social care practitioners](#)

### Guidance into practice

- > [About the Into practice guide](#)
- > [Practical steps to improving the quality of care and services using NICE guidance](#)

### Resource impact

- > [Resource impact statement](#)

### Shared learning

- > [Shared learning information](#)

### Audit and service improvement

- > [Baseline assessment tool](#)  
Excel 54 KB  
22 January 2020

### Research recommendations

- > [Research recommendations information](#)

# Supporting adult carers

Quality standard [QS200] Published: 19 March 2021

## Tools and resources

Tools to help you put the guidance into practice.

### Education

- > [Quick guide: Supporting people who provide unpaid care for adults with health or social care needs – for social care practitioners](#)

### Implementation support

- > [Implementation resources](#)
- > [How to use quality standards](#)

### Audit and service improvement

- > [Quality standard service improvement template](#)  
Excel 1.21 MB  
28 February 2023

### Guidance into practice

- > [About the Into practice guide](#)
- > [Practical steps to improving the quality of care and services using NICE guidance](#)

# Bringing NICE to life - examples in practice

North East and North Cumbria 'Carer Friendly Practice Award Scheme' resource pack

Partnership work with NHSE regional office, NHS North East and North Cumbria, local authority and VCSE sector



Practice award underpinned by NICE guideline and QS – supporting primary care teams to implement actions to support unpaid carers

'Carers on the frontline' a strategic framework for Cheshire and Merseyside ICS

Partnership work with NHSE regional office and VCSFE Carers Lead for the ICS



Strategic framework underpinned by NICE guideline and QS, and aligned to principles of NG44 on community engagement

South East and West 'Principles of what good looks like for carers'

Partnership work with NHSE regional office, ADASS Branch Networks and Carers UK



Principles established based on NICE QS. Incorporated (along with links to NG & QS) within National ADASS Carers Policy Network's work to promote carers agenda in ICBs (ICS briefing slide set)

# Principles of what good looks like for carers

Carers are identified by health and social care organisations and encouraged to recognise their role and rights

- People providing unpaid care to someone aged 16 or over with health or social care needs are encouraged by staff to recognise their carer role and right to support and advice

Carers are supported to actively participate in decision making and care planning for the person they care for

- If the person they care for agrees, health and social care staff proactively engage with carers and understand the value of their knowledge about the person they care for

Carers having a carer's assessment are given opportunity to discuss what matters most to them

- Including discussing carers health and wellbeing and help/support they may need. If wanting to work, support to remain in, start or return to work, education or training

Carers are given regular opportunity to discuss value of having a break from caring and options available to them

- Including ensuring carers make time for themselves in their usual routine, and are given or directed to information about local reliable alternative care services to meet their specific needs

Carers are offered supportive working arrangements by workplaces

- Carers who are in work can use flexible working arrangements and support and advice from their employer to help them balance caring with work



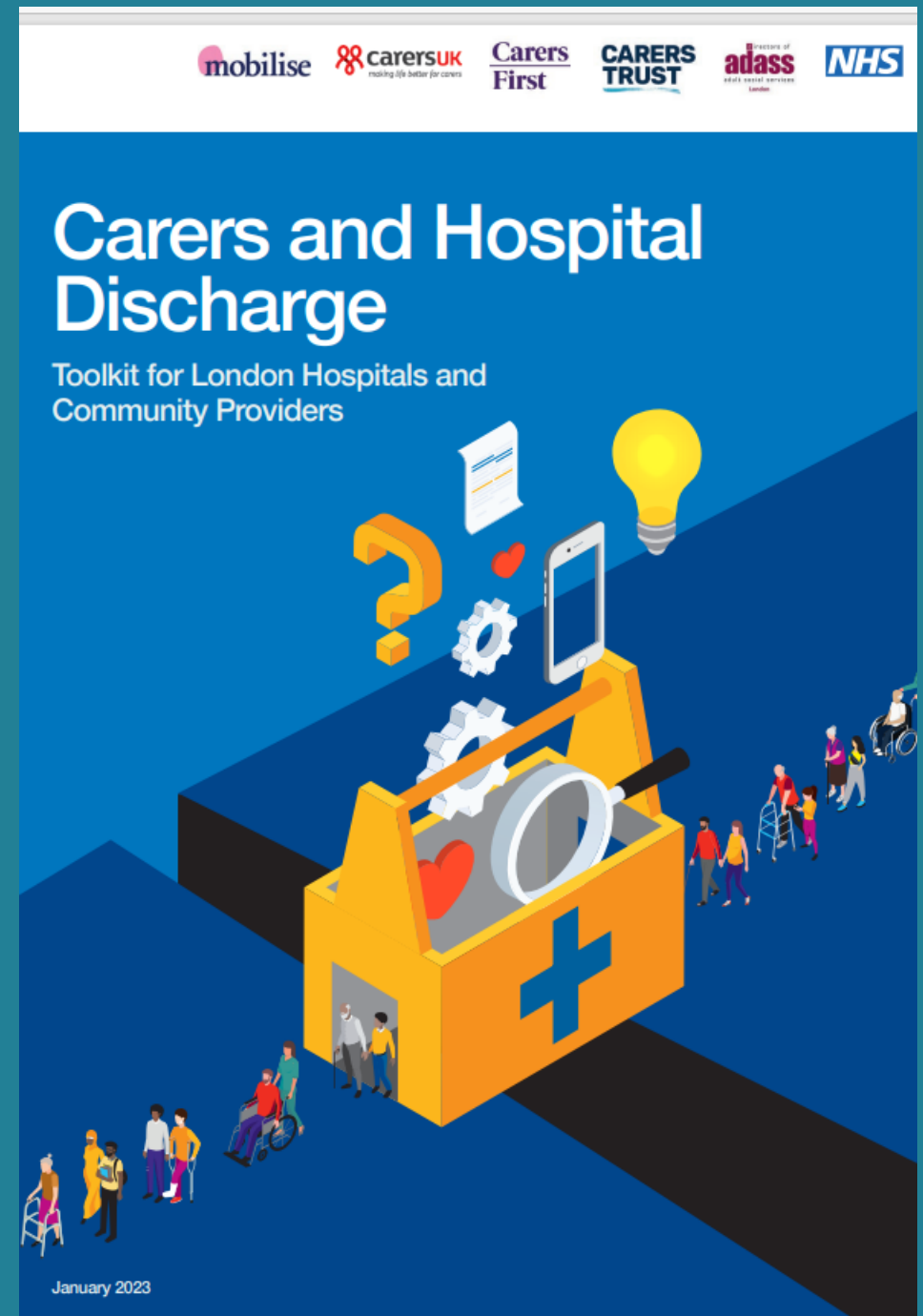
# London Carers and hospital discharge toolkit

Informed by NICE guidance - includes links to NICE guideline/quality statements on supporting adult carers, and other relevant guidelines i.e. Transition between inpatient hospital settings & community or care home settings for adults with social care needs

NICE

[carers-and-hospital-discharge.pdf](#)

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# London Borough of Waltham Forest

Local Authority carers strategy and stakeholder reporting framework underpinned by NICE quality standard supporting adult carers (QS200) - adapted so relevant to young carers, adult carers, parent carers.

Measurement and recording of improvement – all providers within WF and commissioned to provide a service by the council are now required to report quarterly against the strategy using an excel spreadsheet based on the quality standard service improvement template.

## All-Age Carers Strategy

April 2023 – March 2026



# NICE supporting quality improvement and CQC preparedness

# Assessment framework for local authority assurance

## Theme 1: Working with people

This theme covers:

- assessing needs
- planning and reviewing care
- arrangements for direct payments and charging
- supporting people to live healthier lives
- prevention
- wellbeing
- information and advice
- understanding and removing inequalities in care and support
- people's experiences and outcomes from care.

## Best practice and guidance

- [Supporting people who provide unpaid care for adults with health or social care needs, quick guide: NICE](#)
- [Supporting Adult Carers: NICE NG150](#)

## Assessing needs

**Quality statement:** We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

**Summary:** People with care and support needs, including unpaid carers, those who fund or arrange their own care and communities have the best possible wellbeing outcomes. This is because:

- their care and support needs are assessed in a timely and consistent way
- assessments and care and support plans are co-produced, up-to-date and regularly reviewed
- support is co-ordinated across different agencies and services
- decisions and outcomes are transparent.

People's care and support reflects their right to choice, builds on their strengths and assets, and reflects what they want to achieve and how they wish to live their lives.

# Supporting adult carers

Quality standard [QS200] Published: 19 March 2021

Quality standard

Tools and resources

History

Overview

Quality statements

Quality statement 1:  
Identifying carers

Quality statement 2: Working  
with carers

**Quality statement 3:  
Assessing carers' needs**

Quality statement 4: Carers'  
breaks

Quality statement 5: Helping  
carers stay in work

About this quality standard

## Quality standard

[Download \(PDF\)](#)

< Next >

### Quality statement 3: Assessing carers' needs

[Quality statement](#)

[Rationale](#)

[Quality measures](#)

[What the quality statement means for different audiences](#)

[Source guidance](#)

[Definitions of terms used in this quality statement](#)

[Equality and diversity considerations](#)

#### Quality statement

Carers having a carer's assessment are given the opportunity to discuss what matters most to them, including their own health, wellbeing and social care needs, and work, education, or training.

## Quality measures

### Structure

Evidence of local processes to ensure that carers having a carer's assessment are given the opportunity to discuss what matters most to them, including their own health, wellbeing and social care needs, and work, education, or training.

**Data source:** Local data collection, for example, local protocol or assessment forms.

### Process

a) Proportion of carers' assessments that included the health, wellbeing, and social care needs of the carer.

Numerator – the number in the denominator that included the health, wellbeing, and social care needs of the carer.

Denominator – the number of carers' assessments.

**Data source:** Local data collection, for example, local audit of client records.

b) Proportion of carers' assessments that included the work, education, or training needs of the carer.

Numerator – the number in the denominator that included the work, education, or training needs of the carer.

Denominator – the number of carers' assessments.

**Data source:** Local data collection, for example, local audit of client records.

### Process

a) Proportion of carers' assessments that included the health, wellbeing, and social care needs of the carer.

Numerator – the number in the denominator that included the health, wellbeing, and social care needs of the carer.

Denominator – the number of carers' assessments.

**Data source:** Local data collection, for example, local audit of client records.

b) Proportion of carers' assessments that included the work, education, or training needs of the carer.

Numerator – the number in the denominator that included the work, education, or training needs of the carer.

Denominator – the number of carers' assessments.

**Data source:** Local data collection, for example, local audit of client records.

### Outcome

a) Proportion of carers who had a carer's assessment who are satisfied that it reflects what matters most to them.

Numerator – the number in the denominator who are satisfied that it reflects what matters most to them.

Denominator – the number of carers who had a carer's assessment.

**Data source:** Local data collection, for example, survey of carers.

b) Carer quality of life.

**Data source:** Local data collection, for example, survey of carers. [NHS Digital's personal social services survey of adult carers in England](#) includes data on quality of life for carers who are in contact with local authorities. A carer-reported quality-of-life score based on these survey data is included in [NHS Digital's measures from the Adult Social Care Outcomes Framework](#).

c) Proportion of carers in paid work.

Numerator – the number in the denominator who are in paid work.

Denominator – the number of carers.

**Data source:** Local data collection, for example, survey of carers. [NHS Digital's personal social services survey of adult carers in England](#) includes data on employment status for carers who are in contact with local authorities. As some carers will choose not to work, local areas should agree the expected performance in relation to this measure.



## Unpaid carers and Care Quality Commission assurance toolkit

### Unpaid carers and Care Quality Commission assurance

This toolkit is designed to support councils with Care Quality Commission (CQC) assurance as it relates to unpaid carers. It builds on published information about the CQC's approach to assessing how well councils are discharging their duties under The Care Act (2014).

- Make sure that all public facing plans, strategies, policies, strategic needs assessments and commissioning are up to date and easy to find.
- Ensure there is working familiarity as they relate to unpaid carers, in advocacy, assessment (including person they care for), personal budget planning.
- Marshal all the data on unpaid carers, quantitative and qualitative, and areas of concern for CQC, for example with social care on offer, reducing assessment and services/support.
- Ensure that you can disaggregate and support for unpaid carers, at these and mitigating any risks, an assessment is carried out, a choice given to the needs of the carer and support for young carers and parent-carers, and that this diversity and choice is reflected in any carer's assessments you include in the cases which will be 'tracked' by CQC.
- Ensure local carers organisations, and unpaid carers, are prepared for participation in discussions with CQC about their experience (including case tracking) and agree which local carers organisations CQC may wish to speak to, as well as how you will ensure views and experiences independent of the council can be shared, including from carers not known to the local system, or who are least likely to identify as a carer, or take up information, advice and support.
- Ensure you can evidence compliance with the duty to undertake young carer transition assessments, and support for parent-carers, and have developed appropriate local carer support offers for these groups.
- Ensure you can evidence how quality standards e.g. NICE guidelines and quality standards on Supporting adult carers, and other good practice resources, have been used to inform your approach to the provision and improvement of support for unpaid carers.
- Ensure your senior leadership and elected members in councils are sighted on the CQC assurance framework and are aware that this includes support for unpaid carers
- Be ready to show how you've fulfilled your duty to co-operate with the NHS in relation to unpaid carer support and that your NHS partners are briefed about the assurance process and their role in this.



# Discussion Q & A

# NICE - Supporting Adult Carers Torbay and South Devon NHS Foundation Trust

January 2024

Katy Heard, Carers Lead - 07747 847 569

## Why now?

- NICE guidance NG-150 Supporting Adult Carers - Feb 2020
- Quality Standards (QS200)\* - March 2021
- LGA are looking at how councils can use National Institute for Health and Care Excellence (NICE) quality standards to drive improvement in how they support unpaid carers. NICE guidelines are referenced by the Care Quality Commission (CQC) in their assessment framework as best practice.

NB cover provision of support for adults aged 18 or over who provide unpaid care for 1 or more people aged 16 or over with health and social care needs. <https://www.nice.org.uk/guidance/qs200>

## NICE Quality Statements

- [Statement 1](#) Carers are identified by health and social care organisations and encouraged to recognise their role and rights.
- [Statement 2](#) Carers are supported to actively participate in decision making and care planning for the person they care for.
- [Statement 3](#) Carers having a carer's assessment are given the opportunity to discuss what matters most to them, including their own health, wellbeing and social care needs, and work, education, or training.
- [Statement 4](#) Carers are regularly given the opportunity to discuss with health and social care practitioners the value of having a break from caring and the options available to them.
- [Statement 5](#) Carers are offered supportive working arrangements by workplaces.

## Quality statement 1: Identifying carers

[Quality statement](#)

[Rationale](#)

[Quality measures](#)

[What the quality statement means for different audiences](#)

[Source guidance](#)

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[Equality and diversity considerations](#)

## Eg - Structure for Standard 1

**a) Evidence that health and social care organisations have strategies, policies and processes to identify carers and encourage them to recognise their role and rights.**

Data source: Local data collection, for example, audit of local policies and processes. [Improving support for unpaid carers | Local Government Association- 10 things](#)

**b) Evidence that health and social care practitioners understand their responsibilities under the Care Act 2014 to identify carers.**

Data source: Local data collection, for example, [carer awareness training records](#).

**c) Evidence of local arrangements to encourage carers to self-identify and seek support.**

Data source: Local data collection, for example, evidence of publicity and information sharing initiatives to support NHS England and NHS Improvement's supporting carers in general practice: a framework of quality markers.

**d) Evidence that health and social care organisations have systems to record and share details about carers, with their consent.**

Data source: Local data collection, for example, audit of systems such as a carer's register to support NHS England and NHS Improvement's supporting carers in general practice: a framework of quality markers.

## Eg - Outcome for Standard 1

a) Number of carers known to local health and care organisations.

Data source: Local data collection, for example, a carer's register, NHS Digital's Short and Long Term (SALT) data collection. Local health and social care organisations should share data to ensure they have an accurate assessment of the number of known carers.

b) Average time it takes for carers to recognise their caring role.

Data source: Local data collection, for example, carer registration information and survey of carers. National data is collected in the Carers UK State of Caring survey.



# Torbay's take on it

Helpful way of structuring evidence

Reassurance if not actively been using it...

- none of the aspects of QS are new – many based on Care Act / NHSE Commitment to Carers or NHS long-term plan, remainder on good practice / evidence of what works.
- not being integrated should not be a barrier if working in partnership. eg. GDPR re data sharing, working with GPs.
- Data from SALT / National Carers Survey - ASCOF (put in one place)

# Issues and hints

## **Data - Some of suggested data, we do not record or is not live data:**

eg Carer Awareness training. Alternative – evidence from case files that Care Act is mentioned, evidence from training modules / contracts

eg how long till identified as Carer – (State of Caring may start doing some regional data). Alternative – ask in surveys / evaluations you are doing

## **‘Reluctant’ partners:**

Solutions: find what meets their aims and make it as easy as possible for them. (Most get CQC inspected – it will make them look good). Work with keen ones and share it out. Get someone senior / in Quality position on board and make it formal target / project.

# Issues / Hints cont'd

Use power of ICS eg if one area looking better than others. Devon-wide Commitment to Carers. Employers for Carers.

Standardly build things in where can eg relevant sections of NG150 into contracts, strategies eg 'how long till identified' into surveys / feedback. Automated monthly data reports wherever possible!

Carers' Breaks – huge issue. Hoping ARF funding may help.

Equality and Diversity – throughout. Standards include useful pointers

Capacity - struggle to make Carers everyone's business not just mine, but standards give useful framework rather than additional work.

# Time for reflection....



**Share your thoughts via  
chat bar function**

What actions are you going to take away and do as a result of today's session?

How can you use NICE quality standards to drive improvement in how you support unpaid carers?

Are you evidencing how the NICE guideline and quality standard on supporting carers are informing your approach to the provision and improvement of support for unpaid carers?

# Thank you

# Discussion Q & A

# Thank you Closing Remarks