

# Inverclyde Joint Carers Strategy

2008 — 2011

**This document can be made available in large print, audio tape, computer disk and in a variety of Community Languages, on request.**

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Cantonese

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Gaelic

Tha an sgrìobhainn seo cuideachd ri fhaotainn ann an cànanan eile, clò nas motha agus air teip ma tha sibh ga iarraidh.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Mandarin

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

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# Foreword

On behalf of Inverclyde Council and Inverclyde Community Health Partnership, we are delighted to introduce the Inverclyde Joint Carers Strategy for 2008-11. There has been much progress over the past 3 years in terms of the recognition of carers by Central and local government, which is reflected in policy initiatives and additional resources being made available to support carers in their caring role.

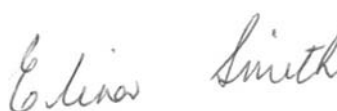
Locally we have made some good inroads through an interagency approach towards supporting carers, but much is still required to be done to identify more carers and assist them to live a full and healthy life in their community. We also want to raise awareness of carers' rights and their entitlement to support from local agencies.

Carers are very valuable members of our community and make an immensely important contribution to the delivery of care. We recognise the importance of providing good support and services for carers and this Strategy sets out a plan of action for how our targets can be achieved. Fundamental to this is the need for key agencies to work in partnership with carers and carers organisations to deliver the quality services, we all would wish for our loved ones, friends and neighbours.

Not only do we wish to support carers in their caring role, we also wish to encourage carers to take up opportunities for themselves in relation to employment and training, having a break from caring or just having time for themselves. Our aim in this Strategy is to make these opportunities easier for carers to access and we will all play a key role in the monitoring of the implementation of the plan.



Joe McIlwee  
Convenor  
Health and Social Care Committee



Elinor Smith  
Chairperson  
Community Health Partnership



# Introduction

Caring is a demanding and often exhausting role, which is undertaken by many members of our community and often in a hidden way.

Carers are valued and important partners in the delivery of care to their relatives, friends and neighbours in Inverclyde. This is acknowledged within Inverclyde Council's Corporate Plan and through the endorsement of Inverclyde Carers' Charter by Inverclyde Community Health Partnership and Inverclyde Council.

The partners recognise that support is required to enable carers to continue in their caring role and at the same time have the same opportunity, as everyone else, in the community to have quality time for themselves. The aim of this Joint Strategy is to assist this process by ensuring that a variety of services, supports and resources are in place.



# Why a Strategy?

**A**ddressing the needs of carers is a key issue for statutory agencies, due in part to legislative requirements, but more importantly because of the increasing recognition of the pivotal and key role carers have as providers of care. We are committed to providing responsive and appropriate services which support carers in their caring role.

In November 1999 the Scottish Parliament launched a 'Strategy for Carers in Scotland', heralding a substantial policy package for carers and putting carers issues firmly within the political arena. Local Authorities and their partners responded to this agenda by producing local strategies, which reflected developments and service planning for each area.

This strategy builds on the previous Inverclyde Joint Carers Strategy and has been developed to further support carers locally. The Strategy aims to provide a framework to ensure the delivery of appropriate, and timeous services and supports by working in partnership with carers, to improve current arrangements and identify priorities and objectives for delivering services in the future.

The development of this strategy has been undertaken by a number of working groups involving carers, staff from Social Work, Health and Voluntary Sector groups.

The aim of this strategy is to improve the lives of carers living in Inverclyde. In summary, the partners 5 key objectives for 2008 - 2011 are:

- **To offer a range of flexible, reliable and quality short breaks/respice.**
- **To provide relevant information through a variety of means and facilitate easy access to services.**
- **To promote the involvement of carers in individual care planning, and in the design and monitoring of services.**
- **To reduce the stress of caring and promote the health of carers.**
- **To promote training for carers on a variety of issues and facilitate access to employment opportunities for carers and former carers.**

The strategy and accompanying action plan detail the outcomes we want to achieve, how we intend to achieve them, the timescales in which the work will be done and the resources which are available.

# Who is a carer?

The Strategy for Carers adopts the widely used definition of a carer as promoted by Carers UK and Carers Scotland for the purpose of distinguishing between a paid carer employed by services and an unpaid carer.

*Carers look after family, partners or friends in need of help because they are ill; frail or have a disability. The care they provide is unpaid.*  
(Carers UK)

Carers include people of all ages, including young carers; people from different backgrounds; ethnic origins and gender. They are involved in looking after someone with a physical or learning disability; mental health issues; HIV/Aids; alcohol or drug dependency; brain injury or terminal illness.

Caring can take place over a long period of time or for a short period only. Where carers are carrying out a caring role on a regular and substantive basis, they are entitled to an assessment of their own needs at any time from the local authority.

It is estimated that there are over 8,000 carers in Inverclyde (2001 Census) and that many of those are providing a level of care well above the national average of 15 hours per week. Population projections for Inverclyde indicate that over the next ten years there will be a higher proportion of older people in the area. In addition, it is expected that the number of younger, fitter people will decline. This is likely to result in fewer people able to provide informal care. It is vital therefore, that agencies meet the challenge of supporting carers to continue in their important role.

The details in the next page are statistics from 2001 Census outlining the numbers of carers within Inverclyde and the level of care they provide.



# Carers' Statistics (Inverclyde)

The 2001 Census identified that Inverclyde has 8151 unpaid carers – almost 10% of the population of the area at Census time. Information from the Census also suggests that almost 2% of carers locally are children/young people.

**Table 1. Provision of hours of unpaid care per week in Inverclyde by age group and sex** suggests most carers provide care for between 1 and 19 hours each week (59% of all carers) with a significant number providing over 50 hours per week (27% of all carers)

Age group	1-19 hrs of care		20-49 hrs of care		50 + hours of care		Total
	Male	Female	Male	Female	Male	Female	
0-15	57	74	4	9	6	3	153
16-64	1574	2551	312	660	644	1018	6759
65-84	230	283	67	88	231	298	1197
85+	9	7	3	2	7	14	42
<b>Total</b>	<b>1870</b>	<b>2915</b>	<b>386</b>	<b>759</b>	<b>888</b>	<b>1333</b>	<b>8151</b>

Source 2001 Census, data supplied by SCROL

**Table 2. Number of Carers reporting 'Not Good Health' by age group and sex** indicates the proportion of people with poor health increases as weekly hours of care rise - this varies between men and women; 1 in 4 men caring for 50 hours or more each week reported poor health, as did 1 in 5 women.

Age group	1-19 hrs of care		20-49 hrs of care		50 + hours of care		Total
	Male	Female	Male	Female	Male	Female	
0-15	1	0	0	0	0	0	1
16-64	139	206	51	91	164	188	839
65-84	27	31	16	16	57	79	226
85+	3	0	0	0	3	5	11
<b>Total</b>	<b>170</b>	<b>237</b>	<b>67</b>	<b>107</b>	<b>224</b>	<b>272</b>	<b>1077</b>

Source 2001 Census, data supplied by SCROL

7.5% of female carers reported poor health as did 5.6% of male carers.

# Working together for carers in Inverclyde

The aim of this strategy is to outline how Inverclyde Council and its partner Inverclyde Community Health Partnership will work in collaboration with carers' organisations and other agencies to achieve the recognition and support, which carers require in their caring role.

We intend to build on the progress from the previous Inverclyde Carers Strategy (2005 – 2008) to ensure that services meet the needs of carers and that the opportunity is provided to support them to achieve their own potential.

It was with this aim in mind, that carers were involved in the shaping of this strategy and in monitoring the previous action plan. We were able to gather the views of carers regarding key issues affecting them and what requires to be done through a series of consultation exercises, which involved a range of methods including:

- Postal questionnaires to 1000 carers
- Focus groups; questions to Inverclyde Council's citizens panel
- Consultation event organised by Inverclyde Community Care Forum on behalf of the Partners

## Who are the key organisations involved in the partnership approach to working with carers?

The key organisations include:

- Inverclyde Carers' Council;
- Inverclyde Carers Centre;
- Inverclyde Community Care Forum - Your Voice;
- Inverclyde Council Social Work Services;
- A range of other local voluntary sector organisations;
- Inverclyde Community Health Partnership.

Through the Carers Development Group the partners monitor and discuss progress regarding the implementation of the Strategy. The Sub groups are tasked with progressing certain objectives relating to the action plan and report to the development group at each of the meetings. The chair of the development group reports to carer organisations on an annual basis. Some of the key agencies involved with the Carers Development Group are described on the following pages.

## **Inverclyde Carers Centre**

Inverclyde Carers Centre was established in partnership with Inverclyde Council and Inverclyde Carers Council. The centre is based in Cathcart Street in Greenock and was officially opened in 2001. The main aim of the centre is to support carers throughout the Inverclyde area through the wide range of issues that they may experience due to their caring role.

The centre is managed by a limited company, Inverclyde Carers Centre Ltd, whose board of directors consist of carers and former carers. Services available to carers include one to one support, signposting and information about relevant services to assist them in their caring role. Support groups are also available for carers to provide them with an opportunity to socialise and gain peer to peer support from carers who have experienced similar situations.

Caring for a loved one can often be stressful, therefore stress management is provided for carers to help alleviate this. Should carers be unable to visit the centre due to their caring role then home visits can be offered, along with the outreach service that provides carer surgeries throughout the Inverclyde area. Short breaks are also available to allow carers to participate in social activities, training or attend appointments.

Through consultation with carers and partnership working with other organisations, the need for counselling and advocacy for carers was identified. At present, these services can be accessed through the centre. It is through such consultation and partnership working that the centre aims to address and support carers throughout their caring role.

## **Inverclyde Carers Council**

Inverclyde Carers Council is an area wide organisation representing the interests of carers and former carers in Inverclyde. The organisation sponsored the development of the Carers Centre and was actively involved in forming the initial management group following the transfer of management from Quarriers.

## **Inverclyde Carers Charter**

Inverclyde Carers Council also developed Inverclyde Carers Charter, which promotes the rights and interests of carers across Inverclyde. Both Inverclyde Council and Inverclyde Community Health Partnership signed up to this charter and the Carers Council will play a key role in it's implementation and monitoring of the commitments made by the two organisations.

## Stakeholder Advisory Network - Your Voice

Your Voice, Inverclyde Community Care Forum (ICCF) continues to develop and gather the views of service users and carers throughout the Stakeholder Advisory Network to:

- Keep people informed
- Help identify areas of good practice
- Identify gaps in service provision
- Raise issues and concerns regarding service delivery
- Provide the opportunity for service users and carers to have a say in shaping the development of community care services

ICCF continues to work with carers on an ongoing basis, to develop the network by employing a variety of methods and techniques, to provide meaningful engagement and ensure the widest range of local people have the opportunity to be involved. Building on the previous Joint Carers Strategy 2005 – 2008, issues, comments and suggestions formally gathered during this period were collated in the Inverclyde Joint Carers Strategy report 2007 and put forward to inform the new strategy and influence practice.

ICCF facilitated the Inverclyde Joint Carers Strategy Consultation Event held in James Watt College Waterfront Campus on 31st October 2007. The event was an open consultation, which was one of the many methods used to consult on the future priorities for carers to inform this strategy.



## **Inverclyde Social Work Services**

Social Work Services regularly collect feedback from the carers of the services regarding the quality and standards of service delivery. This information is collated centrally by Strategic Services for future action and follow-up and progressed by the Carers Development Group.

Social Work Services recently conducted a survey with 1000 carers registered at the Carers Centre. A response rate of almost 20% identified the key issues as being the following:

- Carers are looking for more information.
- Carers are seeking supported holiday breaks.
- Carers identified stress management and alternative therapies as being important in relieving the stress involved in caring.
- Carers identified short breaks as being vital in enabling them to continue in their caring role.
- Over 58% of carers are keen to participate in activities to improve quality of their lives including opportunities to socialise, take part in leisure activities and pursue training and employment prospects.

## **Inverclyde Council Citizens Panel**

From a series of questions addressed to carers, through Inverclyde Citizens Panel, it was evidenced, that carers felt that they would benefit from more information on benefits, services, rights, advocacy and short breaks.

This is now being incorporated into Social Work Services Strategic Plan as well as Inverclyde Joint Carers Strategy and is supported in Inverclyde Community Health Partnership's Development Plan 2008 - 2010.

## **Interagency Information and Training Networks**

Two sub groups were established during the life of the last carers strategy to implement and progress tasks set out in the action plan. The membership of these sub groups consisted of representatives from carers organisations; Health and Social Work Agencies and relevant voluntary organisations. A series of training programmes were conducted for carers based on areas and topics identified by carers themselves. A carers handbook was produced by one of the task groups and circulated to over 2000 carers in Inverclyde.

## **Inverclyde Respite Care Network**

The Network was established over 8 years ago to bring together stakeholders with an interest in promoting alternative forms of respite/short breaks. The network includes representatives from user/carer organisations; Health and Social Work staff; Voluntary organisations and service providers. The Network was instrumental in gaining support for the development of the Short Breaks Bureau and participates in the Advisory Group of this service.

## **Inverclyde Community Health Partnership Public Partnership Forum (PPFs)**

A number of carers are members of the PPF and the Carers Council Core Group. The PPF regularly explores issues affecting carers in relation to health services and will continue to ensure carers views, needs and aspiration are at the heart of service design and delivery. The promotion of Carers Registers in General Practices and the extension of Carers Health Checks will support this commitment.



# National and local context for working with carers

## National Context

A range of legislation and policies (listed below) in recent years, have promoted the role of carers, as key partners in the delivery of care. Agency staff need to promote this awareness and recognition of carers and support them in their caring task.

- **NHS Health and Community Care Act 1990** – which first promoted the role of carers in the community.
- **Carers (Recognition and Support) Act 1995** – which gives carers the right to an assessment of their needs.
- **Children's (Scotland) Act 1995** – aims to reduce the impact on any child who is affected by the disability of another person and give children the opportunity to live a normal life.
- **Community Care and Health (Scotland) Act 2002** – gives carers the right to an assessment at any time and recognises carers as key partners in the delivery of care.
- **Working Families Act 2006** – which promotes the principle of flexibility in working practices by employers to enable carers to take up employment opportunities.

In addition, some national policies affecting carers include:

- Carers National Strategy (1999) (Scotland)
- Delivering for Health (2005)
- Building a Health Service for the Future (2005)
- The Future of Unpaid Care in Scotland (2006) (Care 21 Report)
- Scottish Executive's Response to Care 21 Report (2006)
- Changing Lives: 21st Century Social Work Review (2006)
- Better Health, Better Care (2007)

## Local Context

A number of local decision making structures and plans recognise the important contribution made by carers in the Inverclyde community. The need for support and services has been identified within these plans reflecting the high level of commitment to supporting carers.

- Inverclyde Council's Corporate Plan.
- Inverclyde Council's Social Work Services Strategic Plan.
- Inverclyde Joint Community Care Statement of Intent 2006.
- Social Work Business Plan.
- Inverclyde Community Plan – 'Inspiring Inverclyde' 2008 .
- The Inverclyde Carers Charter.
- Inverclyde Community Health Partnership (CHP) Development Plan 2008 - 2010
- Single Outcome Agreement (tackling poverty and sustaining growth) 2008 - 11.
- Inverclyde Joint Carers Strategy 2005-2008.

## Inverclyde Carers Charter

The Charter is an important document, which promotes the interests and rights of carers and was re-launched in December 2007 by Inverclyde Carers' Council. The Charter promotes the interests and rights of carers in accessing services and support. Both Inverclyde Council and Inverclyde Community Health Partnership have signed up to the Charter as partners and are committed to the monitoring of the implementation of this Charter.

In Inverclyde the approach to supporting carers is one based on partnership, diversity and equal opportunities for carers. This is also reflected in Inverclyde Council's Community Plan; Inspiring Inverclyde 2008 - 2018.

***Working together in partnership we will help to develop a confident, inclusive Inverclyde with safe, sustainable, healthy caring communities and a thriving prosperous economy, where everyone is encouraged to achieve their potential and can make a positive contribution to the area.***

# Key Objectives

## Key issues identified by carers through the consultation processes

Comments from carers and issues raised by them are collated and used to improve services directly and /or to feed into service planning and redesign. The key messages received from carers through these processes are:

- The need to ensure that a range of quality short breaks will be on offer, which are flexible and reliable.
- The need to provide relevant information through a variety of means and facilitate easy access to services.
- The need to promote the involvement of carers in individual care plan monitoring and in the design of services.
- The need to reduce the stress of caring and to promote the health and wellbeing of carers.
- The need to promote training for carers on a variety of issues and facilitate access to employment opportunities for carers and former carers.

These issues have been adopted as the main objectives of this strategy.

The objectives set out in the strategy are based on the key needs and issues identified by carers. The action plan following the strategy outlines how the objectives will be addressed and the timescales involved.



## Objective 1 - Short Breaks

The partners will ensure that a range of quality breaks will be on offer, which are flexible and reliable.

### Why is it important?

- Caring is a demanding role; carers need a break from the responsibility of caring.
- To safeguard carers' own health; physically and emotionally.
- To enable carers to have time for themselves.
- To enable carers to take up other opportunities such as training/employment.

### What have we achieved so far?

- Social Work Services established the Short Breaks Bureau to act as one stop shop for information on accessing short breaks with 2 full time staff.
- Social Work Services developed a modern 3 bedded unit for community based overnight short breaks within Hillend House for older people and other client groups.
- In conjunction with Bield Housing Association, Social Work Services has developed an overnight service at Rowan Gardens for older people, set within a very sheltered Housing Complex.
- The Short Breaks Bureau has produced a directory on Short Breaks Resources.
- Social Work Services has supported Inverclyde Respite Forum.
- Inverclyde Council has provided funding to Inverclyde Carers Centre to provide a range of short breaks for carers including sitting services, group holidays and overnight services.

## Objective 1 - Short Breaks

### What do we want to achieve during 2008/2011?

- Develop equity in accessing services across client groups, where gaps exist.
- Promoting alternative forms of respite.
- Develop access to overnight respite services.
- Develop access to emergency/crisis respite.
- Improve links with Housing Associations to develop respite opportunities.
- Promoting access to services.
- Further develop joint working in relation to transition arrangements from children to adult services.
- Promote the use of technological support (Telecare) to enable carers to have a break from caring.



## Objective 2 - Information and Access to Services

To provide relevant information through a variety of means and facilitate easy access to services.

### Why is it important?

- Carers require information about a whole range of issues once they become carers.
- Carers may wish to know about benefit entitlement for themselves or the person they care for.
- Carers may face other financial related issues once they start caring.
- Carers need to know what support is available to them.
- Many carers do not know how to begin to access services.
- Some carers may require someone to advocate on their behalf.
- Carers require information about services to be freely available.
- Staff need to make carers aware of the support and services available.
- Staff across agencies need to be made aware of issues facing carers and the impact of caring.

### What have we achieved so far?

- Production of 2000 Carer Information Packs in 2007.
- Information for Carers has been added to Council website.
- Advocacy worker employed in Carers' Centre.
- A range of leaflets on carers' services developed by Social Work Services.
- Welfare Rights information available for carers in booklet form.
- Money Matters organised events for carers.
- Public events organised during Carers' Week and Carers' Rights Day in past 3 years has provided information on carers' rights and entitlements.
- Prevention and Support Nurses (PASS) within Inverclyde Community Health Partnership have played a key role within GP Practices establishing Carer Registers. PASS nurses have also promoted positive health by conducting Carers Health Checks.

## Objective 2 - Information and Access to Services

### What do we want to achieve in 2008/2011?

- Consolidate the Carer Assessment process and increase access to assessments.
- Improve Hospital Discharge experience and liaison with carers.
- Explore the use of different media to develop promotional materials.
- More focused use of the information packs to better reflect carers' needs.
- Develop joint staff network to ensure staff have up to date information on carers' issues.



## Objective 3 - Carer Involvement / Voice / Advocacy

To promote the involvement of carers in individual care planning and the monitoring, planning and delivery of services.

### Why is it important?

- Carers are key partners in the delivery of care.
- Carers provide the bulk of care in the community and know what practical support they require.
- Carers have a right to enjoy the same opportunities as others in terms of their own development, training, employment and social opportunities.
- Services need to be more person centred to enable carers to take up opportunities.
- Service providers need to know where they are getting it right and where they need to improve.

### What have we achieved so far?

- Carers have participated in Your Voice Training.
- Carers have been involved in the redesign of services, e.g. Learning Disability, Older People, Alcohol & Addiction and Mental Health Services.
- Carers have been involved in the development and Advisory Group of the Short Breaks Bureau.
- Social Work Services conducted a survey of over 1,000 carers in Inverclyde regarding issues affecting them.
- For the first time a sample of carers were asked questions about services and support through Inverclyde Citizens Panel, the results of which have been incorporated into the Strategy.
- Carers are active in the Public Partnership Forum

### What do we want to achieve in 2008/2011?

- Consolidate funding for Advocacy at Inverclyde Carer's Centre
- Further develop Your Voice Training for carers, particularly hidden carers.
- Develop a Carers' Network at the Carers Centre.
- Consolidate a partnership approach to carer involvement and carer's voice.
- Ensure carers are fully involved in the implementation of Inverclyde Alliance Community Engagement Strategy.
- Hold a joint Carers Health Needs event to allow carers a voice about their health needs and health service needs

## Objective 4 - Health and Wellbeing

To reduce the stress of caring and promote the health of carers.

### Why is it important?

- Caring can be a physically and emotionally demanding task.
- Many carers do not have the opportunity to have a break from caring, putting their own health at risk.
- The emotional demands of caring can be extremely stressful, placing a strain on carers' emotional wellbeing.
- Carers often do not often have opportunities for taking time out for relaxation or exercise.
- Carers can become isolated from other members of the community due to their caring responsibilities thus reducing their opportunities for socialising and leisure pursuits.

### What have we achieved so far?

- Inverclyde Carers Centre offers a range of alternative therapies, stress management and relaxation techniques.
- Healthy eating course organised within Carers Centre.
- Prevention and Support Nurses (PASS) within Inverclyde Community Health Partnership have promoted carers' registers within GP practices.
- PASS Nurses have arranged for blood pressure checks and health improvement work in the Carers Centre and at carers events.
- Counselling service, financed by Joint Health Improvement Fund, available at Carers Centre.
- Successful pilot of leisure passes for carers through Inverclyde Carers Centre, funded by Inverclyde Council Social Work Services.



## Objective 4 - Health and Wellbeing

### What do we want to achieve 2008/2011?

- Develop annual recall for Carers' health checks.
- Consolidation of alternative therapies' services available to carers within the Carers Centre e.g. stress management, reflexology and aromatherapy.
- Partnership approach to accessing activities and healthy lifestyles.
- Develop discrete counselling services specifically for carers.
- Utilise Carers Register to maximise health benefits to carers.
- Promote the use of technological support (Telecare) e.g. fall monitors, smoke detectors to assist carers in their caring role.
- Ensure carers have timeous access to benefit checks and income maximisation.



## Objective 5 - Training / Employment

To promote training for carers on a variety of issues and facilitate access to employment opportunities for carers and former carers.

### Why is it important?

- Carers require training/information around conditions of the person they are caring for.
- Carers have identified the need for practical training around personal care issues e.g. moving and handling, dealing with communication difficulties.
- Carers need training for their own self development.
- Carers wish to undertake courses and further education.
- Some carers may wish to take up employment opportunities.
- Services need to be flexible to enable carers to take up employment opportunities.

### What have we achieved so far?

- Provided a comprehensive training course on practical issues to carers. (Inverclyde Carers Centre)
- Provided Your Voice and Mental Health Awareness training. (Inverclyde Community Care Forum)
- Provided a series of briefing sessions on carers issues for staff within social work services. (Inverclyde Carers Centre Board /Social Work Services)
- Piloted an online course for carers by offering support. (Inverclyde Carers Centre)

### What do we want to achieve in 2008/2011?

- Strengthen links with James Watt College to further progress formal training.
- Utilise staff skills and expertise to develop 'conditions' training including challenging behaviour.
- Further develop staff awareness training.
- Develop employability issues with key partners.

# Monitoring and Evaluation

An important aspect of any plan or strategy is to ensure that monitoring and evaluation systems are in place and that positive results are achieved.

For the purpose of this Strategy we have tried to introduce flexible methods for involving carers in the monitoring and evaluation process, rather than using one model only. We intend to involve carers at every level of planning, service redesign and service delivery as well as monitoring services.

A range of techniques including annual meetings with carer organisations, telephone interviews and carers events will be organised for the purpose of gathering feedback from carers on an individual basis as to the progress and development made.

All feedback will be systematically analysed by the key agencies and reported publically including joint planning groups.



# Conclusion

The aim of this Strategy and Action Plan is to develop services and support to make the role of caring for individuals involved in the care of their friends, relatives or neighbours easier .

This is more likely to be achieved through close working with carers organisations and key agencies to ensure their services are developed in a personalised and flexible way.

By ensuring carers play a key role in the shaping of services and policy, we can be confident that we are developing the most appropriate services.

In addition we hope to provide carers with the opportunity to lead a fulfilling life with access to the same opportunities as other people including leisure, work, rest and socialising. This can only be achieved by a variety of agencies working in partnership, listening to the needs of carers and involving them in providing practical solutions.



## 5 Key Priorities Action Plan



## Action Plan: Short Breaks

<b>Target</b>	<b>Who</b>	<b>Time</b>	<b>Resources</b>	<b>Outcome</b>
Develop a respite strategy, which is equitable and includes all care groups	Relevant Managers in Social Work and Community Health Partnership in conjunction with Inverclyde Respite Forum and Inverclyde Short Breaks Bureau	End of March 2009	Existing resources including using Short Breaks Bureau as broker	Shift the balance of care away from residential settings, where appropriate
Develop the Business Plan & Processes for the Short Breaks Bureau.	Short Breaks Advisory Group	6 months	Existing resources	Viable and clear operational procedures where appropriate
Develop community based options within sheltered housing	Link with Accommodation Sub Group to examine potential use of Sheltered Housing for respite.	March 2010	Existing resources with potential service redesign	More choice in community based respite
Explore opportunity for former carers to become befrienders.	Cares Centre	By 2009	Existing resources	Provide social support for carers
Promote access to respite services through the Short Breaks Bureau	Short Breaks Bureau Cares Centre	Ongoing	Staff users and carers all access information in relation to short breaks from one central point	Clear process outlined to access bureau

## Action Plan: Carers Information

Target	Who	Time	Resources	Outcome
Consolidate carers assessment process	Social Work Community Health Partnership (CHP) Carers Centre Short Breaks Bureau	By March 2009	Existing Resources	Clear process regarding carers assessments and increase numbers of carers accessing assessments
Improve hospital discharge issues for carers	Operational Managers in CHP /Social Work	Ongoing	Link with Older People's Development Group	Improve hospital discharge to lower risks of re-admission
Improve access to information by use of different media in developing materials and promoting access to services	Information sub-group	Ongoing	Existing resources	Additional relevant information available to carers
More focused use of information packs	Information sub-group	Ongoing	Additional resources required	Targeting carers with information key points

## Action Plan: Involvement / Voice / Advocacy

Target	Who	Time	Resources	Outcome
Consolidate Advocacy Services for Carers'	Carers' Centre	6 months	Secure funding for advocacy post	Carers have access to independent advocacy
Develop carers' self confidence and equip them with the skills to engage effectively	Inverclyde Community Care Forum Your Voice	Ongoing	Existing resources	Help develop the confidence and skills of individual carers to build local capacity and enable community participation
Develop Carers' Forum	Carers Centre staff in conjunction with Social Work staff	Ongoing	Existing resources	From existing resources Broaden voice of carers to articulate key issues
Further develop and commission consultation methods and strategies within agencies and across the partnerships	Inverclyde Council CHP ICCF Your Voice	Ongoing	Existing resources	Ensure opinions and issues raised by carers are heard and impact on continuous improvement and planning and redesign of services

## Action Plan: Carers' Health and Wellbeing

Target	Who	Time	Resources	Outcome
Promote annual recall for carers health checks with G.P. practices, using carers registers	PASS Nurses CHP	Ongoing	Existing resources	Promote Health and Wellbeing of Carers
Continue to offer alternative therapies to carers including stress management	Carers Centre	1-3 years	Secure alternative forms of funding	Reduce stress levels of carers
Work with partners to promote alternative lifestyles	Social Work/ CHP / Carers Centre/ Inverclyde Leisure	1 year	Existing resources	Improve opportunities for carers to promote their health and wellbeing
Develop counselling for carers	Carer Centre staff/Health	1-3 years	Secure funding within 1 year to continue service	To enable and empower carers to come to terms with changes in their lives
To promote the use of technological support (Telecare) amongst carers	Social Work / CHP / Carer Centre staff	1-3 years	Existing resources	To provide Carers with peace of mind regarding the safety and security of the person that they care for

## Action Plan: Training and Employment

Target	Who	Time	Resources	Outcome
Identify links with James Watt College	Carers Centre Social Work	Ongoing	Existing resources	Enable carers to access courses at James Watt College
Develop training courses for carers	Carers Centre Training Sub Group	1 year	Existing resources	To enable carers to continue in their caring role and to provide opportunities outwith that role
Raise staff awareness through briefing sessions	Carers/staff Inverclyde Council CHIP	Ongoing	Existing resources	Briefing sessions for staff in social work and health
Promote use of Independent Learning Account to access learning opportunities	Training Sub-Group	1-3 years	Existing resources	Encourage carers to access learning opportunities
Develop employability issues with key partners	Inter agency approach	Ongoing	Existing resources	Develop inclusive approach with carers in relation to employability

## Useful contacts:

Inverclyde Advocacy Service  
Grey Place  
Greenock  
Tel. 730797

Alcohol Services  
Wellpark  
Roxburgh Street  
Greenock  
Tel. No. 715812

Ardgowan Hospice  
Ardgowan Street  
Greenock  
Tel. 728215

Centre for Independent Living  
Gibshill Road  
Greenock  
Tel. 714350

Department of Works  
& Pensions  
Cross Shore Street  
Greenock  
Tel. 881500

**Emergency Out of Hours  
Social Work Standby  
Services  
Tel. 0800 8445605**

Inverclyde Carers Centre  
68 Cathcart Street  
Greenock  
Tel. 735180

Inverclyde Community  
Care Forum  
12 Clyde Square  
Greenock  
Tel. 728628

Inverclyde Council  
Drugs Team  
Nicol Street  
Greenock  
Tel. 715778

Inverclyde Council  
Council Tax  
Wallace Place  
Greenock  
Tel. No. 717171

Inverclyde Council  
Social Work Services  
195 Dalrymple Street  
Greenock  
Tel. 714100

Legal Services Agency  
9 Sir Michael Street  
Greenock  
Tel. 725665

Money Matters  
Dubbs Place  
Port Glasgow  
Tel. 715970

Money Matters  
30 Nicolson Street  
Greenock  
Tel. 714478

NHS 24: 08454 242 424

Prevention &  
Support Nurses  
Greenock Health Centre  
7 Duncan Street  
Greenock  
Tel. 724774

Shopmobility  
Clyde Square  
Greenock  
Tel. 732700

### Health Centres

Greenock Health Centre  
Duncan Street  
Greenock  
Tel. 724477

Gourock Health Centre  
Shore Street  
Gourock  
Tel. 634617

Port Glasgow Health Centre  
Bay Street  
Port Glasgow  
Tel. 745321

Station View Health Centre  
84 Holmscroft Street  
Greenock  
Tel. 558300  
Dr Jim Ward  
Tel. 558310  
Dr Ruth Ward

**For further information about Inverclyde Joint Carers Strategy please contact:  
Strategic Services, Social Work Services, 195 Dalrymple Street, Greenock  
Tel. 714000. For people with a hearing impairment Tel. 712910**