

# ***Carers Strategy: 2019 - 2022***



## **Adult Carers and Young Carers**

***March 2019***

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## Foreword

I am very pleased to introduce East Dunbartonshire Health and Social Care Partnership Carers' Strategy 2019-2022. We have welcomed the Carers (Scotland) Act 2016 and are fully committed to its objectives to ensure that adult carers and young carers are supported to manage their caring responsibilities with timely and appropriate support to enable them to care in good health and to have a life alongside caring, and for our young carers to have a childhood similar to other children in East Dunbartonshire with the same future opportunities.

East Dunbartonshire Health and Social Care Partnership is committed to delivering the best outcomes for adult carers and young carers and for the person they care for. We recognise that caring for family and friends can be a natural part of all of our lives however can be both emotionally, financially and physically challenging. We recognise the role and contribution carers make both to the person they support and within their communities within East Dunbartonshire.

The strategy is the result of more than more than a year of consultation and engagement with carers, carers representatives, and the involvement of partners across the third sector, Education and from the Health and Care Partnership.

East Dunbartonshire Carers' Strategy 2019 establishes how we hope to achieve our aims and focusses upon six key strategic priorities and outcomes including timely provision of information and support, ensuring that carers physical, emotional and wellbeing is supported, with breaks from caring for those who need this service and a focus upon our young carers.

The challenges are significant particularly when considered against current uncertainties, rising demand upon health and social care services and requirements for efficiency however we are confident that working together in genuine partnership we can achieve what we have set out to do.

Finally, I would like to thank everyone who has given of their time to attend meetings and events and to those who have shared their experiences, and offered their expertise and commitment to improving the lives of carers in East Dunbartonshire. I would also like to thank all of our statutory and voluntary partners for their commitment and support to the implementation of the Carers (Scotland) Act 2016 within East Dunbartonshire.

Susan Manion  
Chief Officer  
East Dunbartonshire Health and Social Care Partnership

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## 1. Introduction

There are around seven million carers in the United Kingdom. Approximately one in ten people are carers, and three in five people will become carers at some point in their lives, with these figures expected to rise.

As of June 2017, estimations were that approximately 788,000 people in Scotland are caring for a relative, friend or neighbour. This includes 44,000 carers who are under the age of 18.

Locally the 2011 Census recorded that there are 11,347 individuals in East Dunbartonshire who identified themselves as unpaid carers.

Carers play an essential role in the provision of care, and it is estimated that, in Scotland, the value of the care provided is more than £10.8 billion each year.

This strategy describes the future development of services for carers across East Dunbartonshire.

The Health and Social Care Partnership is fully committed to delivering the best outcomes for carers and the person they care for. Our strategy has been developed in full recognition of the role and contribution of both adult and young carers in East Dunbartonshire, not only to the person they support but also within our communities.

The strategy reinforces our commitment to work collaboratively and to build upon existing initiatives and has been developed in partnership with carers, carers' representatives, Carers Link and East Dunbartonshire Health and Social Care Partnership.

Our strategy focusses upon six outcomes and strategic priorities, which have been developed from our consultations with carers and local partners including:

1. Adult and Young Carers are identified and can access information and support.
2. Adult and Young Carers are empowered and enabled to manage their caring role.
3. Adult and Young Carers are supported to promote and maintain their own physical, emotional and mental wellbeing.
4. Carers are engaged in planning and shaping services
5. Young carers are specifically supported to have a life outside of their caring role.
6. Breaks from Caring.

The strategy sets out the key policy drivers and local context and challenges within East Dunbartonshire and outlines the consultative process taken and the specific and measureable actions we will take to implement the outcomes listed above.

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## 2. Key Policy Drivers / National Policy Context

There have been a number of key strategies and legislation over recent years, which have sought to empower and develop choice. Through Self Directed Support (SDS), people have far greater choice and control of the services they receive and the management of their support. The Carers (Scotland) Act 2016 was implemented on 1st April 2018. The legislation is designed to support carers' health and wellbeing and help make caring more sustainable.

The Act seeks to consolidate carers existing rights and recognises carers as equal partners. The Act includes duties for Local Authorities, Health, and Social Care Partnerships to provide support to carers, based on the carer's identified needs, which meet the local eligibility criteria.

The Carers (Scotland) Act 2016 has been introduced in a context of legislation and policies including:

- Public Bodies (Joint Working) (Scotland) Act 2014
- Children & Young People (Scotland) Act 2014
- Getting it Right for Every Child (GIRFEC)
- Social Care (Self Directed Support) (Scotland) Act 2013

A range of local strategies have been implemented or are under development within East Dunbartonshire and will incorporate planning for Dementia, Mental Health, Suicide Prevention, Learning Disabilities, and Primary Care, Education Service Parental Engagement Strategy, and Including *Every Learner*; A Policy and Provision for Children and Young People with Additional Supports in East Dunbartonshire. Although the Carers Strategy has been produced as a document in its own right, there will be common themes and interlinking goals across these strategies that consider the needs of carers and outline any specialist support carers require.

## 3. Who is a 'Carer'?

The Carers (Scotland) Act 2016 defines a carer as *"an individual who provides or intends to provide care for another individual (the 'cared-for person')"*. The Act defines a "Young Carer" as someone who is under the age of 18, or over 18 but still at school and an "Adult Carer" as someone over the age of 18, and not a young carer.

Carers are people of all ages, including children, and from all walks of life. Carers are people in employment, in education, retired, or those who care full time. Care may be provided a few times a week or for more significant periods, each carer, and their role is unique. Many carers report that their role can have significant positive

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features and rewards but it is recognised that caring can have a significant impact upon a carer's health, wellbeing, finance and relationships.

Young carers are young people and children and whilst many may value and enjoy the role they fulfil within their families, they may also experience much less opportunities to access social, recreational or educational opportunities and may experience greater disruption and anxiety for the person they care for.

The duty to provide support to carers is intended to ensure that it is delivered in a more consistent way across Scotland. The duty is subject to a carer having needs, which meet the local eligibility criteria, and the Health and Social Care Partnership will work with carers to provide timely support, or to help to plan ahead and consider future needs or contingency plans in response to changes in caring circumstances.

Many people who provide care may not see themselves as a 'carer'. They are first and foremost a partner, wife, husband, son, daughter or any other family member or friend providing care.

#### **4. Assessment of Demand for Support**

Carers provide an important role in the provision of care and support in the community. As equal partners in the delivery of care, they enable people to remain in their own home and community through contributing to the overall health and wellbeing of the person they look after; preventing avoidable hospital or long-term care admission.

In the 2011 Census, 11,347 individuals in East Dunbartonshire identified themselves as unpaid carers, of which

- 10.8% of the population are carers;
- 21.9% of these carers are over 65 years;
- 1.8% of these carers are under 16 years;
- 59.5% of these carers are female;
- 21.9% are providing care for 50 hours or more per week;
- 63.5% are providing care from 1 hour to 19 hours per week.

Providing unpaid care can have a negative effect on the carer's health. The 2011 census data showed that those adults who identified themselves as carers were less likely to report their health as 'good' or 'very good' (79%) than those who provided no care (84.9%).

The 2014 East Dunbartonshire schools' survey reported that 8.4% of the 2907 pupils surveyed were providing care. The survey found that these young carers tended to be from deprived households, and were more likely to live within lone parent families. The young carers surveyed were more likely to report physical, emotional and behavioural conditions, as well as a higher total difficulties score than their peers,

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and were also less likely to think they would go on to higher education after leaving school.

East Dunbartonshire's carer support organisation 'Carers Link' actively provided a service to 1326 carers in East Dunbartonshire in 2017/18. Forty two per cent of this number were aged over 65 with young carers accounting for just under eight per cent. Consistently Carers Link is contacted by almost four hundred new carers each year in East Dunbartonshire.

## **5. Achievements/Successes from Previous Carers' Strategy**

- East Dunbartonshire Council established, and latterly East Dunbartonshire HSCP preserved a multi-disciplinary Carers Working Group/Carers Engagement Group whose membership includes HSCP, Education, Carers Link, the third sector, and carers to inform the development of Carers Services within East Dunbartonshire.
- Carers Engagement Events were completed in 2018 within both localities in East Dunbartonshire.
- Continued to involve carers in the planning of services at a strategic level through their representation on various HSCP strategic groups.
- Developed and published a local Carers Eligibility Criteria.
- Developed and published a local Short Breaks Statement.
- Developed templates for Adult Carer Support Plans and Young Carers Statements, which consider and identify carers' needs.
- Continued to increase the provision of short breaks, respite and support services for carers based on identified needs.
- Raised knowledge and awareness of carers and the Carers Act.
- Staff training and briefing sessions were arranged in 2018 and offered to all staff across social work, health, education and third sector partners.
- There was a targeted seminar about East Dunbartonshire's Young Carers Statement in 2018 delivered to all children's services. This event launched the commencement of an annual suite of staff training opportunities specifically in relation to young carers.
- Hospital Discharge Leaflet; the HSCP worked alongside the Public, Service User and Carer (PSUC) representatives group to develop a consistent approach prior to the patient/service user's point of discharge from hospital. The discharge leaflet provides local patients and carers with information covering key issues such as patient transport; valuables and belongings, medication and any follow up appointments and/or home care requirements, combining as an aid to a more seamless and cohesive discharge. Its success has been such that East Dunbartonshire HSCP were approached by NHS

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Greater Glasgow and Clyde asking if they could stock the leaflet in their patient information centres, and requested permission to produce a regional/board wide version of the leaflet.

## 6. Information and Services for Adult Carers and Young Carers

Information to both existing and new carers is provided widely within East Dunbartonshire and carers will continue to be encouraged to access information and advice from a range of resources including:

- **Carers Link:** are a local voluntary organisation that offer a range of personalised supports to adult carers and young carers across East Dunbartonshire. They provide information and advice for carers on behalf of East Dunbartonshire HSCP. The organisation provides one to one support, and support to carers to complete Adult Carer Support Plans and Young Carer Statements. They also provide some funding for short breaks to help carers sustain their caring role by giving them a break. They offer health and wellbeing services and have developed a local 'Looking After Yourself' booklet. They provide information, advice and support in relation to advocacy for carers, carers' benefits and self-directed support. Carer training Courses n supporting carer health, mindfulness and building wellbeing was provided to almost 300 carers last year.
- **Carers Link 'Linked Up':** Carers Link have a dedicated support service for young carers in East Dunbartonshire. 'Linked Up' provides one to one support, social group and groupwork support, information, advocacy and on line support.
- **Carers Link Free Telephone Service:** Carers Link also provide a dedicated free telephone line which both young carers and adult carers can telephone or text to access support. (0800 975 2131 or 0790 388 9858).
- **Carers Link 'Emergency Planning Service':** this service offers carers the opportunity to consider emergency planning measures if they cannot continue to provide care during an unplanned event or emergency. Practical arrangements for caring are recorded and the carer's views and knowledge of the person they care for can be shared with others.
- **GP services:** are often the first point of contact for many carers. GPs provide access to condition specific information and advice and can signposting the carer to other support services.
- **Social Work or Education Services:** can help adult carers and young carers identify their entitlement to supports available to them locally and work with carers to review support arrangements. Supports provided can include



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respite within residential / nursing care, home based short breaks, and building based day centre services.

- **Community Health Services:** can provide a wide range of care, from 'cradle-to-grave', to support patients and carers to manage long-term conditions at home.
- **Post Diagnostic Support Services:** can provide condition specific information, advice and support for carers following diagnosis. Post diagnostics services are provided for people diagnosed with dementia and autism.
- **OPAL:** provides a single point of contact for all adult service users and carers (16+) living in East Dunbartonshire. The dedicated OPAL telephone line puts people in contact with a wide variety of information, advice and support services, from social and leisure activities through to voluntary sector, social work and social care support services.
- **CEARTAS:** provides Independent Advocacy to adults (aged 16 or over) who are normally resident in East Dunbartonshire. Independent Advocacy is independent of any other service provider, like Social Work or Health, and works on the adult's behalf to make their voice stronger.
- **Citizens Advice Bureau:** provides information, advice and support to adults on a variety of issues including: money and debt advice, employment rights, access to welfare benefits and support with housing issues.
- **East Dunbartonshire Association for Mental Health (EDAMH):** offers one to one support to adults (aged 16 and over) experiencing mild to moderate mental ill health and their family and carers.
- **East Dunbartonshire Community Assets Map:** provides an online directory of local support, wellbeing and activities run across East Dunbartonshire. It lists over 400 places, resources, activities and businesses in the area. Users can browse the community assets by town or by categories such as outdoor, physical exercise, or health and wellbeing. Groups and individuals can add their own community asset onto the map. The directory makes it easier for people to find and access support and wellbeing services from numerous organisations, all in the one place. The Asset Map is available at [www.eastdunassets.org.uk](http://www.eastdunassets.org.uk)
- **National Carer Support Organisations:** provides carer specific information, advice and support usually through web based information and phone helplines for example: Carers Scotland and the Scottish Young Carers Service Alliance however, national organisations may limited knowledge of local services.
- **Universal Services:** Universal services could include peer support groups, forums, libraries, youth clubs, leisure centres, activity classes, and voluntary organisations which can be accessed independently without the need for an

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agreed Support Plan. These services are frequently advertised in the local media or library.

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## 7. Strategic Priorities for Adult Carers and Young Carers in East Dunbartonshire

**CARERS OUTCOME 1** Carers across East Dunbartonshire are identified and can access information and support.

### WHAT MATTERS TO CARERS:

- Raise awareness through greater publicity and information in public places, schools and across the community, particularly during National Carers Week.
- Raise awareness in health, social care and education to create a culture that provides opportunities to identify carers.
- Opportunities for people to identify themselves as carers through meaningful conversations.

### WHAT WE INTEND TO DO:

- Develop mechanisms to better identify adult carers and young carers in order to meet their needs and monitor the impact of their caring role.
- Work in partnership with carers' organisations and other third sector organisations to raise awareness about the carers' legislation and rights, and develop services that support carers to continue in their caring role.
- We will work to promote and enhance awareness of support available to carers by better publicising our local carer organisations within our communities through a range of social media, websites, leaflets and carers events.
- We will continue our work with schools in East Dunbartonshire to increase identification of young carers and to highlight resources available to them.
- We will provide further training and briefing sessions which will form part of core training within schools and children's services to incorporate the identification of young carers and, where appropriate, into the Child's Planning Process.
- We will work with health and social care in East Dunbartonshire to raise awareness of carers, provide briefings on clear referral pathways, and ensure that carers are integrated into hospital discharge planning processes. This will ensure that carers are identified at an early stage and are included in any discussions about the discharge of the person they care for.

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- We will act in accordance with legislative timescales relating to adult carers and young carers support when caring for terminally ill persons.
  - Carers among ethnic minority groups may experience additional difficulty in accessing carer services which may be attributed to language barriers in accessing these. We will therefore ensure that carers information will be made available across a range of languages.
  - We will ensure that our services, carer support services and partner organisations recognise those carers with protected characteristics.

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**WHAT MATTERS TO CARERS:**

- Being valued in their role as carers and involved in discussions with the cared for person.
- Proactive provision of information and advice to make it easier for carers to get the correct help and support when they need it.
- Improved telecare and telehealth provision and support.
- Having choices that support, enable and empower them in their caring role.

**WHAT WE INTEND TO DO:**

- We will monitor, evaluate and review the Adult Carer Support Plan and Young Carers Statements.
- We will identify Carers' needs via the Adult Carer Support Plan and Young Carers Statement in line with the local Carers Eligibility Policy.
- Maintain an accessible information and advice service for carers.
- Where a Carer's Support Plan/Young Carers Statement identifies needs that meet the Carers' Eligibility Criteria, Self Directed Support options will be discussed to ensure the fullest flexibility, choice and control for carers and families.
- We will ensure that carers and families can access independent information, advice and support about Self Directed Support.
- We will provide briefing sessions/workshops, in partnership with local third sector organisations, to ensure that carers are fully informed and aware about Self Directed Support and the options for choice and flexibility.
- Monitor, evaluate and review the local Carers' Eligibility Policy.
- Monitor, evaluate and review the local Carers' Short Breaks Statement.
- We will ensure carers have information about and are able to access short breaks, providing choice, control and flexibility, which is personalised to their needs and outcomes, as well as the needs and outcomes of the person they care for.

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- We will prepare Adult Carer Support Plans and Young Carer Statements in accordance with the recommended timescales already established within our services.
  - Continue to provide Carers Training Sessions run by Carers Link.
  - As part of this Strategy, we will undertake work to raise the profile of the Carer's Emergency Plans prepared by Carers Link. These plans can ensure that the carer's knowledge and views of the person they care for can be shared with others and can prevent an emergency becoming a crisis. This work will be taken forward by the Carers Partnership Group.

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**CARERS OUTCOME 3**

**Carers are supported to promote and maintain their own physical, emotional and mental wellbeing.**

**WHAT MATTERS TO CARERS:**

- Improved support during transition periods and key milestones, including post caring support and bereavement.
- Opportunities for community links to reduce isolation.
- Opportunities for support and training to continue caring role.

**WHAT WE INTEND TO DO:**

- We will review our policies, procedures and pathways for young people transitioning from Children to Adult Services to ensure that carers are provided with and signposted to the right information and advice at each point along the caring journey.
- We will develop Adult Carer Support Plans and Young Carers Statements in line with Carers legislation for terminally ill persons; the Act defines terminal illness as where, “the person suffers from a progressive disease and death in consequence of that disease can reasonably be expected within six months”.
- Planning for Adult or Young Carers who are caring for terminally ill person will take into account the urgency of needs for support.
- We will recognise that communities are one of our greatest resources and the values of support from friends and neighbours should not be overlooked. We will work to raise awareness locally of the support available to carers by enhancing the provision of information by our local carer organisations and through a range of social media, websites, leaflets and carer events.

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**CARERS OUTCOME 4****Carers are engaged in planning and shaping services.****WHAT MATTERS TO CARERS:**

- Improved engagement with carers.
- Engagement and involvement is meaningful; encourages carers to speak; and values carers' input.
- Carers can see that their contribution makes a difference.

**WHAT WE INTEND TO DO:**

- We will continue to support and develop carer representation on the HSCP Board, Strategic Planning group and Locality Planning Groups through the Public, Service User and Carer Group.
- We will review and develop the publicising of opportunities for carer engagement in the planning and shaping of our services through a range of social media, websites, leaflets and carer events.
- We will develop ways to seek the views of Young Carers and build their voices into the planning and shaping of services. Representatives from Education, Social Work Children's Services, Health and Carers Link will take this forward.



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## CARERS OUTCOME 5

### Young carers

Young carers are specifically supported to have a life outside of their caring role and can achieve a balance between caring and other aspects of their lives.

#### WHAT MATTERS TO YOUNG CARERS:

- Having someone to talk to about their caring role.
- Being supported at school.
- Recognition of issues surrounding attendance, learning, bullying, and stigma associated with the caring role.
- Being able to access the same activities and social opportunities as their friends.
- Feeling safe about asking for help.

#### WHAT WE INTEND TO DO:

- We will work within schools to improve identification of Young Carers to ensure that they are aware of their entitlement to a Young Carers Statement and be supported to complete one if they wish to do so.
- Young Carers will be supported by their named person or local Carer's Organisation to access appropriate supports.
- Schools and Carers Link will work to deliver awareness raising to pupils and education staff.
- Where appropriate, an Education Support Plan will be developed for individual Young Carers.
- We will ensure that Young Carers are included and have access to extra-curricular activities, seeking support and specialist services from other agencies where required.
- Schools will encourage Young Carers to become involved with the local Carer's Organisation to support their families' wellbeing.
- Continue the 'Linked Up' service in East Dunbartonshire to ensure the best opportunities for Young Carers to have the chance to talk individually and

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participate in groups with other young people who share similar experiences and to build new friendships.

- We will support the development of feedback from Young Carers groups and forums.
- We will work with Young Carers and their families to build on strengths and improve wellbeing and reduce levels of inappropriate or harmful caring.
- We will work in partnership to improved points of transition to ensure that young carers receive the right supports at the right time.

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**CARERS OUTCOME 6** Breaks from Caring**WHAT MATTERS TO CARERS:**

- Breaks from caring are essential to allow carers to continue to care longer and in better health.
- Breaks are available in a number of ways that are personalised to the carer and the person they care for.
- Carers have expressed anxiety about the impact on their relationships with the cared for person or feelings of guilt at leaving the person they care for.

**WHAT WE INTEND TO DO:**

- We have developed and published a Short Breaks Statement in 2018 and will ensure that there is a range of flexible local opportunities for replacement care/respite in a variety of settings to suit the individual's circumstances.
- We will ensure that breaks continue to form part of the support plans for both the cared for person and the carer including regular planned respite in accordance with published Carers Eligibility Criteria.
- Carers Link will continue to develop and provide opportunities for Young Carers to receive time out and breaks from their caring role.
- Carers will be encouraged to access Self Directed Support options to ensure maximum flexibility, choice and control when developing their Adult Carer Support Plan or Young Carer Statement.
- We will continue to work with partners such as Carers Link, Ceartas Advocacy and Take Control to support communities, families and informal supports to enable carers to secure a break from caring.

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## 8. Acknowledgements

The Health & Social Care Partnership would like to thank all of the carers who have given of their time over recent years to attend meetings and events and to those who have shared their experiences, and offered their expertise.

In particular, we would like to thank those who have participated directly to the work of the Partnership and those who have contributed directly or indirectly to the work of the Carers Working/Engagement Group.

We would also like to thank all of our statutory and voluntary partners for their commitment and support to the implementation of the Carers Act (Scotland) within East Dunbartonshire.

## 9. Appendixes

*(LINKS / HYPERLINKS TO BE INCLUDED WITHIN FINAL DOCUMENT)*

- East Dunbartonshire Carers Act Eligibility Criteria
- East Dunbartonshire Short Breaks Statement
- East Dunbartonshire Health and Social Care Strategic Plan
- East Dunbartonshire Health and Social Care Strategic Children's Service Plan
- East Dunbartonshire Council Education Service Parental Engagement Strategy
- East Dunbartonshire Council 'Including *Every Learner*; A Policy and Provision for Children and Young People with additional supports in East Dunbartonshire
- Adult Carer Support Plan
- Young Carer Statement
- Carers Link Web Link