

***Southampton City Council  
Adult Carers' Strategy  
2021 - 2026***

***'Carer friendly Southampton'***

Revised: vs 3.3 27-10-21

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### *What's going to happen*

5 priorities we agree we need to focus on:

1. Improving Identification of Carers
2. Improving Information, Advice and Guidance
3. Help and Support
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## Foreword

The Southampton Health and Wellbeing Strategy's vision is about enabling everyone to live long, healthy and happy lives with the greatest possible independence. Our adult carers strategy is part of achieving this overall aim.

Carers across the city do fantastic work and we want to ensure with support they are able to continue their caring role and enjoy a quality of life for themselves. It recognises that unpaid carers are often doing this alongside work or education. Without their efforts, the family member, partner or friend simply wouldn't be able to manage. Both the individual and communities would be worse off without this care and both the council and NHS would be overwhelmed without it.

We recognise the strain and additional pressure put on carers by the pandemic and now is the time to put carers centre place to ensure they have a good quality of life.

This strategy considers the Integrated Care System development around the wider region and dovetails with the carers strategies for other organisations across health.

This strategy calls for not only the health and social care providers to work together but for everyone and importantly employers and businesses across the city to recognise and support carers and the work they do and to help Southampton to be not only a carer friendly city but a nationally recognised one.

Signed by:

Councillor Ivan White, Cabinet Member for Health and Adult Social Care  
Councillor Lorna Fielker, Shadow Cabinet Member for Health and Adult Social Care

## **Introduction**

The Southampton City Council Adult Carers' Strategy has been developed with key partners:

- Local carers, learning from their experience and being guided by what they think is important and how their priorities feed into the strategy.
- Scrutiny Inquiry Panel evidence from the 'Carer Friendly Southampton' Inquiry 2020-21.
- All health and social care partners across Southampton recognise support of carers must be a key commitment and high priority in all areas and will ensure our strategies link together.
- Other Local Authorities and carers support organisations around the country and drawing on best practice

### *Context*

This new strategy spans five years so is rightly ambitious. It also sets out key areas we need to focus on immediately.

It takes into account the new integrated care system, which covers Hampshire, Southampton and the Isle of Wight. Southampton is a local area within the integrated care system, this strategy reflects the needs of Southampton. It also looks at where our services reach outside our local area to make sure they're linked up.

This new strategy sets out 5 priorities we need to focus on to promote the health and well-being of carers and to reduce the health and financial inequalities that carers experience due to caring. Carers will hold us to account on delivery of the priorities in this strategy.

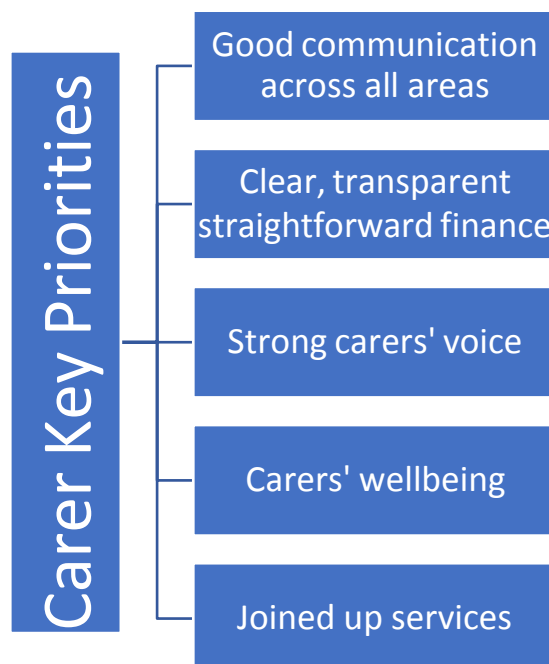
Underpinning the strategy will be a detailed action plan, work started on this in Autumn 2021.

NB: In line with good governance, the wording 'local provider' has been used rather than naming organisations that Southampton City Council currently buys services from. The strategy spans five years so providers may change as services and contracts are reviewed.

## Southampton City Council Adult Carers Strategy 5 Year Priorities



### Carers Immediate Priorities



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## Information about carers and caring

### 1. Who are unpaid Carers?



A Carer can be any child, young person or adult, the care they give is unpaid.

They are people who look after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.

**Adult Carers** are 18 and over caring for another adult aged 18 or over.

**Parent Carers** are 18 and over who are caring for, and have parental responsibility for, a child with needs.

**Young Carers** are under 18 caring for another person who can be either an adult or another child with needs.

A Young Carers Strategy has been developed separately at the request of Young Carers.

## 2. What do Carers do?

Carers might do some, all or even more of the things below .... ***unpaid and while trying to maintain a life of their own***



## 3. Key facts and figures about carers and caring

There are 32,000 carers in Southampton supporting one or more individuals.

That's around 1 in 8 of the population

Carers aged 65 and over are more than twice as likely to be caring for more than 50 hours a week compared to other carers

Being a young carer can affect school attendance, educational achievement, having a normal social life and future life chances

Carers are twice as likely to have a long term physical or mental health condition than non-carers

Unpaid carers are the largest part of the care system.

1 in 4 UK workers are juggling work and care, 2.6 million have given up work to care.

NB: These figures are taken from national data and data supplied to the Health and Overview Scrutiny Committee's enquiry (April 2021)

#### **4. Carers comments**

##### ***What Carers say might help:***

- ✓ **Treat us kindly, we're still human**
- ✓ **Without respite I would not have a family today, with all the stress and strain of caring we would not have survived**
- ✓ **Friends, family or carers need training - that helps**
- ✓ **A key worker (to support carers and cared for) is absolutely vital**
- ✓ **Recognition by GPs**

##### ***What Carers say doesn't help:***

- ☒ **I just felt totally excluded, they (healthcare professionals) do not seem to care about the carers**
- ☒ **I'm worn out and am embarrassed as I'm not sure how long I can continue to work and be a carer**
- ☒ **Not asking me about xxx, I live with her 24 hours and know her very well!**



**5. Relevant legislation & safeguarding** – this is a precis of the relevant legislation, detailed legislation is an appendix to the action plan.

The Care Act 2014 recognises supporting adult carers is as important as supporting the people they care for. The Care Act gives adult carers the right to support from their local authority which can include information and advice, preventative services, carers' assessment and support to meet carers' needs based on national eligibility criteria.

The Care Act also places a duty on local authorities to identify young carers and provide support for parent carers and young carers when a young person is becoming an adult.

The Children and Families Act covers the rights of young carers and parent carers. The local authority has to provide information and support to protect young carers from inappropriate or excessive caring, as well as providing an assessment for a young carer or a parent carer if it appears that they have needs or if they request an assessment.

The NHS Long Term Plan says the NHS needs to improve identification and support for carers and young carers. The plan says that the NHS will introduce 'carer quality markers' in primary care, provide better support for carers in emergencies, publish top-tips for supporting young carers, and make sure that carers benefit from wider use of social prescribing.

The Employment Rights Act and the Equality Act 2010 - The Employment Rights Act gives carers rights to ask for support at work that can help them manage work and caring responsibilities.

The Equality Act 2010 protects carers against discrimination or harassment because of their caring responsibilities.

**Safeguarding** protects an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

A local authority must act when it has 'reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.' (Care Act 2014, section 42)

So safeguarding is for people who, because of issues such as dementia, learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

## **What's going to happen**

### **What Southampton will look like from a carer's point of view**

The vision for this strategy is presented as 10 carer 'I-statements' which together set out what Southampton could look like from a carer's point of view by 2026.

The 'I-statements' are based on what carers themselves have said is important to them through the Southampton Carer Friendly Scrutiny Inquiry and various local, regional, national surveys and consultations.

#### **I statements:**

I feel that what I do as a carer is recognised, understood and valued

I have good quality information and advice which is relevant to me

I am listened to and feel part of the team planning care that the person I care for

I know where to get help from when I need it

I know where to get help when things go wrong or in an emergency

I can balance caring with my education and/or paid work

I can have a break and time for myself or with other family and friends

I feel that I am supported to look after my own health and wellbeing

I feel supported when my caring role ends

I can access relevant support without communication barriers and transport barriers

## Priorities we agree we need to focus on

Based on feedback from carers and wider stakeholders undertaken during the development of this strategy and considering the recommendations from the Carer Friendly Southampton Scrutiny Inquiry 5 key priorities have been identified for this strategy.



### ***Carers' Immediate Priorities***

Improved communication with carers, using clear language

Clear, transparent straightforward finance

Strong carers' voice

Carers' wellbeing

Joined up services

These key priorities were gathered by asking carers and carer organisations around the City to share their most pressing priorities for the next year. These have been incorporated into the action plan.

Key objectives have been identified which will contribute towards each priority:

### **Improving Identification of Carers**

1. Raise public awareness of carers and caring to increase the number of people who identify themselves as carers
2. Increase the number of carers who are identified in primary care and the number of patients who are registered with their GP practice as a carer
3. Increase the number of carers who are identified through social care needs assessments of the people they care for
4. Increase the number of organisations proactively identifying people in their workforce who balance their paid employment with caring
5. Align approach to carers across health and social care organisations and education
6. Explore whether the identification of a community hub/venues will make it easier for carers to access support when needed, including info and support, a place to meet other carers and access to replacement care. Or using existing council/NHS buildings for outreach might be helpful.

### **Improving Information, Advice and Guidance**

1. Increase the number of carers who receive information and advice from the NHS, Social Care and education, as well as from specialist carer and young carer services
2. Develop a clear information pack and introductory sessions to share with carers.
3. Explore different apps for Carers. Consider buying access to CarersUK 'Digital Resource for Carers'. This would give all carers in Southampton free access to training, the Jointly app designed by Carers UK to help store and to share information and manage care and other digital support.
4. Identify support within the local community so carers know what help is available.

## **Help and Support**

1. Provide assessments (this involves a chat to discuss possible options for support) that understand carers and family's needs alongside the person they care for.
2. Increase the number of carers assessments completed and recorded by Southampton City Council.
3. Introduce new arrangements which will support more carers to develop unplanned breaks and/or emergency plans
4. Enable carers to stay in employment while they care or return to work after a caring role
5. Support to carers after their caring role has ceased
6. Support carers to have the opportunity to have planned breaks from caring

## **Carers Voice and Involvement**

1. Ensure that carers are acknowledged as partners in care, and their skills and knowledge are valued and used when planning care for the person they care for
2. Provide more opportunities for carers to be involved in strategic planning and commissioning decisions
3. Embed the practice of working in co-production with carers and people with lived experience, as well as other stakeholders, to ensure they are involved in the development, design and provision of services to meet their real needs.
4. Carers to be involved in service review and evaluation, redesign and procurement evaluation
5. Promote carer involvement in delivering training to others

## **Planning for the Future**

1. Review \*transition practice to ensure that policy is implemented.
2. Ensure transition processes undertaken are within agreed standards, so carers and cared for are able to plan appropriately.
3. Map current transition issues between age related or condition specific services to ensure carers are supported when those they care for move
4. Explore possibility of using housing options (e.g. domiciliary care/care homes/supported living/shared lives) as respite to 'practice' for the future.

\* Transition applies to different situations:

A young carer becoming an adult carer

A cared for young person becoming an adult

A cared for adult moving out of home to live independently

*Measuring success* – different audiences require different measures of success and all measures will be based on the I statements. We will capture both quantitative (numbers of people/attending a service) and qualitative (conversations, how well a service was delivered, what people thought).

Council officers will report quarterly to the Southampton Partnership Board, or it's equal if it changes over the next 5 years, and will present to them the results achieved to improve the health and well-being of carers on an annual basis.

This strategy cannot be delivered by Southampton City Council alone and we will be working closely with the partners listed to achieve change across the City:

University of Southampton NHS Foundation Trust

Southern Health NHS Foundation Trust

Solent Foundation Trust

South East Coast Ambulance Service NHS Foundation Trust

Hampshire Constabulary

Hampshire & Isle of Wight Fire and Rescue Service

Commissioned providers

Voluntary sector

There is more detailed information in the action plan – available on request. Please contact

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