

Appendix 1

Response to issues and concerns raised by a City of London Carer

This paper sets out a number of issues and concerns brought forward by a City of London carer in September 2020 in relation to informal carers and the services they receive, both prior to and during the Co-vid pandemic.

The table below presents the issues raised, actions suggested and a response. The response is collation of responses from the City Connections Service, City of London Adult Social Care Team and the Strategy Team. Any identified actions are highlighted.

1. Support for adult carers support during the government implemented lockdown.

Issue raised	Actions suggested by carer	Response
<ul style="list-style-type: none"> • Support provided by City Connections – Lack of general support provided (accessing banks and food) – No dedicated carer support mobile number – High staff turnover and lack of clarity on current role of coordinator 	<ul style="list-style-type: none"> • Review NICE guidelines and Care Act 2014 on how to engage and support carers • City Connections employ a dedicated unpaid carer support worker • Require the City Connections service to be flexible in how they support carers through future lockdowns, changes in how services can be provided (see paragraph 11 in committee report re changes made in 	<ul style="list-style-type: none"> • City Connections are commissioned to help carers meet their outcomes around wellbeing and health etc and provide activities and initiatives to support carers, including young carers. They are specifically commissioned to link with a range of other services in the local landscape • Since the pandemic started, support has continued to be offered to all carers on City Connections records. This included regular welfare calls for those who wanted it, prioritised on level of need. Not all carers accepted the offer of support but were contacted again at the start of each new lockdown to make sure they knew support was still available if their circumstances had changed • A dedicated City Connections phone line has been widely publicised and operational during office hours (with voicemail facility) since the service started in March 2019. It was not discontinued at any point. The Wellbeing Co-ordinator publicises their mobile number on all communications and this is used frequently by City Connections clients, including carers. • City Connections have made available to all City residents, including carers, access to their digital programme and their befriending service • A number of activities have continued, were developed or increased in frequency after consultation with carers. This includes monthly online sessions with a range of guest speakers (including City and Hackney Carers – this session had a follow up email to

	<p>response to the pandemic)</p> <ul style="list-style-type: none"> • Provide PPE • Calls hosted by the carer support organisation - with weekly Zoom call continuing until everyone feels safe to attend a physical location again • A carers committee with interested Members involved or a lead Member. 	<p>promote their Counselling and Listening Ear services) , a carers coffee morning which now happens twice a month (frequency determined by carers through a survey) rather than once a month and other online activities including Playlist for life sessions, meditation, a City virtual Tour and an online Quarterly Carers’ Forum which resumed in September 2020.</p> <ul style="list-style-type: none"> • City Connections also carried out sessions and posted information to all carers on their records about emergency planning. • City Connections have kept up to date with evolving other services and signposted, both on the City Connections website which has had a dedicated ‘Covid-19 Services’ section since March 2020 as well as a dedicated ‘Carers Services’ section and during direct contact with carers, to a wide range of these including statutory and voluntary support. • City Connections are not commissioned to have a dedicated carers support officer. However, the Wellbeing Officer provides the support to help carers meet their outcomes and a new Community Engagement Officer (who started at the beginning of January will further develop the activities and initiatives that City Connections provides in consultation with carers, and will co-produce a range of carers guide documents • A co-vid impact assessment was undertaken with carers that then fed into City and Hackney Older People’s Reference Group work
<ul style="list-style-type: none"> • Receiving support from City of London Corporation <ul style="list-style-type: none"> – No referrals made to support people accessing the priority shopping lists – No extra emotional support provided – No PPE provided – No practical/local information provided via email, letter or website – Signposted to City Connections, but City Connections has not provided support needed 		<ul style="list-style-type: none"> • Adult Social Care (ASC) support carers within the framework of the Care Act 2014 • In April 2020, there were 36 carers who were supported by ASC. All of those who did not have a currently allocated social worker (to them or their cared for) were contacted checking if they had any issues, needs or concerns, and that they had Duty contact number and were aware of City Connections. • Based on individual needs, nine of these have been contacted regularly (every 3 – 4 weeks) by a dedicated social care worker, speaking to either the carer or the cared for, dependent on their situation. • Additionally, 21 carer annual reviews or new assessments were undertaken between April and August 2020 • A letter was sent to carers in autumn 2020 reminding them that they could contact ASC or City Connections for support • ASC acknowledge that communication could have been better about PPE which was very limited at the start of the pandemic. Additionally, following the allocation of funding from DHSC recently for infection control, the City Corporation has allocated funding to City Connections to provide vouchers to carers to purchase appropriate PPE for their situation. This will be rolled out from mid-January.

<ul style="list-style-type: none"> • Isolating/vulnerable carers (collecting medicines, supermarket priority access without ID) 		<ul style="list-style-type: none"> • The City Corporation has facilitated support to people shielding or who are vulnerable with volunteers who can assist with shopping and medicine collection. Several also received weekly befriending calls during the first lockdown and at the end of this if they still required it, could be referred to City Connections Befriending Service • Letters are being issued to carers that can be used for access to priority times at shops during lockdown The issue of a carer discount card can be explored in the work on the action plan
<ul style="list-style-type: none"> • Carers had to initiate their own Zoom support group during March and April <ul style="list-style-type: none"> – Carer spent 112 hours, 7.5 hours per week, over nearly 15 weeks supporting carers in the North of the City – Requested time credits to recognise efforts provided through lockdown which could not be fulfilled by City Connections. 		<ul style="list-style-type: none"> • A City Connections online carers' session was already in place at this time (which has been determined by carers following a survey). City Connections has consistently delivered this group throughout the contract – the only change has been to increase frequency. • Under their agreement with Tempo, City Connections is only able to offer time credits for activities they co-ordinate and can verify. Therefore, they cannot provide time credits to informal groups which are outside of the service they are commissioned to provide. • The Wellbeing Co-ordinator did attend 2 of the informal meetings to make sure that carers are aware of services as there is a concern that carers could become dis-connected. • City Connections has continued to liaise with the informal group where this is possible and within the bounds of data protection law. For example, the Wellbeing Co-ordinator invited them to review a list of Carers Week activities before publishing on the City Connections website.

2. Support and services provided for City of London carers in general

Issue raised	Actions suggested by carer	Response
<p>The carer provided two comparison tables of how City of London carers services (City Connections) and Adult Social Care compared to those in Hackney, Tower Hamlets, Islington, Camden, Westminster, Hammersmith and Fulham, Kensington and Chelsea, Lewisham and Leeds.</p> <p>The comparison tables provided by the carer indicate that for many areas the carer found that City Corporation does not provide like for like with the comparator boroughs, or Leeds. Further, the carer found that where there are services provided by City of London it often falls below the service provided by the comparator boroughs and Leeds.</p>	<ul style="list-style-type: none"> • Carer specific bereavement service • End of Life carers planning support • Former carers support and transition service • Carer specific counselling service • A dedicated carer centre • Digital Inclusion for all carers • A carer ID or ID letter issued • Telephone support line 5/7 days per week (no dedicated line from April 2020) • Feedback and co-production with carers (quarterly 'tick box' form only feedback method at present) 	<ul style="list-style-type: none"> • Carers payments are made in advance for the whole year. ASC would continue supporting those with their own care and support needs and for others signpost to a range of other relevant services. City Corporation's payments to carers were benchmarked across both London and National LA's with no LA having a higher top or bottom payment level • The carers strategy includes engaging with former carers and valuing their contributions. It also talks specifically about signposting carers to specialist bereavement support. This would likely be signposting through GPs and City Connections. • The City Corporation previously commissioned Hackney to provide a carers centre service but this did not prove successful. Carers felt it too far to travel and too Hackney focused. Carers requested the service to be City specific in nature and location. The services provided in the City of London are very similar to those that would be provided through carers centres and there are a number of community settings that can be used to provide activities etc in order to be accessible to residents in all parts of the City of London. • ASC do support breaks for carers. Information is available on the City of London website and should be discussed with carers as part of assessment process or when needs arise. • An ongoing challenge in the City of London has been to reach a wider range of carers. This is a requirement in the contract for City Connections and an area that they recognise needs to evolve. In their first year of delivering the service (19-20) the focus was on identifying and reaching new carers particularly in the workplace and on the east side of the City. In line with this, a number of new initiatives were started including a new Carers Group at St Botolphs Without, the St Barts Staff Carer Group and work with the Corporations Staff Carer Network. • City Connections are currently working with ASC to organise free counselling sessions for carers through the City Wellbeing Centre. The need to support carers mental health has been recognised by City Connections and they have hosted several mental health services that are available in the City of London as guest speakers

		<p>in the carers groups, including from the Tavistock, C&H Carers Centre Listening Ear and Counselling Services and Family Action. A link to the Wellbeing Centre website also went out to all carer and their regular on-line meditation sessions also promoted.</p> <ul style="list-style-type: none">• City Connections has also held a carers Emergency Planning session.• City Connections have identified that further support is needed for carers and the people they care for in order to access and feel confident using digital technology. A digital befriending scheme that they run is being promoted• Information about the support provided to carers by City Connections has been translated into a number of different languages to extend the reach of the serve to a wider group of carers. So far, it has been translated into three languages• Appendix 2 provides a summary of services provided in neighbouring boroughs with those provided in the City of London
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3. Progress following the Carers Strategy and subsequent action plan

Question	Response																		
<p><i>What was the outcome of 2019 annual carer survey?</i></p>	<p>This survey is a national survey, and for the City of London, is undertaken every 2 years. The last survey was undertaken in early 2019. We were due to undertake this survey again this year (2021) but this has been postponed nationally.</p> <p>The outcome of the survey was reported to the Community and Children’s Services Committee and the Health and Wellbeing Board in October 2019.</p> <table border="1" data-bbox="940 480 1892 862"> <thead> <tr> <th>Measure</th> <th>2018</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Carer reported quality of life</td> <td>7.5</td> <td>7.7</td> </tr> <tr> <td>Proportion of carers who reported that they had as much social contact as they would like</td> <td>30.8%</td> <td>31.8%</td> </tr> <tr> <td>Proportion of carers who report that they have been included or consulted in discussions about the person they care for</td> <td>87.5%</td> <td>64.7%</td> </tr> <tr> <td>Overall satisfaction of carers with social services</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Proportion of carers who find it easy to find information about services</td> <td>87.5%</td> <td>71.4%</td> </tr> </tbody> </table> <p>*sample size 27 responses from cohort of 53 carers</p>	Measure	2018	2016	Carer reported quality of life	7.5	7.7	Proportion of carers who reported that they had as much social contact as they would like	30.8%	31.8%	Proportion of carers who report that they have been included or consulted in discussions about the person they care for	87.5%	64.7%	Overall satisfaction of carers with social services	50%	50%	Proportion of carers who find it easy to find information about services	87.5%	71.4%
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<p><i>Is there a carer action plan? Are carers involved in the creation of it? What are the areas of work and who are the accountable officers?</i></p>	<ul style="list-style-type: none"> • The Carers Strategy was approved by Community and Children’s Services Committee in March 2019. An Action Plan was developed following this. • A number of meetings were held with the Carers Forum (provided by a different provider at the time) in October 2018 to engage on the strategy and ideas for the action plan. There was a specific meeting with the Forum around the action plan. • A Carers Strategy Implementation Group was established. The Group was to meet every quarter in order to monitor progress and share ideas • The group met on two occasions but then due a staffing change and the pandemic the next two meetings were postponed • Current work is underway to review and update the action plan – carers will be involved in this process and this feedback from the City of London carer and 																		

	<p>the recent survey of carers from ASC will also be taken into account. A workshop to look at the action plan will be held in February 2021 and the updated action plan will be brought back to Committee on April 30 2021.</p> <ul style="list-style-type: none"> • The membership of the Implementation Group will be reviewed and expanded as necessary.
<p><i>Q: When was the last progress report to the Grand committee and may carers have an opportunity to read it?</i></p>	<p>The pandemic delayed some of the work of the Carers Strategy Implementation Group. Therefore, an update report on the action plan has not yet been presented to committee. Following the review of the action plan as noted above, an update report will be brought to committee in Spring 2021.</p>
<p><i>Q: Where would we locate the regular reports to the health and wellbeing board to learn of the impact on our health?</i></p>	<p>Reports from all committees, including the Health and Wellbeing Board are published on the City of London Website.</p>

4. Funding for unpaid carers

<p>Funding awards from the City Bridge Trust to carers organisations in London</p>	<p><u>Redbridge Respite Care Association, £158,100 over 3 years</u> <u>Barking and Dagenham Carers Hub £105,700</u></p>