

Scrutiny Inquiry Panel - Carer Friendly Southampton

Thursday, 7th January, 2021
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

7 CARER FRIENDLY SOUTHAMPTON - CARERS ACCESS TO INFORMATION, ADVICE AND GUIDANCE (Pages 1 - 34)

Presentations received at the meeting.



Nicky Judd
SO:Linked Programme
Manager
Southampton Voluntary
Services

www.solinked.org.uk
023 8021 6050
soccg.solinked@nhs.net

Twitter: @S0linked
Facebook: solinked.svs
Instagram: solinked

Community Navigation – linking carers to the available support, activities, information and guidance.

- **Accessible**
- **Trusted**
- **Sustainable – (SO:Linked information directory)**

Community Development: Supporting communities and organisations to provide these services for people

- **Knowing what's there**
- **Supporting existing services (resourcing during covid)**
- **Identifying gaps and supporting new services (DFS)**
- **Community action (SO:Links – local solutions groups)**

Identifying barriers

- **Accessibility**
- **Cost**
- **Digital inclusion – SO:Let's Connect**

Southampton Dementia Navigators



SO:Linked

Supporting Southampton People & Communities

Working in
Partnership



Best Practice and Gaps

What we do

What's missing

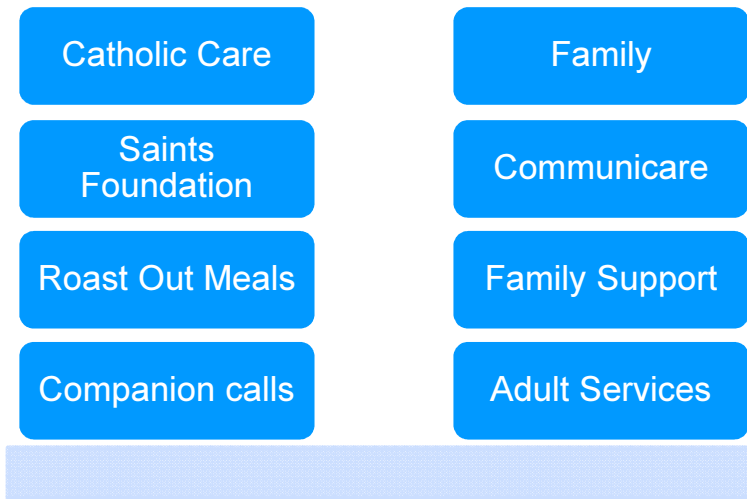
Preventing Safeguarding

Dementia Communities



What we do

One example of a case support plan for a carer of a person who lives with dementia



If the person you care for has a diagnosis

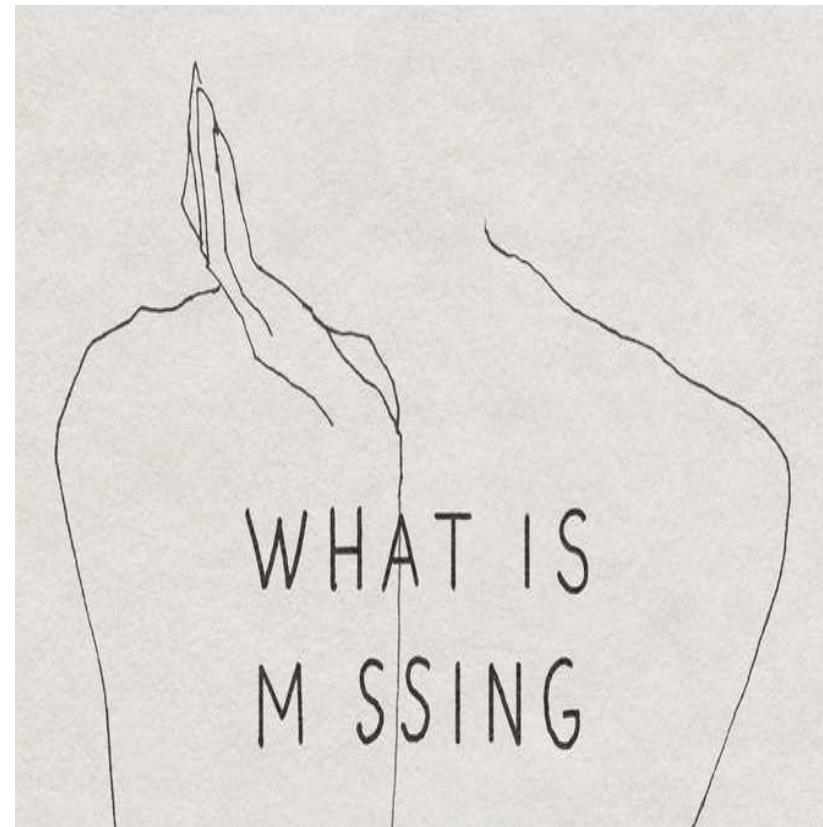
You are fortunate

- You will be referred to an organisation who is able to navigate the changing support landscape for carers and help
- We know that traditional support has changed
- If you are a carer of a person who doesn't have a diagnosed condition how do **you know** what support is available in Southampton?



What is missing?

- Respite Care
- Continuity of care
- Tailored care
- 'Rapid Response'
- Priority access to services
- Opportunities to talk to other carers
- Advertising of existing support
- Sitting service for medical appointments and transport



Safeguarding

- Increase in carers being referred to Safeguarding
- They feel they have no one to turn to



Dementia Communities



- Opportunity to grasp the COVID community spirit
- Early support from the community was phenomenal
- How are you planning to tap into this volunteering opportunity, can your teams who work for Southampton City lead by example?
- Potentially look at the Dementia Communities template as a model that could be replicated for all things aged? Well Being Support Communities?





Carers strategy for Southampton – scrutiny inquiry on 7.1.21

DWP support for carers

Mark Knight – DWP policy, carers lead

*Andy Sherman – Employer and
Partnership Manager*

DWP support for carers

- Carer's Allowance (CA) provides a measure of financial support and recognition for those who have had to give up or limit their employment because of their caring responsibilities.
- In May 2020, over 900,000 people were receiving CA in payment.
- Between 2020/21 and 2025/26 real terms expenditure on Carer's Allowance is forecast to increase by nearly a third (around £1 billion). By 2025/26, the Government is forecast to spend just over £4bn a year on Carer's Allowance.
- As of May 2020, there were 3,517 carers in receipt of Carer's Allowance in the City of Southampton and £12.1 million was spent on CA there in 2019/20.
- Carers also have access to the full range of social security benefits according to their circumstances. Between the existing carer-specific support, and the temporary Covid-19 uplift, 270,000 carer households in GB receiving Universal Credit have benefitted from up to an extra £2,990 this financial year.

Some of the big issues

- Work closely with DHSC and key stakeholders such as Carers UK.
- CA is straightforward to claim – 90% do it online with 90% satisfaction rates.
- Is the rate of CA enough?
- Support for carers through the C-19 pandemic.
- The interaction between CA and other benefits is complex. Carers can also receive means tested benefits.
- Supporting carers into employment (Fuller Working Lives, employment support from Jobcentres, CA earnings limit).
- Health and wellbeing of carers.
- Sharing data and information.

What is DWP doing locally?

- Youth Hub established in Southampton as a result of a DWP and Southampton City Council initiative. The Youth Hub team will signpost to advice and support around housing, benefits, health and wellbeing to provide a holistic and person-centred service for young people. It will utilise a wealth of virtual tools including web chat, video conferencing, online resources and podcasts so we can still work with people including Young Carers during the pandemic.
- DWP Complex Case Plans enables Jobcentre Work Coaches to signpost Young Carers to support available within local community.
- DWP and Southampton City Council have signed a Partnership Agreement enhancing collaboration in moving residents closer to or into employment.

Unpaid carers:

**Good practice:
Information, advice, guidance**

**Emily Holzhausen OBE
Director of Policy, Carers UK**

Emily.Holzhausen@carersuk.org

7 October 2020

Who are we talking about?

- Constantly changing population – one third turnover
- Different stages on caring journey – knowledge levels differ, new to caring to end of life
- Language and approach matters
- Capacity and ability of carers to take on board
- Where people find information
- How people consume information
- Workers – i.e. those juggling work and care
- Diversity of population

It's not an easy task to get right!



Implications for good practice?

- Repeat messages for new carers
- Language appropriate i.e. looking after someone? Not “Are you a carer?”
- Job is never done
- Mixed portfolio of formats, video, face to face, telephone, online, paper.
- Social media – improving knowledge and skills
- Digital can make a huge difference e.g. videos, podcasts, decision-making tools, provides 24 hour access to information, e-learning, peer support



Must haves for good delivery:

- Very good awareness of carers by all frontline staff – are they Carer Aware? Longer eg. Southampton, CPD, or just 8 mins e.g. Carers UK commissioned by NHS
- Peer support important as well as professionals who are experts, volunteers, etc.
- Take the best from good strong local provision and what is appropriate nationally e.g. gov.uk, nhs.uk, carersuk.org, ageuk.org.uk, Mencap.org.uk, contact.org.uk
- Essential local mapping and good understanding of user journey: signposting, referrals, in-depth advice, advocacy

Good practice elements:

- Carer Passport – [Carers in Herts](#)
 - Offer is inviting, over 12,000 passports issued, useful “in” to getting information offer.
- [Upfront](#) guide to Caring – 4 minute tool gives a personalised “to do” list with information.
- Guidance – does that include coaching plus advice?
- Capacity building carers and self-advocacy
- Linked strongly into GP practices e.g. [Carers Prescription in Surrey](#)

Good practice elements:

- Your website is your window and a service
- Use existing resources e.g. Online peer support forums – Time for Talk (Alzheimer’s Society)
Carers Forum (Carers UK) – Health Unlocked
- Advocacy and experts remain important as **chasing information is exhausting!**
- Apps to help store information, share and manage care, e.g. Jointly
- Disabled Living Foundation tool to help with aids and adaptations.

Digital Resource for Carers

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What about young carers?

- * Age appropriate information – ideally locally delivered
- * Advocacy
- * Trusted sources of support
- * Support through to adulthood
- * Supportive local higher and further education with supportive carer positive policies (also helps older carers returning to study/education)

Opportunities

- Promoting carer friendly policies at work can link positively to information, advice and guidance.
- Also helps deliver more carer friendly services and provides good peer support
- Shared Care Record – opportunity to link information, carer identification, etc.
- GP's identifying carers, could link to information provided.
- Vaccine roll-out Priority 6, good opportunity to get important information to carers.



Contact

Emily Holzhausen:

Emily Holzhausen@carersuk.org

www.carersuk.org

www.Employersforcarers.org



Scrutiny Inquiry Panel - Carer Friendly Southampton

Lisa Haynes

**Head of Supported Housing and
Community Support**

lisa.Haynes@southampton.gov.uk

Housing Related Support

“Housing-related support services are defined as services that aim to develop or sustain an individual's capacity to live independently in accommodation. ... Housing Related Support can be confusing, but put simply it is about 'doing with' rather than 'doing for'”

Mind Monmouthshire

Build on the strengths of the person, focussing on their abilities

Help them to set and achieve their own goals and aspirations

Linking people and communities together reducing social isolation and loneliness

Providing information and advice

Digital support

Southampton City Council Housing Related Support Service

- Approximately 3,500 tenants living in the City's Supported Housing accommodation – those with an identified support need
- 60 Plus Service – delivering support to people living in other accommodation (non-tenure specific)
- Funded through a mix of Better Care Funding and small contribution from SCC tenants (service charge)
- Individual tailored support plan

The Impact of Covid-19

- Health and wellbeing inequalities have become much more evident
- Social isolation – shielding, lockdown etc... reduced contact with family and informal carers
- Loneliness
- Mental health
- Anxiety
- Loss of independence
- Bereavement
- Ill health – including Long Covid

Supporting People in a Pandemic Safely

- Remote support – phone calls, use of IT
- Visits where essential (following strict precautions)
- More frequent support to more people – wellbeing focus
- Providing Information and Advice on other services
- Emergency support through telecare
- Reassurance and advice to family, loved ones and informal carers

Southampton City Council's Telecare Offer

- Careline Service – Commercial offer, customer pays for equipment and service through a weekly charge
- Connected Care – Referral from health/social care practitioner, equipment funded through Better Care and customer pays a contribution towards provision of the service
- Both services have an optional responding service 24/7

Not Just For Older People

- No age criteria
- Traditionally seen as a service for older people
- Advances in technology and smarter devices now available, catering for a range of needs
- Benefits the person who uses the technology as well as supporting carers
- Peace of mind to carers
- Greater independence for those who have care needs



Central Control Centre



Carer Alert



- Telecare equipment is linked to Carer Alert on site. This is suitable for someone who either lives with a carer or is in residential care
- Notifies device activated and location
- Has a volume control
- Not suitable for someone living alone

Summary

- Information and advice to the person and their carers
- Building social connections
- Supporting independence in the community
- Working in partnership with carers
- Re assurance and peace of mind to the person and their loved ones
- 24 hour emergency support through telecare