Surrey Heartlands
Carer Friendly Practice
State of Caring Conference
12th July 2018
Strategic Overview

Surrey Carers Memorandum of Understanding

- Supporting an integrated approach to the identifying, assessment and meeting of Carers’ health and wellbeing needs

- Principle 1

  “We will support the identification, recognition and registration of carers and young carers in all organisations including primary care”.

Together for Carers

“Together we achieve better outcomes. Carers are at the heart of their families’ and communities’ lives, vital to the well-being of our society. Our vision is that all carers and young carers are valued, supported and have access to services and opportunities that enable them to live as fully as possible in their communities.”

Surrey Heartlands
The Surrey Heartlands Caring Population

- 82,250 carers the value of which is estimated at £1.645 Billion
- Carers aged over 65+ will grow by an estimated 17.3% (by 2025)
- Carers aged 85+ will grow by an estimated 30.2%

But we also know that carers are not a homogenous group and we have:
- 46,999 Working Carers
- 14,435 BAME Carers
- 11,319 Young carers
- 10,587 Armed Forces Carers
- 6,333 Carers caring in EOL circumstances
Vision and Aims:

“Because a diagnosis rarely is just for one person”

- Consistency
- Improve Identification
- Carers Rights / Whole Family Approach
- Parity of Esteem
- Whole Systems Approach
- Carer Friendly Practice & Communities
- Support for Young Carers and Young Adult Carers
- Support Staff Carers
Supporting Carer Friendly Practice in Surrey Heartlands

Debbie Hustings
Our Call to “Action”

- GP Carers Quality Markers Event in March
- Carer Awareness Training
- GP Carers Pathway
- GP Carers Prescription
- GP Carer Breaks
- GP Carer Registration Form
- GP Carers Wellbeing Check List

- GP Carers Newsletter
- Young Carers Pledge
- GP Young Carers Script
- GP Carer Registration Annual Survey - Currently 2% target
- Carer Health Checks
- Carer Flu Vaccination Campaign
- 71 GP Carers Champions Network
### GP Carers Prescription Year on Year

<table>
<thead>
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<th>Year</th>
<th>G &amp; W</th>
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<th>NW</th>
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<tr>
<td>2017-18</td>
<td>813</td>
<td>1056</td>
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7:10 Carers said they found it difficult to get a good night's sleep.

- 25% said they hadn't had a day off from caring for more than five years.
- 40% said they hadn't had a day off from caring for more than a year.
### GP Carers Registration Year on Year

<table>
<thead>
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<th>2015/16</th>
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<tr>
<td>North West</td>
<td>7210</td>
<td>7274</td>
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46% of carers said they suffered from depression due to their caring role.
When agencies work together to support my family it makes me feel like I can get help when I need it.
GP BAME Carer Registration YoY

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Next Steps

- 25 Social Care “Carer Practice Advisers” working to support better integration and improved carer friendly practice.
- GDPR & Carers Prescription - making it simpler
- Build on the launch GP Carer Quality Markers Event - Action Plan
- New Targets for Practices for improving identification
- Establish a GP Carers Champion Virtual Network
- Promoting Johns Campaign in General Practice
- Employers for Carers (Registration)
- Carer Awareness Training for MOD Defence Medical Service
- Surrey Young Carers Forum - Young Carers Pledge
- EOL Carers Integration Workshop - Advanced Care Planning to support carers
- BAME Carers Event
GP Carer Quality Markers

- Identification and registration
- Holistic support needs
- In-practice support for carers
- Appointments and access
- Information for carers
- Awareness and culture
Challenges to Practice

- The term “carer”
- Not mandatory
- No financial incentive
- Competing priorities within primary care
- Carers often put themselves second
Benefits to Practice Clinician

- Better understanding of the carer as a patient
  - their priorities - what is important to them at this time
  - the impact caring has on their physical health and mental health
  - The impact caring has on their relationships
  - the impact caring has on their work
  - The impact caring has on their finances
- Working in partnership with the carer to support the cared-for
- Recognising the potential conflict between the needs and wants of the carer and the cared-for
- More satisfactory interactions with carer patients
- Better care for the cared-for
- Improved problem-solving and management plans - less frustration all round!
Benefits to Practice

- Evidence base for CQC inspection
- Improved Identification and registration of carers makes it easier to offer practical support
- Easier to screen carers regularly for depression and other health problems
- Earlier identification of carer health problems can lead to faster treatment and improved health outcomes
- A Surrey Carers Prescription provides support from other agencies
- Potential reduced demand on services
- Reduce a practice’s prescribing budget, especially for painkillers and anti-depressants
- Help meet Dementia Challenge 2020
A case study
A view of the benefits for carer, cared for and GP practice
Vicky Stobbart
Managing Director and Carers Lead
Guildford and Waverley CCG

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