

## CARER FRIENDLY SOUTHAMPTON SCRUTINY INQUIRY RESPONSE

### *Recommendations from Scrutiny Panel*

All actions, progress, risks and issues will be reported to the Carers Partnership Board, who in turn feed into the Southampton City Partnership Board on a quarterly basis and present overall progress annually.

#### **To identify more carers:**

1. *Encourage and support GP practices in Southampton to become more carer aware/carers friendly by adopting the NHS England Framework of Quality Markers.*

- 1.1 Directors of the Primary Care Network have signed up to implement this framework within GP practices within Southampton.
- 1.2 The Integrated Commissioning Unit will work with Primary Care colleagues to develop an implementation plan which will monitor progress and report back.

By when: Plan agreed and produced by 31 March 2022, Implementation to start 22/23 financial year

2. *Akin to the Surrey Carers Workforce Task Group, to lead by example, promote the identification and support for carers employed within the City Council and NHS providers operating in Southampton.*

2.1 The Council, Solent, UHS and Southern Health are all developing support mechanisms for carers such as staff groups or online support.

2.2 Additionally, the Council and other organisations across the system will share and map the activities to identify common themes and approaches that can be adopted across employers.

By when: It is anticipated the mapping activity will be completed 31 March 2022, with staff groups up and running during 2022.

3. *Promote the Young Carers in Schools Programme within Southampton's schools and empower schools to identify and support young carers.*

3.1 The existing SCC provider, No Limits, have been given funding for a 6 month project worker to scope the needs within schools (across Primary, Junior, Secondary & Colleges) and develop a sustainable plan with costings for 2022/23 financial year.

By when: It is expected that No Limits will present this plan in December 21 /January 2022.

*4. In conjunction with young carers, establish a Southampton Young Carers Identification Card and seek the support of appropriate organisations to offer discounts to our young carers.*

4.1 A wider piece of work is being undertaken with SCC, UHS, Solent, Southern, Police, Fire, Ambulance, Carers and Young Carer to produce Carers Identification card/passport/lanyard that all can use.

4.2 Once a solution that is acceptable across the different parts of the Health, Social Care and Emergency services system, it will be implemented.

By when: There are two workshops 8 & 11 November, an implementation plan will be developed in December and implemented during 2022.

*5. Support the identification of a community hub/venue which makes it easier for carers to access support when needed.*

5.1 A mapping exercise needs to be conducted with carers to establish:

What kind of sessions would be welcome, e.g. Welfare advice, coffee and chat, wellbeing activities, health checks

Where in the city needs to be in the East, West and Central

Then identify the potential sites including: footfall, accessibility, cost

This will identify what carers want and need and where it can be provided. Following this exercise, start implementation across the city.

By when: Mapping and co-production to begin April 2022, Pilots across the City (East, Central and West) to start September 2022

***To improve information, advice and guidance:***

*6. Develop formal processes to encourage regular communication between the providers of carers information, advice and guidance in Southampton. Thereby duplication is minimised, advice is consistent, the no wrong door approach is applied and carers, or advocates, can navigate the system easily.*

6.1 This will be included in the action plan for the strategy. Carers in Southampton are now using Refernet, a system to share referrals between Advice, Information and Guidance providers.

6.2 Work with Advice, Information and Guidance providers to develop a specific offer for Carers and link it to the Council information.

***To improve assessments:***

*7. Review the process for undertaking parent-carer assessments to ensure that all parent-carers who have an appearance of need, or request one, have access to the statutory assessment, and, that they are actively involved in the assessment.*

7.1 This is being reviewed by Children's services and in co-production with parent carers.

By when: Coproduction is complete. It is now being worked on to align with CareDirector IT development. Staff training and implementation is expected to be complete by April 2022. From then the assessment will be in use across Children's.

*8. Incorporate the principles being applied in Portsmouth to the assessments being undertaken by carer organisations in Southampton.*

8.1 The assessment process is being reviewed and we will incorporate the principles of this approach into CareDirector (the new Social Care Client Relationship Management System).

8.2 Once it's been designed, it will run on CareDirector of 6 months and be reviewed in terms of quality assurance.

By when: Work to develop a new assessment format within CareDirector is underway.

Incorporate carers into CareDirector training programme for social worker and carer provider services being developed to coincide with implementation of CareDirector 2022, then reviewed Sept 22 to determine future development need.

***To improve support for carers in Southampton:***

*9. Embed the strengths-based approach to assessment and care planning into practice in Adult Social Care.*

9.1 The redesign of carers assessments (recommendation 8) is being taken forward as part of the implementation of Care Director (a new social care IT system). It will incorporate the need to take a strength based, person centred and assets-based approach.

9.2 Adult Social Care and carer provider support services to access community assets map to help develop carers support plan.

9.3 As part of using the community asset map, ASC and carer provider support services to identify and log gaps in provision. Working with carers groups and local voluntary, community and faith groups to coproduce solutions, building on what is currently available.

By when: 9.1 Work to develop a new assessment format within CareDirector is underway. It is anticipated CareDirector will be fully functioning by end of this financial year.

9.3 Community asset work is expected to be functioning by May 2022.

*10. Learning from the examples of Surrey and Portsmouth, utilising community assets, work with carers to develop a broader offer of breaks and activities that can provide support to carers in their caring role and to have a life outside of their caring role. Support should be accessible to an increased number of carers recognising the health and wellbeing benefits to carers of early intervention and support.*

10.1 The community assets map has been developed and will inform this work (see recommendation 9). A small amount of funding has been identified through the Better Care Fund 2021/22 to pilot a community assets based approach to support breaks for carers in neighbourhoods in the city. This will inform a wider review of respite and short breaks during 2022/23.

By when: Work is to start Jan 22 to work with carers and communities to coproduce the community assets based approach to carer support and breaks, with grant funding to be made March 22. Implementation is expected to commence April 22.

The wider review is expected to report back Sept 2022

*11. With carers, review the provision of training for carers to ensure that it meets their needs.*

11.1 Mapping of current training, coaching and support will take place across the health and social care system including voluntary sector: taking into account of national and local offers, which may be online, face to face or e-learning.

11.2 A carer training and development survey will be undertaken in April 22 to identify current and unmet needs to determine and prioritise future training and development needs.

11.3 Carer training needs to be incorporated with the health and social care workforce training needs assessment and opportunities to access available opportunities to be made available.

11.4 Based on identified need and priorities, specific training for carers to be delivered, supported by appropriate local services and charities.

11.5 Principle Social Worker for adults is working with Carers Partnership Board to coproduce some carer training for social workers.

By when: 11.1 – 11.4 - By June 22 to have completed the training and development needs analysis. By September 22 for a programme of available training to be published by local carer services.

11.5 – Starting January 2022

*12. Consider how carers can be involved in the City of Culture Bid planning and celebrations.*

12.1 Link Carers Steering Group with arts and culture groups, involved in the City of Culture bid process, and working with community development partners, to look at developing opportunities for carers.

By when: During 2022/2023

***To help carers stay in, enter or return to work, education and training:***

*13. Sign up to the Employment for Carers umbrella membership scheme and work with Carers UK to promote the available resources to businesses in Southampton.*

*14. To enhance the City Council's reputation as a carer friendly employer, seek accreditation to the Carer Confident Scheme.*

By when: These are currently being explored with regard to efficacy and best value. We will revert to the committee by April 2022.

*15. As part of the movement to embed social value into the procurement process, encourage suppliers to the Council to become accredited to the Carer Confident Scheme.*

By when: Due regard for Carers will be embedded in social value section of procurement from April 2022.

As above with regard to the Carers Confident Scheme as it is intrinsically linked to purchasing Employment for Carers umbrella membership scheme.

*16. Pilot the MYTIME Young Carers employability programme in Southampton and explore opportunities to embed this within the work of the recently established Youth Hub developed in partnership with the DWP, and the work being delivered by No Limits.*

By when: This will be explored in order to seek resources and begin April 2022

***To improve the involvement of carers:***

*17. Embed the practice of working in co-production with carers and people with lived experience, as well as other stakeholders, to ensure they are involved in the development, design and provision of services to meet their real needs.*

17.1 This is in development; actions so far comprise:

Carers Steering Group – comprised a variety of carers to help raise issues, influence, scrutinise, monitor and co-produce solutions

Carers Partnership Board – comprised carers, various health and social care providers as well as the two commissioned carer providers. This forum is to share what's going on across the different organisations and see how best to link up as well as raising any concerns around services.

17.2 Other work will include the key priorities from both carers and the strategy.

By when: Both the steering group and partnership board have been running since the Inquiry.

Other work and timing is covered in the strategy action plan.

Council officers are refreshing the co-production principles to share with all services.

***To improve transitioning:***

*18. Develop a Memorandum of Understanding between Adult Social Care and Children's Services to support the transitioning of young carers into adult carers and parent carers caring for an adult child.*

18.1 This work has started and national MOU document is being developed to be specific to Southampton, so a whole family approach is taken by the Council and provider services.

18.2 During the consultation of the strategy, it has been raised that transition also applies to many other situations, such as:

A cared for young person becoming an adult  
A cared for adult moving out of home to live independently  
A cared for adult turning 65 and transitioning into older people's services

By when: It is anticipated this signing of the MOU will be complete March 22.

Embedding into practice will take longer and the MOU will be shared with both principle social workers (Children and Adults) in order to support its use in relation to training. An update will be provided by March 23.

The wider areas acknowledged above will be considered and addressed in the action plan – likely during 2022/23.

***To improve co-ordination of support for carers, and with carers:***

*19. Develop a Carers Charter that all organisations that work with carers can adopt and promote its principles. Hampshire Carers Charter is based on the four key principles for supporting carers adopted by Southern Health Foundation Trust.*

19.1 The strategy and action plan is being reviewed annually, it would be more appropriate to consider this at a later date, say 2024.

Given the volume of work and the timeframe of five years, a lot of the work that is being carried will directly improve the support to carers.

*20. Establish a carer led Southampton Carers Partnership to ensure that the views of carers are listened to and to improve the effectiveness of multi-agency working in achieving outcomes for carers based on priorities they have said make a real difference to them.*

20.1 This has been in place since Nov 2020

***To improve the sharing of data and intelligence to support carers:***

*21. Explore how the Care and Health Information Exchange (CHIE) can be improved in design or usage, to enable carers to only tell it once and for relevant services to have timely access to carers emergency plans.*

21.1 The Integrated Care System lead for IT personalisation has produced an approved digital architecture to allow patients to record information about themselves using apps. This approach is currently being trialled to ensure the pathway is functional. If successful, it will be possible in the future for carers to record information about themselves and the person they care for using an app and for this to be visible to health and social care professionals.

Work is being planned across the integrated care system to develop a common data set to gather and present relevant information needed by health and social care professionals with regard to carers needs and wishes. The information will include the carer emergency plan.

By when: This is ongoing and likely to have a further update in April 2022

*22. Purchase access to Carers UK 'Digital Resource for Carers'. This would give all carers in Southampton free access to training, the Jointly app designed by Carers UK to help store and to share information and manage care and other digital support.*

22.1 A number of apps are being tested and considered by carers. A final choice will be made and Southampton will be led by carers preferences. The app chosen, will have to be compatible with the technology mentioned in 21.

By when: A final decision will be made by January 2022

***To measure progress in delivering improved outcomes for carers and to recognise the contribution carers play in our health and care system:***

*23. Southampton City Council adopts carers as a protected group requiring the Council to make sure decisions, policies or procedures do not have unintended consequences for carers.*

By when: This is being explored in terms of practical application and benefit. We will revert in April 2022.

*24. Develop a dashboard of appropriate metrics to measure and monitor the outcomes for carers in Southampton. Progress should be considered regularly by the Better Care Board.*

24.1 In development. It is intended there is a quarterly update to the Better Care Board with annual attendance to present progress so far.

24.2 We are working with carers and services to identify what metrics are meaningful for them.

By when: This work has started and will be completed by April 2022.