

Carers Action Group Workshop: Wednesday 13<sup>th</sup> March 2019 1.00pm – 3.00pm, Leatherhead HQ

Group members						
Name		Job Title	Organisation	Present	Apologies	Did not attend
Ann Stevenson		Associate Director of Quality Assurance & Reporting	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chrissie Caines	(CC)	Senior Manager Social Care - Mental Health West	SCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jo Ferns	(JF)	Matron	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jamie Gault	(JG)	Chief Executive for Action for Carers	AFC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Julie Cook	(JC)	Senior Operational Lead Surrey County Council	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ron Critcher	(RC)	Policy and Development Officer	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sherdel Knight	(SK)	Administrator	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Janice Clark	(JC)	Carer Representative and Governor	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leanda Hargreaves	(LH)	Carer Representative	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Felicity Hastie	(FH)	Speech & Language Therapist	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
John Bangs	(JB)	Carers Strategy & Development Manager	SCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chris Hudson	(CH)	Divisional Governance & Compliance Lead	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debbie Hustings	(DH)	Partnership Manager Carers	CCG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lisa Roberts	(LR)	Action for Carers	AFC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rachel Brennan	(RB)	Action for Carers	AFC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Item	Actions: Meeting:	Actions
<Subheadings if appropriate>		
	<p><b>Previous meeting discussion and points;</b></p> <p>Minutes from last meeting were agreed</p>	
01.03	<p>The purpose of the workshop is to review the following documents:</p> <p>Long Term Plan 5 year Forward Plan Hampshire Joint Carers Strategy</p> <p>and agree what should be included in our carers plans.</p> <p><b><u>Carers Action Plan 2018 2020 Dept of Health and Social Care</u></b></p> <p>2.1 - The Department of Health and Social Care has been working with Employers for Carers to develop a carer-friendly employer benchmarking scheme. The scheme will have three levels and will help employers to measure the robustness of their support arrangements for carers and to identify their outcomes. A pilot will be completed in July 2018. Following that, the Department of Health and Social Care and Employers for Carers will work together to roll out and promote a self-sustaining employer benchmarking scheme available to all employers.</p> <p><b>Action:</b> The Trust will join the scheme &amp; commence delivery to ensure we deliver the requirements. The Carers Action plan will be extended to include this.</p> <p>2.7 - NHS Improvement is working with NHS England on retention of carers in the NHS workforce. NHS Improvement, as part of the national retention programme, is working in partnership with Carers UK and will be running masterclasses on how the NHS can be a more carer friendly employer and encouraging greater family and carer flexibility in employment practice. This links to the direct support programme involving over 100 trusts, which seeks to ensure flexible employment practices are in place. NHS England will then build on this approach in primary care. This will help to improve recognition and support for carers in the workforce, and improve retention.</p> <p><b>Action:</b> Could we run master classes for the carers for us to consider this within our plans.</p> <p><b>Action:</b> contract NHI to ascertain when these masterclasses are or have been held</p> <p>3.7 - NHS England will embed and develop the Young Carer Health Champions programme, which was established to support improved confidence in using health services, promote health and wellbeing, and develop the capacity of young carers to participate in the planning and development of young carer friendly services.</p>	

	<p><b>Action:</b> Trust to consider how this could be implemented</p> <p>3.9 - The Department of Health and Social Care will fund a project on transitions for young adult carers. The project will look to identify and disseminate effective practices to support and enable young adult carers to make positive transitions between the ages of 16-24, and identify the types of practical and emotional support that can enable a young adult carer to achieve a positive transition.</p> <p><b>Action:</b> Transition for young carers to go onto the young carers action plan.</p> <p>4.5 - In partnership with Carers UK and Carers Trust, the Department of Health and Social Care funded a project to develop a national Carer Passport project (recognition of carers which aids them to access services and community facilities). This included the development and promotion of a toolkit and resources for local organisations and systems to develop their own Carer Passport offer. The Department of Health and Social Care will continue to promote, disseminate and evaluate the scheme. <a href="https://carerpassport.uk/">https://carerpassport.uk/</a></p> <p><b>Action:</b> Carers passport project, this has been done through the John's Campaign that was launched in 2018 but need to consider if a Carers Passport is used through the Trust</p>	
01.04	<p><b><u>5 Year Forward Plan</u></b></p> <p>There were no specific carers plans within the document</p>	
	<p><b><u>Long Term Plan</u></b></p> <p>We reviewed the targets that Janice looked at to see if these needed adding into the plans</p> <p><b>Primary Care:</b></p> <p>1.19. <b>Carers will benefit from greater recognition and support.</b> The latest Census found that 10% of the adult population has an unpaid caring role, equating to approximately 5.5 million people in England – around 1.4 million of whom provide upwards of 50 hours care per week. 17% of respondents to the GP patient survey identified themselves as carers. Many carers are themselves older people living with complex and multiple long-term conditions. We will improve how we identify unpaid carers, and strengthen support for them to address their individual health needs. We will do this through introducing best-practice Quality Markers for primary care that highlight best practice in carer identification and support.</p> <p><b>Action:</b> it was recognised that this is a primary care initiative but could be supported</p>	

by the Trust; this will not be added to our plan.

### Prevention and Health inequalities

2.33. **We will continue to identify and support carers, particularly those from vulnerable communities.** Carers are twice as likely to suffer from poor health compared to the general population, primarily due to a lack of information and support, finance concerns, stress and social isolation. Quality marks for carer-friendly GP practices, developed with the Care Quality Commission (CQC), will help carers identify GP services that can accommodate their needs. We will encourage the national adoption of carer's passports, which identify someone as a carer and enable staff to involve them in a patient's care, and set out guidelines for their use based on trials in Manchester and Bristol. These will be complemented by developments to electronic health records that allow people to share their caring status with healthcare professionals wherever they present.

**Action:** Links to the Carers Passport in the Carers Action Plan 2018 2020 Dept of Health and Social Care

2.34. Carers should not have to deal with emergencies on their own. **We will ensure that more carers understand the out-of-hours options that are available to them and have appropriate back-up support in place for when they need it.** Up to 100,000 carers will benefit from 'contingency planning' conversations and have their plans included in Summary Care Records, so that professionals know when and how to call those plans into action when they are needed.

**Action:** Consideration needs to be given as to how this links with our recently implemented Single Point of Access services and other access points in the Trust.

2.35. Young carers feel say they feel invisible and often in distress, with up to 40% reporting mental health problems arising from their experience of caring. Young Carers should not feel they are struggling to cope on their own. **The NHS will roll out 'top tips' for general practice which have been developed by Young Carers, which include access to preventive health and social prescribing, and timely referral to local support services.** Up to 20,000 Young Carers will benefit from this more proactive approach by 23/24.

**Action:** it was recognised that this is a primary care initiative but could be supported by the Trust; this will not be added to our plan

### Digitally enabled care

5.20. **Patients, clinicians and the carers working with them will have technology designed to help them.** They will have a digital service for managing their interactions with the NHS, a view of their record, care plan, expectations, appointments and medications, to enable care to be designed and delivered in the place that is most appropriate for them.

**Action:** it was recognised that this is a digital initiative but could be supported by the Trust; this will not be added to our plan

**Hampshire Joint Carers Strategy**

Carers should be able to obtain information about carers support services from their health providers as well as from other place

**Action:** Add to our plan as we don't consistently give information to all carers

NHS health providers and primary care teams do not always recognize and identify carers or offer them support, when carers or offer them support when carers come into contact with them.

**Action:** Add to our plan to review what we should be doing to improve our referrals

Carers are not always offered appropriate training, advice or support, to meet their needs to enable them to continue in their caring role.

**Action:** Review the work we are doing with the Recovery Collage to see if there are any further courses we can offer

Carers would like more flexibility from NHS health providers and primary care teams when they need to book an appointment.

**Action:** Review if this is consistently being applied in the services.

Young adult carers do not always receive a carers assessment in their own right.

**Action:** Review if the Quality Improvement work can be extended

Young adult carers may not always be signposted to the most appropriate support such as young carers project.

**Action:** Review if the Quality Improvement work can be extended

Young carers are not always considered as a key partner and are excluded from conversations. There is feedback from young carers that they sometimes feel patronized or ignored in the decision making process.

**Action:** Review if the Quality Improvement work can be extended

Specific support for young adult carers has been established in certain areas of the county. This is not consistent county wide

**Action:** Review if the Quality Improvement work can be extended

**Triangle of Care**

An update on our progress was discussed.

Community Triangle of care is being updated and will be completed by September 2019. Sherdel and Annette to review all Triangle of care Adult and community assessment and ensure that this is reportable for the Carers Report and also for ongoing compliance.

	<p>Sherdel to arrange a meeting with Ann and Julie in June to discuss progress on our community services re-audit</p> <p>It was agreed that we would start a young carers Triangle of Care audit and , add to the Young Carers Action Plan and link to the Quality Improvement work. Ann to review or develop the Triangle of Care Template and provide to Kate.</p>	
01.05	<p><b>Other issues: Equality</b></p> <p>Invite Lisa McLean to a Carers Action Group to discuss how we need to address the needs of carers from minority groups and how we can improve the relationships</p>	
01.06	<p><b>Update on the John's Campaign</b></p> <p>Jo Ferns gave an update on the Johns Campaign Implementation. We have put posters up on walls in the inpatient units to raise awareness. Beds have been placed on Victoria and Spenser wards but the service has not been used yet by carers.</p> <p><b>Action:</b> Check if we are developing a pathway for those with Dementia</p>	
01.08	<p><b>Other Actions</b></p> <p>Consider adding carers pathway to the strategy instead of the action plans</p>	

**Meeting Action log:**

Ref:	Lead	Action	Update	Open/ Closed
<b>Past Meetings Log - July Meeting Action Points</b>				
07.01	AS/CC	Meeting with Claire Clifford and June Ryan at ACU regarding Anderson Ward.	Meeting to be arranged once June is back from compassionate leave. Julie met with Claire Clifford and significant work has been completed around carers inclusion - Consultant psychiatrist has been leading on carers work at ACU	Complete
07.02	AS	To sit with contracts to discuss carers support in drug/alcohol and forensic beds	Where home detox is being delivered carers support is provided by the CPA. There is currently no service for those who are in beds outside of Surrey	Complete
07.03	CH	To send information on how to disseminate carers plan to the QAG.	Awaiting update from Chris Hudson. This action was reviewed by AS and CC and it was decided to close this	Complete
07.04	JC/JB	To meet and discuss staff policies and how to improve support to staff carers	Ann has met Jo to discuss carers issues within policies and procedures and have agreed that Jo will produce a bite size information. This was completed and published internally and externally	Complete
07.05	AS	Ann to contact Lorna to see how carers are supported within Hampshire	Discussed with Gillian Tripner Carers lead in Hampshire CCG and contact details provided for the Prince's Royal Trust. Ann had a telephone conversation about the service provided by them and updated the CAG in January.	Complete
07.06	CC/JC	Proposal that SCC will commence reporting of carer-assessments on the electronic system	This is not due until December No further updates as these will be available until March 2019. Therefore close	Closed
07.07	CC	Chrissie was to have a meeting with Jamie after the CARERS ACTION GROUP to discuss the improved integration to working and will feed back at the next meeting	Need an update from Chrissie Meeting held to understand issues & now monitored	Complete
07.08		Discussed the membership of the CARERS	A review was undertaken by Ann and Chrissie	Complete

		ACTION GROUP again and any carer can attend this group, however this is not a focus group, but a group which supports the Trust to ensure that carers monitor and support the work that is being implemented in the Trust.	A LD representative will join Jan 2019 CAG meeting. Reviewed membership & we have found that we need a representative from the LD Division, adult inpatient and CAMHS . Staff have been asked to attend	
07.09	AS/CC	Ann to meet with Liz and Chrissie to discuss FoCUS	Internal discussions concerning the right alignment for carer work in the Trust will occur during 2019	Complete
07.12	AS	Ann to meet with Katy Matthews to discuss drug & alcohol stays in Maidstone	Where home detox is provided carers are being seen by CPA. If in rehab beds, then no current service	Complete
<b>Past Meetings Log – November Meeting Action Points</b>				
11.03	JL	Julia to drop Jamie an email re venues for the Recovery College		In progress
11.03	JL	Speak to Liz Holland & Rebecca Islewood-Smith and ask for the list of bank volunteers	The Trust is in the process of recruiting to the volunteers posts and specific tasks will be aligned therefore close	Close
11.03	JL	Julia to send Sherdel Qtr 3 summary for the Carers Report	Information sent	Complete
11.05	SK	Invite Lisa to meeting with Julie and Ann regarding the QI Programme	Email sent to Lisa regarding the QI Programme and introduced to the Lead Kate Sigov	Complete
11.05	SK	Arrange meeting with Danny Wilkinson and Rosie Field regarding CAMHS work	This work will be picked up through the QI work	Complete
11.09	JG/SK	Jamie to send Sherdel the AFC Survey for the Qtr 3 Carers Report	Information provided	Complete
11.11	JC	Handbook to be shared at the CAG January meeting	Julie provided an update and will be completed by March, final documents will be sent to communications team for final approval. For March agenda therefore close	Close
11.12	JF	Update on John's campaign- Jo Ferns to provide an update at the next meeting	For March Agenda therefore Close	Close
11.14	SK	Send Julie the JC logo for any relevant paper work	Logo sent	Complete
11.15	AS/LR	Ann to meet with Lisa regarding the	This meeting was not taken forward by the report was developed and	Complete

		development of a Children's carers report	published in January	
<b>January 2019 Action Points</b>				
01.04	SK	Link the Alzheimer's Society with relevant Trust colleagues. Send Linda, Rebecca Isle wood Smith, Louise Doyle and karen Dodd's contact details	Information sent	Complete
01.04	SK	Talking point link to be placed on Trust Website. Sherdel to send link to Kiri	Information sent	Complete
01.04	SK	Link LD up with Linda from the Alzheimer's to ensure we have good working practice Send Linda, Louise Doyle & Karen Dodd's contact details	Information sent	Complete
01.06	AS	Ann to feedback to Gillian Trippner Surrey designing a service at primary care level and look to place within hubs already available.		
01.08	JC	To share medicine management link with CPA's		
01.08	JC/SW	Janice to speak with Simon Whitfield regarding how to incorporate the video clip into the polices/training		
01.08	SK	Sherdel to invite Kate Sigov to next meeting and give an update and share with her the minutes.	Meeting invites sent to Kate Sigov	Complete
01.09	AS	Ann to share concerns to Gillian Trippner concerns regarding the Princess Royal Trust		In progress
01.10	JC/AS	Ann to speak to Honey regarding progress on the Carers Handbook for March meeting		In progress
01.11	SK	Sherdel to send YC report to Lisa Roberts & Kate Sigov& Janice for comments from young carers	Janice shared this with her grandchildren and then gave excellent feedback on the contents	
01.13	AS	Ann to review the possibility of having Staff		

		carers champions in the trust services		
0.13	RB	Rachel to provide Ann with feedback from her meeting with East Surrey Carers	Feedback provided	Completed

Day and Date	Venue	Time
Wednesday 15 <sup>th</sup> May 2019	Leatherhead HQ – Room A	1.00pm – 3.00pm
Wednesday 17 <sup>th</sup> July 2019	Leatherhead HQ - Room A	1.00pm – 3.00pm

