

# Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 5th November, 2020  
at 5.30 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

## **Contacts**

Mark Pirnie - Scrutiny Manager 023 8083 3886

## ADDITIONAL INFORMATION AND PRESENTATIONS

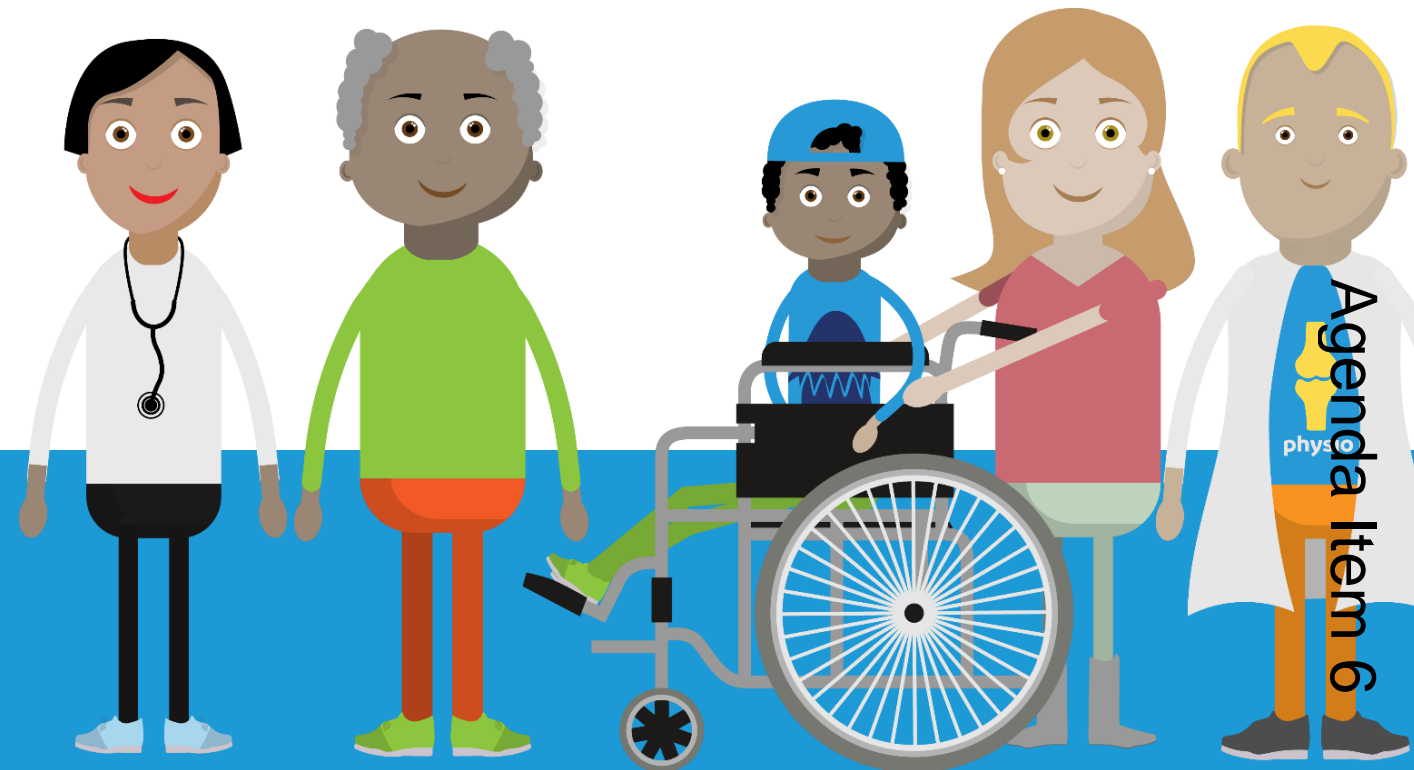
### 6 **CARER FRIENDLY SOUTHAMPTON - CARERS HEALTH, WELLBEING AND SAFETY** (Pages 1 - 30)

Presentations delivered at the meeting.

# Carer Wellbeing

Clare Rachwal – Team Manager, Portsmouth Carers Service, Adult Social Care

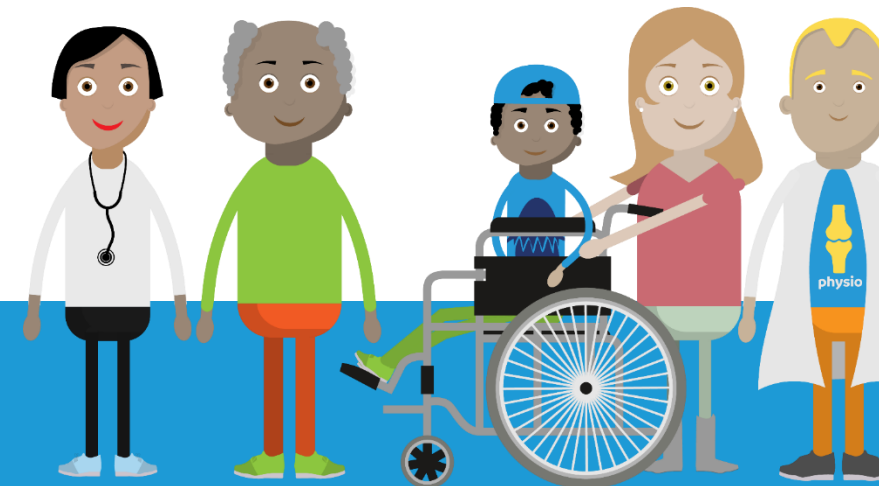
Page 1



Agenda Item 6

## Local context

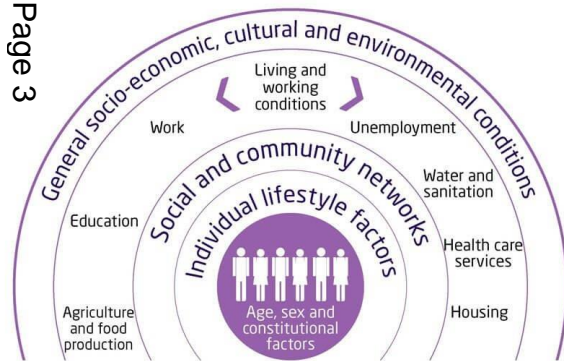
- Portsmouth Carers Service is based within Adult Social Care
- Previously based in a joint public health and prevention service
- Responsibility for Carers Assessments since 2009
- Early intervention and prevention approach
- Carers Centre as a community hub for a range of carer activity including groups, training, cooking activities, events



# Why focus on Health and Wellbeing?

The NHS GP Patient Survey 2019 showed that carers' health and wellbeing is worse than the general population, 61% of carers reported a long-term condition, disability, or illness compared with 50% of non-carers

Page 3



Research by Carers UK into carers' health and wellbeing found that most of those providing substantial care had faced mental ill-health and physical ill-health as a result of caring. Specifically, 6 out of 10 people (61%) say their physical health has worsened as a result of caring, while 7 out of 10 (72%) said they have experienced mental ill health

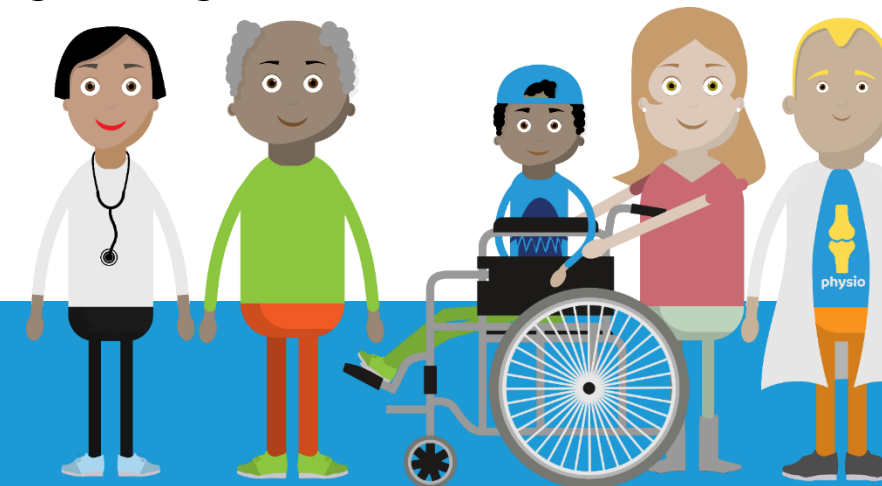


## Covid-19 Context

- 9.1 million unpaid carers across the UK before the COVID-19 pandemic, providing
- 4.5 million new to caring since the start of the pandemic

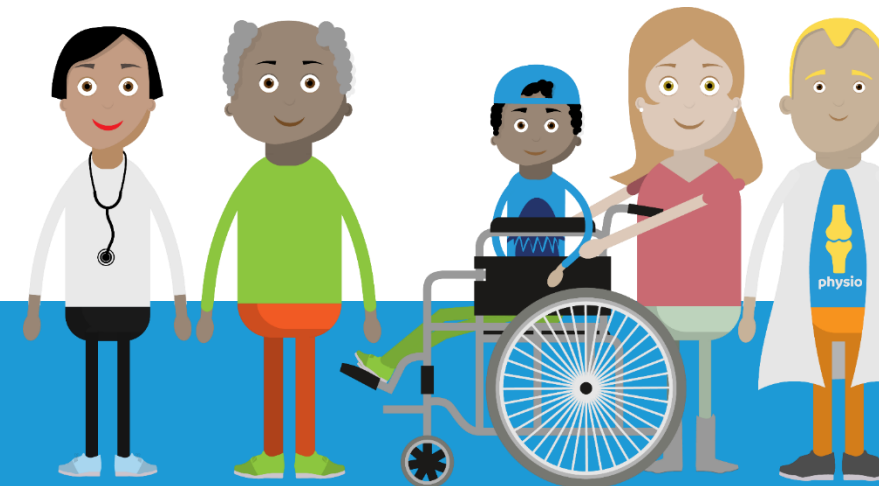
Carers UK Caring behind closed doors: six months on – key stats:

- Page 4
- 81% are currently providing more care than before lockdown.
  - 78% of carers reported that the needs of the person they care for have increased
  - 64% have not been able to take a break in the last six months
  - 58% of carers have seen their physical health impacted by caring through the pandemic
  - 64% said their mental health has worsened



# Policy Context

- [NICE Guideline Supporting Adult Carers](#) published in January
- NHS Long Term Plan “Carers are twice as likely to suffer from poor health compared to the general population”
- NHS England – GP Quality Markers, Personalisation agenda, regional Carers Leads work
- Care Leave consultation
- NICE Carers Quality Standards Consultation
- Refresh of National Carers Action Plan?!
- Social Care Reform?!



# Portsmouth Example

- Early intervention and prevention ethos seeking to reduce social isolation, promote physical activity and healthy eating, increase carer knowledge
- Carers staff are MECC trained
- Work closely with the Public Health funded Independence and Wellbeing Team including access to cooking groups, community allotment, social opportunities and specialist BAME links
- Staff aligned with key community organisations including Positive Minds, Remind, Parent Carer organisations, Learning Disability services, Older Persons Mental Health

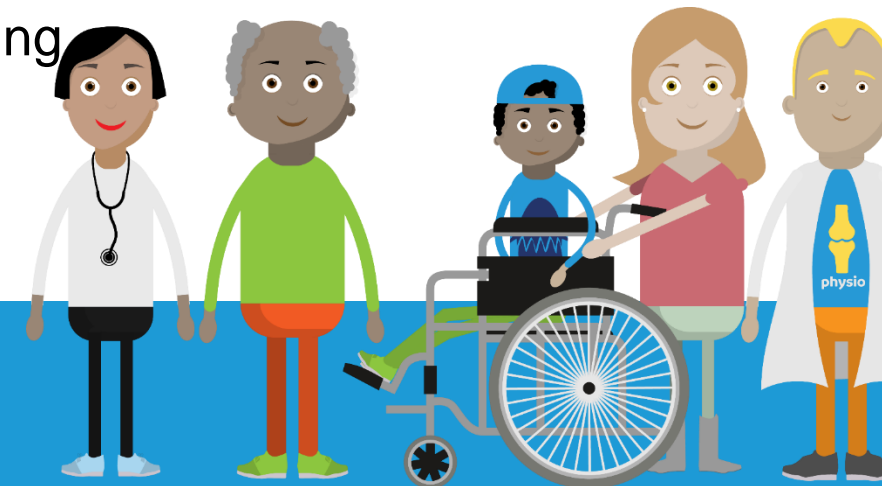




# Approach to Assessment

In 2017/18 we radically redesigned our assessment and support planning process based on what carers wanted, carers assessments now;

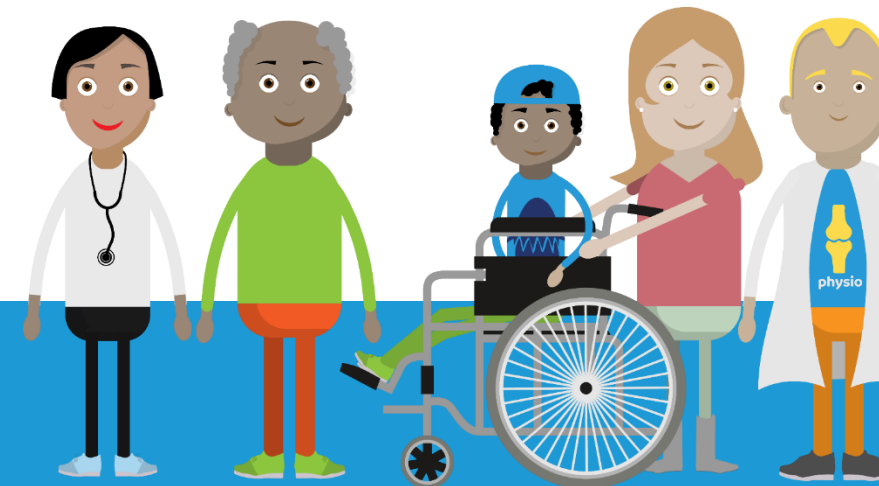
- Start at first contact, are proportionate and scalable
- Barriers are removed – no forms, open conversation in a way that suits the carer
- Whole family approach where wanted, combined or joint assessments – work in progress
- Focus on what matters - regularly includes health and wellbeing



# Personalisation

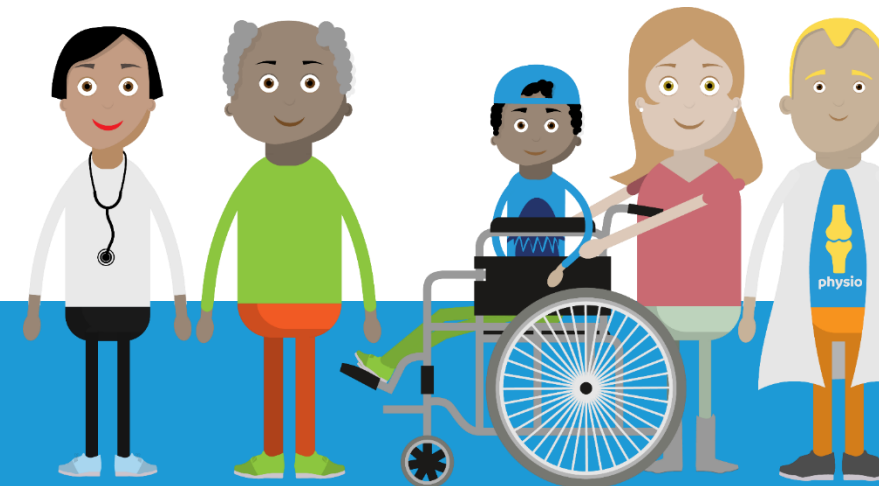
The assessment and support planning model currently meets the Key Features of Personalised Care and Support Planning as set out by NHS England;

- Perspective - a way of 'seeing people' and attitude towards them that is fundamental to good personalised care and support planning
- Process - the overall process of personalised care and support planning
- Plan - what a good plan looks like



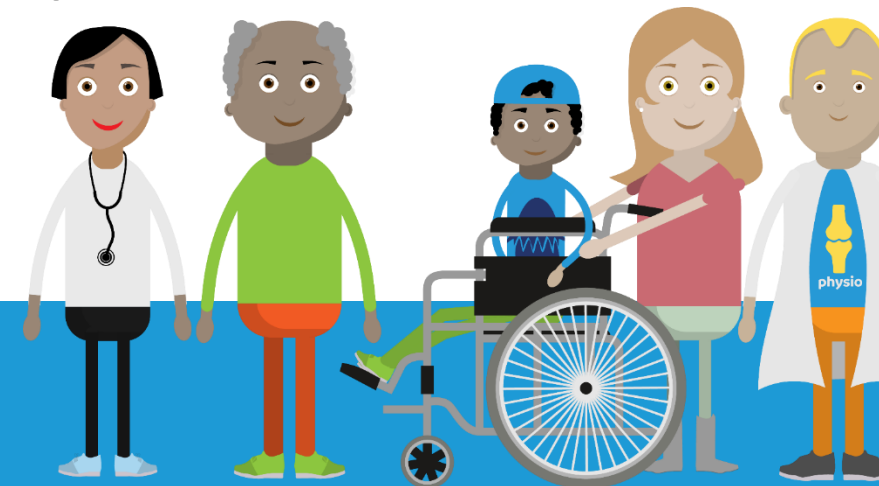
# Carers Breaks and PHBs

- Where breaks are provided through a prepaid card direct payment they are counted as a Personal Health Budget
- Wide range of breaks options e.g. weekly coffee, break away, hair/beauty services, sports/crafting/hobby equipment, part payment for gym membership, kindle, TV subscriptions
- Replacement care includes 6 hours a week sitting service or equivalent via direct payment, two block purchased respite beds chargeable at LA rate for self funders
- Telecare/tech based solutions



# Wider community based support for health and wellbeing

- Cooking groups – carer specific or general gives social contact, learning skills and a meal!
- Healthy lifestyle support – wellbeing service, support to access i.e. slimming world, encouragement and virtual hand holding to join new activities
- Tapping into existing opportunities such as leisure and tourism e.g. Gunwharf
- Community Development and partnerships



# Thank you

**Clare Rachwal**  
**Team Manager**

Carers Centre  
117 Orchard Road  
Southsea  
Hampshire  
PO2 0AD

Page 11

E-mail: [clare.rachwal@portsmouthcc.gov.uk](mailto:clare.rachwal@portsmouthcc.gov.uk) or [portsmouthcarerscentre@portsmouthcc.gov.uk](mailto:portsmouthcarerscentre@portsmouthcc.gov.uk)

Tel: 023 9285 1864

Find us online:

Search for 'carers' on [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

Like us on Facebook [www.facebook.com/portsmouthcarerscentre](http://www.facebook.com/portsmouthcarerscentre)



This page is intentionally left blank



# Our work with carers

**Dawn Buck**

**Patient & Public Engagement & Experience team**

## OUR VALUES



# Our work so far...

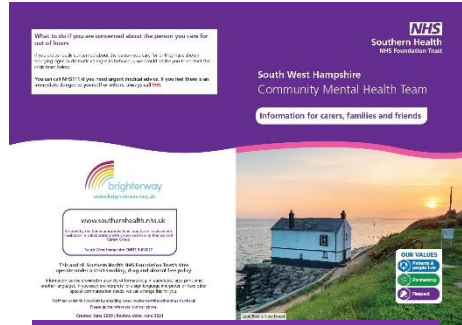
Delivery of the Joint Carers Strategy for Carers (in partnership with Hampshire County Council)

Launched our guiding principles, aligned with the joint strategy

Coproduced an organisation plan for Carers & their Families

Established carers advise & info drop-in at Romsey Hospital

Coproduced tri-fold wallet/purse- sized leaflet for carers –



Coproduced our carers booklets

Quality Improvement project on care plans

**Unloc**  
DEVELOPING YOUNG POTENTIAL  
Youth Board & Unloc collaboration

Implemented Triangle of Care in AMH



Provided additional resource to Triangle of Care project

Provided Carers Awareness sessions for staff by Hampshire Carers Together

Developed carers webpages

Produced a "Story telling toolkit"

Setup Chathealth 0-5 texting to support parents, carers & families

Provided more opportunities for carer engagement & involvement

Coproduced our revised carers survey

Revised care plan templates

Established Carers, Families & Friends group



Page 14





# Additional support during Covid-19

Partnership working with charities to support relatives in providing care to end-of-life patients during lockdown

Signposted to further support e.g. Hampshire Carers Together telephone helpline

**“The zoom sessions connect us to carers of all backgrounds to support and talk to each other”**

Established North Hampshire carers group – at the request of carers, supported together with Andover Mind and SHFT staff

Developed partnership with Princess Royal Trust for Carers in Hampshire to provide additional support to carers

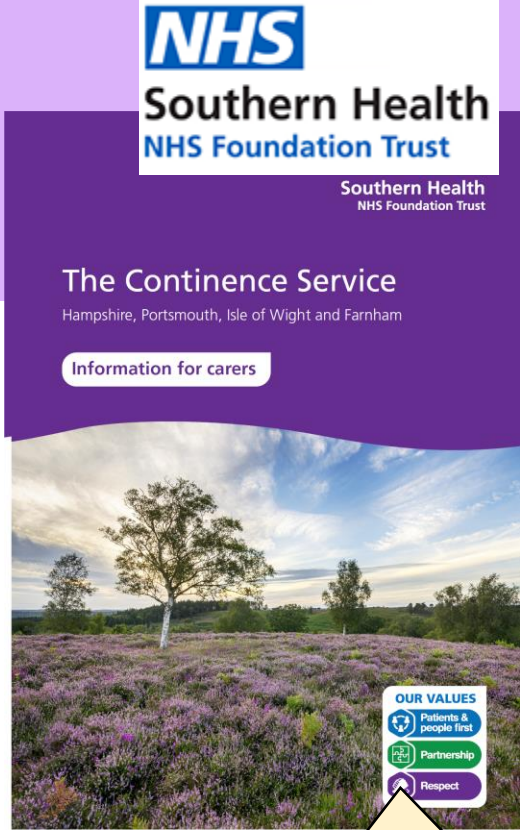
Offered support to carers about challenges & barriers

Signposted to further support

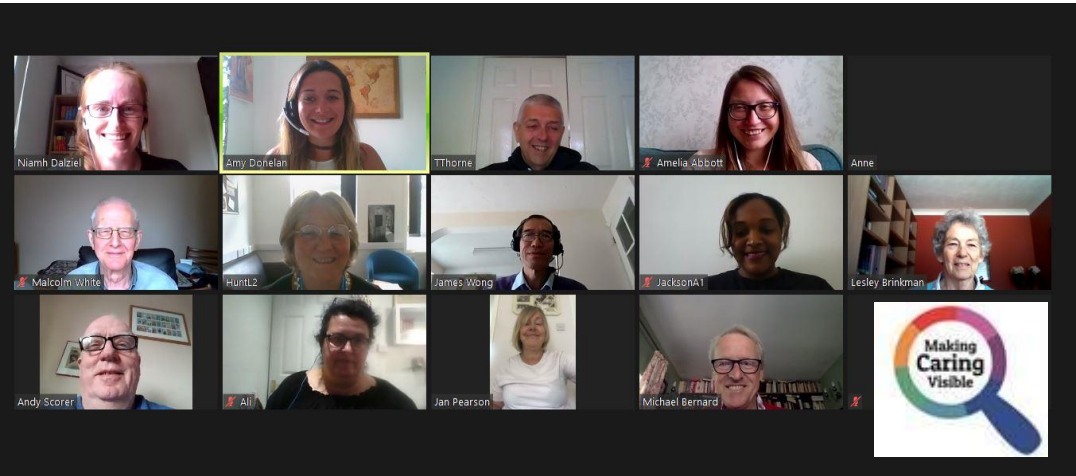
Carers further involved in SHFT projects

Coproduced & issued letter RE: changes & updates to ward visiting during lockdown

Updated carers webpages with timely information & guidance



**“This booklet has been absolutely vital during the pandemic as staff are able to send them out to carers who are struggling until the service returns to normal”**





# Triangle of Care

Carers and the essential role they play are identified at first contact or as soon as possible thereafter

Staff are “carer aware” and trained in carer engagement strategies

Policy and practice protocols RE: confidentiality and sharing information, are in place

Defined post(s) responsible for carers are in place

A carer introduction to the service and staff is available, with a relevant range of information across the care pathway

A range of carer support services is available

Progress in Southampton

176 staff trained

27 carers leads

4 booklets

# Moving forward...

Coproduce a service model for Patients and Carers Advice, support & Liaison

Extra resource secured to accelerate Triangle of Care implementation trust-wide

Triangle of Care training updated to reflect feedback from carers and staff

Outreach work, providing advice, support and liaison working with Hampshire Carers Together

Letters sent to all GP practices regarding registration of carers in order to look after their health & wellbeing

Coproduce & develop a Consent to Share campaign

Work with HCC and Connect to Support to provide Connect to Support screens in community hospitals

Support the implementation of the Trust's Carers Plan

Develop toolkits to support staff to collaborate with carers

Look towards codeveloping Carer Peer Support Worker roles within our services



# Thank you, any questions?

Page 18

[Dawn.Buck@southernhealth.nhs.uk](mailto:Dawn.Buck@southernhealth.nhs.uk)

Head of Patient & Public Engagement & Experience

[carer.involvement@southernhealth.nhs.uk](mailto:carer.involvement@southernhealth.nhs.uk)



## OUR VALUES



Patients &  
people first



Partnership



Respect

# OUR COMMITMENT TO CARERS

Solent NHS Trust

				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Listen and hear - what <i>really</i> matters most	Involve - in decisions related to care and treatment	Carers at work - identification and support	Lessons learned from COVID	Primary research study - Suddenly a Carer



This page is intentionally left blank



# Carer's



Sharon Stewart - Head of Service Adult Social Care  
Louise Ryan – Service Manager for Social Well-Being



Page 2



Agenda Item 6  
Appendix 6

# Outline

- **There are currently an estimated 30,000 unpaid carers in Southampton.**
- **We work in partnership with Carers in Southampton to provide assessments and support plans for those who are caring for people who reside in the city.**
- **An adult carer is defined as a person that is providing care and support to an adult (18 years +) and who is disabled, ill or elderly.**
- **The National Carer's Survey is conducted every two years.**
- **The 2018 survey results have not been as we had hoped in Southampton, and shows a need to improve.**
- **An action plan is required to rectify and improve the outcomes for carers in Southampton.**
- **To provide an overview of the actions in regard to carers' outcomes in the city and ensuring they are able to fulfil this essential role.**



# Carer's in Southampton

- **Advice, information and support is provided by Carers in Southampton (CiS). It serves to ensure as many carers as possible are accessing the right information and support at the right time in order to reduce the need for more support later on, or even crisis intervention.**

Page 23

**Carer assessments which are undertaken by Carers in Southampton (CiS) through delegated powers conveyed in the Care Act. Assessments form a significant part of the contract as it identifies the depth and range of advice, information and support needs that a carer has: including those a carer had not thought of.**

# Carer's Survey 2018

- **Survey of Adult Carers in England (SACE) 2020-21 has been postponed by one full year, picking up its normal cycle for the 2021-22 collection. It will continue to run biennially, so the next round after this will be 2023-24.**
- **In 2018, 316 responses out of 862 questionnaires (37 %), 395 of those questionnaires sent to Carers with Direct Payments through CIS**
- **Overall, how satisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months? 37 % extremely or very satisfied, 32 % quite satisfied and 6 % extremely or very dissatisfied**

# Transforming health and care outcomes for the people of Southampton

Our five year strategic framework (2019-2023)

Page 25



## Our Vision

One city, our city, a healthy Southampton where everyone thrives

## Our Goals

- Reduce health inequalities and confront deprivation
- Give children and young people a strong start in life
- Tackle the city's three 'big killers': Cancer, Circulatory diseases and Respiratory diseases
- Improve whole-person care
- Improve mental and emotional wellbeing
- Build resourceful communities
- Reduce variation in quality and productivity

## Our Mission

Effective system partnerships delivering safe, sustainable, coordinated care with the people of Southampton

# SOUTHAMPTON CITY HEALTH & CARE STRATEGY 2020-2025







Health and Care partners across the city have worked together to coproduce and agree a shared vision and a place-based five year strategy to improve outcomes for the city's population.

The ICU, as an integrated commissioning team, is integral to delivering the city's Health and Care Strategy





**Our vision**

**A healthy Southampton where *everyone* thrives**

We will do this by:

-  Reducing **inequalities** and confronting **deprivation**
-  Working with people to build **resilient communities** and **live independently**
-  Improving **earlier help, care and support**
-  Tackling the city's **biggest killers**
-  Improving **mental and emotional** wellbeing
-  Improving **joined-up, whole-person care**

**Our priorities**

-  **Start Well**  
Children and young people get the best start in life, are able to achieve the best opportunities and keep as healthy and well as possible throughout their lives
-  **Live Well**  
People will achieve and maintain a sense of wellbeing by leading a healthy lifestyle supported by resilient communities
-  **Age Well**  
People are able to live independently in their own homes with appropriate care and support to maintain and develop their social and community networks
-  **Die Well**  
People are supported to ensure the last stages of their life happen in the best possible circumstances, receiving the right help at the right time from the right people

Five key enabling priorities:

- Digital
- Workforce
- Estates
- Primary Care
- Urgent Care

# What is working well:

- Willingness to understand how Health & Adults needed to improve (variety of peer review activity in 2019);
- Resource review created a single post to lead Health & Adults;
- Committed staff at all levels within SCC and all departments;
- Strong relationship / partnerships with Health colleagues;
- Recent leadership activity has started the journey of staff engagement;
- Health & Adults officers have a desire to improve services for local residents;
- Strong support from leadership team and political leaders;
- Proposed investment in Health & Adults;

# What we need to do for Carers

- **Carer Strategy**
- **Listen (Actively)**
- **Involve carers in development of our service offer**
- **Consider wellbeing as a fundamental part of the Care Act Assessment**
- **Link the Carers assessment with the person receiving support**
- **Offer of regular planned support and prevention such as telecare and housing**
- **Advice, information and guidance**
- **Connecting people to their communities**

### The Triangle of Care

#### **The Triangle of care 6 principles:**

Carers and the essential role they play are identified at first contact or as soon as possible thereafter

Staff are “carer aware” and trained in carer engagement strategies

Policy and practice protocols RE: confidentiality and sharing information, are in place

Defined post(s) responsible for carers are in place

A carer introduction to the service and staff is available, with a relevant range of information across the care pathway

A range of carer support services is available

#### **Southern Health NHS Foundation Trust values in relation to carers:**

1. We will recognise and respond to your own needs as a family member, carer or young carer
2. We will recognise your expertise, knowledge and important role that you play
3. We will welcome your involvement in the care of your family member/friend
4. We will value your involvement in the development of our services

As discussed we now have both a bottom-up and top-down approach which is fantastic in achieving the above.

This page is intentionally left blank