

■■■■ North Lanarkshire Strategy For Carers ■■■■

————— 2005 - 2008 —————



*Produced by North Lanarkshire Council, Social Work,
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*North Lanarkshire
Strategy For Carers*

— 2005 - 2008 —

If you require a copy of this document in large print or braille or you wish to arrange to speak to someone about the Strategy for Carers, please call 01698 332265 or e-mail carestrat@northlan.gov.uk.

如果你需要這份文件的中文譯本或希望安排與我們討論照護者策略，請致電 01698 332265 或電郵 carestrat@northlan.gov.uk。

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The Strategy is also available on the council website:
www.northlan.gov.uk.

Foreward

Welcome to the North Lanarkshire Strategy for Carers 2005 – 2008.

Since 1999, carers, local carer organisations, North Lanarkshire Council and NHS Lanarkshire have worked together to achieve positive changes in the lives of the many carers in North Lanarkshire who provide unpaid support /help to relatives, partners, friends and neighbours.

These changes have been driven by the Carers Strategy Implementation Group, which both produced and implemented the Strategy for Carers 2001-2004. This group has representation from individual carers, local carer organisations / groups and statutory agencies.

Significant legislative changes have taken place over the past few years. Carers are now explicitly recognised as 'key partners in the provision of care'. Also, carers are now entitled to an independent assessment of their ability and willingness to provide care.

In North Lanarkshire, considerable progress has been made to improve the lives of carers, including young carers. In particular, a comprehensive support service for carers is in place and a carers led organisation, North Lanarkshire Carers Together, is successfully promoting the involvement of carers, representing their views and ensuring they have access to a wide range of information. A wide range of organisations and groups are providing direct support to carers and others are providing support through respite opportunities. Funding from the Scottish Executive and the Social Work Department has provided the required resources to make these and other developments possible.

Further work is required to ensure continuing improvement in the lives of the many carers in North Lanarkshire who provide support to the people they care for. This document reviews the progress made and sets out a new action plan for the work to be undertaken over the next three years.

By reading the Strategy you will gain greater awareness of the issues facing carers in their daily lives. In addition, you will gain a better understanding of how we plan to support, inform and involve carers in North Lanarkshire over the next three years.



Elizabeth Seaton
Chairperson

North Lanarkshire Carers Together



Jim Dickie
Director of Social Work
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Introduction

- **Who is a Carer?**

A carer is a person of any age who provides help and support to a relative, partner, friend or neighbour, who, due to illness, frailty or disability otherwise would not be able to live independently. The care provided is unpaid.

- **Carers in North Lanarkshire**

The Census for Scotland 2001 reveals that there are more than 33,000 carers in North Lanarkshire. Of these:

- ◆ 19,108 provide care for 1 to 19 hours per week.
- ◆ 5,046 provide care for 20 to 49 hours per week.
- ◆ 9,065 provide care for 50 hours or more per week.

- **Why Produce a Strategy?**

It has been well established that carers have a key role in providing help and support for adults or children who are ill, disabled, vulnerable or frail. Frequently, they will be the primary carer and often the only person providing care. The statistics above show that there are numerous people in North Lanarkshire with substantial caring responsibilities.

Progress has been made to identify and support many carers in North Lanarkshire, but we know that there are many other 'hidden' carers who continue to provide substantial levels of care with little or no recognition, with inadequate support and with poor information. Our aim is to ensure that all people in North Lanarkshire with significant caring responsibilities have:

- access to the information they require as carers
- knowledge of their rights as carers
- access to the level of support they need
- access to advocacy services

It is estimated that the value of support provided by carers in the UK amounts to £57 billion. Therefore, if only a small percentage were to give up caring, the economic impact would be very significant.

While it appears that most carers take on their caring role willingly, they often do feel unsupported and are vulnerable to health-related problems and stress as a direct result of their caring responsibilities. It is important, therefore, that carers are adequately supported to continue to provide care if they wish to do so.

Building on achievements to date, this strategy provides a framework for statutory and independent carer organisations to develop the means of supporting carers in the most appropriate way.

- **Some Key Themes**

- ◆ Carers are major providers of care and support in the community and need to be recognised as such and recognised as 'key partners in the provision of care'.
- ◆ Many carers are 'hidden' in the sense that they are undertaking considerable caring responsibilities, but have not identified themselves as carers or been recognised by others as carers. Recognition of 'hidden' carers is vital.
- ◆ Ensuring that people maintain a reasonable quality of life in the community is often dependent upon the willingness of the carer to provide support. Carers in turn need proper support to continue to do so.
- ◆ Carers need access to high quality health care that is appropriate to their circumstances. Carers are particularly vulnerable to stress related health problems or injury, directly linked to their caring responsibilities. Health professionals, in particular, should be aware of the potential impact of caring responsibilities on carers health and be equipped and supported to provide them with information about support available.
- ◆ The particular issues that face young carers under 18 should be tackled to ensure that their educational and social development is not negatively affected.
- ◆ Supporting and informing carers in rural and remote areas provide some additional challenges that need to be addressed.
- ◆ Black and ethnic minority carers have needs for information and support that should be explicitly recognised.
- ◆ Carers need access to advocacy services to help them express their views more effectively.
- ◆ Carers should be involved in partnership with professionals, independent organisations and service users to influence policy and service development.
- ◆ Carers need appropriate support through, for example, skills training and provision of additional respite opportunities to enable them to be effectively involved in policy and service development.

- **Funding Carer Support**

The budget available for carer development, on an annual basis, is currently £667,500. This sum is made up of funding earmarked by the Scottish Executive with the addition of £40,000 from the social work community care budget. This does not include social work expenditure on home care, day care and residential respite care that often provide direct or indirect support to carers.

Appendix 4 provides a breakdown of how Carer Development funding was used in 2004/2005.

- **Legislative and Planning Context**

Brief details of the key legislation setting out the rights of carers are included in Appendix 1.

Locally, the strategic approach to developing support for carers should be seen in the context of a Joint Future that aims to enhance collaborative partnership working between health, the council and independent organisations. The joint future planning and decision making structure for North Lanarkshire is set out in Appendix 2.

Links with the Carers Strategy Implementation Group

Since 1999, carers, representatives from the local carer organisations, council departments and the NHS have worked in partnership to develop support services for carers and raise the profile of carers. This partnership working is focussed through 6 weekly meetings of the Carers Strategy Implementation Group (CSIG) where representatives come together to ensure that action is progressed to improve the quality of life for carers in North Lanarkshire. The CSIG is kept informed of key legislative and policy initiatives, through regular presentations to the group. These have recently included mental health, choose life and supporting people.

The chart below shows how connections are made via the Carers Strategy Implementation Group.



Partnership in practice - the Work of the Carers Strategy Implementation Group

- ◆ The Carers Strategy Implementation Group received a COSLA Award in 2003 for excellence in team working.
- ◆ An independent review of the Carers Strategy Implementation Group was undertaken in 2003 and provided a critical analysis of achievements along with proposals for future development.

What are our key objectives?

1. To ensure that carers, in partnership with statutory agencies and independent organisations supporting carers, are actively involved in shaping the future of support for carers in North Lanarkshire.
2. To develop, implement, monitor and evaluate the Strategy for Carers in North Lanarkshire.
3. To ensure that the use of funding for carer development is used appropriately and leads to good outcomes for carers within North Lanarkshire.

What has been achieved?

- ◆ Carers now participate in shaping support services and opportunities for all carers in North Lanarkshire, in conjunction with other partners.
- ◆ Since 2001, the Carers Strategy Implementation Group has had a continuous overview of all carer developments in North Lanarkshire.
- ◆ The production of the Strategy for Carers in North Lanarkshire 2001 – 2004.
- ◆ Monitoring of the implementation of the Strategy for Carers in North Lanarkshire 2001 – 2004.
- ◆ The development of strong links and positive joint working between all those involved with carers.
- ◆ The creation of opportunities for a good standard of information sharing between individuals and organisations.
- ◆ Agreement of the use of the carer development budget.

What do we plan to do?

- ◆ Ensure the actions outlined in this new Strategy are achieved.
- ◆ Ensure that links between carers and the groups/organisations that support them are sustained and new links established.
- ◆ Ensure that information and knowledge is shared among key groups, organisations and individuals who have a stake in issues for carers.
- ◆ Ensure existing initiatives funded through the carer development budget continue to provide good outcomes for carers.
- ◆ Consider and recommend future uses of funds from the carer development budget.
- ◆ Ensure that alternative new funding sources are identified and utilised to enable the release of the carer development monies.
- ◆ Continue to ensure that carers have a central role with other partners in service provision, design, development, monitoring and evaluation processes.
- ◆ Develop the membership of the group to ensure more carers and other partners are involved.
- ◆ Promote and develop partnerships with other organisations, council departments and health providers whose activities have an impact on the lives of carers.
- ◆ Ensure that group members are resourced effectively to improve partnership working through involvement, training and by providing a range of learning opportunities.
- ◆ Ensure the work of the Group is monitored and evaluated on an ongoing basis.

A Voice For Carers

Carers as 'key partners in the provision of care' need a voice that enables them to influence and contribute to the development of support to carers and improved service provision. Good progress has already been made to ensure carers are involved directly and supported to contribute effectively.

What are our key objectives?

1. To ensure carers contribute to and influence policy development and service provision at a local and national level.
2. To ensure carers are provided with training and support to develop skills for effective involvement in planning and consultation processes.
3. To promote and represent carers views in all aspects that affect their caring role and quality of life.

What has been achieved?

- ◆ As outlined above, carers are represented on the Carers Strategy Implementation Group, enabling them to contribute to the development of support for carers throughout North Lanarkshire.
- ◆ North Lanarkshire Carers Together has been created to actively link carers and professionals to influence policy development and service provision.
- ◆ North Lanarkshire Carers Together has appointed a Development Manager and Administrator. A very active committee of carers has ensured that the work is directly led and managed by carers themselves.
- ◆ North Lanarkshire Carers Together has given carers a voice by providing information training and support for carers to ensure effective involvement in the planning and consultation process.
- ◆ More carers have been identified and informed through the work of North Lanarkshire Carers Together. Currently more than 700 carers are known to the organisation.
- ◆ A leaflet campaign has been undertaken to ensure that all households in North Lanarkshire are provided with information about the work of North Lanarkshire Carers Together.
- ◆ North Lanarkshire has promoted the involvement of carers in numerous groups in which a carer's perspective is required.
- ◆ Carers have been promoted along with service users as members of the Local Care Partnerships.

What do we plan to do?

- ◆ North Lanarkshire Carers Together and other carer organisations will continue to ensure that carers are supported, empowered and promoted to have a voice. In addition, they will continue to identify and inform more carers.
- ◆ Ensure that awareness of carers' issues is raised within the local community and with professionals.
- ◆ Ensure that issues for carers are identified, publicised and presented appropriately to decision-making bodies.
- ◆ North Lanarkshire Carers Together, PRT Lanarkshire Carers Centre and the Carer Liaison and Support Project (CLASP) will continue to provide training and support for carers to enable them to work effectively with stakeholders and to be represented on groups and decision-making bodies.
- ◆ North Lanarkshire Carers Together will continue to work in partnership with NHS Lanarkshire, North Lanarkshire Council and independent organisations to ensure the promotion of issues for carers.
- ◆ The appointment of a Development Worker, through lottery funding, will ensure that the work of North Lanarkshire Carers Together is promoted to people in more remote and rural areas of North Lanarkshire. This will aim to identify hidden carers, particularly ethnic minority carers, young carers and those who care for someone with drug and alcohol problems.
- ◆ Produce publicity material to further promote the work being undertaken to give carers a voice, including profiles of North Lanarkshire Carers Together and the Carers Strategy Implementation Group.

Information for Carers

The value of providing carers with information of the highest quality cannot be underestimated. Carers who have information about their role as a carer, their rights as a carer along with an understanding of the needs of the person they care for will feel better supported and more able to carry on caring.

What are our key objectives?

1. To ensure that carers are provided with relevant and timeous information in a range of formats to help support them in their caring role.
2. To ensure that carers are provided with information in a range of formats about their rights as 'key partners in the provision of care'.

What has been achieved?

- ◆ An information sub-group is in place to take forward the provision of information for carers in a strategic way.
- ◆ A freephone Information Line, staffed by Carer Support Workers employed by the Princess Royal Trust Lanarkshire Carers Centre has been launched. Information cards and display boxes have been produced.
- ◆ North Lanarkshire Carers Together have appointed 3 carers on a part-time basis to promote the freephone information line.
- ◆ A Hospital Discharge Pack has been produced in partnership with carers to ensure they are better informed when the person they care for is discharged from hospital.
- ◆ North Lanarkshire Carers Together provides information to carers through newsletters, leaflets and conferences.
- ◆ Carers have contributed to a consultation on draft guidance for the introduction of NHS Carer Information Strategies.

What we plan to do?

- ◆ The information sub-group will continue to ensure that carers have access to good quality information.
- ◆ The information sub-group will monitor the provision of information currently and recommend any changes or developments.
- ◆ Regular reports will be produced on the range of information requested by carers who contact the Information Line.
- ◆ Work will be undertaken to ensure health and council staff are made aware of issues for carers, and their role to provide them with information and signpost them to appropriate sources of support and additional information.
- ◆ NHS Lanarkshire will produce a Carers Information Strategy in partnership with carers, carer organisations and the Council. This will set out how it intends to identify carers, inform them of their right to independent assessment and ensure carers access appropriate support.
- ◆ Target other staff in the council, in particular those involved in addiction work, community services and education, to raise awareness of the needs of carers.
- ◆ Strengthen links with the education department in particular to ensure school boards and key staff are aware of issues for young carers and parent carers. Key individuals will be identified in educational establishments to develop and sustain links and provide effective dissemination of information.

Resourcing Carers

Carer Assessment

Carers providing regular and substantial care have the legal right to ask the social work department to carry out an independent assessment. The assessment should consider the carer's ability and willingness to continue to provide care.

'Regular and substantial' have not been defined in legislation. However, in considering whether a particular person is undertaking regular or substantial caring responsibilities, the impact of the responsibilities on the life of the carer is key. The assessing worker will be required to consider the impact of caring on the life of the carer depending upon their individual circumstances.

The Health and Community Care (Scotland) Act 2002 gives carers the right to ask for a carer assessment at any time and is available also to people who know they will be caring in the future (e.g. - if the person requiring care is about to be discharged from hospital). It is now a duty of local authorities to undertake a carer assessment if they are aware of people, including young carers under 18, who have substantial and regular caring responsibilities.

A carer assessment is not a guarantee of services, but local authorities should take the results of the assessment into account when deciding what services they could offer to support the carer and the person they care for.

Carer Resource Plan

Carer assessment refers to a process of getting to know a carer and considering the impact caring is having on his / her life. The aim is to ensure that carers are effectively equipped to enable them to undertake their caring tasks with proper support and in partnership with others providing care.

In North Lanarkshire, this process will result in the development of a carer resource plan, comprising of both an assessment and an action plan. The participation of the carer is key to this process being effective and may result in action being agreed to alleviate pressure or to provide support to the carer. This may include the provision of short breaks, enhanced services for the service user, referral to the carer support service, training and complementary therapy opportunities. A review process will also be in place to take account of the changing needs of both the carer and the service user.

What are our key objectives?

1. To ensure that carers have access to assessment and the production of a carer resource plan at any time.
2. To ensure that staff in the council and health are aware of the statutory right of carers (who provide regular and substantial care) to an independent assessment of their own needs via the production of a carer resource plan.
3. To ensure that a carer resource plan, when put in place, results in significant improvement to the life of the carer.

What has been achieved?

- ◆ The Community Care and Health (Scotland) Act 2002 has imposed a duty on local authorities to assess the needs of carers of any age and take the results into account when planning care for the person or child they care for.
- ◆ Guidance from the Scottish Executive has been published. This outlines the requirements for statutory authorities to undertake assessments and advise carers of their rights.
- ◆ The means of undertaking assessments and producing carer resource plans is being put in place in consultation with carers and other key stakeholders.
- ◆ Staff have been briefed on the requirement to assess the needs of carers.
- ◆ Guidance for staff undertaking carer assessments and resource planning has been produced.
- ◆ An informative video/DVD and leaflet for carers are currently being concluded to ensure carers are aware of their rights and to explain the process of assessment and resource planning.
- ◆ Carers right to assessment is being promoted through the work of North Lanarkshire Carers Together, the Princess Royal Trust Lanarkshire Carers Centre, CLASP and through briefings being undertaken with key staff in NHS Lanarkshire.

What do we plan to do?

- ◆ Continue to promote the rights of carers to assessment and the means of achieving better outcomes for carers through the carer assessment/resource planning process.
- ◆ Commence a programme of staff training to enable staff to develop awareness of the issues facing carers and to equip them to undertake assessment and carer resource planning effectively. Carers will be directly involved in the training.
- ◆ Put in place a mechanism to ensure that when staff are assessing the needs of potential service users the existence of someone with caring responsibilities, including a young carer, is highlighted.
- ◆ Put in place processes to record the numbers of carer assessments undertaken by service user group, age and ethnicity.
- ◆ Develop a means of separately measuring outcomes for carers who have had their needs assessed and have in place a carer resource plan.
- ◆ Through the development of a Carer Information Strategy, NHS Lanarkshire will ensure that staff are equipped to advise carers of their right to assessment.
- ◆ The Carer Information Strategy will build upon existing work being undertaken to raise awareness of the needs and rights of carers, including briefings currently being undertaken with NHS staff.

Supporting Carers

Carers need support. The value of the work that carers do for their relatives, partners and friends cannot be overstated. If it was not for this high level of support provided, significant numbers of people would require a range of additional services or would be unable to live independently. Also, carers, as a consequence of the tasks they are required to undertake in their caring role, are vulnerable to stress related illness or physical injury. They are often not well connected to the range of support services available, lack information and are unaware of their rights.

In North Lanarkshire, there is recognition that carers should have available to them a range of support services that enable them to continue with their caring responsibilities at a level that does not have negative or adverse effects on their lives.

What are our key objectives?

1. To ensure that a wide range of supports are available to carers to assist them in their caring role.
2. To ensure carers are valued as 'key partners in the provision' of care.
3. To ensure that provision exists to enable carers to have a quality break from their caring responsibilities reassured that the person they are caring for is being provided with a service of high quality.
4. To ensure that statutory services and independent organisations recognise and respond to the needs carers have for support.

What has been achieved?

- ◆ A range of organisations and support groups have been provided with carer development funding to support carers.(Details are provided in Appendix 4).
- ◆ A comprehensive carer support service is provided by carer support workers attached to five of the social work area teams and employed by the Princess Royal Trust Lanarkshire Carers Centre.
- ◆ A well established comprehensive carer support service for residents in the Wishaw and Shotts area continues to be provided by the social work department's Carer Liaison and Support Project (CLASP).
- ◆ A Carer Liaison Support Group brings together senior staff from the social work department and the PRT Lanarkshire Carers Centre on a regular basis to monitor the carer support service.
- ◆ A carers co-ordinator is in post at Monklands Hospital to support carers and raise awareness amongst staff when the person being cared for is in hospital.
- ◆ Funding has been made available to social work area teams to help carers fund a break in their own right when the person they care for is provided with an alternative service.
- ◆ Funding has been available to the Princess Royal Trust Lanarkshire Carers Centre to co-ordinate and provide training opportunities for carers to assist with their caring role.
- ◆ The Princess Royal Trust Lanarkshire Carers Centre organises complementary therapy sessions for carers.
- ◆ NHS Lanarkshire has in place flexible arrangements to support employees with caring responsibilities.
- ◆ North Lanarkshire Carers Together has recruited carers to promote the freephone information line, actively enabling them to return to work and to pursue additional educational opportunities.
- ◆ Alzheimers Scotland provides a support service for carers of people with dementia who have been recently bereaved or whose relative has gone into long term care. This project is unique in recognising that people need support beyond the time when they are providing active care.

What do we plan to do?

- ◆ Continue to provide funding to a range of organisations and groups to enable them to provide ongoing support to carers.
- ◆ Through the introduction of the NHS Carer Information Strategy, ensure that health staff recognise carers and facilitate access to appropriate support.
- ◆ Evaluate the work of the carer support service as an innovative means of supporting carers in partnership.
- ◆ Continue to develop more flexible opportunities for short breaks for carers through the expansion of self directed services and modernisation of day opportunities.
- ◆ A series of training courses have been provided for carers looking after people with dementia.
- ◆ Use information from a survey of parent carers, to identify gaps in service provision for parents with disabled children. Future services will be planned in partnership with carers, Education and Social Work.
- ◆ Work with North Lanarkshire Carers Together to develop better support for carers in rural areas.
- ◆ Advocacy for carers will be actively promoted through work with Lanarkshire Advocacy Forum.
- ◆ Following a research project undertaken within North Lanarkshire Council, adjustments are planned to the council's personnel policies to develop more flexible approaches for employees with caring responsibilities.
- ◆ Promote the adoption of carer friendly policies amongst employers in North Lanarkshire, thereby raising the status and recognition of carers in employment and helping them to remain in employment if they wish to do so.
- ◆ Support work with carers will aim to maximise access to employment and educational opportunities.

Carers Health and the NHS

Many carers take on their caring tasks willingly. However, it must be recognised that caring, while it can be rewarding, may often place heavy demands on carers. As a result, there may be a significant impact physically and emotionally on the carer's wellbeing.

This section recognises the importance of carers taking care of their own health and the need to have in place services and mechanisms for appropriate access to healthcare and other forms of support that will aim to promote and enhance their physical and emotional wellbeing. A Joint Health Improvement Plan 2003/4 to 2007/8 has been produced with the aim of improving the health and wellbeing of the people of North Lanarkshire. The need to improve the quality of life for carers of people with lifelong illness is explicitly recognised as an action point.

The involvement of carers in shaping the health care agenda has been advanced in Lanarkshire. Carers participate alongside service users in developing the joint future agenda which aims to produce better outcomes for service users and carers through improved collaborative work.

Carers should be recognised as co-providers of care along with health staff and social care workers. The importance of this cannot be over emphasised. The Scottish Executive has explicitly acknowledged the vital role of carers as "key partners in the provision of care" in the Community Care and Health (Scotland) Act 2002. It is estimated that 1 in 8 people in Scotland are carers, 24% of whom provide 50 or more hours of care each week. It is further estimated that the contribution of carers in Scotland saves the NHS in the region of £5bn every year.

The Community Care and Health (Scotland) Act 2002 requires NHS boards to put in place "Carer Information Strategies" to ensure that carers are identified, provided with relevant information and referred on to appropriate sources of support.

What are our Objectives?

1. To improve the physical and emotional wellbeing of carers.
2. To raise awareness amongst NHS staff of the needs of carers and their role as 'key partners in the provision of care'.
3. To ensure NHS staff at all levels identify carers, including young carers, and make them aware of the range of support and information available to them.

4. To ensure that NHS staff advise carers of their right to an independent assessment.
5. To ensure that NHS staff work in partnership with carers to achieve the best outcomes for them and the adults and children they care for.

What has been achieved?

- ◆ The 'Reach Out' project has been established to support children affected by mental disorder of a family member.
- ◆ The need to improve the quality of life for carers of people with lifelong illness has been recognised explicitly in the North Lanarkshire Joint Health Improvement Plan 2003/4 to 2007/8.
- ◆ A Carer Co-ordinator Post has been piloted in Monklands Hospital to support carers and raise staff awareness during a hospital stay and discharge of the person they care for.
- ◆ Carers are involved locally in Local Care Partnerships that aim to improve joint working between the Council and NHS Lanarkshire.
- ◆ Carers are involved in the Managed Clinical Networks*¹ in Lanarkshire.
- ◆ NHS Lanarkshire has agreed to fund influenza vaccinations for recognised carers in Lanarkshire.
- ◆ Awareness raising amongst health care staff has commenced with a rolling programme of sessions involving the Carer Support Workers with the Health Care Co-operatives and the Mental Health Resource Networks.
- ◆ North Lanarkshire Carers Together, with NHS Lanarkshire and the council has initiated training with potential medical students on the importance of recognising carers as 'key partners in the provision of care'.

**1. A Managed Clinical Network refers to a process of bringing together health professionals, services users, carers and other stakeholders to ensure co-ordinated and equitable provision of high quality effective services.*

What do we plan to do?

- ◆ Action will be taken with the aim of improving the health of carers who care for people with lifelong illness as stated in The Joint Health Improvement Plan.
- ◆ Funding opportunities to sustain the Carer Co-ordinator Post at Monklands Hospital beyond March 2005 and roll out to the two other acute hospitals will be actively pursued.
- ◆ A Hospital Discharge pack has been produced and will be actively promoted within the acute hospitals in Lanarkshire. Its use will be monitored and reviewed.
- ◆ NHS Lanarkshire will develop a Carer Information Strategy in partnership with carers and other stakeholders.
- ◆ The NHS Carer Information Strategy will build upon the work already started to raise awareness amongst health care staff in partnership with carers and the carer support service.
- ◆ Ensure the involvement of carers in the developing Managed Clinical Networks continues to be actively promoted.

Young Carers

A Young Carer is a child or young person under 18 years of age whose life is in some way restricted because of the need to take responsibility for person who is ill, has a disability, is elderly, is affected by substance misuse or has a blood borne virus. A Young Carer may be providing care to a parent, brother, sister or other family member.

The effect of taking on a caring role for young carers is often very significant and often the work they take on is not recognised adequately by professions in social care, health and education. It is a fact that young carers often miss a lot of school work and are likely to have a restricted social life.

The needs of young carers in North Lanarkshire have been recognised for some time and this is reflected in the fact that the NCH ^{*1} Young Carers Project has raised awareness of and provided support for young carers for more than 10 years.

What are our key objectives?

1. To ensure increased awareness of young carers and their needs by working directly with education, social work and health services.
2. To ensure young carers are identified early and appropriate family support provided so they do not miss out on educational, leisure and social activity and to ensure their health needs are addressed.
3. To ensure young carers have access to regular breaks from caring.
4. To ensure young carers are provided with age appropriate information both about the support available to them and their caring tasks.
5. To provide direct individual and group support to young carers through NCH Young Carers Project, Health, Education and Social Work.

**1. NCH refers to the organisation formerly known as National Children's Homes*

What has been achieved?

- ◆ A multi-agency working group has been set-up to drive forward developments to achieve good actions for Young Carers. Specific liaison staff have been identified in a number of schools.
- ◆ The NCH Young Carers Project has been funded to continue to employ a Development Worker.
- ◆ A pilot project to raise awareness of Young Carer issues with pupils and teachers at Our Lady's High School in Motherwell has been completed.
- ◆ The NCH Young Carers Project is represented in a wide range of forums engaged in promoting issues and developing support for young carers, carers in general and services for the people they look after.
- ◆ Awareness raising of the issues affecting Young Carers has commenced with health professionals in the local Health Care Co-operatives.
- ◆ In partnership with social work and the Reach Out Project (an organisation that supports children affected by the mental health of a family member) NCH Young Carers Project is involved in developing effective ways of assessing the needs of Young Carers.
- ◆ NCH Young Carers Project set up a Young Carers Youth Forum to enable older young carers to have a voice and to address issues relating to continuing education, employment and increased caring responsibilities.
- ◆ The Development Worker from the carers project has made strong links with the Reach Out Project and engaged with them to deliver training for professionals.
- ◆ NCH Young Carers Project has been funded to employ specialist workers to support Young Carers who care for a relative who misuses drugs or alcohol.

What do we plan to do?

- ◆ Enhance links between the Education Department and the Carers Strategy Implementation Group.
- ◆ To continue to raise awareness of Young Carers issues, disability and mental health with pupils and staff in the schools in North Lanarkshire.
- ◆ Organise a specific carers awareness raising campaign, aimed at staff and pupils in schools.
- ◆ Ensure all schools have access to the staff development delivered by the NCH Young Carers Project.
- ◆ Ensure all schools are supplied with the Young Carer information packs produced by the NCH Young Carers Project.
- ◆ Establish key individuals in the schools in North Lanarkshire to develop and maintain links with pupils, families, teaching staff, the NCH Young Carers Project, statutory and other independent agencies and to ensure effective dissemination of information.
- ◆ Education Department will aim to maximise school attendance of young carers by developing support strategies.
- ◆ Put in place appropriate support for school pupils identified as carers.
- ◆ Provide information for school boards on issues for young carers.
- ◆ Education to develop intervention strategies in conjunction with NHS 'Reach Out' project to support young people caring for adults with mental health problems.
- ◆ Through the involvement of NCH Young Carers Project in the development of the NHS Carers Information Strategy, ensure the information requirements of Young Carers in contact with Health Services are addressed.
- ◆ Raise awareness of the rights of Young Carers to have their needs independently assessed and taken into account when planning services.
- ◆ Involve NCH Young Carers Project in the training of staff to assess Young Carers and plan effective support for them.
- ◆ Resource NCH Young Carers Project to continue to provide short break opportunities for young carers.

Black and Ethnic Minority Carers

There is very limited knowledge of the needs of carers from the black and ethnic minority population in North Lanarkshire. Few black and ethnic minority carers have been identified and they are not involved in the planning processes in North Lanarkshire.

The Race Relations (Amendment Act) 2000 has placed a duty on public bodies to promote racial equality and NHS Lanarkshire and North Lanarkshire Council have fulfilled a specific duty to produce Race Equality Schemes that should have a positive effect.

What are our key objectives?

1. To identify black and ethnic minority carers in North Lanarkshire and ensure they have access to information and are aware of support services available.
2. To involve black and ethnic minority carers in the planning and development of services in North Lanarkshire.

What has been achieved?

- ◆ North Lanarkshire council has produced a Race Equality Plan to promote racial equality and eliminate unlawful discrimination.
- ◆ NHS Lanarkshire has outlined a commitment to the health and social care of all people in Lanarkshire, free from unlawful discrimination and to promote racial equality in its Race Equality Scheme.
- ◆ The Social work Department has in place a Race Equality Working Group to oversee the development of the Department's Race Equality Scheme.
- ◆ With funding from NHS Lanarkshire, the PRT Lanarkshire Carers Centre has worked in Partnership with the Edinburgh based Minority Ethnic Carers of Older People Project (MECOP) to develop awareness, train staff and develop information and resources to work more effectively with minority ethnic carers.

What do we plan to do?

- ◆ Develop the means of ensuring that NHS and Council staff are responsive to the needs of minority ethnic carers and involve them in decision making and policy development.
- ◆ Ensure that information provided is accessible to minority ethnic carers.
- ◆ The Social Work Department will take account of the needs of minority ethnic carers in it's work to develop the action points outlined in the Race Equality Scheme.
- ◆ The PRT Lanarkshire Carers Centre in partnership with MECOP, will provide training for it's board of directors, make contact with people from the minority ethnic community and develop a minority ethnic carers group.
- ◆ Work alongside the recently established Lanarkshire Ethnic Minority Action Group (LEMAG) to develop effective and appropriate support services.

Outcomes for Carers

This Strategy has been produced with the aim of ensuring that people with significant caring responsibilities have proper information and are supported to sustain their caring role.

It is important to develop the means of measuring and reporting on the difference particular actions and initiatives have made to the quality of life for carers and the people they care for.

Examples of the achievement of good outcomes for carers include:

- Increased knowledge and understanding about services, supports and opportunities
- Reduced stress
- Improved confidence and capacity to express own views
- Increased knowledge/competence/skills and capacity to manage.
- Increased financial independence
- Renewed sense of worth
- Improved sense of feeling listened to and supported
- Reduced social isolation and improved social contact

What are our key objectives?

1. To ensure that a difference is made to the lives of carers by supporting and funding carer developments.
2. To ensure that carers are receiving appropriate support services and information required to sustain them in their caring role.

What has been achieved?

- ◆ North Lanarkshire Carers Together report regularly on their activities and the benefits to carers.
- ◆ Other funded organisations and groups report back regularly on how their funds have been used to directly benefit carers.

What do we plan to do?

- ◆ Information will be regularly reported back to the Scottish Executive on Carer Assessments.
- ◆ The Carer Support Liaison Group is developing effective means of measuring the impact of the carer support service on carers.
- ◆ Develop methods to measure the difference developments have made to the lives of carers and the people they care for.
- ◆ Produce a set of agreed outcomes with carers which can inform all development, monitoring and evaluation activity.

Appendix 1

Key Legislation for Carers

A number of key pieces of legislation underpin the development of services and support for carers.

NHS and Community Care Act 1990

- statutory framework for the implementation of community care policies and procedures laid out.
- local authorities given a duty to undertake a needs led assessment of people in need of community care services.
- local authorities given the power, but not a duty, to meet assessed need by provision of services.

Carers (Recognition and Services) Act 1995

- carers providing “a substantial amount of care on a regular basis” given the right to an assessment of their ability to care and to continue to provide care.
- Applies to people over 16 only.
- Entitlement to assessment dependent upon the cared for person having his/her needs assessed.

Children (Scotland) Act 1995

- Children, who have caring responsibilities, are excluded from assessment in the Carers Act 1995, but under the Children Act 1995 are entitled to an assessment as family members affected by disability.

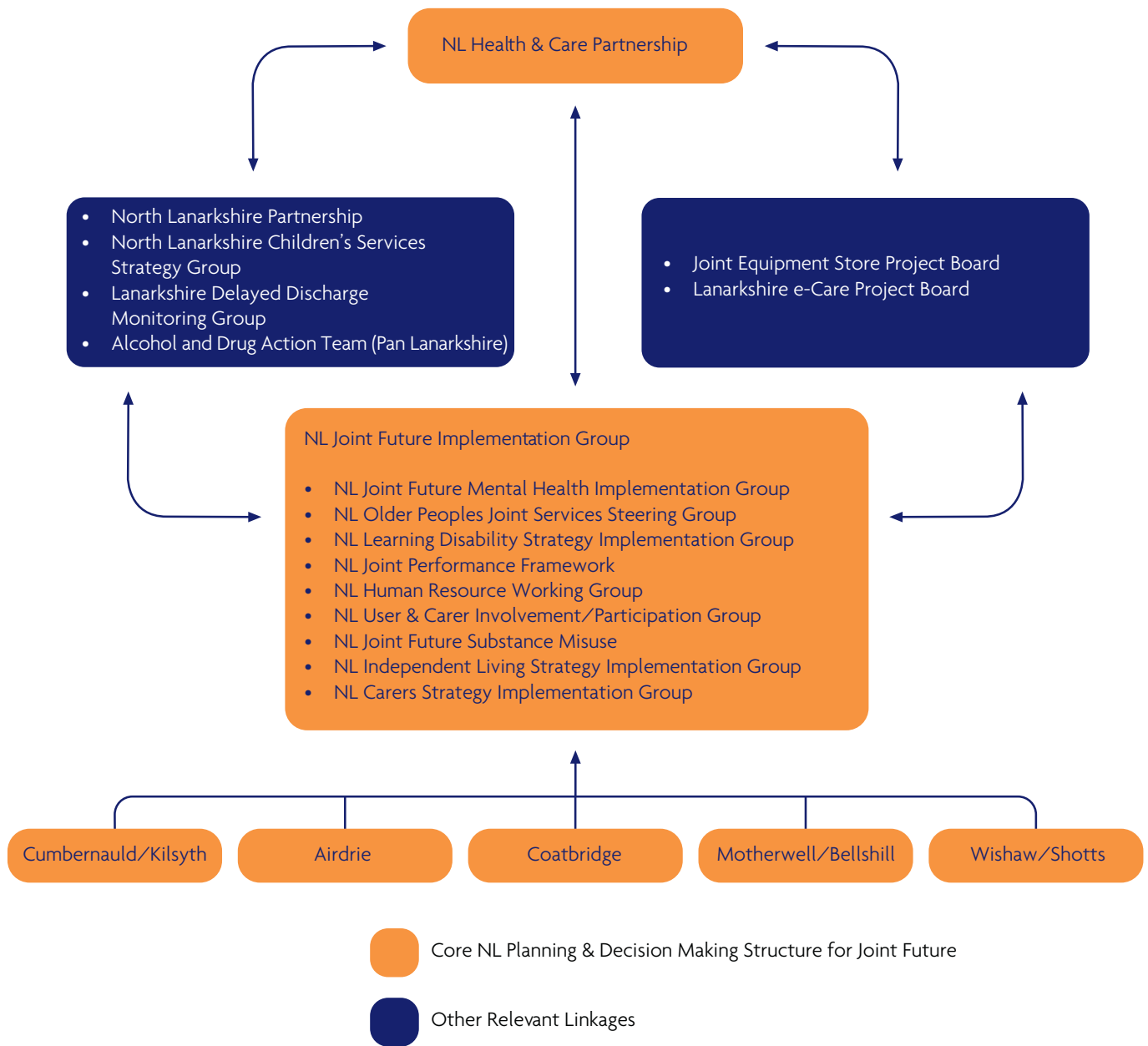
Community Care and Health (Scotland) Act 2002

- Carers recognised as “key partners in the provision of care”.
- The Act defines a Carer as a person (including young carers under 18) who provides or intends to provide a substantial amount of care on a regular basis for another person aged 18 or over.
- A carer may request a local authority to make an assessment of the carer’s ability to provide or continue to provide care.
- The local authority has a duty to comply with the assessment request if the person cared for is eligible for community care services.
- The result of the carer assessment must be taken into account in the assessment of the needs of the person cared for and subsequent decisions about provision of service or any duty the local authority has with respect that person

- The local authority has a duty to inform a carer of his/her right to request an assessment of his or her ability to provide or continue to provide care for the person cared for.
- The above also applies to parent carers and carers of disabled children and children affected by disability where the child or another person in the child's family is eligible for service under the 1995 Children's Act.
- The Scottish ministers may require a Health Board to prepare and submit a Carers Information Strategy for informing carers that they may have rights (as above) and ensuring this information is provided free of charge to carers. The Scottish Executive has recently produced draft guidance for a period of consultation. A final version of guidance for Health Boards will be produced in 2005.

Appendix 2

Joint Working Arrangements



Appendix 3

Main Carer Organisations for North Lanarkshire

Princess Royal Trust Lanarkshire Carers Centre

Bellshill Base
ARCh
Register Avenue
Bellshill
ML4 2HF
Tel. 01698 849749

Freephone Carers Information Line 0800 028 0287

(Mon-Fri 9.30 am to 4.30pm)

CLASP (Carer's Liaison and Support Project)

Wishaw Area Team,
King Street ,
Wishaw, ML2 8BS
Tel. 01698 348266

NCH Young Carers Project

Town Hall Business Centre,
1-11 High Road,
Motherwell,
ML1 3HU
Tel. 01698 258801

North Lanarkshire Carers Together

51 Hope Street
Motherwell
ML1 1BS
01698 404055

Appendix 4

ORGANISATION	PURPOSE	SPEND 2004/2005
Alzheimers Scotland	Support for ex-carers and carers of people in long term care	£12,960
Apple Taxi	Carer Resource Plan Video and DVD	£250
Airdrie Print	Monklands Hospital Carer Co-ordinator Evaluation Summary Reports	£263
CLASP Project, Wishaw Area Social Work Team	Outings for Carer Groups	£2,000
CLASP Project , Wishaw Area Social Work Team	Project Assistant (CLASP) to support the work of the Co-ordinator	£17,242
Carers Scotland	Carer awareness/carer resource plan training	£21,980
Cumbernauld Action for Care of the Elderly	Provision of day care for older people to give carers a break	£17,640
Enable Cumbernauld	Funding for volunteer expenses to provide short breaks for carers	£1,000
Hillview Special Needs Playscheme	Transport for Summer Playschemes	£1,400

ORGANISATION	PURPOSE	SPEND 2004/2005
Monklands Mental Health Issues Group	Support group for carers and users of mental health services	£2,000
NCH Young Carers Project	Development Worker	£24,791
NCH Young Carers Project	Contribution to funding for Open Day in June 2004 and holiday fund to enable young carers to have a break	£7,588
NCH Young Carers Project	Funding for additional video/DVD copies of young carers video	£1,000
NCH Young Carers Project	Funding for young carers to visit art exhibition featuring their own work	£600
North Lanarkshire Carers Together	Running Costs	£76,000
North Lanarkshire Carers Together	Purchase of additional carer information cards and publicity material	£3,000
Partners in Play	Resource Worker - Salary and related costs	£16,080
Partners in Play	Contribution to Costs for Play Scheme Resource Worker	£12,500

ORGANISATION	PURPOSE	SPEND 2004/2005
Partners in Play	Leasing Costs	£6,000
PRT Lanarkshire Carers Centre	Training Officer - Costs shared with South Lanarkshire Council	£10,637
PRT Lanarkshire Carers Centre	Carer Support Service	£81,399
PRT Lanarkshire Carers Centre	Carers Training	£17,000
PRT Lanarkshire Carers Centre	Clerical worker to support the Carer Support Service	£15,000
Redburn After School Care and Leisure Scheme	After school support for children with learning disabilities	£21,704
Social Work Department	Respite care - People with Learning Disabilities	£95,000
Social Work Department	Respite care - People with Physical Disabilities	£60,000
Social Work Department	Carer Support Service	£43,446
Social Work Department	Funding to enable carers to take a break in their own right	£90,595
University of Stirling	Training for Carers of People with Dementia	£6,456
Total		£665,532.00

Let us know what you think

If you have any views or comments to make about the Strategy for Carers, please fill in the comments box and send by post or fax to the address shown.

Alternatively, please phone or send an e-mail.

Please return to:

**Community Care Adults
Department of Social Work
North Lanarkshire Council
Scott House, 73-77 Merry Street
Motherwell ML1 1JE
Tel: 01698 332265
Fax: 01698 332054
E-mail: carestrat@northlan.gov.uk**

Your Comments

