

LINCOLNSHIRE HEALTH AND WELLBEING BOARD

Open Report on behalf of the Carers Delivery Group

Report to	Lincolnshire Health and Wellbeing Board
Date:	4 February 2020
Subject:	Joint Health and Wellbeing Strategy Carers Priority Update

Summary:

This report highlights progress made against the objectives in the [Joint Health and Wellbeing Strategy Carers Priority](#) Delivery Plan. Good progress has been made on delivering the Carers Priority, which is set out below.

For 2020, the Carers Delivery Group has reviewed and extended its membership to include a wider range of organisations and support a multi-agency 'system led' approach to support carers. The group has reviewed and refreshed the Carers Delivery Plan, retaining the four objectives: Early Help, Collaboration, Assurance and Workforce Development. The Group has agreed a Memorandum of Understanding to underpin the commitment of its members but also for wider adoption in Lincolnshire (Appendix A).

These developments have set firm foundations for concerted, system led, joint action to accelerate progress to reach and support more carers, from an earlier point in their caring role, in line with the Care Act (2014), Children and Families Act (2014) and the NHS Long Term Plan.

Actions Required:

The Health and Wellbeing Board (HWB) is asked to:

- Note the report, progress made to date and next steps.
- Support the achievement of the refreshed Carers Priority Delivery Plan (Appendix B)
- Champion a System Led approach to supporting carers and to support the implementation of the NHS Long Term Plan by:
 - Asking their own organisations to:
 - sign the 'Commitment to Carers' Memorandum of Understanding (Appendix A)

- sign up to achieving the Carer Quality Award, if not already underway
- identify and support young carers and their families' needs
- support the establishment of Carers Champions in their own organisations
- support their own staff in a caring role by signing up to 'Employers for Carers', conducting a benchmarking survey of staff in a caring role and developing a staff carers' network
- Asking service providers and partner agencies to adopt these initiatives
- Asking all NHS partners including Primary Care Networks (PCNs) and General Practice (GPs) to sign up to GP Quality Markers

1. Background

1.1 The HWB is required to prepare and publish a Joint Health and Wellbeing Strategy (JHWS) to inform and influence organisations, so that decisions are focused on people's needs and tackle the factors that affect health and wellbeing.

1.2 Supporting Carers was identified as one of seven priorities when the Strategy was revised in 2018. The Carers Delivery Group oversees work that supports this Priority through the Carer Delivery Plan.

1.3 Nationally, local Health and Care systems are encouraged to take a ['System Led'](#) approach to identify and support carers. The [NHS Long Term Plan](#) reaffirms its 'Long Term Commitment to Carers', by re-iterating its pledge to maintaining focus on identifying and supporting carers.

1.4 Lincolnshire JHWS Carers Priority Objectives

1. **Improve early identification of carers in health settings from the point of diagnosis and signpost to appropriate support.**
2. **Work with health and care professionals to ensure carers are listened to from the outset and involved in the care of the person they support**
3. **Ensure young carers are identified in the education sector with supportive learning environments that are sensitive to their needs and promotes educational attainment.**
4. **Carers are supported to look after their own physical and mental wellbeing, including developing coping mechanisms.**
5. **Carers are supported to plan for the future, including emergencies, to make choices about their lives, such as combining care and employment.**
6. **Improved understanding of the local intelligence to influence and shape preventative measures and support for carers.**

Progress Report

Objective 1: Improve early identification of carers in health settings from the point of diagnosis and signpost to appropriate support.

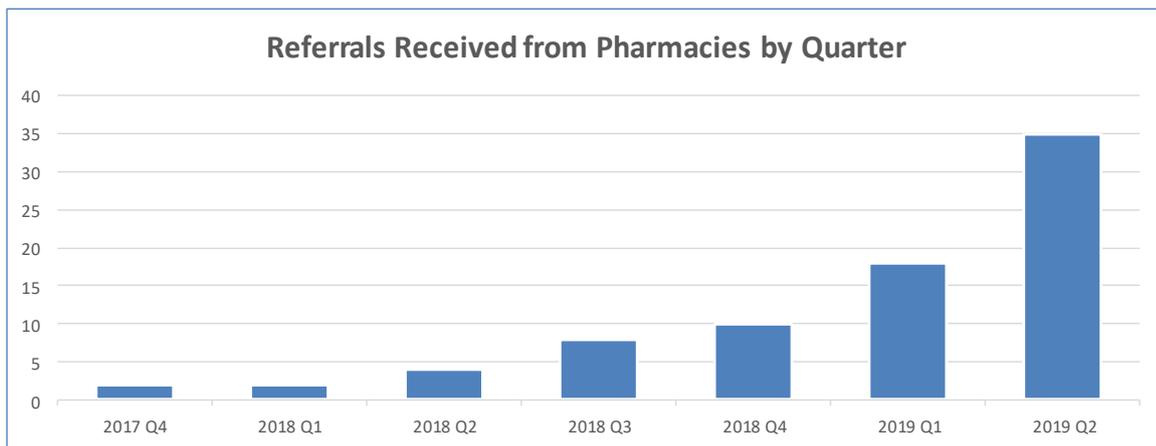
1.1 Carer Friendly Pharmacy Programme

This project aimed to establish Healthy Living Pharmacies as a knowledgeable point of contact to help identify and support carers, in collaboration with the Lincolnshire Pharmaceutical Committee. Led by Carers FIRST, this was achieved through training Pharmacy Health Champions, issuing of targeted publicity materials and on-going information and advice about services available to support carers of all ages, including young carers. All of Lincolnshire's 119 Community Pharmacies were invited to take part in the programme with 117 engaged, having accessed Carer Awareness Training and displaying carer literature within their settings.

Results include:

- 156 Trained Pharmacy Health Champions receiving monthly updates from Carers FIRST on relevant topics and national campaigns to support their ability to pro-actively identify and assist carers.
- Creation of bespoke pharmacy staff toolkit to assist staff to signpost adult and young carers.
- Direct referrals to the Lincolnshire Carers Service via PharmOutcomes.
- Increasing numbers of PharmOutcomes referrals direct to the Lincolnshire Carers Service (Figure 1. below) with 101 to date, 2 for young carers¹, from just under 40 pharmacies.
- Trial of targeted promotional approaches such as home delivery customers.
- Targeting of flu vaccinations via voucher scheme².
- 44 pharmacies registered to undertake the Carer Quality Award (see below).

Figure 1: Referrals received from Pharmacies to the Carers Service



Next steps:

- To promote and improve the identification and signposting of young carers.

¹ Please see Appendix A for relevant examples of how this project has enabled individuals to access support in times of need.

² Uptake data not yet available

- Although the project is drawing to a close, on-going work with pharmacies will be embedded in 'place-based' work across integrated neighbourhood working/PCNs, enabling referral pathways and information and awareness raising to continue.

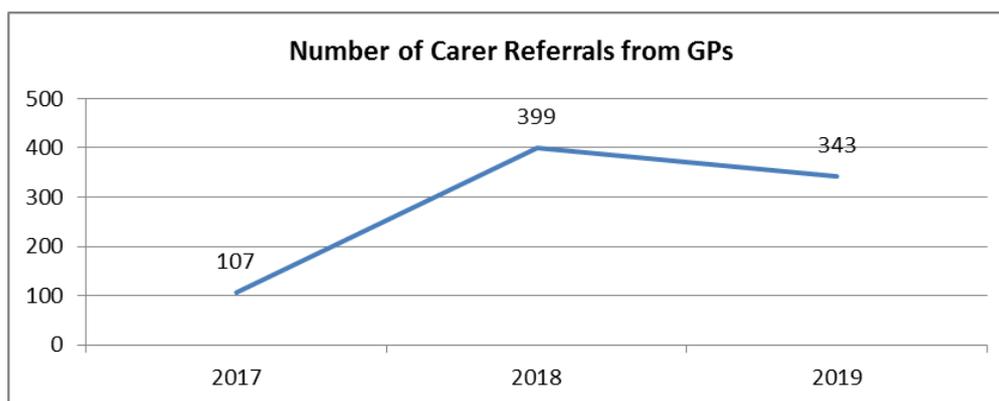
1.2 Carers FIRST Health Engagement: Primary Care

The Carers FIRST Health Engagement Co-ordinator works with primary care to ensure the carers and young carers support offer to health partners is consistent and fosters their engagement in the development of support to carers. Strong multi-agency relationships have been forged across primary care, Carers FIRST Locality teams. All GP practices and Patient Participation Groups (PPGs) have been contacted.

Results include:

- Engagement with 59 GP practices; relationships built with PPGs and Practice Managers (Cluster meetings attended).
- 7 GP practices now offer monthly Carer Health and Wellbeing Clinics.
- Developed E-referral form to assist direct GP referral.
- Digital Carers Awareness-raising information on screen.
- Positive impact on direct referrals from GP practices illustrated in Fig 2 below³.
- Engagement with 'cross-border' GP practices.

Figure 2: GP Referrals to the Lincolnshire Carers Service (to September 2019)



Next steps:

- Encourage all GP practices to adopt [NHSE GP Carer Quality Markers](#), in line with the NHS Long Term Plan. See Objective 2 below.
- Encourage remaining GP practices to undertake the [Carer Quality Award](#) (see below) which is an enabler to the above GP Quality Markers.
- Support Primary Care through 'Communities of Practice'.
- Ensure the Social Prescribing offer includes and works for carers.

1.3 Neighbourhood Teams and multi-disciplinary working

Carers FIRST are core members of all 13 Neighbourhood Teams, with strong multi-disciplinary working relationships established.

³ Please note: indirect referrals through signposting and self-referral are not captured here. The actual number is likely to be greater, especially as the service is now promoted in waiting room digital screens

Next steps:

- Review and consolidate the offer within the design of Neighbourhood Teams, particularly in the context of the forthcoming re-commissioning of the Carers Service.
- Undertake a 100 day challenge to consolidate and develop Whole Family Approaches (Grantham Neighbourhood Team, Association of Directors of Adult Social Services (ADASS) Carers Sector Led Improvement Programme).
- Participate and support NHS Personalisation programme, to help ensure a 'Think Carer' approach.

1.4 Carers FIRST Hospital In-Reach Service

Lincolnshire Carers Service workers are now embedded within Hospital Social Work teams and work collaboratively with partner organisations across acute hospitals and multiple wards to support over 1,000 unique carers each year. Carers FIRST staff provide immediate vital practical and emotional support to carers often as they first encounter a caring role. Through pro-active case finding, weekly ward drop-ins and liaison with a wide variety of health and care practitioners and teams, the offer often involves informal advocacy, helping the carer's voice to be heard and needs addressed, for example at multi-disciplinary team meetings. They support discharge planning, often completing an initial carer triage within the hospital to handover to community based carers support. The work enables safer, more robust discharges, and more confident, supported carers.

Carers FIRST community teams also liaise with the Carers FIRST Hospital In-Reach Service, to support carers who are known to the service during a hospital admission (their own, or of the adult they care for), providing seamless support to the carer during these stressful times.

Results include:

- The Carers First Hospital In Reach service supports over 1,000 unique Carers⁴ each year, of whom
 - 70% are new to the Carers Service
 - 81% receive on-going support from the Carers Service
 - 69% have eligible needs which meet Care Act criteria
- Strong collaborative relationships with sister services (Patient Advice Liaison Service (PALS), Macmillan, Stroke Association, St. Barnabas, Wellbeing Service and Housing In reach).
- Membership of the United Lincolnshire Hospital Trust (ULHT) Patient Experience Group to represent the carer's voice.
- Offering joined up support at monthly Health and Wellbeing Joint Clinic at Johnson Hospital in Spalding, with St Barnabas, DWP and Wellbeing Lincs.
- Supporting development of the Carers Information and Advice Hub in Pilgrim Hospital.
- Finalist for 3 national awards in 2018-19: HSJ 'System Led Support for Carers', and Local Government Chronicle Awards for Public/Private Partnership and Health and Social Care⁵.

Next steps:

- Consolidate the current service.
- Develop a network of Carers Champions within the hospitals.

⁴ Video testimonials available

⁵ Presentation available.

- Develop the model with partners, securing additional funding as necessary, to extend coverage to all wards, including Outpatients, Accident & Emergency, Paediatrics and Maternity, and to increase frequency of attendance in the community hospitals.

1.5 NHS 'Commitment to Carers': System Led Support for Carers

As set out above, work by the Lincolnshire Carers Service and local charity EveryOne to support health to put the principles of the '[Commitment to Carers](#)' into practice has resulted in good progress.

Operationally, it may now be hoped that the case for the benefit of identifying and supporting carers, of all ages, has been made.

With plans for an Integrated Care System (ICS), local implementation of the NHS Long Term Plan, national recognition of good integrated carers practice, the placing of Carers as a Priority within the JHWS and a refreshed Carers Delivery Plan for 2020, it now feels like the right moment for Lincolnshire to take the next step of a system-led 'Long Term Commitment to Carers' through a Memorandum of Understanding (MOU), attached in Appendix A.

Next steps

- The Health and Wellbeing Board to champion System Led Support for Carers, by signing a MOU: 'Long Term Commitment to Carers', agreeing to support the identification and support carers of all ages in Lincolnshire by all member organisations.
- Offer to support signatory organisations through the Carer Quality Award, Employers for Carers, full access to the Lincolnshire Carers Service and the development of networks of Carer Champions and 'Communities of Practice'.

Objective 2: Work with health and care professionals to ensure carers are listened to from the outset and involved in the care of the person they support.

2.1 Carer Quality Award

The work of EveryOne, through the [Carer Quality Award](#) (CQA) has helped many local health practitioners to improve their identification and support of carers. 42% of Lincolnshire's GP practices now have an up to date Carers Register. The well-received Carer Awareness training linked to the Award is the primary vehicle to support health and care professionals to understand the importance of identifying carers and to listen to, and work with them as respected and equal partners in care. Originally commissioned by the Health and Wellbeing Board, the Award offers an effective bespoke tool to assist health organisations to realise the clinical, practical and organisational benefits of identifying, listening to and supporting carers.

To achieve accreditation, practice staff attend Carer Awareness training and identify a Carers' Champion. Practices will maintain an up to date Carers Register and provide a dedicated Carers Information Board. Good practices will ask how carers are managing, listen, respond, and signpost and refer to support. They may offer double and fast tracked appointments for carers and can target Health Checks and flu vaccinations. Benefits to practices include increased patient/carers satisfaction, positive evidence for CQC

inspection and the forthcoming GP Carer Quality Markers. Practices testify to its value⁶. Accreditation is kept up to date with annual re-accreditation.

**Carer Quality Award, 2015 – current date
Results to date**

By CCG	Achieved	Working Towards	Initial Steps	Not Engaged	% Achieved / Working Towards
West CCG	7	2	7	21	24.3%
East CCG	8	3	6	9	42.3%
South CCG	7	2	2	4	60.0%
South West CCG	13	0	1	7	61.9%
Lincolnshire	35	7	16	41	42.4%

- 42% of Lincolnshire GP practices have achieved the Award or are working towards it.
- South West Lincolnshire and South Lincolnshire Clinical Commissioning Groups (CCGs) excel: 67% and 60% of practices respectively have achieved the Award or are working towards it.
- Exemplars include New Springwells Surgery and Ancaster Practice.
- Positive testimonials from GP practice staff about the value of the Award.
- Heath organisations, Lincolnshire Partner Foundation Trust (LPFT), Lincolnshire East CCG, South West Lincolnshire CCG, North West Anglia Foundation Trust have achieved the Award. ULHT and Lincolnshire Community Health Services (LCHS) are working towards it.

Next steps:

- Encourage remaining GP practices and health organisations to undertake or complete the Award, which is an enabler for the GP Quality Markers below.
- Encourage all GP practices to adopt GP Carer Quality Markers, in line with NHS Long Term Plan.
- Increase numbers of young carers identified in primary and acute health care (3 young carers referred to Young Carers Services in the past 5 years).
- Horncastle Surgery and Dr Mughal to lead a Quality project to implement and promote the [GP Carer Quality Markers](#) with a particular emphasis on young carers.
- Showcase Carers Primary Care good practice and its benefits at future Local Medical Committee (LMC) conference event.
- Ask Lincolnshire's CCG Governing Bodies to encourage all Lincolnshire's GP practices to undertake the CQA and to achieve the new [NHSE GP Quality Markers](#)⁷.
- Contribute to the curriculum at the new Lincoln Medical School.

Objective 3: Ensure young carers are identified in the education sector with supportive learning environments that are sensitive to their needs and promote educational attainment.

3.1 Supporting Young Carers in Schools

Work by the Early Help Young Carers Lead engaging with Lincolnshire schools has successfully increased the identification of young carers. Many schools, including the increasing numbers which participate in the [Young Carers in Schools Programme](#), now provide high quality support: such as a Young Carers' champion (teacher), trained pastoral support and Young Carer support groups. However the above Children's Society

⁶ Testimonial evidence available

⁷ Briefing paper available

Programme is not the only route to offering good support. Early Help colleagues encourage a bespoke approach for Lincolnshire according to need. The Early Help Young Carers Lead supports schools with Assessments, Children/Young People Plans, and Safety Plans, establishing and maintaining Young Carer support groups, multi-agency professional working and services to improve outcomes for young carers.

Results include:

- The majority of Lincolnshire schools now have a named contact for young carers.
- More young carers than ever before being referred through school.
- 53 schools participate in the Young Carers in Schools programme.
- 13 schools have achieved a Bronze Award and one has achieved Silver.

Next steps

- Continue to provide bespoke support for schools appropriate to Lincolnshire and encourage remaining schools to engage.
- Take a 'place based' approach to identifying and supporting young carers, linking with GP practices and pharmacies, as well as local adult services.

Objective 4: Carers are supported to look after their own physical and mental wellbeing, including developing coping mechanisms.

4.1 Carers Star

Carers FIRST use the 'Carer's Star' to monitor the health and wellbeing of carers. Supporting the health and wellbeing of carers is a primary goal of the service and grounds for eligibility under the Care Act. Many different elements of the carer's support package may contribute to health and wellbeing outcomes. Reviews⁸ of support for over 1,400 carers during 2018-19 showed:

- 21% have an improved health outcome score.
- 60% of carers showed no change.

Research by the University of Kent found that an outcome of 'no change' should be considered a positive, as support from the service prevented a deterioration of wellbeing.

4.2 NHS Health Checks

NHS Health Checks are commissioned by Public Health who has identified carers as a priority group. It is however, not possible at this time, to monitor specific uptake by carers.

4.3 One You / Integrated Lifestyle Service (ILS)

Carers are a priority group to access the ILS, a new service commissioned by Lincolnshire County Council (LCC) and co-funded by the CCGs which went live in July 2019. Good working relationships and mutual referral pathways have been established between the Lincolnshire Carers Service and the ILS, with a follow up due in spring 2020. Referral uptake will be reported upon in subsequent reports.

4.4 Substance Misuse/ Addaction

Strong working relationships and mutual referral pathways are in place between the Lincolnshire Carers Service and Addaction. Carer FIRST is well placed to identify hidden substance misuse amongst the caring population. The service also supports families of substance misusers.

⁸ Either at the initial 12-16 week light touch review or at annual review.

Next steps

- Identify uptake of Health Checks by carers.
- Encourage carers to self-register on their GP's Carers Register with the appropriate read code.
- Promote, support and monitor up take of services between the ILS and Lincolnshire Carers Service.

Objective 5: Carers are supported to plan for the future, including emergencies, to make choices about their lives, such as combining care and employment.

5.1 Employers for Carers

Latest research indicates that 1 in 7 people juggle working with caring. Across the UK, 2.6m people have given up work to care, and a further 2m have reduced their hours to care.

LCC has signed up to national initiative 'Employers for Carers' (EfC) hosted by Carers UK and sponsored by the Department for Health and Social Care (DHSC). It encourages employers to develop carer friendly workplaces. LCC's umbrella membership enables the local authority to reach and support working carers in their own workforce, through enabling small to medium sized enterprises and other employers (e.g. District Councils, health organisations) to access the initiative. Local authorities sign up as the key subscriber and then make EfC's resources available free to health partners and small or medium sized enterprises (SMEs), offering added value at no additional cost.

In a recent LCC Employee Carer survey carried out over the summer, staff reported that flexible working, an understanding and supportive manager as well as adequate support for the person looked after, are key to successfully juggling work and care.

Results to date:

- 75 employers signed up to Employers for Carers.
- 51 businesses have named Carer Champions.
- Networking with main business infrastructure organisations.
- Employer Benefit Calculator developed with Lincolnshire Open Research and Innovation Centre (LORIC) (Bishop Grosseteste University).
- LCC Staff Carer Network established; benchmarking Employee Survey.
- Lincolnshire Community Health Services and Lincolnshire Partnership Foundation Trust (LPFT) have established staff carer networks.
- LPFT, United Lincolnshire Hospitals Trust, North West Anglia Foundation Trust, Lincs East, and South Lincs have all signed up to EfC.

5.2 Carers Emergency Response Service

This service continues to be popular with carers with over 7800 emergency response plans in place. It offers peace of mind and can assist in an emergency, as it did for 12 families in 2017-18. The service is currently being reviewed.

Next steps

- Review and update the service, align with related offers and re-launch.

Objective 6: Improved understanding of the local intelligence to influence and shape preventative measures and support services for carers.

6.1 Carers Joint Strategic Needs Assessment (JSNA)

The all age Carers JSNA topic is updated annually. The refreshed version has been reviewed and updated to strengthen the evidence base in relation to the needs and experiences of carers in Lincolnshire. It can be found [here](#)⁹. Key messages are:

- Lincolnshire will have an estimated 88,000 carers by 2021.
- Adults aged 55-64 are most likely to care for others – prime employment years.
- The most rapidly rising cohort of carers is carers aged 85 and over¹⁰.
- The GP Patient Survey 2019 tells us that more carers (61%) are likely to report a long term health condition, illness or disability than non-carers (50%), and particularly so for younger carers.
- Younger carers were more likely to report on-going problems with back and joint pain, respiratory problems, mental health and isolation (GP Patient Survey 2019).

Evidence from the 2018-19 DHSC **Survey of Adult Carers in England** (Appendix B) reinforces the need for primary care to further develop its role in supporting carers. Many Lincolnshire respondents stated that their GP didn't know they were a carer and that they see their GP as an important professional to whom they would disclose concerns about their own safety.

A regular Carers policy and research update is curated by Public Health Librarians and circulated to partners countywide and across the region.

2. Conclusion

There has been good progress against the Carers Priority Delivery Plan to date. The plan has been reviewed and refreshed, informed by the NHS Long Term Plan, retaining the current objectives but including a wider range of actions, which build on and develop previous work.

The refreshed plan aspires to achieve greater impact for patients, carers and organisations through co-ordinated system led actions. The proposed multi-agency MOU, attached as Appendix A seeks to strengthen joint working. Whilst there is much more to be done, there is also an appetite to go further, working smarter and working together.

3. Joint Strategic Needs Assessment and Joint Health & Wellbeing Strategy

This report relates to the delivery Carers Priority of the JHWS and the progress made in improving outcomes. The Carers Delivery Group 'owns' the JSNA Carers topic.

4. Consultation

None

⁹ www.research-lincs.org.uk/jsna-Carers

¹⁰ Carers UK and Age UK, Caring into Later Life (2015)

5. Appendices

These are listed below and attached at the back of the report	
Appendix A	Commitment to Carers' Memorandum of Understanding: Supporting an Integrated Approach to Identifying and Supporting Carers
Appendix B	Survey of Adult Carers in England
Appendix C	Draft Refreshed Carer Priority Delivery Plan

6. Background Papers

Document	Where it can be accessed
Supporting carers in general practice: a framework of quality markers	https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/
NHS Commitment to Carers	https://www.england.nhs.uk/commitment-to-carers/
NHS Long Term Commitment to Carers	https://www.england.nhs.uk/blog/our-long-term-commitment-to-carers/

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