

DECISION-MAKER:	SCRUTINY INQUIRY PANEL
SUBJECT:	CARER FRIENDLY SOUTHAMPTON – CARERS ACCESS TO INFORMATION, ADVICE AND GUIDANCE
DATE OF DECISION:	7 JANUARY 2021
REPORT OF:	DIRECTOR – LEGAL AND BUSINESS OPERATIONS

<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY	
None	
BRIEF SUMMARY	
In accordance with the inquiry plan, for the fourth meeting of the 'Carer Friendly Southampton Inquiry' the Panel will be considering issues related to carers access to information, advice and guidance.	
RECOMMENDATIONS:	
(i)	The Panel is recommended to consider the comments made by the invited guests and use the information provided as evidence in the review.
REASONS FOR REPORT RECOMMENDATIONS	
1.	To enable the Panel to compile a file of evidence in order to formulate findings and recommendations at the end of the review process.
ALTERNATIVE OPTIONS CONSIDERED AND REJECTED	
2.	None.
DETAIL (Including consultation carried out)	
3.	The fourth meeting of the Carer Friendly Southampton Inquiry will focus on carers access to information, advice and guidance. In particular: <ul style="list-style-type: none"> ○ Financial support and the Department for Work and Pensions ○ Access to practical support and help from the community ○ Housing and adaptations issues.
Information and Support for Carers	
4.	Under the Care Act 2014, local authorities must establish and maintain a service for providing people with information and advice relating to support for carers. However, many carers are unaware of the advice and services available, or they may not have time to search for them.

5.	In her presentation at the inaugural meeting of the inquiry, Emily Holzhausen OBE - Director of Policy at Carers UK, informed the Panel that the lack of the right information and involvement at the right time makes caring harder and makes people poorer.
6.	<p>The NICE Guideline Supporting Adult Carers, published in January 2020, recommends that:</p> <ul style="list-style-type: none"> ○ Local authorities should provide information to carers to support them in their caring role. Information provision must meet the requirements of the Care Act 2014. ○ Practitioners in health and social care should use every opportunity to tell carers they have a right to information and support and how to get it.
7.	<p>The NICE guidance identifies that Information for carers should be up to date and cover:</p> <ul style="list-style-type: none"> ○ The range of support and advice recommended in the NICE guidelines ○ How to access social and community support for carers ○ Useful further sources of information and support such as carer groups and forums. <p>https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#information-and-support-for-carers-overarching-principles</p>
Community information, advice and support	
8.	<p>In reference to help available from the community, the NICE guidance states that local authorities should ensure carers are kept regularly informed about available community services and other sources of support and advice and how to access them, for example:</p> <ul style="list-style-type: none"> ○ local carer support services ○ self-help groups ○ community and faith groups ○ specialist benefits, financial and legal advice ○ financial support ○ advice about self-care ○ where to find reliable information about the health condition of the person they are caring for. <p>https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#social-and-community-support-for-carers</p>
Adaptations	
9.	<p>The NICE guidance references the use of equipment and adaptations. The guidance recommends the following:</p> <ul style="list-style-type: none"> ○ Health and social care practitioners should involve carers during assessments for equipment and adaptations. ○ Health and social care practitioners should ensure carers have access to advice, guidance and training about appropriate use of equipment and adaptations, and safe moving and handling techniques. <p>https://www.nice.org.uk/guidance/ng150/chapter/Recommendations#training-to-provide-care-and-support</p>
10.	To provide a carers perspective on the issues the Panel will hear from carers about their experiences related to information, advice and guidance.

11.	<p>Following the insight from carers a number of guests have been invited to provide the Panel with information on the issues:</p> <ul style="list-style-type: none"> • Emily Holzhausen OBE, Director of Policy and Public Affairs at Carers UK - Emily has been invited to provide the Panel with best practice examples on information, advice and guidance for carers. • Mark Knight, Policy Lead nationally for Carers, Department for Work and Pensions (DWP) – Mark will inform the Panel on access to benefits for carers. • Peter Bennie, Chief Officer at Age UK Southampton • Gary Walker, Alzheimer’s Society Service Manager • Liz Donegan, Chief Officer at Citizens Advice Southampton • James Marshall, Head of Customer and Communication, SCC <p>Peter, Gary and Liz will outline the provision of information, advice and guidance to carers in Southampton. James will explain how the Council is developing its website and the Southampton Information Directory.</p> <ul style="list-style-type: none"> • Nicky Judd, SO:Linked Programme Manager at Southampton Voluntary Services • Townhill Surgery Social Prescriber <p>Nicky and the Townhill Surgery Social Prescriber will be informing the Panel about initiatives to help Southampton carers access support in the community.</p> <ul style="list-style-type: none"> • Lisa Haynes, Service Lead – Wellbeing and Prevention, SCC <p>Lisa will outline housing related support available for carers in Southampton.</p>
12.	The invited guests will take questions from the Panel relating to the evidence provided. Copies of any presentations will be made available to the Panel.

RESOURCE IMPLICATIONS

Capital/Revenue/Property/Other

13. None

LEGAL IMPLICATIONS

Statutory power to undertake proposals in the report:

14. The duty to undertake overview and scrutiny is set out in Part 1A Section 9 of the Local Government Act 2000.

Other Legal Implications:

15. None

RISK MANAGEMENT IMPLICATIONS

16. None

POLICY FRAMEWORK IMPLICATIONS

17. None

KEY DECISION? No

WARDS/COMMUNITIES AFFECTED: None

SUPPORTING DOCUMENTATION

Appendices	
1.	None
Documents In Members' Rooms	
1.	None
Equality Impact Assessment	
Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out?	No
Data Protection Impact Assessment	
Do the implications/subject of the report require a Data Protection Impact Assessment (DPIA) to be carried out?	No
Other Background documents available for inspection at:	
Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	None