

Appendix

Appendix item 1 - Delivery Plan

See attachment.

Appendix item 2 - Developing the strategy

The strategy has been developed through:

- Engagement
- Analysis of secondary quantitative data.
- Best Practice Assistant Director Adult Social Services (ADASS) Carers Leads meetings & NHS England & Carers UK)
- Performance Monitoring & Quality Assurance Framework reports of commissioned provision

The following sets out the engagement approach that informed and guided the development of the strategy.

- A number of engagement events with Carers and families and with those who provide services for Carers or individuals with needs have been held over the past year.
- As well events, the Sutton Carers Centre Newsletter and the Parent Carers Forum Newsletter also invited Carers to provide their views directly to Sutton Council Commissioning Lead.

Organised by	Attendees	Date
Sutton Carers Forum	Key Messages & Insights from Engagement Sessions	12 September 2018 (12-2pm) & December 2018
Adults with Learning Disability Forum	Carers of Adults with Learning Disabilities meeting - engagement session	19 July 2018 16 November 2017
Parent Carers Forum	Focus Group - Parents Carers of Children with Disabilities	9 May 2018 (11am-1pm)
Parent Carers Forum - Information Day	Parents Carers of Children with Disabilities	21 March 2018 (11.30am-2pm)
Sutton Carers Centre	Focus Group - Young Carers	1 February 2018 4.30-7.30pm
Sutton Carers Centre	Families of Young Carers	1 February 2018 4.30-7.30pm
Sutton Council	Engagement Event held at SCILL for Carers	24 January 2018 (Day Session 2-4pm) (Evening Session 6-7pm)
Sutton Carers Centre	Former Carers Group	23 November 2017 12.30-2pm

Sutton Community Voluntary Service	Providers - Sutton Carers Centre and Sutton Mencap attended	12 October 2017 (2-4pm)
Sutton Carers Centre	Focus Group - Carers Caring for Adults with a range of needs	12 September 2017 (4-6.30pm)
Sutton Age UK	Focus Group - Carers of Older People	15 August 2017 (1.30-3.30pm)
Alzheimer's Sutton	Carers of People with Dementia	18 and 26 July 2017
Sutton Council Commissioning	Carers Strategy Focus Group Invitees included: Alzheimer's Sutton, Sutton Carers Centre, MAPs and Sutton Parent Carers Forum	14th June 2017 (2.45 - 4.15pm)

Carers Strategy Reference Group (CSRG)

The Carers Strategy Reference Group are a self-selected group of Carers and former Carers (including Healthwatch) living and or caring for someone with needs in Sutton, they played a key role in sharing ideas knowledge and insights of what is important to Carers.

The Group met on the following dates to discuss insights from the engagement sessions and shape and frame the development of the strategic vision, outcomes and priorities.

CSRG - Meeting Date	Discussions
25.1.18	Inaugural meeting & TOR
28.2.18	Feedback from engagement sessions
29.3.18	Strategy Framework discussions Vision outcomes priorities
5.6.18	Strategy Framework presented Vision outcomes priorities
16.10.18	Summary Draft Strategy presented
29.11.18	Draft Strategy and Delivery Plan presented
24.01.19	Presented the initial feedback from the online consultation

Appendix item 3 - Summary of findings from the engagement sessions

- Some Carers shared examples of positive experiences of being supported and engaging with professionals across health and social care. And highlighted a number of services (that are commissioned by the Council and or jointly commissioned with Sutton CCG). Highlighting Sutton Carers Centre, Sutton Parents Forum and Alzheimer's Sutton and the Admiral Nurses service.
- Many of the Carers we spoke to shared positive experiences of attending peer support groups and accessing therapeutic services. For example, counselling and training which helped them to understand and care more effectively for the person they care for and also support them together as a family.
- Some Carers also spoke about the skills of social care staff, support workers, and having access to good quality provision and support services for those they care for that Carers could trust was important.
- Some Carers continue to experience inconsistencies and challenges in getting their needs understood
- Some Carers raised concerns about access to timely information along the different caring transition points which can be inconsistent.
- Some Carers spoke about poor communication with some professionals contributing to them feeling exhausted. Being recognised, listened to and involved was sometimes also a challenge particularly by health and social care and education professionals.
- Some Carers also spoke about their frustration of getting timely respite support particularly when required for medical appointment or treatment, which meant Carers neglecting their own needs.
- Some Carers also raised frustration with having to reapply for SEN Transport adding further pressures on their restricted time.
- Some Carers also raised concerns that they were not always informed of changes to services for the cared for person, Carers should be informed and kept up to date through the Carers Forum and other established Carers groups.
- Some Carers said that they need support with managing and coping with challenging behaviour
- Some Parent Carers raised concerns that transport was not always provided therefore they were not always able to access respite services particularly in the summer holidays.
- Parent Carers of Children with Disabilities spoke about the importance and wider benefits of accessing the Short Breaks provision for their children who had "opportunities to take part in a range of activities away from the home, that was safe, children are well cared for, and their needs understood, a chance to meet with friends/peers". But it also provided a "space" to "spend some quality time with the family and or other siblings" or "time just for me because I need a break" Parent Carers Forum Information Day March 2018

Appendix item 4 - Consulting on the strategy

Following suggestions and feedback from the Carers Strategy Reference Group, a consultation on the draft Strategy and Delivery Plan was launched. The consultation consisted of:

- Online Survey - This was available for all residents to complete between 21 December 2018 and 4 February 2019.
- Paper Survey - Paper versions of the online survey were available for residents to complete between 21 December 2018 and 4 February 2019. They could be collected from the Carer's Centre office in Sutton, Alzheimer's Sutton local office in Sutton and the Parent Carers Forum office in Wallington.
- Consultation Sessions - Hosted by Sutton Carers Centre and Sutton Parents Forum, residents were able to feedback their thoughts and suggestions on the draft Strategy and Delivery Plan.

The consultation was advertised through:

- Sutton Consultation Hub
- Healthwatch Sutton - social media groups/networks
- Sutton Carers Centre newsletter
- Parent Carers Forum - networks
- Voluntary Action Sutton - networks
- AgeUK
- Alzheimer's Sutton

The following provides a summary of the consultation findings.

Survey results

In total, 39 surveys were completed either online or paper. The findings from the survey found that:

- 85% strongly agreed or agreed with the proposed vision
- 87% strongly agreed or agreed with the proposed outcomes for Carers
- 89% strongly agreed or agreed with the proposed priorities for Carers
- There were a total of 24 further comments. The following provides a summary of these comments:
 - *The need for Carers to be recognised, respected, valued and supported*
 - *Recognition of Carers Diversity*
 - *Recognition and the need to identify Young Carers importance of schools and education support Young Carers well being*
 - *Workforce and systems issues identified particularly around communication, respect and accountability*
 - *Timely assessments (Carers/OT/Financial and reviews)*
 - *GPs role in the early identification of Carers and Young Carers - highlighted as a need for improvement*
 - *Importance of Breaks and respite care provision to maintain Carers health and wellbeing enables them to continue to care*
 - *Mental Health Provision - supporting Carers to stay well and supporting individuals early and crisis - need for support close to home*
 - *Need for better Information and guidance - breaks/ respite/ technology/ financial/ entitlement*
 - *Questions around implementation of the strategy and ensuring ambitions are delivered.*

Consultation sessions

In total, 4 sessions (including consultation held with voluntary and community organisations) were held with c60 estimated to have attended and contributed.