

## ***Changes to Contracted Carers Services in Gloucestershire from 1 April 2019***

### ***Frequently Asked Questions***

**Q1 I have heard there are going to be changes to Carers Services in Gloucestershire, is this true?**

**A** From the 1 April 2019, Carers Gloucestershire and Guideposts Trust will no longer be the service providers for Gloucestershire County Council contracted carer services. From 1 April 2019 these services will be provided by PeoplePlus.

**Q2 What services for carers will move to the new provider?**

**A** The following Gloucestershire County Council contracted carers services are moving to PeoplePlus:

- Information, advice and guidance
- Carers assessment and support planning
- Carers Emergency Scheme
- Carers Breaks
- Carers Wellbeing payments
- Hospital Liaison
- Carers' Voice
- Positive Caring education and training
- Carers emotional support and counselling
- Peer support and support groups

In addition, PeoplePlus will:

- Work with employers in Gloucestershire to improve their offer of support for employees who are carers
- Develop a discount scheme for carers covering a range of services in Gloucestershire to support health and wellbeing
- Establish a Carers Partnership Board where carers will have an equal opportunity to take part in decision making for the future

The new service for carers will be called Gloucestershire Carers Hub.

**Q3 Why do the providers need to change?**

**A** The existing carers services contracts are due to expire on the 31 March 2019. Gloucestershire County Council, in line with the Public Contract Regulations that the public sector has to follow, undertook an open, fair and transparent procurement (tender) process to find a provider who could deliver these services from 1 April 2019. The tender asked providers about a range of things including their relevant experience, how they would provide and develop carers' services and how they would ensure services were of a high quality offering value for money. The tender explained how providers' bids would be assessed and, following evaluation of the bids, PeoplePlus were appointed the new provider of carers' services from 1 April 2019.

**Q4 Were carers involved in the tender process?**

**A** Carers were involved throughout the procurement process. Engagement and feedback from carers informed the new service specification and carers attended the bidders' presentations, providing feedback to evaluators.

**Q5 Who is the new provider?**

**A** The new provider is called PeoplePlus. They support people through a range of public services, including services for carers. Their vision is "to make a difference to the lives of 1 million people by 2022". PeoplePlus have said that "at the heart of our carers' services is the knowledge, experience and expertise that provides carers with the relevant Information, advice, guidance and support to live healthily, independently and to participate in their communities as fully as possible and ultimately to feel more confident in their caring role. We have a long and successful track record of working with local authorities to provide the best possible service for carers. It is our job to work flexibly with partners from across the region - specialist condition organisations, social care and the many other excellent support bodies across the county to provide the best possible service for carers in Gloucestershire".

**Q6 How will these changes affect me?**

**A** Carers Gloucestershire, Guideposts Trust, PeoplePlus and Gloucestershire County Council are working together on robust plans to ensure the transition of services are as smooth as possible.

Carers Gloucestershire and Guideposts Trust will continue to provide services until 31 March 2019. Please continue to contact Carers Gloucestershire or Guideposts Trust for carers' services until this date:

Carers Gloucestershire: <https://www.carersgloucestershire.org.uk/> 0300 111 9000

Guideposts: <http://guideposts.org.uk/gloucestershire-services/> 01452 529697

Details about the new Gloucestershire Carers Hub, and how to access services from 1 April 2019, will be communicated throughout March 2019.

**Q7 Will I have to pay now it's a private sector provider?**

**A** These services for carers are free to carers and funded by Gloucestershire County Council and NHS Gloucestershire Clinical Commissioning Group. This will not change after 1 April 2019.

**Q8 Will the new service be local with local knowledge?**

**A** Gloucestershire Carers Hub will have an office in Gloucester but the majority of staff and volunteers will be supporting carers directly and in their own local communities. A significant number of staff will transfer over from Carers Gloucestershire, supporting PeoplePlus on with their knowledge of, and insights into, the local area. Alongside this, PeoplePlus will ensure they engage with the right partners from 'day one' with an explicit commitment to ensure that carers are getting the best possible support across Gloucestershire.

**Q9 What services will Carers Gloucestershire and Guideposts offer from 1 April 2019?**

**A** Further information on the services Carers Gloucestershire and Guideposts will offer after 1 April 2019 will be provided in due course.

**Q10 Will I need a new carers assessment?**

**A** If you received a carers assessment from Carers Gloucestershire before 31 March 2019, and you consented to your data being securely transferred to the new provider, you will not need a new assessment after 1 April 2019.

**Q11 When will I get a carers assessment?**

**A** If you do not receive your assessment before the 31 March 2019, with your consent, your information will be securely transferred to PeoplePlus who will undertake your assessment after 1 April 2019. Discuss with Carers Gloucestershire if urgent.

**Q12 Where can I have my assessment?**

**A** Carers Gloucestershire will continue to offer carers assessments at home (where needed) up until 16 March 2019, however, available time slots may book up quickly. Phone assessments will continue until the end of March 2019, again depending on time availability of the team. If you do not receive your assessment before the 31 March 2019, with your consent, your information will be securely transferred to PeoplePlus who will undertake your assessment after 1 April 2019.

**Q13 I'm registered with the Carers Emergency Scheme, will I need to re-register with the new provider?**

**A** If you registered with Carers Gloucestershire/Guideposts Trust for the Carers Emergency Scheme prior to 31 March 2019, and you consented to your data being securely transferred to the new provider, you will not need to re-register after 1 April 2019.

**Q14 Will my Carers Break continue? Will I have to change provider?**

**A** PeoplePlus are working with Crossroads Care (Forest of Dean) and Crossroads Care (Central and East Gloucestershire) to enable you to stay with them for your Carers Break after 1 April 2019.

**Q14 How will the Carers Voice be heard?**

**A** PeoplePlus would like to work with Gloucestershire Carers Alliance to continue to bring together young carers, parent carers and carers of adults to influence policy and improve services, leading to better outcomes for all carers.

Gloucestershire Carers Hub will be collecting regular feedback from carers about the service including a listening post to gather thoughts and suggestions for service improvement, development and involving carers in the co-production of services. Developments and updates will be communicated back to carers via a "You said, we did" initiative and will be broadcast via newsletters, website and social media.

**Q15 Where can I find more information?**

**A** Please contact Carers Gloucestershire, Guideposts Trust or Gloucestershire County Council for more information about these changes or if you are worried how these changes may affect you.