

# **Adult Carers Report 2018/19**

**Quarter 4: January – March 2019**

### Carers National update

There are no further updates nationally.

### Carers Action Plan updates

At the March Carers Action Group we reviewed the national documents to assess whether any actions within the documents needed to be included in our plans. We reviewed: Five year Forward View, The Long Term Plan, The Hampshire Joint Carers Strategy and Department of Health and Social Care Carers Action Plan. We have added in some actions into the 2019/2020 plans which will be approved at the May Carers Action Group.

The Actions we have achieved during 2018/2019 are:

- Undertaken a staff survey and published the results in this report
- Undertaken a review of all publications and added actions to our 2019/2020 plans
- Completed a new Carers Handbook
- Our internal discharge procedures for our inpatient services and older adult community services are appropriately written for people who use services and their carers this has been incorporated into the new CPA Policy
- Develop pathway and implemented in LD services
- We will audit the quality of Carers Care Plans
- We have developed a new Young Carers report from quarter 3
- We have provided a specific FoCuS Report from quarter 4

### Carers Leads updates Staffing

The South West Advisors and the Practice Lead were invited to join a meeting to support the pilots being planned by Surrey Heartlands CCG which has its focus on mental health in primary care. This service looks to capture people who may be at risk of falling through the net between primary and secondary services. They will be setting up staff to work in the primary service with GP and links in with social prescribing, both services setting out informing people to support them in their wellbeing. We were able to offer advice and send them our information so anything they prepared would have the right language to ensure carers of people with mental health needs could be captured.

This quarter has seen the Advisors starting to plan Carers Week which is Monday 10 - Sunday 16 June. Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK. Surrey County Council are designing information and posters so that dates and information will be formatted in the same way and provide a consistent message to carers.

### Work in the Teams

There has been ongoing activity in the teams with the Advisors reviewing caseloads to ensure all carers are being identified. We are ensuring we review all carers who have a personal budget so that they are updated on any changing circumstances.

The Advisors work supports the carers plan and our Practice Lead meets with the Advisors in area

groups to ensure this is followed through and that they can share individual practice issues and cases they are working on.

The Specialist Services Advisor has worked with young carers to complete a video that is in near completion and we are awaiting for the young carers viewing it before it goes live, this will also be shared at the next Carers Action group.

### Training

We provides specialist training to the Eating disorders service training last month which was well received. Team training is being progressed across the CMHRS services, and the Advisors have been asked to record dates that have been cancelled/postponed as well as training that has taken place. This is because we are finding training is being postponed given the teams priorities' and we want to keep an account so as to be able to evidence work we want to do but are not always able to from a team perspective.

### Complaints and Compliments

We are helping more concerns to be addressed effectively locally, thereby removing the need for them to be put through our formal complaints process. This approach is encouraged by the Parliamentary and Health Service Ombudsman (PHSO) and is in line with their principles of good complaint handling which includes being customer focused and acting fairly and proportionately. We have modified our investigation process to allow for more straightforward complaints to be investigated quicker by introducing a streamlined RCA form.

We achieved good quality outcomes in our formal complaints leading to a reduction in the number of cases being considered by PHSO this quarter.

#### Complaints

We received 34 complaints in quarter 4 and closed 8 complaint cases.

#### Patient Advice & Liaison Service (PALS) contacts

We dealt with 145 PALS queries which are complaints resolved locally. The PALS service aims to provide an early intervention and swift resolution of issues raised and most of the concerns were from people who use our services, and from carers and families. 20% of our contacts were from relative and carers. We also received contacts from others such as the CQC and other NHS providers.

#### Compliments

We received 181 compliments (up by 19) regarding care across 47 different teams and the teams which received 10 or more compliments this quarter were SW CAMHS CT, Mind Matters, ED CYPS and Haven Staines.

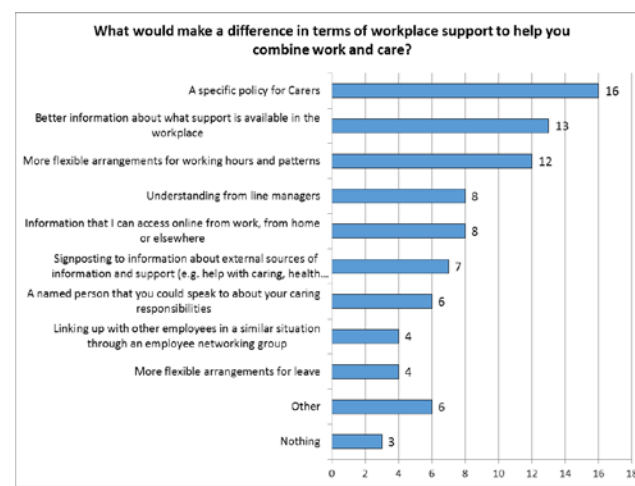
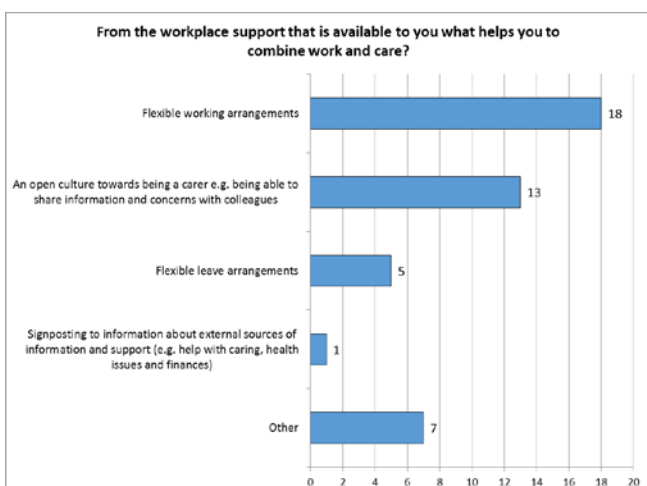
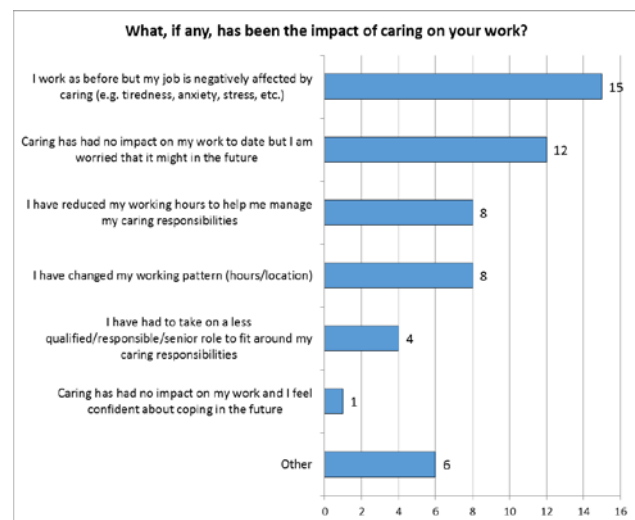
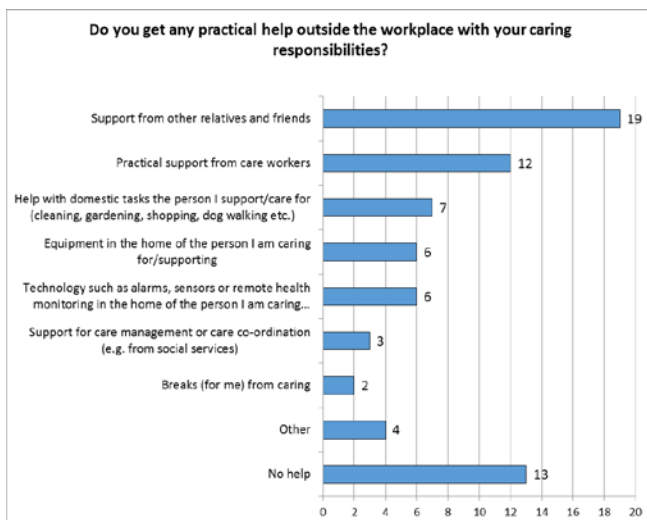
## Staff Carers

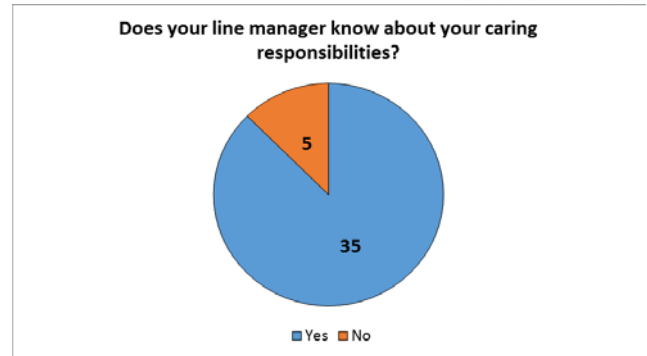
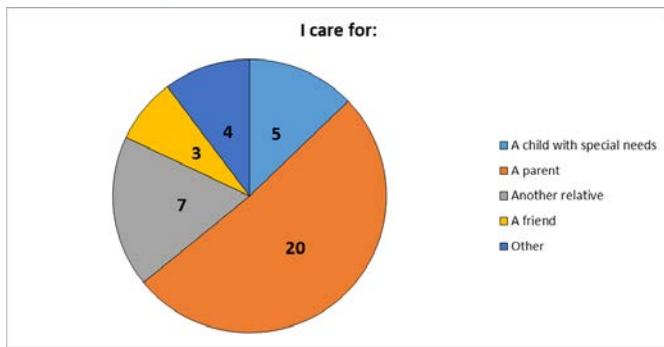
### UK Staff Benchmarking Scheme

We plan to join the Carers Uk Staff Benchmarking Scheme and have commenced our initial assessment. We have agreed that we are at the basic level against a possible 3 levels, based on our assessment we will join at the basic level. This will enable us to commence improving our services for our staff carers.

### Staff Carers questionnaire

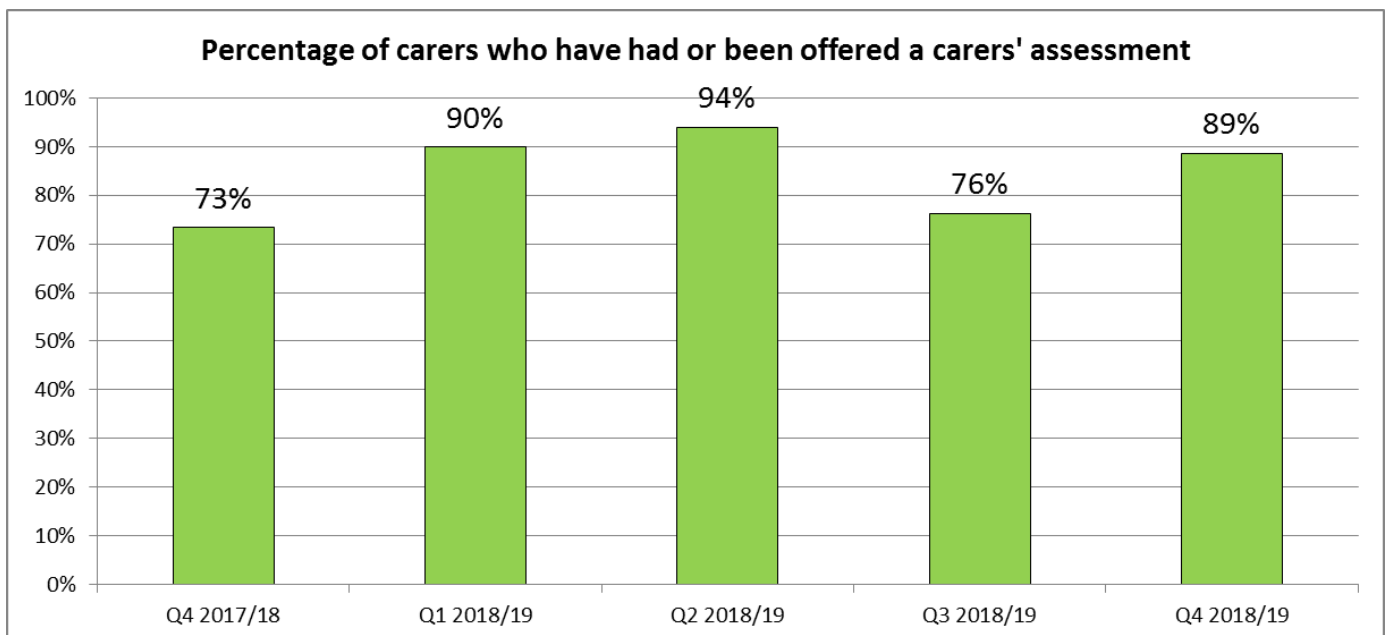
We undertook a questionnaire to our staff carers below are the 41 responses we received. Our staff are saying that in some cases they are not getting any support outside of the workplace and that most staff are stating that caring has had some impact on their work. Nearly 50% of staff are caring for a parent and this is likely to grow.





We will discuss these findings at the May Carers Action Group but it supports the work we are doing in our Benchmarking Scheme.

### Percentage of Carers that have had a Carers Assessment



Source: Audits of SystemOne carer information

The chart above shows the percentage of people identified as carers who have had, or been offered, a carers assessment. This includes services with Older Adult, Adult and Specialist Services.

SystemOne data indicates that the number of carers being offered a carers' assessment has improved slightly this year compared with last quarter. However, it has now become apparent that there are issues with how SystemOne has been configured to meet the Care Act requirements. We are therefore completing manual audits of carers each quarter and the audit results are shown in the chart above. Each audit we have carried out has concluded that the SystemOne data underestimates the number of carers being offered an assessment. The latest follow-up audit, for Quarter 4, found the following:

- The audit covered all of the 227 records shown on the carers' assessment report.
- 7 people in the audit sample did not have a carer recorded on SystemOne.
- 8 of the individual identifiers in the audit list could not be found on SystemOne.

The following results are for the 212 people who were confirmed as having a carer:

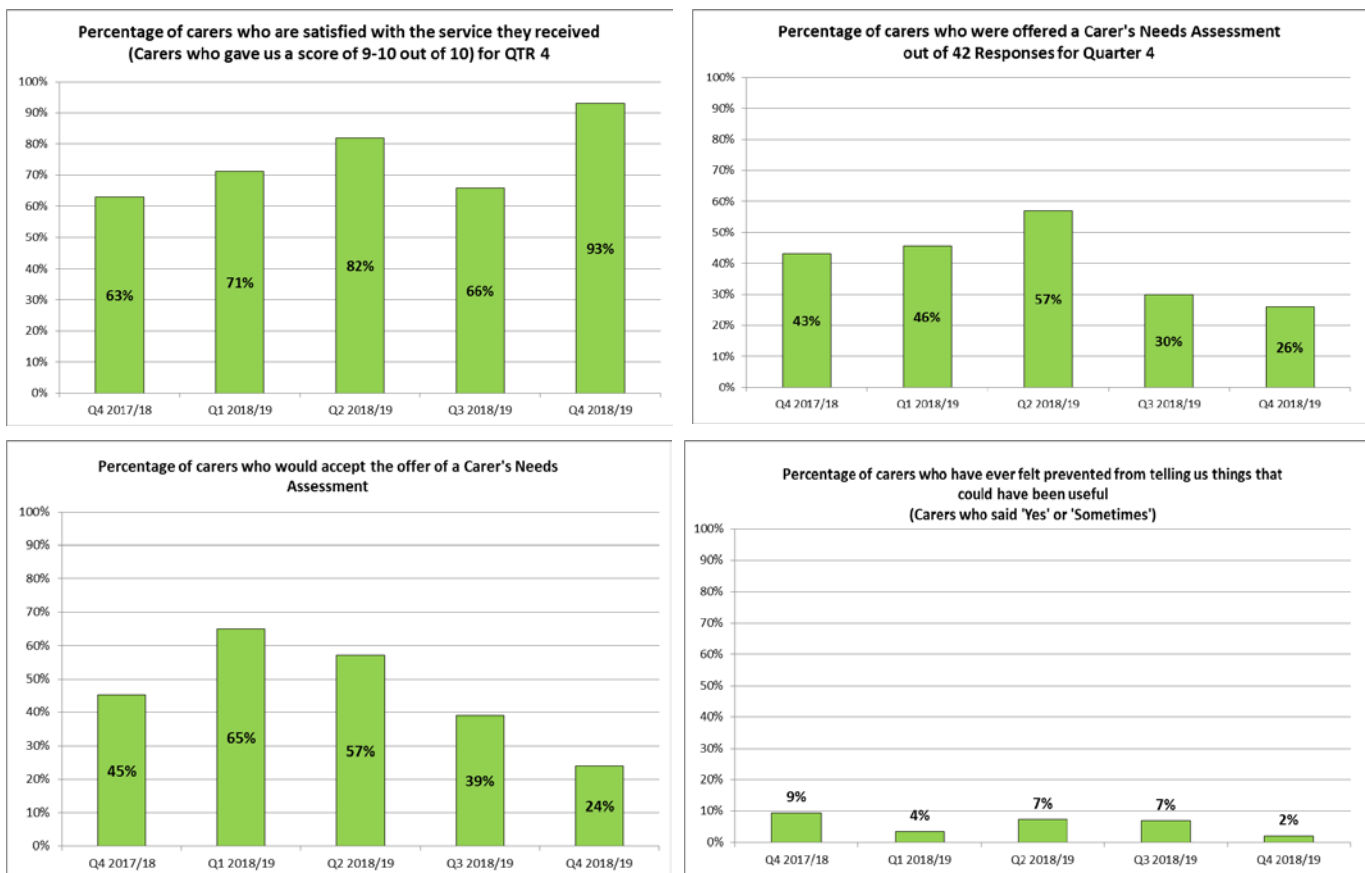
- The SystemOne report shows that only 13% of the 212 carers had received or been offered a carers' assessment. However, the audit found that 89% of those 212 carers had received or been offered a carers assessment. The audit evidence was mainly found in progress notes or uploaded documents.

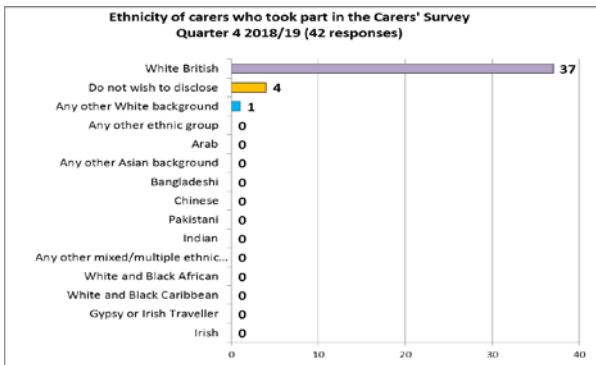
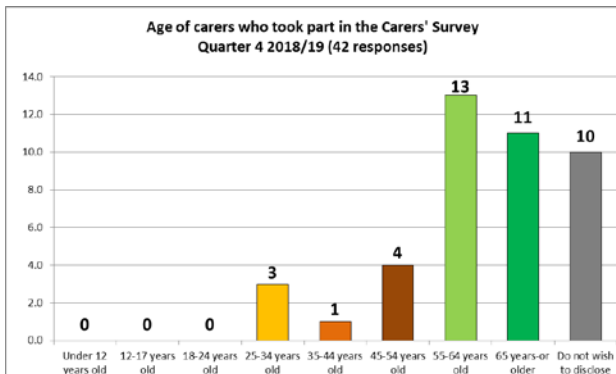
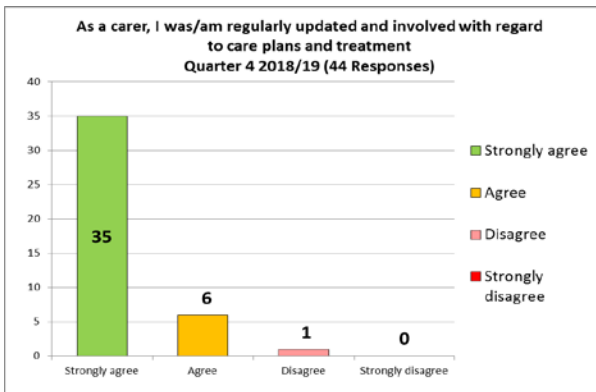
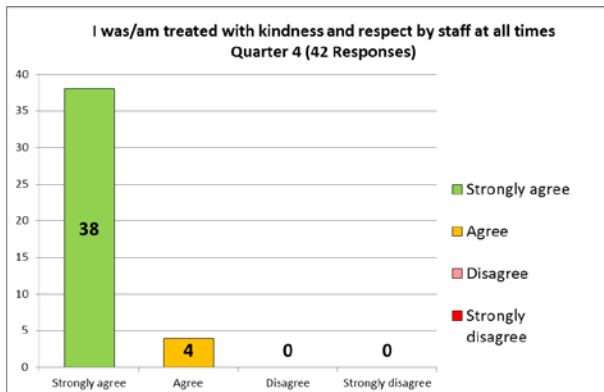
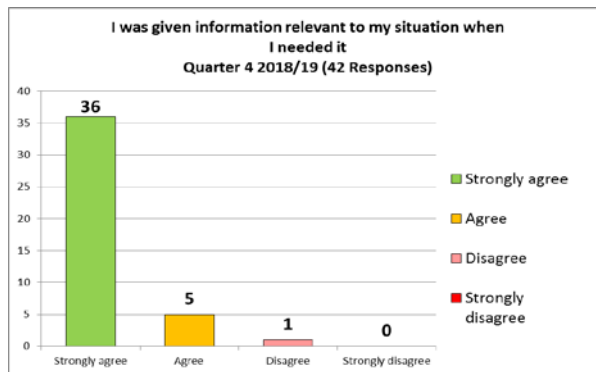
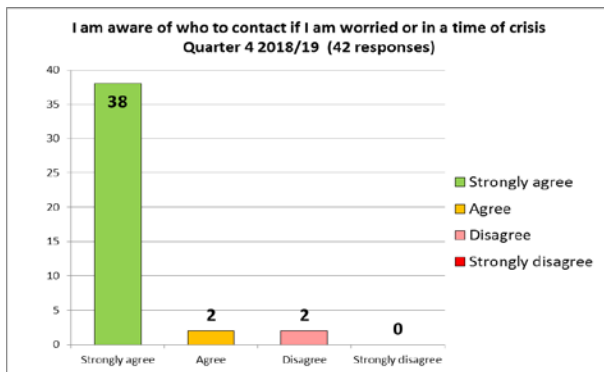
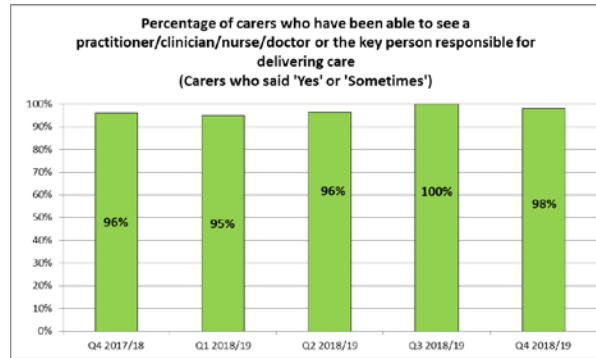
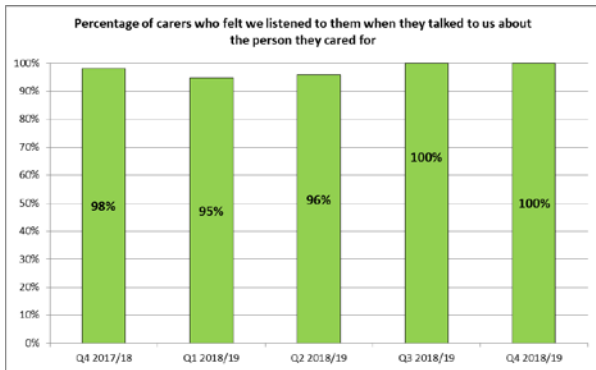
### Outcome of the audit

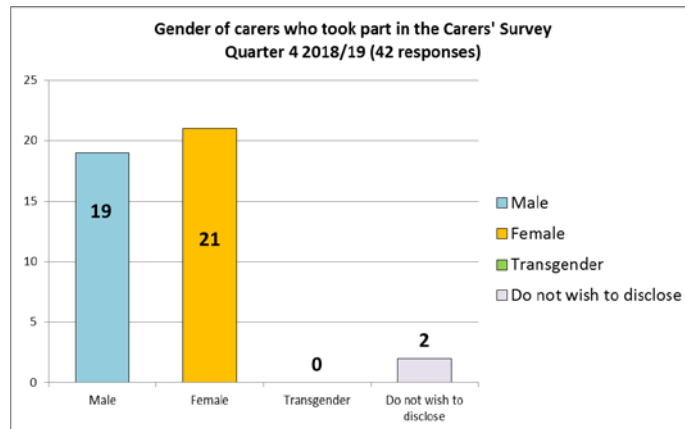
We will continue to promote to staff that carers should be offered an assessment and care plan.

### Your Views Matter

#### Results – for Quarter 4 - 1<sup>st</sup> January 2018 - 31<sup>st</sup> March 2019





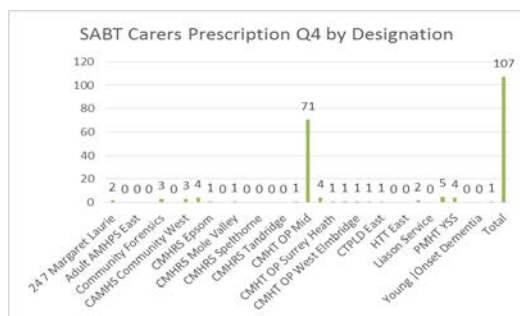


Our carers are telling us that they are satisfied with the services they get but only a quarter are being offered a carers assessment and the majority are accepting that offer. Although the numbers of completed surveys is small, carers are having the opportunity to talk to staff, and treated with respect and kindness. The carers are getting the information they need and know who to contact in an emergency.

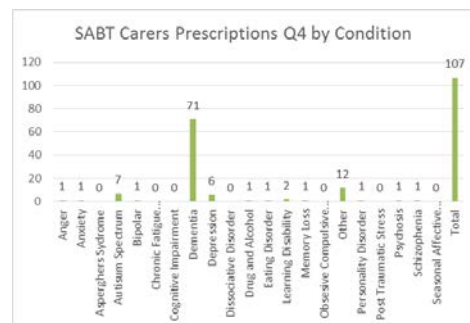
### Carer Prescription

Our total number of prescriptions over the last six quarters has shown us continuing to submit over 100 prescriptions per quarter

SABT Carers Prescriptions	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19
<b>Total</b>	<b>102</b>	<b>134</b>	<b>129</b>	<b>106</b>	<b>107</b>	<b>108</b>



Totals of Carers Prescriptions by Designatons for Quarter 4

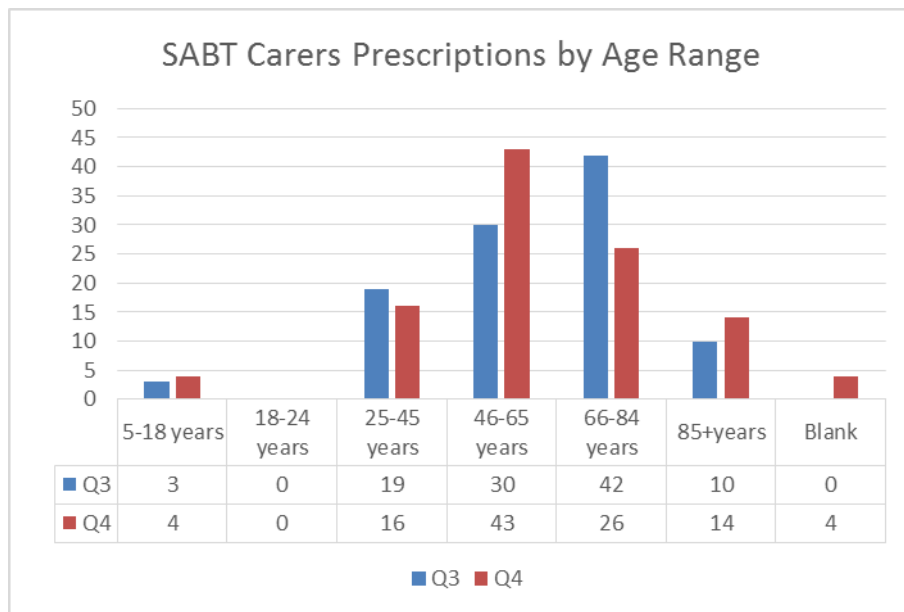


Carers Prescriptions by Condition for Quarter 4



	Q1	Q2	Q3	Q4
Carers Information	125	79	93	91
Carers Support	97	83	100	93
Young Carers	4	1	4	7
Moving and Handling	2	6	4	9
Total	228	169	201	200

### Age range of carers who have filled out a Carers Prescription during Quarter 4



We continue to submit carers prescriptions but need to review if we can have a wider spread of teams completing them.

### Comments from People who use our services and their Carers

The ward staff are exceptional

My mum is very pleased with all the care and support

Very pleased with the care my wife is receiving

### Comments from Staff Carers

Manager has been great but am struggling with the pressures of the job as well as the 24/7 responsibility and stresses with my daughter, not sure how much longer I can continue in my role although I love my job.

I find this Trust very unsupportive in my caring role and not very empathetic

I think this survey is a great idea - and will help SABP be more informed about the number of people in their workforce who are also carers.

Why is there no mention of Foster Carers when you talk about Carers? The stresses of the role we take on are equally as demanding yet there is no mention of Foster Carers in that group, surely we deserve the same considerations. I use quite a lot of my annual leave for the various meetings and training courses that I have to attend, It is often difficult for line managers to comprehend the demands of the role and what is required, it is viewed that they are just children and most parents cope without special dispensation so why should being a Foster Carer be any different, it is especially difficult trying to explain the need to take time off work for things like meetings, health reviews, taking children to contact and being available for them in general. I often really struggle with juggling the commitments of being a Foster Carer with virtually no support from my employer.

Good that this survey has been considered