

# Carer's



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# 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.**
- **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)



## 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**