

Supporting unpaid Carers in Somerset

Update 2023



— 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 Services in Somerset

- 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



How Somerset County Council supports its employees who are carers

Information:

Entitlements, contacts and services

Policies:

Flexible working
Compassionate leave
Emergency time off
Home working options

Managers guidelines

Somerset Community Connect Website

Comprehensive information and links about:

“Caring for someone”:

[Caring for someone \(somersetcommunityconnect.org.uk\)](http://somersetcommunityconnect.org.uk)

Somerset Community Connect - Facebook page

[Somerset Community Connect | Facebook](https://www.facebook.com/somersetcommunityconnect)

Somerset Community Connect FB Carers Group

[Carers together in Somerset | Facebook](https://www.facebook.com/groups/somersetcommunityconnectcarers)

Working Well Champions

Carers Support Network

Microsoft Teams

Somerset Carers Service



- In Person & On-line Carers Groups
- Dedicated Helpline
- Dedicated Website
- Extension of Agents Services
- One Family - One Agent
- VA's Helped 1,135 Carers in 2022 to date
- Currently 134 Carers receiving help from CCS Agents (Week of 13th Dec 22)



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.

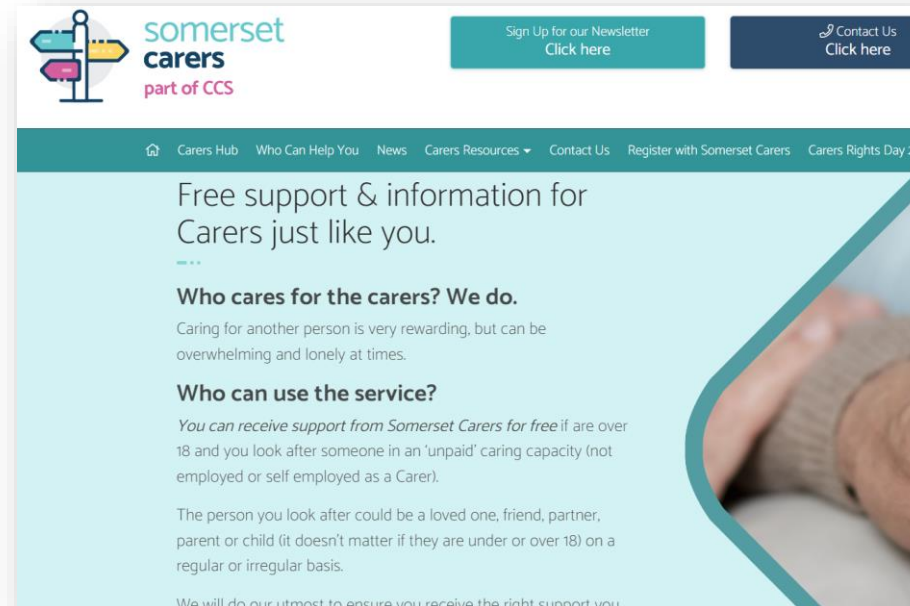
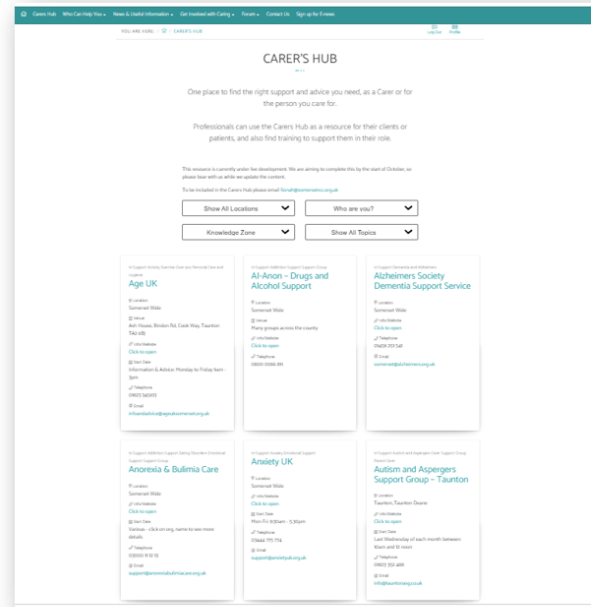
Jointly commissioned with the ICS



Somerset Carers Website

- Registration Carers and Professionals
- Carers Hub – Directory of support services searchable by topic or condition, and
- List of tools and resources
- Online forum and chat
- Contingency planning
- Out of hours support
- Newsletters
- Social Media – Twitter, Facebook, LinkedIn

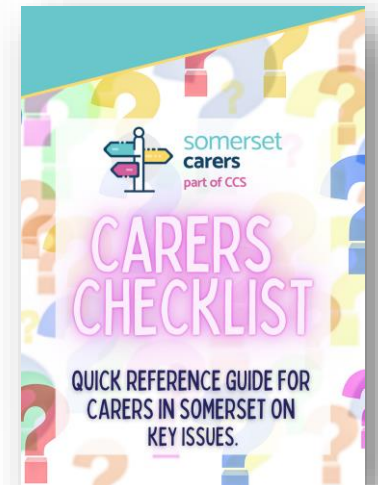
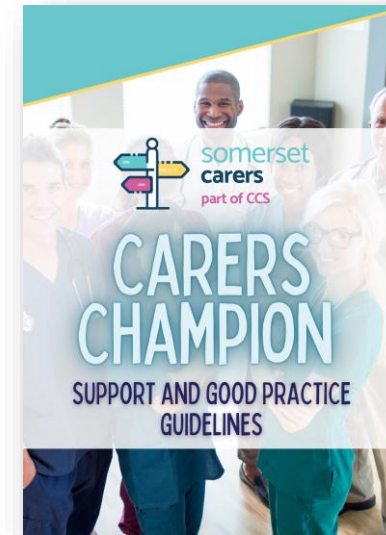
<https://somerseccarers.org/>



Carers Champions in GP Surgeries



- Somerset Carers supporting training, knowledge and signposting to PCN's
- 69 Practices engaged all with a Carers Champion and or Health Coach
- Job description definition
- Induction training, FAQ guidance, Carers Checklist
- Peer support network
- Providing information to Carers
- Identification and support of Carers Registers
- Implementing change in practice
- Produce good practice – Working with the Somerset LMC
- Recent attendance to present Somerset Carers work with PCN's Carers Champions at the Commitment to Carers Conference 2022 in London
- Working with other Countys: asking to learn and copy our programme with PCN Champions

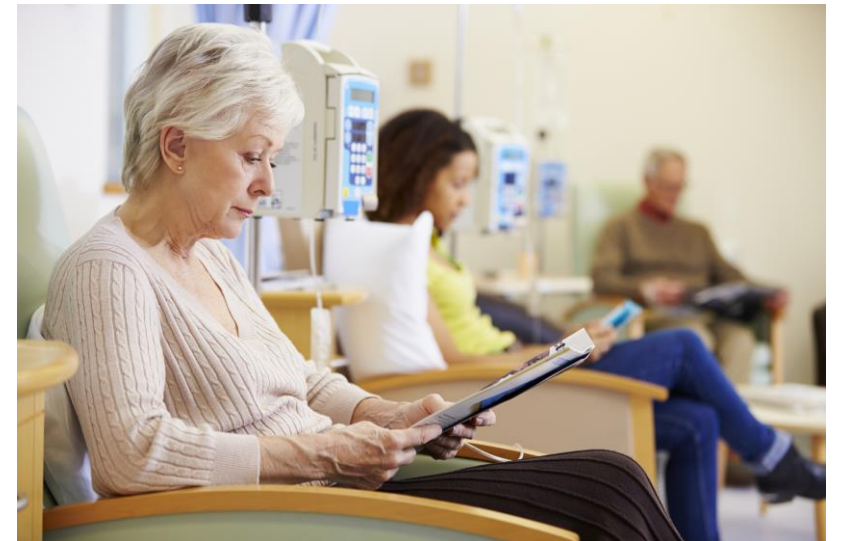


Supporting Carers in Hospitals (CCS Hospital Team & Agents)

- 158 unpaid Carers supported through SPOC
- Actively shadowing the discharge leads in the hospital to see what conversations they are having at the bedside, offering our support
- Continuing to equip ward staff with a higher standard of knowledge
- Attending training days with the OT's and Physio's
- Engagement Carers team MPH & YDH working with us
- Offer a more joined up approach between services
- Fully utilising the community support and services to support successful discharge
- Home visits to ensure both the patient and family are coping in their own environment
- Reducing Carers strain by taking on the chores of everyday life so that the family are free to concentrate on caring for their loved one. Micro provider services
- Linking clients/patients back into their community and local groups
- Offering community transport options to help assist and reduce isolation
- Sourcing care through local Micro-Providers and care agencies to avoid hospital admissions



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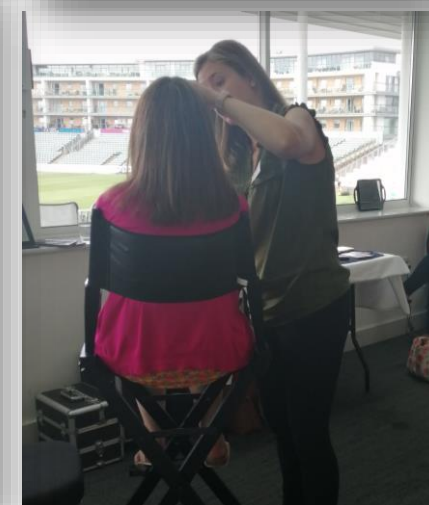
Taunton Pamper Day

Wed 17th August 2022 Somerset County Cricket Club



- Space for Carers
- Free day out to relax and enjoy treatments
- Meeting other carers from the county and forming friendships
- Professionals volunteered to deliver treatments such as manicures, pedicures, haircuts, body massage, reiki and more
- Gentle seated exercise activities included
- Free lunch and goody bags
- Attended by 39 Carers from across Somerset

Well received, positive uptake and feedback, recognition of time out for carers which many said they very rarely receive.





Talking Café Christmas Express for unpaid Carers in Somerset



CCS Village Agents, part of the Community Council for Somerset (CCS), organised a wonderful steam train festive treat on the West Somerset Railway, for 98 unpaid Carers in the Taunton area.

On the 2nd of December in the early evening, unpaid Carers (people who look after someone else, like their partner, parent or child) along with the person they care for hopped aboard the Winter lights Steam Train for a magical evening. Tickets, drinks, snacks and goody bags all free thanks to the organisers.

"We are thrilled to be able to offer this free day out for our Carers in the Taunton area. We see daily how hard they work, and how little time they give to themselves, so hope the train ride gives them and the person they care for a lovely break. It's also a chance to meet others in similar situations, and possibly make new friends. CCS Village Agents will also be on hand throughout the day to provide advice and support as part of our Somerset Carers service."

Christine Brewer -Taunton Locality Manager for the CCS Village and Community Agent service



Carers Support Groups

You can meet other Carers for mutual support and friendship at one of the many groups running across Somerset.

Up to date Group Listings can be found here: <https://somerseccarers.org/carers-groups/>

- Somerset Carers run by SPARK Somerset
- Currently 21 groups and growing!
- Face to face
- On-line groups
- Chance to have respite and time to socialise
- Some groups run with space for the Carer and Cared for if you are unable to leave your loved one/cared for on their own.
- Regular group activities, days out, informative guest speakers and more!

Carers are always welcome to attend our Talking Cafes for Support & Advice Read on.....



Talking Cafes

Talking cafes are great if you are looking for help and advice on important issues such as; caring, housing, feeling lonely or isolated, finance, health, help with food and much more!

- 22+ Talking Cafes!
- Held weekly on Mondays to Fridays in warm welcoming venues such as local Churches, Community Hubs, Libraries and Medical Centres
- Run by your local Village Agent





Somerset Carers Roadshow

- Two months (19th Oct – 23rd Nov), 12 Supermarkets
- Carers Team, Group Leads, Locality Managers, Village Agents
- Spreading Carer Awareness both in the community and amongst professionals
- Identifying oneself as an unpaid Carer and what help is available
- Networking and promotion of our service
- Conversations, listening, understanding and action/signposting
- Increase in Agent Referrals noted
- Increase in sign up registration on our Website - Sept x22/ Oct x45/ Nov x48
- 34% Carer Registrations for the year were in Oct & Nov 2022
- Website saw an 81% increase in new visits Oct/Nov 22 compared to Aug/Sept 22
- Steep rise in Facebook followers of Somerset Carers
- Positive steps knowing we are reaching more Carers in our community
- Helped identify areas we need to focus on or expand from Carer feedback

Somerset NHS Foundation Trust (SFT)

Carers Service



- The SFT mental health carers assessment service was established in 2002.
- There are currently 19 team members working across the county in CAMHS, adults and older adults mental health services. A carers engagement worker post and two carers peer support workers.
- 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



- 1238 carers referrals were received in the last 12 months.
- 1039 Carers Assessments completed (Oct21/Oct22)
- The team have recently introduced 2 new job roles, Carers Peer Support Worker and Carers Engagement Worker.
- Carers assessment workers have adapted to a hybrid way of working, providing support over the telephone, via Attend Anywhere, email, text and along with face to face appointments and carers groups. .
- Groups have been back up and running since July 22, benefitting 238 attendees.
- 86 Carers attended our “Carers Conference at Dillington, with workshops including Laughter Yoga, Wire craft and woodwork.



Carers Continuous Improvement Plan

- Continue to improve internal practice and processes consistently provide good outcomes for carers as well as the cared for
- 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.



Carer Aware Programme

Aims

- Helping people to recognise and value that they are carers
- Helping others to recognise and value people that are in caring role
- Improving access and availability to the right support at the right time

Activities

- Creating a carer aware brand that people recognise
- Create a suite of resources to improve people's awareness of carers and how to support them (looking at what already exists)



Adult Social Care

- Co-design Practice Quality Framework
- Systemic approach with carers at the centre
- Refresh of training in line with Framework
- Promoting Direct Payments
- Improve data through Eclipse
- Promote best practice
- Strength based conversations
- Learning from other Local Authorities
- Innovation for respite options
- Carers attending Locality lead meetings

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



Preparing to care project

Preparing to Care – Targets those who are not yet in a caring roll and helps us to prepare by:

- Recognising our unique values, aspirations, and individual needs.
- Understanding what our potential responses to caring might be.
- Analysing how caring for another might affect us psychologically.
- Exploring how we might manage and take care of ourselves whilst caring for another.
- Developing strategies, to help us, provide support to others, when required.

Sharing of best practice

- Working with ADASS Group
- Promoting model in Somerset
- Promoting model nationally
- Meetings with NHS England Regional Lead
- SW Collaboration meetings

Best Practice

①

②

③



Young Carers


- 164 young carers have attended a YCs group in 2022
- Somerset schools achieved Bronze Young Carers in Schools (YCIS) accreditation for the first time
- YCs residentials during summer holiday for 11-16 yr old YCs at Magdalen Farm and Kilve
- Somerset YCs (Sedgemoor) attended National Young Carers Festival in Southampton
- Links established with Holiday Activities and Food (HAF) Programme (W.Somerset) for regular school holiday support
- Recruitment underway for a dedicated Young Carers 'Voice' Engagement & Participation group





Young Carers Local data

- Young Carers service supporting 298 young carers (of 353 known YCs in Somerset);
 - 85 YCs in Taunton & W.Somerset
 - 66 YCs in Mendip
 - 65 YCs in Sedgemoor
 - 81 YCs in S.Somerset
- 101 young carers have had early help assessments (EHA) so far in 2022



**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 – CCS Agents Home First Agents

- ☐ A father is the main carer to his child who has LD. His partner recently passed away. He was rushed into hospital and was put on palliative support. No other family to support them.
- ☐ The father was very unwell but also very distressed due to leaving their adult child with LD at home with no support. HomeFirst Agent and ASC worked closely to reassure the father. Organised Micro Providers to visit the family home.
- ☐ The father had no Will written up. HomeFirst Agent managed to get someone to visit in hospital so that the father was able to organise support for his child.
- ☐ HomeFirst Agent organised transport to pick the child up to visit but due to them not knowing who they were they declined to visit. Agents contacted the day care to find out who supported the person with LD and asked them to help bring them along in the arranged transport.
- ☐ The father was able to see his child. With the support of both the ASC and Agents managed to organise all their care needs from their hospital bedside. He sadly passed away but with the knowledge that their loved one would remain in their own home with care support.

Case Study - CCS 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 CCS 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 can move independently around the house. Mary feels safer at night. They can shop together and park near facilities. They don't have to worry about cleaning and laundry.





somerset **village** &
community agents
part of CCS

Case Study – CCS Agents

- Self-referral from 83yr old Wife/Carer for her Husband with Alzheimer's who was admitted to Hospital Acutely unwell.
- Wanted to seek help for his discharge and support available. Will need additional care at home but was unsure what to implement.
- Wife struggles with her own mental and physical health.
- Agents visited wife and assessed their needs for care. Carers arranged through Micro Providers and plan put in place for Husbands return home.
- Reassurance in safe package of care and support at home for both of them.
- Support for wife given and signposted to groups for respite and Alzheimer's specific groups





What difference did our response make? – A case study

Sarah is a full-time carer for her mum, Susan who is immobile and registered blind. Sarah has her own mental health issues which meant that she was overwhelmed by the lockdown and concerns that Susan could catch Covid and die. As a result, Sarah found it difficult to go to the shops and pick up Susan's medication. In addition, Susan's continence assessment had been cancelled and Sarah was struggling to purchase pads and provide clean bedding.

Susan was referred to the community agent who provided some towels, sheets and pads which Susan's social worker then delivered. The community agent also spoke to the continence service and explained the difficulties Sarah had in making sure Susan had sufficient pads. Due to the circumstances, they agreed to complete the assessment over the phone and some pads were ordered. When Sarah was unable to pick up medication due to her anxiety about leaving the house, Susan's social worker picked up medication on her behalf and took them to the flat. Susan's social worker was also at the end of the phone throughout the lockdown to provide emotional support and liaise with other services and professionals.

Due to this co-productive and flexible response between the community agents and Adult Social Care, Susan and Sarah had the health and wellbeing support they needed in what was a very challenging time for them both.



Where to go if you need help

- Somerset Carers service
www.somersetcarers.org/ phone: 0800 3168600
- Somerset Community Connect
www.somersetcommunityconnect.org.uk
- Somerset Partnership NHS Foundation Trust -
<https://www.nhs.uk/services/service-directory/somerset-partnership-nhs-foundation-trust/N10496987>
- Somerset Direct
<https://www.somerset.gov.uk/social-care-and-health/> phone: 0300 123 2224