

Title of paper:	Surrey Carers Strategy EOY Report 2014 -2015
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Exec Lead:	Karen Parsons
Date:	23 rd June 2015
Meeting:	Governing Body
Agenda item:	13 (Attachment 10)
For:	Information
<p>Brief summary:</p> <p>This will provide members with an EOY ‘Carers’ activity report including recent national policy/guidance updates:</p> <ul style="list-style-type: none"> • NHS England Forward Review Plan - Carers • NHS Young Carers Resources • National Council for Palliative Care Guide • School Counselling Guide • Carers 85+ data <p>Surrey specific:</p> <ul style="list-style-type: none"> • GP Young Carers Registration Project and other Young Carers work • GP Carers Registration Annual Survey 2015 – Early Findings • Carers Prescription Monitoring • Surrey Carers Strategy Event and Carers BCF Proposal • Carers CHC update • Mental Health Carers Work – Safe Haven Cafe • Our Plan – Advanced Care Planning Toolkit for carers of people with dementia • Surrey Carers Survey <p>Finally this report will provide detail on what Surrey Downs CCG Carers funding has achieved in the final quarter 2014/15.</p>	

<p>Quality and patient safety issues: Improved identification of carers and young carers will reduce the opportunities' for safeguarding matters to arise. Carers will be supported in the community by accessing carers services earlier on and so enable them to maintain their caring role and further reduce unnecessary hospital admissions. An unsafe hospital discharge is a risk to both carer and patient. Some national random control trials have evidenced that 64% of hospital readmissions are due to carer breakdown.</p>
<p>Financial issues: None</p>
<p>Workforce issues: None. Carers are core business</p>
<p>Statutory compliance: The Surrey Carers Commissioning Strategy and the Multi Agency Young Carers Strategy reflects:</p> <ul style="list-style-type: none"> • National Carers Strategy (National Action Plan published November 2014) • Royal College of General Practitioners guidance on working with carer 2013 • NHS England Commitment to Carers May 2014 • NHS England Commissioning for Carers Principles December 2014
<p>Conflicts of interest: None</p>
<p>Risk and assurance: Registering Young Carers</p>
<p>Accompanying papers (please list): Young Carers Campaign Poster</p>

1. GP Carers Breaks Service EOY Report

Monitoring reports that 549 GP Carers Breaks were made during 2014/15 against a total of 588 available for the full year. The conversion rate was just over 93% of the total budget.

Table 1: GP Carers Breaks 3rd Quarter by CCG

CCG	Estimated Number of Referrals per year	Referrals received 30th March	% Spend of total budget
Guildford & Waverley	445	425	96%
East Surrey	368	318	86%
Surrey Downs	588	549	93%
Surrey Heath	191	188	98%
North East Hampshire and Farnham	97	79	81%
North West	746	629	84%
Total	2,419	2,188	90%

As of the end of March Surrey Downs CCG had an overall under spend of 54 GP Carers Breaks. This will need to be reconciled with SCC finance team to take into account any duplications or deletions following the year end reconciliation.

All practices have performed well without exception. The Integrated Care Partnership provided the most with 59 breaks in total.

The new master spreadsheet was circulated to all practices in the last week of March. This includes updated practice size holdings. The individual CCG funding formulae have been refreshed to include more accurate local data provided in the latest Carers JSNA. Some enquires were made by individual practices regarding their specific allocation size and clarification has been provided.

Table 2 – GP Carers Breaks by Surrey Downs Practices EOY 2014/15

Code	Clinical Commissioning Group	CCG Code	Practice Name	Actual List Size (13/14 figures remain in use)	Est. No. of Carers	Allocation (Indicative Budget)	Est. No. of referrals at £500	Referrals received
H81017	NHS Surrey Downs CCG	3	ASHLEA MEDICAL PRACTICE(Gilbert Hse)	18,278	1,828	18,771.51	41	40
H81071	NHS Surrey Downs CCG	3	ASHLEY CENTRE SURGERY	9,101	910	9,346.73	16	14
H81118	NHS Surrey Downs CCG	3	AURIOL MEDICAL PRACTICE	3,037	304	3,119.00	11	9
H81068	NHS Surrey Downs CCG	3	BROCKWOOD (inc Tan Med & N Holm)	11,606	1,161	11,919.36	32	32

H81109	NHS Surrey Downs CCG	3	CAPELFIELD SURGERY	7,761	776	7,970.55	11	10
H81067	NHS Surrey Downs CCG	3	COBHAM HEALTH CENTRE	12,635	1,264	12,976.15	29	27
H81051	NHS Surrey Downs CCG	3	DERBY MEDICAL CENTRE	12,873	1,287	13,220.57	9	7
H81028	NHS Surrey Downs CCG	3	DORKING MEDICAL PRACTICE	9,472	947	9,727.74	16	14
H81103	NHS Surrey Downs CCG	3	EASTWICK PARK MED PRACTICE	6,889	689	7,075.00	16	15
H81099	NHS Surrey Downs CCG	3	ESHER GREEN SURGERY	8,362	836	8,587.77	19	18

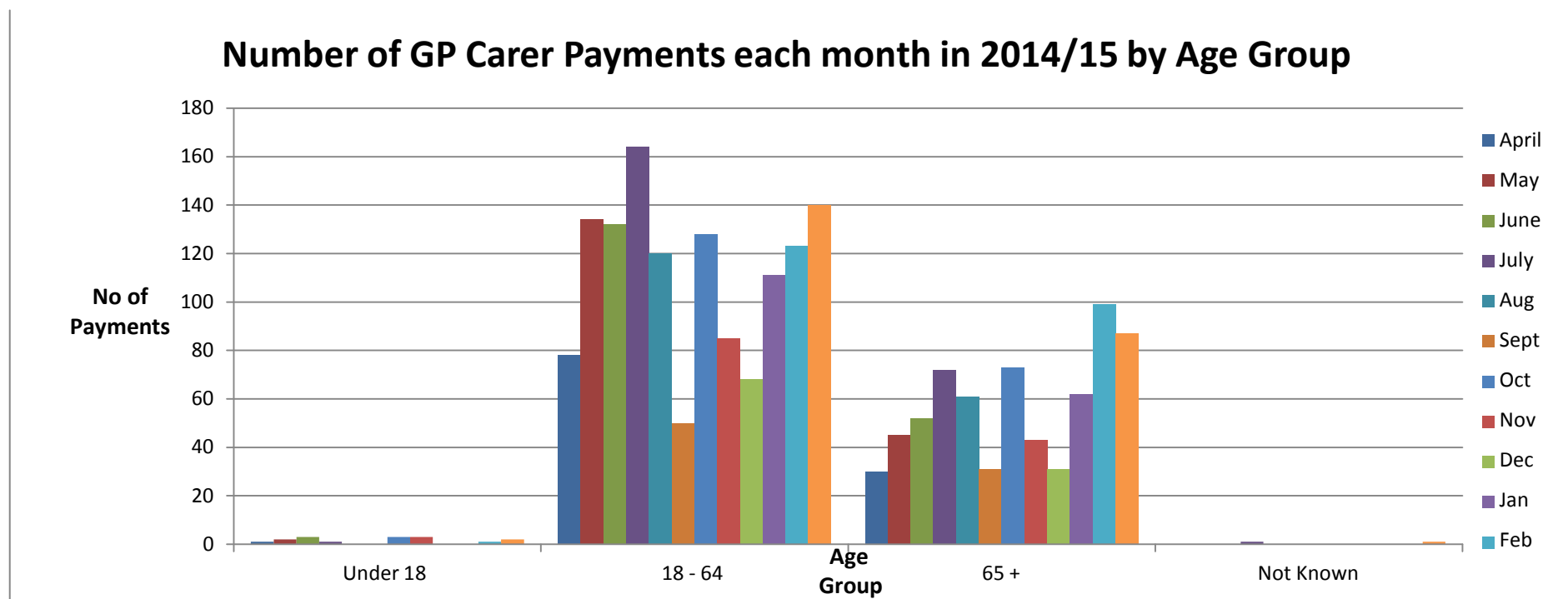
H81016	NHS Surrey Downs CCG	3	FAIRFIELD MEDICAL CENTRE	10,663	1,066	10,950.90	26	25
H81644	NHS Surrey Downs CCG	3	FOUNTAIN PRACTICE	8,737	874	8,972.90	16	14
H81125	NHS Surrey Downs CCG	3	GIGGS HILL SURGERY	8,065	807	8,282.76	16	14
H81078	NHS Surrey Downs CCG	3	GLENLYN MEDICAL CENTRE	15,231	1,523	15,642.24	39	38
H81070	NHS Surrey Downs CCG	3	HEATHCOTE MEDICAL CENTRE	12,171	1,217	12,499.62	19	17
H81133	NHS Surrey Downs CCG	3	INTERGRATE D CARE PARTNERSHIP	32,110	3,211	32,976.97	60	59

H81672	NHS Surrey Downs CCG	3	LANTERN SURGERY	3,824	382	3,927.25	7	5
H81113	NHS Surrey Downs CCG	3	LEITH HILL PRACTICE	7,848	785	8,059.90	19	18
H81038	NHS Surrey Downs CCG	3	LITTLETON SURGERY	3,512	351	3,606.82	5	4
H81080	NHS Surrey Downs CCG	3	LONGCROFT CLINIC	11,652	1,165	11,966.60	22	20
H81072	NHS Surrey Downs CCG	3	MEDWYN SURGERY	9,658	966	9,918.77	26	25
H81618	NHS Surrey Downs CCG	3	MOLEBRIDGE PRACTICE	6,896	690	7,082.19	19	17

H81011	NHS Surrey Downs CCG	3	NORK CLINIC	6,961	696	7,148.95	14	13
H81107	NHS Surrey Downs CCG	3	OXSHOTT MEDICAL PRACTICE	6,269	627	6,438.26	11	10
H81611	NHS Surrey Downs CCG	3	RIVERBANK SURGERY	1,942	194	1,994.43	4	3
H81656	NHS Surrey Downs CCG	3	SHADBOLT PARK HOUSE SURG	7,649	765	7,855.52	12	10
H81091	NHS Surrey Downs CCG	3	SPRING STREET SURGERY	6,047	605	6,210.27	18	16
H81074	NHS Surrey Downs CCG	3	ST STEPHENS HOUSE SURGERY	5,375	538	5,520.13	13	11

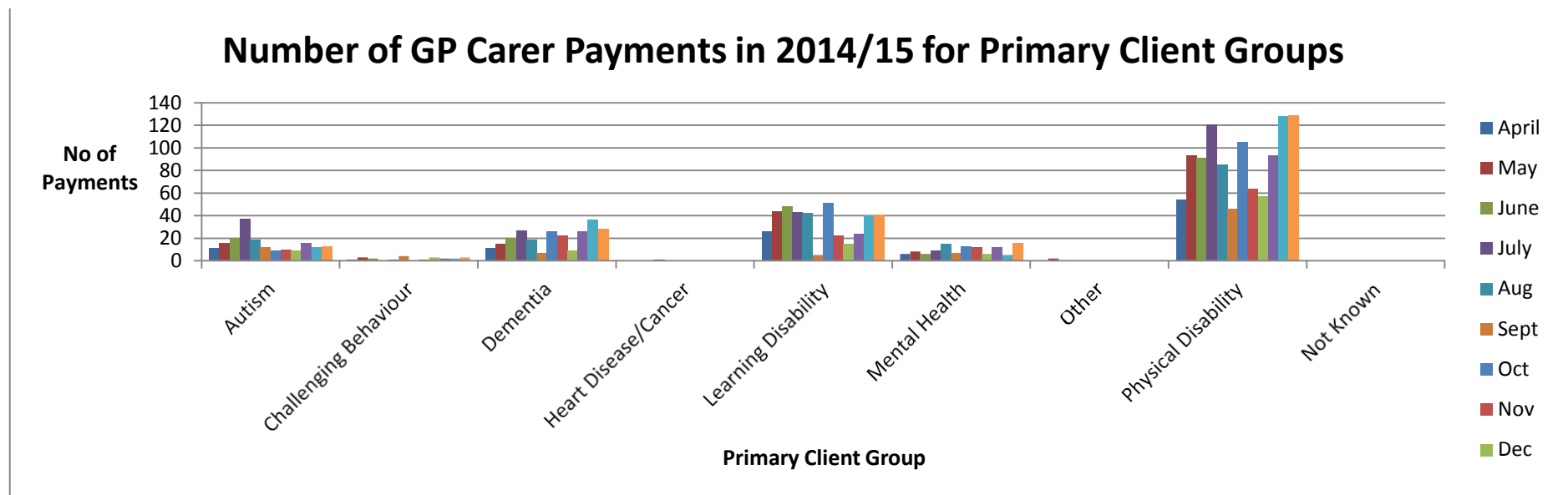
H81613	NHS Surrey Downs CCG	3	STONELEIGH SURGERY	2,333	233	2,395.99	3	2
H81081	NHS Surrey Downs CCG	3	TADWORTH MEDICAL CENTRE	8,971	897	9,213.22	23	21
H81126	NHS Surrey Downs CCG	3	TATTENHAM HEALTH CENTRE	6,025	603	6,187.68	8	7
H81086	NHS Surrey Downs CCG	3	THORKHILL SURGERY	4,795	480	4,924.47	9	8
H81128	NHS Surrey Downs CCG	3	VINE MEDICAL CENTRE	6,198	620	6,365.35	8	6

Table 3: Number of GP Carer Payments each month in 2014/2015 by Age Group



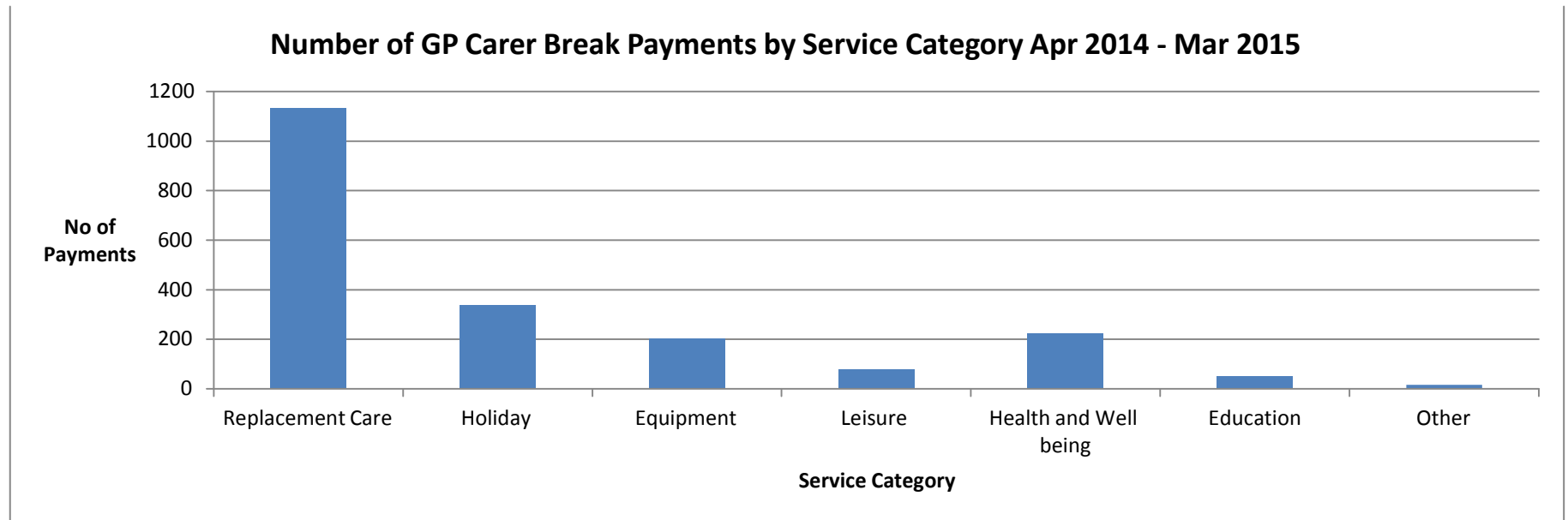
Number of GP Carer Payments each month in 2014/2015 by Age Group													
Age Group	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Year Total
Under 18	1	2	3	1	0	0	3	3	0	0	1	2	16
18 - 64	78	134	132	164	120	50	128	85	68	111	123	140	1333
65 +	30	45	52	72	61	31	73	43	31	62	99	87	686
Not Known	0	0	0	1	0	0	0	0	0	0	0	1	2
Total payments in month	109	181	187	238	181	81	204	131	99	173	223	230	2037

Table 4: Number of GP Carer Payments each month in 2014/15 for Primary Client Groups



Number of GP Carer Payments each month in 2014/15 for Primary Client Groups													
Primary Client Group	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	Year Total
Autism	11	16	20	37	19	12	9	10	9	16	12	13	184
Challenging Behaviour	1	3	2	0	1	4	0	1	3	2	2	3	22
Dementia	11	15	20	27	19	7	26	22	9	26	36	28	246
Heart Disease/Cancer	0	0	0	1	0	0	0	0	0	0	0	0	1
Learning Disability	26	44	48	43	42	5	51	22	15	24	40	41	401
Mental Health	6	8	6	9	15	7	13	12	6	12	5	16	115
Other	0	2	0	0	0	0	0	0	0	0	0	0	2
Physical Disability	54	93	91	121	85	46	105	64	57	93	128	129	1066
Not Known	0	0	0	0	0	0	0	0	0	0	0	0	0
Total payments in month	109	181	187	238	181	81	204	131	99	173	223	230	2037

Table 5: GP Carers Breaks by Service Category



Number of GP Breaks by Service Category Apr 2014 to Mar 2015	
Service Category	No of Payments
Replacement Care	1133
Holiday	338
Equipment	201
Leisure	76
Health and Well being	224
Education	49
Other	16

Total Payments 2037

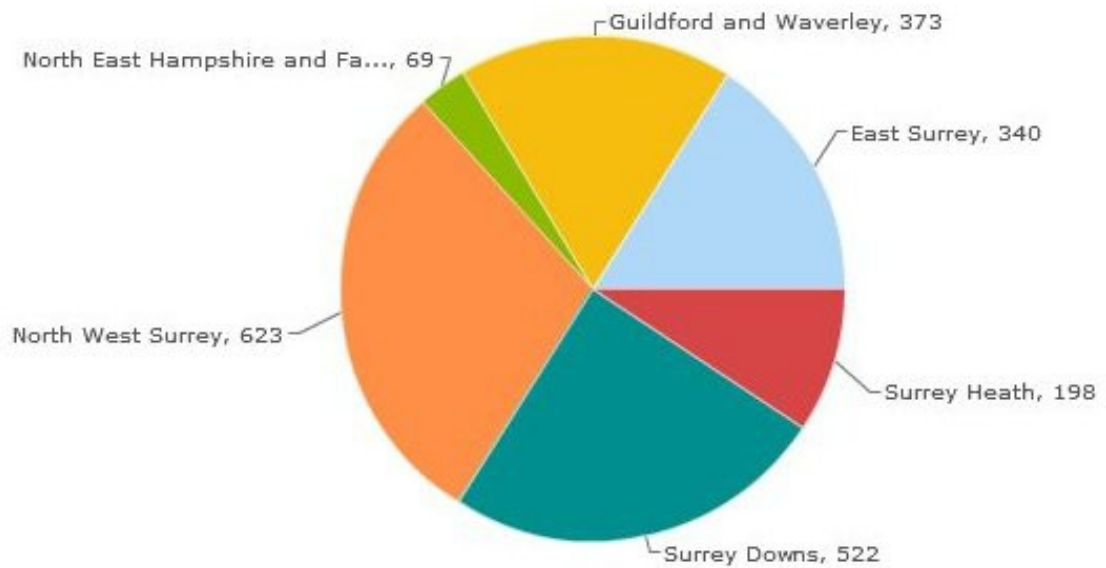
1.1. GP Carers Prescription

Surrey Downs CCG remains the highest performer across Surrey for making GP Carers Prescriptions. Accumulatively a total of 217 GP Carers Prescriptions have been made to date. This represents more than 40.49% of the Surrey global figures for 2014/15.

Table 6: EOY GP Carers Prescriptions

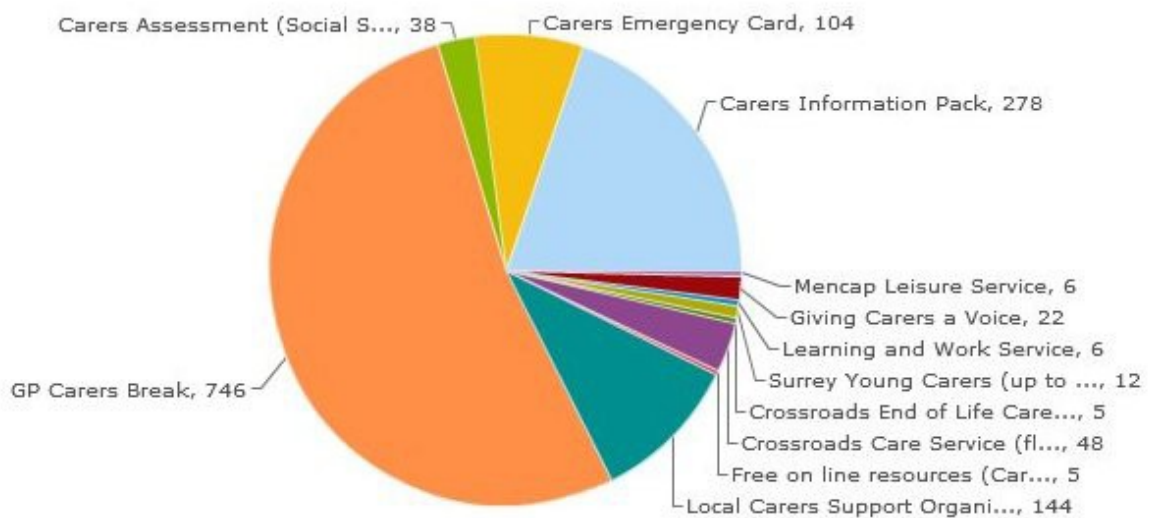
CCG	Number of Carer Prescriptions	CCG population weighting %	% of total Carer Prescriptions received to date by CCG
East Surrey CCG	38	14.79%	7.09%
Guildford and Waverley CCG	49	17.81%	9.14%
Surrey Downs CCG	217	24.43%	40.49%
North East Hampshire and Farnham CCG	19	4.03%	3.55%
Surrey Heath CCG	138	7.95%	25.7%
North West Surrey	75	30.9%	13.99%
Total	536		

Pie Chart of GP Carers Breaks and GP Carers Prescription by CCG 2015-16



2125 responses in 2125 results

Pie Chart of Type of Services Requested Final Quarter – Combined



1414 responses in 2125 results

2.0 Surrey Crossroads Care Service

EOY Monitoring Meeting took place on the 6th May.

NHS funding accounts for 27% of the Home based Care Contract and 100% of the EOL Carers Support contract.

18,781 hours of home based care were provided to carers from SD CCG.

During this financial year 4 new adult clubs have been open in the West location. Pyrford, Guildford, Chobham and Phyliss Tuckwel and Crossroads is looking to open new clubs in the East location. One of the clubs in the East area has moved premises due to poor fire exits.

Table 7: Crossroads Waiting List

	Q1	Q2	Q3	EOY
Waiting List Adults	563	566	433	593
Waiting List Children	212	214	99	122
Waiting List Total	775	780	532	715

Based on the current activity flow this calculates at an average of 4 months waiting time to initiate service.

Crossroads now provides 15 social clubs across the county which in turn have provided 22,000 hrs of care during 2014/15.

Table 8: Crossroads Care Surrey Q4 Home based care contract

2013 - 2015 contract	Q1 Apr - Jun 2014	Q2 Jul - Sept 2014	Q3 Oct - Dec 2014	Q4 - Jan - Mar 2015	Total Hours	Health £ @ £16.75	% Allocation of Budget across CCG	Budget £456,000	YTD Budget	Variance to Budget (Under Spend)
East Surrey CCG	3,942	4,367	4,850	4,561	17,721	207,779	14.79%	67,442	67,442	140,337
Guildford and Waverley CCG	3,356	3,202	3,748	3,813	14,119	165,541	17.81%	81,214	81,214	84,327
NHS Surrey Downs CCG	5,277	4,673	4,477	4,355	18,781	220,213	24.43%	111,401	111,401	108,812
North East Hants and Farnham CCG	506	508	581	499	2,095	24,559	4.03%	18,377	18,377	6,182
North West Surrey CCG	10,667	11,212	11,443	11,228	44,549	522,341	30.99%	141,314	141,314	381,026
Unregistered	758	905	158	100	1,920	n/a	n/a	n/a	n/a	n/a
Surrey Heath CCG	794	822	1,058	941	3,614	42,372	7.95%	36,252	36,252	6,120
Total	25,301	25,689	26,314	25,496	102,799	1,182,804	100%	456,000	456,000	726,804

Table 9: EOL Carers Support

EOL CONTRACT MONITOR (QUARTERLY) Period: Apr 2014 - Mar 2015	Q1	Q2	Q3	Q4	Total	Total £ @ £24.36	% Allocation of Budget to CCG's	Budget £300,000	YTD Budget	Variance to Budget (Under Spend)
North West Surrey	918	1,376	1,606	1,342	5,242	127,689	31%	92,970	92,970	34,719
East Surrey CCG	619	696	734	616	2,665	64,913	15%	44,370	44,370	20,543
NHS Surrey Downs CCG	636	751	709	675	2,771	67,502	24%	73,290	73,290	(5,788)
Guildford and Waverley CCG	644	536	546	555	2,280	55,535	18%	53,430	53,430	2,105
Surrey Heath CCG	166	290	211	222	889	21,662	8%	23,850	23,850	(2,188)
North East Hampshire and Farnham CCG	94	143	132	124	493	11,997	4%	12,090	12,090	(93)
Unregistered	-	-	3	62	65				-	
Total	3,076	3,792	3,940	3,596	14,404	349,298	100%	300,000	300,000	49,298

2.3. End of Life Carers Support

Over the final quarter Crossroads Care Surrey has delivered 3,590 hours of care to people living within Surrey with a prognosis of 1 year or less funded by NHS Surrey CCGs.

2,771 hours of care has been provided to carers in SD CCG area over the course of this year.

The 115 carers supported have been able to access sport and leisure facilities, attend medical appointments, have extra rest and relaxation, stay in work, spend time with other family members, and have regular shopping trips while their relative is cared for during this final quarter.

Over the period Crossroads has received 47 new referrals from GP's, Voluntary organisations, Health services, Self-referrals and Social Care teams.

1 new member of staff has received training over this quarter.

The Saturday club based at the Phylis Tuckwell hospice started in March and has been called the Farnham Saturday Club. This club offers 12 families a week a 5 hour respite break on a Saturday, integrating the Hospice into the local community and is for a mix of older clients – those with an EOL prognosis and those without. The club is staffed by 3 paid staff members and 3 volunteer activity organisers.

During this period Crossroads Care Surrey provided a speaker and a stand at the Action for Carers Conference with an emphasis on our EOL work, contributed to the Guildford & Waverley CCG Listening Event in February and also spoke to the carers group at the Beacon Centre.

3.0 Carers Support Update

EOY Performance monitoring data from Epsom Carers Support Organisation and Mole Valley Carers Support

Table 10: Mole Valley Carers Support – Number of Carers Supported 2014-15

Age Band of Carer*	Number of carers helped (Apr - Sep)	Number of carers helped (Oct - Mar)	Full Year Position (may be lower than total of Apr - Sep + Oct - Mar)
Carers under 18	18	20	20
18-64	652	697	723
65+	491	472	593
Other / age not known	128	136	147
Total (all ages)	1289	1325	1483

Table 11: Mole Valley Carers Support – Referral Source

Source of Referral for Carer	Number of new carers referred (Apr - Sep)	Number of new carers referred (Oct - Mar)	Full Year Position
Self referral	41	31	72
GP/Doctor	92	75	167
Other Health Professional	32	20	52
Adult Social Care	1	2	3
Children's Social Care	8	2	10
District/ Borough Council	1		1
Carers Support Orgs	20	5	25
Other Voluntary Orgs	5	17	22
Statutory	1		1
Other		6	6
Total	201	158	359

Table 12: Epsom Carers Support – Number of Carers Supported 2014 -15

Age Band of Carer*	Number of carers helped (Apr - Sep)	Number of carers helped (Oct - Mar)	Full Year Position (may be lower than total of Apr - Sep + Oct - Mar)
Carers under 18	60	6	66
18-64	98	97	195
65+	197	170	367
Other / age not known	183	49	232
Total (all ages)	538	322	860
Of these carers how many were from BME Groups?	19	19	19

Table 13: Epsom Carers Support - Referral Source

Source of Referral for Carer	Number of new carers referred (Apr - Sep)	Number of new carers referred (Oct - Mar)	Full Year Position
Self referral	22	33	55
GP/Doctor	2	10	12
Other Health Professional	8	42	50
Adult Social Care	9	42	51
Children's Social Care	0	1	1
District/ Borough Council	0	0	0
Carers Support Orgs	19	0	19
Other Voluntary Orgs	3	65	68
Statutory	0	0	0
Other	58	24	82
Total	121	217	338

4.0 GP Carers Registration Survey 2015

We are in the process of finalising the report on the GP Carers Registration Survey 2015 but below are the key findings.

The number of carers registered with their GP across Surrey has reached a total of 19,915 according to this year's figures, see tables below for further information:

Table 14 - Number of patients coded as carers in Surrey 2011 to 2015

	2011*	2012*	2013*	2014	2015
Guildford & Waverley CCG	1770	2311	2479	3088	3560
Surrey Downs CCG	1188	2426	3235	3984	4319
Surrey Heath CCG	255	634	898	1004	1099
NW Surrey CCG	1828	2750	3988	5190	6902
East Surrey CCG	984	1909	2445	2858	3419
NE Hampshire & Farnham CCG	263	488	494	590	616
Total	6288	10518	13539	16714	19915

*NB. With regard to the years 2011 – 2013 the data from practices has been grouped into the CCG to which that practice aligned with when CCGs came into being on 1st April 2013 and is therefore for illustrative purposes only

Table 15 - Percentage of patients coded as carers

	2013*	2014	2015
Guildford & Waverley CCG	1.16%	1.42%	1.66%
Surrey Downs CCG	1.13%	1.36%	1.46%
Surrey Heath CCG	0.99%	1.09%	1.19%
NW Surrey CCG	1.15%	1.46%	1.96%
East Surrey CCG	1.46%	1.64%	1.96%
NE Hampshire & Farnham CCG	1.08%	1.25%	1.31%

According to the data gathered in the 2011 Census the number of carers within the population of Surrey should be approximately 10% for each CCG.

Across the whole of Surrey the number of carers known to be registered as such with their GP rose from 16,714 in February 2014 to 19,915 in February 2015, an increase of 19.15% over the course of the year. With regard to the baseline figure of 6,247 in January 2011 this represents an increase of 218.8% in four years.

The 2011 census showed that the number of carers in Surrey had increased to 108,433 adults and 14,030 children, making a total of 122,463 carers: thus 10.8% of the population in Surrey is a carer. At the start of 2011 approximately 1 carer in every 19 was registered as a carer with their GP; by the start of 2015 this had increased to almost 1 carer in 6. While the increase in the number of carers registered as such with their GP is significant, there is clearly still a lot of work to be done.

Young carers are a case in point: an initial survey carried out in February 2015 evidenced only 58 young carers registered as carers with their GP across the whole of Surrey. This is an area that needs a particular focus – out of an estimated 14,030 young carers this represents only 0.4% as being identified. Since this group of carers has been highlighted as vulnerable in the NHS Five Year Forward View and in need of help and support, further work in this area is necessary.

A full report including practice details will be circulated later this spring.

5.0. Young Carers

Confirmation has been received that 5 out of the 6 Surrey CCGs has now formally adopted the new young carers' strategy.

Virgincare and CSH Surrey have also ratified the strategy and we are working with them to develop their own organisational young carers' action plans.

The Making It Real for Young Carers -Young Carers Strategy Update Conference will take place on Wednesday, 27th May 2015. This will provide us an opportunity to reflect on the progress made over the past year.

Changes to the law for young carers mean that from 1 April there is now a duty to identify and consider the needs of young carers and offer young carers assessments on the appearance of need in all cases irrespective of whether adult or childrens services are dealing with the case. Attached below are links to:

The Young Carers Needs Assessment Regulations 2015
<http://www.legislation.gov.uk/ukxi/2015/527/contents/made>

These are more detailed than the consultation draft and include a need to consider the young carers well being

The Government's response to the consultation on the regulations.
<https://www.gov.uk/government/consultations/young-carers-draft-regulations>

The Care Act and Whole Family Approaches. This is now on the Local Government Association Care Act web site - see link [Needsassessmentsandcarers'assessments](#)

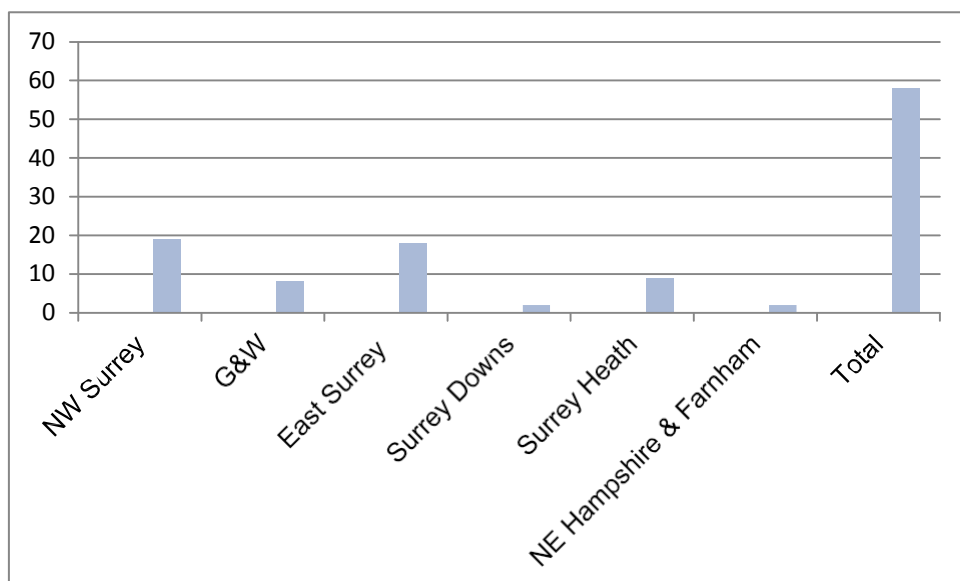
A revised Memorandum of Understanding is receiving final sign off. "No Wrong Doors; working together to support young carers and their families" will provide a template for local protocols between adult and children's social care to ensure that councils have joined up assessment processes. This will be important for effective implementation of the Young Carers Assessment Regulations 2015

5.1. School Nurse and – Young Carers Champion

The next meeting of the School nurse leads will take place 11th May.

Currently we have agreement from all 3 community providers in Surrey for their school nurses to facilitate GP young carers registration. Our annual survey evidences that only 58 young carers across Surrey are registered with their GP. A short evaluation report of the GP Young carers project will be published during carers week.

Table 16: Young Carers Registered with their GP across Surrey by CCG



CCG	Number Registered with GP	Actual Number of Young Carers
NW Surrey	19	4,339
G&W	8	2,493
East Surrey	18	2,071
Surrey Downs	2	3,420
Surrey Heath	9	1,113
NE Hampshire & Farnham	2	564
Total	58	14,000

Although these results make disappointing reading it should be noted that we are the first area in the country to baseline this data.

During Carers Week 8th - 14th June the school nurses are teaming up with Surrey Young Carers Staff to visit each secondary school in Surrey to promote young carer awareness.

Virgincare have adopted the new Surrey Young Carers Strategy and CSH Surrey and First Communities are progressing this. The partnership manager for carers is supporting each provider in developing their own action plan.

5.2 Young Carers Medicine Management and First Aid Event – 6th June

Background

Being a carer at a young age can have a tremendous impact on a young person that can last into adulthood. (If a child (children) has /have to care for his /their parents or younger siblings it is very possible that his/their own needs are not being met. The young carer's physical well-being can be negatively affected resulting from lack of sleep, poor nutrition, and not taking good care of his or her health because of the focus on the person they care for. Research from the Princess Royal Trust for Carers shows that young carers often experience stress, mental ill-health, depression and anxiety as a result of their caring role, and that in addition young carers often experience other traumatic events such as bullying, bereavement, family break up, loss of income or housing, etc. In addition, young carers can suffer from poor hygiene and nutrition. The main child protection risk for young carers is therefore neglect. In situations where young carers care for a parent who suffers from alcohol or drug misuse, the young carer may be at risk of physical abuse. The lack of emotional support available to young carers from their parents can also amount to emotional abuse. Young carers are therefore at risk of neglect. Caring responsibilities may be heavily time consuming and inappropriate for the young carer. It is important that young carers are known to professionals so that emotional and practical support and services can be offered to ease the burden.

Many young carers say that “when forced to choose between staying at home to look after the person they care for and going to school, caring will come first.” Therefore support should be provided to the family to find appropriate sources for care which allow the child to step back from his or her responsibility as a carer.

Younger carers in particular, are not identified as carers and have been referenced in the NHS England forward review plan as vulnerable group (pt 2:15). They don't tell relatives, friends or health and care professionals about their responsibilities because of fear of separation, guilt, pride or other reasons. Around a third of young carers care for someone with a mental health condition. Many young people who care for someone with a mental health problem go unidentified and unsupported. Identifying these young carers may be more difficult because the illness is less visible. Children of parents who are addicted to drugs or alcohol may experience chaotic lives which lack routine and may often worry about the safety of their parent.

Proposal

The 6 Surrey CCGs have agreed to in principle to fund a Surrey Young Carers Event to be held at High Ashurst, Boxhill during Carers Week.

This event has been organised in partnership with Surrey young carers service (SYC) to address the risks that exist when young carers manage medicines for the people they care for. We have been in conversation with the local constabularies who are aware that some young carers have been groomed in order to access prescription drugs that are then sold on the street or black market.

In addition to this, although it is a reality for many young carers in Surrey, managing a parent's medication is an inappropriate caring role for a young person. The Young Carers Health Survey 2013 published by Guildford and Waverley, East Surrey and Surrey Downs CCG, clearly evidences the detrimental impact these types of caring roles can have on young carers.

Monitoring of our GP Carers Breaks Service during 2014/15 indicates that young carers are not being identified in primary care practice. Surrey wide data indicates that just 13 young carers received a GP Carers Break during 2014/15 which is a fall of 5 on the previous year.

Our GP Carers Awareness Annual Survey on the number of young carers registered across Surrey for 2015 evidences that just 58 young carers have been identified with only 2 coming from Surrey Downs CCG practices.

This event will target young carers who SYC deem to be most vulnerable or most affected by this caring duty. We will also produce a learning resource which could then be disseminated to many young carers who might not be able to be present on the day.

Simon Whitfield Chief Pharmacist for SABP has agreed to facilitate the medicine management training and Mike Baxter from the RedCross will offer first aid training.

The event will be open to 60 young carers year 7 or above.

The total cost for this event is £7,113. The breakdown is as follows:

- Venue Hire, activities and BBQ - £1,613
- Transport including taxi costs and staff escort - £2,500
- SYC 12 staff for 6 hours each at big event, £1,100
- SYC Administration (invitations, replies, medical forms, risk assessments, suppliers 110 hrs) - £1,900

Based on this the cost per CCG (using the population weightings)

NW Surrey (30.9%) = £2,198
Surrey Downs (24.43%) = £1,738
Surrey Heath (7.95%) = £566
Guildford & Waverley (17.81%) = £1,268
East (14.79%) = £1,053
NE Hampshire and Farnham (4.03%) = £288

This proposal was agreed by the executive on the 21st April 2015.

5.3. 'Listen to me' - Mental health packs for psychiatric wards for young carers.

In partnership with Virgincare and SYCs a new resource has been developed for young carers visiting parents in psychiatric facilities.

The project is 'Listen to me'

Aims:

- To improve understanding about mental health for young carers and other young people visiting relatives on mental health wards.
- To help facilitate dialogue between children and parents and improve the child-parent relationship in times of parental mental health difficulties.
- To educate healthcare professionals about the impact of parental mental health on children.

Objectives:

- To give young people factual information about mental health.
- To provide age-appropriate support and resources to ease anxieties when young people visit the people they care for in mental health services.
- To enable young people to explore their perceptions of mental health and its wider effects on family relationships.
- To train NHS Trust employees on parental mental health issues and how they can use the Listen to Me rucksacks as a resource in their role.
- To encourage NHS staff to work as holistically as possible with young carers and parents who have mental health problems

Rucksacks are distributed to young people in accordance with a set protocol. Firstly, a parent or other significant adult is made aware of the bag and its purpose before it is issued. Then when a young person visits their parent or other relative on a ward they are given a bag by the staff. The mental health staff will select the appropriate bag according to the age of the young person and take time to explain its contents with the young person. The parents are made aware that the bag was given and staff record the issue of the bag.

As a main objective of the project is for mental health staff to work as holistically as possible with young carers and the adults they care for, staff are given training on how they can support children and young people during their visit and how the bag can be used as a valuable ice-breaker for talking with young carers and their family.

Evaluation of the project is conducted informally through the Family Liaison Workers based in the adult inpatient units and the staff on the wards. Young people are given a questionnaire when they receive a rucksack and adults also get one to complete when they are discharged from hospital. Feedback from these questionnaires informs how the current model is working and if the aims and outcomes of 'Listen to Me' are being achieved for everyone involved.

This project has been successfully run since 2006 with Somerset partnership NHS foundation Trust and Somerset young carers project.

Virgincare have agreed to fund the cost of the bags and if successful will aim for a national launch.

5.4. NHS Resource for staff working with young carers

A new resource defined to help support NHS staff working with young Carers has been published

<http://www.nhsemployers.org/news/2015/03/young-carers>

5.5. Children and Families Act

Carers trust summarising the rights for young carers, young adult carers and their families brought in by the Care Act 2014 and Children and Families Act 2014.

http://www.carers.org/sites/default/files/children_and_families_act_briefing.pdf?dm_i=I34,3AIBQ,4JJZ0X,BS5QK,1

http://www.carers.org/sites/default/files/new_rights_for_young_carers_young_adult_carers_and_their_families_mar_15.pdf?dm_i=I34,3AIBQ,4JJZ0X,BS5QK,1

5.6. Counselling in Schools Guide published by DfE - March 2015

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/416326/Counselling_in_schools_-240315.pdf

5.7 Young Carers Awareness Media Campaign

Following on from the success of our joint media campaign regarding the identification and awareness of 'Sandwich Carers' a new campaign for young carers will be launched in May with the following strap line

'Are you under 18 and looking after someone?

Is caring leaving no time for your studies and friendships?

Are you feeling worried, alone and under pressure?

You can find support at Surrey Young Carers on 01483 568269 or surrey-youngcarers.org.uk'

6. Surrey Adult Carers Strategy Event – 20th April

The event was fully subscribed with over 150 attendees.

The Care Act came into force on 1st April 2015. It has significant implications for councils in improving support for carers. The Act calls for a whole family approach with carers having clearer rights to assessments and services in their own right. There are also new duties to provide information and preventative support for carers. The Children and Families Act also has created similar new responsibilities for young carers and parent carers. Both Acts place new requirements on the NHS to work with councils.

At the same time, NHS England has produced new national guidelines about how to improve recognition and support for carers and young carers.

Our existing Surrey Carers Commissioning Strategy now requires updating to make sure these changes are made real for carers in Surrey. This event was organised by Surrey County Council and NHS organisations in partnership with Action for Carers (Surrey). Focus groups run on the day included:

- Carers Health
- Breaks and personal budgets for carers
- Juggling work and caring
- How we make sure this applies to all carers including carers of people with Mental Health concerns or Dementia
- Better access to information (on paper and online)
- New duty to provide preventative services
- Improving support to young carers and young adult carers
- New rights for parent carers
- Carers and Money Advice
- Training for carers

Following the event a new strategy will be published for consultation.

Link to the presentation made on the day:

<https://www.slideshare.net/secret/mM7SMzyVmZql6A>

6.1. Carers and Better Care Fund

Surrey County Council has proposed that we continue with the Carers Commissioning Group being the central point for ongoing discussions and decisions around funding for carers services, including those now funded via the Better Care Fund. The intention is that this will support the continuation of our successful joint Carers commissioning arrangements for the Better Care Fund that have previously been reflected in our section 256 funding agreements between the CCGs and Surrey County Council.

This would mean that the existing multi agency Surrey Carers Commissioning Strategy Group will continue to lead on our collaborative Carers working with representation invited from each of the CCGs, SCC, Boroughs and District Councils, faith and voluntary sector Groups and Carers themselves. Support for CCG Carers leads will continue to be provided by the role of the Partnership Manager for Carers. Surrey County Council, Adult Social Care, will continue to administer the funds allocated via the multi agency commissioning group on its behalf

This established group fits the best practice model set down by the RCGP and guidance provided by NHS England's "Commitment to Carers" and their Guide "Commissioning for Carers " .

The Surrey Carers Commissioning Group is in the process of developing a refreshed Carers Commissioning Strategy which will reflect the new rights for carers brought in under the Care Act, Children and Families Act, the Better Care Fund and the NHS Commitment to Carers and NHS forward review plan.

The Carers Dashboard has been developed and provides information about levels of service provided in each area and about outcomes achieved and this should provide an effective monitoring tool for carers activity supported through the Better Care Fund.

7. Surrey Carers Survey

The survey has now closed and the data has been entered. The next stage will be to produce a report

A total of 2051 surveys were distributed (57 of which were provided by SABP). Of these 969 surveys were returned completed (945 social care, 24 SABP). This gives a final response rate of 47.2% (47.4% social care, 42.1% SABP)

8. Safeguarding

Philip Trewewam G&W CCG Designated Nurse for Safeguarding Adults has joined the Carers and NHS Providers Network and Linda Cunningham Surreywide Deputy Designated Nurse Safeguarding Children has joined the Surrey Young Carers Strategy group.

9. Surrey Continuing Health Care – Carers

A meeting was held on the 23rd March to discuss hand over arrangements for the CHC carers work. Kim Hines will confirm who will be the new point of contact for carers work within the service.

Confirmation was received that the new software 'Broadcare' includes both adult and young carers fields.

A soft launch for the Carers Prescription has been agreed for May. Staff training and awareness will be offered in advance of launch.

Michaela James is preparing an Equipment loan protocol and process for our partners within the voluntary sector to cover reimbursement of costs.

Work on website and carers page continues based on the Guildford and Waverley CCG model.

The Partnership Manager for Carers attended the CHC Programme Board meeting on the 17th March and provided a presentation on the Carers Perspective and updated members on the work to embed Carers within the CHC service.

10. Carers and Mental Health – Safe Haven Crisis Cafes

One of the priorities in the new Emotional Wellbeing & Mental Health Strategy is improving mental health crisis care. Based on the model of the Aldershot Café, the CCGs are leading work to develop a crisis café in each of their areas. Partners are in discussion on how they can provide support to carers of people with mental health through this service including a proposal to access Healios support. A meeting of partners is scheduled for the 7th May.

10.1 Rethink Carers Support

Following the cessation of the Carers support services provided by Rethink at the end of March, an event was held at Denbies Wine Estate on the 13th April where commissioners outlined their plans to re-invest the money in other local carers support across Surrey services. Approximately 50 carers attended the event.

Furthermore a new post has been created for a 'Mental Health Carers Adviser' which will be hosted by Action for Carers Surrey. This new role will provide support for the generic Carers Support organisations on the needs of carers of people with mental health concerns and of effective methods of working with this group

10.2 The Risk of mental health issues for carers – Virgin Care 9th April

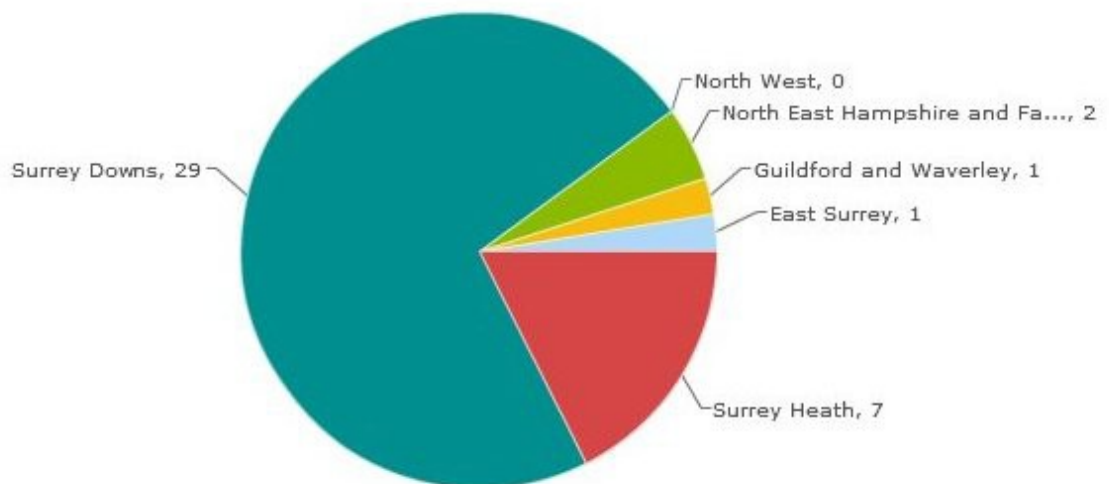
Virgin Care have published a new webpage highlighting the impact caring can have on mental health and providing some resources to support carers.

[Theriskofmentalhealthissuesforcarers](#)

11. NHS Carers Prescription

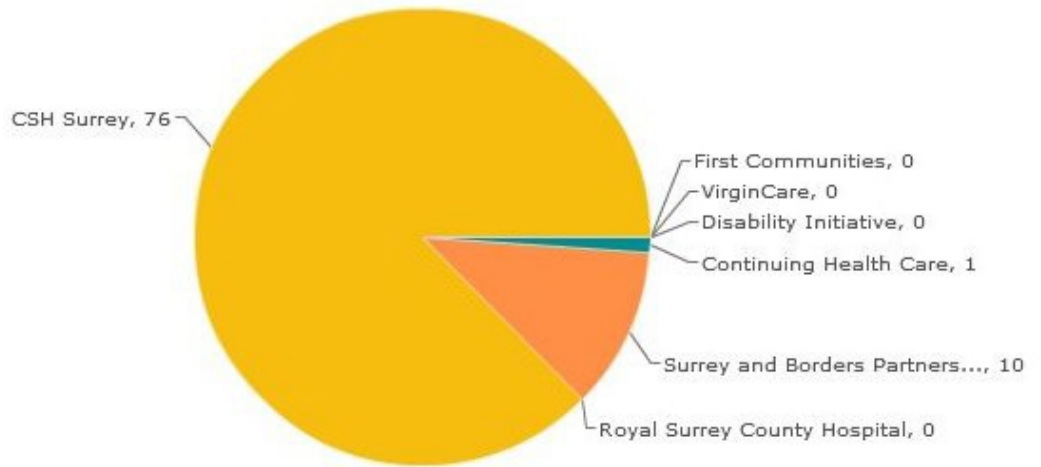
Following the pilot with CSH Surrey we continue to support the roll out of the Carers Prescription across other NHS providers and one voluntary sector provider.

Pie Chart of Carers Prescriptions Final Quarter by CCG



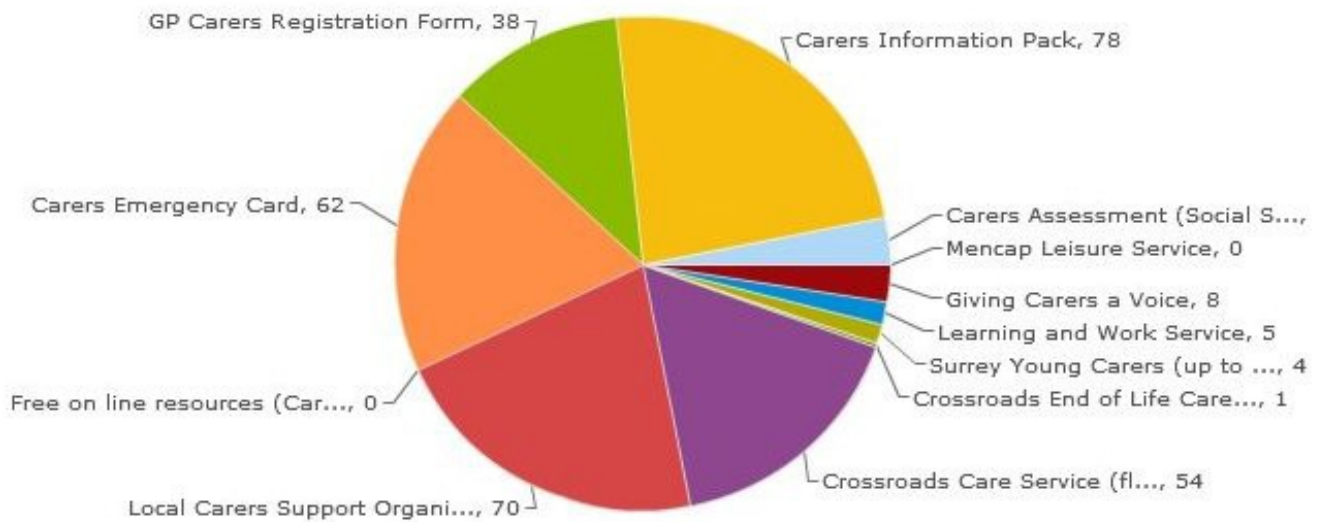
40 responses in 52 results

Pie Chart referral source Final Quarter – Organisation name



87 responses in 91 results

Pie Chart of Services Provided – Final Quarter



330 responses in 95 results

12. NHS England Commitment to Carers

The Commissioning for Carers Principles focus on key actions that are most likely to achieve the best outcomes for carers.

To help commissioners consider current commissioning practices with regards to carers and how this could be improved, NHS England have provided a self-assessment toolkit. An initial draft has been prepared to bench mark Surrey Carers Work and ascertain gaps in service.

This document is currently being shared with the carers leads before wider circulation.

13. NHS England new toolkit to help commissioners reduce poor inpatient care

NHS England published a new toolkit to help commissioners reduce poor inpatient care. It has been codesigned with the help of a number CCGs.

Here is the link:

<http://www.england.nhs.uk/wp-content/uploads/2015/04/ip-care-toolkit.pdf>

This toolkit is helpful in that it references the need to evidence that carers have been involved in SDM and that carers develop a range of personal techniques, tools and information to assist them in making choices about care in partnership with their healthcare providers; taking into account their own individual preferences, attitude to risk and values

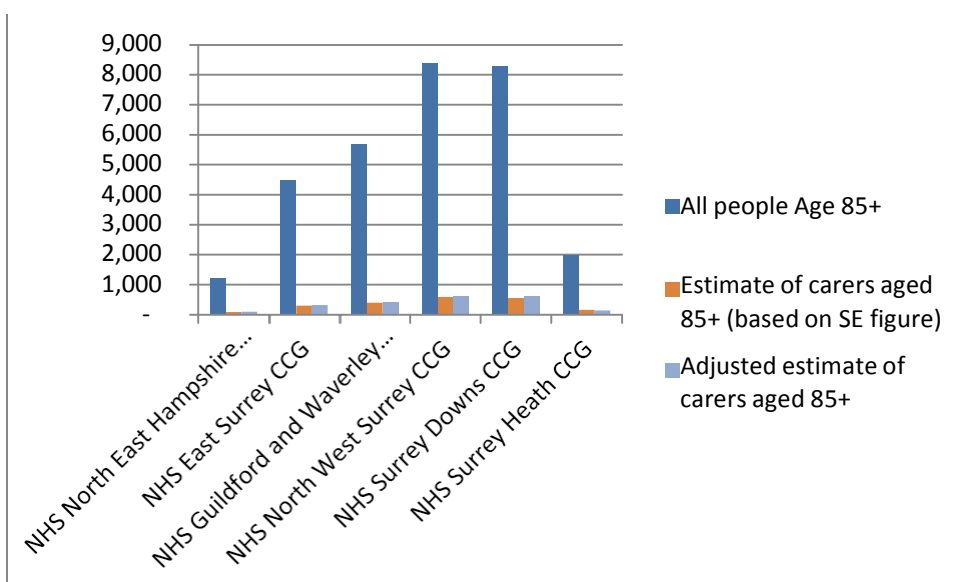
14. NHS England Forward Review

This 5 year plan states:

2.15 First, we expect CCGs alongside local authorities to draw up plans to identify and support carers and, in particular, working with voluntary sector organisations and GP practices, to identify young carers and carers who themselves are over 85, and provide better support. In developing plans, CCGs should be mindful of the significant changes to local authority powers and duties from April 2015 under the Care Act 2013. Plans should focus on supporting young carers and working carers through the provision of accessible services, and services for carers from vulnerable groups. Linked to this, we expect all NHS employers to review in 2015/16 their own flexible working arrangements and support for staff with unpaid caring responsibilities.

Work has started to address this new data field requirement as part of the ongoing refresh of our Carers JSNA.

Table 17: Carers 85+ CCG



CCG	All people Age 85+	Estimate of carers aged 85+ (based on SE figure)	Adjusted estimate of carers aged 85+
NHS North East Hampshire and Farnham	1,206	87	91
NHS East Surrey CCG	4,471	295	315
NHS Guildford and Waverley CCG	5,664	390	426
NHS North West Surrey CCG	8,384	575	596
NHS Surrey Downs CCG	8,288	544	594
NHS Surrey Heath CCG	1,970	156	135
Surrey	30,043	2,046	2,156

14.1 Carers UK and Age UK 'Caring into later life' Report 30th April 2015

A new report published by Carers UK and Age UK shows the number of carers aged 85 and over in England has risen by 128% in ten years to over 87,000. As society ages, the number of carers aged 85 and over will continue to grow rapidly, with projections showing there will be over 200,000 carers in this age group by 2030.

These older carers are making an immense contribution to the state, yet fewer of them are being offered support. The number of carers aged 75 and over being offered services to help them cope after an assessment of their needs has fallen by 9% since 2006/7.

Older carers make a huge contribution to society, estimated to be worth £15billion a year, but this is too often coming at a cost to their own health.

To read the full report click on this link:

http://www.carersuk.org/for-professionals/policy/policy-library/caring-into-later-life?utm_source=Carers+UK&utm_medium=email&utm_campaign=5605086_PROF+ENG+APRIL&utm_content=later+life&dm_i=74C,3C4WU,DSL1QZ,BXPN3,1

A further report was published by the BBC on the same day:

<http://www.bbc.co.uk/news/health-32520410>

15. Smith Institute Healthcare the next 5 years Report

This report was published in March and includes a chapter on Carers (Chapter 7) entitled 'Carers - partners in care?' It was written by Heléna Herklots, Chief Executive of Carers UK. Apart from making the case for more respite provision for carers the report goes on to empathise the need for involving carers in care planning and shared decision making in acute settings.

At the system level, the NHS should monitor when carers are being admitted to hospital because of the impact of their caring role, and indeed when there are "double admissions" because the health of the carer has broken down, resulting in the person being cared for also needing to be admitted. Carers need to be closely involved in discharge planning too, not least to ensure that they are able to care for the patient after discharge and that the right health and social care support is in place to enable them to do this.

<https://smithinstitutethinktank.files.wordpress.com/2015/03/healthcare-the-next-five-years2.pdf>

16. NHS England- A toolkit to support NHS commissioners to reduce poor experience of in-patient Care

This new toolkit published in March this year also reflects the need to involve carers in care planning and shared decision making in an acute setting.

www.england.nhs.uk/wp-content/uploads/2015/04/ip-care-toolkit.pdf

17. Queens Nursing Institute new on line resources launched

The Queen's Nursing Institute has launched new online resources for school nurses and general practice nurses who work with carers. All three resources are now [freely accessible on the QNI's website](#). They contain case studies and hypothetical scenarios to aid learning. The school nurse version is focused specifically on supporting young carers.

A presentation by a representative from the QNI will take place at the 14th September Carers and NHS Providers meeting.

18. Community Nursing Programme; Professional pathway for community nurses Supporting the health and wellbeing of adult carers- February 2015

This pathway sets out the key messages for community nursing services to empower and to meet the needs of adult carers

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/329867/Carers_Pathway.pdf

19. Care Act Guide published April 2015

A new Guide on the Care Act entitled - A guide to efficient and effective interventions for implementing the Care Act 2014 as it applies to carers ; has been Published by DH, LGA, ADASS, Children's Society, Carers Trust and Carers UK

<http://www.local.gov.uk/documents/10180/5756320/The+Care+Act+2014+guide+to+efficient+and+effective+interventions+for+implementing+the+Care+Act+2014+as+it+applies+to+carers/b4399478-e3fc-4be7-b204-11ca57da54da>

20. National Council for Palliative Care – New Information Guide

The National Council for Palliative Care in association with Hospice UK and Sue Ryder have produced information for carers on what to expect when someone important is dying. This is an area that many carers have highlighted to us as requiring more information and support. This is especially true for carers who are caring for someone who has chosen to die at home.

Link below:

[http://www.ncpc.org.uk/sites/default/files/What to Expect FINAL WEB.pdf](http://www.ncpc.org.uk/sites/default/files/What%20to%20Expect%20FINAL%20WEB.pdf)

21. Our Plan – Support for carers of people with dementia

The Clinical Academic Group hosted by Surrey University is seeking funding to evaluate the impact of our advanced care planning toolkit for carers of people with dementia. Work has already commenced on the research.

21.1. Guide to help carers identify pain in people with dementia – 23rd April 2015

A new guide has been published by the European pharmaceutical review

<http://www.europeanpharmaceuticalreview.com/31043/news/industry-news/new-guide-launched-by-experts-to-help-carers-identify-pain-in-people-with-dementia/>

22. Carers Week 2015 Monday 8 - Sunday 14 June 2015

This national event is hosted by Carers UK. The theme this year is Building Carer Friendly Communities, and the question being asked will be: what do carers need from parts of the community to improve their lives?

For more information and to register for this event click on this link:

http://www.carersweek.org/?utm_source=Carers+UK&utm_medium=email&utm_campaign=5605086_PROF+ENG+APRIL&utm_content=carers+week&dm_i=74C,3C4WU,DSL1QZ,BXPN5,1

23. Recommendations

- Committee agree continuation of work
- Agree the proposal to continue with the Carers Commissioning Group being the central point for ongoing discussions and decisions around funding for carers services, including those now funded via the Better Care Fund



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Find support at Surrey Young Carers on 01483 568269 or surrey-youngcarers.org.uk

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