

Supporting Carers

Sutton Joint Carers Strategy

2019-2023

DRAFT FOR CONSULTATION

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Carers Strategy Reference Group

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, which has helped shaped our plans.

1. Executive Summary

A carer can be anyone who cares for a friend, or family member, who due to illness, disability, a mental health concern, or addiction, cannot cope without their support.

Many carers do not recognise, or want to identify themselves as a carer, they are simply helping to support their spouse, child, friend, or family member.

This Strategy sets out our commitment to carers in Sutton over the next four years, and should be seen as a continuation of our previous Strategy. It has been shaped by our engagement with a range of carers participating in focus groups, individual discussions over the past year, and has been further guided by our Carers Reference Group. Our appreciation extends to the carers that have given their time, many of whom have shared, personal and moving experiences of their lives.

We recognise that carers are not a homogenous group, each caring relationship impacts individuals in different ways. The demands of caring experienced for some may be unpredictable and cyclical, for others such as parent carers of children with disabilities, it may be a lifelong commitment, and whilst we have nowhere reached the 18,000 plus Carers reported to be living in Sutton, we believe that many of the experiences shared by the carers we have engaged with will resonate with many trying to maintain a good life and continue their caring role.

We have made progress since introducing our last Joint Carers Strategy in 2015. The Carers and Young Carers we spoke to, shared some positive experiences and outcomes of accessing local support services, which has helped them to manage and cope with the pressures of caring. However we also heard that for some carers, getting their needs understood and navigating between complicated health and social provision, and being listened to can be exhausting. More needs to be done together to recognise and identify carers, and ensure that support and systems work for them to minimise and ease some of the negative impacts of caring.

The Government has also acknowledged further action is needed to realise their aspirations for Carers, outlined in the National Carers Strategy 2008 and 2010. Supporting Carers today 2018-2020 sets out a cross-government programme of work to support carers in England over the next two years. It retains the strategic vision of recognising, valuing and supporting carers and informs the direction of Sutton's future plans.

Our vision for Carers in Sutton builds upon the strategic vision outlined in the National Carers Strategy and the engagement with local carers. The vision for carers in Sutton is:

Carers are recognised and valued as expert partners in care and treated with dignity, supported to identify their own solutions, remain healthy, live a good life and continue to care.

To achieve this vision, we need to achieve positive outcomes for all carers. 'Ambitious for Sutton', our five year corporate plan, sets the framework to achieve our vision for carers by focusing resources on the outcomes residents have set to continue to make Sutton a great place to live, work and raise a family set out below.

By focusing our resources on these outcomes we will deliver effective support for carers, which goes beyond a single intervention, and encompasses good quality mainstream provision, supports individuals to find their own solutions, utilising their individual (and community) assets and networks. Crucially, that there is sensitive and carer-aware professional practice across health, social care, education and our local community and voluntary services.

Outcome	Outcome description	What it means for carers
Being Active	All residents live healthy lifestyles and are enabled to be economically, socially and physically active	Carers physical, emotional, financial wellness and resilience is maintained; Young Carers protected from inappropriate caring responsibilities learn, develop and thrive.
Making informed Choices	Individuals, families and communities are able to access a diverse range of information, advice and guidance to make informed choices and enable them to sustain change	Carers have access to good quality information and advice and guidance along their caring pathway; Carers are in control of their life, make decisions and choices that are right for them; Carers fulfil their personal goal(s) & sustain their caring role.
Living Well Independently	Building on individual and community resilience and assets to help people maintain their independence for as long as possible	Carers have access to a range of resources including their individual and community networks and assets to balance their caring role and have a life outside caring; Carers are valued and recognised and involved in the care planning of the person they care for and have a voice in shaping local care provision.
Keeping People Safe	A joined up approach by all public services to ensuring that vulnerable residents are supported and kept safe	Carers are identified early and supported to identify solutions and care safely.

2. Introduction

2.1 At some point in our lives, many of us will either be a carer or know someone who is. You may not choose to become a carer; it could be sudden, due to an accident or illness, or it could be gradual due to a deteriorating physical or mental health condition.

2.2 With an aging population and people of all ages living longer with more complex health conditions, and further compounded by pressures on health and social care budgets, it is likely more people will be taking on care responsibilities themselves at home. It is important that we support carers because by providing effective support we will:

- Enable carers to provide better care and to stay well themselves;
- Contribute to better lives for those needing care supporting them to live well in the community for longer, and;
- Supports the effective use of social care and health resources

2.3 During 2017/18 Sutton Council has engaged with a range of carers, who care for individuals with a range of needs, to understand what is important to them. We formed a Carers Reference Group, and met on a regular basis to discuss and share insights, review progress made and identify what the next steps should be to improve the health and wellbeing of carers in the borough. We also engaged with a number of carer forums and groups as well as the voluntary and community sector organisations in Sutton supporting carers and or people they care for with needs. (The full details of our engagement sessions are set out in appendix 2)

2.4 We heard that for many carers, caring can be exhausting and lonely, affecting their health, education, financial and employment opportunities, as well as impacting on relationships with friends, family and the person they care for. But we have also heard how personally rewarding and satisfying caring can also be.

2.5 There has been a clear consistent message from Carers and Young carers that we spoke to of the need to be informed and communicated alongside being respected, recognised, valued, and the right to a life of their own (outside caring).

2.6 This strategy builds upon the previous joint Carers Strategy 2015-17 and retains the national and local vision for Carers in Sutton to be universally recognised and valued for the role they play in maintaining “strong families and stable communities”. In Sutton we value carers and recognise that for many, their caring responsibilities may over time present challenges, as the needs of the person they care for may fluctuate and or gradually increase. However, we are committed to supporting Carers to cope and maintain a good life for themselves and those they may care for.

3. A definition of a Carer

3.1 As defined in the Care Act 2014; “A **carer** is someone who helps another person, usually a relative or friend, in their day-to-day life. It can be someone of any age, gender, (from any socio-economic background) who provides unpaid support to a family member or friend who due to illness, addiction, mental health or disability cannot manage without the carers help. (Sutton Joint Carers Strategy 2015-2017.)

3.2 The causes of someone taking on caring responsibilities are varied but can include¹:

- Serious physical illness
- Long-term physical disability
- Long-term neurological conditions
- Mental health problems
- Dementia
- Addiction
- Learning disabilities/difficulties
- Alcohol/substance misuse
- older age and frailty

3.3 Just as the reasons why someone becomes a carer vary greatly, the variety of tasks that a carer fulfils is diverse. They can include the following duties:

- **Practical household tasks:** such as cooking, cleaning, washing up, ironing, paying bills and financial management.
- **Personal care:** such as bathing, dressing, lifting, helping someone to eat, administering medication and collecting prescriptions.
- **Emotional support:** such as listening, offering advice and friendship.

4. Legislation & Policy context

4.1 Nationally, Carers UK report that there are 6.5m carers in the UK, and it is estimated they provide at least £55 million unpaid care and support each year. With an aging population and improved life expectancy for people with long term conditions and or complex disabilities, may mean more high level care will need to be provided for longer by more carers. We also know that pressures to discharge people from hospital and the need to support more people at home from a growing older population is increasing the demands and pressures on carers. Therefore the need for all agencies to work together to identify and support carers to build their resilience, becomes more and more urgent.

4.2 National policy since 2008 (Carers at the heart of 21st Century Families and Communities, Department of Health, 2008²) has acknowledged and recognised the valuable role carers' play.

4.3 The revised National Carers Strategy (2010)³ set out priorities for carers and identified the actions required to ensure the best possible outcomes for carers and those they support, including: -

- supporting those with caring responsibilities to identify themselves as carers at an early stage

¹ Carers Trust. <http://www.carerstrusttw.org.uk/about/carers/> (accessed May 2016)

² HM Government Carers the Heart of 21st Families & Communities

³ HM Government. Recognised, valued and supported. Next steps for the Carers Strategy.

- recognising the value of their contribution
- involving them from the outset both in designing local care provision and in planning individual care packages
- enabling those with caring responsibilities to fulfil their educational and employment potential
- personalising support for carers and those they support, enabling them to have a family and community life
- Supporting carers to remain mentally and physically well.

4.4 The Care Act 2014⁴ and the Children & Families Act 2015 are the two most important pieces of legislation defining how local authorities and providers support carers. These key documents have laid the foundation for a number of policy documents and guidance on best practice in supporting carers achieve positive outcomes and has informed this strategy.

The Care Act 2014

Key Principles of the Care Act 2014:

- "Parity of esteem" for carers & people they care for
- Wellbeing & personalisation
- Universal rights to information & advice
- Right to a carer's assessment & support plan

4.5 The Care Act came into effect from April 2015. The Act has moved away from previous statutory terminology of 'providing services' to meeting needs, allowing greater flexibility in how we meet Carers needs. The intention behind the legislation is to encourage this diversity, rather than point to a service or single solution which may not fit with the individual's preferences or lifestyle. It also acknowledges the sustainability of the caring role and ability and willingness of the carer within this process.

4.6 The Act placed personal budgets into law for the first time, making them the norm for people with care and support needs. Local Authorities have duties to meet the needs of carers who provide care to adults ordinarily resident in the Authority's area even if the carer lives outside the area.

4.7 The Care Act and statutory guidance outlines the Local Authority's duty on identifying carers, assessing their needs and providing support, but also involving them in service planning, development and monitoring as a partner.

4.8 The Care Act duty requires that:

- Carers Assessments are outcome based and acknowledge the separate but interdependent needs of carers and users.
- Carers need to access reliable information, advice, advocacy and brokerage around more creative and personalised options for care and support.
- A new national eligibility framework for carers
- Shift to personal budgets and direct payments and flexibility in care and support
- Carers of all ages are expected to report positive outcomes as a result better quality of life, improvements in physical health and well-being

⁴ Care Act 2014. <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm>

- Need to develop key role for carers in local market shaping (e.g. building community capacity, pooled personal budgets)
- Responsibilities for identifying and supporting young carers are placed on the Local Authority. From April 2015, Local Authorities are legally required to offer all young carers an assessment of their needs irrespective of which service is involved.

4.9 Under the Act carers can be eligible for support. The national eligibility threshold for carers is set out in the Care and Support (Eligibility Criteria) Regulations 2015. The threshold is based on the impact caring has on the carers wellbeing.

The specified outcomes for carers are:

- a. The carer's physical or mental health is, or is at risk of deteriorating;
- b. The carer is unable to achieve any of the following outcomes
 - Carrying out caring responsibilities the carer has for a child
 - Providing care to other persons for whom the carer provides care
 - Maintaining a habitable home environment in the carers home (whether or not this is also the home of the adult needing care)
 - Managing and maintaining nutrition
 - Developing and maintaining family or other personal relationships
 - Engaging in work, training education or volunteering
 - Making use of necessary facilities or services in the local community, including recreational facilities or services and
 - Engaging in recreational activities

The Children & Families Act 2014

4.10 The Children & Families Act 2014 provided local authority with a new definition of young carers and parent carers of someone under 18 years. Like the Care Act 2014, the Act gives young carers right to a carers assessment and to have their eligible needs met. Local authorities have a duty to undertake a needs assessment of parent carers should they request one or where it appears they may have needs.

NHS Commitment to Carers 2014

4.11 NHS England published two key policy documents in 2014 which set out its intentions in relation to recognising, valuing, and supporting carers - the Five Year Forward View and NHS Commitment to Carers. Both of these documents highlighted the important role of carers in supporting the NHS to achieve and deliver its overall outcomes. Making a commitment to identifying, respecting and involving carers in discussions about the cared for person, sharing information with Carers and ensure carers are signposted to relevant agencies for support.

Suttons' Joint Carers Strategy 2015

4.12 Set against this backdrop Sutton's joint strategic plan for carers in 2015 was agreed, and outlined our commitment to support carers and meet the Council's and Health responsibilities under the Act.

4.13 It sought to achieve the following outcomes based on the National Carers Strategy

- Being respected and supported
- Balancing caring with a life apart from caring
- Improving access and involvement
- Not financially disadvantaged
- Mentally and physically well & treated with dignity
- Children will be thriving and protected from inappropriate caring

4.14 In order to achieve the outcomes, a number of key priority actions were identified:

- High quality, timely and easily accessible information and advice
- Maintaining carer health and wellbeing and building resilience in caring relationships
- Early identification of carers
- Timely Carer Assessments, reviews and support planning
- Respite Services to cover Care in an emergency
- Carers being able to pursue work, volunteering or study, and sustain and regain paid employment
- Transforming carers' support to meet carers' needs with personal budgets and direct payment
- Developing the carers' breaks and flexible respite care services market
- Carers involved in decisions about support services for the person they are caring for
- Supporting carers, including young carers and parent carers supporting young people turning 18 and "transitioning" from children's services to adults services
- Carer involvement within the commissioning cycle (i.e. in developing strategies, purchasing services and monitoring the quality of carer's service)

4.15 There has been evidence of progress locally, since the introduction of the Care Act (2014) and our joint plan, but we acknowledge that there is still more to be done together to recognise and identify carers at whatever point they come into contact with both professionals and the wider community and because the impact of each caring experience is unique, we need to support carers to find their own individual solutions.

Supporting Carers Today 2018

4.16 Supporting Carers Today, a cross Government plan, also recognises that there continues to be a need to put in place, practical, short term measures to improve support for carers. It retains the key vision of the National Strategy and focuses on addressing key actions around carers employment

and financial wellbeing, supporting young carers, recognition for carers in the wider community and building the research and evidence to improve outcomes for carers. It has not delivered or further recommended additional financial support for carers.

Government Action Plan Supporting Carers today 2018-2020

- Employment & financial wellbeing
- Supporting young carers
- Recognising and supporting carers in the wider community and society
- Building research and evidence to improve outcomes or carers

4.17 Within the Plan there are new measures being considered. These are around dedicated employment rights for carers alongside existing rights such as the rights to request flexible working; reviewing information provided through JobCentre Plus and undertaking a piece of research to better understand the barriers for carers remaining in and returning to employment. A Carer Innovations Fund of £5 million will be launched to identify and promote creative and cost-effective models to develop carer friendly communities, which we need to harness and develop locally.

5. Our Vision & Outcomes

5.1 Our Vision in Sutton is for:

Carers to be recognised and valued as expert partners in care, treated with dignity, supported to identify their own solutions, remain healthy, live a good life and continue to care.

5.2 We plan to address Carers continuing needs through **Ambitious for Sutton 2018-2023** our five-year corporate plan, which aims to deliver the four key outcomes residents themselves have identified as important in order to make Sutton a great place for everyone to live, work and raise a family. This will be achieved by focusing resources towards delivering these outcomes. These outcomes also reflect the outcomes set within the cross Government action plan Supporting people today and also what carers have identified as important through our engagement sessions.

Outcomes:

- Being Active Citizens
- Making Informed Choices
- Living Well independently
- Keeping people Safe

5.2 The intention as set out in our corporate plan will look at reviewing and re commissioning provision on a number of service areas together, rather than on a directorate by directorate basis, under these four new outcome-based themes.

5.3 The outcomes and what they mean for carers are set out in the table below.

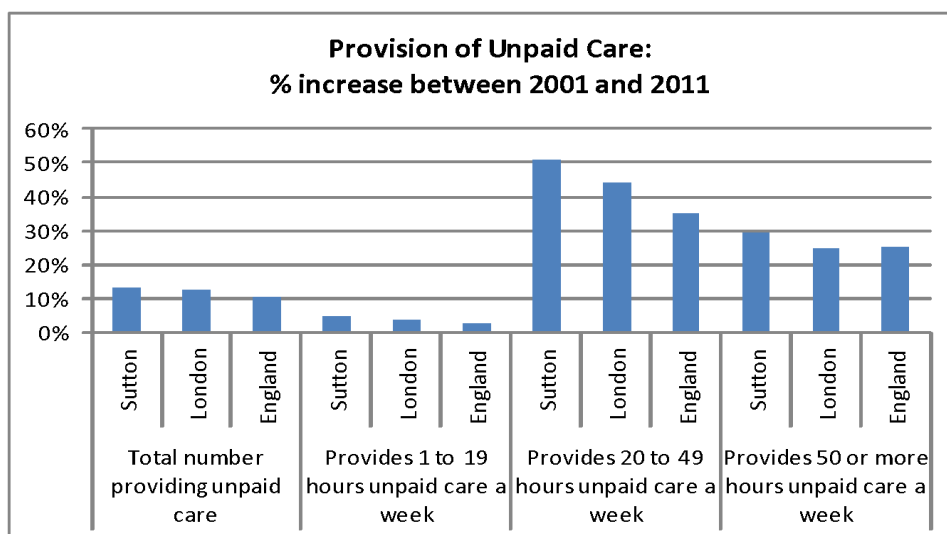
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Keeping People Safe	A joined up approach by all public services to ensuring that vulnerable residents are supported and kept safe	Carers are identified early and supported to identify solutions and care safely

5.4 This new approach will enable the council to continue to address the ongoing reduction in funding and associated budget gap by directing and targeting our total resources to achieve maximum impact.

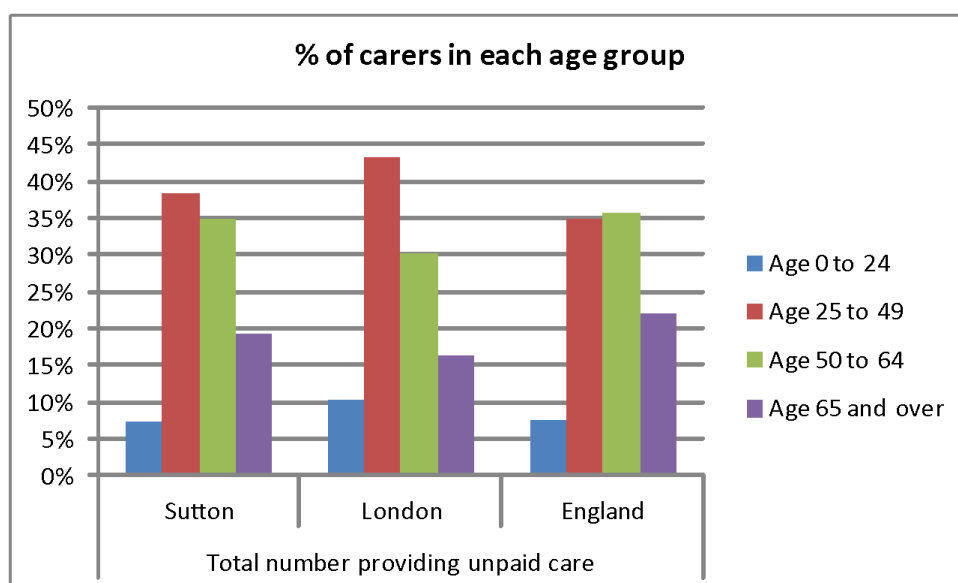
6. Sutton Carer Population

6.1 We know that in 2011 Sutton was home to approximately 18,298 carers (Census 2011) (This may be higher as we know that many people do not recognise themselves as a carer). Of which:

- 3,620 carers provide over 50 hours of care per week,
- 45 percent reported that they spent 75 hours or more a week caring or helping the cared for.



- 3,550 are older carers; and
- Approximately half of carers (48.4%) are over 75 years old



- One in four (24.9%) had been looking after the cared for more than 20 years
- 45% (8,234) of Carers report that they have a health condition of their own. This is significant in assessing need as we know that projections indicate that by 2022, Sutton's population is projected to increase by 14.3%. This is a higher percentage increase than for both London (13%) and England (7.2%). (Census 2011)

6.2 Sutton has an over-representation of adult carers in the 18-24 and 35-44 year old age groups compared to regional or national averages. Research has identified that many carers may have had to give up work, or face reduced earning potential as they are more likely to miss out on career

opportunities and progression. These individual impacts have a wider impact on employers and the stability of the local economy⁵.

6.3 Carers are found across the borough but are heavily concentrated in some of Sutton's most deprived wards such as St Helier and Wandle Valley. Sutton's carers therefore face higher risks of experiencing income poverty. (Sutton JSNA)

6.4 The percentage of carers who also have a learning disability or difficulty (five percent) is higher in Sutton than the majority of London boroughs (ninth highest out of 32 London Councils). (Sutton JSNA)

6.5 Furthermore there is an over-representation of carers in Sutton, compared to regional or national averages, caring for people with:

- a learning disability or difficulty (25.2 percent)
- a mental health problem (27.5 percent)
- dementia (35.5 percent) (Sutton JSNA)

6.6 Sutton's carers are predominantly white (78%), and is broadly in line with the resident population, although a higher proportion are women (58%) than men (42%)⁶. Sutton's ethnic profile is more reflective of the national rather than London picture but it is becoming more diverse.

7. Sutton Carer Needs

7.1 We have heard first hand from carers who shared their stories at our engagement sessions that while caring gives them a real sense of personal satisfaction, it also impacts on both their physical and mental health, and their capacity to lead a good life. Nationally, 53% of carers care for people with some form of physical disability⁷, 45% state they struggle financially because of their caring role and 43% of carers have experienced depression. It is so important that these health and well-being issues are addressed in order that Carers continue to care, benefiting our local health and social care system that relies so much on them.

70% of carers come into contact with health professionals, and yet, of those, only 10% are identified, and with GPs only identifying 7% of that number.

Adult Social Care Outcomes Framework

7.2 The Social Care outcomes framework ASCOF measures how well care and support services are achieving the outcomes that matter most to people. In 2016-17, based on 265 respondents to the survey, we found that despite the developments to streamline information, advice and guidance services a proportion of carers continued to:

- Find it fairly difficult to access information and advice; approximately one in four (23.1 percent) adult carers reported it was "fairly difficult to find information or advice about support, services or benefits", compared to a statistical neighbour average of 17.3 percent, a London average of 16.2 percent.⁸

⁵ <https://www.carersuk.org/news-and-campaigns/press-releases/facts-and-figures>

⁶ Sutton JSNA

⁷ 2016-17 Personal Social Services Survey of Adult Carers in England (SACE)

⁸ 2016-17 Personal Social Services Survey of Adult Carers in England (SACE)

- There was a moderate increase in the proportion of carers which were “extremely or very satisfied” with the support or services the person cared for received from 32.0% in 2014 (London average 35.2%) to 33.2% in 2016-17 (London average 35.6%).⁹
- In 2016-17 almost six in ten (57.4 percent) carers reported that their caring role had caused them some form of financial difficulty, compared to an average of only 50.2 percent in London local authorities and a national average of 45.6 percent.¹⁰
- In addition, 34 percent of carers “sometimes felt involved or consulted as much as they wanted to be in discussions about the support or services provided to the person they care for”. The average for London authorities was 25 percent; and national average 21.7 percent.
- 28% of carers reported that they had as much social contact as they would like, this compares with 35.3% in 2014.

Feedback from Carer Engagement sessions

7.3 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.

7.4 Some Carers also spoke about their satisfaction with support services that they and or the cared for person receive, particularly from Sutton Carers Centre, Sutton Parents Forum, Alzheimer’s Peer Support and the Admiral Nurses Service. Carers also spoke about the skills of some workers and having access to good quality provision and support services for those they care for that Carers could trust was important.

Short Breaks

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

7.5 Carers said *“support with practical tasks was important. Therapeutic support was valued as well as, access to short breaks and respite care.”*

7.6 Carers spoke positively about the LD specific provision at St Helier’s Hospital

7.7 Carers told us that they found out about support by word of mouth and that there needed to be better promotion of services. Poor communication with some professionals contributing to them

⁹ 2016-17 Personal Social Services Survey of Adult Carers in England (SACE)

¹⁰ 2016-17 Personal Social Services Survey of Adult Carers in England (SACE)

feeling exhausted. Being recognised, listened to and involved was sometimes also a challenge particularly by health and social care and education professionals.

7.8 Young Carers spoke about the importance of raising awareness in schools, “because many children and young people are struggling, you think you’re the only one and sometimes it hard to focus because your worrying about mum” and “sometimes you can’t complete your homework, some teachers are good but others think your using being a carer as an excuse”. “Many young carers don’t know that they are carers and some schools don’t identify them”

7.9 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.

7.10 Carers also raised frustration with having to reapply for SEN Transport adding further pressures on their restricted time.

7.11 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.

7.12 Carers said that they need support with managing and coping with challenging behaviour

7.13 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.

7.14 Some Carers continue to experience inconsistencies and challenges in getting their needs assessed. While other carers shared examples of positive experiences of being supported.

7.15 Some Careers raised concerns about access to timely information along the different caring transition points which can be inconsistent.

8. Current Local Offer

“Carers should be able to access different types of support at different stages of their caring role; to ensure they are able to maintain and support people with care needs in the community, and lead a balanced and healthy life for as long as possible along their caring pathway”.
Sutton Carers Strategy 2015-17.

8.1 There is a range of provision to support carers. This includes universal mainstream services, as well as targeted preventative support services for both adult and young carers that are commissioned and or grant funded across the voluntary and community sector, as detailed in the table 1 below. Services that are provided to individuals with care needs often provide some support to carers and families, such a respite care in a residential care setting or within the community through Shared Lives, day care and short breaks provision for children with disabilities, which may be available subject to a statutory assessment of need from the Council being undertaken. A detailed list of carer support services are set out in appendix 3.

Table 1



The following summarises how the services available in the borough have helped to improve outcomes for the Carer's. Information and data has also be provided from the Council's performance monitoring and quality assurance framework of both council and jointly commissioned provision.

8.2 Specialist Carer Support Services

Adult Carer Preventative Support Service and Young Carers Service

This service, commissioned in April 2016 and delivered by Sutton Carers Centre, provides a range of preventative and therapeutic services to prevent, delay or minimise the risks of carers needs escalating, and aims to sustain & build resilience in the caring role.

Carers can access a range of complementary therapies, activities, breaks and training (whole family support interventions). There are generic and client specific peer support groups, including targeted support for Carers caring for someone with Mental Health issues and Young Carers support services. They also provide training for professionals and carers.

Sutton Carers Centre also represents Carers' issues. The service works closely with statutory services, the local voluntary sector and wider Carers Trust network, to support and harness additional resources for carers in Sutton. For example, there is the Young Carers Mental Health Project and the keeping active project, and the exceptional work of the Young Carers Ambassadors, who support other young carers and raise awareness on both a local and national level. Don't Tone Alone - personal fitness support for carers through Sport England community fund enables carers to keep active and healthy.

8.3 Early Identification

More carers have been identified particularly through voluntary commissioned services but more needs to be done to ensure we reach out to carers in the wider community.

1,570 Carers have been identified by Sutton Carers Centre since April 2016.-Sept 2018

Last year Sutton Carers Centre supported 570 new carers against an annual target of 550. As a result of receiving support, 88% of carers reported that they felt better able to maintain their caring role. With only 21% of carers being referred back for statutory assessments, the majority of carers accessing this support has prevented their needs escalating to the point that statutory support is required.

Last year 82% Adult Carers (which is an increase from 23% in 2016/17) and 100% Young Carers and their families receiving support from Sutton Carers Centre agreed to share information with the Council. Although information can be now triangulated to better identify and understand carer's needs, further work is needed to ensure we evidence the outcomes of targeted interventions.

Last year Sutton Carers Centre engaged with 10 GP practices within Sutton. Initial work with surgeries focused on identifying carers, with the next stage focusing on support. Through their partnership working with Statutory (for example Admiral Nurses) and voluntary services more carers are being supported.

Further work is needed to reach out and connect with communities and to raise awareness. Continued action is also needed to support professionals in health and social care to identify carers earlier particularly at key points along their caring pathway, in hospitals and at discharge, at GP surgeries, and by other local agencies such as Pharmacies.

8.4 Supporting Young Carers

More young carers have been identified and supported

Young Carers who attended our engagement sessions spoke about the Young Carers Service as providing a "Life-Line" for them a place where they "felt safe" and "not judged"

- 432 young carers are registered and have received support through the Young Carers Support Service since the new service commenced in 2016.
- In 2017-18 there were 180 young carers who accessed the service of which there were 70 new young carers.
- The average age of young carers accessing support continues to go down (10 years) which means young carers are being identified earlier at primary school.
- We have identified a senior lead to champion Young Carers in the Council.
- We have developed a joint protocol between Adult and Children Services – sets out how we will work together to identify and support young carers and their families. This now needs to be reviewed

8.5 Carers Assessments

More Carers have received information and advice and or direct payments as an outcome of their carer's assessment

Carers told us "We are worried that not enough Adult and Young Carers are having formal Carers Assessments, and those that do, are not receiving the services or support that they need. We also used to have the "Carers Flexible Fund" (Direct Payments for Carers, for breaks, activities or items that eased the pressure of caring). These made such a difference to Carers".

Under the Care Act 2014, Carers are entitled to have their needs assessed by the Council. We know that during the 2017-18 financial year there were 1,108 carers in contact with the Council and 911 were offered an assessment. This represents an increase of 53 carers from the previous year (2016/17) total of 1,055 carers in contact with the council. Of the 911 offered a carers assessment last year, 722 carers assessment was accepted and 225 declined (a further 29 episodes were undetermined/incomplete/in 17/18 year). This compares to the previous year 2016-17, of the 872 carers who were offered an assessment, 664 carers assessments were accepted and 208 declined.

Given that over 3,000 carers have reported to be caring for over 50 plus hours per week, there are large numbers of carers who may be in need and are missing out on support. We also need to ensure we assess the needs of Young Carers and their families adopting an whole family approach more consistently and Young Carers transitioning to an adult.

8.6 Personalisation

There is improved choice and flexibility through the use of personal budgets/carers direct payments

A Personal budget offers opportunities for more personalised support solutions. The number of Carers in receipt of Direct Payments has been steadily increasing. In 2017-2018 there were 273 carers in receipt of a direct payment. However we need to improve how we capture information on the outcomes achieved to evidence the benefit for carers.

8.7 Influencing service design and delivery

Parent carers are key partners co-producing service developments and improvements

We have continued our commitment to the Parents Carers Forum, a self-organised group of parents providing peer support information about support available and ensuring parents have a voice. They have also played a key role in health and social care service redesign for children with disabilities

As well as the Parent Carers Forum, Carers have participated and influenced service developments in a number of other ways:

- Developing Suttons Commissioning Strategy for Children with Disabilities and additional needs
- Independent travel training review and re-provision
- Developing Sutton Joint Learning Disabilities Strategy and Action Plan
- SMART Place Sutton – engaging in options for improving support for older people in the community with the aid of technology
- Sutton Carers Forum has engaged with a range of services and agencies raising profile of carers and ensuring Carers needs are recognised
- Recommissioning Sutton Council Home Care service provision

8.8 Carers in employment

Many carers suffer social isolation, ill health, long term poverty and disadvantage. Paid work can offer carers financial independence, social contact, friendship and improved self-esteem
(Carers UK 2003)

Sutton Council employs 1105 people (excluding staff employed in schools) and really values the commitment of staff many of whom may be juggling caring responsibilities. A number of policies to support carers in the workplace has been designed, to help combine work and care. Staying in work not only benefits carers, preventing social isolation and supporting their household income, but it also benefits the local economy. Flexible working hours, or even working from home, part time working and job sharing positions are also available subject to the needs of the service.

- Staff can also access counselling and there is peer support provided through the Carers and Families Allies staff network. The network recently reviewed the Council's flexible working policy and they have also undertaken a carers' survey.
- Information on the number of carers working for Sutton Council is unknown. To fully understand how well we are supporting staff and better identify areas to be addressed, the Council should think about how we can routinely capture this information, such as through the council's staff records system or through staff surveys.

8.9 Information and advice

There is a single universal information, advice and guidance service providing easy access to support when needed

Getting responsive and timely information at different change points along the caring pathway is crucial for carers. It enables them to make informed decisions about their caring situations, understand their options and identify ways to support their own needs and the needs of the person they are caring for. This is in line with the Care Act 2014 local authority duty to prevent, or delay the development of needs and subsequent carer breakdown through access to information and guidance.

Advice Links Partnership ALPs is commissioned to deliver comprehensive advice and support to Sutton's residents, through a single access point. Carers are supported to access information, advice and guidance on:

- breaks from caring
- the health and wellbeing carers themselves
- caring and advice on wider family relationships
- carers financial legal issues
- caring and employment, education and learning

Advice Links Partnership service (ALPs)

Last year there was 21,384 initial contacts from residents (via the telephone, website, face to face or in writing). Of Which 12,029 that were responded to:

- 34%(or 4058 contacts) related to strategy or intensification of caring roles
- 29% (or 3448 contacts) related to debt
- 25% (or 3035 contacts) related to entitlement to benefits
- 4 % (or 502 contacts) related to carers needs or assessments

The ALPs service reported that last year they achieved £4,540,957 financial gains for residents accessing the service, some of whom may have been carers.

8.10 Advocacy Services

A single Advocacy service commissioned in June 2016 can now be accessed easily by service users and carers where they have substantial difficulties being involved in decision relating to their care and support.

8.11 Specialist dementia services

Alzheimer's Research UK estimates that within Sutton there are 2296 people living with dementia. Using the national figures as a baseline we can estimate there are around 1890 carers within the borough.

Specialist support for families and carers affected by dementia through Sutton Admiral Nurses Service. Sutton Admiral Nurses Service (ANS) provide specialist support to help families live well with dementia this helps build carer resilience and prevent crisis.

In addition to the clinical casework carried out by the ANS, the service also offers drop in sessions hosted by Sutton Carers Centre and a local GP Surgery. These sessions allow a family to easily access support, advice and brief interventions from the AN's if they do not meet the threshold for casework.

The 2017-18 period saw a record number of 232 referrals, which represents a 7% increase on the previous year.

As well as these services, **Alzheimer's Society Sutton** delivers a training programme for carers of people with Dementia, peer support is available at the same time for the cared for, which enables the carer to attend training.

Assistive Technology is an umbrella term used to describe assistive, adaptive and rehabilitative devices. Our use of technology has mainly focused on telecare (alert and response systems) and different types of adaptations and community equipment (such as aids for daily living, dressing and food preparation, mobility aids and moving and handling equipment). But this is changing.

8.12 Assistive Technology

Widening access to assistive technology solutions allows individuals to remain in the community and maximise their independence through minimising risks.

Technology solutions can also benefit carers, as care can be monitored remotely, providing peace of mind to carers and families and enabling them to balance caring with work and other commitments. Over 700 individuals are helped to live independently in the community with the use of Telecare monitoring and response service. Recent developments have included the use of the OwnFone to facilitate early discharge and or stop admissions to hospital. Just Checking is also used to ensure individuals support package is personalised.

Within Social Care we are beginning to look at how we use assistive technology solutions now and in the future. Using assistive technology, there is the potential to:

- Support people to maximise their independence
- Help strengthen and connect with their local networks of family, friends and community

- Reduce the reliance of statutory support
- Tailor more individualised and
- Less intrusive cost effective care solutions.

A pilot is underway through the Smart Place Sutton Innovation challenge to test new technologies to support older people to live independently, make informed choices around their future care provision, reduce isolation and support their digital confidence and supporting adults with needs travel independently.

8.13 Improved collaborative and integrated working

We need to recognise the role of communities and partnerships in supporting individuals to build on their strengths and skills, and continue to invest in support that promotes resilience of individuals and communities. In Sutton there are services working in a collaborative way through integrated service models, which draw together social community, primary and specialist services at localised neighbourhood level and also through the development of local joint initiatives.

- **Sutton Uplift** is a groundbreaking collaboration between local doctors, nurses and voluntary groups. The service provides an array of mental health services to over-18s in the borough, covering referral, recovery, therapy and wider wellbeing provision. The service adopts the Triangle of Care Approach.

The Triangle of Care, launched in 2010, second edition 2014 based on a guide developed by cares. There are six key standards that will see carers included, informed and better supported when they are caring for someone with a serious mental health problem.

The standards highlights:

- Carers and the essential role they play are identified at first contact or as soon as possible thereafter
- Staff are "carer-aware" and trained in carer engagement strategies
- Policy and practice protocols, confidentiality and sharing information, are in place
- Defined post(s) responsible for carers in place
- A care introduction to the service and staff is available, with a range of relevant information across the care pathway
- A range of carer support services is available

- **Sutton Health & Care** – A newly established integrated multi-disciplinary team aims to reduce time spent in hospital, prevent admissions and community services to work more closely with hospital services to make sure patients are transferred more smoothly from one to another.
- **Sutton Integrated Digital Care Record** - Sutton integrated digital care record (Sutton IDCR) will enable relevant health and social care staff to share records for the benefit of people registered with a GP in Sutton. This new system essentially makes this information exchange safer, speedier and more accurate by providing a system that can be accessed by both health and social care professionals. Local GP systems in Sutton and the social care system at the London Borough of Sutton are linked to the shared record, enabling GPs to see social care

data whilst they are sitting with a patient in the surgery. We need to ensure that we include and share intelligence on carers.

- **Sutton Dementia Pop-Up Hub** - This pilot initiative aims to reach out to communities living with dementia their carers, family and friends. It is led by Healthwatch Sutton, Age UK Sutton, Citizens Advice Sutton, Sutton Carers Centre, Alzheimer's Society, Riverside Community Association Ltd and Admiral Nurses (Specialist Dementia Nurses Sutton Council). We need to review as a model how successful it is in reaching and developing community assets.
- **Better Contacts** - A partnership between the council and the London Fire Brigade, aimed at providing preventative support to vulnerable residents across the borough, by highlighting need and signposting people to relevant services.
- **Better Care Fund** - The Better Care Fund enables clinical commission groups and local authorities to work closer together to deliver health and social care services. Sutton Council and Sutton Clinical Commissioning Group (SCCG) has continued their joint commitment and investment.

8.14 Support for the cared for

There is a range of support provided to the cared for with statutory eligible needs

Support and care services provided for people with care needs, such as learning disabilities or dementia, can at the same time also provide a break for carers. Sutton Council and Sutton CCG also commission a range of Homecare and residential planned and emergency respite services to support adults and children and young people with needs.

The number of adults with needs accessing residential respite or community based respite placements provided as a direct result of carer breakdown or risk of breakdown is unclear. This needs to be address if we are to better understand and evidence solutions that work for carers.

9. Conclusions, Priorities & Next steps

9.1 Conclusions

We have found that while there has been good progress and examples of servies working and meeting the needs of carers, there continues to be gaps in a number of key areas. These are set out below:

- Evidence of low take up of carers assessments
- Inconsistency in early identification and support from professionals particularly within the primary care sector, but also across sectors and wider community
- Missed opportunity to hear from carers to impact on decision about the people they care, it is important that carers are consulted and engaged with at an early stage
- Some carers experience delays in assessments, receiving support services and accessing respite provision.
- Many Young Carers continue to remain hidden because of fear and stigma. The numbers of young carers living in Sutton is unknown.
- Many more carers who care for individuals with complex personal care needs may not be able to access some services because they may require replacement care.

9.2 These issues that have been raised by carers are not new and in some cases the services are there (as highlighted in table 1 section 8.1) but they may not have enough capacity (for example

limited access to respite care) or flexible enough to meet people's needs. Professionals may still not always be aware of carer needs and may focus solely on the client, neglecting to work in partnership or communicate with the family or friends of the client. There is evidence that some carers continue to find difficulties in balancing their caring responsibilities and feeling they are recognised, respected and the majority of carers have not been identified.

9.3 Priorities

To address these gaps identified, our priorities over the next five years focuses on prevention and supporting self care. These priorities draw together all partners working collaboratively to delivering the outcomes carers have identified:

Outcome	Outcome description	What it means for carers...	Priorities
Being Active	All residents live healthy lifestyles and are enabled to be economically, socially and physically active	Carers physical, emotional, financial wellness and resilience is maintained; Young Carers protected from inappropriate caring responsibilities learn, develop and thrive.	Building Carer Aware and Friendly Communities Supporting Carers to be economically active Supporting Carers to be socially and physically active
Making informed Choices	Individuals, families and communities are able to access a diverse range of information, advice and guidance to make informed choices and enable them to sustain change	Carers have access to good quality information and advice and guidance along their caring pathway; Carers are in control of their life, make decisions and choices that are right for them; Carers fulfil their personal goal & sustain their caring role.	Carers access to good quality information early on and at the different transition points along their caring pathway enabled to make informed choices about their lives and caring responsibilities
Living Well Independently	Building on individual and community resilience and assets to help people maintain	Carers have access to a range of resources including their individual and community networks and assets to balance their caring role	Timely Carer Assessments reviews and support planning Transforming Carer Support to meet the needs of carers - emphasis on supporting

	their independence for as long as possible	and have a life outside caring; Carers are valued and recognised and involved in the care planning of the person they care for and have a voice in shaping local care provision.	self-reliance and creating opportunities to reach and connect communities with local resources. Developing Carer aware workforce Improve access to technological options to support carers, ease (& or balance) the pressures of their caring responsibilities.
Keeping People Safe	A joined up approach by all public services to ensuring that vulnerable residents are supported and kept safe	Carers are identified early and supported to identify solutions and care safely	Early identification of carers Carers are supported to care safely, their needs and the person they care for are safeguarded

9.4 Next steps

The evidence from national research suggests that effective support for carers goes beyond a single intervention, service and or sector boundaries. Effective support encompasses joined up support that addresses carers needs holistically and where there is good carer aware professional practice. We have set out key actions in our Delivery Plan (see appendix item 1) which reflects this joint approach and commitment to support carers over the next four years to deliver the outcomes we have agreed. The Carers Reference Group and key partners will be responsible for developing the plan further, setting out in detail their joint actions and commitments once the Strategy has been approved.

10. Delivery Plan

The delivery plan is a live document, it is our intention that we will monitor progress towards achieving the outcomes:

- Led by Sutton Carers Forum - The Forum meets on a quarterly basis and ensures carers' needs are addressed across the borough. The Forum will review the strategy twice yearly.
- Sutton Health & Wellbeing Board - The Board reviews progress on an annual basis.
- Healthwatch - This service has a responsibility to ensure that health and social care services are working effectively to support residents and they may also have a role in monitoring the key actions are delivered.

Appendix

Appendix item 1 - Delivery Plan

See attachment.

Appendix 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 Council Commissioning	Carers Strategy Focus Group Invitees included: Jennifer Thrower Alzheimer's Sutton; Rachael McLeod Sutton Carers Centre; Helen Gasparelli MAPs; Jane Knowles Parent Carers Forum	14th June 2017 (2.45 - 4.15pm)
Age UK	Focus Group Carers of Older People	15 August 2017 (1.30-3.30pm)
Sutton Carers Centre	Focus Group Carers Caring for Adults with a range of needs	12 September 2017 (4-6.30pm)
Sutton Community Voluntary Service	Providers Sutton Carers Centre & Sutton Mencap attended	12 October 2017 (2-4pm)
Sutton Carers Centre	Former Carers Group	23.November 2017 12.30-2pm
Sutton Council	Engagement Event held at SCILL for Carers	24 January 2018 (Day Session 2-4pm) (Evening Session 6-7pm)
Sutton Carers Centre	Families of Young Carers	1 February 2018 4.30-7.30pm

Sutton Carers Centre	Young Carers Focus Group	1 February 2018 4.30-7.30pm
Alzheimer's Sutton	Carers of People with Dementia	18 & 26 July 2017
Parent Carers Forum - Information Day	Parents Carers of Children with Disabilities	21 March 2018 (11.30am-2pm)
Parent Carers Forum	Parents Carers of Children with Disabilities Focus Group	9 May 2018 (11am-1pm)
Adults with Learning Disability Forum	Carers of Adults with Learning Disabilities meeting - engagement session	16 November 2017 19 July 2018
Sutton Carers Forum	Key Messages & Insights from Engagement Sessions	12 September 2018 (12-2pm)

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

Appendix 3 - Carer Support Services

Organisation	Support
Advice Link Partnership Sutton - ALPS	<p>independent advice guidance from locations across the London Borough of Sutton: one number provides access to the following organisations:</p> <p><u>Sutton Citizens Advice Bureau:</u></p> <p><u>Sutton Carers Centre; Age UK Sutton:</u></p> <p>Telephone 020 8254 2616</p> <p>Online <u>appropriate form</u>.</p>
Age UK Sutton	<p>Provides information, advice and support to older people and their carers. Telephone 020 8770 4090, or online at www.ageuk.org.uk/sutton/contact-us/.</p>
Alzheimer's Society Sutton	<p>Provides information, advice and support for carers and people with Alzheimer's and dementia. Telephone 020 8770 1875, or email: sutton@alzheimers.org.uk</p>
Sutton Carers Centre	<p>Provides information, advice and support services for adult carers, parent carers, family carers, young carers and carers of people with mental health conditions. Telephone 020 8296 5611, or email: enquiries@suttoncarerscentre.org</p>
Community Drug Service for South London (CDSSL)	<p>Provides support for family members and carers of substance misusers. Telephone 020 8773 1881, or email: info@cdssl.org.</p>
Sutton Citizens Advice	<p>Provides information and advice around finances (including benefits, debt and other financial matters). Telephone 020 8405 3552, or online at www.suttoncabx.org.uk.</p>
Sutton Uplift Carers Wellbeing Navigators	<p>Sutton's Primary Care Mental Health Service, Sutton Uplift, holds a weekly Wellbeing drop-in clinic within Sutton CAB every Monday between 9-5pm & Sutton Carers Centre</p>
Improving Access to Psychological Therapies (IAPT)	<p>Carers Wellbeing Navigators can support people to connect with and access activities and resources to reduce stress, achieve healthier lifestyles, manage finances, build confidence and self-resilience.</p>

Health Champions	Trained volunteers who come from a range of backgrounds support individuals improve their health and wellbeing in range of ways. Promoting healthy lifestyles through walks, talks, information and advice. Pam Howe at Sutton CVS email: pam@suttoncvs.org.uk
Sutton Mental Health Foundation	Provides information, advice and support for people with mental health conditions and their carers. Telephone 020 8770 0172 email: admin@smhf.org.uk
Parents Carers Forum	Support for parents of children with disabilities. Events, advice, guidance & information contact: suttonparentsforum@outlook.com
The Carers Forum	Meets quarterly at Sutton Civic Offices, for carers to discuss the latest and meet other carers from across the borough. Telephone 020 8296 5611, or email: enquiries@suttoncarerscentre.org .
Learning Disabilities Carers Action Group	This is a support group for parents of adults with disabilities. To find out more contact the Chair (% Sutton Carers Centre enquiries@suttoncarerscentre.org.uk)
Sutton Council Carers Assessment Requesting a carer's assessment - Contact Centre on 020 8770 6080 to request a carer's assessment	Respite support - through a support plan, respite care and assistance can be provided as:
	Support in a care home or alternative accommodation (including Shared Lives) where the person you are looking after goes for a short stay
	Emergency support for carers - To get a Carer's Emergency Cover plan, you will first have to complete a carer's assessment. Carer's Emergency Cover plans (also known as Carer's Continuity plans and the Carers Emergency Card Scheme) put backup care plans in place so that you can be reassured that alternative arrangements are available in an emergency.
	Financial support for carers - The Carer's Personal Budget
Local support groups for carers	
Young Carers Peer support	Peer Support group for and run by Young Carers who are aged 15 years and older Contact Young Carers Support Service: 020 8296 5611

Aspergers parent/carers Support group	Support group for parents and carers of children with Aspergers. Meets bi-monthly on Thursdays 9.30 - 11.30am, at Sutton Civic Offices, enquiries@suttoncarerscentre.org , 020 8296 5611
Learning disabilities carers support group	Support group for carers of people with a learning disability. Meets monthly on Tuesdays 10.30am - 12.30pm at <u>Sutton Civic Offices</u> , enquiries@suttoncarerscentre.org , 020 8296 5611
Mental health carers group	Support group for carers of people with mental health conditions. Meets monthly on Thursdays 12 - 2pm at <u>Sutton Civic Offices</u> , enquiries@suttoncarerscentre.org , 020 8296 5611
Moving on group for former carers	Support group for former carers. Meets monthly on Tuesdays 1.30 - 3.30pm at <u>Sutton Carers Centre</u> , enquiries@suttoncarerscentre.org , 020 8296 5611
Male Carer Support Group	Support group for male carers enquiries@suttoncarerscentre.org , 020 8296 5611
Lone carers support group	Monthly support group for lone carers. Meets monthly on Saturdays 11am - 1pm at <u>Sutton Carers Centre</u> , 020 8296 5611 enquiries@suttoncarerscentre.org
Altogether	Peer support/fun activities for carers/family/people with dementia. Meets on alternate Thursdays 2 - 4pm, at Trinity Centre, <u>Trinity Church</u> , 020 8686 4018
Dementia Pop Up Sutton (pilot)	Meets from 11am-2pm Information advice support talks on related dementia issues. Meets around the borough contact www.halthwatchsutton.org.uk/dementiahubs