

Adult Carers Action Plan

| 1. Improving Identification of Carers | | | | | | | | Complete | In progress | | | Not started | | Ongoing | |
|---------------------------------------|---|-------------|--------------|------------------|---|--|---|----------|-------------|----|----|-------------|-------|---------|--|
| | | | | | | | | 21-22 | 2022-23 | | | 23-24 | 24-25 | | |
| Nº | Actions | Lead agency | Lead officer | Partners | Progress | Next Steps | Outcome | Q4 | Q1 | Q2 | Q3 | Q4 | 23-24 | 24-25 | |
| 1.1 | Objective: Raise public awareness of carers and caring to increase the number of people who identify themselves as carers | | | | | | | | | | | | | | |
| 1.1.a | Develop Carer Awareness Campaigns focusing on localities, inequalities, care groups with low representation to increase: public awareness of carers people identifying themselves as carers awareness of their rights | SCC | KK | | <p>25 Nov 21 Carers Rights Day - joint event with stakeholders</p> <p>June 2022 Carers Week saw separate and combined campaigns between health and social care providers and carers support services using the Carers Comms Group as a conduit.</p> <p>The Carers Comms Group is set to work together for each of the 3 national campaigns: Young Carers Action Day (Jan), Carers Week (June) and Carers Rights Day (Nov)</p> <p>A Marketing Campaign has been proposed by SCC Comms Team with gold, silver and bronze options. The gold option would cost c£30K and funding needs to be found for this or any of the other levels.</p> | <p>Carers Comms Group to develop a low / no cost marketing strategy with dates: take to the Carers Steering Group and Carers Partnership Board</p> <p>Implement campaign</p> | Significant increase in carer identification and registration with carer support services (adult and young carer) | | | | | | | | |
| 1.1.b | Engagement with local charities and support groups to identify carers such as The Stroke Association, Headway, Age UK. Linking them with Carers in Southampton & Carers Steering Group | SCC | KK | | | <p>This will be included within the marketing strategy.</p> <p>Present to Friday Forum at SVS - to gain interest from individual charities to implement</p> | | | | | | | | | |
| 1.2 | 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 | | | | | | | | | | | | | | |
| 1.2.a | Develop carers awareness training for receptionists, pharmacies, dentists and social prescribers | PCNs | AL | CCG CiS VS | <p>This is already available as 'Carers Aware E-learning course'.</p> <p>AL to make links with dental leads and community pharmacy</p> | <p>Identify with the following networks, if this most appropriate way for their workforce to learn:</p> <p>Dentistry forum Community pharmacy forum PCN Clinical leads Social Prescribers Community Navigators</p> | Awareness and identification of carers will enable correct coding in appropriate settings. | | | | | | | | |

| 1.5 Objective: Align approach to carers across health and social care organisations and education | | | | | | | | | | | | | |
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| 1.5a | To work with SCC procurement leads across Directorates to identify opportunities for social value in support of local carers when procuring products and services | SCC | AL | AC | Work with procurement leads to include support of unpaid carers within the social value aspect of contracts | | | | | | | | |
| 1.5.b | To ensure that the Patients Hub at Southampton General Hospital and Primary Care new role of Social Prescribers are able to use Refernet system and to explore with local NHS organisations a wider role out of the system. | SCC | AL | AIG Service | Patient Hub has access to refer net | | | | | | | | |
| 1.5.c | To work with neighbouring local authorities across Hampshire to develop a joint project to develop a Carers page within CHIE. | ICU | AL | Carers & ICS | To be aware this runs parallel to priority 3.3 d - e | There has been no further development Form a Task and Finish Group to do 1.5 c - g Investigate suitability of NHS Stay Connected app instead of CHIE or if they can integrate | Practitioners have instant access to information in emergencies | | | | | | |
| 1.5.d | Agree a common data set that will be pulled from existing clinical and social carer systems to make up the carer record | ICU | | Carers & ICS | | | | | | | | | |
| 1.5.e | To work with IT lead to develop carer access to their records to enable carers to review their records, including the uploading of their emergency/contingency plan. | ICU | | Carers & ICS | | | Carers medical records and emergency plans are accurate and up-to-date | | | | | | |
| 1.5f | Monitor practitioners access to CHIE | ICU | | Carers & ICS | | | System is used | | | | | | |
| 1.5.g | Standardised recording of carers across health & social care services, with data being pulled into a central register in CHIE offering a central place to support health & social care staff deliver focused care. | ASC | AL | ICS | | Agree with leads across wider ICS data set for collection Identify across providers how data is coded and gathered. Work with CHIE Team to present Carers data | | | | | | | |

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| 1.6 | Objective: 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. | | | | | | | | | | | | | |
| 1.6.a | To undertake an review of national Carer Hub models to explore best practice | SCC | CIL | AC | | | | | | | | | | |
| 1.6.b | To define the functions and estates requirements and cost/benefits of a potential Carers Hub | SCC | CIL | AC | | | | | | | | | | |

| 2. Information & Support | | | | | | | | Complete | | In progress | | Not started | | Ongoing |
|--------------------------|---|-------------|--------------|----------|---|--|---|----------|---------|-------------|----|-------------|-------|---------|
| | | | | | | | | 21-22 | 2022-23 | | | 23-24 | 24-25 | |
| Nº | Actions | Lead agency | Lead officer | Partners | Progress | Next Steps | Outcome | Q4 | Q1 | Q2 | Q3 | Q4 | 23-24 | 24-25 |
| 2.1 | Objective: Increase the number of carers who receive information and advice from the NHS, Social Care and education, as well as from specialist carer and carer services | | | | | | | | | | | | | |
| 2.1.a | For the Council to develop an animated carer pathway story, with linked appropriate service available on the Councils website | SCC | JM | | This is now completed and on the council website. | | | | | | | | | |
| 2.1.b | For the Council to review Southampton Information Directory to develop a specific offer for carers | SCC | JM/RC | | This is a separate project and the Carers Steering Group has been directly linked in. | Is in progress. | The project is anticipated to finish by (tbc confirmed by James Marshall) | | | | | | | |
| 2.1.c | To work with SO:Linked to ensure the carers offer is available to access via the SO:Linked and Southampton Information Directory (SID) web pages. | SCC | AL | | This is in progress, SO:Linked developing view of assets directory to draw out resources that are relevant to carers. | SOLinked has produced information that allows carers to search for their https://www.solinked.org.uk/community_services | | | | | | | | |
| 2.1.d | Carers in Southampton & No Limits to work with Advice Southampton providers to develop a specific offer for carers to access focused advice, information and guidance, ensuring that the offer developed can be linked to | CiS/NL | AL | AS | | Meeting being arranged with Carers in Southampton and CAB to scope the work. AL to attend. | Advice Southampton has trained Carers in Southampton staff to provide advice first aid. Additionally Carers in Southampton has access to Refernet to allow electronic referrals to both ways | | | | | | | |

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| | national sources and local help | | | | | | | | | | | | | | | | | |
| 2.1.e | Work with Care pathways and service providers to map available carer information and resources and create a library of information | CiS/NL | AL | AS | | | SO:Linked has produced information that allows carers to search for their https://www.solinked.org.uk/community_services | | | | | | | | | | | |
| 2.2 | Objective: Develop a clear information pack and introductory sessions to share with carers. | | | | | | | | | | | | | | | | | |
| 2.2.a | Develop clear information packs and introductory sessions to share with carers covering; <ul style="list-style-type: none"> Your rights How the health and social care system works How carers views should be taken into account, particularly on discharge from hospital care. What might your caring journey be focusing on, things you may need to plan for, gain skill and knowledge about.... Introduction to local and national support groups How to stay healthy and what you can expect from services Benefits and allowances you can claim for e.g. council tax reductions, carers allowance, where to get help to access benefits and allowances | SCC | CIL | | | | | | | | | | | | | | | |
| 2.3 | Objective: Explore different apps for Carers. Consider buying access to Carers UK '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. | | | | | | | | | | | | | | | | | |

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| 3.4b | SCC and Local NHS providers to develop and implement a carer employee support scheme | E&S/HR | | | | | | | | | | | | | | | | |
| 3.4 c | Small to medium sized businesses supported to develop carers schemes | E&S | | CofC | | | | | | | | | | | | | | |
| 3.4 d | To establish a best practice group for carer friendly employers for the City | E&S | | | | | | | | | | | | | | | | |
| 3.4 e | Explore with the further education sector how support and courses can be adapted to enable caring and learning to happen | | | | | | | | | | | | | | | | | |
| 3.4.c | To work with the Councils and Local NHS providers to develop and implement a carer employee project with support from the national carers UK team. | SCC | KK | All partners | Discussions are taking place with colleagues to look at possible work placement opportunities for young carers, possible apprenticeships reaching across the integrated care system | Identify firm possibilities and implement around young carers and apprenticeships. Talk to Carers UK team to see how to progress identifying former carers who are looking to get back into work | | | | | | | | | | | | |
| 3.5 | Objective: Support to carers after their caring role has ceased | | | | | | | | | | | | | | | | | |
| 3.5.a | Support carers back into work, training or education | E&S | | DWP & AC | | | | | | | | | | | | | | |
| 3.6 | Objective: Support carers to have the opportunity to have planned breaks from caring | | | | | | | | | | | | | | | | | |

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| 3.6.a | Review of respite care | ICU | AL | SCC data team and carers | | | | | | | | | | |
| | Develop: | | | | | | | | | | | | | |
| | Access to respite across all care groups | | | | | | | | | | | | | |
| | Mix of home and away respite. | | | | | | | | | | | | | |
| | Development of Shared Lives scheme to offer support to carers | | | | | | | | | | | | | |

| 4. Carers Voice & Involvement | | | | | | | | Complete | | In progress | | Not started | | Ongoing |
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| | | | | | | | | 21-22 | 2022-23 | | | 23-24 | 24-25 | |
| Nº | Actions | Lead agency | Lead officer | Partners | Progress | Next Steps | Outcome | Q4 | Q1 | Q2 | Q3 | Q4 | 23-24 | 24-25 |
| 4.1 | Objective: 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 | | | | | | | | | | | | | |
| 4.1.a | Hold a conference / workshop to bring together organisations and businesses from across Southampton to agree a Carers Charter for the City. | ASC | | | All four organisations (NHS & LA) have Carers Strategy's, they are very similar to a carers charter. It makes more sense to highlight specific actions and then get formal sign to those actions from organisations and business across the city. | Discuss with carers and Carers Partnership board to agree approach | | | | | | | | |
| 4.2 | Objective: Provide more opportunities for carers to be involved in strategic planning and commissioning decisions | | | | | | | | | | | | | |
| 4.2.a | Establish a Carers Partnership Board for the City to bring together carers and a broad range of services to improve the health and wellbeing of | CPB | | | | | Ongoing | | | | | | | |

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| | carers, parent carers and young carers in the City. | | | | | | | | | | | | | | | | | | |
| 4.2.b | To work with the Carers Steering Group to broaden engagement so that it reflects the needs of all carers in the City. | | | | | | | Ongoing | | | | | | | | | | | |
| 4.2.c | To work with HealthWatch to support the development of the Carers Steering Group | | | | | | | Ongoing | | | | | | | | | | | |
| 4.2.d | To explore how further leadership development opportunities can be offered to carers to strengthen the carers voice in the City. | | | | | | | | | | | | | | | | | | |
| 4.3 | Objective: 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. | | | | | | | | | | | | | | | | | | |
| 4.3.a | Share across the Council, the Coproduction principles/guide developed by the Integrated Commissioning Unit with service users and community organisations. | ICU | Moraig Forrest-Charde James Marshall | | Shared across council and other stakeholders | None | | Coproduction principles/guide shared widely | | | | | | | | | | | |
| 4.3.b | Carers to be involved in service review and evaluation, redesign and procurement evaluation | SCC ICU | Adrian Littlemore Kirsten Killander | Carers UHS Southern Health Solent Voluntary Sector | As part of the procurement for the new carers service starting April 23, carers have been involved in the public workshops reflecting on what good looks like and aspirations for the service. | Info coming out of those workshops to be shared with Carers Steering Group for observation. Carers to be invited to take part in the formal evaluation of the initial tenders and on the final panel. Training to be given to those participating. | | | | | | | | | | | | | |
| 4.4 | Objective: Carers to be involved in service review and evaluation, re-design and procurement evaluation | | | | | | | | | | | | | | | | | | |

| 5. Planning for the future | | | | | | | | Complete | | In progress | | Not started | | Ongoing | |
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| Nº | Actions | Lead agency | Lead officer | Partners | Progress | Next Steps | Outcome | Q4 | Q1 | Q2 | Q3 | Q4 | 23-24 | 24-25 | |
| 5.1 | Objective: Review *transition practice to ensure that policy is implemented | | | | | | | | | | | | | | |
| * Transition applies to many different situations e.g.: Young carer becoming an adult carer Cared for young person becoming an adult Cared for adult moving out of home to live independently Adult moving into older peoples services End of life plans | | | | | | | | | | | | | | | |
| 5.1 | Identify the most common transitions, then replicate the following actions: | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | |
| 5.1.a | Map transition issues for carers and cared for | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | |
| 5.1.b | Review policy, does it address the issues mapped? If so, compare practice and identify areas for change | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | |
| 5.1.c | Develop with each group support which meets their needs | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | |
| 5.1.d | To coproduce through a workshop with carers what support would meet their needs | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | |
| 5.2 | Objective: Ensure transition processes undertaken are within agreed standards, so carers and cared for are able to plan appropriately. | | | | | | | | | | | | | | |

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| 5.2.a | Work with colleagues to implement ADASS & Assoc Directors Children's Services (ADCS) guidance supporting young carers transitioning to adult carers. | SCC | Kirsten Killander CIL ASC CS | tbc | Two workshops have been held to start to establish the different pathways for young carers into adult carers | Final pathways understood Share with all stakeholders to confirm Shape implementation plan Begin implementation | | | | | | | | | | | |
| 5.2.b | Work with local services to identify areas for improved patient and carer journeys when new services become involved | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | | | |
| 5.2.c | Hold a workshop to scope issues and opportunities. Use data from 5.1.a | SCC | CIL ASC CS | UHS Solent Southern Health VS | | | | | | | | | | | | | |
| 5.3 | Objective: Map current transition issues between age related or condition specific services to ensure carers are supported when those they care for move | | | | | | | | | | | | | | | | |
| 5.3.a | Use information from 5.1 and 5.2 to inform this objective | | | | | | | | | | | | | | | | |
| 5.4 | Objective: Explore possibility of using housing options (e.g. domiciliary care/care homes/supported living/shared lives) as respite to 'practice' for the future | | | | | | | | | | | | | | | | |
| 5.4.a | Use information from 5.1 and 5.2 to inform this objective | | | | | | | | | | | | | | | | |

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| Partners | | | |
| Commissioned Services | | Southampton City Council | SCC |
| Adult carers | AC | Carers Strategy Improvement Lead | CSIL |
| Young carers | YC | Public Health | PH |
| Community navigation | CN | Adult Social Care | ASC |
| Parent Partnership | PP | Communications | Coms |
| Advice, information and guidance | IAG | Children's Services | CS |
| Voluntary sector | VS | Employment and Skills Team / Human Resources | E&S/HR |
| Partnerships/Boards/Groups | | SCC & CCG: Integrated Commissioning Unit | ICU |

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| Carers Steering/Co-production Group | CSG | Emergency Services | |
| Carers Partnership Board | CPB | South East Coast Ambulance Service NHS Foundation Trust | AMBS |
| Learning Disability groups | LD | Hampshire Constabulary | Police |
| Mental Health groups | MH | Hampshire & Isle of Wight Fire and Rescue Service | Fire |
| Transition Group | TG | | |
| Start Well | SW | | |
| Live Well | LW | | |
| Age Well | AW | | |
| Die Well | DW | | |
| Chamber of Commerce | CofC | | |
| Health & Social Care | | | |
| Primary Care Networks | PCN | | |
| University Hospital Southampton NHS Foundation Trust | UHS | | |
| Southern Health NHS Foundation Trust | SHFT | | |
| Solent NHS Trust | ST | | |
| Integrated Care System | ICS | | |
| Clinical Commissioning Group | CCG | | |