
Supporting unpaid Carers in Somerset

**Scrutiny Committee
8th September 2021**



— Summary

- 6 million carers provide unpaid care nationally
- In Somerset, 58,000 have identified themselves as unpaid carers (2011 Census)
- 1 in 8 adults are unpaid carers
- 6000 people become unpaid carers everyday
- Many carers do not know how or where to get help
- Caring can be frightening and lonely

We will continuously improve our offer to meet the needs of carers now and into the future.....



Adult Carers **S**ervices in Somerset



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- Community Council for Somerset's – Somerset Carers Service
 - Somerset Foundation Trust – MH Carers
 - Various Community & Voluntary Sector organisations supporting carers



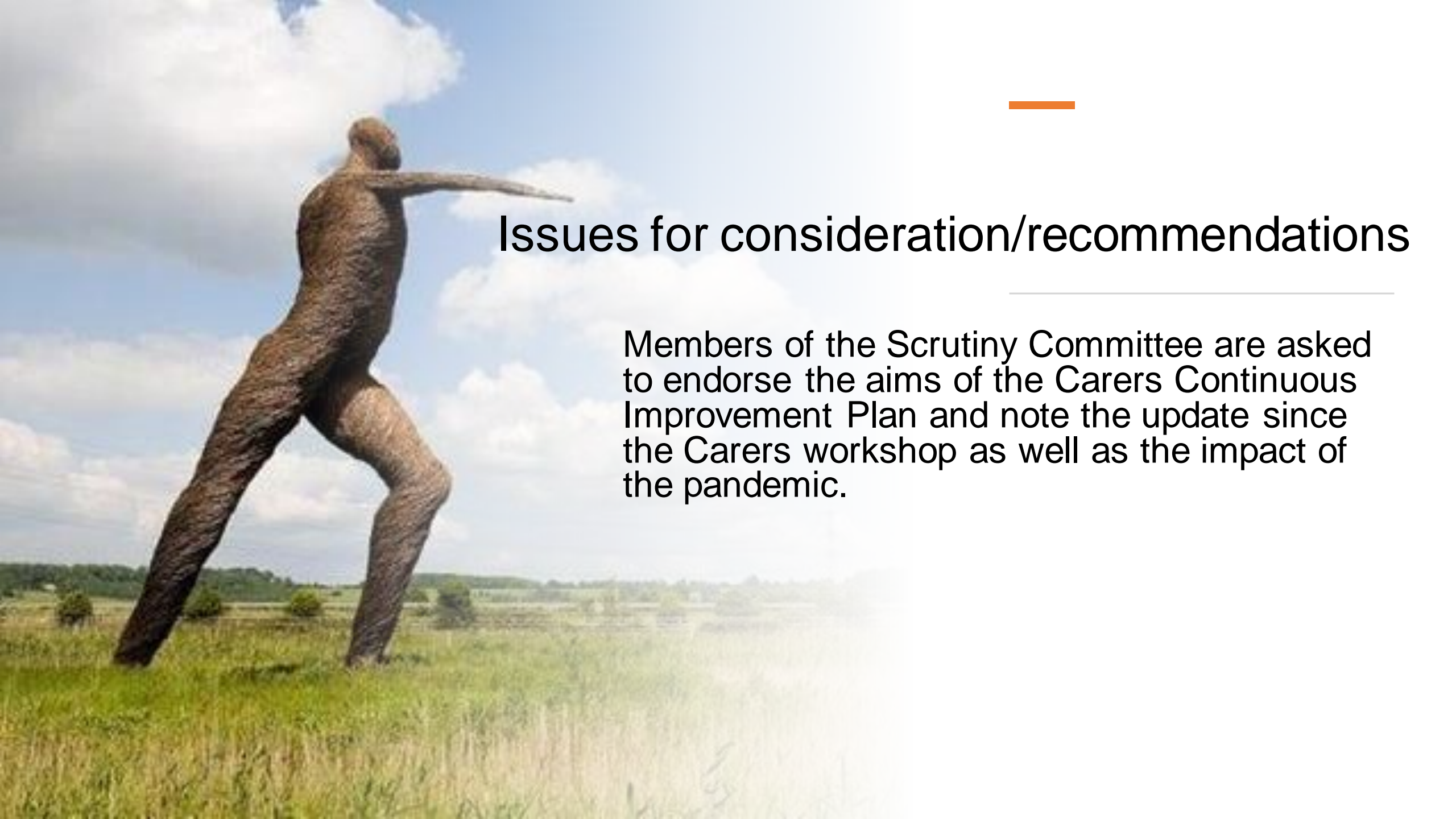
Somerset's Joint County Vision

This work supports the County's joint Vision of:

- A County of resilient, well-connected and safe and strong communities working to reduce inequalities.
- A County and environment where all partners, public, private and voluntary sector, focus on improving the health and wellbeing of all our communities

A blue sign with a crest at the top, reading "Welcome to SOMERSET". The sign is set against a background of green foliage and a blue sky.

Welcome to
SOMERSET



Issues for consideration/recommendations

Members of the Scrutiny Committee are asked to endorse the aims of the Carers Continuous Improvement Plan and note the update since the Carers workshop as well as the impact of the pandemic.



Background

- 2019 Scrutiny Members workshop
- Design of a Carers Transformation Programme
- Plan of wider carer engagement designed across the County
- Some plans on hold following the start of the Pandemic



Somerset's response during Covid

- Corona Helpline
- Mindline
- Virtual mental health services
- Covid Support Network database
- Somerset Community Connect website
- Food resilience
- PPE provision



SOMERSET
County Council

Adult Social Care

- Contacted known vulnerable people and their carers to identify support needs
- Extended working hours to a 7 day service
- Improved referral routes into support services
- Proactively sharing information through virtual meetings
- Continued reviews and assessments over the telephone
- Increased resources on Triage
- Alternatives to day respite provision were offered where these were available and safe

Somerset Carers Service

- On line carers groups
- Dedicated helpline
- Dedicated website
- Extension of Agents Service 63+
- One family, one Agent



One Family: One Agent
We have **EXPANDED** the Village Agent service to include support for Carers!



- ✓ Freephone number for Carers 0800 31 68 600
- ✓ Dedicated Carers website www.somersetcarers.org
- ✓ Live Chat on website or Text Carer to 78070
- ✓ **MORE** agents so we can support **MORE** Carers!
- ✓ Sign up for our Carers Newsletter!
- ✓ **ANY** adult who cares for a family member, friend or neighbour can request support for **ANY** issue around caring for another.

Somerset Carers Service

- Carers Hub
- New Strategic Lead (Development Manager)
- Carers Service Coordinator
- GP Practice Champions
- Support for Carers Groups

Somerset Carers @SomersetC... · 4d ...
What happens if the Carer is taken ill suddenly? How do you pass on vital information about the person you care for quickly?

You can use this handy 'What to do in an emergency' form! Download & print from here:

ow.ly/YOWj50F3cTv

What to do in an Emergency

Essential information for when a carer becomes unavailable at short notice.

If you are at all concerned about what to do if you as a Carer are not going to be able to care for the person you look after, please call us on 0800 31 68 600.

You could attach this sheet to GP notes for the carer and cared for, position it on or near the fridge for others, such as friends, family, microproviders or paramedics. If you have one, attach to your medical care plan.

If you know that there is a time period that you won't be able to continue in your caring role, such as for a planned medical procedure, and have no-one who can support you, phone 0300 123 2224 to reach the duty team at Somerset Direct and ask for temporary emergency respite.

Name of Cared for: _____
Name and contact details of main carer _____
Keysafe code or key holder _____
Name and contact details of available family members _____
Diagnosis / condition requiring care _____
Medication and times of day/ dosage _____
Care usually provided by the carer eg wash dress in the morning _____

Carers Service data (New)

April 2021-June 2021

	Running Total	Apr	May	Jun
Total Number of Carers Supported	592	160	209	223
Age 18-25	6	3	1	2
Age 26-64	119	34	48	37
Age 65 -84	178	46	64	68
Age 85+	52	12	15	25
Pref not to say	35	5	14	16
Not recorded (AA)	202	60	67	75
Total Number of New Carers Supported	406	106	151	149
Age 18-25	5	2	1	2
Age 26-64	94	26	43	25
Age 65 -84	141	31	56	54
Age 85+	39	9	11	19
Pref not to say	25	3	12	10
Not recorded (AA)	102	35	28	39
Total number of Carers resolve first contact (AA)	202	60	67	75
Total number Carers progressed to further support (QV)	390	100	142	148
Number of safeguarding cases involving Carers	5	2	0	3
Number of issues raised for carers	679	154	184	341



somerset village &
community agents
part of CCS

Talking Cafe

Find the local services, support, advice & activities you need!

Book your appointment now!

We are delighted to be able to reopen Talking Cafes at venues across Somerset!
Please note - Talking Cafes are no longer drop-in's - you **MUST** book an appointment in order to have a COVID-safe environment.

Book an appointment by calling 01823 331 222 or via this online form
www.somersetagents.org/agent-call-back/

NEW! Burnham-on-Sea: Methodist Church, College Street Every Tuesday 10am - 12pm

Bridgewater: The Hub @ Angel Place Every Thursday 11am - 1pm

Chard The Guildhall, 14 Fore Street, TA20 1PH Every Wednesday 10am - 12pm

Langport The Angel, Bow Street, TA10 9PQ Starting 22nd July 10am - 12pm

Minchewell: The Beach Hotel Every Monday* 10am - 12noon

South Petherton South Petherton Library Starting 26th July 10am - 12pm

Taunton: Great Western Hotel, Station Approach Every Monday* 10am - 12 noon

Williton: Williton Pavilion, Killick Way Every Tuesday 1pm - 3pm

Yeovil The Gateway, Addlewell Lane Every Wednesday 10.30am - 12.30pm

Friendly & Informal help

To book: call 01823 331 222

From health to finance - support is here for you

*NOT on Bank Holidays

www.somersetagents.org/talking-cafes/



CCS
people - place - enterprise

COMMUNITY FUND
Somerset West and Taunton

NHS Somerset
Clinical Commissioning Group



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Somerset NHS Foundation Trust (SFT) Carers Service



The SFT mental health carers assessment service was established in 2002.

There are currently 17 team members working across the county in CAMHS, adults and older adults mental health services.

We accept referrals from GP's, outside agencies and the CMHS as long as the cared for is registered with SFT mental health service. This can also include self referrals from the carer.



SFT Carers Service – A Year in Summary

- 837 carers assessments were completed in the last 11 months.
- During the pandemic we have offered an enhanced telephone support service to carers who are isolated and at risk of increased carer strain.
- Carer contacts have been over the telephone, via Attend Anywhere, email, text and where necessary face to face appointments have been provided.
- Carers who attend the groups have had regular contact with their Carers Assessment Worker and some groups have continued virtually



Carers Continuous Improvement Plan



- Continue to improve internal practice and processes consistently provide good outcomes for carers as well as the cared for
- Review Carers Voice Somerset to ensure that it is effective in carer engagement
- Seek continuous improvement through the contract with Community Council for Somerset who deliver the adult carers service



Carers Continuous Improvement Plan

- Develop working agreements between adults and young carers services to ensure that young adult carers through transition get the support that they need.
- Develop new ways to support carers to ensure that services are flexible and gives the carer choice and control
- Deliver wide promotion of carers support services so that carers know where to go for support when they need it.



Adult Social Care

- Training module for staff
- Promoting Direct Payments
- Improve data through Eclipse
- Promote best practice
- Strength based conversations
- Learning from other Local Authorities
- Innovation for respite options



Somerset Strategic Carers Group

- Re-fresh Somerset's Commitment to Carers
- Designed a Carers Engagement Service
- Link with Integrated Care System (ICS)
- Drive continuous service improvements
- Improved outcomes for carers

Somerset Carers Engagement Service

- Empower and supports unpaid carers to make their voice heard in a wide range of situations.
- Ensure more unpaid carers voices are heard especially those from communities likely to suffer health inequalities
- Provide opportunities for ICS system partners to consult and engage with the Unpaid Carers Community.





Somerset Carers Engagement Service

- Ensure the unpaid carers voice is heard by system partners and works in partnership to improve the lives of unpaid carers.
- Feed back to unpaid carers on the difference that their involvement has made.
- Demonstrate a dedication to continuous improvement.
- Commission, monitor and review services that support the current and future needs of unpaid carers in Somerset



**Unpaid carers
We see you**

Case Study – Adult Social Care

Anna aged 55 years suffered from a stroke three months ago leaving her with double sided weakness and unable to weight bear. Anna lives with her husband who works full time.

Anna was discharged with a package of care of 4 x daily double ups with her husband Brian supporting her in between and overnight. The Social Worker undertook a Carer's assessment which identified that Brian would benefit from some regular respite to allow him to have a break from his caring role. It was agreed that Brian could have £90 per week. This would be paid through a Direct Payment so that he could use that flexibly to meet his outcomes.

By giving this support to Brian he is now able to take a break from his caring role which helps him to maintain his wellbeing and can continue to support Anna in the long term and keep her at home where they both want her to be.



Case Study – Agents

Marie is feeling isolated due to poor mobile phone connection and is anxious. Marie cares for her partner and is on a low income. The television has lost its sound and the heating bill has doubled.

The Agent provided a new phone through Rehome a Phone project with a £10 simcard. Also a second hand TV that was donated by the local community. A surviving winter grant of £200 was provided to cover the additional heating costs.

Outcome: The Carer felt reconnected with the new phone, the TV gives vital respite and the stress and anxiety about the heating bill has now gone away.



Case Study - Agents

John and Mary are an elderly couple struggling to stay on top of things. Mary has difficulty going to the toilet at night and John has fallen in the garden on a couple of occasions. Domestic jobs are difficult to do.

The Agent applied for Attendance Allowance and a Blue Badge. New bedding and pads sourced for Mary. A piper alarm was fitted so the couple could call for help in an emergency. A Micro-provider was employed to help with domestic tasks. A donated zimmer frame and walker was given to help mobility around the house and garden.

Outcome: The couple are able to move independently around the house. Mary feels safer at night. They can shop together and park near facilities and they don't have to worry about cleaning and laundry.



Case Study - Agents

Fiona and Dave have both had strokes and care for each other. Their accommodation is not suitable and they needed to move, but they have no one to support them to do this.

The Agent helped them to find a supported living home and worked with ASC to facilitate the move. A Micro-provider also assisted with moving their belongings. A network of support was established as well as delivery of meals.

Outcome: Couple now living in a safer environment and have made new friends where they live. No longer have to worry about making meals. Health and wellbeing greatly improved.

