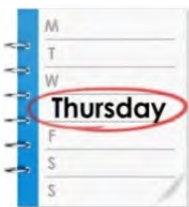




# Learning Disability Partnership Board in Surrey

## Minutes of our November 2021 Meeting.

**Chaired by Sarah Ford.**



Held on Thursday  
4<sup>th</sup> November 2021  
using Zoom video.



## At our November 2021 meeting we talked about:



### **Health and wellbeing of carers.**

Jo Neville-Rye and Debbie Hustings updated us.



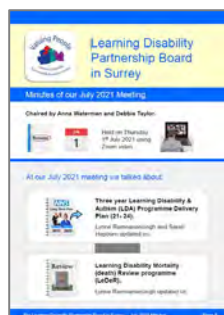
### **Short breaks from caring.**

Mary Hendrick updated us.



### **Local updates.**

Board members updated us.



**The minutes are available on our website.**

[Surreypb](http://Surreypb)



## Updates from our September 2021 minutes.

### **Guidelines for meeting safely.**

Amy Jackson told us that a meeting had been held on 3<sup>rd</sup> November to discuss this and there will be an update later in this meeting.



### **Surrey Adult Learning.**

Amy Jackson has circulated details of courses available.



### **Transition Guide.**

Amy Jackson said this will be circulated when available.



### **Young people and mental health.**

The Learning Disability Communications Team will inform members when the increased service for mental health for young people is up and running.



# Health and Wellbeing of Carers



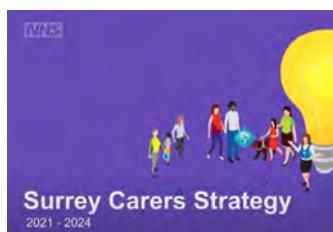
Jo Neville-Rye and Debbie Hustings updated us.

**Surrey Carers Strategy has been launched this year and runs from 2021 to 2024.**



You can download a copy of the Surrey Carers Strategy from the Surrey County Council website.

[Surrey Carers Strategy](#)



A film has been made that helps to explain the Surrey Carers Strategy. This film can be viewed on YouTube.

[Surrey Carers Strategy film](#)

## Tender for Prevention & Wellbeing services



These services will offer targeted support for all carer client groups, including carers of people with a learning disability and / or autism. The aim is for all carers to have equal access to support.

## Prevention & Wellbeing services for carers that organisations are tendering to set up and run.

**Lot 1 : Five Carer Hubs.** These will offer access to a range of services and a route through to other appropriate support services.

**There will be a Hub in:**

- North West Surrey.
- Guildford and Waverley.
- Surrey Downs.
- East Surrey.
- Surrey Heath and Farnham.



## Tenders for other Prevention & Wellbeing services for carers.

- **Lot 2:** Replacement care and carers breaks.
- **Lot 3:** End of Life Replacement care and carers breaks.
- **Lot 4:** Supporting Carers Personal Health Budgets.
- **Lot 5:** Supporting Carers in Hospital Settings.
- **Lot 6:** Carer emergency planning and Carer Passport.
- **Lot 7:** Moving & Handling.
- **Lot 8:** Independent Giving Carers a Voice.
- **Lot 9:** Supporting Young Carers (under 18).





**Organisations who would like to run these services have until the end of November 2021 to tender their bids.**



Decisions about which organisations will be chosen to run the services will be made in December 2021.

These new services will start from April 2022.

**Our strategy started in April 2021, and we have already done a lot of good work.**

### **Caring to the end of life.**

We have developed a website guide for carers who are caring for a person towards the end of their life.

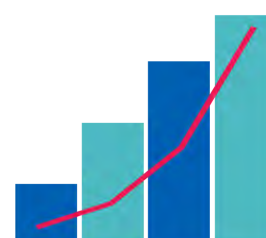


### **Surrey-wide GP Carer Registration.**

More carers are now registered as carers with their GP Surgeries. This helps them to get the services they need, such as carer prescriptions.

The Covid vaccination programme helped us to encourage carers to register with their GP Surgery.

In 2019/20, 28,841 carers in Surrey were registered with their GP Surgery. In 2020/21 this number had increased to 37,731.





## What we have achieved so far this year.

### Engaging with carers from minority ethnic backgrounds.

Ethnic minority GP carer registration has increased by 38%.

Dr Patel has been supporting this programme, which encourages carers to register and have the Covid vaccination.

Dr Patel has made a film as part of the programme – [Dr Patel Film](#)



### Covid Vaccinations.

We have been encouraging carers to get their Covid vaccinations.

We have met our target of 90% of carers being vaccinated which is the best take up rate in England.



### Surrey Carers FREE Flu Voucher.



Carers in Surrey can have a free flu jab and we are giving carers a voucher. We are aiming for 20,000 carers to have their flu jab.

# What we have achieved so far this year.

## New Carer Health Checks Service.

One You Surrey is working closely with Surrey Heartlands CCG, Surrey County Council and Action For Carers Surrey, to identify, engage and deliver high quality Carers Health Checks.

The service will be open to carers of all groups .900 carers will have a health check and this services was launched on 10th October 2021.



## Carers Passport.

This passport has now been launched.

The passport can help explain a carers needs to their employer and to hospital staff.



## Surrey Carers and Providers Network.

This is a group that meets four times a year to discuss issues that are important to carers.

The next event will be in February 2022 and will focus on Carers' experience of Hospital Discharge.



# Partnership Board members questions and comments about the carers wellbeing presentation.

## Carers health checks.



**ACTION**



Phillippa Alisiroglu said she was keen to meet with Debbie Hustings to talk about carers health checks and how they link with annual health checks for people with a learning disability. Liz Williams also asked to join the meeting.

Debbie Hustings thought this was a good idea, and a meeting will be arranged.

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## Breaks for carers.



Christine May asked for more information about short breaks for carers.

Debbie Hustings explained that having a break from caring was the number one priority for carers, and there would be a wide range of short break options on offer. Mary Hendrick will be going in this in detail in our next presentation.

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## Carer Hubs.



Sara Truman asked if carers hubs will be places that carers can visit or whether they will be virtual hubs. She also asked whether staff in the hubs would have understanding of all the various needs of people who carers care for.

Jo Neville-Rye said that the hubs would deliver their services flexibly. There would be a mixture of virtual support and face to face meetings, though hubs may not necessarily have their own buildings. Jo also explained that training for hub staff was important, and that the performance of the hubs will be closely monitored, so any gaps in knowledge would be identified.



## Promoting services to carers.



Claire Dawson asked what Debbie Hustings meant by prevention services and how local organisations could help to promote services to carers.

Debbie Hustings explained that on average, carers are caring for 5 years before they receive any support, and preventative services aim to support carers earlier to avoid carers experiencing ill health. Debbie also said that they would be developing training for local organisations about support for carers.

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## Finance and budgets.



Christine May asked how Adult Social Care would be able to deliver all this support in the current financial climate, when money is scarce.

Jo Neville-Rye said that support will need to be targeted and based on need for us to make the best use of the money we have. We need to make sure we do not duplicate services. She also said that part of the tender process was to ask organisations to come to us with creative solutions to these challenges.

Steve Hook explained that supporting carers was an important part of our work going forward and is embedded in all our strategies. The NHS 3 year plan also has a strong focus on carers. Steve also mentioned the Preparing for Adulthood Programme for young people in transition and the shift for families from supporting a child to supporting a young adult. He said it is important that carers are supported on this journey and offered to link Jo and Debbie in the Preparing for Adulthood Programme.

**ACTION**



Maria Mill commented that recently Tim Oliver, Surrey County Council leader, had mentioned that his preference was not to raise Council Tax in Surrey to the maximum allowed, to provide more funding for adult social care. Maria reminded people that they can share their views with their local Surrey County Councillor.

# Short Breaks from Caring



Mary Hendrick updated us.

Mary began by explaining what a 'short break' is.



**'Short Breaks' can be any support that enables a person to take a break from the responsibilities of caring.**

Short breaks can be anything from a few hours to longer periods of time.



Short breaks maybe planned in advance, or be required at short notice.



There are a range of different types of services which can provide a short break, which should be responsive to people using the services, the circumstances of parent/family carers and should be reliable.

Eligibility for short breaks in Surrey is determined by Care Act (2014) compliant carers assessment.



## Mary outlined the purpose today's presentation.



To outline current options for short breaks for people with learning disabilities and/or autism.

To understand demand for where resources are needed in our communities.



To discuss different models of short breaks support.

To discuss challenges and keys to success.



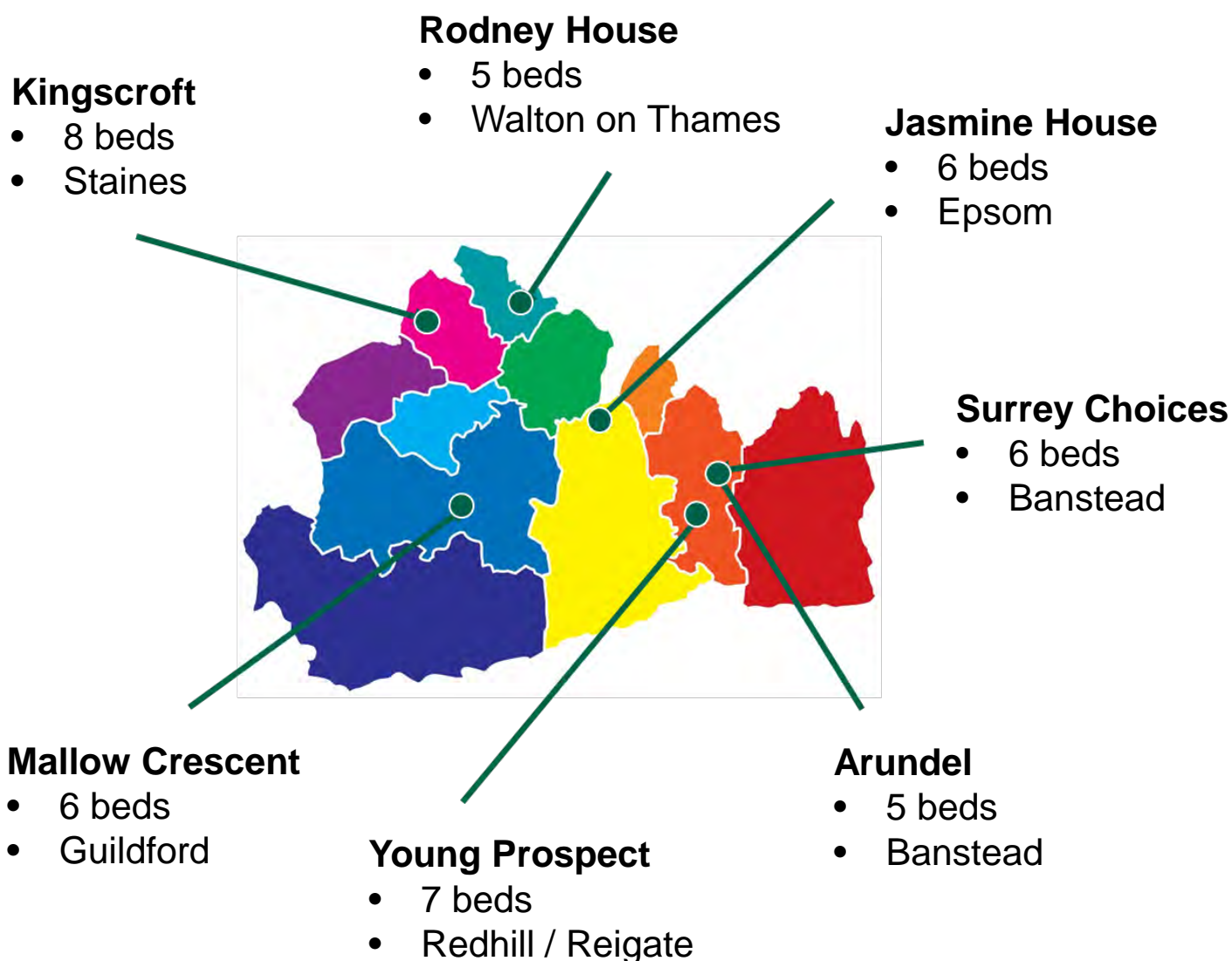
Understanding how short breaks can build on people's capabilities and strengths.

To use the outputs from what is captured today to inform future commissioning intentions.

## Overnight short break services in Surrey.



There are currently 7 registered services in Surrey that provide 32 beds for overnight short breaks. The map on the next page shows where these are in Surrey.



Not all environments are purpose built, meaning they are not accessible for some people.

Capacity of these services can vary based on the individuals' accessing services at any one time.



More demand from individuals is anticipated coming through transition with physical disabilities, and there are a limited number of beds that are suitable for this client group.

## Other short break services on offer in Surrey.

Alternatives to overnight stays include:



Using a Direct Payment.



Having a Personal Assistant.



Shared Lives.



Crossroads sitting service.



Outreach.

These services were used during Covid suggesting there is demand to develop these options further.





Surrey choices flexi-break was also piloted as part of our Covid response operating at weekends.

## Demand Mapping.

Breakdown of individuals and their age range living with family carers – 1345 in total:



108 people under  
18 years old.



161 people aged  
18 to 19 years.



643 people aged  
20 to 30 years.



224 people aged  
31 to 39 years.



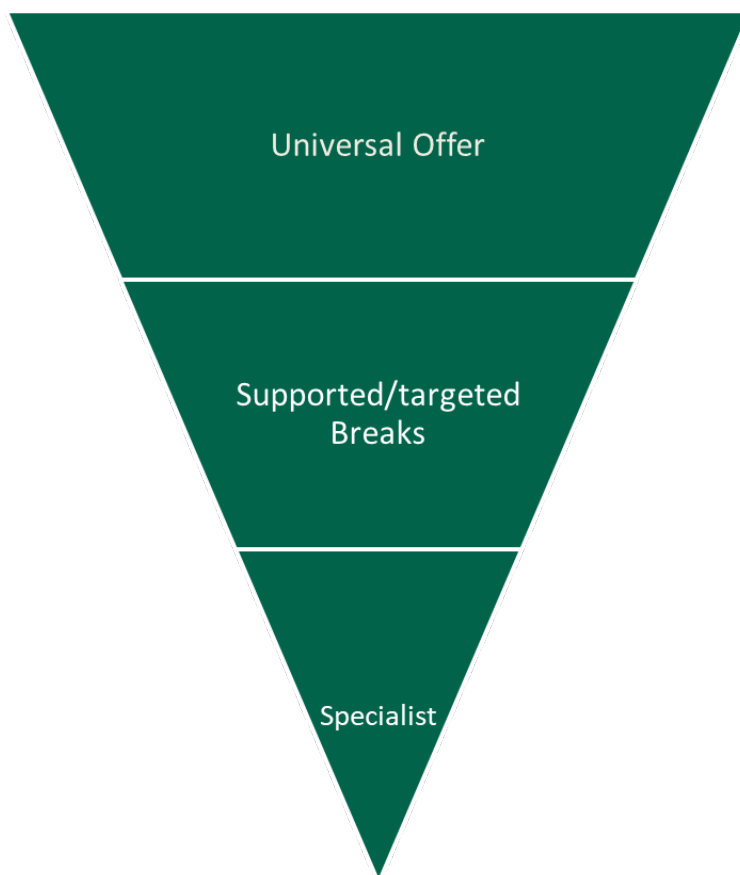
209 people aged  
40 or older.

Breakdown of individuals by geographical area – 1345 in total.



- East Surrey – 246 people.
- North West Surrey – 408 people.
- Mid Surrey – 300 people.
- South West Surrey – 401 people.

## Thinking differently about short breaks.



We want to support people to use universal services like their local leisure centre and cinemas.

We want to support people to have breaks such as going on holidays with friends with support.

We recognise that there will be a need for overnight breaks in accessible services for some people.

## We are developing a menu of options.



We will be encouraging choice, and supporting people to access facilities in their local community, where we are working to make things more inclusive.



We will be making sure that overnight short break services are accessible, so that they are suitable for everyone who may need to use them..

## Short break options away from the family home.

### Breaks without the family.



- Shared Lives.
- Community, social and leisure breaks.
- Residential stay purpose built.
- Day care extended hours.
- Flexible break in hotel.
- Supported holiday.
- Out-of-hours care.



## Short break options away from the family home.

### Breaks with the family.



- Family holidays (with a support worker).
- Family outings (with a support worker).



## Short break options in the family home.

### Breaks without the family.



- Home-based care (flexible hours; regular hours; or 24/7 for an extended period).



- Smart technology.



- Out-of-hours care.



## Short break options in the family home.

### Breaks with the family.



- Home-based care (flexible hours; regular hours; or 24/7 for an extended period).



- Smart technology.



We will work with people with a learning disability and/or autism, family carers and providers to continue to develop this menu of options.

## Feedback so far.

### Our keys to success.

- Provide a complete range of short breaks to meet a wide range of needs.
- Provide information on types of offer, availability and how to access short breaks to carers.
- Address age related opportunities.
- Ensure continuity of relationship between carers/users and care staff/service.
- Provide centrally co-ordinated response to emergencies.
- Plan for next steps, move on plans.
- New developments that are fit for purpose.
- Joint working & creativity.
- Link to Carers strategy.



### Our challenges

- How to make options suitable for all individuals.
- Address equity and consistency.
- Achieve value for money.
- Ensure strength based approach that is linked to universal opportunities not just “service land”.
- Carers developing confidence in new offers.





## Partnership Board members questions and comments about the short breaks presentation.

### People with high support needs.

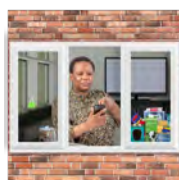


Christine May asked about the Jasmine House and Kingscroft services for people who need a lot of care and support.

Phillippa Alisiroglu explained that currently Jasmine House is closed due to a Covid outbreak, and that the focus of these services will be on supporting people to access the local community.

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### Support in the family home.



Sara Truman explained that she knows families who had staff booked to support their son or daughter at home, who then cancelled at the last minute, leaving the parents to have to cancel their hotel breaks. This ended up causing families more stress, and happened quite often.

Mary Hendrick said that part of the Care at Home tender programme for new services is widening the options of support with new providers. There will be checks of the skill set and reliability of providers.

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### Young people with complex health conditions.



Christine May highlighted that a greater number of young people with very complex needs are living longer and moving into transition. She is concerned that services may not be able to meet their needs and would welcome a discussion on this.

Mary Hendrick, Phillippa Alisiroglu agreed to meet Christine to discuss this, and Mary will also find out specific data on the numbers of carers supporting young people with autism.

# Plans for groups to meet safely in person



Partnership members discussed this.

## What is happening now?



**Some care providers are still being more cautious than others.**

For example, some people with a learning disability are still only meeting their family outdoors, whereas others are going on holiday with friends.



It is important to recognise that people with a learning disability have the same rights as everyone else.



It is also important to recognise that some people with a learning disability have other health conditions that can make them more likely to get very ill if they do catch Covid.

# We are developing a risk assessment tool to help people to make the right choices.



This risk assessment tool assumes people can do all the things everyone else can unless we find problems that could put them, or other people at high risk of harm.

## Things the risk assessment will look at.

### Testing

Whether people can take a Covid test.

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### Vaccination

Whether people have been vaccinated.

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### Health conditions

Whether people have any health conditions that put them at higher risk.

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### Mental capacity

Whether people understand the risks and can make informed choices.

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### Reasonable adjustments

Whether things like meetings or activities can be planned differently to help keep people safe.



## It's likely that some meetings and activities will still be virtual even after Covid.



Some people do find online meetings easier, so it's important to keep this as an option, otherwise some people will be excluded.

**Sarah Ford explained that there will be no pressure from Surrey County Council for meeting to go back to face to face.**

Surrey Care Association are designing the risk assessment with local providers including Active Prospects.



Claire Dawson from Sunnybank welcomed the risk assessment as she saw that people were going to different meetings where different rules were used to plan meeting safely.

Maria Mills agreed to invite Claire to future Surrey Care Association meetings.

**ACTION**



# Staff vacancies in social care

JOIN OUR TEAM

Partnership members discussed this.

**There are staff shortages in social care services.**



**Maria Mills told us that the latest vacancy rate was 15%, which is the highest it has ever been.**

Christine May told us that there was a shortage of nurses at the children's hospice meaning services have been reduced.



Providers are worried that the rule saying that all care home staff must have had their two Covid vaccinations by 11<sup>th</sup> November will cause more staff to leave. This rule for NHS workers has been postponed until April 2022.



## **Social Care staff pay rates**

Members understood why some staff might be attracted to work in other jobs as the pay can be higher.



## Steve Hook gave us an overview of the strategic planning for the social care workforce in Surrey.



Steve acknowledged that in the short term this winter will be very challenging because of the staff shortages in the social care sector.

## Workforce modelling.



Surrey County Council are working together with Kent County Council to model a strategic plan for the workforce in social care.

Surrey are fully involving independent care providers in this modelling, which will give us evidence of what we need for the social care workforce in Surrey.

## Working with the NHS.



If social care services are understaffed, people will end up using more NHS services, like hospitals.

It is very important to evidence the needs for social care to the NHS, as it's the NHS who will be given the first extra funding from the increase in National Insurance contributions.

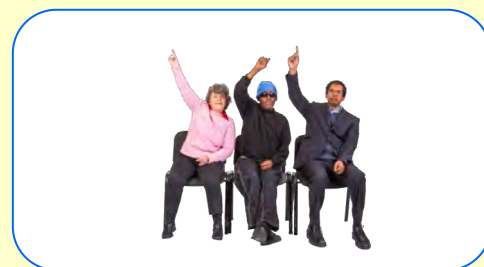
## Working with the NHS



Surrey County Council will be having meetings about future funding for social care with Surrey Heartlands and Frimley NHS Clinical Commissioning Groups.

The modelling we are doing will help us to develop a good long term plan.

# Local updates



Members updated us.

## Surrey People's Group are awards finalists.



**Surrey People's Group meets on the first Wednesday of every month from 10am to 12 noon.**

Leanne Yeo told us that the group are among the finalists for the Learning Disability Leaders awards. If successful members will be invited to an awards dinner in Birmingham.

## Surrey Choices.



**Surrey Choices wins prestigious Employer of People with a Disability Award 2021.**

Surrey Choices was announced the winner of The Employer of People with a Disability Award.

Partnership Board members agreed that we should use time at our January 2022 Partnership Board meeting to share news about all the awards we have won in Surrey.

**ACTION**



## Our next Partnership Board Meeting.



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Our next meeting will be on:

**Thursday 6<sup>th</sup> January 2022 9.45am to 12.30pm.**

We will let members know if this will be a Zoom meeting, or whether we will be meeting in person.

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# Summary of actions from our November 2021 meeting.

## ACTION



### **Carer health checks.**

Phillippa Alisiroglu and Debbie Hustings will arrange a meeting to talk about carers health checks, and how they link with annual health checks for people with a learning disability.



### **Preparing for Adulthood Programme.**

Steve Hook will link Jo Neville-Rye and Debbie Hustings into the Preparing for Adulthood Programme.



### **Young people with complex health conditions.**

Mary Hendrick, Phillippa Alisiroglu and Christine May agreed to meet to discuss short breaks and the needs of young people with complex health issues.



### **Meeting safely risk assessment.**

Maria Mills agreed to invite Claire Dawson to future Surrey Care Association meetings.





## **Awards.**

Partnership Board members agreed that we should use time at our January 2022 Partnership Board meeting to share news about all the awards we have won in Surrey.

# Members who came to our November 2021 meeting.

## Co – Chairs

- Sarah Ford – Senior Commissioning Manager
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## Local Valuing People Group Chairs

- Tom Moore – Surrey County Council– South West Surrey
  - Sally Dubery – Central Surrey Voluntary Action – Mid Surrey
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## People with a learning disability

- David Muir
  - Leanne Yeo
  - Dexter James
- 

## Family Carer Representatives

- Sara Truman MBE
- 

## Voluntary Organisation Representatives

- Yasmin Broome – Surrey Coalition of Disabled People
- Maria Mills– Surrey Care Association / Active Prospects
- Mette Le Jakobsen- Surrey Choices
- Christine May – Shooting Starts Chase Hospice
- Jade Vallance – Active Prospects
- Sharon Lukey– Mid Surrey Mencap
- Claire Dawson – Sunnybank Trust

# Members who came to our November 2021 meeting.

## Surrey County Council representatives

- Amy Jackson – Adults Senior Business Support Assistant
  - Imogen Osborne – Engagement and Partnership Officer
  - Tom Moore – Commissioner
  - Mary Hendrick – Senior Commissioner
  - Steve Hook – Assistant Director
  - Alison Caraccio – Surrey Adult Learning
  - Fadzai Tande – Transition Team
  - Liz Williams – Joint Strategic Commissioning Convener
- 

## Health representatives

- Jane Owens – Surrey Healthwatch
  - Philippa Alisiroglu – Director of Learning Disability – SABP NHS Trust
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## Observers and Presenters

- Mike Leat – CCP Ltd.
- Debbie Hustings – NHS Carers Lead Surrey Heartlands
- Jo Neville-Rye – Senior SCC Carers Commissioner
- Ron Critcher – SCC Carers Commissioner