



Carer Emergency Planning in Surrey

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#ItCanBeDone

Carer Emergency Planning - context

NHS Long Term Plan (LTP)

- ▶ 2.34. Carers should not have to deal with emergencies on their own. We will ensure that more carers understand the out-of-hours options that are available to them and have appropriate back-up support in place for when they need it.

The Care Act 2014 (from Department of Health Care and Support Statutory Guidance)

- ▶ The person may have fluctuating needs, in which case the (care) plan should make comprehensive provisions to accommodate for this, as well as indicate what contingencies are in place in the event of a sudden change or emergency. This should be an integral part of the care and support planning process, and not something decided when someone reaches crisis point.

NHS People Plan 2020

- ▶ Supporting people with caring responsibilities: Employers should roll out the new working carers passport to support timely, compassionate conversations about what support would be helpful, including establishing and protecting flexible working patterns. We encourage employers to learn from best practice in this area.

Most importantly...it is the right thing to do!



- A process that fits with all providers across the system: including the Frimley Integrated Care System, as well as any private providers who receive NHS funding.
- Consent: if the plan contains 3rd party contact details would we need to include consent clause?
- Review: how would the carer update their plan if their contact details changed?
- Young carers: how do we accommodate them within this service? As a whole family approach, or should young carers have their own CCP?
- Resourcing: cost of service
- Scale: do we start small and grow? Balance of prevention and intervention.



The current offer in Surrey is the Carers Emergency Card.

- ▶ Available via GP, Action for Carers Surrey, or by contacting the Adult Social Care information and advice helpline.
- ▶ Action for Carers Surrey also have an Emergency Planning Form available for carers.

Jill's story

The journey so far...

- ▶ Carer engagement and involvement – autumn 2019
- ▶ Research – what works, and what doesn't, in other areas
- ▶ Developing the concept – December 2019
- ▶ The Big CCP Conversation: Surrey Carers and Providers Network event (pictured, right) – January 2020
- ▶ Evaluation phase – February 2020
- ▶ Business case to secure funding – March 2020
- ▶ Scoping digital mapping to Surrey Care Record – commenced June 2020
- ▶ Senior Joint Carers Lead for CCP appointed to manage the project – September 2020
- ▶ Refreshed engagement and co-design activity – commenced with Surrey Carers and Providers Network #ItCanBeDone event November 2020
- ▶ Carers Emergency Planning Working Group



Engagement, co-design, development and delivery (2021)

- ▶ Continuing carer engagement – engagement events (independently hosted by carer support provider) January 2021; May 2021 - established a carer-led 'working party' to support ongoing design and development
- ▶ Refine three-stage approach to CEP (stage three to be developed: workforce/staff carers)
- ▶ Test the approach – primary care, acute, community, mental health, and social care
- ▶ Adapt the approach
- ▶ Develop a service specification
- ▶ Procurement
- ▶ Mobilisation (including comms and marketing)
- ▶ Early stage evaluation and refinement.



Tier 1 Entry Level

- Universal Offer - Surrey Carers Emergency Card plus
- Online Carers Contingency Plan which is filled in by the carer/family.
- Can be downloaded and Carer can ask Practice to load on to EMIS
- Can be added to message in bottle scheme
- Potential Impact 2,000 carers annually
- Potentially connecting to the Jointly App
- Estimated cost - setting up £10,000

Options discussed...

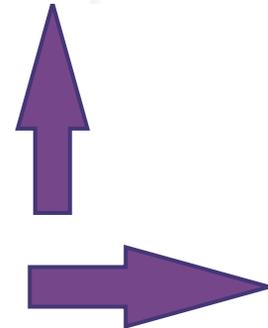
Tier 2 Medium Level

- The provider will support carer to develop their own personalised and strength-based contingency plan
- Once completed the provider will share the plan with the relevant GP Practice for loading onto EMIS
- Emergency cover would be strength based and sign post to emergency support e.g. EDT and will include details of other out of hours services such as Safe Havens.
- Potential Impact 2,500 carers annually
- Estimated Cost £45,000 pa

Tier 3 High Level

- The provider will support carer to develop their own personalised and strength-based plan.
- Once completed the provider shares the plan with the GP Practice to load on to EMIS
- Domiciliary care provision should be considered as the option of last resort.
- Replacement care available 365/24 and provides for up to 48 hours of replacement care.
- Potential Impact approx. 2,000 carers 200 plans activated
- Estimated Cost £200,000 pa

- Options 1-3 were discussed at the 'Big Conversation' part one (Jan 2020) – established clear mandate that we should aim for 'gold standard' with universal and high level offer.
- Part two of the conversation (Nov 2020) crystallised view that CEP needs to be supported by a provider, for both prevention and intervention elements of the offer – a hybrid of options 2 and 3.



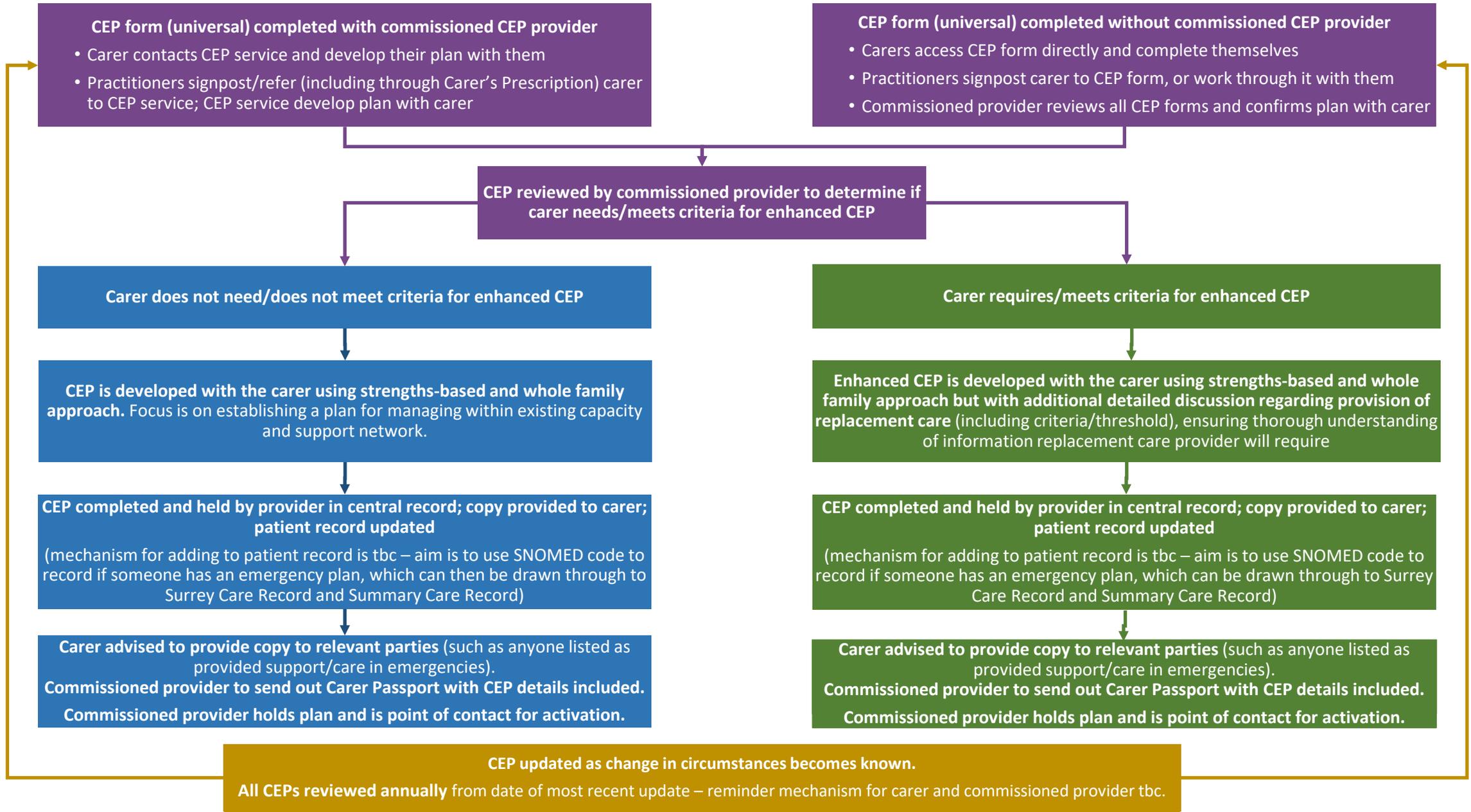
The offer: strength-based, prevention focused; replacement care 'option of last resort'

- ▶ Co-design a strength-based CEP resource for all carers – embed 360° approach, ensuring every contact counts by providing carers with information about services and support available to meet their needs (not just in emergencies, and in fact to help prevent them)
- ▶ Align with existing options and opportunities, including aligning CEP to existing Surrey Carers Prescription Service and carer's assessment (Social Care).
- ▶ Establish access and referral routes, including self-referral and online CEP form.
- ▶ Digital integration – Surrey Care Record (and Summary Care Record).
 - ▶ Working with Primary Care and Social Care teams – test capability with GP patient record through direct data population (SNOMED code – would also populate Summary Care Record). How do we share information across the whole system and providers – commissioned provider as central point of contact/register of CEPs
 - ▶ Connection with borough and districts.
- ▶ Develop guidance for activation of CEP, including when provision of replacement care is needed.
- ▶ Test activation with partners and providers, incl: first responders, SECamb/A&E/111, and social care, borough and districts.
- ▶ Develop carer guidance for creating, keeping up-to-date and activating a CEP.
- ▶ Develop guidance for staff/providers across the system regarding the CEP service.
- ▶ Co-design a Surrey Carer Passport incorporating CEP.

Carer Passport



DRAFT Surrey Carer Emergency Planning (CEP) process



Further considerations for developing CEP

- ▶ **Additional engagement on CEP, particularly with carers**
- ▶ **Making the CEP accessible – digital integration**
 - ▶ Options for making CEP available on patient GP record, and considerations regarding the Surrey Care Record and Summary Care Record. Important for distance/out of area carers. Research and testing ongoing – intention to develop SNOMED code.
 - ▶ Social care – explore information sharing between health and social care, including link to existing activity related to carer’s assessments. Surrey Care Record is key; growing use in social care. CEP service to develop strong links with Social Care, including in cases where carer is already known or when emergency likely to be longer-term
 - ▶ Social care – clarity of how CEP fits in with contingency planning conversations/activity that happens as part of carer’s assessments – the CEP service is focused on providing short-term support in emergency situations. Social Care conversations to ask if carer has an emergency plan registered and to make a referral as needed/agreed.
 - ▶ Opportunity for commissioned provider to be central point for CEP (holding plan, single point of contact, and role in facilitating activation). Benefits in terms of access for partners, and keeping CEP up-to-date. IG considerations to explore.

Staff/workforce carers



Who should complete the staff CCP? HR/Line Manager/Staff Carers Champion?



What content should the plan contain



What is the outcome for the staff/carer



What circumstances would require a line manager to enact a staff/carers contingency plan?



What is the process of recording the plan on to HR records?



How will the carer contingency plan be reviewed and updated?



What happens when a staff/carer hasn't got a CCP?

- ▶ Established Surrey Carers Workforce Task Group.
- ▶ Co-design a Surrey Carers Employer Passport.
- ▶ Incorporate staff carer contingency planning within the new carers employer passport scheme.
- ▶ Embed carer flag into ESR (NHS Electronic Staff Record).
- ▶ Co-design e-learning tool for managers, in partnership with Carers UK.



Young carers – a whole family approach

- ▶ To ensure we protect children from inappropriate levels of caring it has been agreed our Surrey CEP will be for adult carers only.
- ▶ We will ensure that any young carers needs are identified as part of the adult carers CEP, taking a whole family approach.
- ▶ We will be promoting GP Young Carer Registration.

High-level timeline: 2021-22

Engagement and refining project plan

Developing models and testing phase

Service specification

Commission service

Mobilisation (incl. marketing and launch)

