

Joint Scottish Borders Council and NHS Borders Carers Strategy 2006 - 2009

and

NHS Borders Carer Information Strategy 2007 - 2010

Consultation Document

Consultation runs from
Monday 25th September 2006
to Friday 15th December 2006



Extra copies and additional formats

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NHS Borders:	www.nhsborders.org.uk
Scottish Borders Council	www.scotborders.gov.uk
Online Borders:	www.onlineborders.com

We can also provide this information:-

- in large print
- on audio tape or CD
- in Braille, and
- in community languages

Please write, telephone, fax or use the electronic form to contact us.

Contact details

Post: Carers Strategy & Carer Information Strategy Consultation
Public Involvement Office
FREEPOST RLXT-AXZY-USKU
NHS Borders
Newstead
Melrose TD6 9DB

Please use this address in full to make sure we receive your views as quickly as possible.

Freephone: 0800 731 4052

Fax: 01896 828299

Electronic Feedback

Form: www.nhsborders.org.uk

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Joint Scottish Borders Council and NHS Borders Carers Strategy 2006 - 2009 and NHS Borders Carer Information Strategy 2007 - 2010

Foreword

The importance of working with and for carers has been a priority for a number of years and NHS Borders and Scottish Borders Council have been developing closer relationships with carers and carer organisations to ensure their needs are being met. Although work has started, there is still some way to go to ensure that carers needs are met at all levels by the statutory organisations. These two Strategies are proof of the priority now being given by Scottish Borders Council (SBC) and NHS Borders to the needs of carers and an acknowledgement of the important role carers play as key partners in the delivery of care.

The development of the Joint Carers Strategy and NHS Borders Carers Information Strategy has been supported by the Borders Carers Planning Group. This group comprises individual carers, representatives from carer organisations and staff from SBC and NHS Borders and is co-ordinated by the Borders Voluntary Community Care Forum (BVCCF).

The Carers Planning Group, on behalf of the Scottish Borders Community Health and Care Partnership has produced a draft Joint Carers Strategy for the period 2006 – 2009, which identifies the support and services available for carers and an action plan for statutory organisations to develop services for carers. A summary of the work already achieved in supporting carers is provided and forms the basis for the further development of the requirements contained within the NHS Borders Carers Information Strategy.

NHS Borders is responsible for delivering health care across the Borders area and for meeting the health needs of the population. The new requirement, placed upon NHS Borders by the Scottish Executive, is to develop a Carer Information Strategy. The Strategy is designed to meet the information and support needs of carers. NHS Borders is required to put in place long-term mechanisms for identifying carers in primary care practice teams and in hospital settings, and to ensure that supporting carers is central to our health agenda.

The implementation of the NHS Borders Carer Information Strategy requires to be aligned with the Joint Carers Strategy, but it is important to note that these are two separate documents. The NHS Borders Carer Information Strategy is a legal responsibility for the NHS. The Action Plan identifies the requirements and objectives, which need to be delivered and monitored, to meet the legal duty of the NHS, through the Carer Information Strategy.

This document informs you of the work to date in supporting carers and the next steps in developing the two Strategies.

The document includes details of how you can give us your views on our proposed actions and how to be involved in helping to further develop the strategies to reflect the needs of carers in the Borders.

Introduction

This document contains 2 sections; Summaries of :-

- **Joint SBC & NHS Borders Carers Strategy**
- **NHS Borders Carer Information Strategy**

If you need more detail

If you would like more detail on any aspect of this document, or wish a copy of the full text of the Draft Joint Carers Strategy or the NHS Borders Carer Information Strategy, these are available at www.nhs.borders.org.uk, www.scotborders.gov.uk and www.onlineborders.org.uk.

Alternatively write, phone or fax us to request a copy. See inside front cover for contact details.

This document sets out, in summary form, the main proposals of Scottish Borders Council (SBC) and NHS Borders to implement and support carers through the Joint Carers Strategy and NHS Borders Carer Information Strategy. We have identified areas which we believe can improve services for carers and explain what this will mean for carers in the Borders.

We are inviting responses to this consultation document between Monday 25 September and Friday 15 December 2006.

More information on how to respond can be found at the end of this document - see page 11 for contact details.

The aim of the consultation is to explain our proposals to you and to help you to get involved in the development of the strategies. In doing so, we hope to engage and involve you, so that you are able to feedback your thoughts and views on our strategies.

We will meet with local carers and carer organisations to discuss our proposals. The purpose of this public consultation work is to :

Inform and explain to carers, public and voluntary organisations in the Scottish Borders the proposals for supporting carers.

Engage and involve potential carers and organisations in discussing these proposals

Record the thoughts, views and ideas from everyone involved in the consultation exercise, paying particular attention to any feedback from carers, where the strategies may have an impact on them.

Feedback

This will be in two parts:

- The outcome of the consultation process will be fed back to those who have taken part in the consultation exercise
- The views, ideas and thoughts will be, where possible, incorporated into the final Joint Carers Strategy and NHS Borders Carer Information Strategy which will be issued as public documents.

Scottish Borders Council and NHS Borders Joint Carers Strategy 2006 - 2009

Introduction

The Borders Joint Carers Strategy has been developed by the Carers Planning Group, which is a partnership between carers, carer organisations, SBC Social Work, NHS Borders and the Borders Voluntary Community Care Forum (BVCCF). The Strategy development has involved carers at every stage and as such it is a good example of partnership working. It is a statement of what has been achieved so far and our targets for the future. Both nationally and locally, carers are seen as key partners in the delivery of care and this document builds on that principle. It outlines specifically what SBC and NHS Borders intend to do to ensure carers are integral to the planning, delivery and monitoring of local services.

Contents

The initial Joint Carers Strategy was drafted in 2001 following the Government Strategy for Carers published in 1999. The 2001 Strategy has been updated for a number of reasons including:

- The Kerr Report – A National Framework for Service Change in NHS Scotland *'Building a Health Service Fit for the Future'*.
- The requirement on NHS Borders to produce a NHS Carer Information Strategy
- The Care 21 Report into the Future of Unpaid Care in Scotland.
- The 21st Century Social Work Review Report in which service users and carers views were proactively sought and which highlights the changes needed to modernise social work in the next few years. An Implementation Plan *'Changing Lives'* has now been published to take this forward.

It is estimated that the number of carers in Scotland is approximately 500,000, which is 10% of the adult population. Carers range from young to old, working and unemployed, and come from a wide range of backgrounds.

A carer is defined as:

'a person of any age who provides unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without the carer's help, due to frailty, disability or addiction'

The Care 21 Report has made 22 recommendations to the Scottish Executive based on the need for a 'rights based' approach to carers needs in line with Human Rights Legislation. It covers flexible employment and access to cultural and leisure facilities. Also it includes adequate financial support, care and support, appropriate training, improved health and well-being, and adequate housing.

The principles of the Carers Strategy 1999 and the Care 21 Report recommendations provide a baseline for statutory organisations to work towards including:

- Giving greater recognition to carers
- Helping identify hidden carers
- Ensuring the provision of appropriate, flexible and accessible services, according to principles of equality and diversity
- Involving carers meaningfully in the planning, commissioning, development and monitoring of services
- Promoting the good health and well-being of carers

Further details on legislation and policy drivers are outlined within the draft Joint Carers Strategy and the issues that carers have raised within various forums over recent years, both formal and informal are also detailed. As well as these, there are issues identified by the Scottish Executive as areas that we must develop. The key issues for carers are not identified in any particular priority and are structured to identify what carers are saying about what concerns them, what we have achieved to date and what we intend to do in the future, and includes the following:

- **Carers Assessments:** SBC and NHS Borders currently have a Carers Self Assessment form and are about to roll this out across the Borders to make the form more accessible to carers. In addition we hope to develop an appropriate Young Carers Self Assessment form which young people could complete on their own or with assistance.
- **Access to Information:** Carers would like better access to information in different formats. Information needs to clearly identify and recognise the nature of the carers' role, explain the rights and entitlements of carers and sign post towards sources of support, both in the statutory and voluntary organisations. This information needs to be produced by both Social Work and Health and be available in accessible formats, such as large print, audio tapes and other languages.
- **Communication:** Communication between care professionals, managers and carers is crucial and is often highlighted by carers as an area for improvement. One area in particular, is professionals working jointly across Health and Social work through the use of Single Shared Assessment (SSA). Carers being treated as key partners by professionals, improved communication and being listened to by practitioners are issues which should be tackled through training.
- **Short Breaks:** There is a dedicated Short Breaks Development worker who is responsible for developing a flexible range of short breaks for all client groups. This includes the flexible short breaks service – a home/community based service with Direct Payments options, as well as a proposed Short Breaks house for adults with Physical Disabilities and advice on queries about short breaks. This is an on-going process and carers are involved through the Carers Planning Group in identifying further options for short breaks. There is a short breaks website to let carers know what is available. (www.carebreaks.org.uk)
- **Young Carers:** The Princess Royal Trust Carers Centre (Borders Carers Centre) manages the Borders Young Carers Project. The project offers support to children and young people whose lives have been affected by an illness or disability within the family. The support is provided in a number of ways,

including group work, one to one, small focus groups, work with families and work within schools. An independent evaluation was undertaken in 2005 and the feedback from young people, carers and professionals indicated that the support given to young carers was highly valued. SBC and NHS Borders hope to identify future funding to further develop this service.

- **Hidden Carers:** The Princess Royal Trust Carers Centre (Borders Carers Centre) manages the Hidden Carers Project. The project has been very successful in helping staff in GP surgeries to identify, refer and support hidden carers. Initially the project was restricted to practices in Galashiels Health Centre, but the Borders Carers Centre hopes to roll this out across the whole of the Borders within the next 5 years, subject to funding being secured.
- **Transport:** This is a major issue for carers and currently there is a great deal of work underway both nationally and locally to draft transport strategies which would have a meaningful impact on people's lives, particularly in rural communities. SBC, NHS Borders and local carer organisations are feeding into the development of these strategies to ensure carers needs are taken into account.
- **Carers Health:** There is clear evidence that caring can and does have an impact on the health of carers. Several initiatives, including raising the awareness of GP's to carers' health needs, have been promoted. GP's are now encouraged to identify those patients who provide care and to signpost them to a range of help and support.
- **Education and Training:** The Joint Education and Training Group currently organise and run regular training and education days for carers in the Borders. In addition to providing this for carers it is seen as important for NHS Borders and SBC staff to access training which will raise awareness of carers needs within SBC and NHS Borders.
- **Equality and Diversity:** This is both a Scottish Executive and local priority and SBC and NHS Borders intend to improve the representation of minority groups within the Carers Planning Group and User/Carer Working Groups. NHS Borders and SBC Social Work need to ensure that their services are inclusive and accessible and that everyone who accesses these services is treated equitably.
- **Advocacy:** Access to independent advocacy for carers is a key objective for both partner organisations and SBC and NHS Borders have jointly funded Borders Independent Advocacy Service (BIAS) and other voluntary organisations to provide advocacy as part of their services.
- **Direct Payments:** Direct Payments enable people to make their own care arrangements and have control over who provides the care and when they provide it. The intention is to continue to develop and promote this service, working with the Borders Direct Payments Agency.

Further details on the key issues are outlined in the full draft of the Joint Carers Strategy. See inside front cover for contact details on how to obtain a copy.

Joint Carers Strategy Action Plan and Recommendations

As part of the Joint Carers Strategy, an Action Plan and Recommendations has been drafted. The following table summarises the range of actions to be taken:

1. Improve access to Carers Assessments by rolling out the assessment pack to GP's surgeries, Libraries, Citizens Advice Bureaux and other public locations to ensure access to hidden carers
2. Draft and Implement a Borders Young Carers Assessment form
3. Continue to develop good quality advice and information in a variety of accessible formats for carers that identify carers rights and the services available
4. Continue the development of a range of short breaks and respite initiatives for all client groups in the Borders
5. Agree the job specification of a Mental Health Development worker to develop specialist respite services for people with a mental health problem in the Borders
6. Plan, commission and build a dedicated short breaks house-based service for people under 65 with physical disabilities
7. Develop a residential and community based respite service for children and young people with disabilities
8. Ensure carers health is included as a priority in relevant policy documents
9. Consider joint initiatives that would support carers to access appropriate transport in relation to their caring duties
10. Target appropriate joint training to health and social care professionals to improve understanding of carers needs and the statutory requirement to inform carers of their right to an assessment.
11. Borders Carers Centre to identify the equality and diversity training needs for staff, carers representatives and carers
12. Actively lobby national forums where appropriate for changes to the benefits system in line with local carers views
13. Recruit and support more carers to participate as representatives in the planning process and particularly minority, ethnic and hard to reach carers
14. Monitor and review progress on the implementation of the Joint Carers Strategy through the Carers Planning Group and the Community Health and Care Partnership (CH&CP)

NHS Borders Carer Information Strategy

2007 - 2010

Introduction

The NHS Borders Carer Information Strategy is the work of 3 agencies, NHS Borders, Scottish Borders Council and Princess Royal Trust Borders Carers Centre. In developing the NHS Borders Carer Information Strategy, there is a need to ensure that the strategy reflects the needs of carers. The lead agency is NHS Borders.

The preparation of NHS Borders Carer Information Strategy follows the legislative requirements contained within section 12 of the Community Care and Health (Scotland) Act 2002 and the Scottish Executive Health Department guidance issued under NHS HDL (2006) 22 in April 2006. The Strategy is required to cover the period 1 April 2007 to 31 March 2010 with implementation from April 2007.

The continued development of partnership working between the NHS and carers should be at the very heart of the health services in Scotland and the NHS Borders Carer Information Strategy strives to achieve this aim. NHS Borders is committed to supporting carers in the Borders and the Carer Information Strategy will help NHS Borders to take the agenda forward, working in partnership with carers, carers organisations, staff and Scottish Borders Council.

This NHS Borders Carer Information Strategy builds on the good work already being achieved in the Borders and seeks to further develop and support carers throughout the NHS service design and delivery process. By being proactive in the support of carers, the key aspects of '*Delivering for Health*'¹ will be implemented and have a positive effect on the health of the carer and the cared for person.

Staff and professionals working in the NHS have an important role to play in identifying carers, offering them information, and referring them on to sources of advice and support. Many carers can present themselves in a health setting before they make contact with local authority Social Work departments, particularly carers who are about to, or have just begun to, take on caring responsibilities. NHS Borders, with Scottish Borders Council, have developed joint approaches, in partnership with local carers and carer organisations for providing general information to carers.

There is clear evidence that the caring role can affect carers own health and that their own health is increasingly at risk as their caring responsibilities increase. The factors contributing to carers poor physical and mental health can be due to a lack of information, and lack of support – either the right kind or the right amount. In addition, worry about finances and the general strains of caring full time, with every day life and isolation also contributes to carer health problems. From an analysis of Scotland's carers, the Scottish Borders was an area which had the greatest health difference between carers and non-carers.

¹ *Delivering for Health* is the Scottish Executive's response to the Kerr Report '*Building a Health Service Fit for the Future*', which sets out a programme of action for the NHS.

Carers providing 50 hours of care a week are just under twice (1.8 times) as likely to suffer from ill health compared to non-carers. The importance of carers health is a priority for NHS Borders and this is reflected in the development and support of both the Joint Carers Strategy and the NHS Borders Carer Information Strategy.

All carers need to know that advice, training, information and practical support are available and how to access that support. The purpose of the NHS Borders Carer Information Strategy is to ensure that carers, who NHS staff have contact with, are made aware of their rights for assessment of their ability to care, and are offered information, support and training.

NHS Borders Carer Information Strategy sets out, in an Action Plan for the period 2007 – 2010, how the organisation, with its staff will develop means to identify carers, provide advice, support and assist them in accessing carer support agencies, both locally and nationally.

Purpose of NHS Borders Carer Information Strategy

The purpose of the Strategy is to ensure that the objectives detailed below are delivered and monitored.

Hidden carers

NHS Staff will be provided with training and with resource material to be able to identify carers.

Information

Targeted information will be prepared, in liaison with carers and carer organisations, to ensure that carers receive information at every point of their journey through the NHS. This will include information on diagnosis, discharge arrangements, the start of treatment programmes and significant changes to treatment or medication.

NHS staff will be able to signpost carers that they come across on their day to day duties to a local carer support agency and, if patient confidentiality allows, to appropriate national organisations supporting patients, users and carers for specific conditions.

Partnership

NHS Borders will work in partnership with carers, patients, staff, Scottish Borders Council and the voluntary sector to deliver the NHS Borders Carer Information Strategy.

Staff Issues and Staff Training

Carer awareness will be a focus of the day-to-day activities of NHS staff at all levels, whether employed by or contracted to the NHS. Carers will help to deliver staff training on carer awareness.

Assessment Process

The legislative rights of carers will be included as part of the training programme for NHS staff, to ensure that staff can advise carers of their potential legislative right to an independent assessment, by the local authority, of their support needs as a carer.

Consent Issues

The basis for providing personal information to carers should be with the patients' consent. Where consent is withheld, carers should be provided with as much information as can be shared without breaching patient confidentiality. Where tension arises between the needs of carers and patients, NHS Borders will arrange for mediation to be available.

Where patients are unable to consent through incapacity, staff will work with partners and/or immediate family, sharing information as appropriate so that full consideration can be given to possible action under the Adults With Incapacity (Scotland) Act 2000.

The Strategy will be in line with the requirements in the Mental Health (Care and Treatment) (Scotland) Act 2003 around the provision of information to carers. It will also be in line with Standard 7 in the NHS QIS Clinical Standards for Schizophrenia and include protocols to deal with the potential conflict of providing information to carers when they are not a named person under the 2003 Act.

Young Carers

Young carers will be recognised as a distinct group with specific needs, but will be recognised first and foremost as children and young people.

Monitoring

Clear, measurable outcomes will be agreed with carers to ensure that the aims and purpose of NHS Borders Carer Information Strategy is being delivered. Key measures could include:

- Carers are identified early at first point of contact with the NHS.
- Carers are informed of their potential right to an assessment of their support needs by Scottish Borders Council Social Work Department. NHS staff will advise carers on their rights to an independent assessment.
- Carers are well informed of the process and procedures of hospital admission and discharge and are fully involved in the decisions taken at these key stages.
- Carers are provided with the relevant skills and knowledge to carry out their caring role.
- Carers are trained and supported in their caring role.
- Carers are provided with targeted information based in the information needs of local carers.

How to give us your views

The public consultation process on the Joint Carers Strategy and NHS Borders Carer Information Strategy is very important to SBC and NHS Borders. We want everyone, in particular carers in the Borders, to be aware of our proposed Strategies and we want your comments on our plans.

Over the past months, we have been engaging with carer and voluntary organisations and with staff to raise awareness about this work. This document is one of the ways we are consulting with people about the Joint Carers Strategy and NHS Borders Carer Information Strategy. Copies have been distributed to individuals and organisations across Borders, ranging from libraries, health centres, and SBC advice centres.

We will also be :

- Holding a special event to launch the Joint Carers Strategy and NHS Borders Carer Information Strategy
- Meeting with carer groups and carer organisations, including Central Borders Carers Group, Hawick Carers Group, Peebles Carers Group, Eyemouth Carers Group. For information on the date, time and venue of these meetings, please contact the Public Involvement Office at Newstead on **0800 731 4052**
- Meeting with staff
- Meeting with other interested groups, as requested. If you would like to invite us to speak to your group during the consultation period, please contact the Public Involvement Office at Newstead on **0800 731 4052**

Length of Consultation

The consultation runs from Monday 25 September 2006 to Friday 15 December 2006.

How to Comment

You can give us your views and comments using the attached form. You can also send us your comments in the following ways:

Post: **Carers Strategy & Carer Information Strategy
Consultation
Public Involvement Office
FREEPOST RLXT-AXZY-USKU
NHS Borders
Newstead, Melrose TD6 9DB**

(Please use this address in full to make sure we receive your views as quickly as possible.)

Fax: **01896 828299**

Electronic Feedback Form: www.nhs.borders.org.uk

Please make sure that your comments reach us by Friday 15 December 2006

If you have any questions

A free helpline has been set up to answer any questions you may have about the consultation process. This can be reached on Freephone number **0800 731 4052**.

If you need more detail

If you would like more detail on any aspect of this document, or wish a copy of the Draft Joint Carers Strategy or NHS Borders Carer Information Strategy, these are available at www.nhs.borders.org.uk, www.scotborders.gov.uk and www.onlineborders.org.uk.

What happens next?

Scottish Borders Council, NHS Borders and the Carers Planning Group, with the Princess Royal Trust Borders Carers Centre will carefully consider all the comments and feedback from the public and carer consultation. In December 2006, NHS Borders will finalise the Carers Information Strategy and forward it to the Minister for Health and Community Care for approval. The NHS Borders Carer Information Strategy will be implemented with effect from 1 April 2007. The Joint Carer Strategy will be implemented early in 2007, as it does not require Ministerial approval.

All the comments received during this consultation will be publicised in your local library and will be shared with the Carers Planning Group. They will also be available on NHS Borders, SBC and Online Borders websites for public viewing.

Thank you for taking the time to read this document. We look forward to receiving your comments

Questions and Feedback Form

Please use this form to give us your views and comments on the Joint Carers Strategy and NHS Borders Carer Information Strategy. See page 11 for reply details.

Please print in BLOCK CAPITALS and continue on a separate sheet where required. All responses need to be received by **Friday 15 December 2006**.

RESPONDEE INFORMATION

Are you responding as an individual - **Who is under 16?**
- **Who is 16 or over ?**

Individuals

Do you agree to your response, but not your name or address, being made available to the public on NHS Borders/SBC/Online Borders websites?

Yes

No - **we will treat your response as confidential**

On behalf of Groups or organisations:

The name and address of your organisation will be made available to the public on NHS Borders/SBC/Online Borders websites

Do you agree for the content of your response to be made available also?

Yes

No - **we will treat your response as confidential**

Name : (Title, First Name, Surname)

Name of Organisation (if applicable)

Postal address (including Post Code)

E mail (optional)



Joint Carers Strategy Questions

1. Do you think we have identified the key priorities that we need to take forward in order to meet the needs of carers in the Borders?

Response:

2. What other areas of help and support would you like to see provided?

Response:

3. Are there any other issues or comments you wish to raise on behalf of carers?

Response:

NHS Borders Carer Information Strategy Questions

1. Do you agree with the key measures identified on page 10?

Response:

2. Do you wish any other measures to be included in the NHS Borders Carer Information Strategy?

Response:

3. Do you have any comments on how you would like to see these measures implemented?

Response:



Do you have any other comments you wish to make on either strategy?

Response:

Thank you for taking the time to give us your views. Your input is vital to ensuring that SBC and NHS Borders Carers Strategies reflect the needs of Borders carers.



