

Haringey Adult Carers' Strategy 2020-2023 – Q&A from launch event on 27th Oct 2020

- **Q1: Angie (verbal):** During the pandemic, as a tenant advocate, we had problems trying to do things and connect with you and with the Connected Communities telephone line. Is there going to be more finance put into [Connected Communities] because of the ongoing COVID-19 situation?
 - **Beverley Tarka:** Connected Communities was a real stalwart in terms of our response to COVID-19. It is an area we firmly recognise we need to expand throughout the borough and to continue the work it has been doing. I'm sorry that you had problems getting through to them, I'm sure that we can look to see how we can make contact more accessible. We're happy to take that away if you are still experiencing challenges. But just to confirm we are very much committed to continuing Connected Communities and its expansion in terms of our borough response.
- **Q2: Stephanie (verbal):** What is your strategy is to have the whole borough know about the Carers Strategy?
 - **John Everson:** We're at the beginning of a journey and one of the things we have to get right is to make sure we communicate the Carers Strategy to all of our communities. In doing so, we can ensure that people understand the commitment from ourselves and our partners around and what our aspirations are going forward. We have released a press release, we are using Twitter and Instagram to try and reach a wider audience, and we will continue to use partner organisations' websites similarly to make sure that they understand it. We will continue to test this with our Carers Working Group so we can make sure that carers really understand what's in the strategy and that we're getting that out to the community.

- **Q3: Sharon (verbal):** You mentioned that there were a number of carers that had not yet been identified and I wondered what the strategy was in place to engage these people?

John Everson: All of our partners who are coming together on this will, on an everyday basis, come into contact with carers who quite often will not identify as such – they won't necessarily see themselves as a carer. What they'll see is that they're just supporting somebody that they love – and that's exactly what they want to do. We want to ensure that we all, as a partnership, are working together to identify and support carers. So for example, when people visit the GP and highlight that they may be supporting someone in their family, that the doctor helps them recognise that they are a carer, that they're entitled to a carers' assessment, and that as a carer they should be keeping a particular eye not only on their loved ones' health and care needs, but also their own health and care needs. That means that then you, as a carer, would get access to all the information that we've been talking about today. Sometimes when people get to Adult Social Services it's a little bit too late, so and we know that it's at an earlier stage that we need to recognise and support our carers. We want the general public to understand that if you are in a caring role, you have the opportunity to have support.

Daria Polovina: We're also keen to do also is to share carers' stories so that other carers who have had very similar experiences can recognise themselves in some of those other stories. So carers who would perhaps be comfortable to talk and to share their caring story and tell others what your journey has been like, do feel free to get in touch with me and we can incorporate that into our comms campaign as we go to identify more carers: daria1.polovina@haringey.gov.uk.

- **Q4: Cllr Culverwell (verbal):** Kellie Dorrington earlier on she spoke about abuse and difficulties arising for carers. How can we understand these issues better?

Kellie Dorrington: One of the most common features that we see is people who are in an abusive relationship with a partner who is caring for that person. It is used as a form of control – so they can't go out, they can't do anything, they can't leave their partner and they're told that they're worthless. We've also seen a number of clients who have mental health problems who physically assault or are verbally abusive to the person that they're caring for. Typically what we find is that a lot of the people who are in that situation don't recognise themselves as being victims of abuse – they blame the illness, they blame the disability, or they blame themselves for whatever has happened. There is support that's available, we can help people apply for eviction orders for the abusive partner if they need to stay in their home because it's been specially adapted for their disabilities, we can help support them and get them in touch with organisations that can rehouse them and put them into specialist housing. Unfortunately it often takes longer than it would do with somebody who doesn't have the extra responsibilities but one of the biggest issues we have is getting people placed in refuges, because they won't take males of a certain age group. So sometimes it will force the family apart and a parent might not want to leave a younger child in a household with an abusive partner. So there are lots of different steps and lots of different protections in place, there are safeguarding issues and we do take that into consideration whenever we're making decisions but we work with the person to try and find a solution for them as an individual and their circumstances rather than a one-size-fits-all strategy.

- **Q5: Linda (chat):** I would like to know the difference between someone who is a carer but has not gone through the legal channels so has to ask the person they are caring for to agree to every phone call, whether that be to the PIP people or ESA or anything connected to the caring of that person.

Kellie Dorrington: You may need to become an appointee for helping with benefits and other DWP issues, but otherwise they will always need to provide permission.

- **Q6: Morna (chat):** Are the following means tested: Carers Card, Breaks from caring and Carers Respite Allowance?

Jano Goodchild:

- Carers Card – We do not have a carers card in Haringey. We send out an emergency card which helps carers plan for an emergency when they initially register as a carer or if they call our hub. There is also an official emergency card scheme in Haringey – it is run by the Community Alarm Service (Tel: 020 8489 2365):
<https://www.carersfirst.org.uk/haringey/carers-emergency-alert-card-haringey>.

Registered carers can also apply for an Advantage+ Card which gives free admission to all Haringey Leisure Centres when supporting the person they look after to use the facilities. More information on all of this is available here:

<https://www.haringey.gov.uk/social-care-and-health/carers/register-carer#:~:text=Registered%20carers%20can%20apply%20for%20a%20Advantage%2B%20Card,when%20using%20sport%20and%20leisure%20facilities%20by%20themselves>.

- There is a policy on respite and the cared for. Charging may only apply if the cared for person is an adult and funding is received from the Council. Respite care for adults organised by the Council or paid through a direct payment is subject to Fairer Charging. More information is available here:
<https://www.haringey.gov.uk/social-care-and-health/carers/respite-care-and-breaks-carers> and here:
https://www.haringey.gov.uk/sites/haringeygovuk/files/fairer_contributions_policy_june_2015.pdf

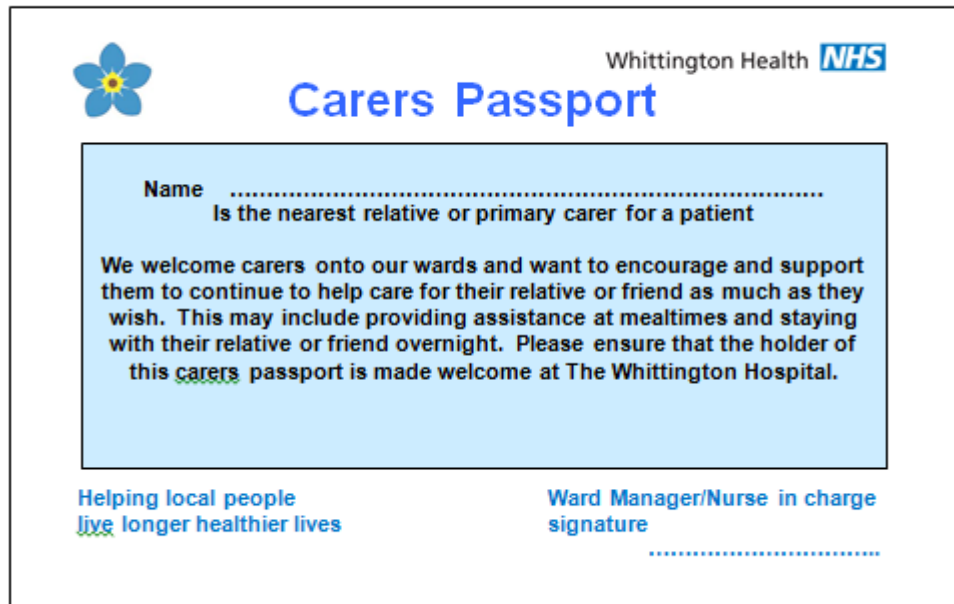
Jenny Ricketts:

- Carer's Respite Allowance: There is no respite allowance for carers. However, following a Carer's Assessment, if the Carer is allocated a Personal Budget as a One-off Direct Payment, the

Direct Payment can be spent on any item(s) which will benefit the Carer and help with their caring, or provide them with a break from their caring role. The amount does not have to be spent at one time. No two Carers' needs are the same, but the following are examples:

- Beauty treatments/health and well-being therapies
 - Driving lessons
 - A washing machine, cooker or microwave oven or other domestic appliance which assists them or helps them to maintain a clean and comfortable environment (for those not eligible for DWP Community Care Grant).
 - Holidays, with or without the cared for person.
 - Carpet
 - Computer – laptop or tablet for internet shopping, studies, information, recreation.
 - Gym membership
 - Gardening.
 - Socialising – for example, going to the theatre.
 - Access to education
 - Residential support programme (Learning Disability Only)
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- **Respite Care:** Respite care for adults organised by the Council is treated under the Council's charging policy, which states that all respite per rolling year, including residential care settings will be included in the assessment of how much someone should contribute under the Fairer Charging Framework. The cared for adult is assessed based on their income, including means-tested benefits and savings as if there were single in their own right.
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- **Q7a: Maxine (chat):** What is the Carers' Passport? **And Q7b: Claudine (chat):** How can we access the Carers' Passport?
 - **Lynda Rowlinson:** The carer's passport is a record which identifies a carer in some way and sets out an offer of support, services or other benefits in response. A Carer Passport helps to improve and embed identification, recognition and support for carers in the day-to-day life of an organisation or community. It looks like this [for Whittington Health] and should be signed by ward manager or nurse in charge. To have a passport, please

Speak to the ward or senior nurse in the community to request one.



The image shows a 'Carers Passport' form from Whittington Health NHS. It features a blue flower logo in the top left and the NHS logo in the top right. The title 'Carers Passport' is centered in blue. Below the title is a light blue box containing the following text:

Name
Is the nearest relative or primary carer for a patient

We welcome carers onto our wards and want to encourage and support them to continue to help care for their relative or friend as much as they wish. This may include providing assistance at mealtimes and staying with their relative or friend overnight. Please ensure that the holder of this carers passport is made welcome at The Whittington Hospital.

At the bottom left, it says 'Helping local people live longer healthier lives'. At the bottom right, it says 'Ward Manager/Nurse in charge signature' followed by a dotted line for a signature.

- **Q9: Morna (chat):** I live outside the borough, my GP is aware that I'm a carer and have had a flu jab (as I am a carer). What other health services can I expect?
- **Lynda Rowlinson:** This is an area that we need to develop more within health services, but you should expect to have your health needs considered as part of a carer's assessment and support plan. This could mean ensuring that you receive training from health staff e.g. might be how to lift the person you're caring for safely to prevent injury to you and the patient, or might be to offer support for your own mental health & wellbeing. You should be offered the opportunity to have confidential conversations about your own health needs e.g. with your GP or could be with the health staff looking after the person you're caring for. Might not come from health staff directly, but your leisure needs should be considered as part of looking after your health. Other areas of support from health practitioners may be signposting/referring you for respite services, peer support etc.

- **Q9: Rachael (chat):** Hi Lynda, I'm a younger carer (don't think I count as a young carer anymore). I've only more recently become aware that carers are a recognised role and that there are support services/resources. I'm wondering how I can learn more and tap into these?
 - **Lynda Rowlinson:** It might be easier to contact me directly and have a chat about what we are doing to support carers – as I said, we have a way to go to embed everything we would like to be doing and are in the process of revising our strategy – so would also like to learn about what's important from you too (contact l.rowlinson@nhs.net or 020 7288 5377)
- **Q10: UMBRA Assistant (chat):** My younger brother is a Carer physiotherapist who has also worked as a therapy assistant at the Whittington. Hypothetically' (as he is still a student) what kind of support is there available for him on an emotional and practical level for the work he does supporting the elderly, injured and vulnerable in their homes?
 - **Daria Polovina:** It sounds like you are talking about your brother who is, or is training to be, a paid caring professional. This strategy is for unpaid adult carers in Haringey – i.e. friends, family, neighbours who are looking after their loved ones. Lynda Rowlinson can advise about staff support and resources at Whittington around staff health and wellbeing that you can pass on to your brother: l.rowlinson@nhs.net or 020 7288 5377.
- **Q11: Claudine (chat):** Why is it that, in many areas, Haringey is often below other boroughs?
 - **John Everson:** We do recognise where and when we need to improve things, however it would be fair to say that Haringey is not always below other boroughs in terms of user feedback. For example, the rate of new residential admissions for aged 18-64 is 7.7, lower than London (10.4) and national average (13.8). Also, 88% of all service users stated that services received by Haringey

Council made them feel safe and secure, this is above London (83%) and national average (86%). The statistic quoted from the Carers Survey 2018/19 highlighted that 27% of Carers were either extremely or very satisfied with the support or services they received, as opposed to our statistical neighbours, where this was 33%. These types of results and all the other feedback that carers have been providing are the key drivers for us to take forward the Carers strategy and the implementation of the associated action plan with partners. We hope that the results of this work will see improvements in the Carers' Survey in 2021/22 and from the feedback that carers provide us as we take forward all of this work together with carers.

- **Q12: Claudine (chat and email):** Will you be able to deliver on this strategy? If registered carers are already not supported efficiently, what will happen when more carers are identified? If today, with simply 30% of identified carers, the service is not able to give them support on time, will they not be overwhelmed once more carers are identified? What confidence do you have that you will be able to fulfil your agreement?
- **John Everson:** The joined up approach we are taking with health and care partners, within the Haringey Borough Partnership, provides us with the confidence that together we will not only be able identify more carers, but also we will be able to provide the right support, at the right time, provided by the right person or professional in the right setting.
- **Q13a: Cllr Pippa Connor (chat):** How will the effectiveness of this strategy will be monitored? **And Q13b: Angie (email):** How are we going to monitor the Carers Strategy?:
 - **Daria Polovina:** The Strategy will be implemented through an Action Plan, which we are currently developing. Some of the monitoring (of the Strategy and Action Plan) will be through the Health and Wellbeing Board, the Borough Partnership, and also through boards like the Live Well and Age Well boards, the ASC Redesign Group and the Borough Partnership. We have also

talked about morphing the current Carers Working Group (which has been instrumental in shaping the strategy) into a Carers Monitoring Group. This would be something that we discuss as an agenda item at future Carers Working Group meetings.

- **Q14: Cllr Pippa Connor (email):** As we know we are only reaching around 10% of carers in Haringey, how will we know if this new strategy is working? How will the outcomes be measured and who will be overseeing this?
- **Daria Polovina:** We are mapping out a series of indicators against all the different priorities in the strategy. This will show us where we already collect robust data to be able to report on progress. Where we don't have a clear indicator, we will develop it as part of the Action Plan. The Action Plan will very clearly show that relationship between priority area, the indicator that will measure progress, the actions that will be taken to deliver that priority, who will own that action and when they will complete it.