

Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 5th November, 2020
at 5.00 pm

PLEASE NOTE TIME OF MEETING

Virtual Meeting

This meeting is open to the public

Members

Councillor Savage (Chair)
Councillor Prior (Vice-Chair)
Councillor Coombs
Councillor B Harris
Councillor McEwing
Councillor White
Councillor Windle

Democratic Support Officer
Maria McKay
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Contact

Scrutiny Manager
Mark Pirnie
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PUBLIC INFORMATION

Role of Scrutiny Panel Inquiry – Carer Friendly Southampton

The Overview and Scrutiny Management Committee have instructed the Scrutiny Panel to undertake an inquiry.

Purpose: To identify opportunities to improve support for carers in Southampton.

Use of Social Media:- The Council supports the video or audio recording of meetings open to the public, for either live or subsequent broadcast. However, if, in the Chair's opinion, a person filming or recording a meeting or taking photographs is interrupting proceedings or causing a disturbance, under the Council's Standing Orders the person can be ordered to stop their activity, or to leave the meeting.

By entering the meeting room you are consenting to being recorded and to the use of those images and recordings for broadcasting and or/training purposes. The meeting may be recorded by the press or members of the public.

Any person or organisation filming, recording or broadcasting any meeting of the Council is responsible for any claims or other liability resulting from them doing so.

Details of the Council's Guidance on the recording of meetings is available on the Council's website.

Southampton: Corporate Plan 2020-2025 sets out the four key outcomes:

- Communities, culture & homes - Celebrating the diversity of cultures within Southampton; enhancing our cultural and historical offer and using these to help transform our communities.
- Green City - Providing a sustainable, clean, healthy and safe environment for everyone. Nurturing green spaces and embracing our waterfront.
- Place shaping - Delivering a city for future generations. Using data, insight and vision to meet the current and future needs of the city.
- Wellbeing - Start well, live well, age well, die well; working with other partners and other services to make sure that customers get the right help at the right time

Public Representations

At the discretion of the Chair, members of the public may address the meeting about any report on the agenda for the meeting in which they have a relevant interest.

Smoking policy – the Council operates a no-smoking policy in all civic buildings.

Mobile Telephones – please turn off your mobile telephone whilst in the meeting.

Fire Procedure – in the event of a fire or other emergency a continuous alarm will sound and you will be advised by Council officers what action to take.

Access – access is available for the disabled. Please contact the Democratic Support Officer who will help to make any necessary arrangements.

Dates of Meetings: Municipal Year 2020/202

8 October 2020
5 November 2020
26 November 2020
7 January 2021
28 January 2021
25 February 2021

CONDUCT OF MEETING

TERMS OF REFERENCE

The general role and terms of reference of the Overview and Scrutiny Management Committee, together with those for all Scrutiny Panels, are set out in Part 2 (Article 6) of the Council's Constitution, and their particular roles are set out in Part 4 (Overview and Scrutiny Procedure Rules – paragraph 5) of the Constitution.

BUSINESS TO BE DISCUSSED

Only those items listed on the attached agenda may be considered at this meeting.

RULES OF PROCEDURE

The meeting is governed by the Council Procedure Rules and the Overview and Scrutiny Procedure Rules as set out in Part 4 of the Constitution.

QUORUM

The minimum number of appointed Members required to be in attendance to hold the meeting is 3.

DISCLOSURE OF INTERESTS

Members are required to disclose, in accordance with the Members' Code of Conduct, **both** the existence **and** nature of any "Disclosable Pecuniary Interest" or "Other Interest" they may have in relation to matters for consideration on this Agenda.

DISCLOSABLE PECUNIARY INTERESTS

A Member must regard himself or herself as having a Disclosable Pecuniary Interest in any matter that they or their spouse, partner, a person they are living with as husband or wife, or a person with whom they are living as if they were a civil partner in relation to:

- (i) Any employment, office, trade, profession or vocation carried on for profit or gain.
- (ii) Sponsorship:

Any payment or provision of any other financial benefit (other than from Southampton City Council) made or provided within the relevant period in respect of any expense incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

(iii) Any contract which is made between you / your spouse etc (or a body in which the you / your spouse etc has a beneficial interest) and Southampton City Council under which goods or services are to be provided or works are to be executed, and which has not been fully discharged.

(iv) Any beneficial interest in land which is within the area of Southampton.

(v) Any license (held alone or jointly with others) to occupy land in the area of Southampton for a month or longer.

(vi) Any tenancy where (to your knowledge) the landlord is Southampton City Council and the tenant is a body in which you / your spouse etc has a beneficial interests.

(vii) Any beneficial interest in securities of a body where that body (to your knowledge) has a place of business or land in the area of Southampton, and either:

- a) the total nominal value for the securities exceeds £25,000 or one hundredth of the total issued share capital of that body, or
- b) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you / your spouse etc has a beneficial interest that exceeds one hundredth of the total issued share capital of that class.

Other Interests

A Member must regard himself or herself as having an 'Other Interest' in any membership of, or occupation of a position of general control or management in:

Any body to which they have been appointed or nominated by Southampton City Council

Any public authority or body exercising functions of a public nature

Any body directed to charitable purposes

Any body whose principal purpose includes the influence of public opinion or policy

Principles of Decision Making

All decisions of the Council will be made in accordance with the following principles:-

- proportionality (i.e. the action must be proportionate to the desired outcome);
- due consultation and the taking of professional advice from officers;
- respect for human rights;
- a presumption in favour of openness, accountability and transparency;
- setting out what options have been considered;
- setting out reasons for the decision; and
- clarity of aims and desired outcomes.

In exercising discretion, the decision maker must:

- understand the law that regulates the decision making power and gives effect to it. The decision-maker must direct itself properly in law;
- take into account all relevant matters (those matters which the law requires the authority as a matter of legal obligation to take into account);
- leave out of account irrelevant considerations;
- act for a proper purpose, exercising its powers for the public good;
- not reach a decision which no authority acting reasonably could reach, (also known as the "rationality" or "taking leave of your senses" principle);
- comply with the rule that local government finance is to be conducted on an annual basis. Save to the extent authorised by Parliament, 'live now, pay later' and forward funding are unlawful; and
- act with procedural propriety in accordance with the rules of fairness.

AGENDA

1 APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)

To note any changes in membership of the Panel made in accordance with Council Procedure Rule 4.3.

2 DISCLOSURE OF PERSONAL AND PECUNIARY INTERESTS

In accordance with the Localism Act 2011, and the Council's Code of Conduct, Members to disclose any personal or pecuniary interests in any matter included on the agenda for this meeting.

3 DECLARATIONS OF SCRUTINY INTEREST

Members are invited to declare any prior participation in any decision taken by a Committee, Sub-Committee, or Panel of the Council on the agenda and being scrutinised at this meeting.

4 DECLARATION OF PARTY POLITICAL WHIP

Members are invited to declare the application of any party political whip on any matter on the agenda and being scrutinised at this meeting.

5 STATEMENT FROM THE CHAIR

6 CARER FRIENDLY SOUTHAMPTON - CARERS HEALTH, WELLBEING AND SAFETY (Pages 1 - 14)

Report of the Director of Legal and Business Operations requesting that the Panel consider the comments made by the invited guests and use the information provided as evidence in the review

Wednesday, 28 October 2020

Service Director – Legal and Business Operations

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Agenda Item 6

DECISION-MAKER:	SCRUTINY INQUIRY PANEL
SUBJECT:	CARER FRIENDLY SOUTHAMPTON – CARERS HEALTH, WELLBEING AND SAFETY
DATE OF DECISION:	5 NOVEMBER 2020
REPORT OF:	DIRECTOR – LEGAL AND BUSINESS OPERATIONS

<u>CONTACT DETAILS</u>			
Executive Director	Title	Deputy Chief Executive	
	Name:	Mike Harris	Tel: 023 8083 2882
	E-mail	Mike.harris@southampton.gov.uk	
Author:	Title	Scrutiny Manager	
	Name:	Mark Pirnie	Tel: 023 8083 3886
	E-mail	Mark.pirnie@southampton.gov.uk	

STATEMENT OF CONFIDENTIALITY	
None	
BRIEF SUMMARY	
In accordance with the inquiry plan, for the second meeting of the 'Carer Friendly Southampton Inquiry' the Panel will be considering issues related to the health, wellbeing and safety of carers.	
RECOMMENDATIONS:	
(i)	The Panel is recommended to consider the comments made by the invited guests and use the information provided as evidence in the review.
REASONS FOR REPORT RECOMMENDATIONS	
1.	To enable the Panel to compile a file of evidence in order to formulate findings and recommendations at the end of the review process.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	None.
DETAIL (Including consultation carried out)	
3.	At the inaugural meeting of the inquiry the Panel were provided with an overview of the challenges carers are experiencing, and the commissioning landscape for carers support in Southampton.
4.	At the second meeting the Panel will be considering issues related to the health, wellbeing and safety of carers.
5.	Studies indicate that the impact of informal caregiving on the carer's health is complex, and the intensity of care provision has an adverse impact on the caregivers' health, while social participation could have a protective role in this respect.

6.	<p>According to Carers UK's State of Caring 2018 Survey:</p> <ul style="list-style-type: none"> • People providing high levels of care are twice as likely to be permanently sick or disabled • 72% of carers responding said they had suffered mental ill health as a result of caring • 61% said they had suffered physical ill health as a result of caring • 8 in 10 people caring for loved ones say they have felt lonely or socially isolated.
7.	<p>To provide a carers perspective on the issues the Panel will hear from carers about their experiences related to their health and wellbeing.</p>
8.	<p>Following the insight from carers a number of guests have been invited to provide the Panel with information on support to improve the health and wellbeing of carers:</p> <ul style="list-style-type: none"> • Clare Rachwal – Team Manager, Portsmouth Carers Centre <p>Clare has been invited to share with the Panel an overview of how Portsmouth support carers health and wellbeing.</p> <ul style="list-style-type: none"> • Sarah Balchin, - Associate Director Patient Experience, Solent NHS Trust • Dawn Buck - Head of Patient and Public Engagement and Patient Experience, Southern Health NHS Foundation Trust • Jackie Petley - Carer Experience Lead, University Hospital Southampton NHS Foundation Trust <p>Representatives from the NHS providers in Southampton will deliver a joint presentation on the work they are engaged in to support the health and wellbeing of carers.</p> <ul style="list-style-type: none"> • Sharon Stewart – Divisional Head of Service for Adult Social Care, Southampton City Council <p>Sharon will be outlining the whole family and strengths-based approach employed by Adult Social Care.</p> <p>In addition, attempts are being made to secure the attendance of a GP in Southampton to understand how primary care services support the health of carers.</p>
9.	<p>The invited guests will take questions from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.</p>
10.	<p>To provide context to the discussion, attached as appendices are examples of best practice with regards to carers health and wellbeing from the NHS Commitment to Carers Toolkit (Appendix 3), and, attached as Appendix 1, actions and commitments from the Government's 'Carers Action Plan 2018-20' and 'NHS England's Commitment to Carers' relevant to the meeting topic.</p>
RESOURCE IMPLICATIONS	
<u>Capital/Revenue/Property/Other</u>	
11.	None
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	

12.	The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.
Other Legal Implications:	
13.	None
RISK MANAGEMENT IMPLICATIONS	
14.	None
POLICY FRAMEWORK IMPLICATIONS	
15.	None

KEY DECISION?	No
WARDS/COMMUNITIES AFFECTED:	None
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Actions and commitments from the National Carers Action Plan and NHS Commitment to Carers
2.	Best practice examples – Carers health and wellbeing

Documents In Members' Rooms

1.	None
Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out?	No
Data Protection Impact Assessment	
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	No
Other Background documents available for inspection at:	
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None

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Evidence of National Plans to Support Carers:

Scrutiny Inquiry Carer Friendly Southampton 5th November 2020

The Government's 'Carers Action Plan 2018-20' and 'NHS England's Commitment to Carers'

In 2016, to build on the [National Carers Strategy 2008](#) and its refresh [Recognised Valued and Supported:-next steps for the carers' strategy 2010](#), the government asked *How can we improve support for carers?* and commissioned a [Call for Evidence](#) to inform the publication of the [Carers Action Plan 2018-2020](#). It is a cross-government plan which sets out 64 actions across 5 priorities and aims to improve the health and wellbeing of carers and to support a better experience for them. The government will seek to understand the extent to which the action plan helps to:

- increase the number of employers who are aware of caring and the impact this has on their workforce;
- support health and social care professionals to be better at identifying, valuing and working with carers;
- improve access to appropriate support for carers, including respite care and carers breaks;
- improve the evidence base on carers to inform future policy and decisions; and
- ensure that the needs of carers are recognised in relevant government strategies such as [Improving Lives: the future of work, health and disability](#).

NHS England has a number of responsibilities towards carers that have been outlined in the [Department of Health's Mandate to NHS England](#); the [NHS Outcomes Framework 2014/15](#) (NHSOF) and within [Putting Patients First: The NHS England business plan for 2013-16](#). One notable objective in the mandate and business plan is *'to ensure that the NHS becomes dramatically better at involving patients and their carers, and empowering them to manage and make decisions about their own care and treatment*. In addition, the NHSOF incorporates an indicator that seeks to measure the health related quality of life for carers. In reply to these responsibilities, [NHS England's Commitment to Carers 2014](#) was published: there are 37 commitments across 8 priorities. The Enhanced Commitment to Carers due in April 2019 has been delayed with no new date given.

Tables 2 and 3 below show the actions / commitments that are relevant to the Scrutiny inquiry meeting on 5th November.

Table 1 - Carers Friendly Southampton Scrutiny Inquiry Dates and Topics

<p>5th Nov 4</p> <p>1 Carers health, wellbeing and safety</p> <p>1.1 Time for yourself and isolation</p> <p>1.2 Health & wellbeing, including mental health needs</p> <p>1.3 Relationships support (family dynamics) and experience of loss</p>	<p>26th Nov 1</p> <p>2 Carers identification rights and recognition</p> <p>2.1 Role of professionals to identify</p> <p>2.2 Self-identity</p> <p>2.3 Planning for emergencies</p> <p>2.4 Access and quality of respite or replacement care: planned and unplanned breaks</p> <p>2.5 Assessments</p>	<p>7th Jan 2</p> <p>3 Access to information, advice and guidance</p> <p>3.1 Financial support and the DWP</p> <p>3.2 Access to practical support and help from the community</p> <p>3.3 Housing and adaptations issues</p>
<p>28 January 2021 3</p> <p>4 Support to carers</p> <p>4.1 Access to health and social care services in the caring role</p> <p>4.2 Information advice and guidance for the caring role</p> <p>4.3 Support and training for a carer</p> <p>4.4 Experience and response to Covid-19</p>	<p>25 February 2021</p> <p>5 Support in education and work</p> <p>5.1 Young carers protected and supported to learn and thrive</p> <p>5.2 Opportunities and challenges in work and education</p> <p>5.3 Access and availability for transport to support the caring role</p>	

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Table 2 National Carers Action Plan

N°	Action	Lead	Delivery (national?)
	<p>Chapter 1 Services and systems that work for carers</p> <p>The actions below are designed to improve awareness and understanding among health professionals and social workers, and work with local government to ensure carers are able to access the support they are entitled to, including a specific action on respite care.</p>		

N°	Action	Lead	Delivery (national?)
	<p>Raising awareness of and promoting best practice amongst health professionals</p> <p>These actions seek to improve health professionals' awareness and identification of carers so that carers feel that they are listened to and their views are appropriately taken into account when the person they care for is in a healthcare setting. In addition, the Department of Health and Social Care has committed to reviewing the implementation of the Care Act in 2019.</p>		
1.2	Work with the Care Quality Commission (CQC) on the development of quality standards for carer-friendly GP practices.	NHSE	Spring 2019
1.3	Identify exemplar bereavement care pathways focusing on improving the identification of and support for carers in relation to end of life care and bereavement.	NHSE	March 2019
1.2	<p>Dementia 2020 Challenge:</p> <ul style="list-style-type: none"> • Ensure GPs are playing a leading role in ensuring coordination and continuity of care for people with dementia and their carers. The next phase will be to establish a nationally agreed set of codes for the dementia care plan in 2018. • Insure that people with dementia and their carers are supported by health and care staff that have undertaken appropriate levels of dementia awareness and training. • Increase the numbers of hospitals who have signed up to the Dementia Friendly Hospitals Charter and to explore options for increasing the number of volunteers in hospitals to support people with dementia. 	<p>NHSE</p> <p>SfC, HEE, AS, ADASS DHSC</p>	<p>2020 Review 2018</p> <p>2020 Review 2018 2020</p>
1.2	Develop a 'productive healthy ageing' action plan, with a focus on reducing health inequalities. This action plan will promote productive healthy ageing and dementia risk reduction messages, including those that impact on carers.	PHE	2018/19
1.2 4.3	Work with unpaid carers and their representative organisations to consider healthcare education and training needs for unpaid carers, to empower and equip them with the knowledge and skills they need.	HEE & DHSC	Autumn 2018
	<p>Chapter 4 Recognising and supporting carers in the wider community and society</p> <p>The actions set out in this chapter aim to raise awareness of caring to build carer-friendly communities that recognise carers, and better support them, including in employment and in combating loneliness.</p>		
	<p>Loneliness</p> <p>This action seeks to better understand how loneliness affects carers and find ways to combat it</p>		

N°	Action	Lead	Delivery (national?)
1.3	Carers are particularly susceptible to experiencing loneliness and as such they will be considered in the development of the cross-government loneliness strategy.	DCMS	2018/19
	<p style="text-align: center;">Chapter 5 Building research and evidence to improve outcomes for carer</p> <p>The following actions seek to strengthen the information on unpaid carers to make sure that future policies are informed by a strong evidence base and are able to take into account the wide range of caring roles provided by unpaid carers</p>		
All	Fund research to improve the information available on carers	DHSC	2018/19 & 2019/20
All	Carry out insight work exploring attitudes to informal care and factors influencing propensity to care.	DHSC	2018/19 & 2019/20
All	Commission survey data on carers experiences.	DHSC	2019/20
All	Improve existing data sources on carers, including the bi-annual carers survey and GP patient survey.	DHSC	2018/19 & 2019/20
All	Digital discovery work to understand the extent to which carers' needs are currently met by the information available online: particular focus on combining caring and working.	DHSC, GEO, BEIS & DWP	2018/19 & 2019/20
All	Maintain the international Carer-Related Research and Evidence Exchange Network: international and national knowledge exchange around carer research evidence, practice, policy and innovation. www.open.ac.uk/caren	Open University / DHSC	Ongoing

Glossary

Alzheimer's Society (AS)
 Association of Directors of Adult Social Services (ADASS)
 Civil Service Employee Policy (CSEP)
 Department for Business, Energy and Industrial Strategy (BEIS)

Department of Health and Social Care (DHSC)
 Department for Work and Pensions (DWP),
 Government Equalities Office (GEO)
 Health Education England (HEE)
 Learning and Work Institute (LWI)
 Ministry of Defence (MOD)

National Health service England (NHSE)
 Social Care and Research in Practice for Adults (RiPFA)
 Skills for Care (SfC)

Table 3

NHS England's Commitment to Carers.

Nº.	Commitment	Delivery
Priority 1 Raising the Profile of Carers		
1.2 5.1	NHSE in partnership with NHS IQ to hold a national NHS Young Carers event to support how young carers can be better supported and the wellbeing of young carers promoted by the NHS.	Oct 2014
1.2 5.1	NHSE to support a Carers Champions Network bringing together the healthcare and carers groups.	Ongoing
Priority 2 Education, Training and Information		
1.2	NHSE to contribute to increasing the awareness within the NHS of the duties and functions of local authorities with regards to carers.	April 2015
Priority 3 Service Development		
1.3	NHSE's new ambitions for End of Life Care, to be published in June 2014, will include the intentions for support for carers and bereaved relatives.	June 2014
1.2 4.2	NHSE to support timely dementia diagnosis and the best available treatment for everyone who needs it, including support for their carers. For example, the revised Dementia Enhanced Service will include an offer of a health check for carers and signposting for information and support.	March 2015
1.2	Develop a programme of work to support the health and wellbeing of carers through the community nursing strategy.	April 2015

Nº.	Commitment	Delivery
1.2 5.2	NHSE's widening digital participation programme to reduce inequalities: '100,000 citizens trained in basic online skills to boost health literacy' will apply to carers as well as patients.	April 2015
<p>Priority 4 Person-centred, well-coordinated Care</p>		
1.2	NHSE will promote and work towards parity of esteem for carers so that mental health and wellbeing is considered and supported alongside physical health needs.	March 2015
1.2	Patients who can benefit will have the option to hold their own personal health budget resulting in direct benefits to carers, including feeling more in control and perceived health improvements.	Ongoing
<p>Priority 5 Primary Care</p>		
1.2	Scope how NHSE can most effectively support the RCGP and other partners in the work they intend to develop around carers.	July 2014
1.2	NHSE will consider how carers can be supported through commissioning of primary care including through future developments to the GP contract and enhanced services.	March 2015
<p>Priority 6 Commissioning support</p>		
	NHSE to undertake a series of regional evidence summits for carers to establish an independent assessment of the evidence in order to capture, disseminate and encourage good practice.	2014/15
	NHSE to maximise opportunities to capture feedback and incorporate into discussions and work to improve quality and inform best practice.	Dec 2014

Nº.	Commitment	Delivery
	NHSE to undertake a piece of work to understand the impact of current commissioning incentives and system drivers in supporting carers. For example, through the GP contract, revisions to enhanced services for unplanned admissions and dementia.	Oct 2014
1.3	NHSE to review current national processes in place to gather bereaved carers' views on the quality of care in the last three months of life in order to address gaps in evidence.	March 2015
	Where commissioners identify the need for support, co-produce practical tools and a support programme of implementation with NHS IQ.	March 2015

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Review of Best Practice and Documents for Scrutiny Inquiry- Carer Friendly Southampton

5th November 2020: Carers health, wellbeing and safety

Priorities with Inquiry Dates

<p>5th November</p> <p>1 Carers health, wellbeing and safety</p> <p>1.1 Time for yourself and isolation</p> <p>1.2 Health & wellbeing, including mental health needs</p> <p>1.3 Relationships support (family dynamics) and experience of loss</p>	<p>26th November</p> <p>2 Carers identification rights and recognition</p> <p>2.1 Role of professionals to identify</p> <p>2.2 Self-identity</p> <p>2.3 Planning for emergencies</p> <p>2.4 Access and quality of respite or replacement care: planned and unplanned breaks</p> <p>2.5 Assessments</p>	<p>7th January</p> <p>3 Access to information, advice and guidance</p> <p>3.1 Financial support and the DWP</p> <p>3.2 Access to practical support and help from the community</p> <p>3.3 Housing and adaptations issues</p>
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Reviews

NHS Commitment to Carers Toolkit have provided the following as examples of best practice. Some meet more than one Scrutiny Inquiry topic.			
Local Authority	Priority (N ^o)	Brief description	Contact details
Devon County Council & Devon Carers	1.2 4.1	Carer Health Check – Carer can have a Wellbeing and Health check alongside their carer’s assessment – this can be completed by a GP or Devon Carers.	Health Check document here.
Carers in Southampton and Hertfordshire County Council	1.2	Herts Carer Passports and Southampton Carers Card, it provides identification and discounts across the county.	https://www.carersinsouthampton.co.uk/carers-cards Carers in Herts Webpage here.
Surrey County Council	1.2	Surrey have identified the following as best practice: professionals and services that young carers come into contact with should be more flexible and adaptive to the young carer’s life. Child and Adolescent Mental Health (CAMHS) service was mentioned as too formal and appointments were set at inconvenient times and locations.	
Sutton Council and Birmingham Carers Hub	1.3 3.3 4.2 4.3 5.2	Provision of advice and information on technology to help carers in their caring role and help cared for people maintain independence and / or keep safe. Free training courses. Access to courses run by the council.	https://www.sutton.gov.uk/info/200335/at_home/1076/staying_in_your_own_home/4 http://www.birminghamcarershub.org.uk/free-safe-moving-handling-training/