

To: Renfrewshire Integration Joint Board

On: 19 June 2020

Report by: Chief Officer

Heading: Adult Carers' Strategy and Action Plan 2020-2022

Direction Required to Health Board, Council or Both	Direction to:	
	1. No Direction Required	X
	2. NHS Greater Glasgow & Clyde	
	3. Renfrewshire Council	
	4. NHS Greater Glasgow & Clyde and Renfrewshire Council	

1. Summary

- 1.1 This report provides members of the Integration Joint Board (IJB) with a final draft of the Adult Carers' Strategy 2020-2022 (Appendix One) and Adult Carers' Strategy 2020-2022 Action Plan (Appendix Two), for approval.

2. Recommendation

It is recommended that the IJB:

- Approve the final draft Adult Carers' Strategy 2020-2022 and Adult Carers' Strategy 2020-2022 Action Plan;
- Notes the consultation process followed in the development of the Strategy and Action Plan;
- Notes that regular updates on the progress of implementing the Action Plan will be provided to the IJB;
- Notes the support provided to unpaid carers, in partnership with the Carers Centre, during the Coronavirus (COVID-19) outbreak;
- Notes the changes to service delivery made by Renfrewshire Learning Disability Service and Localities Services in response to the COVID-19 outbreak.

3. Background

- 3.1 The Carers (Scotland) Act 2016¹ commenced on 1 April 2018 and placed several new legislative requirements on Local Authorities, including duties to be implemented through IJBs.

¹ <http://www.legislation.gov.uk/asp/2016/9/contents/enacted>

3.2 The IJB received regular updates on the work undertaken before 1 April 2018, to ensure the duties in the Carers Act were implemented.

3.3 Section 31 of the Carers Act sets out the duty to prepare a local carers' strategy².

4. Development and Consultation

4.1 The HSCP established a Carers Strategic Steering Group in 2018 to ensure that we continue to implement legislative requirements, to oversee the development and implementation of the Adult Carers' Strategy and to plan and develop services for carers. The Group includes carer representatives and relevant stakeholders from the HSCP and Renfrewshire Council Children's Services, Renfrewshire Carers Centre and other Partners.

4.2 The Strategy and Action Plan's development was overseen by the Carers Strategic Steering Group and to inform the content of the Strategy, a phased consultation process was agreed.

4.3 The first phase of consultation comprised of:

- a consultation event at Renfrewshire Carers' Centre on Carers' Rights day;
- the Strategic Planning Group focused on carers and the draft Strategy at its meeting on the 10 of April 2019; and
- the draft Strategy was made available online from the 28 October 2019 to 6 December 2019 for comment.

4.4 The responses and outcomes of discussion were incorporated into the consultative draft of the Strategy and Action Plan, approved by the IJB on 20 March 2020.

4.5 The second phase of consultation gave members of the IJB the opportunity to shape the final draft of the Strategy and Action Plan, including an update in the HSCP IJB Bulletin – Friday 15 May.

4.6 The Carers Strategic Steering Group will report progress to the IJB on a regular basis and provide an annual report on all actions and measures. The Strategy is due for renewal in 2022.

² <http://www.legislation.gov.uk/asp/2016/9/section/31>

5. **Supporting Carers during the Coronavirus (COVID-19) Outbreak**
- 5.1 Due to the additional pressures that unpaid carers face as a result of the COVID-19 outbreak, the HSCP, in partnership with the Carers Centre, is working to ensure that carers continue to receive support related to their caring role, but also additional support due to the impact of the COVID-19 outbreak on their caring role.
- 5.2 In recognition of the importance of good up to date information, the HSCP extended funding for an Information Worker post at the Carers Centre to ensure carers get information about changes to services. The Carers Centre have moved most of their services online so that carers can continue to receive support such as telephone advice and information, regular telephone calls to carers who feel isolated and online group support.
- 5.3 Carers who are shielding or caring for someone who is in the shielding category can get support with food and medicine via the local assistance helpline. The Carers Centre are also delivering medicines to carers where required.
- 5.4 In response to the Government's guidance on providing Personal Protective Equipment (PPE) to carers delivering personal care, the HSCP and Carers Centre quickly established a request, triage and delivery process. The process means that carers can request PPE from the Carers Centre and have it delivered to their home and as of 22nd May 2020, 68 carers delivering personal care had received PPE. The process is supported by the local PPE Hub at Dykebar.
- 5.5 The HSCP and Carers Centre continue to fund short breaks for carers and are supporting carers to identify creative short breaks during the pandemic including online courses, virtual museums, exercise programmes, read-alongs, and websites for children and young people, as well as support services that are delivered online.
- 5.6 The Coronavirus (Scotland) (No.2) Bill, passed by the Scottish Parliament on 20th May 2020, included a provision to make an extra payment of £230.10 to Carer's Allowance recipients in June 2020. The HSCP and Carers Centre will continue to ensure that carers are aware of the Carer's Allowance.

Renfrewshire Learning Disability Service

5.7

Renfrewshire Learning Disability Service has adapted its services to respond to the current situation, including the introduction of new methods of carer support, delivered via Day/Respite Service staff and local Community Teams. Examples of these new service delivery methods include:

- An easy read Covid-19 information guide to support carers.
- Provision of essential support to the most vulnerable adults with learning disabilities, where risk to their welfare is assessed as critical.
- Implementation of a 4-tier model of service response:
 - Tier 1 - Over 3,700 welfare phone calls
 - Tier 2 - 12 service users/families, experiencing critical need, have been supported by doorstep visits. This included support for daily exercise and shopping
 - Tier 3 - From 11 May, Spinners Gate was re-opened to provide a critical response to Gateway service users who cannot safely be supported within the community
 - Tier 4 - 48 nights Respite has been provided at Weavers Linn to 4 families in crisis, including caring for a service user with suspected Covid-19.
- Provision of a tailored outreach day respite service for critical priority one service users/families, aimed at those with complex autism, learning disabilities and challenging behaviours.
- Provision of a critical response for emergency short term respite (up to 5 nights) for up to 5 adults with a learning disability at any given time.
- Closed Facebook and WhatsApp groups for carers to share information and provide support where required.
- Mirin, Milldale and Gateway services have utilised social media channels to stay connected with service users and carers. A broad range of video activity sessions have been held including Makaton sign along, yoga, keep fit and cook along. Carers and service users are encouraged to share ways in which they are keeping active, including sharing Tic Tok videos and crafts they have been working on.
- Home Activity Packs have been developed along with our Speech Therapists, supporting people to maintain their skills and stay active at home. The packs have been delivered to all families who requested one.
- Business continuity planning has been implemented to ensure continuation of critical services. Continuation of Adult Support

and Protection cases and investigations to ensure critical interventions are maintained.

- Implementation of digital technology including virtual clinics, to provide innovative and modern methods of providing health-based support.

Locality Services

5.8 Locality Services cover a range of care groups and service areas. The service model is one of assessment, and for more complex cases, care management often accompanied by the direct provision or commissioning of care, is provided to meet the assessed needs and personal outcomes of individuals and their unpaid carers. Part of the care management process also involves the delivery of care through self-directed support.

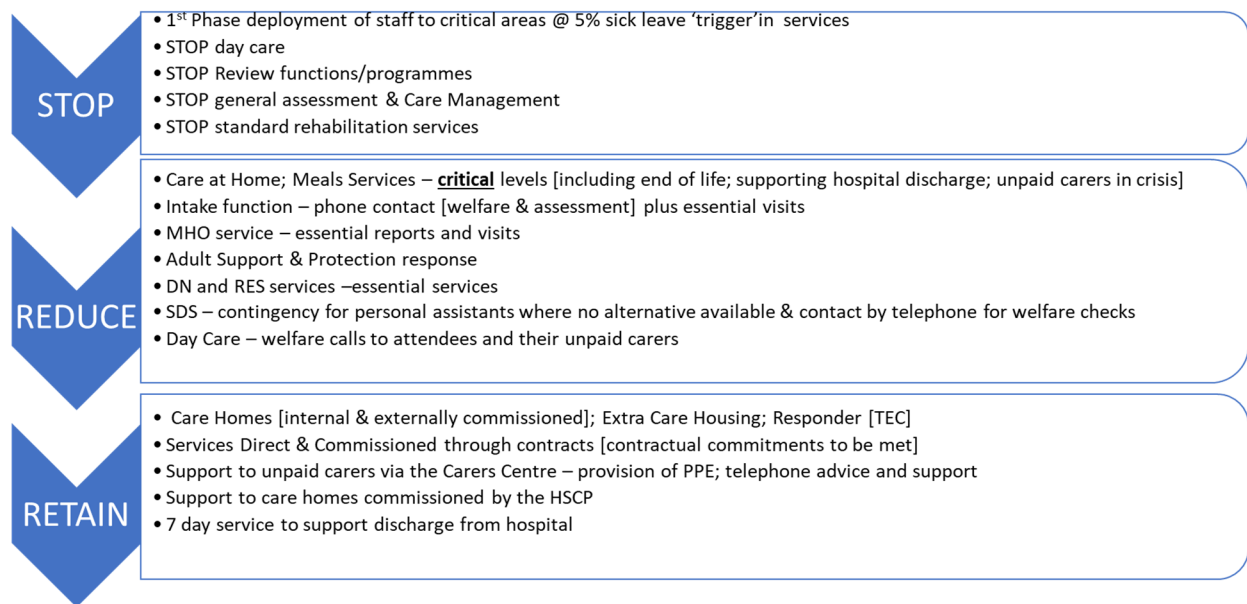
5.9 The range of services offered include:

- Intake service and services to the hospital primarily to support timeous discharge of patients to the community;
- Older people, including day support and care at home services;
- People with physical disabilities, including day support; people with sensory impairment;
- unpaid carers; and
- services which are umbrella of reablement and rehabilitation including Occupational Therapy, Physiotherapy and nursing services.

A considerable level of work is also carried out with commissioned services across both care at home and the care home sector.

5.10 At the outset of the response to the pandemic, Locality Services used the Stop: Reduce: Retain framework and applied the national risk-based criteria for service provision – Critical; Substantial; Moderate; and Low. It is important to recognise that all services were operating at both the critical and substantial levels prior to the pandemic. For people, following the assessment of need, who are assessed as having moderate or low needs, Locality Services provide advice and information on how best to stay as healthy and well as possible and signpost to other services including ROAR.

5.11 Implementing the Stop: Reduce: Retain framework approach essentially moved services onto a critical level of service provision, including services which support unpaid carers. In common with learning disability services, some key areas of service were retained throughout the period from 18 March 2020 to date. These services are outlined in the 'Reduce' and 'Retain' sections of the framework below and include the key care at home and care home services.

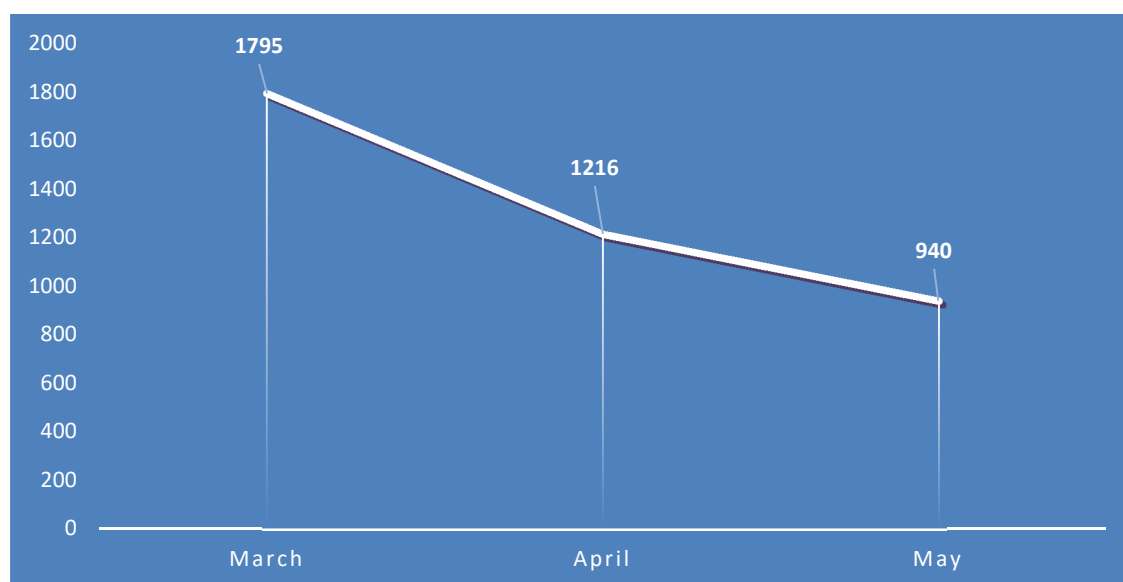


- 5.12 The most significant area where services were stopped was day care for older people and the Disability Resource Centre. Contact with attendees of the Disability Resource Centre was maintained by telephone. In older people's services it is recognised that the closure of day services has had a significant impact on unpaid carers. During this period, 5000 welfare phone calls have been made to service users and unpaid carers. For people attending day care, additional community meals were provided to support both service users and unpaid carers.
- 5.13 Respite services are currently being reviewed and will require careful consideration in respect of adults. Respite services for older people takes place in residential care home settings however this has not been possible during the COVID-19 pandemic. Individuals entering a care home setting are required to undertake a 14-day isolation period and this would affect any respite supports within these settings. Respite services are assessed on critical need and would currently be offered as a home-based respite provision.
- 5.14 As noted above, a 7-day service was established to support discharge from hospital and intake services have continued to operate fully during this period. At the 22nd May 2020, intake and referral figures (table 1 and chart 1 below) show a reduction in requested supports throughout the pandemic.

Table 1: Service Intake to 22nd May 2020

	March	April	May
Paisley Locality	311	258	176
West Ren Locality	283	248	197
Care at Home Services	636	402	303
Community Meals Service	88	25	21
SDS- Direct Payments	22	23	10
Adult Support and Protection	82	94	56
Day Care	29	0	0
Reablement (T1 and T2)	289	155	161
Sensory Impairment	55	11	16
Total	1795	1216	940

Chart 1: Referrals Received to 22nd May 2020



5.16 As the HSCP continues to work on implementing phases one and two of the Government's route map out of lockdown and the number of referrals begins to increase, the HSCP will ensure appropriate social distancing and infection control measures are in place where a service is provided.

Implications of the Report

- 1. Financial** – The Financial Memorandum to the Carers Bill sets out the Scottish Government's estimated costs of implementing the Carers Act in Scotland. It is estimated that total costs will rise from £19.4m in year one (2018-19) to a recurring level of £88.521m by year 5 (2022-23).

At its meeting on 26 January 2018, the IJB agreed to ring fence Renfrewshire's local allocation of the Scottish Government's funding solely to fulfil its new duties and provisions under the new Carers Act.

2. **HR & Organisational Development** – Nil
 3. **Community Planning** – Nil
 4. **Legal** – Section 31 of the Carers Act sets out the requirement to prepare a local carers' strategy.
 5. **Property/Assets** – Nil
 6. **Information Technology** – Nil
 7. **Equality & Human Rights** – Nil
 8. **Health & Safety** – Nil
 9. **Procurement** – Nil
 10. **Risk** – Nil
 11. **Privacy Impact** – Nil
-

List of Background Papers:

Adult Carers' Strategy 2020-2022 and Adult Carers' Strategy 2020- 2022 Action Plan (Renfrewshire IJB, 20 March 2020)

Preparation for Implementation of the Carers (Scotland) Act 2016 (Renfrewshire IJB, 26 January 2018).

Author: Allan Mair, Senior Community Link Officer

Any enquiries regarding this paper should be directed to Frances Burns, Head of Strategic Planning and Health Improvement (Frances.Burns@renfrewshire.gov.uk 0141 618 7657)

Renfrewshire Health and Social Care Partnership

Adult Carers' Strategy 2020-22



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1 Introduction

Renfrewshire Health and Social Care Partnership (HSCP) recognises the contribution carers make to those they care for and to the wider community of Renfrewshire. The HSCP's Adult Carers' Strategy reaffirms our commitment to carers, by setting out a preventive approach to supporting carers to continue in their caring role, whilst not compromising their own health and well-being.

The Carers (Scotland) Act 2016 (the Act), which commenced in April 2018, provided a legislative basis for supporting carers. The HSCP is implementing the duties related to adult carers, including a duty to prepare a local carers' strategy and to review it no more than three years after publication³.

The Strategy has been developed in collaboration with our partners and is centred on eight principles:

1. Carers are key partners in the delivery of care.
2. Carers are identified at the earliest opportunity.
3. Carers have an Adult Carer Support Plan.
4. Carers have the information they need about their caring role.
5. Carers get the right level of support at the right time.
6. Our staff have the knowledge and skills to identify and signpost carers.
7. Carers are involved in the assessment and care planning of the person they care for.
8. Renfrewshire is a carer-friendly community.

Key to supporting carers is identifying carers as early as possible. By identifying carers earlier, we can provide support to ensure they remain engaged their family, friends and communities to help maintain their own health and wellbeing and to support them in their caring role.

To reflect the importance of this, the HSCP has made identification of carers the key priority for the Strategy.

Whilst the Strategy in the main deals with adult carers, we also have a role in supporting young carers, in partnership with Renfrewshire Council's Children's Services. Renfrewshire's Young Carers' Strategy recognises that young carers are children and young people first and aims to support young carers to have the same opportunities as their peers⁴. We are committed to working with our partners in Children's Services to support this work, including supporting young carers as they transition to adult services.

³ <http://www.legislation.gov.uk/asp/2016/9/section/31/enacted>

⁴ http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children_Services_-_Young_Carers_Strategy.pdf?m=1568035286057

The challenges we face are significant, particularly when considering increasing demand for health and social care services, against a backdrop of financial constraints. It is vital that we develop and foster good partnerships across all sectors and communities of Renfrewshire, so that we can continue to support carers in their caring role; this strategy sets out how we aim to achieve that in Renfrewshire.

2 Strategy at a Glance

VISION

Renfrewshire Health and Social Care Partnership's vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well.

PRINCIPLES

Carers are key partners in the delivery of care.

Carers are identified at the earliest opportunity.

Carers have an Adult Carer Support Plan.

Carers have the information they need about their caring role.

Carers get the right level of support at the right time.

Our staff have the knowledge and skills to identify and signpost carers.

Carers are involved in the assessment and care planning of the person they care for.

Renfrewshire is a carer-friendly community.

CARERS CAN EXPECT THAT:

They are identified early and offered the right support at the right time
They are involved in health and social care decisions.
They get the support they need when they need it.
They are well informed about their caring role.
Their health and wellbeing is not adversely impacted by caring.
They get the support they need when they need it.
They can participate in and are valued by their community.

SUCCESS

More carers are active participants in their communities.

More carers say they have a say in the services provided for the person they care for.

More carers say they feel supported to continue caring.

Fewer carers say caring has a negative impact on their health and wellbeing.

More carers have an Adult Carer Support Plan.

More carers say they have a good balance between caring and other things in their life

More carers are identified.

More carers say that local services are well coordinated for the people they look after.

3 Our Key Priority: Identification of Carers

Carers do not always self-identify or associate with the term 'carer' and if carers do not identify as a carer, then they are unlikely to consider asking for an Adult Carers Support Plan, applying for Carer's Allowance Supplement, or accessing information and advice to support them in their caring role.

According to research⁵, the majority of carers take years to recognise their role, missing out on crucial financial, practical and emotional support in the meantime. The research demonstrated that, by not receiving support at an early stage, the negative impacts of caring are intensified with many carers missing out on benefits and entitlements and others forced to give up work altogether, with a significant long term effect on personal and family finances. On a personal level, a lack of practical help can have a huge impact on health and wellbeing, from long-term physical health effects such as back pain, to mental ill health and social isolation as a result of caring without a supportive network. The longer it takes to identify as a carer the more likely it is that carers will struggle without the support and advice they need.

People become carers when a family member or friend cannot manage without help because of an illness, addiction, frailty or disability. The caring journey may start in a doctor's surgery, with a nurse specialist, at a hospital outpatient clinic or at hospital discharge when the cared for person receives their diagnosis.

Key to supporting carers is identifying carers as early as possible. By identifying carers earlier, we can provide support to ensure they remain healthy but also to help prevent a breakdown of the caring role.

The HSCP recognises the need to refresh our approach to service provision and strategic commissioning, to identify and support more carers, including carers of people from BME communities, Gypsy, Travellers, and people with a head injury, mental health, drug, alcohol difficulty. We will work with our partners to develop a co-ordinated approach to identifying and supporting all carers across Renfrewshire.

To reflect the importance of this, the HSCP has made identification of carers the key priority for the Strategy.

⁵ <https://www.carersuk.org/for-professionals/policy/policy-library/missing-out-the-identification-challenge>

4 Development of the Strategy

Carers are key partners in the delivery of care and should be involved in shaping the services that are designed to support them. The Strategy was informed by hearing from carers and our partners what we need to put in place to ensure carers are supported in their caring role.

Carers and their representatives were involved at all stages of development and the key stages were:

- The Strategic Carers Group and an Adult Carers Strategy Implementation Group oversaw the development of the Strategy.
- A consultation event was held at Renfrewshire Carers' Centre on Carers' Rights Day (30th November 2018).
- The Strategic Planning Group focused on carers and the draft Renfrewshire Carers' Strategy at its meeting on 10 April 2019.
- The draft Strategy was made available online from 28 October 2019 to 6 December 2019 and people were encouraged to comment on the draft.

5 Legislative & Policy Context

5.1 Renfrewshire Health and Social Care Partnership Strategic Plan 2019-22



The 'Renfrewshire Health and Social Care Partnership Strategic Plan 2019-22', sets out the vision and future direction of community health and adult social care services in Renfrewshire.

The Plan recognises the role carers have in supporting people in Renfrewshire and commits to supporting the health and wellbeing of carers through three priorities:

- Identification – continue to ensure carers are identified early, have the information they need and are signposted to relevant services.
- Adult Carer Support Plans – continue to ensure all carers who request or are offered an Adult Carer Support Plan have one.
- Implement the duties in the Carers Act – continue to meet the duties (see 4.4 below) which are the responsibility of the HSCP⁶.

The Strategic Plan 2019-22 can be found here:

https://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757

5.2 Our Renfrewshire: Renfrewshire's Community Plan 2017-2027



Our Renfrewshire is Renfrewshire's Community Plan and Local Outcome Improvement Plan. Our Renfrewshire recognises that, as the number of people living longer increases, the number of carers and older carers will also increase. To meet this challenge, Our Renfrewshire prioritises:

- Promoting wellbeing and good mental health;
- Promoting healthy lifestyles that support both physical and mental health;

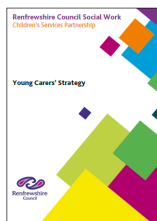
⁶ https://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757

- Tackling isolation and loneliness, by connecting people to their communities, and to services;
- Enable people to live healthier, for longer, by supporting our older population to stay active;
- Developing strong community-based services that respond to local need; and
- Enabling communities to have their voice heard, and influence the places and services that affect them⁷.

Our Renfrewshire can be found here:

http://www.renfrewshire.gov.uk/media/4598/Our-Renfrewshire---Renfrewshires-Community-Plan-2017-2027/pdf/Community_Plan.pdf?m=1506695136457

5.3 Renfrewshire Young Carers' Strategy



The Young Carers Strategy's aim is for young carers to have the same opportunities as their peers by ensuring that no child or young person has caring responsibilities inappropriate to their age and stage of development⁸.

The Carers Act places responsibility for pre-school children with “the health board for the area in which the child resides”⁹. The HSCP and Renfrewshire Council's Children's Services are committed to:

- preventing children from undertaking excessive or inappropriate caring roles;
- ensuring children are supported to enjoy their right to a childhood; and
- ensuring very young children are not undertaking caring roles.

To support this, the HSCP will not offer Young Carers' Statements to pre-school children and will instead refer them for assessment and support.

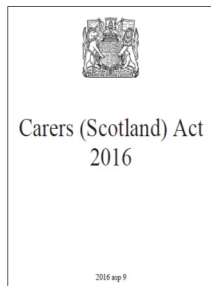
Renfrewshire Council's Children's Services Young Carers' Strategy can be found here: <http://www.renfrewshire.gov.uk/article/3354/Young-carers>.

⁷ http://www.renfrewshire.gov.uk/media/4598/Our-Renfrewshire---Renfrewshires-Community-Plan-2017-2027/pdf/Community_Plan.pdf?m=1506695136457

⁸ http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children_Services_-_Young_Carers_Strategy.pdf?m=1568035286057

⁹ <http://www.legislation.gov.uk/asp/2016/9/section/19/enacted>

5.4 Carers (Scotland) Act 2016



The Carers Act came into effect on 1 April 2018 and aims to support carers' health and wellbeing, helping them to remain in their caring roles and to manage their own life alongside their caring responsibilities¹⁰.

Renfrewshire Health and Social Care Partnership (HSCP) has responsibility for implementing the following duties in the Act:

- The duty to develop and offer an Adult Carer Support Plan to someone who is identified as a carer.
- The duty to set out and publish local eligibility criteria including recognition that support will be provided if the eligible criteria are met.
- The duty to provide support to carers who have eligible needs including consideration for short breaks from caring.
- Publish a short breaks services statement.
- Provide carers with information and advice services
- Involve carers in the planning of services.
- Develop a local carers' strategy.

The Carers (Scotland) Act 2016 can be found here:

<https://www.gov.scot/policies/social-care/unpaid-carers/>

¹⁰ <https://www2.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/Implementation/Carers-scotland-act-2016>

5.5 Health and Wellbeing National Outcomes



Scotland's Health and Wellbeing National Outcomes¹¹ aim to ensure that Health Boards, Local Authorities and Health and Social Care Partnerships are clear about their shared priorities by bringing together responsibility and accountability for their delivery.

The Outcomes provide a strategic framework for the planning and delivery of health and social care services and together this suite of outcomes focuses on improving the experiences and quality of services for people using those services, carers and their families.

The National Health and Wellbeing Outcomes can be found here:
<https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>

¹¹ <https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>

6 Progress Summary

6.1 Renfrewshire Carers' Strategy 2013-2016

The Renfrewshire Carers' Strategy 2013-2016, made significant progress in supporting the lives of carers and below are some examples of the service developments that have been achieved:

- An increase in numbers of adult carers identified and supported;
- Increased opportunities for carers to shape their own support and services;
- Increased flexible and personalised support options;
- Updated information on HSCP and Carers Centre websites;
- Staff training on Carers Act and carer awareness raising sessions for staff in RAH;
- Carers and carer representatives on Integration Joint Board and Strategic Planning Group.

6.2 Carers Act 2016

Renfrewshire Health and Social Care Partnership has responsibility for implementing the duties relating to adult carers in the Act and the table below summarises the work done to implement the Act.

Section of Act	Summary	What we did
1	New definition of carer	Relevant paperwork and information sources updated to reflect the new definition of carer
6	Duty to prepare adult carer support plan	New Adult Carers Support Plan paperwork and process introduced on 1 April 2018
21	Duty to set local eligibility criteria	Renfrewshire's Adult Carer Eligibility Criteria approved by the IJB on 26 January 2018
24	Duty to provide support to meet eligible needs	Carers who meet the eligibility threshold receive support to meet their eligible needs Carers who do not meet the eligibility threshold can access support such as information and advice, training, one to one support
27	Duty to involve carers	Carers and their representatives involved in the planning of services (Integrated Joint

		Board, Strategic Planning Group, Carers Steering Group).
		Carers are involved in the assessment of the cared for person
31	Duty to prepare local carer strategy.	Carers' Strategy to be published in 2020
35	Short breaks services statements	Short Breaks Statement approved by IJB on 25 January 2019.

6.3 Future Work to Support Carers

As the number of carers continues to increase, the HSCP and its partners will continue the good work that has been done since the previous Strategy and in implementing the Carers Act. An Action Plan ([link](#)) has been developed alongside the Strategy, in consultation with carers and partners. The actions will respond to the current and future needs of carers. The Carers Strategic Steering Group will monitor the Action Plan and report progress to the IJB on annual basis.

Supporting carers is relevant to all services areas and in recognition of this the Steering Group will ensure that any recommendations resulting from the HSCP's Transformation Programme and service reviews are implemented. We will work together to ensure that this Strategy and supporting implementation plan develop in a way that reflects the new national strategy for dementia which is expected in 2021, acknowledging the profound impact of dementia on individuals, families and communities. The Steering Group will also ensure that the needs and views of carers are reflected in this work.

7 Carers in Renfrewshire

The 2011 Census¹² found that 17,759 people in Renfrewshire identified themselves as carers, this is approximately 10% of the population.

The Census also found that:

- 59% of carers are female.
- 54% of carers are employed.
- 19% of carer are aged 65 and over.

The 2017/18 Health and Care Experience Survey¹³ found that:

- 64% of carers in Renfrewshire who responded to the survey said they have a good balance between caring and other things in their life (this compares to 63% in Renfrewshire in 2015/16 and 65% for Scotland 2017/18).
- 35% said caring had not had a negative impact on their health and wellbeing (34% in 2015/16 and 39% for Scotland).
- 44% said they have a say in the services provided for the person they care for (45% in 2015/16 and 46% for Scotland).
- 38% said local services are well coordinated for the people they look after (38% in 2015/16 and 40% for Scotland).
- 35% feel supported to continue caring (39% in 2015/16 and 37% for Scotland).

There are several demographic and activity changes that will affect our current and future understanding of need across Renfrewshire, all of which are likely to have an impact on the numbers and demands upon unpaid carers, including:

- An ageing population, with an expected increase of 76% for those aged 75+. By 2041, 14% of the population will be over 75, compared to 8% in 2016.
- An increase in people living with long term conditions,
- A 47% increase in dementia prevalence by 2035. Current prevalence is 2,994¹⁴.

¹² <http://www.scotlandscensus.gov.uk/en/censusresults/bulletin.html>

¹³ <http://www.isdscotland.org/Products-and-Services/Consultancy/Surveys/Health-and-Care-Experience-2017-18/Detailed-Experience-Ratings.asp>

¹⁴ http://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757

8 Universal Carer Pathway and Discharge Planning

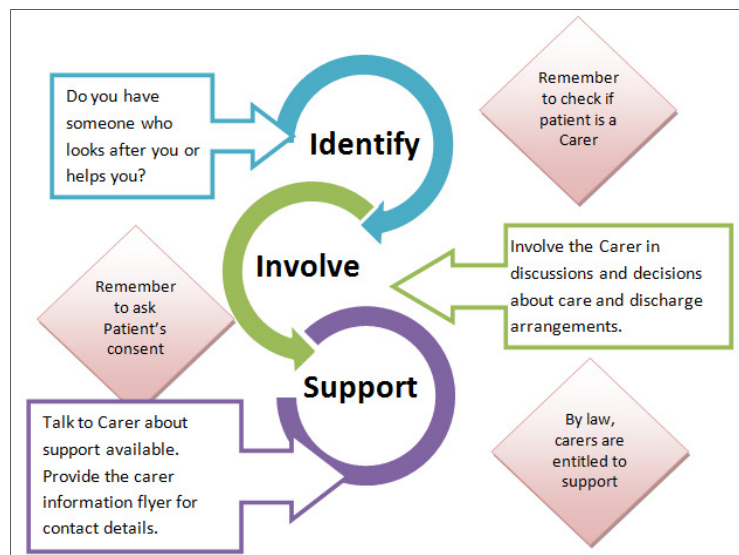
Planning for a patient's discharge from hospital is a key aspect of effective care. Many patients who are discharged from hospital will have ongoing care needs that must be met in the community. Discharge planning is the process by which the hospital team considers what support might be required by the patient in the community, refers the patient to these services, and then liaises with these services to manage the patient's discharge.

The Carers Act contains a specific duty for Health Boards to involve carers in discharge planning soon after someone is admitted¹⁵. This early planning helps avoid delays once a person no longer requires care in an acute hospital.

Across all NHS Greater Glasgow and Clyde (NHSGGC) hospitals carers can expect that:

- they will be involved in discussions soon after the person they care for is admitted and ongoing discussions on treatment and proposed discharge arrangements; and
- they will be informed about what will happen on the day of discharge.

A universal pathway (below) is in place across all hospital services to identify, involve and support carers.



¹⁵ <http://www.legislation.gov.uk/asp/2016/9/section/28/enacted>

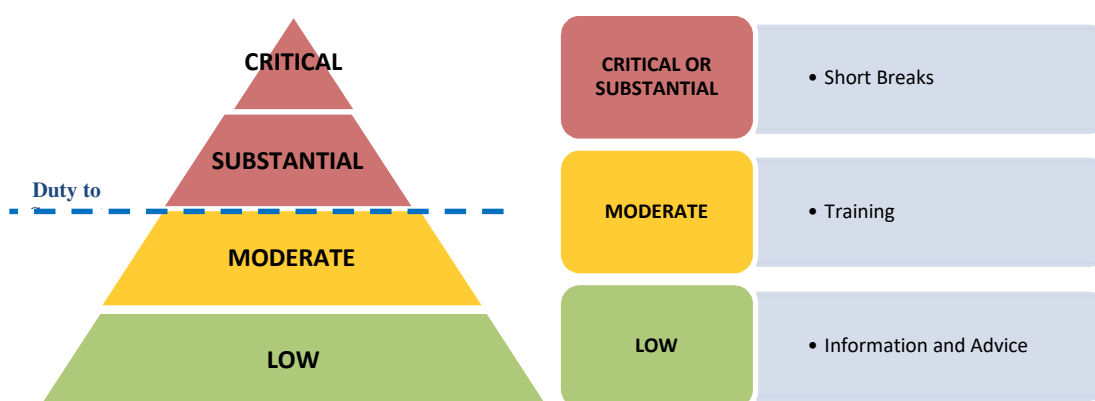
9 Supporting Carers

9.1 How We Support Carers

The Act placed a duty on local authorities to set eligibility criteria to determine whether it is required to provide support to meet carers' identified needs¹⁶. All carers can request or accept the offer of an assessment of need through an Adult Carer Support Plan (ACSP). The ACSP will determine whether a carer has eligible needs which meet the eligibility criteria. If a carer has eligible needs the local authority must provide support to the carer to meet their eligible needs¹⁷.

In January 2018, and following consultation with carers and carer organisations, the Integration Joint Board approved Renfrewshire's Eligibility Criteria for Adult Carers, which can be accessed via this link: [Eligibility Criteria for Adult Carers](#).

The diagram below sets out the levels of eligible need and indicates that the HSCP has a duty to support carers who have critical or substantial needs.



All carers can access information and advice relevant to their caring role. The support carers may be eligible for in addition to information and advice will be determined by the completion of an ACSP.

As set out in the ACSP pathway (Appendix 1), carers can request an ACSP from the Carers' Centre and when a carer has moderate or low needs they can complete their ACSP with the Carers' Centre; where a carer has critical or substantial needs, the Carers' Centre will refer the carer on to the HSCP to complete the ACSP with them.

¹⁶ <http://www.legislation.gov.uk/asp/2016/9/enacted>

¹⁷ <http://www.legislation.gov.uk/asp/2016/9/enacted>

9.2 Current Support for Carers

The HSCP and Renfrewshire Carers' Centre provided a range of services to over 600 new adult carers in 2018-19, including:

- Support with ACSPs, including what should happen in an emergency;
- Information and advice;
- Training;
- One to one support;
- Group support;
- Advocacy;
- Emergency planning;
- Young Adult Carer Project; and
- Short breaks.

Following the completion of an ACSP, carers may be eligible for a break from their caring role which aim to provide carers with an opportunity to have time away from caring and focus on their own health and well-being. The HSCP's Short Breaks Services Statement for Adult Carers¹⁸, sets out in more detail what a short break is and how a short break can support carers.

9.3 Transition Planning to Adult Services

As set out in the Carers Act, Young Carers' Statements will continue to have effect until the young carer is provided with an Adult Carer Support Plan¹⁹.

Preparing for the future is one of the priorities for Renfrewshire's Young Carers' Strategy, due to the additional challenges for young carers as they approach adulthood, as a result of their caring role. The Young Carers Strategy commits to meeting this priority by "including future planning and transitions in every Young Carer Statement and developing a protocol with adult services which clearly describes what will happen for young carers and what they can expect when they turn 18"²⁰.

¹⁸ http://www.renfrewshire.hscp.scot/media/9425/Renfrewshire-Health-and-Social-Care-Partnership-Short-Breaks-Statement/pdf/SBSS_For_Website1.pdf?m=1553081854497

¹⁹ <http://www.legislation.gov.uk/asp/2016/9/section/18/enacted>

²⁰ http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children_Services_-_Young_Carers_Strategy.pdf?m=1568035286057

The HSCP will work with Children's Services to support transition planning for young carers, ensuring that young adult carers receive the support the need at a critical time in their lives.

10 What Carers Can Expect

In response to what carers told us during the consultation for the Strategy, all adult carers can expect that:

- They are identified early and offered the right support at the right time
- They are involved in health and social care decisions.
- They get the support they need when they need it.
- They are well informed about their caring role.
- Their health and wellbeing is not adversely impacted by caring.
- They get the support they need when they need it.
- They can participate in and are valued by their community.

11 Monitoring and Reporting on the Strategy

The HSCP established a Carers Strategic Steering Group in 2018, to ensure that we continue to implement legislative requirements; to oversee the development and implementation of the Adult Carers' Strategy; and to plan and develop services for carers.

The Group includes carer representatives and relevant stakeholders from HSCP Adult Services and Renfrewshire Council Children's Services, Renfrewshire Carers Centre and other Partners.

The Strategic Carers Group will report progress to the Integration Joint Board and the Strategy is due for renewal by 1 April 2022.

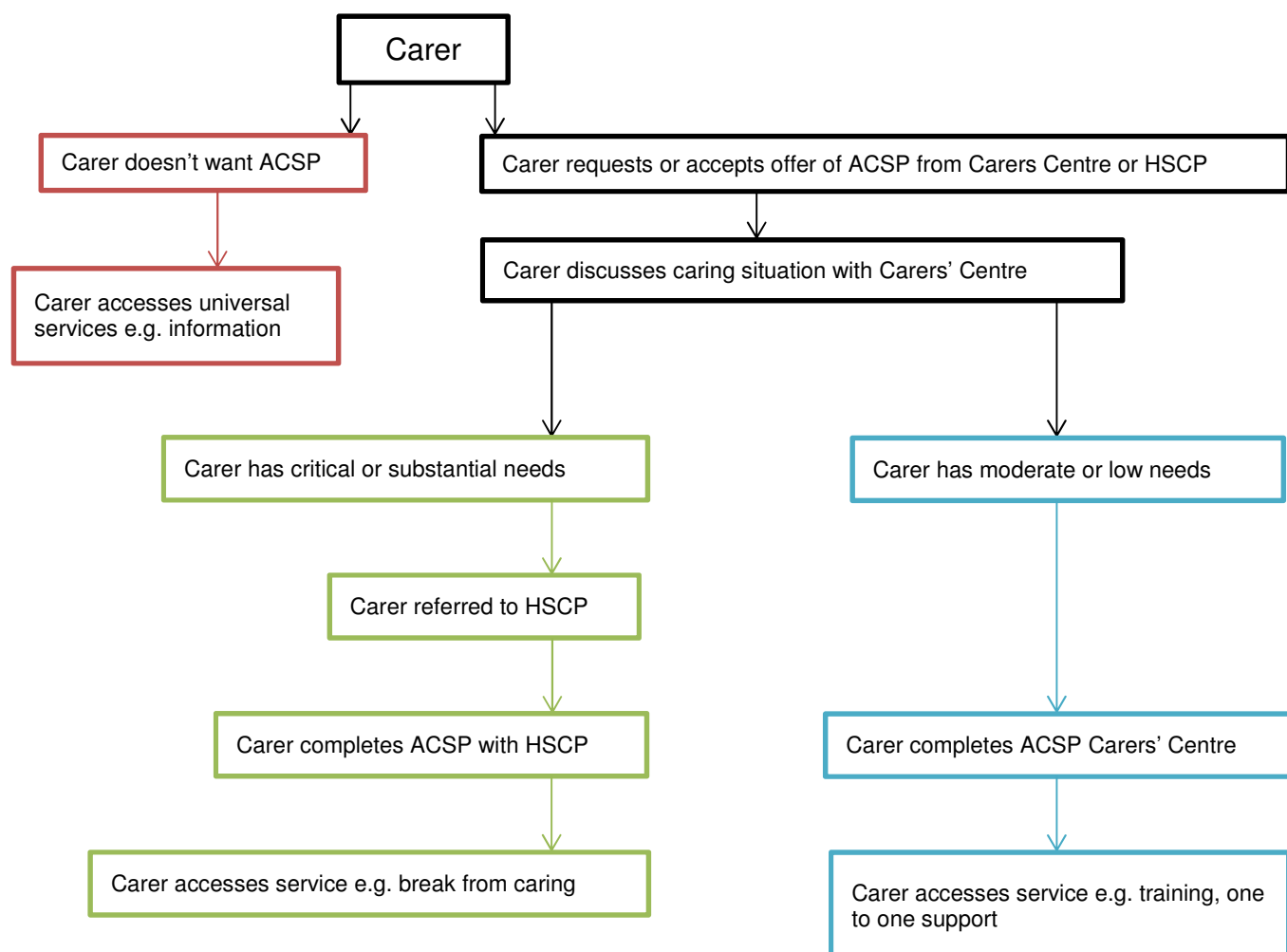
As set out in Section 3, the HSCP's key priority is the identification of carers. By identifying carers earlier, we can provide support to ensure they remain engaged their family, friends and communities to help maintain their own health and wellbeing and to support them in their caring role. To measure whether we have achieved this key priority, we will report on whether more carers have been identified over the lifetime of the Strategy.

Alongside this, we will report on a number of measures that will identify whether the Strategy has achieved what it set out to and by 2022 we want to see:

- An increase in the number of carers being identified as a carer.
- An increase in the number of carers who say they have a say in the services provided for the person they care for.
- An increase in the number of carers who feel supported to continue caring.
- An increase in the number of carers who say caring does not have a negative impact on their health and wellbeing.
- An increase in the number of carers who have Adult Carer Support Plan.
- An increase in the number of carers who have a good balance between caring and other things in their life.
- An increase in the number of carers who say that local services are well coordinated for the people they look after.
- An increase in the number of carers actively participating in their community.

12 Appendices

Appendix 1 Adult Carer Support Plan Pathway



Renfrewshire Adult Carers' Strategy 2020 – 2022

Action Plan

1	Health and Wellbeing National Outcome	People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.			
	What we will do	Statutory Duty	When we will have it done	Who will be responsible	How we will know it is working
1.1	Work with partners to develop a co-ordinated approach to the identification of carers.	No	31/3/2022	Allan Mair	More carers identified.
1.2	Develop and implement a communication and engagement plan to raise the profile of carers and services for carers.	No	31/3/2021	Allan Mair	Communication and Engagement plan is published and actioned.
1.3	Work with partners to provide support to a wider group of carers	No	31/03/2022	Allan Mair	More carers are supported to continue to care.
1.3	Introduce a Carer's Passport.	No	30/8/2021	Allan Mair and Diane Goodman	Carer's Passport available within Renfrewshire.
1.4	Evaluate the Adult Carer Support Plan document and process.	No	31/6/2021	Allan Mair	Pathway is reviewed and recommendations implemented.

2	Health and Wellbeing National Outcome	Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.			
	What we will do	Statutory Duty	When we will have it done	Who will be responsible	How we will know it is working
2.1	Support carers of people from minority ethnic communities, Gypsy, Travellers, and those with a head injury, mental health, drug, alcohol difficulty.	No	31/3/2022	Allan Mair	Increased number of Adult Carer Support Plans within these targeted groups.
2.2	Review and update HSCP and Carers Centre literature and websites.	No	31/3/2021	Allan Mair and Diane Goodman	New literature published and websites updated.
2.3	Develop carer awareness training resources for staff.	No	31/10/2020	Felix Haggerty	More carers say that local services are well coordinated for the people they look after.
2.4	Ensure HSCP staff are aware of ACSP process and can access the ACSP paperwork.	No	31/10/2020	Allan Mair	Increase in number of ACSP's completed.
2.5	Work with Children's Services to develop a pathway and protocol for young carer to adult carer transition planning.	No	31/3/2021	Allan Mair	Transitions pathway and protocol developed and in use.

3	Health and Wellbeing National Outcome	Resources are used effectively and efficiently in the provision of health and social care services.			
	What we will do	Statutory Duty	When we will have it done	Who will be responsible	How we will know it is working
3.1	Review the Eligibility Criteria for Adult Carers and revise the document where necessary, ensuring carers, relevant staff and partners are consulted on any changes.	Yes	31/3/2022	Allan Mair	Eligibility criteria is reviewed, approved and published.
3.2	Review commissioned services for carers and prepare for contract renewals as appropriate, taking into consideration the requirements of the Act and the Adult Carers' Strategy.	No	31/3/2021	Shaun Docherty	Contract renewals reflect legislation, strategic priorities and service requirements.
3.3	Implement any recommendations resulting from the Transformation Programme and service reviews.	No	31/03/2022	Allan Mair	Recommendations implemented.

4	Health and Wellbeing National Outcome	People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.			
	What will we do	Statutory Duty	When we will have it done by	Who will be responsible	How we will know it is working
4.1	Review the Short Break Statement and revise the document where necessary.	Yes	31/3/2022	Allan Mair	Short Break statement is reviewed, published and in use.

5	Health and Wellbeing National Outcome	People are able to look after and improve their own health and wellbeing and live in good health for longer.			
	What will we do	Statutory Duty	When we will have it done by	Who will be responsible	How we will know it is working
5.1	Work with local colleges, universities and partners to develop a joint approach to identifying and supporting carers within Higher and Further Education.	No	31/3/2022	Allan Mair	More carers have an ACSP.
5.2	Promote events, activities and campaigns which improve the health and wellbeing of carers.	No	31/3/2022	Allan Mair	Fewer carers say caring has a negative impact on their health and wellbeing.