

Supporting Carers in Glasgow

A partnership approach

Glasgow Carers Strategy 2008 – 2011

Draft Action Plan



Glasgow Carers Strategy 2008 - 2011 Action Plan

Action Point	Develop Respite and Short Breaks
<p style="text-align: center;">Aim</p>	<p>To develop flexible and age appropriate services to provide carers with a break and the cared for a positive experience.</p>
<p style="text-align: center;">Outcomes</p>	<ul style="list-style-type: none"> ● Carers are able to take regular breaks ● Carers from previously under represented groups are able to access culturally specific or specialist services ● Carers are supported in their caring role and enabled to care for longer
<p style="text-align: center;">Partners / Lead</p>	<p style="text-align: center;">Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde</p>
<p style="text-align: center;">Planned Actions</p>	<ul style="list-style-type: none"> ● Review current schemes across all carer groups, identify gaps and continue to consult with carers and partner agencies to develop responsive services ● Review, implement improvements and seek a year on year % increase to the total number of breaks relative to population ● Monitor and evaluate service provision ● Publish clear information on short breaks and respite services ● Ensure links between respite and employment / employability aspirations

Timescale	2008 - 2011
Resource Implication	Shortage of respite for adults with physical disabilities in Glasgow

Action Point	Information, advice and advocacy
Aim	Good quality timely information to be made available in easily understandable and accessible formats.
Outcomes	<ul style="list-style-type: none"> ● Carers are more knowledgeable and informed about the services available to support them ● Partnership working maximised within an agreed strategy for reaching hidden carers ● Relevant agencies are aware of the procedures for signposting carers to appropriate support and services ● Increased knowledge of carers and carers issues by staff, including staff in hospitals ● Carers enabled to play a more effective role in discharge of service users from hospital
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde
Planned Actions	<ul style="list-style-type: none"> ● Implement updated Carers Information Strategy including a monitoring framework ● Implement outcome of Service Review of Carers Information and Support Line ● Review and update all sources of public information including alternative formats / channels and target it effectively ● Consider advocacy needs of carers and identify gaps in service provision ● Provide information in formats which suit a range of needs

Timescale	2008 - 09
Resource Implication	Within existing resources and new resources provided by the Government to the NHS for carers information strategies

Action Point	Recognition and Support for Carers Health and Well Being
Aim	Recognise, acknowledge and support the needs of carers by CHCP health and social care staff in both community and hospital settings.
Outcomes	<ul style="list-style-type: none"> ● The emotional and physical impact of caring is recognised and carers are signposted to appropriate support and services ● Carers are identified within hospital discharge planning processes ● Carers are supported in the event of a crisis / emergency situation occurring
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde/ Carers Centres and Projects /Preventing Crisis in Carers
Planned Actions	<ul style="list-style-type: none"> ● Work with health and social care staff to embed carer identification and referral pathways within assessment and care management, rehabilitation and enablement services, long term conditions strategy, client specific planning groups, on-going funding to ensure emotional and counselling support is available to carers ● Review and evaluate primary care based models for identifying carers ● Pilot work with Allied Health Professionals and pharmacies to identify carers ● Work with discharge teams to ensure discharge planning recognises the needs of carers ● Develop referral pathways for carers ● Ensure care planning and review takes account of carers needs and information systems are developed to record that this has been achieved

	<ul style="list-style-type: none">● Develop a model for contingency planning and emergency cover within care plans when a carer is ill or affected by a crisis● Continue to develop and share good practice and work with key partners to monitor how interventions are meeting local need
Timescale	On-going
Resource Implication	Additional resources may be required

Action Point	Having a Voice
Aim	Involve carers in service planning and delivery, individually and collectively
Outcomes	<ul style="list-style-type: none"> ● Carers report increased satisfaction with assessment, care planning and service delivery ● Carers feeling supported and listened to ● Carers are involved in the planning, development and monitoring of services ● Carers needs are considered and addressed within community planning processes
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde/ Carers Centres and Projects /Community Planning/ SU&CIG
Planned Actions	<ul style="list-style-type: none"> ● Undertake and evaluate User Defined Service Evaluation Tool pilot in North CHCP to determine carer satisfaction and consider implementation across the city ● Build upon current consultation mechanisms and structures that are in place ● Develop more imaginative ways to involve carers in service planning and delivery ● Ensure carers are represented within current planning processes ● Monitor the involvement of carers in service planning processes to ensure wide representation from hard to reach groups ● Develop a Carers Strategy Monitoring Group that has representations from carers

	<ul style="list-style-type: none"> • Ensure carer voices are represented within Public Partnership Forums and Community Planning process • Ensuring contracts and contract monitoring framework for purchased services, requires carers to be involved in deliver of services. • All directly provided services to deliver policy and framework to promote carer involvement.
Timescale	On-going
Resource Implication	Within existing resources

Action Point	Financial Security / Carers in Employment / Getting Carers into Employment
Aim	To ensure carers obtain maximum financial advantage related to their individual circumstances and are supported to remain economically active and have opportunities for accessing training, education and employment.
Outcomes	<ul style="list-style-type: none"> ● Carers needs regarding work, leisure, life long learning opportunities are identified through assessment process ● Carers are able to maximise their income and life chances through access to work and / or benefits advice including better off in work calculations ● Carers are supported to remain in or to return to employment ● Carers are supported into employment and training via flexible personalised services, Direct Payments, Individualised Budgets
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde/ Carers Centres and Projects /EPIG/Glasgow Works
Planned Actions	<ul style="list-style-type: none"> ● Ensure that all carers are offered income maximization services ● Ensure carers employability status and aspirations are included in assessment, care planning and review processes for all client groups and that these are recorded and monitored ● Ensure that all carers with employability aspirations are supported to access employment services and opportunities and that this is recorded and monitored ● Monitor and evaluate impact of Employability Planning and Implementation Group Work Plan for Carers

	<ul style="list-style-type: none"> • Undertake exercise to identify employees of Glasgow City Council and NHS Greater Glasgow and Clyde with caring responsibilities, to ensure that needs arising from the caring responsibility are met and carers do not suffer from stress at work • Review of Glasgow City Council and NHS Greater Glasgow and Clyde employment policies to ensure carers are supported to balance care and work responsibilities
Timescale	2008 - 2011
Resource Implication	Within existing resources

Action Point	Carers Assessments and Carers Services
Aim	Carers are better supported and enjoy a better quality of life
Outcomes	<ul style="list-style-type: none"> ● Carers are fully recognised and supported as partners in care ● Carers needs are identified and taken into account to assist in continuing to care ● Carers have improved access to support and services
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde/ Carers Centres and Projects
Planned Actions	<ul style="list-style-type: none"> ● To make carers assessments a priority and to improve quantity and quality ● To define respective roles of Social Work and voluntary sector in relation to carers support plans, initial assessments and statutory assessments and define how these are accessed by carers ● To develop clear referral and assessment pathways and make this information public ● To improve practice and the take up of assessments ● To improve outcomes from carers assessments by increasing numbers of carers receiving direct services ● To develop standards for carers assessments ● To pilot and monitor the introduction of self assessment for carers ● To pilot and evaluate outcome based assessments for carers

Timescale	2008 - 2009
Resource Implication	From Existing Resources

Action Point	Skills to Care
Aim	To provide carers with training and help to support them in the various aspects of their caring role
Outcomes	<ul style="list-style-type: none"> ● Carers are more informed about the diagnosis, prognosis and impact of illness and / or disability of the person they care for ● Carers have the confidence, skills and knowledge needed for their caring role ● Carers are sustained in their caring role
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde/ Carers Centres and Projects /SU&CIG
Planned Actions	<ul style="list-style-type: none"> ● Increase numbers of carers accessing skills development / training opportunities relevant to caring role ● Continue to develop a range of training and capacity building opportunities for carers e.g. back care, manual handling advice ● Ensure carers needs are considered and addressed within the long term conditions framework and self-directed care agenda ● Further develop expert carer programme across care groups ● Work in partnership with MECOPP to pilot and evaluate training and capacity building for BME carers ● Further develop opportunities to involve carers in health and social work training ● Ensure occupational therapy service and nursing staff work in partnership with carers to provide and demonstrate equipment and adaptations

Timescale	On-going
Resource Implication	From within existing resources although additional resources maybe required.

Action Point	Good quality management information about carers
Aim	More informed service planning processes
Outcomes	<ul style="list-style-type: none"> ● Better management information to inform service planning ● More needs led service developments ● Better information on unmet needs
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde/ Carers Centres and Projects
Planned Actions	<ul style="list-style-type: none"> ● Ensure that information about individual carers needs and experiences are used to inform operational and strategic service planning and delivery ● Implement updated guidance around good practice in recording work with carers including minimum data and information standards ● Review and monitor recording processes around carers and carers assessments ● Review recording requirements for commissioned services ● Ensure specific equalities targets are set within departmental grants, SLAs and contracts to assist funded organisations in working towards more equal access to services ● Ensure the uptake of services by under represented groups and routinely gather, monitor and analyse information around race, gender, faith, age, sexuality and disability

Timescale	On-going
Resource Implication	Within existing resources

Action Point	Current and future needs of Carers in Glasgow by care group
Aim	<p>Ensure planning processes informed by current and future needs of carers to inform capacity planning Identify range of carers across client groups, determining levels and range of needs across all care groups and undertake this city wide and within 5 CHCP localities</p>
Outcomes	<ul style="list-style-type: none"> ● Support services better meet the diverse needs of carers ● Carers feel supported and listened to
Partners / Lead	<p>Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde</p>
Planned Actions	<ul style="list-style-type: none"> ● Consider findings from the West of Scotland Seniors Forum’s research into the needs of older carers to inform planning and delivery of services ● Address service needs of women with physical impairments and carers from BME communities through Project Empower ● The Glasgow Learning Disability Partnership and Older People/Physical Disability Services will work together to identify and address the needs of older people who care for adults using learning disability services ● Complete mapping exercise to identify existing carers groups and networks across city and within localities and publish this information ● Undertake a range of meetings and focus groups to determine levels of need ● Arrange care group specific and cross care group meetings

Action Point	Current and future needs of Carers in Glasgow by care group
	<ul style="list-style-type: none"> ● Target hard to reach groups e.g. BME groups, Sensory Impairment, palliative care, older carers ● Commission specific research as determined by planning processes ● Consider local and national research to inform agenda
Timescale	2008 - 09
Resource Implication	Within existing resources although additional resources may be needed to undertake research

Action Point	Review and evaluate current service provision for carers and improve co-ordination and partnership working
Aim	To review effectiveness of current services in improving outcomes for carers Ensure equity across client groups, within localities and city wide
Outcomes	<ul style="list-style-type: none"> ● Improved support for carers ● Carers reporting feeling supported
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde
Planned Actions	<ul style="list-style-type: none"> ● Review and evaluate existing services provided by Carers Centres and Projects across the city with a focus on their impact on carers health and well being ● Develop, implement and monitor service level agreements and contractual arrangements for carers services providing a more secure financial base ● Establish partnership arrangements between planners and providers to avoid and reduce duplication in service provision initially targeting those providing services to carers from BME communities and mental health services ● Identify and evidence gaps in services / unmet need to inform planning processes
Timescale	2008 - 2009
Resource Implication	Any service efficiencies to be re-invested to finance other parts of the action plan.

Action Point	Establish an accurate picture of current expenditure on carers
Aim	To ensure maximisation of available resources To identify opportunities for external funding To allocate resources on an equitable basis
Outcomes	<ul style="list-style-type: none"> ● More efficient use of available resources ● Increased service provision through maximisation of external funding opportunities
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde
Planned Actions	<ul style="list-style-type: none"> ● Establish current expenditure from all partners - Glasgow City Council, NHS Greater Glasgow and Clyde, voluntary sector contribution and external funding sources - and review to establish a stable base ● Ensure any new sources of funding from Scottish Government for carers are allocated towards strategic priorities for carers ● Work in partnership with carers organisations and services to reduce duplication, make best use of available resources through joint planning and service delivery ● Work in partnership with centres and projects to seek additional sources of funding to enhance core budgets and address identified needs of carers
Timescale	2008-09
Resource Implications	Financial Framework to be developed.

Action Point	Implementing and Monitoring the Strategy
Aim	Establish a cross Glasgow group to monitor the implementation of the carers strategy and make recommendations to assist community care planning partners at a city wide and CHCP level to implement the strategy
Outcomes	<ul style="list-style-type: none"> • Carers and partners are involved in ensuring implementation of strategy
Partners / Lead	Glasgow City Council Education and Social Work Services / NHS Greater Glasgow and Clyde
Planned Actions	<ul style="list-style-type: none"> • Consultation on the proposed structure as included in this plan • Development of a detailed monitoring framework • Implementation of structure subject to results of consultation
Time scale	Same as timescale for final draft of Strategy but contingent on review of city wide community care planning and implementation structure
Resource Implication	None (other than out of pocket expenses / short respite for carers participating)