

# SURREY HEARTLANDS ICS – SUPPORT FOR CARERS

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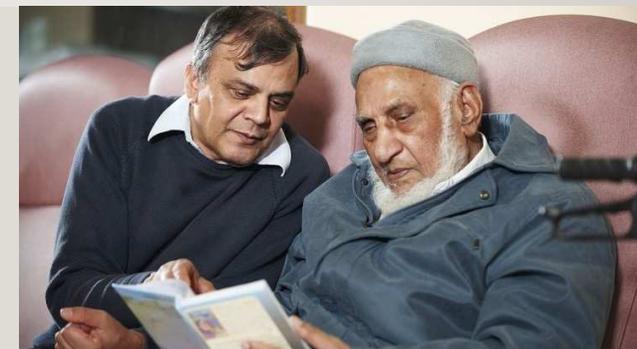
SOUTHAMPTON PUBLIC SCRUTINY COMMITTEE – 26<sup>TH</sup> NOVEMBER 2020



## 2 WHO ARE SURREY CARERS?

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- From the 2011 Census and subsequent population projection figures, there are an estimated **115,216 carers of all ages who live in Surrey** including 31,850 people caring for more than 20 hours a week, while 68,943 juggle work with caring.
- We have **18,870 carers from Black, Asian and Minority Ethnic (BAME) communities** and there are also an estimated **14,700 young carers under the age of 18**. Only 2,600 of the estimated number of carers based on the 2011 Census were under 18. However, research shows much higher numbers of young carers than identified in the Census.
- Carers UK research undertaken by YouGov (June 2020) indicates that there are an estimated **4.5 million new carers nationally due to COVID-19** who are not reflected in the figures above.
- New data will be provided by the 2021 census. This should be seen in context of the GP Patient survey which estimates the real caring population is nearer 17%. For Surrey this would mean our caring population is closer to 200,000 carers of all ages.



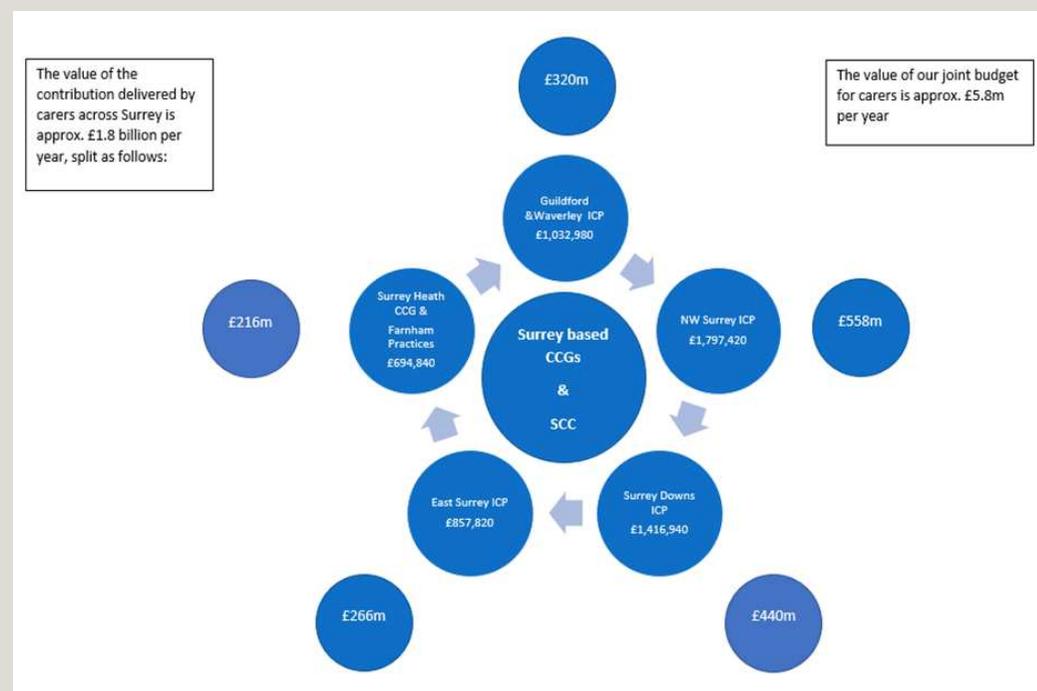
# 3 LEGISLATIVE & POLICY CHANGES

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- The NHS Long Term Plan with its increased focus on prevention and personalisation and support for those who juggle work with caring.
- The Care Act and Children and Families Act having been in place for four years and we can see the actual impact rather than simply what was anticipated
- Our [Surrey Health and Wellbeing Strategy](#) and an ever increasing focus on integration of health and social care.
- Surrey Heartlands ICS & FICS ICS and 4 ICPs (Reflecting new landscapes without creating new borders.
- The County Council's new ways of working for social care
- New data and research over the last 4 years particularly the GP Patient Survey Data 2019 that has added to our knowledge
- New NICE Guideline [Adult Carers Support](#)
- Marmot Review – Unpaid caring as a social determinant of health

# 4 VALUING CARERS

- The scale of care provided is significant in two ways: The monetary value, along with a skilled personalised approach and high levels of expertise carers bring to the people they care for. Carers are the largest source of care and support in the UK.
- As an example of what this means to our community, the University of Leeds estimate that carers in Surrey save the nation some 1.8 billion a year which would otherwise be spent on long term admission to hospital care, home placements or expensive home support packages (Valuing Carers 2015).
- That amount can be mapped across different geographical parts of Surrey as shown here.



## 5 SURREY CARERS OFFER

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- Home-based respite breaks including End of Life (EOL) carer breaks
- Carers Information
- Carers Support (adult and young carers & young adult carers)
- Carers Training including moving and handling
- Carers Events & Activities
- Advocacy
- Step up support for people caring for certain mental health conditions
- Carers Welfare Advice
- Carers Flu jabs and health checks



## 6 OUR STRATEGIC PRIORITIES FOR THE NEXT THREE YEARS

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i. Commission high quality services for carers

ii. Support working carers

iii. Increase visibility of the role of the carer

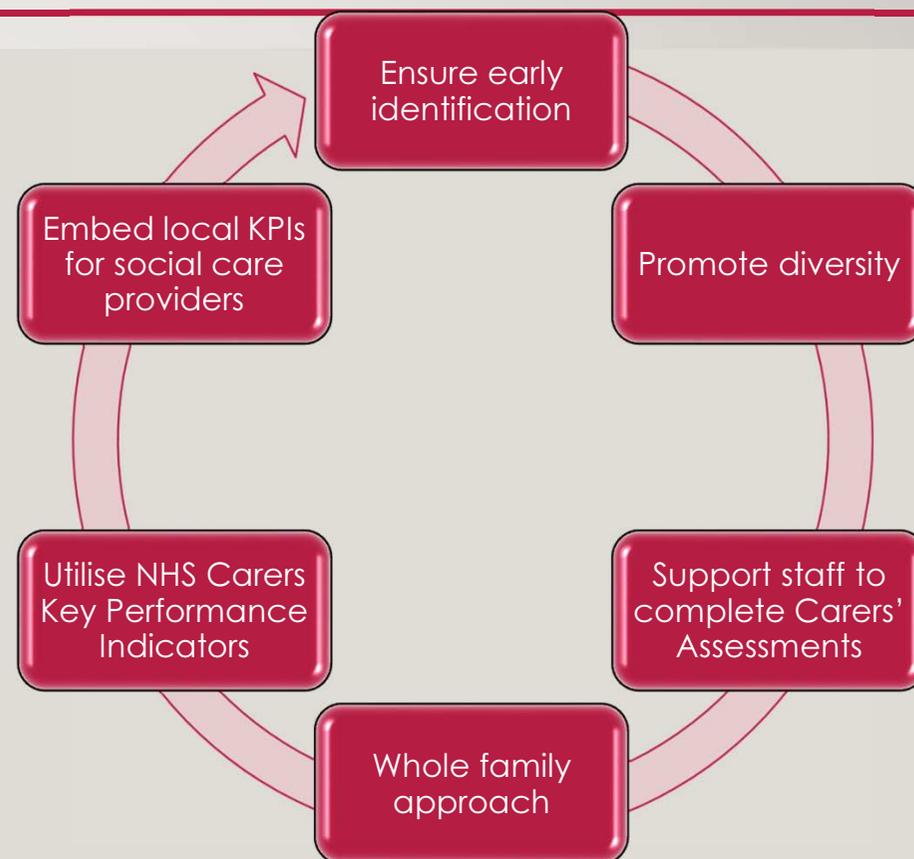
iv. Promote carers' rights

v. Strengthen carer voice

vi. Develop effective communication & engagement channels

# 7 INCREASE VISIBILITY OF THE ROLE OF THE CARER

- Identifying **carers** is the first step to providing them **with the support they need to maintain their own mental and physical health and wellbeing.**
- Unfortunately, research, borne out by local feedback, suggests that many **carers** are not recognised by health and social **care** services as having a **caring** role and so do not receive adequate support.
- People themselves frequently do not see themselves as carers, rather they see caring as an extension of their familial role: they are daughters, sons or partners, for example, doing what families and friends do.
- As such the term carer does not always resonate with them. In addition, becoming a carer can be a gradual process, and carers may not recognise the changing nature of their relationship with the person they support.



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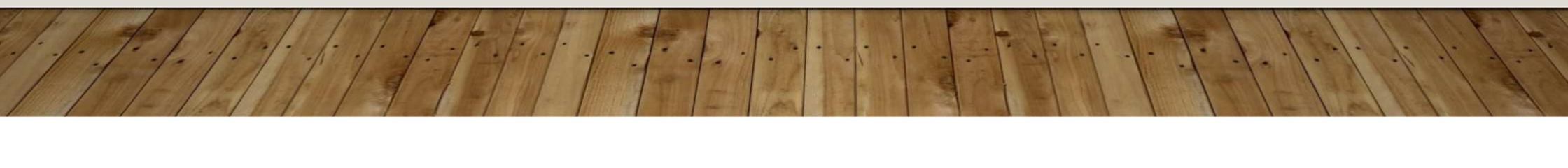
## ACTIONS TO INCREASE VISIBILITY OF THE ROLE OF THE CARER

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### a) Ensure early identification

- Develop information sharing (with consent) between health, social care, carer support organisations and other partners.
- Might require a central data access point for individual carers' data.
- Builds on Surrey Carers' Prescription and the Hospital Carers Passport schemes (see You Said, We Did).
- Ultimately, we will add a 'carer marker onto the Surrey Care Record.
- **We will consider what other measures might be constructive in ensuring that the carers agenda is effectively promoted within primary care.**

### b) Promote diversity

- Identify carers of all ages and backgrounds.
  - **We will ensure that our services for carers are inclusive and address the needs and preferences of diverse groups, such as lesbian, gay, bisexual and transgender carers, and carers from diverse ethnic, religious and cultural backgrounds.**
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# 9 ACTIONS TO INCREASE VISIBILITY OF THE ROLE OF THE CARER

## c) Support staff to undertake and contribute to Carers' Assessments

- **Surrey County Council will support and train staff to:**
  - Identify carers
  - Undertake carers' assessments
  - Recognise the needs and aspirations of the carer.
- **Healthcare commissioners will ensure that:**
  - Practitioners who carry out or contribute to carers' assessments have training and skills in that role and access to specialist advice.
  - All staff are aware of the benefits of a carer receiving a statutory carers assessment.

## d) Whole family approach

- The key to effective support is to embed a **whole family approach** to offering co-ordinated assessments and services to support the person with **care** needs and their **family** as well as the young **carer**.
- **We will seek to dovetail our whole family approach in our forthcoming Young Carers' Strategy.**
- This concept is not new and is laid down in the Care Act 2014.

# 10 ACTIONS TO INCREASE VISIBILITY OF THE ROLE OF THE CARER

## e) NHS Carers Key Performance Indicator (KPI)

- The tool has been co-produced in response to the carers telling us that we need to:
  - Improve outcomes for carers across our healthcare system, reducing unwarranted variation;
  - Normalise caring within our standard NHS contracting and performance monitoring systems and processes;
  - Ensure the sustainability of carers work through a systems response; and
  - Prepare the ground for the NHS England Long Term Plan 'Carer Quality Markers'.
- **The Surrey NHS KPI is a 'direction of travel KPI' to allow for incremental improvements to be made collectively across the healthcare system and will be reviewed and refreshed annually.**

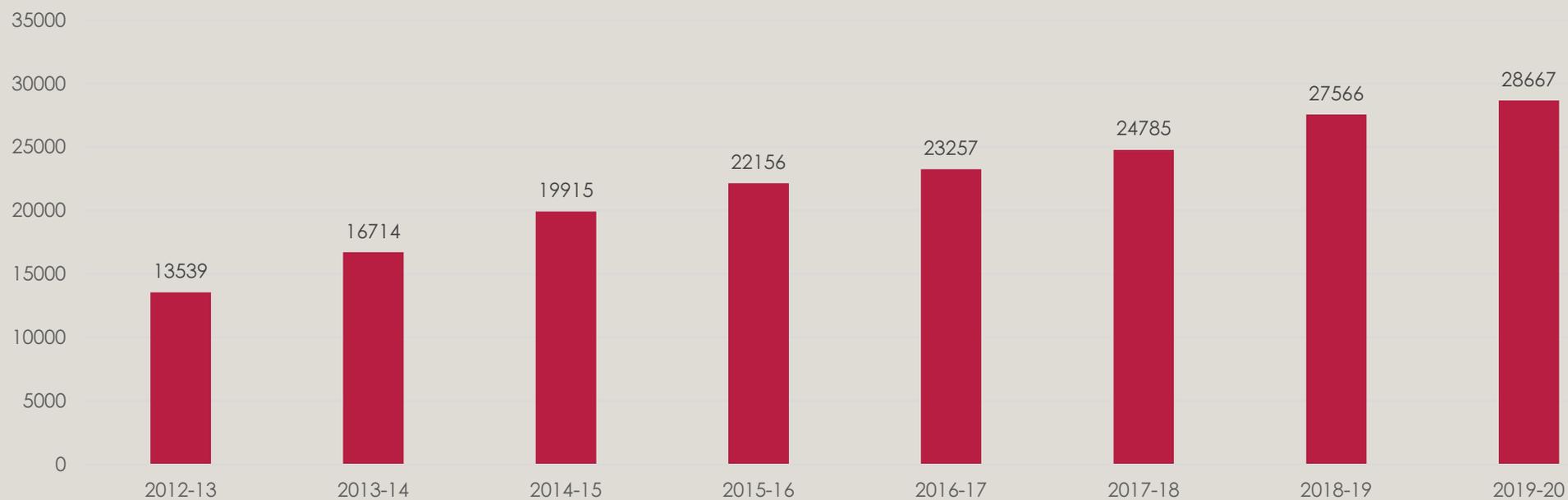
## f) Local KPIs for social care providers commissioned by Surrey County Council

- **These will be embedded in all health care and social care provision during the life span of this strategy.**
- The process of embedding the KPIs and monitoring providers' delivery will raise the visibility of carers with providers whose core business does not necessarily include the provision of support to carers.

# 11 GP CARER REGISTRATION

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Surrey GP Carer Registration Year on Year



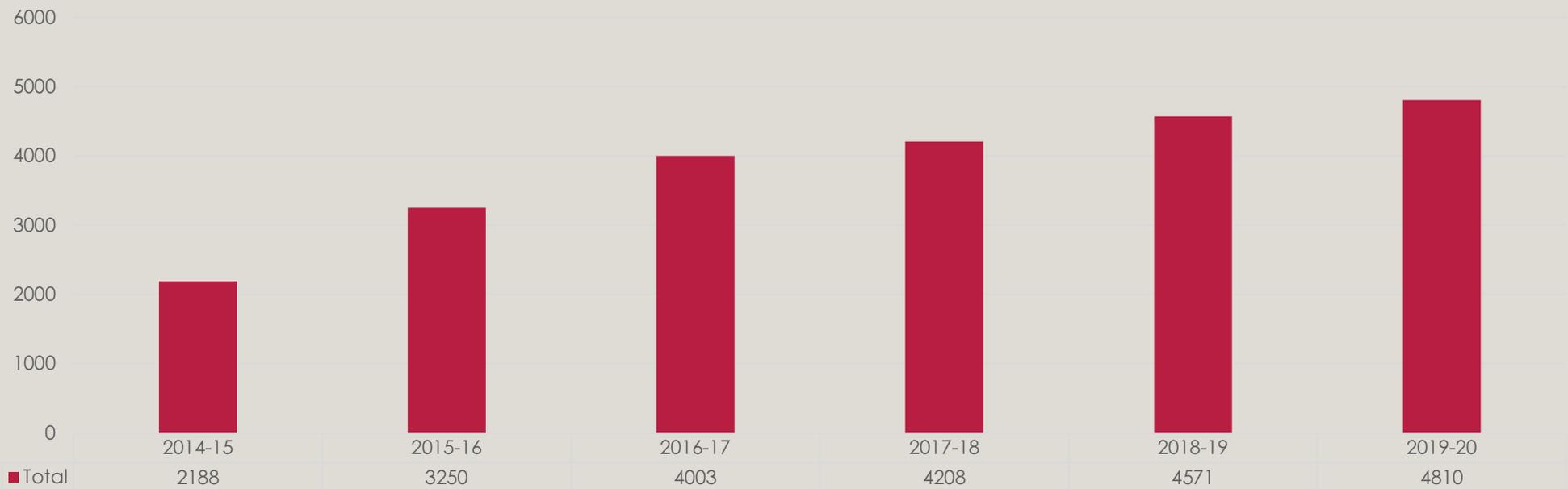
[Surrey Annual GP Carers Registration Survey Results Report 2020](#)



# 12 GP CARER QUALITY MARKERS 76 PRACTICES TAKE UP (73%)

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Surrey GP Carer Prescriptions and Breaks Year on Year



[Surrey Heartlands GP Carer Quality Marker Results](#)

# 13 CARERS HEALTH & WELLBEING MAKE EVERY CONTACT COUNT

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- In collaboration with the Surrey and Sussex Local Pharmaceutical Committee we co-produced an annual Surrey Carers Flu Voucher Scheme
- 5,500 Free Surrey Carer Flu Vouchers were dispensed in 2019/20
- 14,000 Free Surrey Carer Flu Vouchers being dispensed during 2020/21
- With mechanisms such as 'Make Every Contact Count'. We will develop a Surrey Carers Health Check Voucher along the same lines as our annual Surrey Carers Flu Voucher Scheme, both of which link to our Surrey Carers Prescription service and social prescription scheme.

**Surrey Carers Flu Voucher**  
2019/20

A reminder about your **FREE** carer's flu vaccination

Helps to cut your risk of **CATCHING** and **SPREADING** THE FLU

This voucher is evidence that you are an eligible carer under this scheme and can be used at participating community pharmacists and GP practices in Surrey.

Book yours before winter sets in!

NHS SURREY Action for Carers Surrey Caring Carers & More

The graphic is a light purple rectangular box with rounded corners. It features a blue button on the left with white text. The main text is in a mix of purple and black. At the bottom, there are logos for NHS, Surrey, and Action for Carers Surrey.

# 14 SURREY CARERS PATHWAY

The [Surrey Carers Pathway](#) has been developed in partnership.

Local NHS organisations and Surrey County Council each have their own separate strategic action plans to support carers, but all have agreed a shared five step pathway for carers.

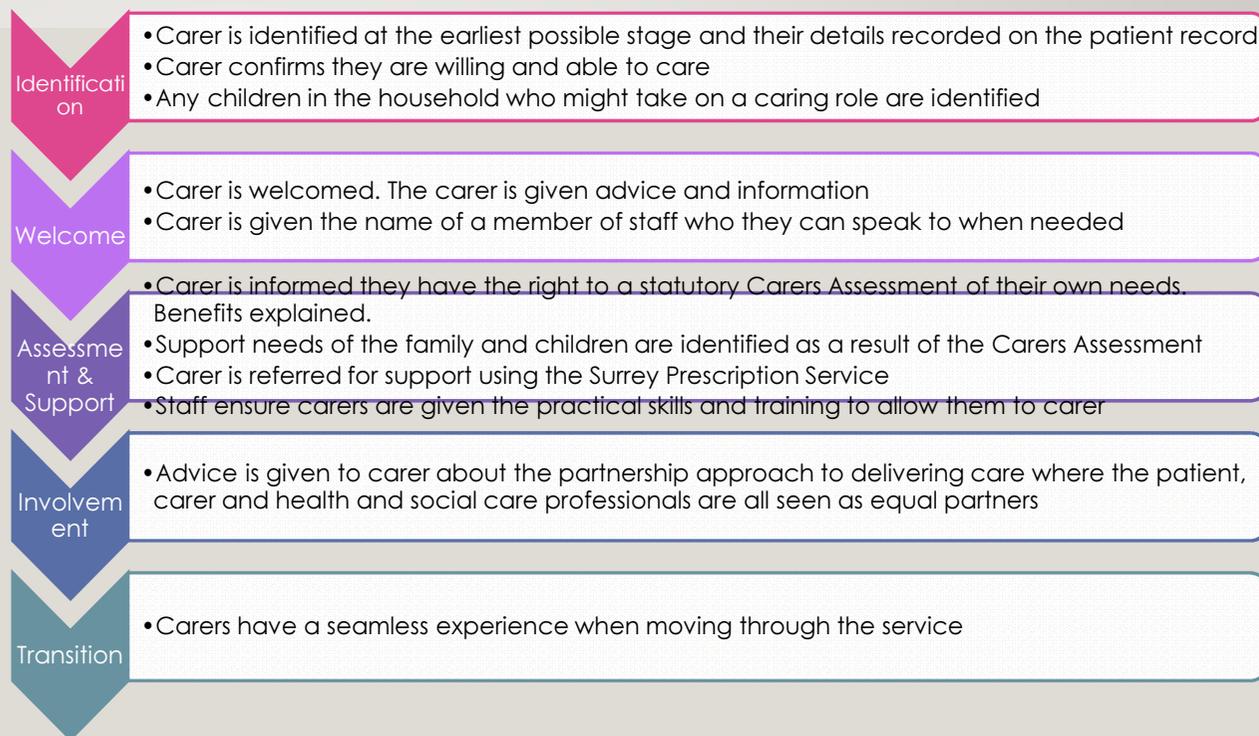
This pathway was co-produced with carers.

The Surrey Carers Pathway is a way of helping to ensure carers receive the type of support they need at the right time.

Depending on their role, health care professionals may come into contact with carers face to face or be involved in planning services for them or the people they care for.

The Surrey Carers Pathway outlined below has been designed to serve two purposes: to fit within existing pathways familiar to community health care and hospital staff; and to help health care staff identify, recognise and support carers.

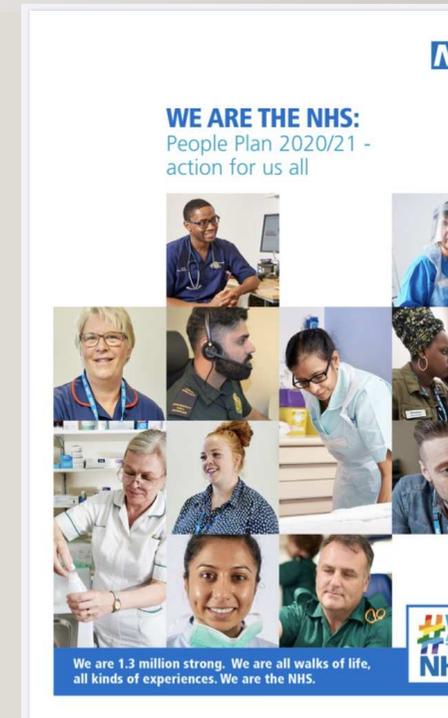
A checklist has been developed to support the practitioners to help ensure each stage is considered, together with links to relevant supporting information.



# 15 WORKFORCE CARERS

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- Staff Carers Survey – 800 response
- Surrey Heartlands Supporting Staff Carers Report
- Established Surrey Carers Workforce Task Group.
- Carers Workforce Plan
- Co-design a Surrey Carers Employer Passport.
- Incorporate staff carer contingency planning within the new carers employer passport scheme.
- Embed carer flag into ESR (NHS Electronic Staff Record).
- Co-design e-learning tool for managers, in partnership with Carers UK.
- Employer Carers Charter



# 16 CARER CONTINGENCY PLANNING - CONTEXT

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## HS Long Term Plan (LTP)

2.34. Carers should not have to deal with emergencies on their own. We will ensure that more carers understand the out-of-hours options that are available to them and have appropriate back-up support in place for when they need it.

## The Care Act 2014 (from Department of Health Care and Support Statutory Guidance)

The person may have fluctuating needs, in which case the (care) plan should make comprehensive provisions to accommodate for this, as well as indicate what contingencies are in place in the event of a sudden change or emergency. This should be an integral part of the care and support planning process, and not something decided when someone reaches crisis point.

## HS People Plan 2020

Supporting people with caring responsibilities: Employers should roll out the new working carers passport to support timely, compassionate conversations about what support would be helpful, including establishing and protecting flexible working patterns. We encourage employers to learn from best practice in this area.



# 17 PHASE ONE: THE JOURNEY SO FAR...



Carer engagement and involvement – autumn 2019

Research – what works, and what doesn't, in other areas, what are the challenges

Developing the concept – December 2019

The Big CCP Conversation: Surrey Carers and Providers Network event (pictured, right) – January 2020

Evaluation phase – February 2020

Business case to secure funding – March 2020

Integrating digital mapping to Surrey Care Record – commenced June 2020

Jointly app (Carers UK) – funding provided to develop CCP function; ongoing

Senior Joint Carers Lead for CCP appointed to manage the project – September 2020

Refreshed engagement and co-design activity – commencing with Surrey Carers and Providers Network #ItCanBeDone event November 2020

Commissioning new service 1<sup>st</sup> Oct 2021



# DRAFT Surrey Carer Contingency Planning process

## Universal offer – CCP form completed with commissioned provider

- Carers can contact CCP service to work through completing universal CCP form with them
- Practitioners can signpost carers to CCP service to work through form

## Universal offer – CCP form completed without commissioned provider

- Carers can access this directly
- Practitioners can signpost carers to this form, or work through it with them
- Commissioned provider reviews all CCPs

CCP reviewed by commissioned provider to determine if carer needs/meets criteria for enhanced CCP

Carer does not need/does not meet criteria for enhanced CCP

CCP is developed with the carer using strengths-based and whole family approach. Focus is on establishing a plan for managing within existing capacity and support network.

CCP completed – copy provided to carer and GP

(mechanism for adding to patient record is tbc – aim is to load onto EMIS via GP practice, which will then draw onto Surrey Care Record and Summary Care Record)

Carer advised to provide copy to relevant parties (such as anyone listed as provided support/care in emergencies).  
Commissioned provider to send out Carer Passport with CCP details included.

Carer requires/meets criteria for enhanced CCP

Enhanced CCP is developed with the carer using strengths-based and whole family approach but with additional detailed discussion regarding provision of replacement care (including criteria/threshold), ensuring thorough understanding of information replacement care provider will require

CCP completed – copy provided to carer and GP

(mechanism for adding to patient record is tbc – aim is to load onto EMIS via GP practice, which will then draw onto Surrey Care Record and Summary Care Record)

Carer advised to provide copy to relevant parties (such as anyone listed as provided support/care in emergencies).  
Commissioned provider to send out Carer Passport with CCP details included.

CCP updated as change in circumstances becomes known.

All CCPs reviewed annually from date of most recent update – reminder mechanism for carer and commissioned provider tbc.

# 19 NHS YOUNG CARERS PLEDGE

- 2,500 Young Carers
- 350 Young Adult Carers

**Action for Carers Surrey**  
Surrey Young Carers

**NHS SURREY**

## MAKING IT REAL FOR YOUNG CARERS AND YOUNG ADULT CARERS

STRATEGY for 2020-2023

Surrey Young Carers (part of Action for Carers Surrey) works to identify and support Surrey's many young carers. Working with the NHS, SCC and young carers themselves, we have developed a strategy which outlines young carers' needs and concerns, and defines how we should all work to help them reach their full potential.

### Strategic Priorities

Working with Surrey Young Carers, Surrey's health and social care professionals commit to:

- Supporting the identification/recognition and registration of young carers in all organisations, including primary care and education.**
- Ensuring all young carers have their care needs assessed, and receive an integrated package of support in order to maintain and/or improve their physical/mental health.**
- Empowering young carers to make choices about their caring role, access appropriate services, and support for them and the person they care for.**
- Respecting and listening to young carers as 'experts by experience', and actively involve them in care planning and shared decision making.**
- Identifying key transition points early.**
- Identifying, supporting and protecting young carers from 'inappropriate care'.**
- To make young carer training mandatory for all Surrey's health and social care professionals.**
- To create, improve and promote resources to identify and support young carers.**
- To improve and develop partnership working.**
- To establish appropriate policies and procedures.**
- To ensure young carers are consulted – they said 'ask me, listen to me, be honest'.**

**Key Themes**

ASK LISTEN HONEST



**Young Carer Awareness Day 30th January 2020**

I pledge to...

By (date) \_\_\_\_\_

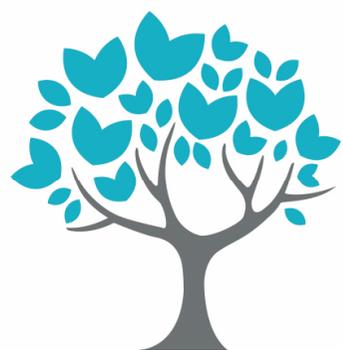
Name .....

Role .....

Organisation .....

**Action for Carers Surrey**  
Surrey Young Carers

Surrey Young Carers, part of Action for Carers Surrey (Registered Office: Anable, Cornhill Way, Guildford GU1 2PL, A Company Limited by Guarantee. Company Number 1018327. Registered in England & Wales with Charitable Status. Charity Registration Number 1132751.)



Surrey Heartlands

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HEALTH AND CARE PARTNERSHIP

“IT CAN BE DONE!”



22

# THE SURREY CARERS PRESCRIPTION

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**Carers Prescription**

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. **Carers UK Definition**

### Carer Information

Please fill in this form to refer the Carer of your patient for a Carers Prescription Service. In this section below please complete only the Carers Details. Please record if the Carer declines (in which case no other further data is required)

**Important: Please Read This Statement to The Carer - Your personal information such as name, address and telephone number may be given to a 3rd party such as Carers Support or another agency.**

Your NHS Provider will ensure that all personal data you provide in this form will be kept secure and processed only in accordance with the requirements of the Data Protection Act 1998. Please contact your NHS Provider should you have any queries.

agree  
 disagree

Carer Declined Service

If Carers disagrees please do not complete and submit as is

Carers First Name	Carers Last Name	Sex of Carer
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Telephone Number	email address	Preferred method of communication
<input type="text"/>	<input type="text"/>	<input type="text"/>

\* Carer Address

## THE HISTORY

- Originally developed as a referral platform for GPs to refer carers for a GP Carers Break
- GPs asked for alternative support options when their breaks money run out
- Menu was expanded to include all carers services commissioned
- Other NHS Providers liked the look of this.
- CSH Surrey piloted in their palliative care team in 2014
- Formally rolled out to all NHS Providers since 2015
- In 2016 the CP was shortlisted for the HSJ value in healthcare award.
- The Surrey Carers Prescription was born!
- 38,000 Carers Prescriptions Dispensed
- 51,000 Carers Services provided



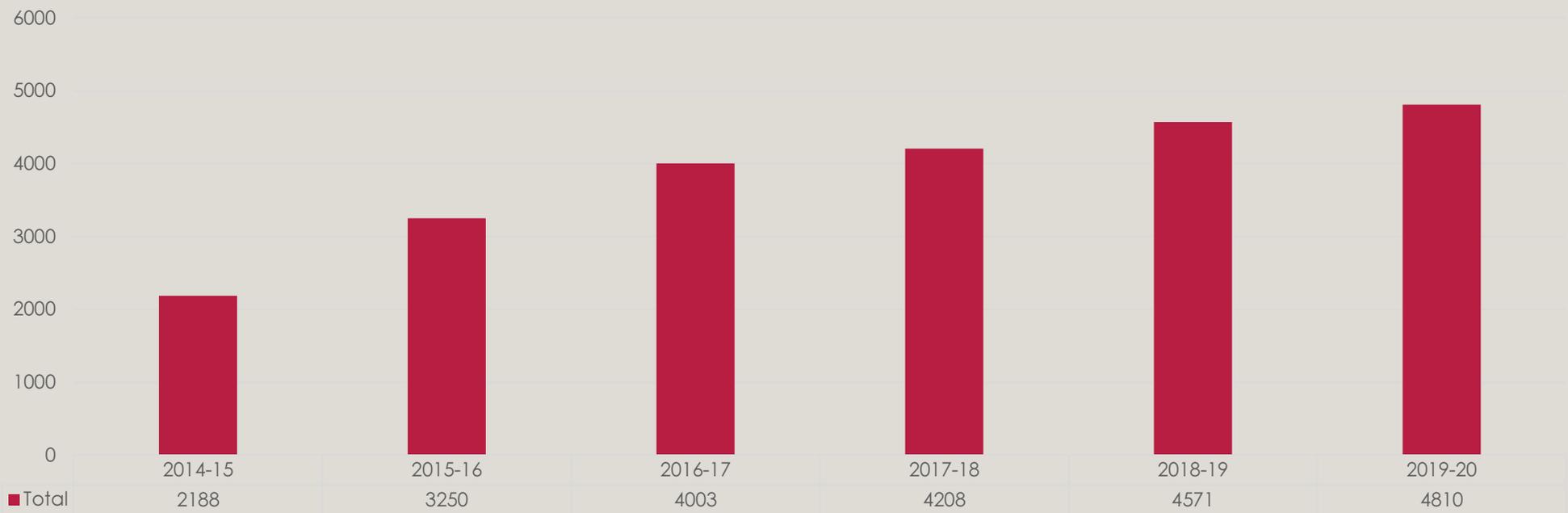
## 25 CARER BREAKS SERVICES

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- GP Carer Care and Support Plans
- Provide One off payment -£300
- Guidance
- 2250 Breaks per year
- 82% of payments used as a contribution to a holiday
- Crossroads Care Surrey
- Replacement care worker
- 3.5hrs a week
- 2,000 carers supported
- 25,000 hrs of replacement care
- EOL fast track replacement care
- Waiting list

# 26 SURREY GP CARERS PRESCRIPTION BREAKS

Surrey GP Carer Prescriptions and Breaks Year on Year



## GP Carer's Prescription Portal

Refer a Carer

including GP Carer Breaks

Fair Processing  
Notice

Guidance Notes

Adult Carers  
Registration  
Form

Young Carers  
Registration  
Form

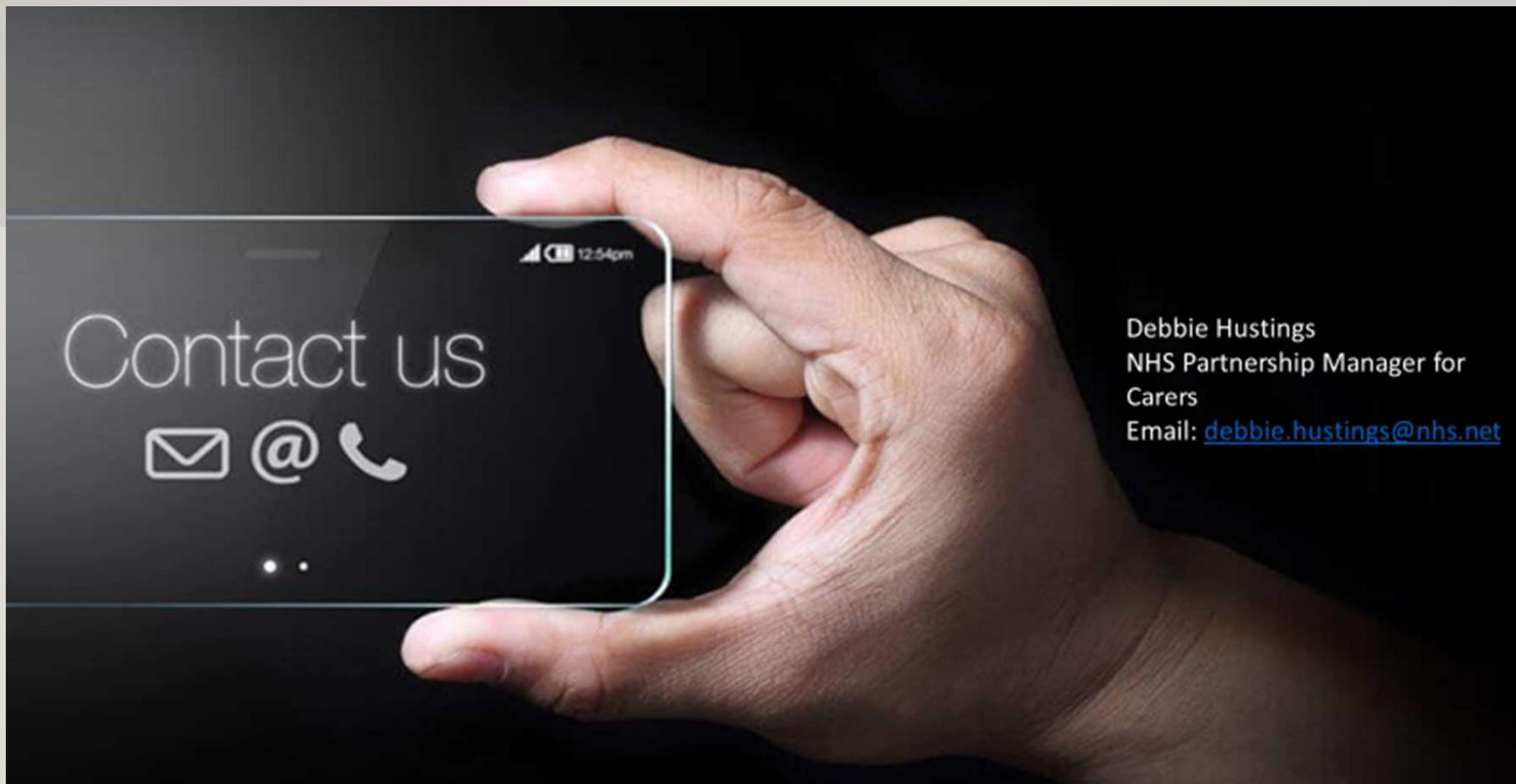
Newsletter

GP Practices  
Survey Report  
2020

Top Tips for  
young carers  
visiting their gp  
poster

Adult  
Carers  
Poster for  
Surgeries





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