

Review of Best Practice and Documents for Scrutiny Inquiry- Carer Friendly Southampton: 26th November 2020

Priorities with Inquiry Dates

<p>5th November</p> <p>1 Carers health, wellbeing and safety</p> <p>1.1 Time for yourself and isolation</p> <p>1.2 Health & wellbeing, including mental health needs</p> <p>1.3 Relationships support (family dynamics) and experience of loss</p>	<p>26th November</p> <p>2 Carers identification rights and recognition</p> <p>2.1 Role of professionals to identify</p> <p>2.2 Self-identity</p> <p>2.3 Planning for emergencies</p> <p>2.4 Access and quality of respite or replacement care: planned and unplanned breaks</p> <p>2.5 Assessments</p>	<p>7th January</p> <p>3 Access to information, advice and guidance</p> <p>3.1 Financial support and the DWP</p> <p>3.2 Access to practical support and help from the community</p> <p>3.3 Housing and adaptations issues</p>
<p>28 January</p> <p>4 Support to carers</p> <p>4.1 Access to health and social care services in the caring role</p> <p>4.2 Information advice and guidance for the caring role</p> <p>4.3 Support and training for a carer</p> <p>4.4 Experience and response to Covid-19</p>	<p>25 February</p> <p>5 Support in education and work</p> <p>5.1 Young carers protected and supported to learn and thrive</p> <p>5.2 Opportunities and challenges in work and education</p> <p>5.3 Access and availability for transport to support the caring role</p>	

Some of the evidence given on the 5th November will also apply to the topics in this meeting: they have not been repeated.

Table 1: Carers Identification, Rights and Recognition

Local Authority	Priority (N°)	Brief description
Wiltshire County Council	2.1 4.1	Investors in Carers accreditation promotes innovative approaches by GPs to identify and support Carers as early as possible. It is funded by Wiltshire CC and CCG. It claims to be effective in encouraging surgeries to offer achievable support such as Carer Clinics and a Carers Register. They launched a platinum accreditation in 2017 for surgeries that met twelve key criteria (such as having a carers lead and flexible appointments).
Leeds CCG	2.1 4.2	The Yellow Card Scheme - All Leeds GP practices can refer carers to Carers Leeds by completing a 'Yellow Card Referral'. GP practices are encouraged to use the Yellow Card as a prompt to record a patient as a carer on their practice database thereby ensuring that carers can be identified when contacting their practice and offered appointment times and services that fit with their caring role, for example carer health checks and access to flu vaccinations.

Local Authority	Priority (Nº)	Brief description
	2.1 4.2	Carer Awareness Training – Carers Leeds have two Carer Awareness Trainers to deliver brief carer awareness sessions to any staff based in GP practices or community-based health staff. These sessions are designed to help staff understand the vital role that carers play in healthcare, how to identify and support carers and an overview of the services that Carers Leeds can offer.
	2.1 4.2	Carer Clinics - Carers Leeds facilitates several carer clinics in GP surgeries across the city for carers who could not get to their city centre offices. (Carers in Southampton have tried this with limited success but could be re-visited in key locations across Southampton).
Derbyshire County Council	2.1 4.2	Carer Pledge – Derbyshire Carers Association have challenged GPs, Hospitals and Employers to sign up to a group of pledges to improve the lives of carers. Pledges include maintain a Carers register within their practice, ensure there is good quality and accessible information available for Carers, invite Carers for an annual flu vaccination, improve the way that Carers are identified, supported and signposted and nominate a Carers Champion who will be a point of contact for identifying and promoting carer support in the practice. In return, the DCA provide information, resources, training and certification to those services.
Oxfordshire County Council	2.1 4.1	Carers Assessments can be shared (with Carer permission) to primary care providers.
Hertfordshire County Council	2.1	Online resource packs that organisations can download to improve their understanding of carer needs and identification.
Surrey County Council	2.1 2.5	Implement the agreed 'Together for Carers Memorandum of Understanding' between social care, health and carer organisations with an action plan. Adult Social Care and Children's Safeguarding Service to publish clear pathways of referral and assessment of young carers and young adult carers that can be assessed and used by any referring agency. Set up 'information sharing' between health, social care and carer organisations to increase identification and improve assessment and support to young carers and young adult carers. This is particularly important to track those young carers who have been in contact/assessed by the services but who have been deemed not to be in need of support. It is also important to gather data on the types of help provided by the young carers and young adult carers to the person being cared for to ensure that services are tailored to their needs.
	2.2	Young carers forum: raise public awareness so that children, young people and their families recognise when they are a young carer and know where to seek support. This should include participation in activities for national young carers rights day on 25 January 2018.
	4.2	Carers Support Worker Substance Misuse - One example of good practice of joint working cited by The Children's Society is the implementation of a Carers Support Worker for Substance Misuse. The role increases awareness within substance misuse teams and could provide support for the whole family. The position was part of a new service commissioned for carers and families following a consultation process with carers, users and staff. The worker is able to support all family members including young carers and young adult carers. The service is also available when the cared for person is not in treatment.

Local Authority	Priority (N°)	Brief description
Liverpool	2.1 2.3	<p>The Health & Social Care Liaison & Training (HSCLT) Service Cluster will play a key role in supporting healthcare providers to adopt more effective and sustainable processes for identifying & supporting carers, while recognising the partnership role they play in providing care. Carers' Emergency Alert service – data to be entered on to Social Services data base – and carers to be given an ID card. Staff and volunteers to support completion of emergency plans.</p> <p>Data processing contracts have been agreed to share information about Carers, and their support needs, between agencies</p>
Salford Enhanced Carer Support	2.3 4.1	<p>Shared Care Record has been developed in Salford, under the Integrated Care Programme to support personalised care planning between health, mental health and social care. To identify carers who need support at a time of crisis and will benefit from intensive 6-week support package to ensure efficient discharge of cared for, preventing readmission and enable carers to be linked. Outcomes: Target met with 275 Carers identified. Challenges:</p> <ul style="list-style-type: none"> • embedding carer's services in health care setting where staff mainly patient-focused and may not always see the value of carer support or that this is part of their service model. • Practical challenges with lack of accommodation to work at hospital. • Data collection challenges, complexity and evolving data capture.
Midlands Partnership NHS Trust	2.1	<p>Our Service User and Carer Charter</p> <ul style="list-style-type: none"> • carer charter and carer engagement standards taken from the triangle of care. This includes Staff need to be "carer aware" and trained in carer engagement strategies • Clinical supervision should address carer engagement and awareness • The Trust should identify staff who are carer champions and who support staff and input into awareness training • A Carer Engagement Forum is in place to consider ongoing awareness and engagement issues • Every team and ward has a staff member with lead responsibility for carers, although all staff are responsible for involving carers.
Action for Carers Surrey, Surrey Independent Living Council (SILC)	2.1 2.4	<p>Encourages GPs to identify carers and the relevant benefits of doing so. Includes a GP Carer's Prescription which is a 'one-stop shop' – a secure online referral mechanism to a range of local carers' services. The support can be provided directly to the carer, or to the person being cared for, to help the carer have a better balance between their caring role and their life outside caring.</p> <p>Additionally, when GPs complete a Carer's Prescription, the carer may be entitled to a 'GP Carer Break'. This is a one-off payment at the GP's discretion, giving the carer household up to a maximum of £300 for a break.</p> <p>A scheme to improve the identification and support of young carers in schools. Young Carers in Schools is an England-wide initiative that equips schools to identify and support young carers. The award celebrates your school's commitment to young carers.</p>
Kent & Medway Councils and York Carers Centre	2.3	<p>Carers are issued with a credit card sized card. The carer carries it at all times, so that it can be used as an instant source of identification in case of accident or sudden illness. The card does not have any personal details on it, only a unique registration number and the telephone number of the central help line. In an emergency situation anyone can telephone the number on the card and quote the unique</p>

Local Authority	Priority (N°)	Brief description
		registration number printed on the card. The contact centre uses the registration number to easily access the carers pre-arranged emergency plan and puts it into action. The service is 24/7
Support For Carers Leicestershire	2.1 4.1	Some Carer support organisations have been commissioned to work specifically within general practice, in order to provide integrated support for Carers.
Wandsworth Borough Council	2.1 2.2, 2.3 2.4, 2.5 3.1,3.2 3.3, 4.1, 4.2, 4.4 5.1	<p>Care Place website details a vast range of information especially for those in a caring role. Wandsworth have a carers centre open for drop in: Monday - Thursday 10.00 - 5.00 and phone on Fridays. They work with GPs to:</p> <ul style="list-style-type: none"> • Keep a register of all patients identified as carers within their practice • Offer flexible appointments and longer consultation slots for carers • Refer carers to Wandsworth Carers' Centre and signpost them to other services based on the outcome of their consultation. <p>Detailed advice for carers regarding COVID including how to care for themselves and plan for emergency</p> <p>Work related rights detailed – as in CIS website</p> <p>Extremely comprehensive carers guide</p>
Liverpool City Council	2.1	Strategy aims to improve information sharing between different parts of the system, professionals, services and providers and improve communication between professionals and carers. Work in progress.
Salford NHS CCG & Salford Council	2.1 3.1 4.1	<p>Have a risk stratification tool to help identify carers who need extra help in their lives.</p> <p>Shared Care Record to support personalised care planning between health, mental health and social care. The Salford Integrated record (SIRC) will be a truly integrated record of care and will be available to all care services to include: GPs, Hospital Staff, District Nurses, Social Care and Mental Health. This saves carers having to keep repeating themselves</p>
Surrey & Borders Partnership	2.4 3.1 4.1 4.2	<p>Charter pledges to involve, support, give a voice and value carers.</p> <p>Signed up to John's Campaign which helps people who look after someone with dementia support them when they are admitted to hospital. Involving carers leads to better quality care because they are expert in the needs of that individual. If they are accepted as part of the care team they can provide insight and facilitate communication, leading to better outcomes.</p> <p>Their older adult units have signed up to the campaign and allow carers to stay overnight, to have flexible visiting hours and actively involve them in a person's discharge.</p>
Action for Carers Surrey	2.1, 2.3 2.4, 3.1 4.1, 4.2	The GP Carer's Prescription is a 'one-stop shop' – a secure online referral mechanism to a range of local carers' services. The support can be provided directly to the carer, or to the person being cared for, to help the carer have a better balance between their caring role and their life outside caring. When GPs complete a Carer's Prescription, the carer may be entitled to a 'GP Carer Break'. This is a one-off payment at the GP's discretion, giving the carer household up to a maximum of £300 for a break. This is an online referral form and the carer will be sent information and offered support.

Local Authority	Priority (N°)	Brief description
NHS England	2.4 2.5 3.2 4.2	A practical guide to healthy caring and is written to be particularly relevant for those who are about 65 years or older and are new to caring. Includes assessments, own health, taking a break, benefits of technology and planning for the end of the caring journey
Scottish Gov- Getting it right for young carers	2.1 2.5 3.2	Scottish Government have funded- that every area has developed a 'Carer Information Strategy'. This means that health staff are getting training and information about how to identify and support young carers. • The Royal College of General Practitioners Scotland is putting together information on identifying and supporting young carers. This will be sent to every doctor's surgery in Scotland. • NHS Education in Scotland will be looking at how they can raise awareness of young carer issues in staff training.
Surrey Young carers	2.1 4.1	Young carer training mandatory for all Surrey's health and social care professionals.
Carers Org- identifying YC	2.1	Workforce development: Implementation of training on young carer awareness, identification and local whole family practice, ensuring it is embedded across workforce development of key providers.