

**SUTTON PARENTS FORUM AND CARERS FORUM  
PREVENTATIVE CARER SUPPORT SERVICES –  
SPECIFICATION OF REQUIREMENTS  
THURSDAY 10 SEPTEMBER 2015**

Nadine Wyatt (NW) went through the Council's and the Sutton Clinical Commissioning Group's (SCCG) Carers Strategy and the draft service specification for the new service to obtain feedback which will then be used to tailor the specification to ensure that prospective providers understand what we need to continue in our caring roles; this includes parents/adult carers over 18.

Various questions and concerns were raised as follows:-

Q Are the issues of the services clear and how will the GPs help shape this?

A The Carers Trust and Carers UK are working together to try and bring in a Carers Policy.

Q How will people know that this is in place if it is not clear whose target this is?

A There are ways of monitoring this and GPs will be the first point of contact. Providers will need to establish and maintain a carer register of carers accessing the service to be shared with LBS and SCCG. However, it is not clear what will happen for existing patients and it was felt that this should be taken on board.

Q Who will do the NHS Health check?

A The specification will be looked at to see what is included and GPs will be monitored on whether they are following this procedure.

Q One parent lives in Worcester Park but her GP is in Kingston. She asked how this would be dealt with and how the cost element of this would work.

A NW to take this back.

Q Following previous consultations, there should be parallel targets. Why is this not the case?

A SCCG has decided on targets as there is tension in terms of resources and they want to see this as part of supporting carers in Sutton.

Q Why are the GPs targets still not in the specification?

- A The service target provider cannot influence this but information is still gathered. Certain criteria has to be met, but information had not been collected as there was no means of collecting this. This needs to be looked into as it is very difficult to get information from health partners even with their consent.
- Q Are providers only working with South West London and St George's Mental Health Trust? Why is St Helier not mentioned?
- A It is just the Mental Health Trust. Additional investment would be required for other work which has not been prioritised as yet.
- Q How are providers able to cope with this as consultants do not understand the carers' roles?
- A SCCG have forums to which GPs are invited, however, they do not turn up to these. One provider has asked GPs to come to a forum on how to support carers and this has taken two years. New resources need to be targeted and further clarification on Scope 2 is essential.
- Q Have a number of practices been reduced?
- A No
- Q How is the criteria assessed for Carers?
- A 99% of carers meet the criteria for prioritisation, however a Quality of Life survey needs to be verbal rather than written to speed things up.
- Q Will there be enough money to provide help for every carer that comes through the door?
- A Existing resources will be allocated very quickly.
- Q What will happen to carers once these resources run out?
- A Carers need to come for help at the early stages of needing help rather than waiting until they are crisis point.
- Q How can carers be supported more?
- A If you are carer and live and work in the Borough, you will get support so that you are still able to work. People should get support from the Borough in which they live.

Q When this comes for tender and people respond back how will we know if the new provider is better or worse than the previous one and whether we are getting a better service?

A There will be no comparison as the specification will have changed on what is required as this will be a whole new service.

Q Can there be a greater shift in resources towards preventative measures for carers so that matters do not escalate to crisis point when far more resources will be needed to support the family?

A NW to look into this.

Q Can SCCG influence GPs to be taken out of the specification as more prevention of carers/families reaching crisis point will save more money?

A NW to look into this.

Changes can be made via the portal or you can respond through the Sutton Parents Forum/Carers Forum