

Appendix 3 – Summary of Key Evidence

Inquiry Meeting – 8 October 2020

Introduction to the inquiry, context and background

Presentations referenced below can be found here: Item 8

<http://www.southampton.gov.uk/modernGov/ieListDocuments.aspx?CId=750&MId=6513&Ver=4>

Summary of information provided:

Unpaid carers: Who, how many and differences during COVID 19 - Emily Holzhausen OBE, Director of Policy, Carers UK

- A presentation was delivered by Emily Holzhausen OBE, providing an introduction to the challenges experienced by carers in the UK.
- Key points raised in the presentation included the following:
 - Unpaid carers are the largest part of the care system
 - 6.5 million or 13.6 million carers? - Additional 4.5 million since COVID-19
 - Value of support: £132 billion
 - 58% women, 42% men, but women do more
 - Peak age, 45-54, but can be any age - Most don't call themselves carers
 - 1 in 4 workers are juggling work and care & 2.6 million given up work to care
 - Average of 2 years to be recognised as a carer
 - Carers are twice as likely to be in poor health
 - Lack of correct information and involvement at the right time makes caring harder and makes people poorer
 - Young carers - Between 170,000 and 800,000? – Young carers can experience developmental and educational challenges
 - Common goals of carers include – Being identified, valued, involved, and feeling in control
 - Opportunities to make progress:
 - Improve recognition – Take advantage of the increased profile due to COVID-19
 - Develop local work strategies
 - Joint work with health
 - Supporting young carers and young adult carers
 - Carers' learning and development
 - Go digital, but offer blended approaches
 - Carer involvement

The caring landscape in Southampton – Adrian Littlemore, Senior Commissioner and Kirsten Killander, Service Development Officer, Integrated Commissioning Unit

- A presentation was delivered by Adrian Littlemore and Kirsten Killander providing an overview of the landscape for carers in Southampton.

- Key points raised in the presentation included the following:
 - Carers in Southampton are commissioned by SCC to undertake carers assessments and to provide information, advice and support. The Young Carers service is subcontracted to No Limits.
 - Carers UK estimates that 1 in 8 people provide unpaid care in the UK. This would represent about 32,000 unpaid carers in Southampton.
 - In Southampton only 4,068 adult carers were known and 2,428 were in contact with Carers in Southampton within the past 2 years. The number of young carers (8-18) in touch with the Young Carers Service was 420.
 - The current Southampton Strategy for Unpaid Carers and Young Carers runs from 2016-2020. The strategy is appropriate but it has not resulted in the required step change in performance. Governance issues were identified as one of the key factors in the failure to deliver the expected improvements.

Overview of support for carers in Southampton – Linda Lawless, Service Manager, Carers in Southampton

- A presentation was delivered by Linda Lawless providing an overview of support provided by Carers in Southampton.
- Key points raised in the presentation included the following:
 - Carers in Southampton is a free support service for adults caring for adults providing:
 - Statutory carers assessments for adults (on behalf of SCC) to evaluate needs and eligibility for support, services and a discretionary award
 - Guidance, signposting, referral
 - Carer identity cards
 - Emergency planning
 - Social contact monthly and guest speakers
 - Projects on healthy behaviours, mental health and bereavement support
 - Recent Covid-19 wellbeing support
 - Referrals or self referral - Currently by individuals 45%, self referral 30%, external agencies 25%
 - All carers are entitled to advice and information, some are eligible for additional support: When a carer provides necessary care meeting one of the needs domains; Their caring role affects their physical and/or mental wellbeing.
 - Carers in Southampton database: High % of mental health, LD/Autism but Low % of sensory and physical disability
 - Effect of Covid 19 - Acute rise in searches for food support, for assisted shopping support, legal advice and hospital parking costs.
 - Life after caring - CiS supports carers in moving towards a life after caring with regular support sessions (currently online)
 - **What works well?** - Partnership and referral; Self referrals (30% of total referrals); Website; Carers Card very popular as method of self identification; Carers lunches; Life After Caring support.

- **Ambitions** - Inbound referrals from medical departments, GPs, other support agencies, self referrers; Outbound referral from CiS service to others; Wider provision of support for form filling; Increase in emergency planning; More TLC provision.
- **Barriers** - Time to explain our service offering to medical departments, GPs, other support agencies; Referrals coming too late to be useful; Delivering support to ageing carers who are digitally excluded and unable to access facilitation; Transport deficiency for carers to attend appointments and events within tight timeframes; Meeting demand for Carers Assessment (10 week waiting list); Anticipated growth in demand (King's Fund project 61% increased demand by 2030 by the number of older people with care needs).
- **Future Ideal** - Employers identifying and referring employee carers; Automated referrals; More support for self funders; Formalised partnerships of 3rd sector agencies, perhaps facilitated by SCC; Recognition of our Carers Card eg At city leisure and cultural services (equivalent to MAX card) & priority public transport and parking for carers at hospitals.

Support for Young Carers in Southampton – Michelle Young, Project Manager – No Limits

- A presentation was delivered by Michelle Young providing an overview of support for young carers in Southampton.
- Key points raised in the presentation included the following:
 - Young carers definition (Children and Families Act 2014 Section 96) “...a person under 18 who provides or intends to provide care for another person”
 - Service Delivered by two 30 hour Young Carers workers
 - No Limits received 126 referrals in 2019/20 and currently support 80 Young Carers across the city. There are more Young Carers in the city than an ongoing service can be provided for.
 - Young Carers Services offers - Family Assessments; Young Carers Assessment; Delivering regular groups to provide the young people with knowledge, skills, respite, fun and soft outcomes sessions; Tailored workshops to the young people relating to their caring roles and their own needs; 1:1 support for young carers with high levels of need in terms of their caring role; Matching young carers with volunteer befrienders; Providing fun activities; Working with schools to develop Young Carers support in school.
 - Young carers have significantly lower attainment at GCSE. The equivalent of nine grades lower overall than their peers. Caring can also have a negative impact on young carers physical, emotional and social development.

How we all fit into the jigsaw that is health and social care – Anne Meader, Carers Together

- A presentation was delivered by Anne Meader.

- Key points raised in the presentation included the following:
 - Carers Together is a Hampshire wide carer-led organisation
 - It provides a voice for relatives, friends or neighbours who are caring for, or arranging care for, someone else.
 - It represents carers views and needs locally and nationally.
 - It is an independent organisation run by carers, with carers and for carers.
 - There is no single, simple way of defining a carer because all carers are different individuals supporting different people with different needs.
 - Since Covid 19 the term 'carer' has now confusingly been adopted by the public, care agencies, health & social care as referring to paid care workers.
 - No single organisation or individual has all the answers for anyone – so commissioning needs to be innovative and flexible, creative and reliable, work in partnership and in coproduction.
 - Carers Support work should identify and look at carers holistically
 - Carers Support can be 'Direct' or 'Indirect' or 'Community
 - **Points to consider** - Carers are people first! People are individuals with individual needs; Carers have a range of needs as people and as carers!; Some of their caring needs can be met as people, some need specific expertise and caring support; Approximately 1 in 8 people is a carer (that could include an eighth of any workforce), 74% are older people, 75% of older people do not actively receive health and social care support. It is estimated that the number has increased during the pandemic.
 - **Suggestions** - Find out what carers say is most important to them and what would make a difference; Encourage GPs to develop their register of carers – and signposting carers to services that can support them; Organisations and businesses should be encouraged to identify the carers in their work force and wherever possible offer flexibility and support to help carers remain in work; Having a Carers Champion in each organisation would help; Look at other ways communities can support carers – some identified through the Pandemic.
 - Health and care is held together by carers, and the people they care for - without them, health and community care services would collapse.

Conclusions from meeting:

- Unpaid carers are the largest part of the care system - without them, health and community care services would collapse.
- There is no single, simple way of defining a carer because all carers are different individuals supporting different people with different needs.
- Carers are twice as likely to be in poor health; Lack of the right information and involvement at the right time makes caring harder and people poorer.
- Young carers can experience developmental and educational challenges.
- The pandemic has increased pressure on many carers.
- In Southampton most carers have not been identified as carers.
- The current Southampton Strategy for Unpaid Carers and Young Carers runs from 2016-2020. The strategy has not resulted in the required step change in performance.

- There are clear strengths and ambition is evident but opportunities exist to improve support for carers living in Southampton.
- No single organisation or individual has all the answers for anyone – there is a need to be innovative and flexible, creative and reliable, working in partnership and in coproduction.

Inquiry Meeting – 5 November 2020

Carers health, wellbeing and safety

Presentations referenced below can be found here: Item 6

<http://www.southampton.gov.uk/modernGov/ieListDocuments.aspx?CId=750&MId=6514&Ver=4>

Summary of information provided:

A carers perspective – Rebecca Kinge, Alex, Leah, Jasmine and Zunayrah

- Following a vox pop produced by Carers in Southampton that provided view points from a number of adult carers on the impact of caring on their health and wellbeing, Linda Lawless, Service Manager at Carers in Southampton, interviewed Rebecca Kinge, a carer and parent to 3 children, 2 of which have additional needs.
- Rebecca discussed her serious health condition caused by the stress of her caring responsibilities; the limited free time she has; the impact caring has had on her ability to work; the essential support she receives from friends and family; bouts of depression before working hard on her mental wellbeing; her wish that services had been available to prevent the crisis caused by her neurological disorder; the impact of caring on her job security, pension, financial independence. Rebecca praised the support offered by Re:minds, a parent led support group for parents with children with mental health issues.
- Emma Jones and Emma Bowley from No Limits supported young carers Alex, Leah, Jasmine and Zunayrah to inform the Panel of the impact of caring on their health and wellbeing. The young carers discussed the impact on their social life; the impact on their emotional, physical and emotional wellbeing; the sense of loss because of their caring role, and; the support received.

Carer Wellbeing – Clare Rachwal, Team Manager, Portsmouth Carers Service, Adult Social Care

- A presentation was delivered by Clare Rachwal providing an overview of the support for carers provided by the Portsmouth Carers Service.
- Key points raised in the presentation included the following:
 - The NHS GP Patient Survey 2019 showed that carers' health and wellbeing is worse than the general population, 61% of carers reported a long-term condition, disability, or illness compared with 50% of non-carers.

- Research by Carers UK into carers' health and wellbeing found that most of those providing substantial care had faced mental ill-health and physical ill-health as a result of caring. Specifically, 6 out of 10 people (61%) say their physical health has worsened as a result of caring, while 7 out of 10 (72%) said they have experienced mental ill health.
- The national policy context in support of carers is strong and, pandemic permitting, getting stronger. This includes the NICE Guideline Supporting Adult Carers published in Jan 2020: <https://www.nice.org.uk/guidance/ng150> and the NHS England – GP Quality Markers & <https://www.england.nhs.uk/commitment-to-carers/>.
- Portsmouth Carers Service is based within Adult Social Care, it was previously based in a joint public health and prevention service.
- It has been responsible for Carers Assessments since 2009. The Carers Centre is a community hub for a range of carer activity including groups, training, cooking activities, events.
- Early intervention and prevention ethos seeking to reduce social isolation, promote physical activity and healthy eating, increase carer knowledge
- Staff are aligned with key community organisations including Positive Minds, Remind, Parent Carer organisations, Learning Disability services, Older Persons Mental Health.
- In 2017/18 they radically redesigned the assessment and support planning process based on what carers wanted. Carers assessments now: Start at first contact, are proportionate and scalable; Barriers are removed – no forms, open conversation in a way that suits the carer; Whole family approach where wanted, combined or joint assessments – work in progress; Focus on what matters - regularly includes health and wellbeing.
- Carers breaks and Personal Health Budgets (PHB) - Where breaks are provided through a prepaid card direct payment they are counted as a PHB.
- Portsmouth offers a wide range of breaks options e.g. weekly coffee, break away, hair/beauty services, sports/crafting/hobby equipment, part payment for gym membership, kindle, TV subscriptions.
- Replacement care includes 6 hours a week sitting service (maximum) or equivalent via direct payment, two block purchased respite beds chargeable at LA rate for self funders. Telecare/tech based solutions also available.
- The service benefits from being within Adult Social Care, opportunities for the social care team to help before crisis point is reached. Service still has a lot to do but it offers value for money, invest to save.
- Links with GPs are mixed. Some practices are excellent, some have adopted GP quality markers, some have not engaged. Working with Solent NHS Trust to increase identification of carers.

Solent NHS Trust's Commitment to Carers – Sarah Balchin, Associate Director Patient Experience, Solent NHS Trust

- A presentation was delivered by Sarah Balchin providing an overview of Solent NHS Trust's commitment to carers.

- Key points raised in the presentation included the following:
 - There has been an increase in demand for support from carers, especially during the pandemic.
 - The commitment of the Trust to listen to, and hear from, carers.
 - Involving carers in decisions about care and treatment.
 - The value of early identification of carers in reducing barriers to health prevention activity.
 - Improving identification and support for carers working for Solent NHS Trust.
 - The need to improve support for people transitioning between services to make it easier and safer. The NHS is poor at this.

Southern Health NHS Foundation Trust's work with carers – Dawn Buck, Head of Patient and Public Engagement and Patient Experience & Amelia Abbott, Patient and Public Engagement – Southern Health NHS Foundation Trust

- A presentation was delivered by Dawn Buck and Amelia Abbott on the work being undertaken by Southern Health to support carers.
- Key points raised in the presentation included the following:
 - Southern Health are improving the support being provided to carers. For example, the Trust is delivering the Joint Carers Strategy for Carers (in partnership with Hampshire County Council); has established a Carers, Families & Friends group; Coproduced an organisation plan for Carers & their Families, and; developed carers webpages.
 - Additional support has been provided to carers during the lockdown.
 - Southern Health is working towards accreditation for the Triangle of Care initiative. 'Triangle of Care' is a national initiative launched by the Carers Trust. This initiative promotes the importance of involving carers, alongside service users and staff. Southern Health is working hard to embed the Triangle of Care standards within its work.
 - So far in Southampton 176 members of staff have been trained in being carer aware and in engaging with carers, and, 27 carers leads have been identified.
 - Moving forward the Trust will be coproducing a service model for Patients and Carers Advice, support & Liaison; sending letters to all GP practices regarding registration of carers in order to look after their health & wellbeing; supporting the implementation of the Trust's Carers Plan; developing toolkits to support staff to collaborate with carers; looking towards co-developing Carer Peer Support Worker roles within our services.
 - The Trust needs to work closer with SCC and Carers in Southampton.

Adult Social Care and carers – Sharon Stewart, Head of Service for Adult Social Care & Louise Ryan, Service Manager for Social Well-Being - Southampton City Council

- A presentation was delivered by Sharon Stewart and Louise Ryan.
- Key points raised in the presentation included the following:

- Adult Social Care (ASC) 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.
- The National Carer's Survey is conducted every two years. The 2018 survey results have not been as we had hoped in Southampton and it shows a need to improve. Overall, only 37 % of respondents were extremely or very satisfied with the support or services that they, and the person they care for, have received from Social Services in the last 12 months.
- An action plan is required to rectify and improve the outcomes for carers in Southampton.
- This cannot be just an ASC or City Council response. It needs to be broader working across the city, including housing, health, employees and the voluntary sector and moving beyond just delivering against our statutory duty.
- There is a need to learn from complaints and to address inconsistencies. To improve information, advice and guidance to carers, reflecting that carers are individuals and a one size fits all approach is not the solution to ensure that help and support is provided when carers need it.
- ASC recognise the need to listen more effectively to carers; To engage them in the development of the service offer; To consider wellbeing as a fundamental part of the Care Act Assessment; To link the Carers assessment with the person receiving support, and; To offer regular planned support and prevention such as telecare and housing to carers.
- ASC enjoy a good relationship with Carers in Southampton, this is enhanced by having an ASC employee working within Carers in Southampton.
- ASC also has strong relationships / partnerships with health colleagues.
- Services can be delivered in different ways by different local authorities. Portsmouth offer hours of free time to carers. In Southampton between 400 to 500 carers receive direct payments of between £15-£45 per month (not means tested) if they meet eligibility criteria and resource allocation requirements, to support their wellbeing in line with the carers support plan.
- This is probably just the tip of the iceberg however, reflecting on the potential 30,000+ unpaid carers in Southampton.

Conclusions from meeting:

- Caring can have a significant impact on a carers health and wellbeing.
- Many carers don't have time for themselves to do what they want to do
- Carers often feel a sense of loss. For adults this could be a loss of who they used to be and what they used to do before being a carer. For young carers this could be a loss of having a childhood, especially when they see friends doing fun things and they are unable to join in.
- It is evident that good practice exists to support carers health and wellbeing in Southampton, and that progress is being made, particularly by our health

providers, but it is not system wide and coordinated, and is not supporting many of the estimated 30,000+ unpaid carers in the city.

- Improving outcomes is not the sole responsibility of the Council, it must be wider than this.
- Building upon the national guidance that is now available, there needs to be a strengths based approach, focussing on the carers strengths and abilities that recognising that carers are experts.
- Potential for the Council and local partners to adopt carers as being a protected group. This would mean all council services need to consider the impact of service changes on carers and take their needs into account.
- There is a potential to develop a range of services that support carers health and wellbeing that may be run by carers, not done to carers.
- Need to tap into what is available in the community to support carers health and wellbeing.
- The ambition exists in Southampton to be a beacon of good practice in how the city supports carers.

Inquiry Meeting – 26 November 2020

Carers identification rights, recognition and support

Presentations referenced below can be found here: Item 7

<http://www.southampton.gov.uk/modernGov/ieListDocuments.aspx?CId=750&MId=6515&Ver=4>

Summary of information provided:

A carers perspective – Jenny, Ellie-May, Leah and Zunayrah

- Following a vox pop produced by No Limits featuring the views of young carers, and a vox pop by Carers in Southampton providing views of adult carers, 3 young carers, Leah, Ellie-May and Zunayrah, supported by Emma Jones and Emma Bowley from No Limits, informed the Panel about their experiences with regards to being recognised as a young carer.
- The lack of recognition and engagement from health services was identified as a challenge, with young carers often being ignored when wanting to be engaged in discussions with clinicians and the person they help to care for.
- Schools not knowing about the young carers role, or understanding the responsibilities the young carer has outside of school, was also raised alongside not being able to access after school activities due to transport problems, and not discussing young carers in the school curriculum. This would help to normalise the role of being a young carer and could help self-identification by young people.
- Linda Lawless, Service Manager at Carers in Southampton, interviewed Jenny, a carer whose husband has dementia. Similar challenges about the need to repeatedly explain her caring role, not being listened to, and to be allowed to attend clinical appointments with her husband were raised by Jenny.

- Training in moving and handling was raised as was the lack of awareness by carers of the benefits and wider support that is available to them.

Identification of carers – Debbie Hustings - Partnership Manager (Carers) Surrey Heartlands Integrated Care System

- A presentation was delivered by Debbie Hustings providing an overview of how Surrey Heartlands ICS support the identification of carers.
- Key points raised in the presentation included the following:
 - 2011 Census identified 115,216 carers of all ages who live in Surrey. 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 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).
 - The annual value of the joint budget for carers across Surrey based CCGs & Surrey County Council is £5.8m. Better Care Fund major source of funds.
 - A Surrey priority is to increase the visibility of the role of the carer – Ensuring early identification of carers is important to achieve this.
 - The NHS is key in identifying carers. The Surrey Carers Team has been collecting data on the number of carers registered within GP practices since 2008. There is now a Surrey Carers Key Performance Indicator for primary care (launched July 2019). The number of carers registered with Surrey GPs has increased every year and 90% of GP Practices are signed up to the GP Carer Quality Markers initiative outlined in the NHS England Long Term Plan.
 - Recognition that other health professionals such as pharmacists are key partners in identifying carers.
 - Carers details are entered onto the patients record to reduce the need to repeat their story to health professionals. This is outlined in the Surrey Carers Pathway, a 5 step pathway for carers signed up by Surrey County Council and NHS organisations in Surrey, co-produced with carers - <http://carersworldradio.ihoststudio.com/centralsurreypath/pathway%20graphic.pdf>
 - An important element of the approach in Surrey is to identify and support carers working within NHS organisations. A Surrey Carers Workforce Task Group has been established alongside numerous initiatives to support carers.
 - Carer Contingency Planning (Emergency Plans) – Importance recognised in Care Act and NHS Long Term Plan. Surrey have drafted a carer contingency planning process and are commissioning a new service from 1st Oct 2021. The plan is for each plan to be reviewed annually.

- Surrey Young Carers Pledge – Carers passport scheme helpful to identify young carers, school nurses are engaged to help identify and support young carers, schools can be a wonderful resource and Surrey recognises this with a Surrey Young Carers School Award.
- Surrey are still on a journey to improve outcomes and support for carers. They have been working on this for 20 years. Leadership is essential, integration across health and social care is required but it can be done.

A Southampton GPs perspective – Dr Karen Malone, GP at Old Fire Station Surgery in Woolston

- Key points raised by Dr Karen Malone included the following:
 - Pockets of good practice exist in Southampton GP surgeries with regards to identifying carers. Much of the identification of carers is ad-hoc.
 - Doctors do not always know carers, carers may have to identify themselves.
 - System 1, the clinical system used has the ability to record a patients caring role in the notes.
 - Need to get better at carer identification, especially parents that are carers for children with additional needs, carers of people with mental health conditions and young carers (school nurses could help to let surgery's know).
 - Time constraints on a GP is a challenge. Difficult to address needs of a patient as well as recognition of carers needs within a 10 minute appointment.
 - Primary Care is more than just GPs. All staff in a surgery can help to identify carers and update the records.
 - GPs do not always know who to contact to support a carer. Seems to be little on offer with regards to respite or breaks.
 - Southampton GPs have collective training days (TARGET). Opportunity to have a session with carers services to improve awareness and connections.
 - Townhill Surgery is in the same Primary Care Network (PCN) as the Old Fire Station Surgery. They have received PALS (Patient Advice and Liaison Service) funding (2 years) to improve patient support, including carers. Questions in the registration form, staff training to recognise carers, adverts in waiting room and website, contact from the PALS staff member to carers, as well as a carers pack, has helped Townhill to identify more carers.
 - PCNs are being provided with extra funding to appoint additional roles to work across the surgery's in each network. Social prescribers are being funded, they could help to identify and support carers.

UHS work with carers – Ellis Banfield, Head of Experience & Involvement, University Hospital Southampton NHS Foundation Trust (UHS)

- Key points raised by Ellis Banfield included the following:

- During the Covid lockdown UHS established a Patients Hub to help manage access to the hospital. The Hub is a single point of access for patients and carers, helping to signpost support.
- A carers programme is run by the Patients Hub and a Carers Support Lead has been recruited.
- UHS launched a Carers Card to be used in conjunction with the National Sunflower Lanyard scheme (designed to discreetly indicate, using a visible sign, that the wearer has a hidden disability and may require additional support). 250 Carers Cards have been dispensed already.
- The card helps to identify carers and signing up to the card enables carers to be recorded on the Patient Administration System as carers.
- Through the Carer Support Lead UHS are improving signposting to community support for carers. This will continue to develop.
- By identifying and flagging carers UHS are now in a position to be more flexible in offering outpatient appointments that meets the requirements of the patients carer. This information can be sent to the patients GP.
- UHS are planning to develop a carers strategy to bring the initiatives together.
- Opportunity to link carers to the right support and ensure that the details of identified carers are shared across the health system. Recognition that more integration needs to occur.

Southern Health NHS Foundation Trust's work with carers – Dawn Buck, Head of Patient and Public Engagement and Patient Experience - Southern Health NHS Foundation Trust

- Following Southern Health's presentation at the previous meeting Dawn Buck raised the following key points:
 - A project to raise awareness of mental health in schools has resulted in more young people identifying as carers. A Youth Board has been created to look at these issues.
 - Programme of carer peer support workers being rolled out. They are proving effective. Southern Health are looking to a Patient and Carer Liaison Service, similar to PALS.
 - Extending services to include more support in Southampton.
 - Keen to work with UHS and Solent to join up approaches to identify and support carers, and to work with primary care to identify carers. Need to reduce duplication.

Carer's Breaks and Replacement Care

A carers perspective – Laura

- Following a vox pop produced by Carers in Southampton providing views of adult carers, Linda Lawless, Service Manager at Carers in Southampton, gave feedback from conversations with Laura, whose husband has dementia, about their experience of replacement care.

- Laura recently had 2 nights of replacement care at home. A total of 5 different people, with differing skill levels, provided support. This left Laura's husband confused and stressed. It was not a positive experience.
- Wider feedback from Carers In Southampton identified that not all carers are confident in the quality of care provided during replacement care. Carers want replacement care to be available to enable them to do things that they want to do, but they also want the person that they care for to have a good time as well.

Carers Breaks – Debbie Hustings - Partnership Manager (Carers) Surrey Heartlands Integrated Care System

- A presentation was delivered by Debbie Hustings providing an overview of how Surrey Heartlands ICS support carers to get a break from their caring responsibilities.
- Key points raised in the presentation included the following:
 - Surrey Carers Prescription Service - Originally developed as a referral platform for GPs to refer carers for a GP Carers Break in 2011/12.
 - GPs asked for alternative support options when their breaks money run out and the menu was expanded to include all carers services commissioned.
 - Formally rolled out to all NHS Providers since 2015 – Since inception 38,000 Carers Prescriptions Dispensed, 51,000 Carers Services provided.
 - All GP Practices in Surrey have signed up to the service and make referrals. Model can be delegated to a practice nurse.
 - Quick referral process to follow (a necessity stipulated by GPs) using GP Carer's Prescription Portal. Process and Carers Breaks Service are managed by Action for Carers Surrey.
 - Carer Breaks provide a one off payment to carer of £300. Funding can be used on anything from golf, laptop or as contribution towards a holiday (83% choose this). £700k annual budget + management fees.
 - Replacement Care provided by Crossroads Care Surrey (CQC Outstanding provider). Up to 3.5 hours in house replacement care per week. £1.8m contract (25,000 hours of replacement care) waiting list for service. 2,000 carers supported, demand increased during lockdown when other activities were cancelled. All diseases and conditions supported.
 - £300 is not a lot but gratefully received. Also helps to encourage carer identification by NHS.

Adult Social Care and carers – Sharon Stewart, Head of Service for Adult Social Care & Louise Ryan, Service Manager for Social Well-Being - Southampton City Council

- A presentation was delivered by Sharon Stewart and Louise Ryan.
- Following the Adult Social Care presentation at the previous meeting Sharon Stewart and Louise Ryan raised the following key points:
 - Recognition that ASC employees would benefit from training to help recognise and identify carers more effectively.

- Need to develop a joint approach for the carer and the cared for person. So important that both cared for and carers needs are considered at the same time -Taking a whole family approach.
- Range of different services we can use to support carers to get a break.
- Need to shift towards a strength based and community assets based approach in supporting carers, linking people to maximising and building on their own social networks, tapping into what's available in their neighbourhood.
- Need to support individuals from different care groups that may currently get less access or type of support available to be equitable.
- Currently in Southampton between 400 to 500 carers receive direct payments of between £17- £42 per month (not means tested) if they meet eligibility criteria and resource allocation requirements, to take a break. This can be used on things such as gym memberships, gardening service, domestic support. Flexible and wide ranging.
- Carers direct payments can't be used to pay for replacement care which can be an issue in order to take a break
- Replacement care – The Care Act has made it clearer that replacement care should be provided to replace the care given by the unpaid carer to enable them to have a break.
- SCC recognise that there are a variety of ways in which you can provide replacement care including: Increased support at home; Sitting service or time with a carer to allow the carer to do something specific; Direct payments for increased support at home, respite or for flexible support; Opportunity to learn; Day service provision; and, Residential or nursing services.
- SCC's allocation of replacement care will be based on: Carer assessment (covers the impact of the unpaid caring role on the carer's mental and physical wellbeing); Current care package provided to (or self funded by) the person with care needs (eligible or not); The level of necessary care being provided by an unpaid carer.

Conclusions from meeting:

Carers identification rights, recognition and support

- Carers UK estimates that 1 in 8 people provide unpaid care in the UK. This would represent about 32,000 unpaid carers in Southampton.
- In Southampton only 4,068 adult carers were known and 2,428 were in contact with Carers in Southampton within the past 2 years. The number of young carers (8-18) in touch with the Young Carers Service was 420.
- Identifying and recognising carers is a challenge but the approach followed by Surrey has identified that by showing leadership, integration across health and care services, dedicating resources and demonstrating perseverance it is possible to identify and support more unpaid carers.
- The NHS is fundamental to identifying carers. Raising awareness and support from GP Practices can enable early identification and systems to be updated to recognise a carers role, thereby reducing the need for carers to repeat themselves and enabling flexible solutions to be provided to carers. Any solution needs to be simple and efficient, and not entirely GP focussed.

- Pockets of good practice with regards to identifying and supporting carers exist in primary care in Southampton. To date no Southampton GP surgery has a Carers Quality Marker. Need to build on good practice - The social prescribers role, to be funded via Primary Care Networks, offers a potential opportunity to increase support to and recognition of carers.
- NHS Providers in Southampton are all developing and expanding services for carers, each of which can help to identify carers. The challenge is to avoid duplication and to ensure that systems can talk to each other, and with GPs, Social Care and Carers organisations to ensure carers do not have to repeat themselves.
- Health and Care Systems need to be more integrated for services to have access to emergency plans.
- The integration of numerous health and care services in Southampton is a real asset to the city with regards to identifying and supporting carers, but there is still lots of work to be done to become a city delivering best practice.
- The GP TARGET training sessions offer an opportunity to raise GPs awareness of carers support organisations, services available to carers, and to develop the GP Carer Quality Marker within Southampton.

Carer's Breaks and Replacement Care

- Surrey has developed a sensible approach to providing carer's breaks and replacement care via the award winning Surrey Carers Prescription Service.
- This enables NHS and Social Care bodies in Surrey to access a simple system linking carers with breaks (funding for a break) via a voluntary sector partner.
- Currently in Southampton a number of carers receive direct payments from Adult Social Care that can be utilised to take a break. It is not linked in with primary care.
- Southampton is rich in community facilities, groups, activities - Need to shift towards a strength based and community assets based approach in supporting carers, linking people to building on their own social networks, tapping into what's available in their neighbourhood.
- Need to support individuals from different care groups that may currently get less access or type of support available to be equitable.
- This requires co-ordination, commitment and effective working across agencies if appropriate replacement care and carers breaks are going to be provided to the population of carers in Southampton that need a break from their caring role.

Inquiry Meeting – 7 January 2021

Carers access to information, advice and guidance

Presentations referenced below can be found here: Item 7

<http://www.southampton.gov.uk/modernGov/ieListDocuments.aspx?CId=750&MId=6516&Ver=4>

Summary of information provided:

A carers perspective – Ellie-May, Leah, Zunayrah and Jenny

- 3 young carers, Leah, Ellie-May and Zunayrah, supported by Emma Jones from No Limits, informed the Panel about their experiences with regards to accessing information, advice and guidance as young carers.
- The lack of a Young Carers Discount Card, mirroring the discount card available to adult carers was raised. A card that enabled discounts on transport, days out, school meals would be appreciated.
- A young carers allowance or grant was suggested as a mechanism to help support young carers, akin to the Young Scot Young Carers Grant. This would not be funded nationally. <https://young.scot/campaigns/national/young-carers>
- No limits website provides advice to young carers but not all young carers follow this and emails get lost. Potential for Instagram page / What's App group / Updated Facebook group or newsletter to provide information and advice to young carers.
- Linda Lawless, Service Manager at Carers in Southampton, interviewed Jenny, a carer whose husband has vascular dementia and COPD.
- Jenny outlined challenges in obtaining adaptations to her bathroom to help her husband access the facilities. A Council Occupational Therapist had undertaken an assessment and referred her in October 2020 but she had not heard back.
- Jenny explained challenges in receiving benefits she was entitled to. Form filling was a barrier and the system is complex. She has received support from SCC's Welfare Rights Service.
- Jenny is benefitting from support to access community services. The Alzheimer's Society Dementia Navigator has been brilliant in providing support to Jenny and her husband. She has also been referred to Communicare for a befriender by Adult Mental Health Service. The volunteer befriender took her to and from a medical appointment recently. Communicare will shortly be starting a new service called Hello Southampton to keep in touch with lonely residents.
- Unpaid carers will be 6th priority to receive a Covid vaccination (although it is thought that over a ¼ of carers are in a higher priority group). Carers in Southampton have written to all unpaid carers that they are in contact with encouraging them to register as a carer with their GP/Practice Manager. This will ensure they receive a priority vaccination as well as reminders for annual flu vaccinations and health checks. The pandemic provides an opportunity to register carers and get information out to them.

DWP support for carers – Mark Knight, DWP Policy Lead nationally for Carers & Andy Sherman, DWP Employer & Partnership Manager

- A presentation was delivered by Mark and Andy outlining the support available for carers from the Department for Work and Pensions (DWP) and local initiatives.
- 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.

- 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 in Southampton in 2019/20 (£67.25 per week is Carers Allowance).
- Carers also have access to the full range of social security benefits according to their circumstances but the interaction between Carers Allowance and other benefits is complex.
- Carers Allowance is relatively straightforward to claim but there is a clear discrepancy between the number of carers receiving Carers Allowance and the number of unpaid carers in Southampton. Carers Allowance claimant numbers are heavily linked to disability benefit claims and are higher in some parts of the country, such as the north east of England, than in the south east.
- A priority of the DWP is supporting carers into employment (Fuller Working Lives, employment support from Jobcentres, CA earnings limit).
- Locally a Youth Hub has been 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, including young carers.
- DWP Complex Case Plans enables Jobcentre Work Coaches to signpost Young Carers to support available within local community. Need up to date and accurate local information to give the best advice.
- In Southampton 'The Zone' distribution list of approximately 300 local partners enables information on initiatives and challenges to be shared quickly with key stakeholders across the city. This is recognised as best practice.

Good practice: Information, advice and guidance – Emily Holzhausen OBE, Director of Policy and Public Affairs at Carers UK

- A presentation was delivered by Emily on best practice with regards to providing information, advice and guidance to unpaid carers.
- Recognition that it is not an easy task to get right due to factors such as the constantly changing population (one third turnover annually); 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 information; Range of channels where people find information; How people consume information; Workers – i.e. those juggling work and care; and, the diversity of population.
- A mixed portfolio of formats, video, face to face, telephone, online, paper is required.
- Social media and digital platforms have become essential formats for disseminating information, improving knowledge and skills. Digital poverty is an issue that needs to be addressed (potential for Personal Budgets / Direct Payments to address this).
- Good awareness of carers by all frontline staff is essential to getting it right
- 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.

- Carers Passport in Hertfordshire recognised as good practice. The creation of a discount card has enabled information, advice and guidance to be provided to 14,875 carers. Over 8,000 carers are now accessing support or advice from Carers in Hertfordshire, for the first time.
<https://www.carersinherts.org.uk/how-we-can-help/carer-services/carers-discount-passport>
- Hertfordshire County Council has adopted unpaid caring as a protected characteristic.
- Carers UK has produced an [Upfront](#) guide to Caring – 4 minute tool gives a personalised “to do” list with information for carers who are new to the maze of benefits and entitlements.
- Strong links into GP practices e.g. Carers Prescription in Surrey.
- 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! Often too many agencies involved, it can be overwhelming.

Southampton Information Directory and Website – James Marshall, Head of Customer and Communications, SCC

- Southampton Local Information Directory (SID), the City Council’s online offer, is not performing the role it is designed to do at present. This has resulted in other platforms trying to fill the gap, resulting in a plethora of information sources.
- Carers information is currently incorporated into wider Adult Social Care information in the SID, but the SID is separate from information on the Council’s website on Adult Social Care.
- SCC are now developing the SID and website following the principles of no wrong door and many routes to information.
- Platform to be built around customer journeys, following life events. Becoming a carer (wording subject to consultation) is to be one of the life events used.
- The platform will use cookies (‘if you like this then you may be interested in this’) and should also be a resource for Council employees to improve the consistency of advice given.
- Proposed that the best available advice and information from national and local sources will be on the SID and that it will be structured to avoid users getting lost. It is recognised that there needs to be an easy way to update the information.
- The SID is in the discovery and design phase now. Keen to engage with service users and providers. Great opportunity for carers to get involved in shaping how the Council offer information and advice.
- Link to draft site: <https://www.southampton.gov.uk/life-events/becoming-carer.aspx>
- Comments to james.marshall@southampton.gov.uk
- SCC is also developing a Digital Strategy. A priority will be to work with partners on skills, access and inclusion. Relevant as 600 carers known to Carers in Southampton are not online.

Housing Related Support – Lisa Haynes, Head of Supported Housing and Community Support, SCC

- A presentation was delivered by Lisa.
- Approximately 3,500 tenants living in the City's Supported Housing accommodation – those with an identified support need. Primarily for people over 60. Asset for city.
- The Council's Telecare service can provide peace of mind to carers and has the potential to help people in their caring role. This has been vital during the pandemic. It can also support greater independence for those with care needs.
- Telecare service works in partnership with carers where possible. Service caters for a wide variety of needs.
- Southampton is fortunate as we have a local responding capability. In most other areas the telecare service just links to a remote call centre. We need to promote the service offer as it has great potential to help carers in their caring role.
- Recognition that disabled housing adaptations process is disjointed and can be improved. The Integrated Commissioning Unit have commissioned a review of disabled adaptations. The importance of involving carers in the assessment process will be incorporated into this review.
- Digital inclusion – Housing Related Support services provide training sessions to help support people to access the internet and improve digital confidence, enabling them to communicate with loved ones via digital platforms.



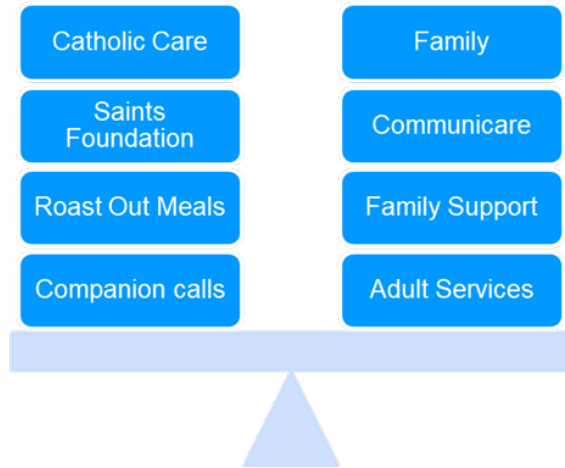
Advice services in Southampton – Liz Donegan, Chief Officer at Citizens Advice Southampton

- Advice in Southampton is a partnership of advice organisations that deliver a contract to provide information, advice and guidance in the city. It is delivered by a consortium of 6 organisations – Citizens Advice Southampton, Age UK Southampton, Rose Road Association, EU CLEAR, No Limits and The Environment Centre, close working exists with SARC as well.
- Services are quality assessed to ensure they meet the advice quality standard mark.
- Contract operates on the no wrong door for advice principle. A service user will be referred, with consent, via Refernet to the most appropriate provider with all relevant details to reduce the need for the client to repeat the information.
- Refernet is being opened up to a greater number of providers in the city. The more agencies on board the better the client journey will be. Talks are ongoing with Carers in Southampton.

- Carers benefit from specialist welfare benefit advice from CAB and can access specialist advice from MacMillan and MS Society.
- Barriers to support carers exist. Carer identification remains low. Need to recognise the impact that good quality information, advice and guidance can have on carers quality of life. Carers may have limited time to access services, may be confused as to which agency can help them, or be put off by cost of transport or parking.
- Advice in Southampton is working with Carers in Southampton to improve understanding of these barriers.
- Southampton has a number of excellent advice agencies. Seeking to draw on the best information from national and local sources to make it relevant to Southampton.
- Southampton's advice providers partnership working is recognised as good practice.

Community Navigation – Nicky Judd, SO:Linked Programme Manager at Southampton Voluntary Services and Gary Walker, Alzheimer's Society Service Manager

- A presentation was delivered by Nicky and Gary.
- To help people, including carers, navigate around the many activities across the city and to support the organisations and groups, Southampton City Council and Southampton Clinical Commissioning Group has funded SO:Linked.
- This service launched in 2019 and is being delivered by community navigators, including specialist dementia and mental health navigators, and community development workers through a partnership led by Southampton Voluntary Services and including Alzheimers' Society, Solent Mind, Spectrum, TWICS and Social Enterprise Link.
- So:Linked developed an information directory during Covid pandemic to help navigators and social prescribers across the city. So:Linked are meeting with James Marshall and will link in with the development of the SID.
- So:Linked is part of a network supporting digital inclusion in the city.
- So:Linked are working closely with Primary Care Social Prescribers, including running joint training sessions. Recognition that there needs to be a joined up approach, a single point of access with services tailored to the individual.
- Southampton Dementia Navigators currently deal with between 30 to 35 new referrals each month (team of 2). Below is an example of a case support plan for a carer of a person who lives with dementia:



- Recognition that for many if the person you care for has a diagnosis you are fortunate as you may be referred to an organisation who is able to navigate the changing support landscape for carers and help.
- 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?
- Feedback provided identified a number of things missing for carers in Southampton – these include 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.
- There is an opportunity to grasp the Covid community spirit and tap into the increase in volunteering.

Conclusions from meeting:

Carers access to information, advice and guidance

- Access to good information, advice and guidance at the right time, and in the right format, can have a significant impact on a carers quality of life, the control they have over their lives, and can prevent problems from escalating.
- It is not easy to get right. It needs to join up local and national offers.
- Southampton is fortunate to have a number of excellent providers of information, advice and guidance and there is genuine collaboration and partnership working in the city.
- Developments including the new Southampton Information Directory (SID); the review of disabled adaptations; the SO:Linked service; the expansion of Refernet agencies; and, the partnership between the Council and the Department for Work and Pensions offer opportunities to further improve the landscape in Southampton and embed the principles of no wrong door and many routes to information.
- Telecare is an asset to the city that can provide peace of mind to carers and has the potential to help people in their caring role. Need to increase awareness and uptake of this service.
- There are a number of national schemes that support all carers to access digital tools to help manage their caring role. Organisations, such as Local Authorities, can buy a system that then allows free access to residents in their area. An example is Carers UK 'Jointly' app.

- The Covid pandemic has increased pressure on carers and services but, in recognition of the growing importance of on-line information and advice, has increased awareness of the need for digital inclusion. The developing Digital Strategy at SCC will have this as a priority and a number of initiatives are seeking to address this challenge.
- The pandemic has also boosted our community spirit and willingness to volunteer. This is an opportunity to help carers access support within their neighbourhoods to improve outcomes.
- Whilst having a number of good providers and access routes to information, advice and guidance is positive for the city, as are the new initiatives outlined, to avoid overwhelming carers there is a need to join up services and communicate effectively so that duplication is minimal and carers, or advocates, can navigate the system easily.

Inquiry Meeting – 28 January 2021

Carers support in education and work

Presentations referenced below can be found here: Item 7

<http://www.southampton.gov.uk/modernGov/ieListDocuments.aspx?CId=750&MId=6516&Ver=4>

Summary of information provided:

A carers perspective – Young carers Alex, Ellie-May, Leah, Zunayrah

- A vox pop outlining the views of young carers on support in education and transport was played to the Panel, and 3 young carers, Leah, Ellie-May and Zunayrah, supported by Emma Jones from No Limits, informed the Panel about their experiences.
- View that schools could do more to support young carers by ensuring that teachers are aware of their status as young carers; are more flexible in their approach to homework and lateness; are trained to know how to support young carers more effectively.
- No Limits presentation recommended the following to address the issues raised: Schools to include Young Carers awareness in PSHE lessons – raising awareness of support amongst hidden YC in school; Staff inset days to include Young Carers awareness training (No Limits currently run four SCC Wednesday workshop training sessions on Young Carers although teachers are not able to access these sessions due to being within the school day); Schools need more support setting up the school's programmes than is currently available within the young carers team. Add capacity into the current young carers team to enable the roll out of the Young Carers in Schools programmes.
- Transport was raised as an issue for young carers – the cost and lack of flexibility was identified. No Limits recommend free or subsidised public transport across Southampton City for Young Carers to access support groups and other respite activities (could be accessed with a Young Carers identity card).

A carers perspective – Adult carers Vickey and Jon

- A vox pop outlining views of adult carers on carers support in education and work was played for the Panel. In addition, Linda Lawless, Service Manager at Carers in Southampton, interviewed Vickey and Jon. Vickey is a carer who has a 9 year old son with a rare neuro-genetic condition and a 6 year old daughter diagnosed with autism. Vickey is also Co-ordinator of Southampton's Parent Carer Forum. Jon cared for his mother until she died in 2019.
- Vickey had to leave her job as a physio to care for her son. She was unable to combine her caring responsibilities with work.
- Her employer was not very supportive. She was overlooked for opportunities, alienated by her team, left out of social activities.
- Annual leave used to be used for medical appointments. Time for yourself is very limited.
- As Co-ordinator of the Parent Carer Forum she has seen many parents having to take pay cuts, give up businesses to care for their children. The unpredictability of a child's health and behavioural challenges can make a parent who has to care for a child an unreliable employee.
- This is not just a local issue. A 2019 survey of parent carers identified that 53% of respondents had been forced to give up paid employment. SEND parent carers have a high percentage of single-parent families due to pressure and stresses.
- Some good employers have special leave arrangements that are helpful.
- School holiday schemes for SEND pupils are only 1 or 2 weeks in summer holiday. School transport is not flexible, only drop child off at home address so cannot get transport to childcare.
- Jon gave up work to care for his mum who had suffered a stroke and her health deteriorated over time.
- When employed, his manager was excellent and supported him in his caring role. They were flexible with him and it did not reduce his productivity. He was able to work and provide care until he had to focus on caring for his mum.
- Following her death Jon was able to return to employment with the same company in financial services, via an employment agency.

Young Carers Education – Rebecca Rolfe, Service Manager for the Include Service at The Children's Society

- A presentation was provided by Rebecca Rolfe. The 2011 Census identified over 160k young carers in the UK. Latest research indicates that there may be up to 800k young carers now. That is 5 young carers in every classroom.
- Evidence shows that being a young carer can impact on attendance, attainment, personal development and welfare: Over 25% miss school regularly; Significantly lower education attainment at GCSE level an average one grade lower across all subjects; On average young carers miss or cut short 48 school days a year; 62% said they were bullied; 42% say there is not a particular person at school who recognised them as a carer.
- Young carers develop additional skills and qualities through their caring roles.

- The Children's Society established a Young Carers in Schools Award (YCiS), created by young carers.
- Schools can apply to join the scheme – Criteria for schools is:
 - Understand – is there a young carer lead to approach?
 - Inform – raising awareness through both staff and students to reduce stigma
 - Identify – can staff recognise indicators and action next steps?
 - Listen – space to talk, or just rest
 - Support – practical intervention, space to call home, homework support during school day, signposting / referring to local Young Carers Service or EH or for assessments if necessary
- YCiS Award Impact – 73% of schools reported young carers' classroom engagement had improved; 63% reported improvements in young carers' achievements; 83% of young carers demonstrated increased happiness; 94% of schools reported to have a better understanding of the support required for young carers.
- No schools in Southampton are accredited with the Young Carers in Schools Award

Good practice: Levelling the playing field for Young Carers – Krista Sharp, CEO, MYTime Young Carers, Dorset

- A presentation was delivered by Krista Sharp informing the Panel of the programmes being delivered by MYTime Young Carers to improve outcomes in Bournemouth, Christchurch and Poole (BCP).
- MYTime runs a school programme and an employability programme – Despite their skillset, emotional maturity and qualities, Carers Trust report that 49% of young adult carers end up NEET (not in employment, education or training).
- Employability programme commenced before March 2020 lockdown - 6 young adult carers went through pilot programme. Scheduled to use Barclay's Eagle Lab as base for support but had to operate via Zoom, led by a careers advisor. Mock interviews with business community, developed CVs.
- Successful programme – 1 young adult carer who was formerly NEET is now in employment, 3 in education, 2 are still working with MYTIME.
- Scheme is also educating business about the flexibility they can offer in their workplaces to support carers.
- Hard to recruit young adult carers to the pilot programme due to poor communications between BCPs young carer team, adult carer team, NEET team and social services. Working with BCP to set up a transitions service for carers that reach 17 - Transitions service will help young carers see what opportunities are out there for them.
- School Young Carer Programme - 'Level Up' - 80% school teachers have had no training on working with young carers. Working with Senior Leadership and staff in the first school they worked with resulted in 28 young carers being identified by the school (during lockdown).
- Planning to embed employability programme into the Level Up schools programme to ensure careers advice and focussed work experience for young carers.

- Schools encouraged to develop a young carers policy and to appoint a member of the senior leadership team to be accountable for the policy.
- Working with 35 schools across BCP, including academy chains. Sharing good practice. Positive feedback and increased identification of young carers.
- Get school system registers to identify young carers as they would those receiving pupil premium.
- Educating teachers what they need to look out for makes a huge difference.
- Currently measuring impact of the school programme with regards to attendance and attainment.
- Ofsted do not recognise young carers as a distinct disadvantaged group.
- Making Memories Initiative – Opportunity for young carers to experience things they would otherwise miss out on, such as days out.
- MYTime looking to increase the scale of the employability programme.

Summer Camp – Charlie Dormehl, Teacher of History with Hattie Wheeler & Anna Aksenova, 6th formers at King Edwards VI School, Southampton

- Working in partnership with No Limits, every year King Edwards VI School runs a summer camp for 16 young carers in the New Forest.
- The camp is the culmination of activities across a year to raise funds, and to build relationships between the 6th form students who organise the events and the young carers.
- The initiative is an example of good practice that benefits 6th formers and the young carers and could be emulated by other 6th forms in Southampton.

Supporting carers in the workplace – Carers UK

- Madeleine Starr MBE, Director of Business Development and Innovation and Katherine Wilson, Head of Employers for Carers at Carers UK provided a presentation for the Panel. In their absence Adrian Littlemore, Senior Commissioner at the Integrated Commissioning Unit raised the following points.
- 1 in 7 people in any workplace will be a carer, 1 in 5 in health and care.
- 2.8m more workers are juggling work and unpaid care since the Coronavirus outbreak. During the outbreak 11% of carers reported that they had reduced their hours; 9% had given up work; Services being closed/reduced was the biggest factor.
- Carers UK have set up Employers for Carers (EFC) - Carers UK's business forum. Over 220 members representing 3.5m employees.
- The forum seeks to support employers to develop carer friendly workplaces; promote the business benefits of supporting carers; influence employment policy and practice.
- EFC umbrella scheme - Umbrella membership is designed for local authorities to reach and support working carers in their own workforce; Through health partners in their locality, as employers and providers; Through SMEs.
- Local authorities sign up as the key subscriber and then make EFC's resources available free to health partners and SMEs, offering added value at no cost. Cost for a city membership is £5-6k.

- Managed by the EFC, the Carer Confident benchmarking scheme started in January 2020. There are three levels that any organisation, whether they are an EFC member or not, can achieve. Level one shows they are an active in addressing carer support, level 2 shows that they are accomplished in providing carer support, and level 3 shows they are an ambassador for carer support both internally and externally.
- Organisations are measured using the following 5 key criteria: Preparation; Policy and guidance; Practical support; Peer support; Promoting support.
- Recognised benefits to business in retaining skilled and experienced staff.
- No employer in Southampton has signed up to the Carer Confident scheme.

Carers in the workplace: SCC as an employer – Katie Cope, HR Advisory Manager, SCC

- A presentation was delivered by Katie Cope.
- Flexible working is followed in most areas of the Council and the right to request flexible work patterns is open to all staff.
- The Way We Work Project is designed to support employees work life balance. 1,000 staff are now on the flexible working scheme – work anytime between 6.30am – 9.30pm – allows up to 4 breaks in a day giving employees more control over their working day (operationally permitting).
- Looking to roll out the scheme across SCC but not suitable for all positions but options are being considered for other roles.
- Scheme has been positively received and gives employees more control over their working day which is beneficial to carers.
- Paid for leave for up to 6 days in an emergency for caring responsibilities. Extended leave - unpaid leave for up to 13 weeks – priority given to requests from carers.
- Employee Assistance Programme (EAP) Provided by Health Assured - Guidance on website for Carers.
- Vulnerable young people, including young carers, are given priority for work experience and apprenticeships at the Council.
- To better understand the number of SCC employees who are unpaid carers, and to identify support and training required, SCC could include a question on caring responsibility in the employers survey.
- Carer Confident Scheme accreditation would help SCC's reputation as an employer of choice.

Conclusions from meeting:

Carers support in education and work

- Education and employment are significant issues for carers. Evidence shows that being a young carer can impact on attendance, attainment, personal development and welfare and adult carers often have to give up paid employment or reduce their hours to focus on caring.
- The Young Carers in Schools Award, and the work being piloted by MYTime Carers in Dorset supporting young adult carers into employment, and working with schools to support young carers, demonstrates what can be achieved when the right support is in place.

- Carers UKs Employment for Carers (EFC) and the Carer Confident benchmarking scheme provide a framework to help businesses improve their support for carers and could enable more carers to remain in paid employment.
- At present no school in Southampton is accredited with the Young Carers in School Award and no Southampton business has signed up to the Carer Confident scheme.
- The city has an opportunity to enhance its reputation as a carer friendly city by:
 - The Council signing up as a key subscriber and, by working with local employers, ensuring that more businesses have access to EFC's resources and encourage them to become accredited.
 - Southampton City Council seeking accreditation with the Carer Confident benchmarking scheme.
 - Supporting schools to adopt best practice, as outlined by the Children's Society's Young Carers in School Award and MYTime Carers, in their support to young carers and young adult carers.

Inquiry Meeting – 25 February 2021

Supporting carers in their caring role

Presentations referenced below can be found here: Item 7

<http://www.southampton.gov.uk/modernGov/ieListDocuments.aspx?CId=750&MId=6518&Ver=4>

Summary of information provided:

A carers perspective – Young carers Alex, Ellie-May, Leah, Zunayrah

- A vox pop outlining the views of young carers was played to the Panel, and 3 young carers, Leah, Ellie-May and Zunayrah, supported by Jo Payne from No Limits, informed the Panel about their experiences.
- Additional support in schools; considering the views of young carers during health assessments; an awareness day or a session in a PSHE lesson in school about young carers; support with transitioning to adult services; and, a young carers card were among the issues identified by the young carers as initiatives that would help them.

A carers perspective – Adult carer Claire

- A vox pop outlining views of adult carers on the support they receive in their caring role was played for the Panel. In addition, Linda Lawless, Service Manager at Carers in Southampton, interviewed Claire who is a single parent and carer for 2 sons, one who is 26 and is severely autistic, and a 14yr old on the autistic spectrum.
- The vox pop identified the challenge transitioning to adult services. Most children do not go directly to adult mental health services from CAMHS. Processes and language simplification was also raised (Re:Minds group

develop their own leaflets to help carers and CAMHS have asked for these to be drafted) as was waiting lists, resources, training for carers and assessments.

- Claire found accessing Social Care to be a challenge. Knowledge of the system is essential as it is difficult to know where to go to in order to access care. Claire identified the transition from children's services to adult services to be a difficult time. Great Oaks School were helpful but for carers and children the 16-18 age is daunting.
- Mencap and Rose Road provide paid for support via Direct Payments. No training has been provided on how to be a carer and Claire would have welcomed peer support, but she now offers this to new carers.
- Resources and time has limited the City Council's ability to support her.

Hampshire Young Carers Alliance – Lee Culhane

- A presentation was provided by Lee Culhane. The Hampshire Young Carers Alliance (HYCA) is a consortium of ten Young Carer projects/services within Hampshire.
- Hampshire - 4,109 Young Carers identified in the 2011 Census, 1272 registered as Young Carers on the projects, 1,449 supported over the year 2019-2020.
- The overall aim and vision was to develop a single county-wide voice, advocating and championing Young Carers across the county.
- The consortia has allowed stronger relationships to evolve with key stakeholders, ensuring an overarching aim of ongoing quality, consistency and sustainability moving forward.
- Developed a countywide, consistent approach in managing referrals, reviews and 'step-down' process.
- Strong links to Hampshire's Children's Services Family Support Service, with appropriate challenge made from both sides. Stronger links with Hampshire's Adults' Health and Care Department ensuring that conversations relating to Carers involve Young Carers.
- Referrals come from numerous sources, including self-referrers and family members.
- HYCA are represented on the newly formed Hampshire Carers Partnership Board.
- Areas of focus include: Encouraging a whole school approach; developing stronger links with health (recognising impact young carers have on reducing NHS costs).
- Covid 19 has changed how HYCA operate. New ways of working have mitigated transport challenges. Developing a relationship with No Limits.

Personalised Care and how it can help to support young carers and adult carers – Alison Froude, Delivery Partner, Personalised Care Group, NHS England & Improvement

- A presentation was delivered by Alison Froude.
- The NHS Long Term Plan states that personalised care is one of the five major, practical changes to the NHS that will take place over the next five

years. It states that ‘People will get more control over their own health, and more personalised care when they need it’. It also states that “Personalised care will become ‘business as usual’ for 2.5 million people across the health and care system by 2024”.



- Personalised Care is a shift in relationships between health and care professionals and people. The Golden thread is ‘What matters to me’.
- The Personalised Care implementation plan has three actions specifically that focus on carers:
 - Action 2 – take a whole family approach
 - Action 13 - explore new rights to have personal health budgets (PHBs) for carers
 - Action 14 - test, gather best practice and build the evidence for PHBs for carers; Identify actions on how the Personalised care model works for carers, working with relevant representative organisations.
- Social prescribing - Carers should have access to social prescribing in all areas of England through referral to a social prescribing Link Worker from primary care and other agencies such as local authority social care teams. This includes both adult carers and young carers.
- 2 additional roles in primary care that could help carers:
 - Health & Wellbeing Coach - Can work with a carer to identify what’s important to them, set personal goals and appropriate steps, build skills and confidence to achieve goals, and use problem solving to work through challenges. They can support carers by working with them to develop their knowledge, confidence and skills to take control of their own health and wellbeing and to do more of the things in life that brings them joy.
 - Care Coordinator - Can work with a carer to ease the potential burden of navigation and coordination across multiple health and care services. These roles will work with the carer to support them and may direct them to one of the recognised supported self-management interventions: health coaching, peer support and self-management education.

- In Southampton 2 out of the 6 Primary Care Networks (PCNs) are commencing recruitment of care co-ordinators. Personalised Care increases opportunities for designing creative solutions for improving carers outcomes.
- Continuity of approach with Social Care and consistency of offer is essential as carers move between services and funding streams.

Personalised Care and Strength Based Approach: how it works for carers in Southampton – Moraig Forrest-Charde, Deputy Associate Director, Integrated Commissioning Unit; Louise Ryan, Service Manager for the Social Wellbeing Service, Adults Wellbeing and Health, SCC & Carl Adams - Head of People Participation/ Clinical lead Community Specialist Service, Solent NHS Trust

- A presentation was delivered by Moraig, Louise and Carl.
- In Southampton multiple things are happening under each of the 6 key stages for Personalised Care and Support.
- Moraig - 3 key things getting traction in Southampton are:
 - Community based support (social prescribing) – Nationally prescribed PCNs approach – PCNs in Southampton have started employing social prescribers to work in primary care settings; these are bolstered by the SO:Linked Community Navigators. The City is well ahead in this area and are looking to support people who are starting to need some low-level help. SO:Linked and primary care social prescribers work closely together.
 - Personalised Care and Support Planning – Southampton doing well here through the Community Wellbeing Service. Partnership working is effective across services but more needs to be done to ensure that support plans are held and owned by the individual.
 - Personal health budgets – Work going on here but a long way to go. NHS and Council financial processes and systems need to work together and be simplified as people move between services and funding streams. Good examples exist elsewhere in the country. We will find a way to make it work and be simple to access.
- Louise - Adult Social Care have adopted the 3 Conversations Model, a strengths based approach for assessment and care planning within Southampton. These conversations are suitable for Adults and Carers.
- The first conversation explores an adult's strengths, and connects them to personal, family or community resource that can offer support. Within that conversations with family/carers and involvement is key.
- The 2nd conversation is led by the adult to assess risks in their lives and to plan for any crisis that may occur.
- The 3rd conversation is planning for long term needs and outcomes. Based on what a good life looks like to that person. Drawing on resources available including personal budgets, personal skills and community assets.
- SCC's approach is similar to Portsmouth's with direct payments that focusses on wellbeing activities for the carer. Uptake for this is increasing each month.
- We need carers to be clear about their support plan; ASC want to increase the number of carers assessments undertaken and recorded by the Council; and joined up care and support plans between adults and carers.

- Carl – Working with a group of health professionals across the local health system to encourage behaviour change and the delivery of personalised care.
- WASP (Wessex Activation and Self-Management Programme) bespoke tool developed to improve personalised care – 12 week tailored programme.
- Real change is happening through the WASP tool in the delivery of personalised care.
- Opportunities for changes to systems driven by the health professionals. SystemOne template makes it easy to refer to social prescribers to reduce burden.
- Behaviour change is happening with a shift away from the medical model to a collaborative model. The model can be applied across adult social care and the voluntary sector.

Parent Carers report – Vickey Kowal, Co-ordinator of the Parent Carer Forum

- A presentation was delivered by Vickey Kowal. There is a statutory obligation for every area to have a Parent-Carer Forum. Southampton is good at co-production and involving parent carers in proposed changes.
- Significant challenges faced by parent carers in Southampton – Vickey identified the following:
 - Lack of easy access to information
 - Lack of recognition of needs of parent-carers
 - Lack of emotional support
 - Lack of practical support
 - Financial and housing support
 - Breadth of SEND and therefore challenges faced by parent-carers
 - Only small percentage of parents are able to access carers assessment (statutory requirement) those that do access aren't involved in their own assessment
 - Communication
 - Parents not seen as experts in their child
 - Many families have more than one child with SEND
 - For many this is a lifelong role, different needs at different times
- A new model is being proposed in Southampton called the iThrive Model that puts the child and family at the centre of the model. Model being used in CAMHS and the Council is considering using this model for families with SEND. Moving from a referral culture and a service led approach.
- Vickey identified a number of recommendations including:
 - Ensure all parent-carers have access to a carers assessment
 - Parent-carers treated equitably with other carers
 - Cultural change from 'service led and child focused' to 'needs led and family focused'
 - Increase the number and variety of parent support groups across different areas of SEND and geographical areas of the city
 - Support proposed changes to adopt iThrive model
 - Provide Parent support for managing children and young people with challenging behaviour
 - Ensure timely access to an increased range of parent training and education courses

- Improved communication between professionals/agencies as well as with parents.

Conclusions from meeting:

Supporting carers in their caring role

- Significant challenges were identified by all carers, including young carers, adult carers and parent carers in how they are supported to undertake their caring role.
- Carers are a valuable resource that need to be supported through timely assessments, planning, training, managed transitions, and access to good information, advice and guidance.
- The Personalised Care agenda, whether it is the strengths based 3 Conversations Model used in Adult Social Care, the WASP programme in the NHS locally, or the potential move to the iThrive model with SEND families in Southampton, offers an opportunity to put the individual and their families, including carers, at the centre of the process, shifting relationships between health and care professionals and people.
- Social prescribers, Health and Wellbeing Coaches & Care-Co-ordinators all have the potential to improve outcomes for carers and Southampton is well advanced in a number of these developments.
- Work is ongoing to ensure that processes are simplified, systems are compatible, and that there is continuity of approach across the NHS, social care and voluntary sectors reflecting the movement between services experienced by carers.