

## Carers in Southampton

A free support service for adults caring for adults

Carers in Southampton is a project commissioned by Southampton City Council via local charity Southampton Mencap



Phone: 023 8058 2387

Email: [enquiries@carersinsouthampton.co.uk](mailto:enquiries@carersinsouthampton.co.uk)

Website: [www.carersinsouthampton.co.uk](http://www.carersinsouthampton.co.uk)

# Our team

Carers in Southampton	Role	Hours
Linda Lawless	Service Manager	30
Joe Jenness	Senior Coordinator	37.5
Balbir Kaur	Clerical Assistant	22.5
Sue Roberts	Carers Assessor	22.5
Mike Ktomi	Carers Assessor	22.5
Carol Carswell	Carers Assessment Reviewer	14
Helen Cox (joint with SCC)	Independence Advisor at SCC	7.5
Paul Daley/Rhona Hawkins	Specialist Carer Support Worker for Mental Health and Substance Misuse	22.5
Jagpal Karir	Specialist Carer Support Worker for BAME	14
Ashley Raynor	Specialist Carer Support Worker for Learning Disability, Physical Disability, Sensory Impairment and Older Adult	26
Pip Armitage	Communications Officer	18.5
<b>Total</b>		<b>237.5</b>

# Our service offering

A free support service for adult carers offering

- ① Statutory carers assessments for adults caring for adults
- ① Guidance, signposting, referral
- ① Carer identity cards
- ① Emergency planning
- ① Social contact monthly and guest speakers
- ① Projects on healthy behaviours, mental health and bereavement support
- ① Recent covid-19 wellbeing support

# Statutory carers assessments

- Carers in Southampton conducts statutory adult carers assessments on behalf of Southampton City Council
- Carers assessments evaluate needs and eligibility for support, services and a discretionary award
- Eligible adults must provide care and support to adults (18 years+) who are disabled, ill or elderly and resident in the local area served by Southampton City Council SO14-SO19 postcodes

# Carers assessment outcomes

## Support

- Staff with experience and knowledge of mental health, disability and BME provide guidance, signposting or referral to relevant support services
- Our support workers are not social workers, nor can they provide advice on benefits or legal matters
- All support is usually offered via phone and email unless there is an accessibility requirement

## Services

- Carers cards providing identity and access to some discretionary discounts
- An emergency planning template with the option to ask SCC to hold it on record
- Website resources, information emails and a newsletter approximately three times a year
- A monthly carers lunch with invited guest speakers and helpdesk (currently suspended)

## Awards

- A small discretionary personal budget for those providing significant levels of care (not means tested)
- Carers assessments **do not** produce an outcome of respite or paid carer services

# How we work

- **Referrals or self-referral, currently**

- By individuals 45%
- By self-referral 30%
- By external agencies 25%

- **Referral options**

- Online at <https://www.carersinsouthampton.co.uk/make-a-referral>
- Or use <http://bit.ly/CiSRefer>
- Via email to [referrals@carersinsouthampton.co.uk](mailto:referrals@carersinsouthampton.co.uk)
- Or phone to 023 8058 2387

# How we work

- **Assessments and support are both delivered via phone and email**
- **Additional services**
  - Specific project work e.g. Male cancer direct mail information funded by Action Hampshire
  - Support groups for bereaved carers (currently delivered via Zoom)
  - KIT calls

# Unpaid caring in Southampton

- Estimated 32,057\* Southampton residents providing unpaid care and support
- They care for family member or friend with a range of disability, illness or age-related frailty including:
  - Mental illness, drug or alcohol dependency
  - Learning disability, autism, dementia, brain injury
  - Physical disability, sensory impairment
  - Long term health conditions e.g. lung/heart disease, kidney disease, rare conditions
- All carers are entitled to advice and information
- Some are eligible for additional support:
  - When a carer provides necessary care meeting one of the needs domains
  - Their caring role affects their physical and/or mental wellbeing

\*Based on 12.5% of 256,459 est. pop. in Southampton Data Observatory

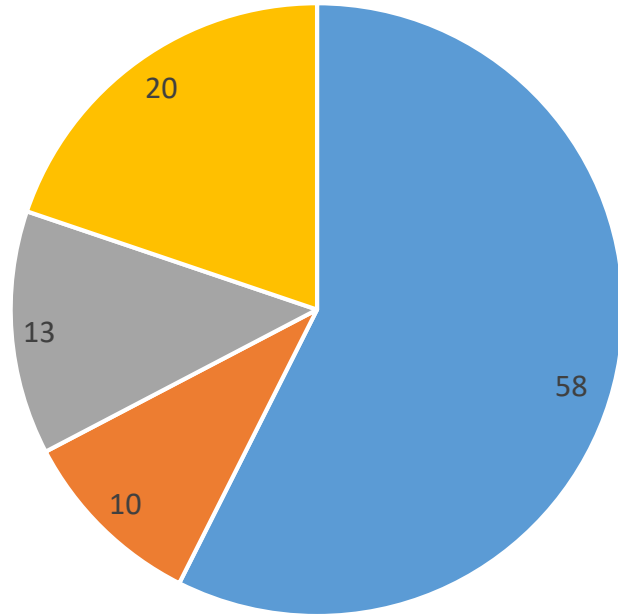


# National vs local picture

- Primary care reasons in CiS database **under**-represented in
  - Physical disability (37% CiS vs. 58% in Carers UK 2014 stats) but this year at 41%
  - Sensory disability (2% CiS vs. 20% in Carers UK 2014 stats)
  - Males (27% CiS vs. 42% in Carers UK 2014 stats)
- Primary care reasons in CiS database **over**-represented in
  - Mental health (32% CiS vs. 13% in Carers UK 2014 stats)
  - BAME (19% CiS vs. 9% in Carers UK 2014 stats)
- Areas to grow/increase referral:
  - Chronic co-morbidities
  - Kidney disease, sight/hearing loss and some cancers

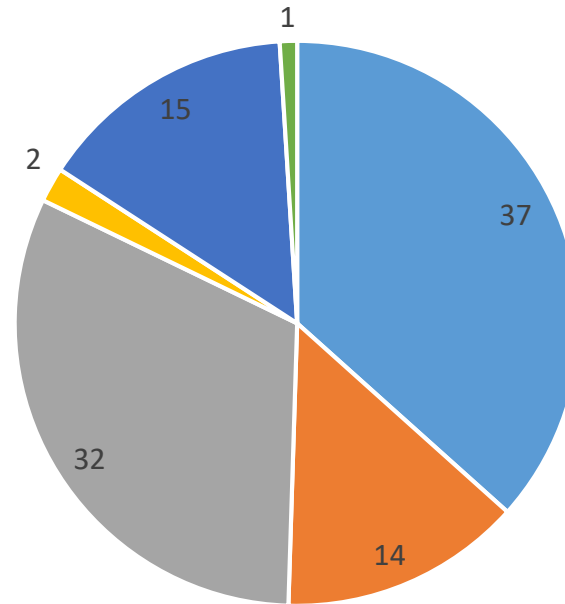
# Unpaid caring in Southampton

Primary care reason % UK



■ Physical disability ■ Memory/cognition  
■ Mental health ■ Sensory

Primary care reason % local



■ Physical disability ■ Memory/cognition  
■ Mental health ■ Sensory  
■ LD/Autism ■ Other

**Carers in Southampton database:**  
High % of mental health, LD/Autism  
Low % of sensory and physical disability



**But picture changing:**  
In 2020 new carer addition stats show  
Physical disability now at 41%  
Mental health 27%

Data source: Carers UK 2014 and CiS 2018/20

# Service impact: Annual carers survey

Difficult to access most events due to caring responsibilities.

I love the newsletter and use it so much in supporting other families via various groups

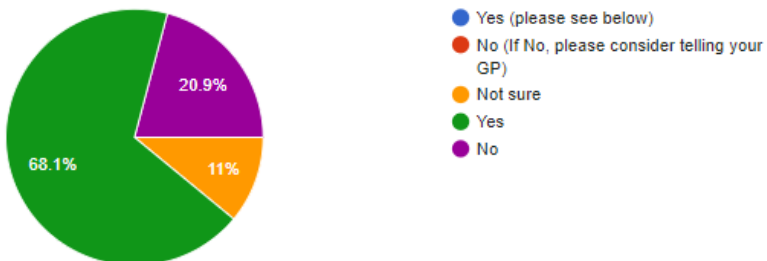
You have all been very helpful, and the advice you have given and links very helpful. Everyone I have chatted with, over the phone or in person has been great, always polite and helpful. Nothing but praise for all of you. thank you .

I think your service is good but ...my problem is not only care component but legal monetary issue which you don't deal with..

## GP / doctor

Have you told your GP / doctor practice that you are a carer?

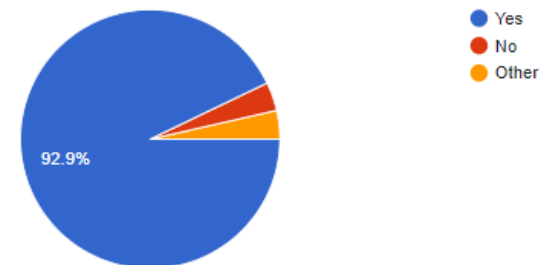
91 responses



## Information, guidance and support services

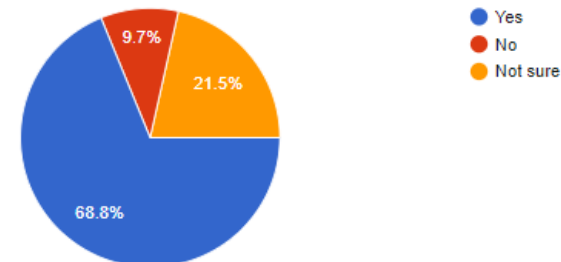
Do you feel your enquiry was dealt with promptly?

84 responses



As a result of either contacting or receiving support from Carers in Southampton, do you feel better able to continue providing care?

93 responses



# Effect of Covid-19

- No Carers Lunches at present
- KIT calls
- Zoom wellbeing sessions delivered
- LAC - increased need
- Website stats show high searches for food, legal and hospital parking

# Keeping in Touch during Covid-19

- Letter offering support at start of pandemic was sent to 3062 people to advise of services available including external vis ASC, So:Linked
- 2889 emails/KIT calls of which 1189 successful
- 28 carers opted for regular KIT support calls during pandemic peak and were contacted by phone weekly by the team at Southampton Mencap
- Calls indicated that many elderly single parent carers have recently been hospitalised from burnout

# Effect of Covid-19

- Our website tracking stats between show an acute rise in searches for food support, for assisted shopping support (e.g. home delivery ordering by telephone), legal advice and hospital parking costs. See below:
  - Assisted shopping + 4,155%
  - Hospital ward nos. + 12,444%
  - UHS Parking charges + 474%
  - Contact us + 20%
  - Referral to CiS + 79%
  - Orgs w free legal advice + 124%
  - Food banks + 1,490%
  - Food services + 1,013%
  - Home Group + 25%
  - Emergency planning + 186%
  - Emergency tel. nos. + 121%
  - FAQ + 81%

My husband is now in full time care we used to go to the memory cafe as I visit him every day this is not possible at the moment. (Carers Survey 2019/20)

Sadly since 'joining' Carers we have been in lock down !! (Carers Survey 2019/20)

# Life after caring

- Dealing with bereavement after being a carer can be an extremely difficult time, bringing a number of different losses:
  - The loss of the person
  - The loss of the caring role and the purpose and identity this gave you;
  - The loss of, or disconnection from, some of the things you may have given up or lost whilst you were a carer
- Particularly acute situation during Covid-19 with greater loss of life
- CiS supports carers in moving towards a life after caring with regular support sessions (currently online)

# What works well overall

- Partnership and referral
  - Good collaboration with SCC and CCG
  - Referrals from ASC
  - Link worker with SCC
  - Cooperation from local hospitals/healthcare/clusters
    - Working with patient experience of care team at UHS
    - Banners, leaflets and newsletters at Western, RSH and UHS, Antelope House
  - Some star departments e.g. COPD and IDU engage and refer
  - Radio Solent (interviews and Christmas campaign)
  - Newsletter distribution partners (e.g. libraries/community centres)
- Self referrals (30% of total referrals)
- Website
  - 81% increase in visits - **11,173** in Q1 2018 vs **20,238** in Q1 2020
  - Referrals via website (accounts for 38% of self-referral)



# What works well overall

- Carers Card very popular as method of self-identification
- Carers lunches currently suspended but previously well attended and good range of speakers
- Newsletter very well received with 816 downloads of last issue and much ad hoc positive feedback
- Life After Caring

The newsletter lists lots of helpful links for different situations which I can use for signposting in my churches. It must take a long time to put together but is really useful. (Carers Survey 2019/20)

# What we want to achieve

- Inbound referrals from
  - Relevant medical departments
  - GPs (auto referral in prep)
  - Other support agencies
  - Self-referrers
- Outbound referral from our service to others
  - Automate referral within carers support plan process
  - Reduce burden on carers to repeat themselves constantly
- Wider provision of support for form filling
- Increase in emergency planning
  - 454 visits to EP page since Jan 2020, 348 since May 2020
  - 44 have accessed the EP form since May 2020, but only 4 have completed it online for SCC
- More TLC provision

# Barriers

- Communication deficit
  - Local variation in carer services across UK blurs clinical understanding of Southampton offer
  - Generic misunderstanding of term 'carer' among entire population
  - Face time to explain our service offering as a simple proposition to
    - Medical departments
    - GPs
    - Other support agencies
- Referrals coming too late to be useful
- Outbound referral from our service to others
  - Automate referral within carers support plan process
  - Reduce burden on carers to repeat themselves constantly
- Delivering support to ageing carers who are digitally excluded and unable to access facilitation
- Wider provision of support for form filling
- Transport deficiency for carers to attend appointments and events within tight timeframes
- Meeting demand for Carers Assessment (10 week waiting list)
- Anticipated growth in demand – King's Fund project 61% increased demand by 2030 by the number of older people with care needs – such as help with washing and dressing
- Addressing wide range of carer support needs e.g. parent carers needing transport or educational access support; co-dependency of ageing LD community with ageing parents

I had my operation on February 11th this year and I have only just been contacted. My husband died on the 15th November 2019. (Carers Survey 2019/20)

Waiting for a carers assessment (Carers Survey 2019/20)

# A glimpse of a better future

- Civil and military service employers identifying and referring employee carers
- Automated referrals
- Self-funders:
  - Soft support
  - Direction
  - Who does what mapping
  - Joined up services
- Formalised partnerships of 3<sup>rd</sup> sector agencies, perhaps facilitated by SCC
- Recognition of our Carers Card
  - At city leisure and cultural services (equivalent to MAX card)
  - Priority public transport and parking for carers at hospitals

**Thank you from Carers in Southampton**



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