

Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 26th November, 2020
at 5.30 pm

PLEASE NOTE TIME OF MEETING

Virtual Meeting

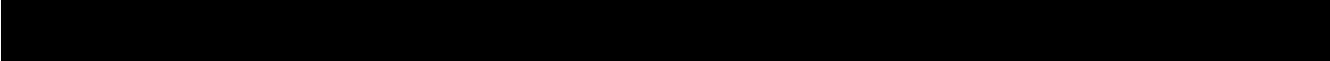
This meeting is open to the public

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



7 **CARER FRIENDLY SOUTHAMPTON - CARERS IDENTIFICATION RIGHTS, RECOGNITION AND SUPPORT** (Pages 1 - 4)

Questions raised by Cllr Coombs following 26 November 2020 Inquiry Panel meeting.

Questions raised by Cllr Coombs following 26 November 2020 Inquiry Panel meeting

Social Services:-

1. What % of our carers used the part of their direct payments allocated to replacement care in the last financial year?

None. The Direct Payment Agreement doesn't allow them to use it to finance replacement care which can inhibit them taking a break. It is also not enough to buy replacement care. We are trying to establish a system that identifies the breaks carers need and to cost that into the cared for's package of care but clearly identified as a break for the carer. This would help us as a council to track what support we are giving to carers and also enable us to complete statutory returns to a higher standard. Carers would also know they were being recognised and valued.

2. Do we have a carers' pathway and if so, is it on our website and given to newly referred carers? (see pg. 14 of Surrey's draft carers strategy)

There is currently no single system carers pathway as per the Surrey example. The Carers Strategy will develop a similar pathway to reflect the services we have available in the City. This will be signed off by the newly formed Carers Partnership Board and on to the Better Care Board.

3. Do we have an NHS Carers KPI for social care providers? (see pg. 17 of Surrey's draft carers strategy)

There is no standard carers KPI's within social care contracts. This will be picked up within the new Carers Strategy. There is an ambition to develop a health and social care carers dashboard to measure how well we are identifying and supporting carers, which will report to Carers Partnership Board and on to the Better Care Board.

Health:-

4. How many carers are registered with their GPs in the city?

This information has been requested from Primary Care. Due to the management of the COVID response it has not been possible to run this report. Primary care practices would need to provide this and they are currently focused on planning and delivery of the COVID vaccine. When resources are released this will be requested again.

5. Can social prescribers register carers at GP surgeries and signpost them to services?

Social prescribers employed by Primary Care Networks are able to code within practice IT clinical systems, community navigators employed through the SO:Linked contract are not at present. Both are able to signpost to services.

6. Do we have John's Campaign in Southampton General Hospital for carers of people with dementia (see pg. 5 of good practice examples)?

Not at present, this will be taken up in the new Carers Strategy under development for both Southampton General and Royal South Hants.

7. Does our CCG have Carer Confident level 1 accreditation? (see pg. 10 of Surrey's draft Carers Strategy)

Not at present, this will be taken up in the new Carers Strategy under development.

8. What % of our carers received flu vouchers in the last financial year?

The CCG has only recently worked with Carers in Southampton to increase the take up of carers receiving flu vaccine. As per the Surrey scheme, Carers in Southampton have sent out to known carers a voucher/leaflet letting them know of the offer. Primary Care teams are aware and ready to code carers on clinical IT systems (so they can be provided with other targeted services and make referrals for assessment if needed) and offer appointments for the vaccine. We are not at present in a position to report on the impact of this new initiative.

NB. At present NHS England have not included unpaid carers as being a priority group to receive the COVID vaccine. Lobbying is happening locally and nationally to ensure they are included.

9. What % of our carers received health check vouchers in the last financial year? (see pg. 14 of Surrey's draft carers strategy)

To date we have not promoted access to health checks in the way Surrey has undertaken. This will be picked up in the new Carers Strategy under development.

Education:-

10. Are school nurses registering young carers?

School Nurses are engaged in identifying young carers but there is no consistent approach. The lead for Public Nursing, which includes school nurses, is on the Carers Strategy Partnership Board and developing a identification and support system should be part of the outcome of the Inquiry and action within the Strategy. It would also be part of the Carers Pathway.

Southampton has recently taken part in a programme run by The Children's Society to promote the identification and the needs of young carers. This was well attended from a wide range of services in contact with young people which will help the identification of young carers and referral to No Limits.

11. Do we have an equivalent to Surrey's Young Carers Schools Guardian Angel Scheme (see pg. 35 of Surrey's draft carers strategy) or Young Carers in Schools (see pg. 4 of good practice examples)?

Surrey's scheme is adapted from a national scheme developed by The Children's Society. No Limits do work with every secondary school. Developing the scheme within Southampton is part of their work plan.

Carers in Southampton:-

12. What % of our carers received benefits advice in the last financial year?

Carers in Southampton signposted 389 carers to organisations for financial advice / support. Not all carers will have progressed to contacting the organisation. We are working with Carers in Southampton to buy into an automated referral system that is run by CAB and a number of organisations are signed up to. This will mean carers will not have to self-refer after being told about the support on offer which will increase take up of the support.

13. How many carer assessments and annual updates were completed in the last financial year?

730 assessments, including young carers, or reviews were completed in the last financial year.

All organisations (inc. SCC):-

14. Do they have a staff carers survey and workforce action plan?

SCC doesn't have anything specific to carers. Compassionate leave is allowed upon approval by a manager. It can be used by carers in their caring role but is not specific to them. As part of the new Carers Strategy we will promote local organisations and businesses to become members of Employers for Carers <https://www.employersforcarers.org/>. If SCC were to join as an Umbrella organisation SME (Small and Medium sized Enterprises i.e. 250 or less employees) and our health partners can have fee membership. [file:///C:/Users/sosqrkk1/AppData/Local/Packages/Microsoft.MicrosoftEdge_8wekyb3d8bbwe/TempState/Downloads/Employers for Carers Guide 2019%20\(1\).pdf](file:///C:/Users/sosqrkk1/AppData/Local/Packages/Microsoft.MicrosoftEdge_8wekyb3d8bbwe/TempState/Downloads/Employers%20for%20Carers%20Guide%202019%20(1).pdf)

This page is intentionally left blank