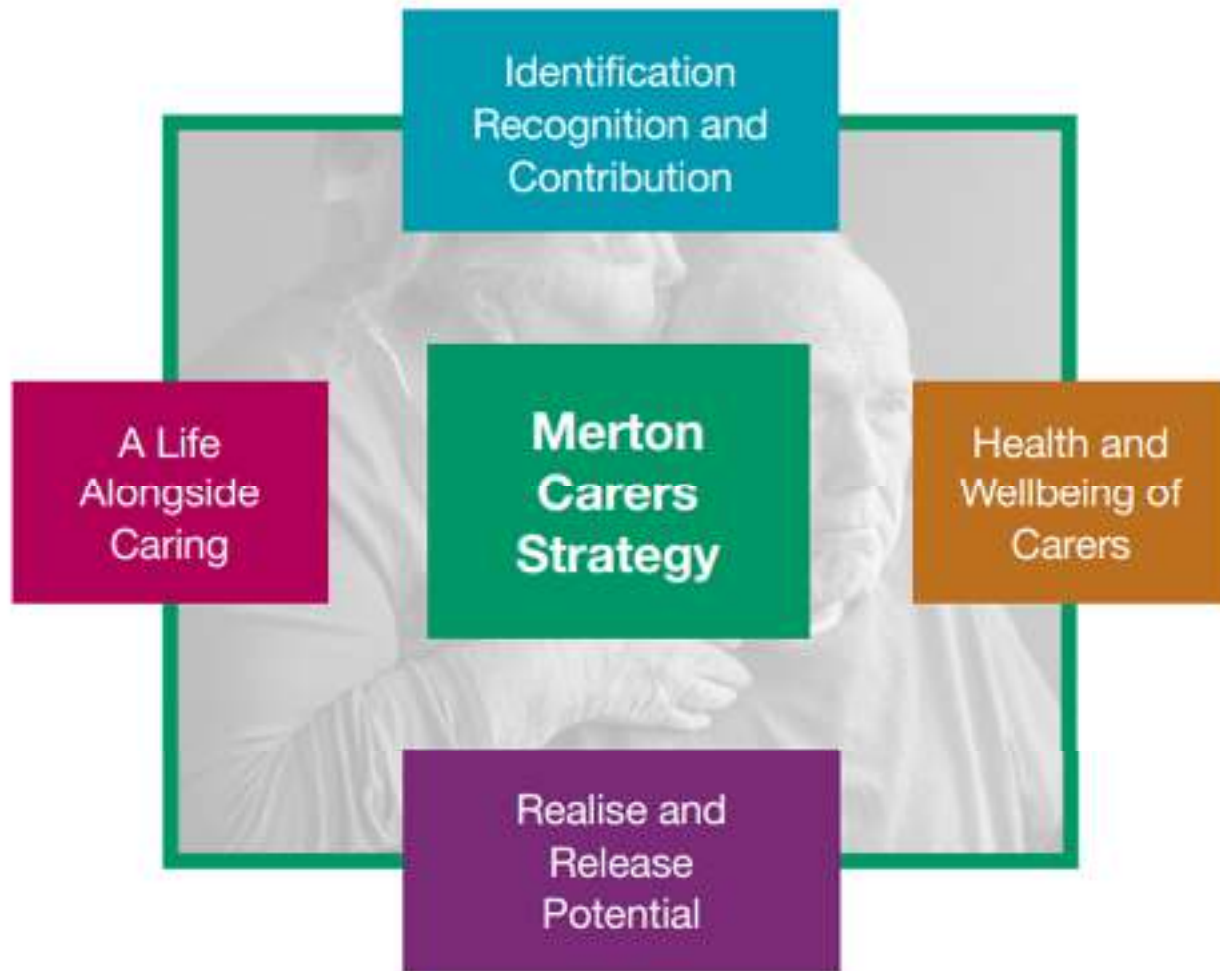


# Merton Carers Strategy 2021-2026

## Making life better for Carers in Merton



# Key themes of the Carers Strategy 2021-2026



# The Journey so far.....

- ▶ We engaged with over 200 carers and approximately 50 professionals from a range of organisations to write the Strategy which was refreshed after talking with carers as a result of COVID-19.
- ▶ The Health and Wellbeing Board approved the Strategy in November 2020.
- ▶ We had 11 priorities for the first year of the Strategy's implementation.
- ▶ We have joined together the Merton's Carers Strategy 2021-2026 and the Young Carers Strategy 2019-2021 into one implementation plan.
- ▶ We have 4 multi-agency subgroups (linked to the 4 key themes of the Strategy) which include carers, the Council, Health and other partners including local voluntary organisations to work together and make lives better for carers in Merton.
- ▶ Each subgroup is working through the priorities together.



# Subgroup 1: Identification, Recognition, and Contribution

## Identify Carers:

- ▶ Working with GP practices to identify and support carers
- ▶ Revising Premium Specification with GP practices in Merton and establishing quarterly monitoring for carers information
- ▶ Developing a short video to present on screens at GP practices to encourage people to self-identify as a carer.
- ▶ Revising content of awareness training (facilitated by Carers Support Merton) and expanding a tiered level offer across health and social care services
- ▶ Working with schools and trailblazer programmes to identify young carers and develop support available.



# Subgroup 1: Identification, Recognition, and Contribution

## Carers Assessments:

- ▶ Workshops held to map current statutory duties and carer pathways.
- ▶ Drafting best practice guidelines for staff who support carers of adults. This includes Adult Social Care, MH Health Trust and the Carers Hub (Carers Support Merton and Merton Mencap).

## Information and Advice for Carers:

- ▶ Revising carers information across all key local Websites (including GP practices, Council, Health services, MH Trust and other partner websites).



## Subgroup 2: Health and Wellbeing of Carers

### Carers Emergency Plans:

- ▶ Plan to implement Carers Cards in partnership with Carers Support Merton and MH Trust.  
Phase 1: Recognition: confirming status as a carer who is providing support  
Phase 2: Discounts: for the carer from local businesses and services  
Phase 3: Contingency: who to contact for support in the event of an emergency, which will include where to access a plan to support the cared for.
- ▶ CSM and Merton Mencap continuing to promote Carers emergency/contingency plans and providing a workshop in Carers Week.
- ▶ Merton were one of six pilots Nationally to improve the integration of carers contingency plans, how they are recorded (which will include using a new SNOMED code for Carers Contingencies with GP practices) and how they are shared with health, care and voluntary sector partners. Findings will inform ICS approach going forward.



# Subgroup 2: Health and Wellbeing of Carers

## Council Processes and Carers:

- ▶ Confirmed new arrangements for carers parking permits as parking processes were identified as having an impact on carers wellbeing.
- ▶ Working to improve Direct Payment processes in partnership with carers as carers identified as having an impact on their wellbeing.

## Health and Wellbeing Activities for Carers:

- ▶ Worked together to produce a health questionnaire specifically designed for carers as we know carers don't prioritise their own health needs. Trialing the questionnaire initially at Wideway Medical Practice. Will present the learning and outcomes to the GP practice carers leads.
- ▶ General Health and Wellbeing services now including specific information on carers (e.g. One You Merton-self care for carers).
- ▶ Working to ensure that wellbeing services for children and young people identify and support young carers (such as trailblazer programme).
- ▶ As part of the new Health on the High Street Programme, mapping the current health and wellbeing activities for carers in Merton and inputting into the Health and Wellbeing section of the Adult Support Services Directory.



# Subgroup 3: Realise and Release Potential

## Digital Skills for Carers:

- ▶ Local work with partners has ensured carers are now well supported in Merton to develop their digital skills and there is a good understanding between partners of the current offer and pathways
- ▶ Merton Mencap have created a video for carers that explains how technology supports day-to-day life: [Promoting Digital Confidence - YouTube](#).

## Learning and Development for Carers:

- ▶ Mapping all local offer for carers to support with their caring role and to access work and learning opportunities

## Carer Friendly Work Environment:

- ▶ Forum held in CCG with Carers who are employees and developed action plan.
- ▶ LBM employee carers forums held in December and two scheduled for Carers Week in June
- ▶ Dedicated Carers page on the LBM Merton Hub.
- ▶ Reviewing recruitment processes to foster a more carer friendly environment.





## Subgroup 4: A Life alongside Caring

### A quality service for both cared for and carer

- Using Ladder of Co-Production, ASC are involving carers with three significant upcoming commissioning projects; Supported Living Framework, LD Community Opportunities Framework and Domiciliary Care Framework. This group aim to involve carers in the design and monitoring of services that have an impact on them. Developed and circulated a key messages poster wider to all providers

### A break from caring

- Mapping short breaks offer in Merton to give carers respite across the service, and ensuring all new information is accessible
- Reviewing how volunteers can support carers through volunteering schemes such as befriending and side by side project
- Reviewing and promoting the use of Carers Discretionary Grants for carers of adults (£200pa, or more in cases of financial hardship) linked as an outcome of a carers assessment.



# Challenges

- ▶ Significant increase in referrals for assessments has meant some delays to support-additional funding has been allocated to help with this.
- ▶ Resource issues have led to a delay in some services being implemented, such as carers cards and the websites review and refresh.
- ▶ Difficult to get all partners to engage with the ambition of the Strategy with other priorities due to the pandemic, but now seeing more progress, especially with SWL CCG.
- ▶ Staffing changes within Children, Schools and Families has led to a lack of progress on the specific priority outcomes relating to young carers and parents carers of people under the age of 18. However, there is now commitment across all the subgroups from CSF reps, combined with the mapping work being completed by CSM which will help start to deliver better outcomes for parent carers and young carers.
- ▶ Each subgroup has one or two carer representatives to help co-produce the priority outcomes. However, carers cannot commit to attending lots of meetings. Therefore, representatives from organisations that support carers groups are taking key issues or development areas to local carers groups and feeding in issues or queries to the subgroups, so we ensure that all plans and developments linked to the Strategy are truly co-produced.



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Steering Group  
Co-Chair of subgroup 2



Tracy Weight  
CEO Carers Support Merton  
Co-Chair of Subgroup 3

Lets hear from our partners

## Recommendations:

- ▶ For the Health and Wellbeing Board to review the priority outcomes and determine whether there are other priorities to be included for year 2.
- ▶ For the Health and Wellbeing Board to assess the impact of the Strategy
- ▶ For members of the Health and Wellbeing Board to commit necessary resources to support the deliver priority outcomes for carers
- ▶ To seek the views of more carers including young carers and parent carers to help shape the changes

For more information, please email  
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