

# Somerset Health and Wellbeing Board

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## Somerset's Commitment to Carers

Lead Officer: Pip Cannons – Strategic Manager – Commissioning Adult Social Care

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	<b>Seen by:</b>	<b>Name</b>	<b>Date</b>
<b>Report Sign off</b>	Relevant Senior Manager / Lead Office (Director Level)	Stephen Chandler	08.01.18
	Cabinet Member / Portfolio Holder (if applicable)	David Huxtable	
	Monitoring Officer (Somerset County Council)	Julian Gale	4.1.18
<b>Summary:</b>	<p>A report was presented to the Health and Wellbeing Board on: 14.1.16</p> <p>This report provides an update on the delivery of Somerset's Commitment to Carers and also information on the recently commissioned Somerset Carers Support Service.</p>		
<b>Recommendations:</b>	<b>That the Health and Wellbeing Board notes the report.</b>		
<b>Reasons for Recommendations:</b>			
<b>Links to Somerset Health and Wellbeing Strategy:</b>	<p><b>Priority 1</b> - People, families and communities take responsibility for their own health and wellbeing – Links to action: <i>Prevention first</i></p> <p><b>Priority 2</b> - People, families and communities take responsibility for their own health and wellbeing – Links to actions: <i>Well-connected vibrant communities, improving educational attainment, supporting people and families with low resilience.</i></p> <p><b>Priority 3</b> – Somerset people are able to live independently – Links to action: <i>Support for Carers</i></p>		

<b>Financial, Legal and HR Implications:</b>	N/A
<b>Equalities Implications:</b>	N/A
<b>Risk Assessment:</b>	N/A

## 1. Background

- 1.1. Carers' Voice Somerset is a central influencing body owned and managed by carers. One of the primary aims of Carers Voice when it was set up was to work with our partners and stakeholders to define Somerset's Commitment to Carers and influence commissioners when purchasing services. Our focus now is to ensure that it is embedded across statutory services, health and providers and to monitor the performance of carer's services in Somerset.
- 1.2. To support this process Carers' Voice Somerset designs and co facilitates "Solution Focused Workshops" three times a year. Workshops focus on the key issues that have been raised by our stake holders and aim to develop workable solutions. That we then work together to implement. These workshops have proven to be a great success and in September 2017 thirty-two people attended including members of Carers' Voice Somerset, commissioners, service providers, representatives of a number of GP Practices and the South West Carers Leads Network (ADASS).

## 2. Developing solutions with partners

- 2.1. **GP Practices:** We have linked directly with twelve GP Practices, providing them with advice and guidance in relation to the Commitment. Enquiries are continuing to come in from practices interested in endorsing the Commitment. Carers' Voice Somerset will be designing a generic Carers Champion job description which will be presented to Somerset Clinical Commissioning Group early March 2018.
- 2.2. **Schools & Further Education:** We have recently had conversations with the Young Carers Service about how we can develop a stronger "Young Carers Voice" by working more effectively together and linking with schools and further education colleges. This year Carers' Voice successfully secured funds from the Somerset Community Foundation to host a series of five engagement events across the county, one of which will be a young carer's music event. This event will provide an opportunity for young carers to talk, showcase their talent, learn new skills, connect with other young carers and find out what support is available to them. Several organisations are working with us on this project including: the Young Carers Service, Somerset Rural Youth Project, The Redbrick Centre, and Somerset Partnership NHS Trust. We believe that through joined up working, active participation, publicity and awareness raising, we will identify and encourage more young carers to come forward.
- 2.3. **Hospitals:** We are currently working with Somerset County Council, Somerset Partnership NHS Foundation Trust and our new Carers Service to develop recommendations to improve how carers are supported in hospitals before,

during and after discharge.

#### **2.4. Commissioners:**

Commissioners have told us that the outputs from the workshops will be used to shape carers services and develop local, sustainable solutions for carers. We were also very pleased to be told that this model of engagement, involvement and on-going review is considered to be a great example of co-production and one that is now showcased and recommended to other local authorities in the region.

### **3. The Somerset Carers Support Service**

- 3.1.** The new Somerset Carers Service was launched on the 1<sup>st</sup> October by the Community Council for Somerset (CCS). CCS is a well-respected, long-standing Charity in the County providing a range of personalised support services for mainly rural communities and individuals of any age and in any area.
- 3.2.** This is achieved through unrivalled outreach services through our army of Agents. Village Agents were established in 2012 to address vulnerabilities and exclusion experienced by people living in rural areas. Based on the success of this service CCS in partnership with the County Council's Adult Social Care teams is expanding its Community Agent service county wide. The new Somerset Carers Service provides complementary support to Village and Community Agents giving individuals and professionals in Health and Social Care a tool box of options to support people. The Community Agents combined with Carers and Village Agents will see a total of 32 Agents across Somerset.
- 3.3.** The new service offers a Freephone advice line open daily with expert advisers ready to take calls and signpost carers to the correct support. This is often the local Carers Agents who is an experienced adviser operating in a geographical patch and supporting clients both on a one to one basis through home visits or by telephone and also through Carers Groups. Please see attached map showing the areas covered and the names of the Agents.
- 3.4.** In addition we have a website <http://somersetcarers.org> which has a range of helpful information and includes the Carers UK Digital Toolkit which offers a range of online resources to support people in their caring role. This is an integrated website with our partners in the service who are the Somerset Partnership NHS Trust who run the mental health Carers Support Service. The website will offer a webchat service – again for working Carers this could be a useful tool to access information whilst at their computer.
- 3.5.** Carers Agents will work closely with our other partners in the service who are Spark and Engage - the 2 volunteer bureaux organisations in the county. They will be responsible for recruiting volunteers to help with running Carers Groups, provide befriending support and any other identified needs. In addition to our formal partners we will work closely with the Young Carers Support service to ensure a smooth transition for Young Carers entering the Adult Service. We are signatories to the Carers Voice Commitment to Carers and will work closely with Carers Voice and also Carers Champions in Primary care.
- 3.6.** The Talk and Support telephone befriending service continues with 5 volunteers supporting Carers and former Carers and helping them to connect locally with

groups or individuals who can support them.

We have re-established a Carers Hub at Musgrove Park Hospital which is attractive, welcoming and visible and we are in discussions with ward staff to support Carers when they attend hospital with their cared for and when the Carer is discharged to ensure appropriate support is in place.

We will actively seek the input and opinions of Carers to further shape and improve the service as time goes on to ensure we meet their needs.

#### **4. Background papers**

##### **4.1. Carers' Voice Somerset - Solution Focused Workshop Report - 27.9.17 (Appendix A)**

Somerset Carers Support Service - carer map and contacts (Appendix B)

Somerset's Commitment to Carers presentation (Appendix C)