

Clackmannanshire

2005 - 2008

Strategy for Carers

&

ACTION PLANS

2005-2006-2007

A strategy prepared by
Clackmannanshire Council in
partnership with NHS Forth Valley,
Carers and Carers Organisations

Introduction to the Clackmannanshire Strategy for Carers

A Strategy determines where we are and where we want to go.....

This Clackmannanshire Strategy for Carers has been prepared to assist Clackmannanshire Council, in partnership with NHS Forth Valley and all partner organisations who work for carers, with making decisions about what is needed locally for people who are providing care to their friends or relatives. It outlines the main aims and objectives and also provides an update on the progress that is being made to support carers in Clackmannanshire.

The Strategy has been prepared by the Clackmannanshire Carers “Strategy into Action Group” through a process of consultation, including a Carers Event. The group meets on a regular basis and is representative of carers with various roles and a range of agencies who support carers.

The Group has considered the longer term priorities and some plans for action in 2005-2006-2007.

Carers receive updates at the Carers Centre, in carers groups and from the Carers Centre newsletter. Information packs are also available from the Carers Centre and from Social Services.

We will be pleased to receive your views and thoughts about the Strategy or about local needs and future plans to support carers. Please detach the back page of the document if you wish to put your comments in writing and send them to :

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SECTION 1 MAIN THEMES - WHAT IS IN THE STRATEGY ?

The importance of supporting carers, and their valued role in a partnership approach to community care, has increasing recognition in Government policy and in the new legislation for carers. National guidance sets out six main themes for the development of a local strategy and for developing plans, services and support for carers. (Further guidance about developing the strategy is provided in Section 4, page 26)

Theme 1 IDENTIFYING CARERS :

It is estimated in national statistics that there are 6000 carers in Clackmannanshire. Only a small percentage of carers have been in touch with the organisations which provide support and services in the Clackmannanshire area. We need to make sure that existing and new carers are identified and offered support and we need to find ways of reaching "hidden" carers.

Theme 2 ASSESSING CARER NEEDS :

All carers have a right to an assessment of their needs and of their ability to provide care. The purpose of an assessment is to make sure that carers get the help that they need to carry on caring and that people are properly cared-for. Under new legislation, local authority and health services have a duty to inform carers of their right to an assessment. Eligible carers are those who provide substantial and regular amounts of care to someone. This includes young carers.

Theme 3 PROVIDING AND SHARING INFORMATION :

Good quality information is the main issue for carers. Information needs to be easily accessible, accurate, available at the right time and responsive to individual needs. Without it, carers are not able to make the right choices to enable them to have control of their lives and to get the support and services that they need.

Theme 4 INVOLVING AND CONSULTING CARERS :

To effectively plan for carers within the provision of health and social care services, we recognise that carers' own views provide the key information in the development of a carers strategy. While carers are consulted individually in the assessment process, the representative voice of carers through groups and collective views about specific care group needs are considered to be an important part of planning in partnership.

Theme 5 PROVIDING RESPONSIVE AND FLEXIBLE SERVICES :

There is increasing recognition of the role of carers in supporting people to stay in their own homes and of the importance of providing flexible and responsive supports and services to enable them to continue caring. The resources provided through health, social services and the voluntary sector need to be provided in a coordinated and creative way.

Theme 6 PROVIDING SUPPORT FOR CARERS :

Support for carers is about acknowledging the wider issues for carers in terms of their physical and emotional health and well being, social needs, housing and financial worries, and also acknowledging the impact on carers of the changing needs of the person being cared-for.

SECTION 2 FUNDING OVERVIEW

This chart outlines the sources of funding for the support of carers and carers groups

AREA	Organisation / Activity	Source
Residential Respite	Community Care Purchasing North (Hillfoots) South (Alloa)	Clackmannanshire Social Services
Respite Provisions	Hilcrest Drive (operating cost) Tay Vallah Marchside Court	Clackmannanshire Social Services
Child Care	Temporary Foster Placements Who Cares	Clackmannanshire Social Services
Princess Royal Trust for Carers	Carer Support	Clackmannanshire Social Services
	Falkirk Carers Centre and Alloa Carers	NHS Forth Valley Clackmannanshire Social Services
Crossroads Care Attendant Scheme	Child Care Adult Care	Clackmannanshire Social Services
Independent Living Services	Family Support	Clackmannanshire Social Services
Day Services and other support	Joint Dementia Initiative Alzheimers Scotland SAMH Scottish Association for Mental Health Share the Care (Adults and Children)	MISG Mental Health Specific Funds
Local Area Coordinator Transition Worker	Learning Disability Additional Support for Learning	Clackmannanshire Social Services

SECTION 3 WHAT HAS BEEN ACHIEVED AND WHAT WE ARE PLANNING TO DO

Under the six main themes, this section provides a summary of current activities, achievements and key objectives which have informed the ACTION PLANS

3.1 IDENTIFYING CARERS : What has been achieved ?

Carers are usually identified through the referral, assessment and care management processes that are well-established for service users in child care and adult services. Health centres and hospitals also have a role in identifying carers in need. There has been some discussion about more joint work and a focus on carers through the development of the NHS Carer Information Strategy.

Further developments in the more formal identification of carers have been taking place through the design of a carers assessment, the single shared assessment and in the development of more integrated services for children.

Some carers are identified through the services and contacts that are put in place for a service user where the carer's role and changing needs have emerged over time.

In establishing better links for carers in health services, the Carers Centre works with local GP practices to identify carers and to ensure they are made aware of support available.

In mental health services, a liaison nurse has been appointed to coordinate the links between carer's services, Clackmannan County Hospital and day services.

The Young Carers in Schools project has been raising awareness of the needs of young carers in local schools and also identifying and supporting young carers.

For Carers Week in June 2004 information packs were collated and distributed for displays in local supermarkets – 200 packs were picked up and may have reached people who were not aware of services.

3.1.1 IDENTIFYING CARERS: What we are planning to do

Clackmannanshire Council, NHS Forth Valley and partner organisations will consider ways of reaching people who are caring without support or help and ensure that potential carers are advised of their right to an assessment.

We will provide effective means to help identify hidden carers

We will review and improve the range of care group/patient publicity material for carers so they can make themselves known to agencies and request an assessment

We will evaluate the effectiveness of the Schools Project

We will raise awareness of carers through staff training

3.2 ASSESSING CARER NEEDS: What has been achieved?

Carers' views have been considered up to now where carers have been actively involved in an assessment of the cared-for person, across health and social services.

This applies to services for children and adults across all care groups. In residential and day services, and in other placements such as fostering and respite care, the views of carers are taken into account where applicable.

More formal processes of identifying carers, and then assessing and recording their needs, are being developed in response to the new duties of the legislation for carers.

Carer assessments have been developed from the existing assessment systems and processes. A working group has considered the layout and content of the Community Care Carers Assessment. Copies of the assessment can be made available to anyone who requests them.

A leaflet about Carers Assessments has been produced by Social Services. Carers can make informed choices about whether or not they want to have an assessment of their views and needs recorded long with information about their caring role.

The Carers Centre has also produced an information leaflet "A Guide to having a Carers Assessment".

Procedures for giving consent to share information, and agreements on what information will be shared, are also being developed.

3.2.1 ASSESSING CARER NEEDS : What we are planning to do

Carers assessments and formal methods of recording information, assessments and needs will continue to be developed and monitored

Through the implementation of single shared assessments, carers of adults will have access to an assessment by health and social services that is recorded in the Community Care Information System

Parent-carers of children with disabilities and young carers will have access to an assessment through child care services

Carers will have access to a carer's self assessment through the Carers Centre

Through staff awareness training we will ensure that staff understand the importance of keeping accessible records of carer assessments and needs

The NHS Carers Information Strategy will inform carers of their right to an assessment

3.3 PROVIDING AND SHARING INFORMATION : What has been achieved ?

The Carers Centre has produced information packs to provide general and also some specific information for carers. These include the '**Carers Information Pack**', an '**Information Pack for Parents and Carers of Children with Special Needs**' and a recently launched new pack to help carers through the transition process : '**Growing Up, Moving On - an Information Pack for Parents and Carers of Young People with Special Needs**'.

Quarterly newsletters are distributed to carers who are on the Carers Centre mailing list and they are also available for general publicity and distribution.

A leaflet has also been produced by the Carers Centre to inform mental health carers about the local support that is available to them. A Carer support Group, Ochil Carers produces information and advice for carers and a " Living with Mental Health" Course has been arranged for carers of people with mental health problems.

The Learning Disability Carers Group and the Carers Support Group provide information to carers and promote involvement

The Parent and Children's Services Network promotes information-sharing through a newsletter for parent/carers of disabled children.

A Young Carers Project leaflet and video are widely promoted in local schools to raise awareness of young carers.

The Social Services '**Information for Carers**' leaflet has been updated and provides information about carers assessments.

The appointments of a **transition worker** for disabled children and their parents, a **local area coordinator** for people with learning disabilities and a **community care forum link worker** are all about informing and involving people and their carers in making informed choices.

The single shared assessment process is about agencies sharing information effectively so that people have improved access to services. Joining up services for the Joint Future Agenda (for example: setting up supports and services when people are being discharged from hospital) requires health and social care workers to share information.

An **NHS Carer Information** strategy has been produced in 2005 and this is all about carers getting proper information at the right time and particularly when new carers are identified through the health care system and through admissions to hospital or planned discharges.

A wide range of information is also available for carers through national and local organisations and groups, such as the Alzheimers Scotland Action on Dementia society, who distribute information widely. The Carers Centre and staff who work with carers can provide information about other sources of information and guidance.

Conferences and carers' events promote awareness and publicity.

An information officer has been appointed by Clackmannanshire Council's Research and Information Team. Information is available on the Council's website clacksweb.org.uk

3.3.1 PROVIDING AND SHARING INFORMATION : What we are planning to do

We will continue to ensure that carers, including young carers, have access to information in appropriate formats and that they are fully informed about assessments and services. Special focus on young carers.

An NHS Carer Information Strategy will be produced by NHS Forth Valley in partnership with Stirling, Falkirk and Clackmannanshire Councils

We will review existing information for accuracy and quality

We will develop and improve the communication links across agencies

We will produce a leaflet about information-sharing and giving consent

We will explore and develop links using the Internet as a resource for information and contacts with other organisations

3.4 INVOLVING AND CONSULTING CARERS : What has been achieved ?

How are carers currently involved in local service provisions, planning, design and the development of services ? This is an overview of some of the progress to date and of the involvement of carers, since the National Carers Strategy was launched in 1999 to promote more awareness and commitment to carers.....

- ❑ The Alloa office of the **Carers Centre** works with, and for, carers as individuals and through support groups. Carers Conferences have been arranged in 2000, 2002, 2004. Support groups, focus groups and training are arranged.
- ❑ Carers are involved with local planning and implementation groups for the Joint Future Agenda in partnerships to develop and improve community care services, including the **Carers Strategy into Action Group**.
- ❑ The **Community Care Forum** has a worker who is developing links with organisations who provide care and support services.
- ❑ The **Community Care Team** and the **Child Care Team** carry out individual assessments to identify the needs of service users and their carers. Carers Assessments have been developed.
- ❑ Service user and **Carer Networks** and a carer support group, **Ochil Carers**, are established for people with mental health problems and their carers. Ochil Carers is a support group for mental health carers which feeds back carers views to the mental health planning and implementation group.
- ❑ A **Parent and Children's Services Network** is established for parents of children who have disabilities offering support and facilitating involvement.
- ❑ There is a **Young Carers** worker and a schools project to identify and support young carers.
- ❑ A **Transition** worker has been appointed for a two year project to prepare children with disabilities and their carers for leaving school and moving from child -> adult services.
- ❑ A **Local Area Coordinator** is now working with people who have learning disabilities and their carers.
- ❑ Action Plans from the NHS Carers Information Strategy are being prepared by NHS Forth Valley, together with Stirling Clackmannanshire and Falkirk Councils and carers organisations, including the Carers Centre, to ensure that carers are provided with all the information that they need along with advice on the help and support that might be available.
- ❑ A Learning Disability Carers Group has been developed to allow carers to become involved in the planning/consultation process through the CLAG and Carers Strategy into Action Group).

Voluntary Organisations such as Alzheimer's Scotland and Crossroads Care involve carers in their development and are continuously providing general and specific information, advice support and training to service users and carers and responding to carer needs.

In all areas of care provision, across all care groups and at all levels of planning and development there is a potential role for carers or for some representation of their views and needs. Nationally, and at local levels, carers organisations have a stronger voice than previously and there is better recognition of carers and their role in community care.

An important factor for the involvement and consultation of carers is the network that grows from existing groups and a system for communications which checks how knowledge and information are shared.

Clackmannanshire Council is developing a Communications Strategy as part of Community Planning and the NHS Forth Valley Carers Information Strategy is being developed.

Local public consultation exercises have been undertaken by NHS Forth Valley for new health service facilities, including the new District Hospital and the new Community Hospital in Sauchie.

The Community Health Partnership Public Partnership Forum is being developed to ensure that the views of members of the public, service users and carers are represented.

3.4.1 INVOLVING AND CONSULTING CARERS : What we are planning to do

We will continue to engage carers in dialogue at all levels using a variety of methods. The Carers Strategy into Action Group will monitor progress.

We will focus on joint working with health through the NHS strategy, involve carers in hospital admission and discharge procedures and in the development of Community Health Partnerships

We will consult with young carers about their needs

Training and support will be provided to enable carers to participate effectively in strategic planning and implementation groups

We will be guided by carers on developing specific focus groups to address needs e.g. transition from child to adult services and the support needs of older carers

3.5 PROVIDING RESPONSIVE AND FLEXIBLE SERVICES : What has been achieved

The provision of responsive and flexible services for carers is reflected in developments across **all** services that are provided for people in their homes and in residential, respite and day services. Improving what we do for all service users has some implicit benefits for their carers. Here are some examples :-

- There has been an increase in respite care options and in the use of respite and short breaks for older people at Ludgate House and in other local facilities for wider use.
- A flat in Sauchie is used for short breaks for young people with learning disabilities.
- More 'Smart' houses are being developed for respite care and to promote independence.
- Joint access to equipment services has resulted in more prompt provision of equipment to promote independence and support carers.
- Adaptations to peoples homes including the installation of handrails, ramps, showers and other specialised equipment.
- There is an increase in the use of alarm systems which have been updated to include more alerts.
- Home Care services can be provided promptly. People do not have to wait in hospital once a discharge is planned. Appropriate discharges are facilitated and 'rapid response' services can be quickly put in place.
- Intensive Home Treatment is being provided for people in mental health crises as an alternative to hospital admission.
- The Carers Centre is providing support for young carers in schools.
- Play Alloa and after school clubs and activities offer extra support for children with disabilities which gives parent carers a break.
- Regular respite and fostering breaks are arranged for children with additional support needs.
- The Carers Centre has been given funding to help carers to get access to emergency respite.
- The Local Area Coordinator, Young Carer, and Transition Worker posts are helping carers to make informed choices.

3.5.1. PROVIDING RESPONSIVE AND FLEXIBLE SERVICES : What we are planning to do

We will record carer needs from assessments and will monitor services provided in order to identify gaps and future needs

We will consult with the Young Carers Steering Group on the development of policies and procedures

We will continue to develop a range of respite support, care and short break options

We will continue to work with partners across the local authority, health, voluntary and private sectors to provide more flexible and responsive support

In the development of Community Health Partnerships and the new Community Hospital we will ensure that carers are properly represented

We will consult with, and be guided by, carers in developing new initiatives through the Strategy into Action Group

We will continue to implement Direct Payments to facilitate service user and carer choice

3.6 PROVIDING SUPPORT FOR CARERS : What has been achieved ?

The Alloa office of the Carers Centre is a local base for carers, offering information, support and advice through information packs, a quarterly newsletter, a variety of support groups, training activities and outings, funding opportunities, a carers befriending service, a young carers project and a young carers in schools project.

Other support available from the Carers Centre includes social support, stress management, confidence building, assertiveness and training events, relaxation therapies and bereavement support.

Support and services provided for people at home include Crossroads Care, which specifically provides carers with support in their caring duties and with some relief from their caring role.

Local support is also available from national organisations with specific roles in providing training, day services, respite and home support for people with dementia and their carers (Alzheimers Scotland Action on Dementia) and people with autism and their carers (Autistic Society) and people with mental health problems (Scottish Association for Mental health). The Parent and Children's Services Network supports families where a child has disabilities. The Phoenix Centre and Ochil Carer Group also provide support for carers of people with a mental health problem.

These are just a few examples of organisations who can offer information, advice and local support to carers. Through local networking, support groups and through the new posts which have been created, carers can be put in touch with other organisations.

Various training courses and conferences have been arranged and open to carers. A local 'team' attended a 'Joint Future for Carers' event organised by the Carers Alliance and the Parent and Child Support Network has facilitated training and attendance at conferences.

3.6.1 PROVIDING SUPPORT FOR CARERS : What we are planning to do

We will continue to work with other partners who provide support to carers, to ensure that a range of opportunities are available and that carers have contact with relevant organisations and access to information and choices.

ACTION PLANS

**This section outlines the actions that will be taken in 2005-6-7...
Progress will be monitored by the Strategy into Action Group**

Theme 1 : IDENTIFYING CARERS

1.1 Clackmannanshire Council, NHS Forth Valley and partner organisations will consider ways of reaching people who are caring without support or help and ensure that potential carers are advised of their right to an assessment.

ACTION	OUTCOME	LEAD
Raise awareness of carers in local health centres / GP practices Project to identify hidden carers	Increase in number of carers identified More referrals from GP surgeries Improved communication	Carers Centre
Young Carers Project worker to reach young carers	Young carers supported Continued funding	Carers centre Child Care Service
Promote awareness of carers through team meetings	Increase in referrals for carers assessments	Carers Centre Comm. Care Teams
Develop NHS Carer Information Strategy Action Plans	Joint Action Plans	Strategy Reference Group

1.2 We will provide effective means to help identify hidden carers.

ACTION	OUTCOME	LEAD
Local publicity and Information packs and leaflet distribution	Ongoing	Carers Centre Clacks. Council
Review and improve the range of care group/patient publicity material for carers so they can make themselves known to agencies and request an assessment	Ongoing	Clacks. Council Carers Centre

Special promotion in Carers Week June 2005 and distribution of Information Packs	Carers packs widely available and distributed to raise public awareness	Clacks. Council
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1.3 We will raise awareness of carers.

ACTION	OUTCOME	LEAD
Mental Health Carers Courses in association with the integrated day service. Follow up successful pilot.	A further 10 carers through each training course	Clackmannanshire Council Carers Centre
Continuation of the Schools Project with Childrens Services, parents and teachers : awareness raising and 1:1 support	Ongoing	Carers Centre
Staff awareness training in Housing and Social Services – staff inductions across services	Greater awareness Cross referrals and improved information sharing	Carers Centre
Ensure carers are represented in the development of the Community Health Partnership Public Partnership Forum	A structure for broad carer representation	Carers Strategy into Action Group

Theme 2 : ASSESSING CARER NEEDS

2.1 Carers assessments and formal methods of recording information, assessments and needs will continue to be developed and monitored.

ACTION	OUTCOME	LEAD
Ensure that reporting systems for carers meet the requirements set out in Performance Indicators, Carers Datasets, Joint Future reporting and Childrens Services	Technology in place with shared reporting systems	Community Care Teams Child Care Service Carers Strategy into Action Group

2.2 Through the implementation of single shared assessments, carers of adults will have access to an assessment by health and social services that is recorded in the Community Care Information System.

ACTION	OUTCOME	LEAD
Develop information sharing and reporting systems Further implementation of single shared assessments	Forth Valley e-care project completion 2006	Community Care Teams with Housing and Health Services

2.3 Parent-carers of children with disabilities and young carers will have access to an assessment through child care services.

ACTION	OUTCOME	LEAD
Ensure that assessment procedures in childrens services record carer needs in the development of integrated assessment procedures	Integrated shared assessment established and implemented	Child Care Services Community Care Teams
Collate information on the needs of young carers	Improved information sharing	Child Care Service Carers Centre

2.4 Carers will have access to a carer's self assessment through the Carers Centre.

ACTION	OUTCOME	LEAD
Develop On-line access to carer self-assessment Ensure input to the Community Care Information System	Online assessment established at Carers Centre	Community Care Teams
Awareness training for health, housing and social care staff on carer assessments and accessible records of needs	Awareness-raising sessions carried out	Carers centre

Theme 3 : PROVIDING AND SHARING INFORMATION

3.1 We will continue to ensure that carers, including young carers, have access to information in appropriate formats and that they are fully informed about assessments and services. Special focus on young carers.

ACTION	OUTCOME	LEAD
Carers leaflet distribution New page on clacks-web with on-line links	More information available	Clackmannanshire Council
Information for young carers to be provided in leaflets, video format	Information made available to young carers	Carers Centre
Distribute general information packs	Specific information about transition and parent carer information	Carers Centre

3.2 An NHS Carer Information Strategy will be produced by NHS Forth Valley in partnership with Stirling, Falkirk and Clackmannanshire Councils.

ACTION	OUTCOME	LEAD
Development of Action Plans 2005-6	Action Plans 2006-7	NHS Strategy reference group

3.3 We will review existing information for accuracy and quality.

ACTION	OUTCOME	LEAD
Leaflets group to review and update information for carers	Revised carers leaflet	Clackmannanshire Council
Update and review carer information packs	Revise an updated packs	Carers Centre

3.4 We will develop and improve the communication links across agencies.

ACTION	OUTCOME	LEAD
Review membership, representation and accountability	New structure of main strategy group and working groups	Carers Strategy into Action Group
GP project to be developed: information for carers and information about carers for GPs	Increased number of carers known and improved communication	Carers Centre

3.5 We will produce a leaflet about information–sharing and giving consent.

ACTION	OUTCOME	LEAD
Leaflets group to produce information about sharing information and giving consent	Leaflet produced and made available if required in other formats	Clackmannanshire Council

3.6 We will explore and develop links using the Internet as a resource for information and contacts with other organisations.

ACTION	OUTCOME	LEAD
Review information and develop links on clacks.web	Update and improve carers website	Clackmannanshire Council

Theme 4 : INVOLVING AND CONSULTING WITH CARERS

4.1 Ensuring the engagement of carers at all levels using a variety of methods.

ACTION	OUTCOME	LEAD
The Carers Strategy into Action Group will consider issues of engagement across all care groups and monitor progress	Improved awareness and communication	Carers Strategy into Action Group

4.2 We will focus on joint working with health through the NHS Carer Information Strategy including hospital admission and discharge procedures and the development of Community Health Partnerships.

ACTION	OUTCOME	LEAD
Action Plans to be developed and implemented for the NHS Carer Information Strategy	Action Plans	Strategy Reference Group

4.3 We will consult with young carers about their needs.

ACTION	OUTCOME	LEAD
Continuation of the Young Carers project and links to Child Care service	Ongoing	Child Care Service Carers Centre

4.4 Training and support will be provided to enable carers to participate effectively in strategic planning and implementation groups.

ACTION	OUTCOME	LEAD
Carers Support network groups to develop carer skills and links to services	Ongoing	Carers Centre

Implement good practice guide for consultation in Joint Future and Community Health Partnership development	Joint implementation of communications and involvement plans	Clackmannanshire Council NHS Forth Valley
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Theme 5 PROVIDING RESPONSIVE AND FLEXIBLE SERVICES

5.1 We will be guided by carers on developing specific focus groups to address needs.

ACTION	OUTCOME	LEAD
Specific focus groups : Transition from child to adult services Older Carers Carers of people with Learning Disabilities Respite care and short breaks Mental health issues	Carer focus groups with appropriate representation from provider services	Carers Strategy Working Groups

5.2 We will record carer needs from assessments and will monitor support and services provided in order to identify gaps and future needs.

ACTION	OUTCOME	LEAD
Continue to develop records on carers assessments, identified needs, gaps and services provided	Ongoing	Community Care Teams Child Care Service
Increase range of options for flexible respite in local accomodation	5 additional properties for respite with appropriate support	Community Care Teams

5.3 We will ensure flexibility, choice and a range of supports where possible.

ACTION	OUTCOME	LEAD
Service Monitoring and review of Care Plans	Ongoing according to identified needs	Community Care Teams and Child Care Service
Implementation of Direct Payments when applicable	Ongoing Monitoring through Social Services	Community Care Teams and Child Care Service
Increase range of options for flexible respite in local accomodation	5 additional properties for respite with appropriate support	Community Care Teams

Theme 6 PROVIDING SUPPORT

- 6.1 We will continue to work with other partners who provide support to carers, to ensure that a range of opportunities are available and that carers have contact with relevant organisations and access to information and choices.

ACTION	OUTCOMES	LEAD
Liaison with carers groups and organisations to establish priorities	Ongoing Quarterly reviews of progress	Carers Strategy Group

SECTION 4 BACKGROUND INFORMATION AND GUIDANCE FOR THE DEVELOPMENT OF THE STRATEGY

4.1 DEFINITION : Who is a Carer ?

“ A carer is someone who, without payment, provides help and support to a relative, friend or neighbour, who could not manage without their help due to age, sickness, addiction or disability.....”

(The Princess Royal Trust for Carers)

Carers have a primary role in looking after people who are ill, disabled, vulnerable or frail; despite the many burdens that may be placed on people who are carers, they often feel rewarded by their role and see it as an extension of an already caring and loving relationship and wish to continue. Carers can also feel stressed and can suffer physical injury through caring, which in turn affects their quality of life and ability to care.

The government knows from research that carers are providing a substantial amount of care, often on their own and without the support of public services. Legislation and new directives from government have raised awareness of carers needs and set out requirements for action by local authority and health providers in partnership with carers and organisations who support them. To effectively plan for carers within the provision of health and social care services a network of communication, knowledge management and involvement is required across all agencies. Consultation with carers, or carer representatives, should be built into these processes at all levels.

It is estimated from national figures that there are 6000 carers in Clackmannanshire. Only a small percentage of carers have been in touch with the partnership of organisations providing services in the Clackmannanshire area. One of the challenges of this Strategy is identifying and reaching "hidden" carers.

4.2 WHY HAVE A STRATEGY ?

A strategy determines the main aims and objectives for progress and determines what needs to be done; this informs how we intend to reach our goals (action plans) and how we will know when we have got there (outcomes).

In 1990 the NHS and Community Care Act set the framework for the implementation of community care policies and also established 'support for carers' as a national policy. The Carers (Recognition and Services) Act in 1995 gave carers who provide a *substantial amount of care on a regular basis* the right to an assessment of their needs, which would focus on their ability to care and continue to provide care.

4.3 THE NATIONAL CARERS STRATEGY

Early in 1999 the Prime Minister, Tony Blair, launched *Caring for Carers*, the first ever National Strategy for Carers. The needs of carers were outlined in the Strategy and were based on extensive consultations with carers and carers' organisations. The overall needs described in the National Strategy were :-

- ✓ the well-being of the person cared for
- ✓ their own health maintained
- ✓ confidence in services
- ✓ a say in service provision
- ✓ freedom to have a life of their own

From this checklist of needs, the following recommendations were set out as a guideline for national action and local development :

- The promotion of new and more flexible services for carers, including respite care, at a local level
- The introduction of national standards for such services
- The need for monitoring by the Scottish Executive of the performance of health and social services in supporting carers
- The introduction of carers' legislation to allow carers' needs to be met more directly
- The provision of better and more targeted information for carers
- Attention to the specific needs of young carers.

Local authorities were advised that they must consult local carers' organisations and the Health Board on the development of community care plans and on the allocation of resources which focus on supporting flexible and quality services to meet carers' needs. In particular the local authority was expected to take into account the needs and priorities of carers from ethnic minority communities, those from remote and rural communities and those who care for people with learning difficulties. Young carers were also recognised as a particularly disadvantaged group.

In September 2002 changes were introduced to the NHS and Community Care (Scotland) Act 2002 placing a duty on both local and health authorities to ensure the new legislation is met. In February 2003, government guidance was produced for provisions under Sections 8-12 of the Act which relate to Carers and set out the following requirements in detail :-

- Informing carers of their right to an assessment
- Assessment of Carers
- Assessment of Carers of children with disabilities
- Assessment of Young Carers
- Involving carers as partners
- Producing NHS Carer Information Strategies
- Producing Joint Local Carer Strategies

4.4 The Local Context for Strategy Development and Implementation

NHS Forth Valley works with Clackmannanshire, Falkirk and Stirling Councils. The Joint Future Agenda and the emerging development of Community Health Partnerships both incorporate a joined-up approach to improving services for people and their carers. NHS Forth Valley is producing an NHS Carer Information Strategy which will link into the three council area local strategies for carers.

The development of the local strategy is undertaken by a Carers 'Strategy into Action' Group consisting of carers, carers organisations, Clackmannanshire Council and NHS Forth Valley.

From agreed aims and objectives, the group meets to monitor progress and developments and to make recommendations for improving services that in place to support carers.

The group has formal and informal links to the Joint Future Management Group and to a range of multi-agency groups that represent people who have social care or healthcare needs; this includes older people, people who have mental health needs, people physical disabilities, people with learning disabilities, people who have sensory impairments, people with drug and alcohol related problems, children and young people who have disabilities and people who are homeless and have social work needs. The informal carer networks also link into the Group.

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4.5 The legal, health and social framework in which the government is demonstrating an acknowledgement of carers and a commitment to supporting them :-

Adults with Incapacity (Scotland) Act 2000

This Act, which came into force in April 2001, changed the system for safeguarding the welfare and managing the finances and property, of adults who lack the capacity to take some or all decisions for themselves because of mental disorder or inability to communicate by any means. It allows other people, such as their carers, to make decisions on behalf of these adults, subject to safeguards.

The Mental Health (Care and Treatment) Act 2003

The Mental Health Act (1995) has been revised for implementation in 2004-2005 with regard to the care, treatment, detention and safety of people with mental health problems. Local partnerships are required to produce a Local Implementation Plan setting out the staffing and funding arrangements for new duties and responsibilities and the development of more comprehensive local services for people with mental health problems. Joint training with Health partners is required and community-based services will need to be further developed. This includes support for carers.

The Regulation of Care (Scotland) Act 2001

The Regulation of Care (Scotland) Act 2001 established a new system of care regulation covering the registration and inspection of care services set against a set of national care standards, which reinforce and stress the rights of service users including the expectation that the experience of receiving services should be positive.

To achieve this the Act created two new national, independent bodies, *the Scottish Commission for the Regulation of Care* – to regulate care services – and *the Scottish Social Services Council* – to regulate the social service workforce and to promote and regulate its education and training.

The Community Care and Health (Scotland) Act 2002

The Community Care and Health (Scotland) Act 2002, provides the legislative basis for a number of major improvements in care services. When this Bill was going through the Scottish Parliament, local carers formed a Focus Group to comment on this new legislation that would promote the needs of carers. It provides important new rights for people who use services and for family carers including:

Carers Assessments

The concept of '*carers as key partners in the provision of care*' has been accepted and promoted by the Scottish Parliament:

- Carers can independently request an assessment in their own right, including carers under 16
- Local Authorities will have a duty to inform individuals who appear to be carers that they may be entitled to an assessment
- Local authorities must take account of the views of the carer when assessing the needs of the person being cared for

The purpose of the assessment will be to make sure that social services offer the help carers need to carry on caring. They will be required to find out how much care carers are willing and able to provide, and they should not assume that carers want to continue providing the same amount of care.

The Act also requires each Health Board to develop an NHS Carer Information Strategy, which gives details of how they will advise carers of their right to an assessment.

In 2003, detailed guidance and requirements for Section 8-12: Carers was produced with the key changes and developments:

- ❑ Informing carers of their right to an assessment
- ❑ Assessment of Carers
- ❑ Assessment of Carers of children with disabilities
- ❑ Assessment of Young Carers
- ❑ Involving carers as partners
- ❑ Producing NHS Carer Information Strategies
- ❑ Producing Joint Local Carer Strategies

Free Personal Care

From 1st July 2002, the Act also made provision for free '*personal care*' for people aged 65 and over. For people in their own homes, this does not include non-personal care such as meals on wheels, day care, shopping or housework. For people living in care homes, it does not include 'hotel' costs i.e. everyday housing and living costs.

Direct Payments

From June 2005 the Act places a duty on local authorities to have a system set up for direct payments to some people who require community care services. A direct payment is money paid by the local authority directly to a person whom it has assessed as needing community care services. Following an assessment to identify the needs, the local authority makes available the money that the service would have cost and the person uses the payment to purchase their own care and support services. This increases the amount of choice, control and flexibility disabled people have over the way they live their

Lives. Having a direct payment also involves taking responsibility for organising and purchasing services and possibly employing carers; the Act requires local authorities to ensure that services users have access to a Direct Payments Support Service if required.

The Joint Future Agenda 2001

The Report of the Joint Future Group, '*Community Care; A Joint Future*' (2001) set out a number of recommendations for local partnerships to manage and deliver joint health and community care services. In Clackmannanshire, these recommendations have been addressed for all care groups through a Joint Management structure that ensures co-ordination and implementation of the Joint Future Agenda.

Community Health Partnerships 2003

In February 2003 the Scottish Executive produced guidance for the development of Community Health Partnerships. Through a new structure for local acute and community health services delivery, in local partnerships, the Scottish Executive wants to see evidence of services working together to develop more efficient systems and to produce better outcomes and a generally higher quality of services for local communities. Local Authorities and Health Boards are required to work in partnership, along with organisations in the private and voluntary sectors who provide public services, and to involve local people in consultation.

A Public Partnership Forum will represent service user and carer views.

Local Government Act 2003

The Local Government Act 2003 sets out the duties of local authorities for Community Planning and consultation with local people; there is a requirement to promote economic, social and environmental well being in partnership with other agencies and in consultation with communities. In Clackmannanshire there is a Health theme team looking at health and social care services for everyone in Clackmannanshire.

SECTION 5 FUTURE DEVELOPMENTS – WHERE DO WE GO FROM HERE?

The Carers Strategy into Action Group recognises that although many of the objectives identified after the initial conference in 2000 have been achieved, an ongoing programme of activities and service developments to support carers will be required and will need to be reviewed.

5:1 CONSULTATION OF CARERS.....HOW TO HAVE YOUR SAY

To achieve this the Group will continue to consult with carers through carers support group meetings and carers focus groups. Carers needs will also continue to be identified through assessments of service users and through carers assessments. Representation of carers and of carer needs will be considered in terms of wider consultation and future planning.

The discussions at the Carers Event in November 2004 assisted the Group in establishing the objectives, actions, projects and leads. These actions are incorporated into planning processes across adult and children's services and in health and local authority planning.

Individual carers and organisations representing the needs of carers are also invited to comment on this strategy in section 6.

5:2 GET INVOLVED..... AND HELP MAKE A DIFFERENCE

The experience and expertise developed by carers gives them a unique understanding of the current and future needs and wishes of the people they are caring for. Involving carers in the planning of services to meet their needs and the needs of those they are caring for is therefore a necessary part of community care planning.

At present there are carer representatives on the Carers Strategy into Action Group, the Clackmannanshire Local Action Group for learning disability services, the Framework Implementation Group for mental health services and children's services planning groups. However, more carer involvement is required and any other carers who would like to get involved and make a difference to the services they and those they are caring for receive would be welcomed.

Any carer who is interested in getting involved will be supported and given appropriate training to ensure they feel able to contribute effectively at meetings. The frequency of meetings varies from 6 weekly to quarterly, they tend to be held during the day and last between 1 – 2 hours. Alternative care and transport can be provided to allow carers to attend meetings and any training or support sessions they may require.

The carers who are currently involved have benefited from their experience. In addition to feeling they have made a difference to the services provided for carers and those they care for, they have learned new skills, met new people and developed their

understanding of the problems faced by other carers and professionals working with carers.

Carers who feel this type of involvement if not suitable for them can still have their say. The various local carer support agencies such as the Carers Centre, Crossroads, Alzheimers Scotland – Action on Dementia, Ochil Carers and the Parent and Childrens Services Network provide opportunities for carers to have their needs represented at various planning groups.

**SECTION 6 CLACKMANNANSHIRE STRATEGY FOR CARERS
CONSULTATION : YOUR COMMENTS AND SUGGESTIONS**

We would welcome your suggestions or comments on the six themes of the Strategy and the Action Plans if there are issues you feel should be addressed for carers in Clackmannanshire.

If you would like to comment please detach this sheet and send it to the Carers Centre, Alloa Office, Whins Resource Centre, ALLOA FK10 3SA (Tel 01259 219288) or contact Policy and Planning, Adult Care, Lime Tree House ALLOA FK10 1EX (Tel 01259 452366).

IDENTIFYING CARERS :

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ASSESSING CARER NEEDS :

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PROVIDING AND SHARING INFORMATION

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INVOLVING AND CONSULTING CARERS :

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PROVIDING RESPONSIVE AND FLEXIBLE SERVICES :

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PROVIDING SUPPORT FOR CARERS :

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General Comments on the Carers Strategy

NAME

ADDRESS

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**Would you like to be added to the Carers Centre computerised mailing list ?
Please sign if you agree to your name being on the list.**

Signature