

Carers Strategy for South Lanarkshire 2006 - 2009



Foreword

Welcome to the second joint Carers Strategy for South Lanarkshire.

For a number of years we have been working in partnership to address carers issues in South Lanarkshire. We have made good progress but we should not be complacent as there is still more to be done to appropriately support carers in their caring role.

Importantly, carers and carer organisations were at the heart of the development of this joint strategy and the main issues for carers in South Lanarkshire have been identified for us to address over the next three years. We are committed to ensuring carers are meaningfully involved and appropriately resourced to enable them to continue in their care role.

We hope you find the joint Carers Strategy helpful in outlining the key achievements and priorities in South Lanarkshire.



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Section 1: Introduction

Who is a carer?

The term carer can often be misunderstood and there are many definitions to describe a carer. The partnership agreed to use Carers UK and Carers Scotland definition because it has been widely accepted at both a local and national level and makes a clear distinction between paid and unpaid carer workers.

“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 and Carers Scotland)

Carers Strategy

South Lanarkshire Council first produced a Carers Strategy (1998) which set out our partnership arrangements to take forward carers issues within South Lanarkshire. A joint Carers Strategy Group in partnership with NHS Lanarkshire, NHS Greater Glasgow and Clyde, carer organisations and carers has been established to develop carers issues to ensure good outcomes for carers and to make sure Carers Strategy funding was used appropriately.

We have updated the Carers Strategy (2006-2009) to report on the good progress made and reflect on the impact of changes in national legislation and policy. The strategy will inform both carers and staff of our plans over the next three years to further improve the situation for carers across South Lanarkshire. This will include building on the involvement with carers, acknowledging carers as ‘Key Partners in Care’ and the resourcing of carers to enable them to continue in their caring role.

Importantly, the strategy has been produced with carers and addresses their main priorities. The strategy recognises the specific needs of young carers and the diversity of caring across South Lanarkshire.

Carers in South Lanarkshire

It is almost impossible to predict who and when someone will become a carer and the impact it will have on them. The caring role can be very varied, it could be only for a short time while the person is recovering from an injury or illness or could be a lifelong role. As a result caring could have an impact on the financial, physical, social and emotional / psychological well being of the carer. The 2001 Census figures estimates that there are 31,896 carers in South Lanarkshire, of which:

- 12,104 carers provide more than 20 hours care per week
- 7827 carers provide more than 50 hours per week
- 750 are young carers.

There are two key carer organisations supporting carers in South Lanarkshire:-

- South Lanarkshire Carers Network
- Princess Royal Trust (PRT) Lanarkshire Carers Centre

South Lanarkshire Carers Network is an organisation run by carers for carers and was set up to give a voice to carers in South Lanarkshire. Carers from all over South Lanarkshire are now involved at all levels of service planning for both the Council and NHS, including the overarching Health and Care Partnership. The network has also developed links with the Scottish Executive to ensure national issues which affect carers in South Lanarkshire are being recognised. Membership is open to all carers and former carers who would like to become involved in building a better future for carers.

Princess Royal Trust Lanarkshire Carers Centre provides support to carers across South Lanarkshire. Through the centre in Hamilton and locally based Carer Support Workers, carers can access one to one support and group support. Specific centre services include carer training, pampering, carers support groups, information, signposting, representation, listening ear, contact for isolated carers and awareness raising of carers issues.

The partners remain committed to addressing carers needs through the implementation of this strategy and have agreed to the following recommendations.

Recommendations

- All partners continue to use the above carer description to describe unpaid carers, not to be confused with other people who provide care.
- To distribute the Carers Strategy widely within South Lanarkshire.
- Carers Strategy Group will monitor and evaluate the implementation of the Carers Strategy within South Lanarkshire.

Section 2:

Context for delivering carer support

The approach for delivering carer support is based on the principles of equality, diversity and human rights and underpins the Carers Strategy and the work we do with carers. We will work to ensure that no carers will be disadvantaged due to age, gender, disability, ethnicity, religion or sexual orientation. We will work to ensure carers have the support they need to maintain a healthy life, to have breaks from caring and maintain their own wellbeing.

FourCast is the Council Plan for all staff, elected members, partner organisations and the people of South Lanarkshire. The plan has been organised under a number of themes, which relate to different aspects of living, learning and working in South Lanarkshire.

The themes relate closely with “Stronger Together,” South Lanarkshire’s Community Plan, prepared by the key public sector agencies. By delivering the priorities in FourCast, the Council will contribute to the aims outlined in the Community Plan of building communities which are “Successful and Inclusive,” “Safe and Healthy,” and “Working and Learning.” The Carers Strategy will contribute to the themes outlined in the Council and Community Plans.

The fundamental principle underlying current legislation and national policy for carers is that Local Authorities, Health and other support agencies must recognise and treat carers as key partners in the provision of care and for carers to be involved in the planning and development of services. This is reflected in the following:

- NHS Reform (Scotland) Act 2004
- Changing Lives: 21st Century Social Work Review.

To formalise our commitment to carers as key partners, Social Work Resources, NHS Lanarkshire and South Lanarkshire Carers Network signed up to ‘Key Partners in Care’ document (see appendix 1). This document sets out the approach the partners have agreed to ensure carers are treated as key partners.

Carers also need information and a range of practical supports so they are appropriately resourced in order to continue in their caring role. Key pieces of policy and practice have been identified including:

- Community Care and Health (Scotland) Act 2002
- Care 21: The Future of Unpaid Care in Scotland
- New GP Contract

- Joint Future
- NHS Lanarkshire: Picture of Health.

Community Care and Health (Scotland) Act 2002

Additional carer legislation contained within the Community Care and Health (Scotland) Act 2002 gives additional statutory obligations to Councils and Health partners as follows:

- Adult carers who provide substantial and regular care are entitled to a carers assessment (even if the cared for person does not wish an assessment)
- For the first time young carers under 16 years have the same rights to an assessment
- Local authorities have a duty to inform carers of their right to assessment
- Local authorities are required to take account of the contribution of carers in the assessment of the cared for person before deciding on services
- Scottish ministers require health boards to prepare and submit “Carer Information Strategies” to inform carers of their right to an assessment.

Care 21: the future of unpaid care in Scotland

In 2004 the Scottish Executive commissioned a study on the future of unpaid care in Scotland. The study involved carers and a number of agencies across the public sector and voluntary organisations and was informed by a questionnaire, which was completed by over 5000 carers across Scotland. Twenty-two recommendations arose from the study for the Scottish Executive, NHS Scotland, Health Boards and Local Authorities to consider. The Scottish Executive has focused on 4 priority areas:

- Training opportunities for carers
- Breaks from caring
- Young carers
- Carers health.

Investing in general practice - new general medical services contract

As part of the wider NHS reform agenda a new contract for GP’s was implemented in 2003. The new contract sets out a quality framework for GP practices to improve primary care health services. The quality framework is made of clinical, organisational, additional services and patient experience targets, which practices can work towards.

One of the optional services within the new contract is for practices to identify hidden carers by establishing a carers database and to identify a member of staff to be a practice liaison. This person will be the main point of contact for carers and will keep the practice staff updated on carers issues.

Joint Future

To improve health and community care services the Scottish Executive announced the 'Joint Future' agenda, which brought together Social Work; Health and Housing to:

- Support more people at home as an alternative to residential and nursing care
- Assist people to live independent lives by reducing inappropriate hospital admissions and enabling supported and faster discharge from hospital
- Ensure people receive an improved quality of care through faster access to services and better quality services
- Better involvement and support of carers.

Picture of health

NHS Lanarkshire consulted on major improvements to health and health services as outlined in the draft 5 year strategic plan called "A Picture of Health". The plan highlighted NHS Lanarkshire commitment to take forward initiatives with carers, carer organisations, voluntary sector and Council partners, and has been endorsed by the Health Minister to:

- Ensure the health and wellbeing of carers
- With our partners carry out carers assessments
- Involve carers in hospital discharge procedures
- With our partners provide training for carers
- Recognise carers as partners in care
- Build carer awareness into training for healthcare staff
- Involve carers in planning services
- With our partners provide respite and short breaks from the caring role.

Young carers

Children and young people who are also carers are protected within the specific legislation below.

UN convention on the rights of the child

The convention provides rights for the child and obligations for governments to follow. Those affecting young carers include:

- The right to life and the best possible chance to develop fully
- The right to rest and play and to have the chance to join a wide range of activities
- The right to protection from doing work that could be dangerous or which could harm their health or interfere with their education
- The right to express a view about the things that affect them.

Children (Scotland) Act 1995

Section 23(1) of the Act places a duty on the local authority to provide services designed to:

- Minimise the effect on any child who is affected by the disability of another person.
- Give those children the opportunity to lead lives which are as normal as possible.

The Act also states that all young carers have the right to their needs being assessed.

Section 3: Involving carers

“Carers need to get their say and be listened to”. (Carer, May 2005)

Carers have a wealth of knowledge, expertise and make a valuable contribution. It is very important carers are involved meaningfully in the decision making processes that affect their caring responsibilities and in the development of health and social care services.

Our partners have been, and will continue to, actively involve carers not only in the decision making process that affects their caring role but also in the planning of services. A range of activities have taken place to involve carers as outlined below.

Some comments from carers

- There needs to be a mechanism in place for carers to feedback on the unmet need
- Service providers need to listen more to carers who have the experience and knowledge in providing support specific and unique to the individual
- Health Professionals and Social Work Resources need to have a greater understanding of the carers situation

What we have achieved

- Carers representatives are involved on strategic planning partnership groups including the Health and Care Partnership, Joint Future planning groups, Managed Clinical Networks and local planning meetings
- Regular consultation has taken place through for example PRT Lanarkshire Carers Centre, South Lanarkshire Carers Network and South Lanarkshire Council
- Annual carers conferences on health and social care services, helping to shape the revised Carers Strategy
- Developed the South Lanarkshire Young Carers Forum
- Carer involvement in major redesign projects within NHS Lanarkshire, for example “A Picture of Health”
- Carer led consultation with parents/carers in terms of ongoing service delivery
- Carer led annual consultation events organised with parents/carers of young people accessing community based respite and to review and revise specific services
- Developed a network of consultation for children and young people – Burning Issues Participation Advocacy Network (BIPAN)
- Production of Carers Strategy and Action Plan
- Carer organisation involved in Glasgow University Social Work department to integrate carers issues into the training of social workers
- Carers were involved in the consultation to look at the re-provisioning programme for Kirklands Hospital

The partners remain committed to involving carers as key partners and have agreed to the following recommendations.

Recommendations

- To continue to recognise and work with all carers as key partners in the provision of care for the cared for person and in any decision making process that affects their caring responsibilities.
- To use innovative and diverse methods to ensure meaningful involvement of all carers in the planning and development of health and social care services.

Section 4: Resourcing carers

“No Carer needs to feel isolated now help is just a phone call away”.
(Carer, May 2005)

We recognise the valuable contribution carers make and should be supported to allow them to continue to care as much and as long as they wish and feel able. Carers, like other service providers need to be resourced in a way that is appropriate to them to enable them to carry out their caring role. For carers, these resources may be in the form of :

- Breaks from caring
- Information and communication
- Training opportunities for carers
- Other care services to help support the cared for person, or support or advice directly to the carer.

With our partners we have put in place a range of resources to enable carers to continue in their caring role.

Information and communication

Carers need good quality and up-to-date information to enable them to continue in their caring role. The Carers Strategy Group established a subgroup to specifically address the information needs of carers in South Lanarkshire, which takes account of comments we have received.

Some comments from carers

- Professionals need to be more supportive and to provide information on accessing services, resources and support groups etc
- Information should be in Plain English
- A resource/service directory would be welcomed to help sign post to agencies that could help. It is essential it is kept up to date as services are not always up-to-date on new developments
- There should be greater exposure regarding carers' issues in the media and local advertising etc

What we have achieved

- Freephone information line staffed by PRT Lanarkshire Carers Centre
- Radio and media coverage and information campaigns
- Hospital Discharge pack developed and distributed across all Lanarkshire Hospitals
- Developed an information card for carers in crisis

- Carer led road shows organised to ensure that information is taken out to the community. Statutory and voluntary organisations have taken part; Police, Fire and Rescue, Social Work Resources, Housing, PRT Lanarkshire Carers Centre, South Lanarkshire Carers Network, Health, HIV and AIDS, Drug misuse etc.
- Carers newsletters prepared by PRT Lanarkshire Carers Centre and South Lanarkshire Carers Network
- Information sub group established to develop a range of information for carers
- New comprehensive benefits leaflet produced for parents and carers
- Information can be produced in a range of formats

The partners remain committed to ensuring carers have access to a wide range of information and have agreed to the following recommendations.

Recommendations

- To ensure information is accessible, available in a range of formats and is appropriate and sensitive to a diverse range of needs to enable carers to continue in their caring role.
- All agencies to continue to look at joining up services aimed at resourcing carers in order to improve communication and to make it more seamless for carers.

Practical support

A range of practical support is needed to effectively resource carers and can be in the form of services for the person they care for, breaks from caring, direct support, training or advice for themselves.

Some comments from carers

- One to one support in some instances would be more appropriate
- Gaps in services for resources for children with special needs at age 14 plus. There is a lack of after school clubs. More resources are needed

What we have achieved

- Additional 3 Carer support workers based in East Kilbride, Cambuslang/ Rutherglen and Clydesdale
- Developed 5 parents and carers support groups
- Range of bank staff to support young people with additional support needs on a one to one basis in the community
- Surgeries are held in carer organisations by Department of Works and Pensions
- Annual carer training programme responsive to carers' identified needs to enable them to develop their own caring skills, knowledge and expertise
- Research into the needs of older carers of people with learning disabilities, which led to the appointment of a dedicated social worker for older carers to support future planning

The partners remain committed to ensuring carers have, the appropriate support to enable them to continue in their caring role, and have agreed to the following recommendations.

Recommendations

- To ensure support and advocacy for carers is culturally appropriate and sensitive to a diverse range of needs to enable carers to continue in their caring role.
- With our partners develop a local responsive and cultural appropriate training programme to increase the knowledge and skills of carers across South Lanarkshire.

Breaks from caring

“Breaks are vital to the wellbeing of the individual Carer.” (Carer, May 2005)

Short breaks from caring or respite care is recognised by carers as one of the most effective ways of supporting carers and this will continue to be a priority in South Lanarkshire.

Good outcomes for carers will occur when they get regular breaks from caring, which may also prevent any possible future breakdown in the caring relationship. It is important to acknowledge that carers may also need to combine their caring role with other family responsibilities or activities.

Some comments from carers

- There needs to be a fuller explanation of what respite/short breaks actually entails and the information to be more accessible. People can then make an informed choice
- Supported holidays for family units should be available if required
- Before the cared for person goes into a Residential Care Home there should be an opportunity to meet staff and view the premises before respite commences
- Carers accessed breaks/respite in a variety of forms - short visits, full days, week end and care home breaks
- Resources for the older adult were very limited and there was always the fear that breaks/respite for this group would be “lumped in” with older peoples resources

What we have achieved

- Developed a service to sign post carers to the range of breaks available including community style breaks for older people
- Increased community based short breaks / respite for children and young people with additional needs
- New residential short break / respite centres opened in Blantyre (adults) and Hamilton (children and young people)

- Enhanced school holiday play provision for young people with additional support needs
- Set up 8 groups across South Lanarkshire for children and young people with additional support needs

The partners remain committed to ensure there is appropriate provision to enable carers to get a break from their caring role, and have agreed to the following recommendation.

Recommendation

In partnership with carers and carer organisations develop the range of short breaks that are culturally responsive and meets the diverse needs of all carers across South Lanarkshire.

Health and wellbeing

“Help carers and patients make best use of GPs and their referrals. They need good information, and information about treatment options. To seek help and interact with clinicians with confidence as key partners in care, clinicians and receptionists need to be aware of carers as key partners in care”. (Carer, May 2005)

It is estimated that carers in Scotland save the NHS £5bn every year through the work they do in caring for relatives, family and friends (Finding the Balance, Carers Scotland). Whilst most carers undertake caring responsibilities willingly, it must be recognised caring can be very tiring and can impact on their physical and emotional wellbeing.

The Health Service has a vital role to play in identifying carers, to signpost them to appropriate services and to inform carers of their rights to a carer assessment (as outlined in Health Boards’ NHS Carers Information Strategy).

It is important for carers to take care of their own health and the need to have in place services and mechanisms for easy access for all to healthcare and other forms of support that will maintain their own health.

Some comments from carers

- Communication must be improved between Statutory Agencies such as Social Work and Health
- Treatments can be complex so carers should be kept informed, involved and options explained – access to support is difficult
- The need for co-ordinated discharge planning
- Carers need to know what happens to the person they care for if the carer becomes ill and is no longer able to care

What we have achieved

- Produced and implemented the Joint Health Improvement Plan
- Social Work and Health are working together to improve health and social care services
- Awareness raising by carer organisations to NHS and Social Work staff on carers and their issues
- Carer briefings to Primary Care Practice Managers and GPs
- Regular awareness raising briefings in schools about young carers
- Pampering Service for carers in place through PRT Lanarkshire Carers Centre
- Provided opportunities for carers to consider their own health and wellbeing through PRT Lanarkshire Carers Centre

The partners remain committed to ensure carers' health and wellbeing has not been affected as a result of their caring role and have agreed to the following recommendations.

Recommendations

- To work with other agencies to develop and increase access to services that could improve the health and wellbeing of carers including young carers, for example Leisure Services.
- To implement NHS Carers Information Strategy throughout the Health service to support in the identification of hidden carers and to inform carers of support available.

Carers assessments

"If the needs of carers are not recognised carers themselves will need care"
(Carer, May 2005)

The purpose of a carers assessment is to identify the information and support a carer needs to enable them to continue to care. When carrying out an assessment the difference should be clearly defined between the cared for person and the carer. The community care assessment for the cared for person can result in services and the carers assessment can result in resources to support the carer in their caring role.

South Lanarkshire Council has a duty to inform all carers providing 'regular and substantial care' of their legal right to a carers assessment (regardless of whether the cared for person is being assessed).

In conjunction with key partners, a carers assessment form has been devised within South Lanarkshire. Carers should be automatically offered an assessment when the cared for person is being assessed or following a review. Carers can also request an assessment at any time especially if their circumstances alter which impacts on their caring responsibilities.

Some comments from carers

- Many carers are not aware they can get an assessment in their own right
- Carers feel the assessment is intrusive and questioned their ability to care and support family members, friends etc
- At the end of the assessment, carers do not want to feel like a square peg in a round hole
- More flexibility in assessments is required
- Carers should be able to influence the services they receive
- There should be in place a 'plan of action' if the carer takes ill or dies particularly for older carers looking after adults with learning disabilities

What we have achieved

- Carers involved in the development of the carers assessment tool
- Developed a range of public information on carers assessment
- Promoted the carers assessment through staff training
- Developed a rolling training programme for staff
- Carers involved in the training of staff on the carers assessment
- Awareness raising session with Sheltered Housing Co-ordinators

The partners remain committed that all carers are informed and offered a carers assessment and have agreed to the following recommendation.

Recommendation

Continue to encourage the uptake of carers assessment and to ensure arrangements are in place to evaluate whether these assessments are meeting the diverse needs of carers, including young carers.

Carers and employment

A flexible approach to carers in employment enables carers the opportunity to combine their working and caring role if desired. The Employment Relations Act (1999) is the first for working carers, giving them the right to time off work for emergencies. In addition Job Centre Plus removed the Compulsory Work Focussed Interview that was required of all carers receiving carers allowance from 31st October 2005.

Some of the main issues for carers when considering employment are:

- Having to give up work to care and the financial implications
- What happens when the caring role ends
- Young carers should be supported to make decisions about employment (including further education and training) when they approach adulthood
- How to combine employment with their caring role.

Carers should have choices about working and should be supported to think through the practical issues, the alternatives and the consequences. Equal opportunities should have an impact and include support packages for carers within employment.

Inter agency work should provide some solutions to meet carers requirements for instance between Social Work, Job Centres or Careers Scotland. Accessible, flexible support should be provided for working carers.

What we have achieved

- SLC, NHS Lanarkshire, and NHS Greater Glasgow and Clyde have developed and implemented family friendly policies for their staff
- Series of Forums established to provide networking opportunities and awareness sessions for SLC staff who are carers,
- Infrastructure improvements to 'Out of School' provision through the Child Care Partnership.

The partners remain committed to continue to support their employees to undertake their caring role, and have agreed to the following recommendation.

Recommendation

The partners to continue to promote and implement good employment policies and practice for carers.

Section 5: Young carers

The partners agree that a 'young carer' is a child or young person under 18 years of age whose life is affected by the need to carry out caring tasks and assume a level of responsibility for another person. This person could be ill, have a disability, be experiencing mental health difficulties or be affected by alcohol or drug misuse issues.

The kinds of tasks undertaken by young carers include:

- Emotional support
- Domestic tasks
- General care
- Personal care
- Child care.

The effect of this caring role can be significant and is very often hidden. The impact of the young carers role is commonly seen in their school attendance and academic progress, social isolation and often in the physical and emotional health of the young person. Their situation can often go unrecognised by Health, Education and Social Care resources. Legislation provides young carers with the right to an assessment. Services provided should seek to minimise the effect of another's disability and give the opportunity for children to lead normal lives.

The hidden nature of young caring makes it difficult to estimate with any degree of accuracy how many young carers there are. From a recent survey that took place with young people across South Lanarkshire it would indicate there are more young people who are carers than previously thought, as 272 out of 1272 young people said they had a caring role.

Some comments from carers

- Take all the opportunities to flag up young carers; children should be children first
- Young carers are often the 'hidden' one who makes living at home possible
- Young carers can carry out personal tasks that should be done by others i.e. nurse or care staff

What we have achieved

- Consolidated young carers service throughout South Lanarkshire
- Appointed development officer and two resource workers for young carers
- Established South Lanarkshire Young Carers Forum
- Developed an initial assessment and support for individual young carers
- Developed evening groups in each of the 4 main areas of South Lanarkshire
- Developed and implemented awareness raising programmes in schools

- Secured individual funding grants for the needs of young carers
- Provided two residential breaks in 2005 for young carers

The partners are committed to ensure young carers are not disadvantaged as a result of their caring role and have agreed to the following recommendations.

Recommendations

- Increase the capacity of the service to assess and meet the needs of young carers.
- Increase the capacity of the service to work with partners in Education, Health and Social Work to raise awareness of the needs of young carers.

Section 6: Monitoring and evaluation

The Carers Strategy Group (appendix 2) will be responsible for monitoring and the implementation of the Carers Strategy. Progress updates on the strategy will be reported on a 6 monthly basis followed by an annual report which will also outline the priorities for the forthcoming years to take forward the strategy. To ensure meaningful involvement with carers and carer organisations, a range of methods will be used.

Appendix 1

Key partners in care

Carers involvement with local authorities and public sector bodies

This document produced by South Lanarkshire Carers Network Limited enhances our commitment to carers as **key partners in care**. The Network supports the development of mechanisms within Local Authorities and Public Sector Bodies which enable Carers full recognition and involvement. The Princess Royal Trust for Carers support the principles contained within this document. South Lanarkshire Council have accepted the document and support the principles, as do Primary Care Operating Division, Acute Care Operating Division and Health Board.

1. Holistic carer involvement

Carers are **the** major providers of services within Scotland. Their inclusion and involvement with other stakeholders is **essential**. A more holistic approach which engages carers from consultation to decision making needs to be adopted within **all** areas of **health and social care** to reflect Carer issues and concerns.

2. Early involvement

Any initiative, which affects carers, must include their involvement from an early stage not inclusion when structures or policies are already formed. Avoidance of a fragmented approach is only possible if future procedures of Health and Social Care adopt this approach. New attitudes and frameworks need to be developed to reflect meaningful inclusion.

3. Supported involvement

Measures need to be taken to assist the involvement of carers. These could range from practical assistance: travel costs, assisted communication or translation, to more general assistance: information briefings, changing the format of meetings, adopting alternative ways of working etc.

4. Networking

Communication with major carer organisations and networking would identify and highlight areas of concern or gaps in resource provision, which enable the carer to continue caring. Meaningful feedback would enable short/long term planning on carer issues and concerns.

5. Partnership working

Carers are part of a wider community. A partnership approach within meetings and discussions, which include Health, Community, Social Work and other involved

Agencies would offer an integrated approach and maximise the effectiveness of any initiative.

6. Meaningful process

The engagement of carers at all levels from consultation, planning through to decision-making is essential. Tokenistic involvement to satisfy 'consultation' should be avoided.

7. Quality structures for meetings

Any carer meeting or discussion should provide adequate advanced information, sensible timeframe to enable carers to attend, recorded minutes, provision of minutes and when necessary carer inclusion in construction of the agenda.

8. Sensible timeframe

In order to engage carer representatives in meaningful consultation and their subsequent networking with other carers, sensible timeframes for feedback need to be considered. It is essential that carers are informed of start and finish times of meetings and that these times are sensible and reflect caring responsibilities and adhered to.

9. Inclusion

Mechanisms should be developed to ensure inclusion and feedback from carers who are not involved with carer organisations. Some thought should be given on how this can be achieved.

10. Recognition

The skill and expertise of carers as service providers needs to be recognised, ensuring connection with the consumers' experience of service provision not merely the perception.

11. Representation

All the major care organisations should be notified and included in discussions with Local Authorities to avoid duplication, omission or lack of representation.

12. Adapting structures

Meaningful carer representation enables growth and inclusion. Conserving a tradition or a form of authority or prestige does not necessarily reflect the experience of the carer, or the person they care for.

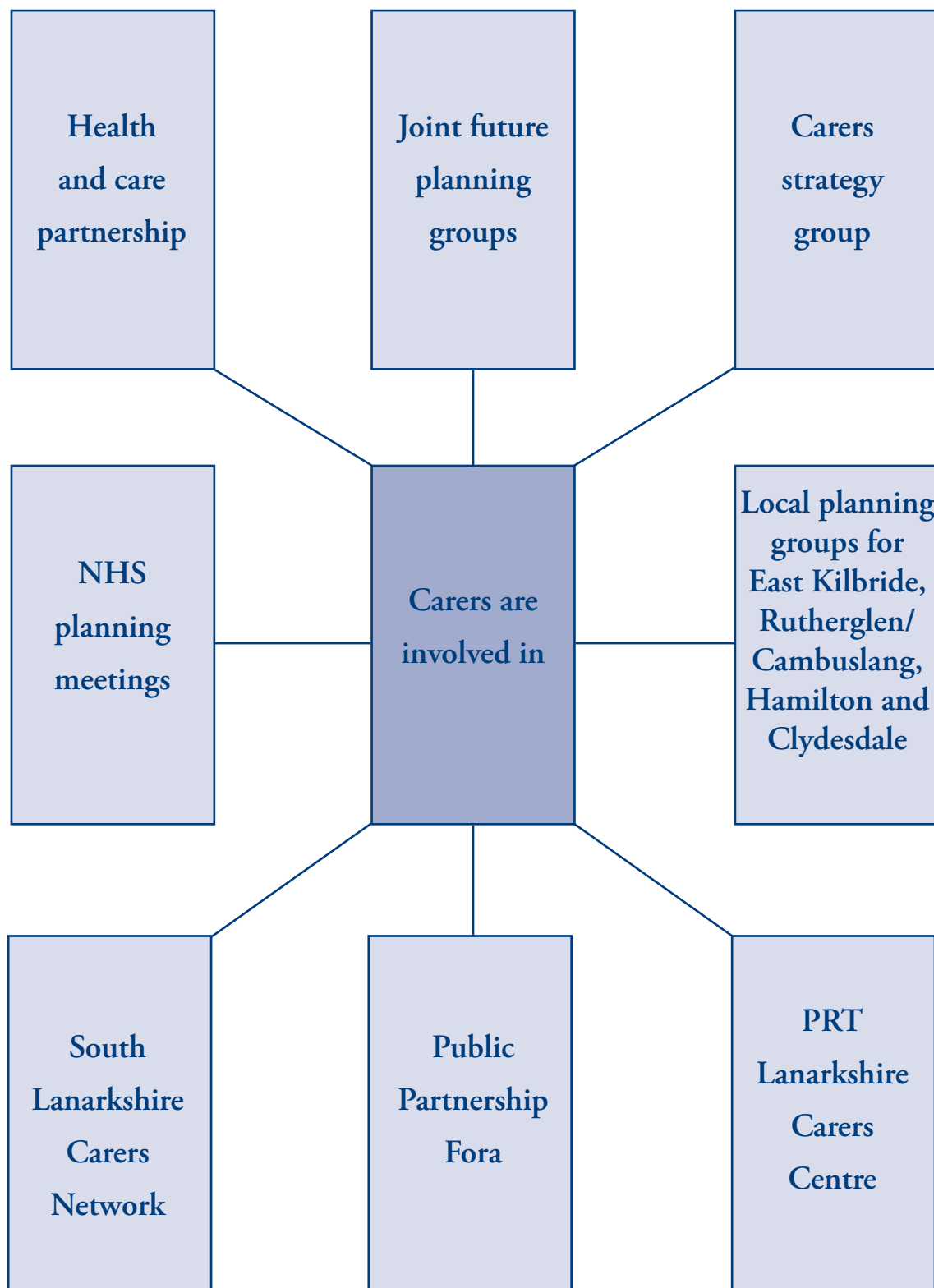
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Appendix 2: Membership of Carers Strategy Group

The membership of the Carer Strategy Group includes:

- Carers
- South Lanarkshire Carers Network
- Princess Royal Trust Lanarkshire Carer Centre
- South Lanarkshire Council Social Work Resources
- NHS Greater Glasgow and Clyde
- NHS Lanarkshire

Appendix 3: Carers involvement in planning health and social care services



Appendix 4: Carer Strategy funding

The Carers Strategy group manages the Carer development budget of approximately £813,000. This is used to develop information, training for carers, short breaks services and to support carer organisations.

This is not the only source of funding for carers. The Council and Health agencies have a range of resources which are used to support carers. Other funding sources, such as lottery funds, are also used by carers organisations to develop their work.

Appendix 5: Glossary of terms

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 Scotland)

Carer assessment

The process of identifying what information, support or resources a carer needs to enable them to continue to care.

Cared for assessment (also known as community care assessment)

The process of defining a person's needs; agreeing on the help they require and their eligibility for services.

Carer organisation

A voluntary organisation that is dedicated to supporting carers.

Community care

The provision of services and support to people who are affected by problems of illness and disability, to enable them to live in their own homes or in 'homely' settings in the community.

Hidden carer

Is a carer who is not known to health and social care services and who may also not associate themselves with the term 'carer'.

Respite care (see the description for short breaks.)

Short breaks (can also be known as respite care)

A short break (also known as respite care) is a break from normal routine designed to be of benefit both to a person with a disability, long term illness or need and to their carer(s) (where they have one) to support their relationship. Short breaks should offer opportunities and experiences tailored to meet individual needs in a variety of settings. Short breaks can vary from several hours to several weeks and be provided on a planned basis, as a holiday or in emergencies (Shared Care Scotland).

Strategy

A high level document outlining the approach to be taken to improve specified services.

Appendix 6: Useful contacts

Carers freephone information line

0800 085 3945

The information line is resourced at Princess Royal Trust (PRT) Lanarkshire Carers Centre, Monday to Friday 9.30am - 4.30pm

South Lanarkshire Carers Network

01698 285163

PRT for Lanarkshire Carers

Centre

01698 428090

Young Carers Project

01698 455455

Social work

Emergency freephone out of office hours
0800 811505

Local Social Work offices

Blantyre	01698 527400
Hamilton	01698 455400
Clydesdale	01555 673000
Larkhall	01698 884656
East Kilbride	01355 807000
Rutherglen	0141 647 9977

Health services

NHS helpline freephone
0800 224488

NHS 24
08454 24 24 24

Hospitals

Hairmyres Hospitals	01355 585000
Victoria Infirmary	0141 2016000
Wishaw General	01698 361100
Southern General	0141 201 1100
Monklands Hospital	01236 748748
Western Infirmary	0141 211 2000
Glasgow Royal Infirmary	0141 211 4000

Citizens advice bureau

East Kilbride	01355 263698
Hamilton	01698 283477

Money matters

Hamilton	01698 453155
Carluke	01555 777882
Blantyre	01698 527950
Lanark	01555 673539
Larkhall	01698 453081
East Kilbride	01355 806266

Further information

For further information or to enquire about having this information supplied in alternative format or language, please contact Social Work Resources Public Information Office on 01698 455787 or email lynn.kerr@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk