

Surrey Joint Carers Programme Carers Week Newsletter

June 2022



Carer [noun]

/ˈkeərə(r)

[1] Cares (unpaid) for family or friends who have a disability, illness or who need support in later life:
Washing them. And their laundry. And their dishes.
Keeping appointments. And records. And tempers.
Giving medicine. And time. And hugs.
Filling forms. And fridges. And silences.
Dealing with doctors. And nurses. And pharmacists.
And social workers. And benefits agencies.
And care workers. And a lack of sleep.

[2] Needs support to manage a life of their own.

Carers Week is 6-12 June 2022

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities in the UK. It was established more than 25 years ago by [Carers UK](#). The campaign also helps people who do not think of themselves as a carer or having caring responsibilities to identify as carers and in turn access support services on offer in their local areas.

This year's theme is to "Make caring Visible, Valued and Supported". Caring should be valued and respected by all, and carers should have access to the information and support they need, where and when they need it.

As a system we can support our carers in many ways including:

- Signposting carers to information and support services available in the local area
- Promoting statutory Carers' Assessments to anyone caring, unpaid, for the person they support
- Recognise team members may have unpaid caring responsibilities of their own
- Introduce carer-friendly policies within the different organisations and departments throughout the system.

Visit the Carers Week website

Within the Joint Carers' Programme Team we are committed to raising the profile of unpaid carers in Surrey. Carers Week, this year running from 6 to 12 June, provides a great opportunity to do this.

Over on the Carers Week website, you can ["Add your Voice"](#) to help make caring Visible, Valued and Supported.

During the week many organisations around the country are planning [events and activities](#), online and face to face, to promote unpaid carers.

Also on the Carers Week website, you can [make a pledge](#) to support the campaign. What will you do to recognise and support carers? Commit to helping make caring Visible, Valued and Supported.

The website also has a [leaflet about Carers Week](#) and details of useful organisations who can help.

Local Carers Week events

Staff carers

As part of Carers Week 2022, we have organised a series of events that are taking place for carers who work within the Surrey Heartlands System. These are a mixture of online and face-to-face sessions.

Monday 6 June: "Let Carers be Heard" online launch event
Tuesday 7 June: Afternoon Tea and Networking Bingo at Woodhatch, Reigate
Wednesday 8 June: Mindfulness, mental wellness online session
Thursday 9 June: Employers for Carers - Carers UK online session
Friday 10 June: Online Quiz and Prize Draw.

More detail on the [sessions aimed at staff carers](#) is available on the Surrey County Council's intranet.

Public carers events

Our Carers Practice Advisors will be holding information stands in multiple locations across the county including hospitals, libraries, council offices and in community settings.

For details of all the [Action for Carers events and activities](#) taking place during the week, visit the Carers Week web pages.

Young Carers' Strategy

The Children's and Families team within Surrey Heartlands ICS has been working hard towards a Young Carers Strategy.

This will soon be ready for public consultation which will run for two months and we will be circulating details of an online survey within the next few days. We will be arranging consultation events to involve our young carers in the county and find out the views they have on the draft strategy. An accessible Easy Read version will also be available.

Any feedback will be reviewed by the team.

The strategy is so important to our young carers and will outline the priorities the system will work towards over the next three years.

Update on our commissioned services for carers

Action for Carers Surrey

Action for Carers provide a number of services:

- [Carer Hubs](#): There are five main hubs open one day per week plus 'satellite hubs' open two days each month.
- The Moving and Handling service: This offers training face-to-face or over a Zoom call. The [registration form](#) for this service is available online.
- Carer Friendly Hospitals: Action for Carers employ Hospital Carer Advisors to identify carers and support them while their cared for person is in hospital. They will be working closely with the hospitals to help support and improve the carers' experience at each

point of their journey through hospital stays including discharge and follow up. The advisors also work closely with staff working within the hospitals to encourage referrals of newly identified carers into the system.

- Surrey Young Carers continue to provide support for our young carers in Surrey. They hold a range of events and opportunities to meet other children and young people in similar positions.

Crossroads Care Surrey

The services Crossroads Care provide include:

- Personalised breaks for carers: Carers can be entitled up to 35 hours of carer breaks to be used over a six-month period. You can [refer a carer](#) via the Crossroads Care Surrey website.
- End of Life carer breaks: these are continuing to be offered during the last year of life.
- The new [Carer Emergency Planning Service](#): This service has been co-designed with carers in Surrey who know of the worry around care in an emergency for their cared for person. If you know a carer, please direct them to Crossroads Care to register for this service:

Email: enquiries@crossroadscaresurrey.org.uk

Telephone: 01372 869 970.

Surrey Independent Living Council (SILC)

SILC was awarded the contract to distribute the funds for the GP Carer Personal Health Budgets. These one-off payments are prescribed to carers by their GP to help take care of their own health and wellbeing.

More information is available on page 6.

Healthwatch Surrey

Healthwatch Surrey is the newest recruit to our commissioned providers' team for carers. They want to hear carers' views and experiences of the local services, whether it is a good or bad experience. Without the carers voice, we won't be able to shape future services.

Healthwatch Surrey is working with the Joint Carers Team to co-produce a new service(s) for carers of people using mental health services. We anticipate the pilot(s) for these new service(s) to start in Autumn 2022 and run for two to three years.

Surrey Carers Partnership Board

On 25 May 2022, the Surrey Carers Partnership Board met for the first time since its re-design. The Board has two Carer Co-Chairs, Sue Tresman and David Izatt. They have both worked tirelessly to ensure carers are effectively represented at the new Board, recruiting representatives from across the system as well as carers themselves.

In the near future, the Board will be reaching out to establish sub-committees and/or task and finish groups to help with the delivery of the strategy, including a Place network, Young Carers Network and Acute Hospital Carers Leads Network.

If you would like to be involved, please contact kim.waters@nhs.net

Training Opportunities

E-Learning

Surrey County Council provides access to two e-learning courses, *Carers Aware* and *Young Carers Aware*, available on the OLIVE learning platform. These courses are aimed at raising awareness for anyone involved with carers working for the council or in Surrey Heartlands.

Restore2 Mini

Surrey Choices has been awarded funding to deliver the *Restore2 Mini* training. The training is aimed at equipping carers to recognise 'soft signs' of deterioration.

Please [contact Surrey Choices](#) to find out more information.

CRISP

This four-week programme for carers provides support and up-to-date information, where carers can share experiences and find out about local services who can offer support. The programme is designed especially for those caring for someone newly diagnosed with Dementia.

Please use the [Surrey NHS Carers Prescription Portal](#) to refer carers who would benefit from this programme.

Updates for our GPs from Roshni Gurung, GP Liaison and Engagement Officer

GP Carers Registration Survey and GP Carer Quality Markers

Thank you to those practices that completed the survey and quality markers return for 2021-22. This year, 57 out of a total of 119 practices completed the survey, a response rate of 47.8%. Given this is a very challenging time for our colleagues in primary care, this was a good result. We wish to express our gratitude to all GPs and practice staff.

As part of our commitment to the NHS England Long Term Plan, the annual GP Carers Registration Survey included a link to our GP Carers Quality Markers portal. The Quality Markers give important insight regarding carers in Surrey. The return was optional, and 10 practices completed it.

The Care Quality Commission will be inspecting practices and using these markers to measure how practices are supporting carers. You may use the NHS GP Carer Quality Marker Portal to record evidence for your CQC inspection. Once you have submitted your Quality Marker evidence a declaration will be generated and emailed back to you. You may update your Quality Marker evidence at any time.

We are finalising the final report and will circulate it to all practices when available.

Surrey Carers Key Performance Indicator (KPI)

The 2022-23 Primary Care Carers KPI has been set, requiring GP surgeries to identify both adult and young carers and flag them as carers on their patient record. The expectation, based on national data, is that all practices will have at least 3% of their total practice population flagged as carers and it is at this level that the target has been set. However, it is important to note that some practices will have more.

In 2021-22, all six 'Places' in Surrey achieved the primary care carer registration KPI target of 2%. The survey conducted earlier this year showed that some practices have flagged 3% of their practice population as carers target already.

We will be prioritising visits to those practices that haven't yet managed to reach the target to provide support, e.g. working with you to ensure consistency in carer coding through ensuring relevant guidance is available to practices.

Personal Health Budget for Carers

The GP Carer Personal Health Budget (PHB) service is a specialist service which enables GPs in Surrey to prescribe well-being support of a value of up to £300 to carers as a result of their consultation.

You can make a referral using the [GP Carers Dashboard](#).

If you want further information about the scheme, please contact: roshni.gurung6@nhs.net

Carers Week within GP Practices

Details about [Carers Week activities](#) and other information is available for GPs on the Carers Week website.

Together we can help people to identify themselves as carers and get the information and support they need.

The pandemic led to the biggest carer identification programme to date. The work that GP practices have done to identify carers and flag them on their records has enabled people to get essential help quicker.

This isn't only a means to respond to needs heightened by the pandemic. GPs are routinely in touch with carers, either as patients, or with/on behalf of those they care for. There are lots of things that GP surgeries can do to create an environment where carers are identified and supported to look after their own health and wellbeing while caring for their loved one and also help reduce the stigma of caring, making it feel OK and normal to talk about the caring role:

- Send out information during Carers Week, helping to connect families with local support services
- Include information for carers in a newsletter, have leaflets available in the waiting room
- Giving a member of staff a designated role with responsibility for maintaining and championing the Carers register
- Providing carer awareness training for staff has a key role in identifying and supporting hidden carers
- Encouraging staff to identify themselves if they are a carer
- Continue asking children if they are providing care to an adult who needs assistance following a child booking/attending appointments with them.

Let us become Veteran Friendly practices in Surrey

The Royal College of General Practitioners (RCGP) is working with NHS England and NHS Improvement to [accredit GP practices as 'veteran friendly'](#). The programme, which is currently open to GP practices in England, supports practices to deliver the best possible care and treatment for patients who have served in the armed forces.

The programme provides practices with access to free online training, support to identify and code veteran patients, and offer advice on referrals.

Practices can complete an [online Veteran Friendly Practices Accreditation form](#) to become an accredited member.

For more information, please email: veterans@rcgp.org.uk

If you need further information, please do not hesitate to contact Roshni Gurung, GP Liaison and Engagement Officer:

Email: roshni.gurung6@nhs.net

Telephone: 07500 693739.

If you did not receive this newsletter directly and would like to in the future, please contact Kim Waters, Programme Support Officer:

Email: kim.waters@nhs.net