Adult Carers Action Plan

1.	Improving Identification							Com	plete	lı prog		Not started	On	going
	of Carers							21- 22		2022	2-23	23		4-25
N°	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4 23	3- 4	4-25
1.1	Objective: Raise public awa	reness of	carers and	caring to in	crease the number of people who identify themselv	res as carers								
1.1.a	Develop Carer Awareness Campaigns focusing on localities, inequalities, care groups with low representation to increase: public awareness of carers people identifying themselves as carers awareness of their rights	SCC	KK		25 Nov 21 Carers Rights Day - joint event with stakeholders June 2022 Carers Week saw separate and combined campaigns between health and social care providers and carers support services using the Carers Comms Group as a conduit. The Carers Comms Group is set to work together for each of the 3 national campaigns: Young Carers Action Day (Jan), Carers Week (June) and Carers Rights Day (Nov) A Marketing Campaign has been proposed by SCC Comms Team with gold, silver and bronze options. The gold option would cost c£30K and funding needs to be found for this or any of the other levels.	Carers Comms Group to develop a low / no cost marketing strategy with dates: take to the Carers Steering Group and Carers Partnership Board Implement campaign	Significant increase in carer identification and registration with carer support services (adult and young carer)							
1.1.b	Engagement with local charities and support groups to identify carers such as The Stroke Association, Headway, Age UK. Linking them with Carers in Southampton & Carers Steering Group	SCC	KK			This will be included within the marketing strategy. Present to Friday Forum at SVS - to gain interest from individual charities to implement								
1.2	Increase the number of carers	s who are	identified i	n primary c	are and the number of patients who are registered	with their GP practice as a car	rer							
1.2.a	Develop carers awareness training for receptionists, pharmacies, dentists and social prescribers	PCNs	AL	CCG CiS VS	This is already available as 'Carers Aware Elearning course'. AL to make links with dental leads and community pharmacy	Identify with the following networks, if this most appropriate way for their workforce to learn: Dentistry forum Community pharmacy forum PCN Clinical leads Social Prescribers Community Navigators	Awareness and identification of carers will enable correct coding in appropriate settings.							

1.2.b	Each practice/Primary Care Network to develop an improvement plan for wider implementation	PCN's & CCG	tbc			Pilot to show benefits of joining the scheme	GP Practices identify, listen to and support carers using a consistent approach				
1.2.c	Carers included within Make Every Contact Count (MECC), training and awareness raised across health social care and voluntary sector services.	SCC	AL/RC	All statutory services and voluntary sector	Initial conversations with PH and it is being established whether carers can be included in the MECC training.	Timescale and details to be identified.					
1.3	Objective: Increase the nur	nber of c	arers who ar	e identified	d through social care needs assessments of the peop	le they care for					
1.3.a	Undertake awareness raising sessions with all social care staff in SCC and providers	ASC	Kate Concannon (KC)	CiS	KC and CiS worked together to hold an event during Carers Week 2022 where carers and ASC staff were able to meet and talk.	KC to develop an ongoing programme of awareness raising					
1.3.b	Promote the Carers Aware E- learning course	SCC	KK	All statutory services and voluntary sector	Children's and ASC Principle Social Workers have agreed that the e-learning Carers Aware course will be part of their induction programme. They have also promoted it to existing staff. UHS promote the course to their staff. The course is promoted widely by all organisations in the Carers Comms Group during promotion of national campaigns. There are links to the course on a number of partner websites including CiS	Discussions to be held with the following to include this training as part of staff induction and continuing professional development: Home Care lead ICU Quality Team Silas Russell Identify via System Workforce Forum what they currently have already in relation to training staff around carers.					
1.4	Objective: Increase the num 3.4	nber of o	rganisations	proactively	identifying people in their workforce who balance	their paid employment with c	aring NB: Correlates with Prior	ity			
1.4.a	Southampton City Council to join Carers UK 'Employers for Carers' scheme as an umbrella organisation	SCC	AL		Agreed with HR this work will begin in the autumn	Review Carers UK employers scheme programme, discuss with HR colleagues best way to progress across the ICS.					
1.4.b	To develop a local plan with Council and local NHS organisations, with support from national Carers UK team	SCC	AL	AC		Set up a forum of wider employers to share best practice To work with the local branch of the Chartered Institute of Personnel and Development to enrol and support local small to medium sized business to the project					

1.5	Objective: Align approach to	carers ac	ross health	and social o	care organisations and education						
1.5a	To work with SCC procurement leads across Directorates to identify opportunities for social value in support of local carers when procuring products and services	SCC	AL	AC	Work with procurement leads to include support of unpaid carers within the social value aspect of contracts						
1.5.b	To ensure that the Patients Hub at Southampton General Hospital and Primary Care new role of Social Prescribers are able to use Refernet system and to explore with local NHS organisations a wider role out of the system.	SCC	AL	AIG Service	Patient Hub has access to refer net						
1.5.c	To work with neighbouring local authorities across Hampshire to develop a joint project to develop a Carers page within CHIE.	ICU	AL	Carers & ICS	To be aware this runs parallel to priority 3.3 d - e	There has been no further development Form a Task and Finish Group to do 1.5 c - g Investigate suitability of NHS Stay Connected app instead of CHIE or if they can integrate	Practitioners have instant access to information in emergencies				
1.5.d	Agree a common data set that will be pulled from existing clinical and social carer systems to make up the carer record	ICU		Carers & ICS							
1.5.e	To work with IT lead to develop carer access to their records to enable carers to review their records, including the uploading of their emergency/contingency plan.	ICU		Carers & ICS			Carers medical records and emergency plans are accurate and up-to-date				
1.5f	Monitor practitioners access to CHIE	ICU		Carers & ICS			System is used				
1.5.g	Standardised recording of carers across health & social care services, with data being pulled into a central register in CHIE offering a central place to support health & social care staff deliver focused care.	ASC	AL	ICS		Agree with leads across wider ICS data set for collection Identify across providers how data is coded and gathered. Work with CHIE Team to present Carers data					

1.6	Objective: Explore whether place to meet other carers and	the iden	tification of to replacem	a commun ent care. O	y hub/venues will make it easier for carers to access support when needed, including info and support, a using existing council/NHS buildings for outreach might be helpful.
1.6.a	To undertake an review of national Carer Hub models to explore best practice	SCC	CIL	AC	
1.6.b	To define the functions and estates requirements and cost/benefits of a potential Carers Hub	SCC	CIL	AC	

2	Information 9 Support							Com	plete	lı prog	ress	No star	ted	Ongoing
2.	Information & Support							21- 22		2022	2-23		23- 24	24-25
N°	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23 - 24	24-25
2.1	Objective: Increase the I	number of c	arers who r	eceive inforr	nation and advice from the NHS, Social Care and ed	lucation, as well as from specia	alist carer and carer services							
2.1.a	appropriate service available on the Councils website	SCC	JM		This is now completed and on the council website.									
2.1.b	For the Council to review Southampton Information Directory to develop a specific offer for carers	SCC	JM/RC		This is a separate project and the Carers Steering Group has been directly linked in.	Is in progress.	The project is anticipated to finish by (tbc confirmed by James Marshall)							
2.1.c	To work with SO:Linked to ensure the carers offer is available to access via the SO:Linked and Southampton Information Directory (SID) web pages.	SCC	AL		This is in progress, SO:Linked developing view of assets directory to draw out resources that are relevant to carers.	SOLinked has produced information that allows carers to search for their https://www.solinked.org.uk/community_services								
2.1.d	Carers in Southampton & No Limits to work with Advice Southampton providers to develop a specific offer for carers to access focused advice, information and guidance, ensuring that the offer developed can be linked to	CiS/NL	AL	AS		Meeting being arranged with Carers in Southampton and CAB to scope the work. AL to attend.	Advice Southampton has trained Carers in Southampton staff to provide advice first aid. Additionally Carers in Southampton has access to Refernet to allow electronic referrals to both ways							

	national sources and local help								
2.1.e	Work with Care pathways and service providers to map available carer information and resources and create a library of information	CiS/NL	AL	AS		SO:Linked has produced information that allows carers to search for their https://www.solinked.org.uk/community_services			
2.2	Objective: Develop a cle	ar informati	on pack and	d introducto	y sessions to share with carers.				
2.2.a	Develop clear information packs and introductory sessions to share with carers covering; • Your rights • How the health and social care system works • How carers views should be taken into account, particularly on discharge from hospital care. • What might your caring journey be focusing on, things you may need to plan for, gain skill and knowledge about • Introduction to local and national support groups • How to stay healthy and what you can expect from services • Benefits and allowances you can claim for e.g. council tax reductions, carers allowance, where to get help to access benefits and allowances	SCC	CIL				-		
2.3					access to Carers UK 'Digital Resource for Carers'. The nd to share information and manage care and othe		thampton free access to		

2.3.a	Work with a group of carers to trial a number of available apps, to review and evaluate.	SCC	Kirsten Killander		Apps have been trialled. A proposal is being put forward at the Jan 22 Carers Partnership Board.				
2.3.b	Work with SCC and NHS service leads how the using the app could improve communication between carer and services, common emails.	SCC	Adrian Littlemore Kirsten Killander				NHS England has bought 'Jointly' and if a carer asks their GP they get a code and will be able to get the app free of charge		
2.3.d	Work with Council and NHS organisations to improve communication processes and standards between carers and professional e.g. team email accounts	SCC	CIL		Working closely with members of LD Carers Coproduction Group to improve communications around finance. Also, linking in with NHS orgs to identify their approach around communication.	LD Carers Coproduction work is ongoing Working with NHS orgs is ongoing			
2.4	Objective: Identify supp	ort within t	he local com	munity so ca	arers know what help is available.				
2.4.a	Provide a map of available community resources that carers can access to help them in their caring role and to improve their own health and wellbeing: SO:Linked Local solutions groups to develop a specific offer for carers living in their neighbourhood				See 2.1.e				
2.4.b	For SO:Linked to develop a defined carers offer for all localities/neighbourhood areas, to define the health and wellbeing opportunities and support, available through voluntary, faith groups and local business.	CN			See 2.1.e				
2.4.c	SO:Linked and Carers in Southampton to work with the City of Culture Bid Team to explore opportunities for carers to be included within the planned programme of events and activities running up to the bid and during the City of Culture programme.	CN		AC & YC	Southampton were not successful in the City of Culture Bid				

	To work with SO:Linked to								
	engage with local business								
2.4.d	to identify opportunities								
2.4.u	cares to be supported								
	through corporate								
	responsibility								

3	. Help & Support							21- 22	plete		n gress 2-23	Not started 23-	Ongoing 24-25
N°	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4 - 24	24-25
3.1	Health and Social Care	ssments that	understand	d carers and	family's needs alongside the person they care for. SH has successfully achieved level 1 of Triangle of	Map principles in each policy							
3.1.a	services across Southampton agree a set of common principles that define the role of health professionals to support carers and agree system standards	SCC and other NHS agencies	Adrian Littlemore	All health, ASC & CS & carers	Care. UHS and SFT both have policies similar to Triangle of Care. SCC is at the beginning of this journey.	to identify common areas and any gaps. This action also correlates to 5:2 Quality Marker awarded to GP Practices (see 3.3)							
3.1.b	Review the current carers assessment process and incorporate into the development of Care Director IT system	ICU & SCC	CIL	CiS	New assessment developed with Carers in Southampton, Principle Social Worker and Care Director Project Team.	Implement new assessment.	Assessments use a strength based approach						

3.1.c	Develop a carer led audit process for carer assessments	ICU & ASC Audit Team	tbc	Carers & AC					
3.1d	Provide carers with training such as lifting, etc	SCC	CIL		This has been discussed alongside workforce training. It had been on hold because of the residual issues around the pandemic. It needs to be restarted.	Restart			
3.2	Objective: Increase the r	number of ca	rers assessi	nents comp	leted and recorded				
3.2.a	Produce a development plan and define how carers assessments will be undertaken	ASC	tbc		Discussions with the new Principle Social Worker have started.	This has been delayed because the re-procurement of the Carers Service has taken a lot of time. Invite Carers are to discuss this further.			
3.3		arrangemen	ts which wil	l support m	ore carers to develop unplanned breaks and/or em				
3.3 c	Explore whether the identification of a community hub/venues will make it easier for carers to access support when needed, including info and support, a place to meet other carers and access to replacement care. Or using existing council/NHS buildings for outreach might be helpful.	SCC	CIL	AC	Sure Start Centres and community rooms in housing have been identified.	Share list of buildings with AC to see if there is any appetite for use. Identify potential buildings for a Hub. This is being slightly delayed because of work on re-procurement of carers services.			

3.3 d	Design an identification mechanism and access to available emergency plans	SCC	CIL	Carers & all	1st workshop with carers and urgent and emergency care services to look at available identification systems and ways emergency plans could be accessed. Following discussions with telecare colleagues, carers can be offered an emergency card/bracelet/key fob for £10 registration and £25 annually to get 24/7 access to helpline.	Way of taking this forward with telecare and carers to be explored				
3.3e	Increase number of carers developing emergency plans. NB: This also correlates to Priority 5.	SCC	CIL	Carers & all	Examine the reticence behind carers developing emergency plans.	A Carer Led course is being developed, likely to comprise 8 sessions, 2 hours each, every fortnight, supporting a maximum of 16 carers per course. It is still to be explored the best way of delivering these courses to suit the breadth of carers. Models being looked face to face; facilitated online learning; or recorded sessions for those who may prefer to do the learning themselves, with the option of support to compete the plan at the end. This will iterative and develop as learning comes from each cohort of carers to help improve subsequent programmes. There will an initial funding bid for this work being made to the IBCF.				
3.4	-	o stay in em	ployment w	hile they ca	re or return to work after a caring role					
3.4.a	Southampton City Council to join Carers UK 'Employers for Carers' scheme	ICU	Adrian Littlemore		Costs to be identified and agreement with HR at SCC to be explored.					

3.4b	SCC and Local NHS providers to develop and implement a carer employee support scheme	E&S/HR							
3.4 c	Small to medium sized businesses supported to develop carers schemes	E&S		CofC					
3.4 d	To establish a best practice group for carer friendly employers for the City	E&S							
3.4 e	Explore with the further education sector how support and courses can be adapted to enable caring and learning to happen								
3.4.c	To work with the Councils and Local NHS providers to develop and implement a carer employee project with support from the national carers UK team.	SCC	KK	All partners	Discussions are taking place with colleagues to look at possible work placement opportunities for young carers, possible apprenticeships reaching across the integrated care system	Identify firm possibilities and implement around young carers and apprenticeships. Talk to Carers UK team to see how to progress identifying former carers who are looking to get back into work			
3.5	Objective: Support to car	rers after the	eir caring ro	le has cease	ed				
3.5.a	Support carers back into work, training or education	E&S		DWP & AC					
3.6	Objective: Support carer	s to have the	e opportuni	ty to have p	planned breaks from caring				

3.6.a	Review of respite care	ICU	AL	SCC data team and carers					
	Develop:								
	Access to respite across all care groups								
	Mix of home and away respite.								
	Development of Shared Lives scheme to offer support to carers								

	4. Carers Voice & Involvement							Com			n gress 2-23			Ongoing 24-25
N°	Actions	Lead agency	Lead officer	Partner s	Progress	Next Steps	Outcome	22 Q4	Q1	Q2	Q3	Q4	24 23 - 24	24-25
4.1	Objective: Ensure that c	arers are acl	knowledged	l as partners	in care, and their skills and knowledge are valued	and used when planning care f	for the person they care for							
4.1.a	Hold a conference / workshop to bring together organisations and businesses from across Southampton to agree a Carers Charter for the City.	ASC			All four organisations (NHS & LA) have Carers Strategy's, they are very similar to a carers charter. It makes more sense to highlight specific actions and then get formal sign to those actions from organisations and business across the city.	Discuss with carers and Carers Partnership board to agree approach								
4.2	4.2 Objective: Provide more opportunities for carers to be involved in strategic planning and commissioning decisions													
4.2.a	Establish a Carers Partnership Board for the City to bring together carers and a broad range of services to improve the health and wellbeing of	СРВ					Ongoing							

	carers, parent carers and young carers in the City.									
4.2.b	To work with the Carers Steering Group to broaden engagement so that it reflects the needs of all carers in the City.						Ongoing			
4.2.c	To work with HealthWatch to support the development of the Carers Steering Group						Ongoing			
4.2.d	To explore how further leadership development opportunities can be offered to carers to strengthen the carers voice in the City.									
4.3	Objective: Embed the prac development, design and				th carers and people with lived experience, as well eal needs.	as other stakeholders, to ens	ure they are involved in the			
4.3.a	Share across the Council, the Coproduction principles/guide developed by the Integrated Commissioning Unit with service users and community organisations.	ICU	Moraig Forrest- Charde James Marshall		Shared across council and other stakeholders	None	Coproduction principles/guide shared widely			
4.3.b	Carers to be involved in service review and evaluation, redesign and procurement evaluation	SCC ICU	Adrian Littlemor e Kirsten Killander	Carers UHS Southern Health Solent Voluntary Sector	As part of the procurement for the new carers service starting April 23, carers have been involved in the public workshops reflecting on what good looks like and aspirations for the service.	Info coming out of those workshops to be shared with Carers Steering Group for observation. Carers to be invited to take part in the formal evaluation of the initial tenders and on the final panel. Training to be given to those participating.				
4.4	Objective: Carers to be in	volved in ser	vice review	and evalua	tion, re-design and procurement evaluation					

4.4.a	To review available data sources from across SCC and Health providers	SCC ICU	Kirsten Killander Paul Fuller	This detailed piece of work has been discussed. Gathering too much information creates a) a great deal of work b) not a necessarily clear picture	Work with analytics colleagues to produce a practical dashboard				
4.4.b	To match key carer outcomes to available data to identify key measures, and explore how gaps data gathering can be covered								
4.4.c	Measure the impact of changes to carer support in the City, to be reviewed quarterly by the Carers Partnership Board and the local integrated care system leads.								
4.5	Objective: Promote carer	involvemer	nt in delivering tra	aining to others					
	Undertake a training and development needs assessment for unpaid carers to inform integrated care system workforce plans			Discuss the best approach with Principle Social Worker to help develop meaningful training that can dovetail into existing continued professional development	Crystallise the best approach in line with the wider work being done within the workforce				
	Develop a workforce and Development plan which will address training and development needs of carers								
4.6.a	a) For the local Integrated Care System to include unpaid carers and part of their workforce development plans								
	b) To map the existing training available to carers across health & social care providers e.g. domiciliary care and NHS provision								
	c) To work with Carers groups in the City to survey what training and coaching would benefit them								
	d) To devise an annual programme of training and development open to unpaid carers								

	5. Planning for	the future	2					Com	plete		n gress		ot rted	Ongoin
N°	Actions	Lead agency	Lead officer	Partners	Progress	Next Steps	Outcome	Q4	Q1	Q2	Q3	Q4	23- 24	24-25
5.1	Objective: Review *trans	sition practi	ce to ensure	that policy is imp	lemented									
Young ca Cared fo Cared fo	ion applies to many different so trer becoming an adult carer r young person becoming an a r adult moving out of home to oving into older peoples service fe plans	dult live independ												
5.1	Identify the most common transitions, then replicate the following actions:	SCC	CIL ASC CS	UHS Solent Southern Health VS										
	Map transition issues for carers and cared for	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.1.b	Review policy, does it address the issues mapped? If so, compare practice and identify areas for change	scc	CIL ASC CS	UHS Solent Southern Health VS										
	Develop with each group support which meets their needs	SCC	CIL ASC CS	UHS Solent Southern Health VS										
5.1.d	To coproduce through a workshop with carers what support would meet their needs	SCC	CIL ASC CS	UHS Solent Southern Health VS										

5.2.a	Work with colleagues to implement ADASS & Assoc Directors Children's Services (ADCS) guidance supporting young carers transitioning to adult carers.	SCC	Kirsten Killander CIL ASC CS	tbc	Two workshops have been held to start to establish the different pathways for young carers into adult carers	Final pathways understood Share with all stakeholders to confirm Shape implementation plan Begin implementation							
5.2.b	Work with local services to identify areas for improved patient and carer journeys when new services become involved	SCC	CIL ASC CS	UHS Solent Southern Health VS									
5.2.c	Hold a workshop to scope issues and opportunities. Use data from 5.1.a	SCC	CIL ASC CS	UHS Solent Southern Health VS									
5.3	Objective: Map current t	transition iss	ues betwee	n age relate	d or condition specific services to ensure carers are	supported when those they ca	are for move						
5.3.a	Use information from 5.1 and 5.2 to inform this objective												
5.4	5.4 Objective: Explore possibility of using housing options (e.g. domiciliary care/care homes/supported living/shared lives) as respite to 'practice' for the future												
5.4.a	Use information from 5.1 and 5.2 to inform this objective												

Partners			
Commissioned Services		Southampton City Council	SCC
Adult carers	AC	Carers Strategy Improvement Lead	CSIL
Young carers	YC	Public Health	PH
Community navigation	CN	Adult Social Care	ASC
Parent Partnership	PP	Communications	Coms
Advice, information and guidance	IAG	Children's Services	CS
Voluntary sector	VS	Employment and Skills Team / Human Resources	E&S/HR
Partnerships/Boards/Groups		SCC & CCG: Integrated Commissioning Unit	ICU

Carers Steering/Co-production Group	CSG	Emergency Services
Carers Partnership Board	СРВ	South East Coast Ambulance Service NHS Foundation Trust
Learning Disability groups	LD	Hampshire Constabulary
Mental Health groups	МН	Hampshire & Isle of Wight Fire and Rescue Service
Transition Group	TG	
Start Well	SW	
Live Well	LW	
Age Well	AW	
Die Well	DW	-
Chamber of Commerce	CofC	-
Health & Social Care		
Primary Care Networks	PCN	
University Hospital Southampton NHS Foundation Trust	UHS	<u>-</u>
Southern Health NHS Foundation Trust	SHFT	_
Solent NHS Trust	ST	_
Integrated Care System	ICS	_
Clinical Commissioning Group	CCG	_
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AMBS

Police

Fire