

Merton Carers Strategy Year 1 Multi-Agency Implementation Plan

Jan 2021 – Dec 2021

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Multi-agency Implementation Board members:

Name	Organisation	Job Role	Initials
John Morgan	Merton Council	Assistant Director, Adult Social Care	JM
Heather Begg	Merton Council	Commissioner, Adult Social Care	HB
Sally Burns	AdultsFirst	Carer Representative and Member of Adults First	SB
Rebecca Adejo	NHS South West London CCG	Senior Transformation Manager(Merton)	RA
Ann Traynor	SWLSTG MH Trust	Service Manager	AT
Daniel Butler	Merton Council	Senior Public Health Principal	DB
Jennifer Lewis-Anthony	SWLSTG MH Trust	Associate Director Social Work	JLA
Mellisa Stewart	Merton Council	Commissioner, Children's, Schools and Families	MSt
Tracy Weight	Carers Support Merton	Chief Executive Officer	TW
Carmen Gardier	Merton Council	Head of Integrated Learning Disability Services	CG
Bill Gibbons	Alzheimer's Society	Service Manager Merton Dementia Hub	BG
Andy Whittington	Merton Mencap	Chief Executive Officer	AW
Tannya Stacey	NHS South West London CCG	Commissioning Manager Primary Care	TS
Patrice Beverny	NHS South West London CCG	Lead Transformation Manager: Mental Health (Merton)	PB
Dave Curtis	Merton Healthwatch	Manager	DC
Ayda El-Deweiny	Department Work and Pensions	Disability Advisor	AED
Mohan Sekeram	GP Federation	GP Wide Way Practice, Personalised Care Lead	MSe
Joanna Georgiades	Merton Council	MSCP Chair	JG
TBC	Merton Council	Educational Inclusion, CSF	
TBC	Merton Council	School Improvement, CSF	
TBC	NHS South West London CCG	CAMHS Commissioner	
TBC	Merton Council	Representative from Children Social Care, CSF	
TBC	NHS South West London CCG	Children's Health Commissioner	

The Implementation Board will also seek to recruit additional carer representatives, including young carers to be part of the Board.

Merton Carers Strategy: Year 1 Implementation Plan 2021

Theme 1: Identification, Recognition, and Contribution

Vision

Support individuals with caring responsibilities to identify themselves as a carer at the earliest stage. Recognise the value of carer's contributions and understand that every carer has their own strengths, values, ambitions, and needs. Where relevant, involve carers from the outset in the design of local care provisions, in planning individual care packages, and monitoring services.

Priorities

- 1. Identify Carers:** Promote the identification of carers at the earliest possible stage in their caring journey; this means working with partners, to identify and then support people in their caring role. We will focus on ensuring carers can access support, even if a diagnosis is still being sought. We will prioritise specific actions to engage with harder to reach groups and BAME communities.
- 2. Carers Assessments:** Work to ensure that people understand the benefits of having a carer's assessment, with a view to increase the number of carers having these assessments.
- 3. Information and Advice for Carers:** Improve our local information and advice offer to carers through a range of channels including the digital offer and aim to increase the local support available to carers.

Priority	Tasks	Lead responsibility	Timescales	Lead Organisation/ Officer Initials	Progress	RAG Rating
1.1 Identify Carers	Promote and increase carers identified via GP Practices. Need to include why you should tell GPs you are a carer, what is on offer – eg. Health checks, flu jabs etc.	Primary Care	Jan 2021	SWL CCG/ GP Federation TS/MSe		
1.2 Identify Carers	Identify practices that have low and high numbers of carers on their register, to offer support and examples of best practice. Review premium specification in place.	Primary Care	March 2021	SWL CCG/ GP Federation TS/MSe		
1.3 Identify Carers	To learn from Health and Wellbeing Board Impact Report and engage with harder to reach groups and BAME communities to identify and support carers.	Multiagency Implementation Board	Jan 2021	LBM, MH Trust, SWL CCG, JM/DB/RA		

1.4 Identify Carers	Develop Communication and Marketing campaign to raise awareness and reframe the message about what it means to be a carer, so it is something positive for people to identify as.	Multiagency Implementation Board	Jan 2021	LBM, SWL CCG, JM/PB		
1.5 Identify Carers	Develop and deliver Carer Awareness Training programme for professionals and include as part of induction.	Implementation Board/Carers Support Merton	Feb 2021	LBM/SWL CCG/		
1.6 Identify Carers	To identify, assess and support young carers at an early stage, recognising the value of their contribution and prevent them from falling into detrimental caring roles.	Children's Trust Board	Jan 2021	LBM, CSM, MSt/TW		
2.1 Carers Assessments	Incorporate into communication and marketing plan to ensure that people are offered carers assessments and completed appropriately and proportionately in accordance to carers needs.	Carers Review Task Group	Feb 2021	LBM, CSM, MH Trust, CG/TW/AT/ JLA		
2.2 Carers Assessments	Review Carer Assessments and carer support plans including format, process and system recording and monitoring	Carers Review Task Group	Feb 2021	LBM, CSM, MH Trust, CG/TW/AT/ JLA		
2.3 Carers Assessments	Develop Quality Assurance Framework for Carers Assessments to ensure Care Act Compliant	Carers Review Task Group	Jan 2021	LBM, CSM, MH Trust, CG/TW/AT/ JLA		
2.4 Carers Assessments	Review data sharing agreements between Adult Social Care, Mental Health Trust and Carers Support Merton in line with GDPR requirements	Carers Review Task Group	Jan 2021	LBM, CSM, MH Trust, CG/TW/AT/ JLA		
3.1 Information and advice for Carers	Information regarding local offer for carers needs to be updated on Arden, (online GP tools)	Primary Care	March 2021	SWL CCG/ GP Federation TS/MSe		
3.2 Information and advice for Carers	Strengthen referral pathways for carers, in particular with social prescribers and community connectors.	Multiagency Implementation Board	April 2021	LBM, SWL CCG, CSM, MH Trust		
3.3 Information and advice for Carers	Develop local offer directory of support for Carers.	Multiagency Implementation Board	April 2021	LBM, SWL CCG, CSM, MH Trust		

Theme 2: Health and Wellbeing of Carers

Vision Carers will be supported to manage their own health and wellbeing; and remain as physically and mentally well as possible

Actions

- 1. Carers Emergency Plans:** We aim to have a plan in place for the cared for person in the event of an emergency. This could be in the form of a carer's card. We will also work with partners to implement more widely Co-ordinate My Care (CMC)¹ and my CMC² to consider the wishes of the cared for and their carers in the development of urgent treatment plans.
- 2. Council Processes and Carers:** We will review council processes, aiming to make these more efficient and easier to use, minimising the stress caused to carers trying to navigate the system.
- 3. Health and Wellbeing Activities for Carers:** We will look at how carers can be provided with affordable, flexible, and inclusive opportunities to take part in activities, which contribute towards good health and wellbeing, such as Merton Uplift workshops and support, fitness or mindfulness classes. This will involve working with partners such as local leisure centres, colleges, and community connectors.

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Priority	Tasks	Lead responsibility	Timescales	Lead Organisation/Officer Initials	Progress	RAG Rating
1.1 Carers Emergency plans	Promote the Co-ordinate my Care (CMC) and My CMC more widely to vulnerable groups and their carers. Provide training to pilot local initiatives	ILT Steering Group, End of Life Steering Group	Dec 2020	CCG, AS,CSM, RA/PB		
1.2 Carers Emergency plans	Support Carers to complete Emergency/contingency plans and have a record on system in case of an emergency.	Carers Review Task Group/Carers Support Merton	Feb 2021	LBM, CSM, MH Trust, CG/TW/AT/ JLA		
1.3 Carers Emergency plans	Benchmark the use of carers cards and scope benefits to carers in Merton.	Multiagency Implementation Board	June 2021	LBM,CCG, CSM, MH Trust JM,TS,TW,JLA,AT		

¹ <https://www.coordinatemycare.co.uk/>

² <https://www.coordinatemycare.co.uk/for-patients/mycmc/>

2.1 Council Processes and Carers	Review Council processes that impact on Carers, including carers assessments, customer assessments, care and support plans, reviews and financial assessments.	Carers Review Task Group	Jan 2021	LBM, CG		
3.1 Health and Wellbeing Activity for Carers	Review and promote local Carers Health check via GP and promote carers health and Wellbeing through One You Merton and Merton Uplift .	Primary Care	Jan 2021	SWL CCG/ GP Federation TS/MSe		
3.2 Health and Wellbeing Activity for Carers	Supporting young carers to remain mentally and physically well throughout their lives and as they transition into adult caring roles.	Children's Trust Board	Feb 2021	LBM, MSt		
3.3 Health and Wellbeing Activities for Carers	Map the current offer for health and Wellbeing activities for Carers in Merton, including befriending Pilot and activities within the Voluntary Sector. Once mapped, identify gaps in offer to help shape future provision.	Multiagency Implementation Board	June 2021	LBM,CCG, CSM, AS,MM,MH Trust JM/TS/TW/JLA/AT		

Theme 3: Realising and Releasing Potential

Vision: Carers and former carers who wish to undertake employment, volunteering, or learning, will be supported to gain the necessary skills to do so

Priorities

- Digital Skills for Carers:** We will explore ways to support carers to gain Information technology skills. This will mean carers are better able to stay connected, access information and advice, and gain the necessary skills for the workplace.
- Learning and Development for Carers:** We aim to review affordable learning and development opportunities for carers.
- Carer Friendly Work Environment:** By recognising the needs of carers, employers can hold on to your experienced staff and reap the rewards of creating a supportive working environment for carers. The CCG will work to review workplace practices with their organisation and ensure carers feel supported at work.

Priority	Tasks	Lead responsibility	Timescales	Lead Organisation/Officer Initials	Progress	RAG Rating
3.1 Digital skills for Carers	Develop a plan to support carers gain access to information technology and develop digital skills to take part in online activities and support.	Multiagency Implementation Board	Jan 2021	LBM,CCG, CSM, MH Trust JM,TS,TW,JLA,AT		
3.2 Digital Skills for Carers	Where required, support carers to access to the necessary equipment to keep connected	Multiagency Implementation Board	Jan 2021	LBM,CCG, CSM, MH Trust JM,TS,TW,JLA,AT		
2.1 Learning and Development for Carers	Review affordable learning and development opportunities for carers including adult learning and other courses (face to face and online).	Multiagency Implementation Board	July 2021	LBM, DWP, MH Trust, JM/AT/AED		
2.2 Learning and Development for Carers	Enabling those with caring responsibilities to fulfil education and employment potential.	Children's Trust Board	Feb 2021	LBM, MSt		
3.1 Carer Friendly Work Environment	Develop a task group in the CCG to review workplace practices to ensure carers feel supported at work.	Enhanced Support for Carers Task Group	Jan 2021	CCG, RA,PB		

Theme 4: A Life Alongside Caring

Vision	Carers are able to have a family, community, and social life alongside their caring responsibilities					
Actions	<p>1. A Quality Service for both Cared for and Carer: It was clear that the enjoyment of the cared for person, whilst the carer was taking a break without their loved one, was also important. It is crucial that staff are aware of the specific needs of carers when accessing any health or social care service.</p> <p>2. A Break from Caring: We will work towards making sure support in the community provides a variety of options for customers and carers. This includes greater use and flexibility of Carers Discretionary Grants.</p>					
Priority	Tasks	Lead responsibility	Timescales	Lead Organisation/Officer Initials	Progress	RAG Rating
1.1 A Quality Service for both Cared for and Carer	LD Offer Review-engagement exercise to determine impact of restrictions, current situation and future requirements of LD Services for ASC customers and carers	Recovery and Reset Programme	Jan 2021	LBM,CG		
1.2 A Quality Service for both Cared for and Carer	Start to develop model for enhanced support and personalised care to carers in health and social care services. We will aim to involve carers in designing local care provision.	Multiagency Implementation Board	September 2021	LBM,CCG PB,TS, RA,HB,MSt,DB		
1.3 A Quality Service for both Cared for and Carer	Involving young carers from the outset in designing local care provision and in planning care packages.	Children's Trust Board	April 2021	LBM, MSt		
2.1 A Break from Caring	Enable volunteers to support carers to have a break from their caring role, e.g. through befriending initiatives	Multiagency Implementation Board	July 2021	LBM, CSM JM/DB/TW		
2.2 A Break from Caring	Promote the flexible and creative use of carer discretionary grants	Multiagency Implementation Board	January 2021	LBM, CSM HB/TW		
2.3 A Break from Caring	Ensure that Carers Assessments inform creative support plans to give carers a short break in a way that meets their needs and supports their wellbeing.	Multiagency Implementation Board	August 2021	LBM, HB/MSt		