

# A Life Outside of Caring

Surrey Carers Commissioning and Development  
Strategy 2016 -17 to 2018-19



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

This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age. Many carers combine caring with other responsibilities; for example combining work with caring or looking after their children and older or disabled relatives.

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# About this Strategy

This plan is a local framework for partnership work to support all carers in Surrey; regardless of the condition/impairment of the person they look after. It has been developed in partnership with carers organisation by local authorities and NHS organisations in Surrey including Surrey County Council and 6 Clinical Commissioning Groups. It includes plans for:

- ▶ A carer friendly NHS and Carer Friendly communities
- ▶ Promoting whole family approaches in health & social care
- ▶ Early intervention and prevention services
- ▶ Accessible information and advice for all carers
- ▶ Personalised support for carers
- ▶ Links to other strategies

# Carers in Surrey

The 2011 Census showed in Surrey:

- ▶ 108,433 carers
- ▶ 29,364 of them care for more than 20 hours a week
- ▶ 64,884 of Surrey carers juggle work with caring
- ▶ There are also 14,000 young carers under the age of 18  
(Source research for BBC “Kids who Care” 2010)

Research by Carers UK & Leeds University shows that Carers in Surrey save the nation £1.6 Billion a year (Valuing Carers 2011)

For more information see Joint Strategic Needs Assessment for

**Carers** <http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=668&cookieCheck=true>

**Young carers** <http://www.surreyi.gov.uk/ViewPage1.aspx?C=resource&ResourceID=659&cookieCheck=true>

# Carers in Surrey

**Investing in Carers support is good value**

**Each pound spent on carers  
saves the NHS £4  
(RCGP/ Baker Tilly 2014)**

**If SCC cut £5 million of Carers  
Services it would cost the  
Council around £14.7 Million  
in replacement care costs  
(Dept Health/ ADASS 2015)**



# Carer Voice & National requirements

There are lots of policies and laws relating to support for carers. Most important though is listening to carers and carers have influenced many of the key national policies and legislation we work to including:

- ▶ National Carers Strategy (which is to be renewed)
- ▶ Care Act 2014 & Children's and Families Act 2014
- ▶ Better Care Fund
- ▶ NHS Mandate and Constitution
- ▶ NHS Commitment to Carers & "Commissioning for Carers"
- ▶ NHS - 5 Year Forward Review
- ▶ Royal College of GPs Commissioning for Carers Guidance 2013

Views of local carers have been key in developing this strategy

# Cross-Government Carers' Strategy

- Health Secretary Jeremy Hunt has said (July 2015) the six million carers in the UK do a *"magnificent job, even if they do not always get the thanks or support they deserve"*.
- He announced development of a fresh cross-government Carers' Strategy to improve support for carers, which will look at best practice from around UK and examine what more can be done to support existing carers and provide the help new carers.
- The Minister also said *"The new strategy will seek to answer the big question: what do we need to do as a society to support people who are caring now, and crucially, for the millions who will have a caring role in the future? We can't put our heads in the sand on this critical issue."*

# Carers Commissioning Principles



## NHS England's 10 Carers Commissioning Principles

1. Think Carer, Think Family; Make Every Contact Count
2. Support what works for carers, share and learn from others
3. Right care, right time, right place for carers
4. Measure what matters to carers
5. Support for carers depends on partnership working
6. Leadership for carers at all levels
7. Train staff to identify and support carers
8. Prioritise carers health and wellbeing
9. Invest in carers to sustain and save
10. Support carers to access local resources

# Support provided for Carers has increased over last 3 year period

Support through Surrey's multi agency strategy each year to:

- 22,000 carers supported (up from 13,000\*)
- 1849 young carers helped (up from 1324\*)
- 19,915 carers registered by GPs (up from 10,518\*)
- 1450 Back Care (Moving and Handling)
- 1542 Enabling Carers Training
- 503 helped to access training & work
- 410 carers received benefits advice

\* Number supported in 2011/12

# Carers said.....

Things carers liked .....

- “Carers support is a life saver – I don’t know what I would do without them”
- “.. the breaks provided by well trained caring staff give me peace of mind”
- “My carers assessment really helped .. I felt listened to and supported”
- Surrey Young Carers have been life line for ..... Since she has become part of their family she has grown in confidence and truly blossomed into a beautiful person. I am so grateful for everything they have done for her, she's amazing and has so many talents

# But carers also said ...

There is still though a lot more to be done:

- “Although there is a wide range of breaks there is just not enough to go around – Crossroads now have long waiting lists”
- “Some individuals are too busy tick boxing to listen to what is really needed”
- “I loved my job but I had to give up work to look after mum”
- “Direct payments sound good and give choice but they create too much work for us “ (carers)

# Information for Carers

Need to identify hidden carers through improved information provision:

- Information through new carers guide
- Carers weeks through Pharmacy Committee
- New on line offerings (Jointly, eBooks, “About Me” carers e-learning and web pages)
- Leaflets and information packs (not all carers are on line)
- Special media campaigns for carers including radio adverts
- Young Carers Assessment Tools
- Reach more carers through libraries, service providers, community and faith groups and employers’ staff welfare

# Whole Family Approaches



Health and Social Care need to take whole family approaches to assessment and service provision including recognition and support of young carers. Other partners including schools and colleges have a key role in identification and support of young carers and their families.

This is promoted through a Surrey Young Carers Strategy:

<http://carersworldradio.ihoststudio.com/carersnet/young%20carer%20strat.pdf>

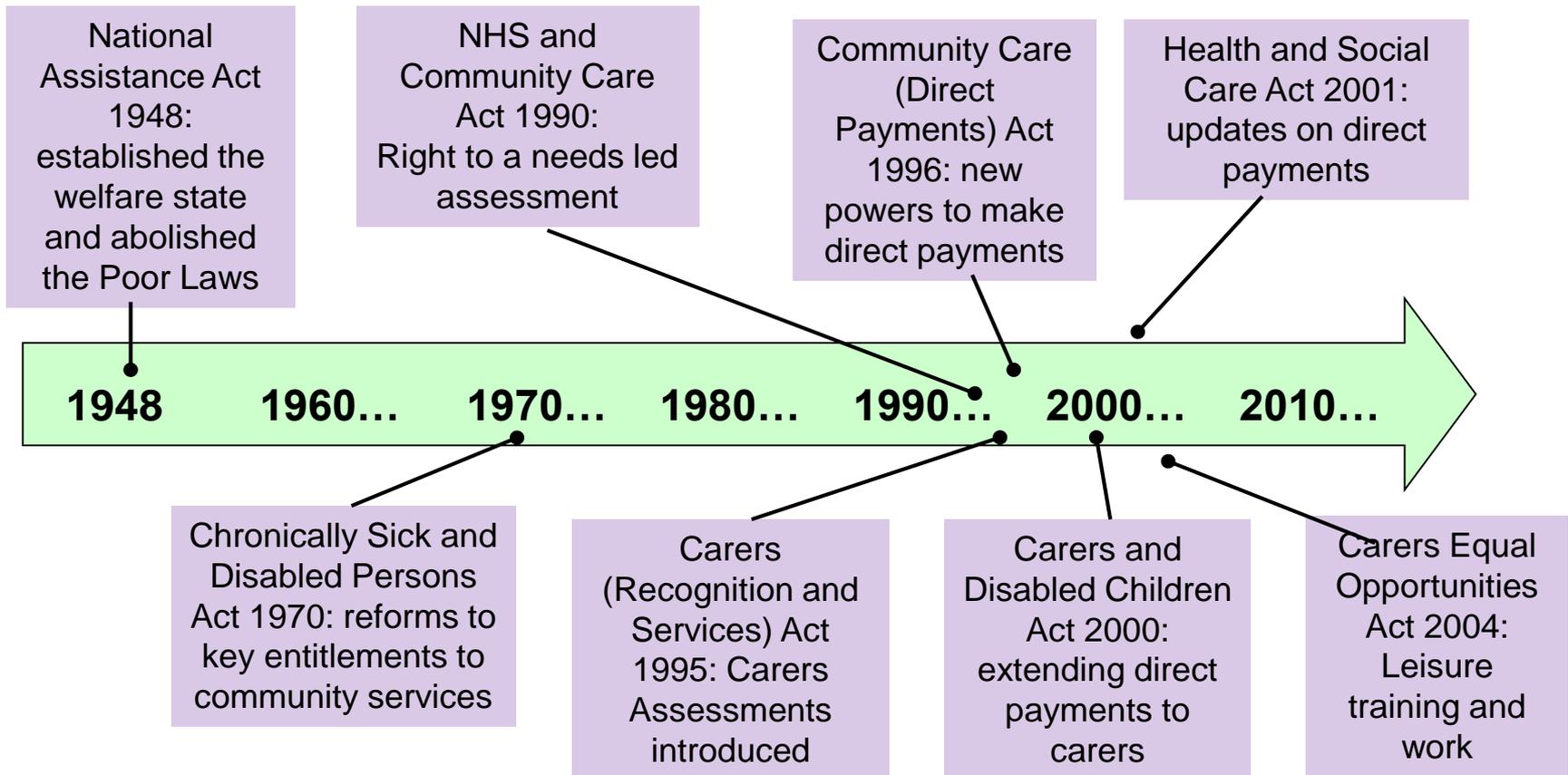
# **New Rights, The Care Act 2014: Equality of esteem for carers**

**The Care Act brings important new rights for all carers of adults ; regardless of the condition/ impairment of the person they look after..**

***“Carers will no longer be treated as an extension of the person they are caring for. They will have a right to an assessment to decide if they need support... [they] will have a legal right to receive state-funded support for those needs, just like the people they care for.”***

# A brief history of carers rights

Adult Social care law and policy has evolved over more than 65 years, incorporating around 30 Acts of Parliament and dozens of regulations etc, but reform has been piecemeal.



# What does the Care Act do?

*Replaces 68 years worth of legislation, is **built around people** and:*

- ensures that people's **well-being** (including carers), and the outcomes which matter to them, will be at the heart of every decision that is made;
- puts **carers** on the same footing as those they care for;
- Greater emphasis on whole family approaches
- creates a focus on **prevention** (including for carers), rather than only intervening at crisis point, and building on the strengths in the community;
- embeds rights to choice, through care plans and **personal budgets**, ensuring a range of high quality services are available locally (applies equally to carers).

# Key legal changes for carers

## New duties on local authorities to:

- Provide preventative services for carers
- Provide accessible information and advice for all carers
- If it appears a carer may have needs for support, to undertake a carers assessment
- Follow new national criteria to make eligibility decisions about carers needs for support
- Identify young carers and prevent inappropriate care
- Support parents and young carers when a young person transitions from children's to adult social care services
- Support for young carers in transition to adulthood and for young adult carers

# The Care Act and Health

- Duty on NHS to co-operate with Council
- Duty to integrate (links to Better Care Fund)
- Prevention – includes promotion of physical and mental health and wellbeing for carers
- Provide information and advice and identify carers and young carers
- CCGs asked by NHS England to draw up plans to identify and support carers including young carers
- Embed carers issues in all care pathways

# Children and Families Act 2014

Law for children's services based on Children Act 1989 has been updated by the Children and Families Act. There are:

- New duties to offer assessment to parent carers and young carers (also on the appearance of need)
- New requirement to consider the well being of parent carers and young carers as part of the assessment process
- New strategic obligations to identify parent carers and young carers and to provide information and preventative support
- A need to improve available information for these groups of carers (including through NHS Carers Care Pathway)

# What does this mean for Surrey?

- New eligibility criteria for carers (for Adult Social Care)
- Enhance capacity to meet demand for carers assessments
- Increase capacity of preventative services for carers
- Maintain Short Breaks services for disabled children and their families including direct payments for parent carers
- Improve identification and support for young carers joined up with Children's, Schools and Families and their Early Help schemes
- Improve online information and services for carers
- Embed carers awareness in health and social care training
- Effective support in transition to adulthood
- Enhanced support for young adult carers

# Carer Friendly Communities

We will support local communities to be more carer friendly and:

- Build on the theme for Carers Week 2015 of developing Carer Friendly Communities
- Work with care providers
- Work with community and church groups, the voluntary sector and District Councils.
- Work with schools to identify young carers
- Links to initiatives like “Families Friends and Communities” and “Early Help”
- Use on line initiatives like “Jointly” and “About Me” and with new offerings to be developed

# To Promote a Carer Friendly NHS

- Work with GPs to increase carer registration, use of carer prescriptions and breaks and flexible appointments for carers
- Roll out use of carer prescriptions to NHS provider services
- Work with Carers and NHS Providers Network to promote good practice in identifying and supporting carers and young carers and encourage appointment of carer champions
- Work with school nurse services on identification and support for young carers
- Include issues about carers in contracts with health providers including requirements for them to get feed back from carers
- Refresh Carers Care pathway to reflect integration agenda
- Increase take up of health checks for carers

# Surrey Carers Care Pathway

- A Co-designed 'Carers Care Pathway' is linked to patient care pathways and hospital discharge procedures. This Supports health staff in identifying, recognising and supporting carers (including young carers).
- Training resources and a practitioners check list have been developed to work alongside the model.
- This has evolved into the Surrey GP Carers Prescription and Generic Health Carers Prescription that enable health practitioners to make referrals on line. We plan to roll out use of this across the whole health system
- Website: <http://www.carerspathway.org.uk>

# Link to other Strategies

There are a lot of strategies and plans for Health and Social Care system and it is important that carers views and carers needs are reflected in these.

examples this happening include:

- Surrey Short Breaks Strategy (disabled children & their families)  
<http://new.surreycc.gov.uk/social-care-and-health/childrens-social-care/support-for-children-with-disabilities/surrey-short-breaks-for-disabled-children>
- Surrey & NE Hampshire Mental Health and Emotional Wellbeing Strategy  
<http://www.northeasthampshireandfarnhamccg.nhs.uk/documents/miscellaneous/emotional-wellbeing-and-mental-health>
- Dementia Friendly Surrey  
<https://www.surreyinformationpoint.org.uk/services/1133/dementia-friendly-surrey>
- Living and Ageing Well in Surrey <http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/get-involved/living-and-ageing-well-in-surrey>

As other strategies or plans are reviewed we will ensure that carers issues are considered in these also.

# Former Carers

Norman Lamb said when he was Care Service Minister  
(in March 2015):

***“We know that former carers need to adjust to life after caring, so it is important that they receive support to cope and are signposted to relevant advice and support, including return to work.....”. “ Support and planning should include planning for the end of a caring role, where relevant. ....”***

We will work to improve support for former carers and

- Work with carers support schemes to enhance support
- Provide help through the Learning and Work service
- Reflect this in training programmes

# Updating our Carers Strategy

The updated strategy will be a joint three year plan agreed between Health, Councils, Voluntary, Faith and Community groups and Carers with Carers views central to the process:

- Reflecting new rights for carers
- With links to the Better Care Fund
- Linked to plans for integrating health and social care
- Promoting Carer Friendly Communities
- Parity of esteem for mental health and mental health carers
- Working together but each Agency has own action plan
- Regular structured engagement with carers
- Monitoring of support given and outcomes for carers
- Feed back to carers on progress will be essential

# Commissioning Support for Carers in Surrey

Consultation with carers indicates key outcomes for carers that need to be delivered for carers :

- Carers feel that they can remain part of their community
- Carers have a break from caring
- Carers have choice and control over day to day whilst continuing to care
- Carers are able to maintain / make friendships and relationships
- Carers are able to undertake leisure activities
- Carers can access learning activities - whether recreational (for fun/ interest) or vocational (employment related or leading to a qualification)
- Carers are able to continue to care where this is their choice
- Carers helped to maintain their health and well being e.g., exercise, complementary therapies, stress reduction activities.
- Carers are able to remain in or return to employment.
- Carers are supported to remain safe

# Services Commissioned through this Strategy

There is a strong evidence base showing that support provided through the strategy has proved effective and value for money. (see page 6 ).

Consultation with carers and partner agencies shows need for continued investment in:

- Carers Support – independent information and advice
- Home based Breaks
- Back Care Advice
- Carers Learning and work
- Carers support payments through carers organisations
- GP Carer Breaks payments
- Benefits advice
- Young carers support services
- Young Adult carers support
- GP Carer Recognition

# Areas for development from carers feedback and priorities in National Carers Strategy

These priorities will be developed further once the new National Carers Strategy is published (during 2016). Updated, more detailed plans, will be then agreed; both for the partners as a whole and also for each agency



# Priorities/ Areas for Development

1. **“Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role.”**

- Provide more preventative support for carers via carers support schemes
- Enhance on line information and support for carers including making it easier to undertake online assessments,
- Better identification of carers and access to carer assessments including for carers of “self funders”
- Improve focus on the needs of BME families/carers
- Strengthening information provision (not all carers use computers)
- Address issues of confidentiality and information sharing with carers
- Undertake Carer Evaluation Surveys and provide more opportunities for carers to help shape policy through consultation, including on-line
- Consider needs of carers whose loved ones are in residential or other care

# Priorities/Areas for Development

2. **“Carers will be able to have a life of their own alongside their caring role.”**
  - Improve the provision of short breaks to add to the range of flexible breaks currently available including for carers in emergency situations
  - Reach more carers ; aim to reach an additional 6000 pa. carers
  - Providing more carers with a personal budget
  - Manage the care market to promote increased opportunities for the provision of breaks
  - Each service Commissioning Strategy to improve recognition of carers
  - Help prevent carer breakdown by empowering residents to live independently in the community
  - Consider s carers religious and cultural needs
  - Better recognition needed for Black and Minority Ethnic carers

# Priorities/Areas for Development

- **3. “Carers will be supported so that they are not forced into financial hardship by their caring role.”**
- Support employers to define staff who are carers and the support available to them (including flexible working)
- Develop health and social care workforce through provision of carer friendly employment practice
- Extend carer friendly employment practices in local communities and wider Surrey economy
- Support more carers to get into/back into work or access vocational training
- Improve availability of benefits advice

# Priorities/Areas for Development

- **4. “Carers will be supported to stay mentally and physically well and treated with dignity”**
- Refresh the Carers Care Pathway, providing guidance for healthcare professionals to support carers in all health settings
- Ensure that carers of patients of Continuing Health Care services have access to carers assessments and carers support
- Carers of people with mental health concerns to be better supported
- Improve support for carers emotional wellbeing
- Provide more training to carers to help them care and manage own health
- Training to help carers understand condition of the person they are looking after
- Enable more carers to get advice about back care
- Increase access to health checks for carers
- Develop a Carers Risk Stratification tool for use by health professionals

# Priorities/Areas for Development

- 5. “Children and young people will be protected from inappropriate caring and have the support they need to learn, develop and thrive, to enjoy positive childhoods ”
- Provide more support to more young carers through an independent young carers service
- Work to principles in ‘Making it Real for Young Carers’ through a multi agency young carers strategy
- Enhance whole family approaches to assessment
- Improve support for young carers in transition into adulthood and help for young adult carers
- Improve the provision of short breaks for young carers
- Use of direct payment cards to help older young carers to be more independent and get “out and about”
- Ensure that all care pathways help identify young carers

# Hearing about progress:

The Surrey Carers Commissioning Group would welcome your comments or questions about the implementation of this strategy which can be sent to:

[John.bangs@surreycc.gov.uk](mailto:John.bangs@surreycc.gov.uk)

Or for updates on line and details of carer Engagement events go to:

<https://www.actionforcarers.org.uk/>

