

*Together We Care*  
Stirling Strategy for Carers  
2007-2010



# Contents

*Together we care*

Introduction .....	01
Why do we need a Carers' Strategy? .....	02
Legislation .....	03
Stirling Strategy for Carers .....	04
Who is a Carer .....	04
Carer Facts and Figures .....	05
Carer Consultation .....	06
What do we want to achieve .....	07
Action Plan .....	08
1. Respite/Short Breaks/Family Support.....	08
2. Assessment .....	09
3. Personal Support .....	09
4. Information .....	10
5. Joint Working .....	10
6. Specific Needs Groups .....	11
7. Monitoring and Evaluation .....	12

## 1. Introduction

We are pleased to present the Stirling Strategy for Carers 2007-2010.

The Strategy is the result of extensive consultation with local Carers, key individuals, groups and statutory agencies. It represents a real commitment on the part of partners to improve services for Carers.

An outcome of this consultation was the establishment of the Stirling Partnership for Carers. It was felt to be important that Carers were key partners from the outset, so the Partnership is introducing the strategy and will monitor its implementation and progress.

The Strategy contains priorities for improvement and development of services to Carers.

We are very grateful for the time and effort Carers' organisations and individual Carers have put into the development of the strategy.

### **NHS Carer Information Strategy**

The Community Care and Health (Scotland) Act 2002 put in place arrangements for the development of NHS Carers' Information Strategies.

The local Forth Valley Strategy has been developed in partnership across the three local authorities, and should be read in conjunction with this Strategy.

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## 2. Why do we need A Carers' Strategy?

The Scottish Executive's Strategy for Carers in Scotland in 1999 was a significant milestone in raising the profile of Carers' issues. It set out the way forward in a number of areas and promised new legislation to support Carers.

The key priorities for action of this document are:

- Promoting the development of services for Carers.
- National Standards – for respite/short breaks/family support service and home-based care.
- Scottish Executive monitoring – of local authorities on their use of resources allocated for Carers.
- Providing better information for Carers.
- The needs of Carer groups – the National Strategy recognises that Young Carers, Ethnic Minority Carers and Carers in remote areas are particularly disadvantaged groups, and that their needs require to be specifically addressed.
- Carers' Legislation – to introduce legislation to allow Carers' needs to be met more directly.

## Legislation

### The Children (Scotland) Act 1995

This Act has relevance to partnership working, the rights of the child being paramount, and the need to seek a child's view, where possible, in all matters that affect them.

- Sect. 22 (and related guidance) identifies those children with and affected by a disability as children in need and places a duty on each local authority to provide a range of services appropriate to children's needs.
- Sect. 23 indicates that services provided should give those children the opportunity to lead lives which are as normal as possible. Under this section a child's parent or guardian can request an assessment of the child, or of any other person in the family, to determine their needs.
- Sect. 24 relates to the Carers of these children and allows the Carer to request the local authority to carry out an assessment of the Carer's ability to continue to provide care for that child.

### Community Care and Health (Scotland) Act 2002.

The fundamental principle underlying the new provisions of this Act is that Carers should be recognised as **key partners** in the provision of care. The recognition of Carers as partners rather than service users should underpin all support given to Carers and the people they care for. The second principle underlying the new legislation is that Carers, like all providers of care, need adequate resources to enable them to continue giving care. For Carers, resources may take the form of other caring services to complement their own support for the cared-for person, or support and advice provided directly to the Carer.

The 2002 Act sets out a number of new provisions to support Carers:

- 1. Assessment of Ability to provide Care:** this provides the right for a substantial and regular Carer (within his/her own right and whether or not the Carer is a child) to request a local authority to provide a Carer's assessment. This also applies to parent/guardian Carers of children with disabilities. For the first time Young Carers under 16 years now have the same right to an assessment.
- 2. Duty of a local authority to provide information to a Carer:** Where it appears to a local authority that a person is a Carer, they must notify that person of their right to a Carer's assessment. This also applies to both parent/guardian Carers of children and also children (ie Young Carers) with and affected by disabilities.
- 3. Matters to be taken into account in assessment needs:** Once a local authority has undertaken an assessment of a Cared-For person they shall, where reasonable and practical, take into account the views of the Carer. This also applies to parent/guardian Carers of children with disabilities.
- 4. Carer Information Strategies:** This provides a power to Scottish Ministers to ask Health Boards to prepare 'Carer information strategies'. These will have to show how the Health Board will inform Carers that they have the rights listed above, and that information on these rights is available free of charge to Carers.

In addition, there is a wide range of new influences coming from the Scottish Executive which impact on Carers, and these include the Joint Future Agenda which promotes joint working between the NHS and local authorities<sup>1</sup>, free personal and nursing care for older people, Patient and Public Involvement Initiatives and the development of Community Planning.

<sup>1</sup> Joint Future Group: 'A Joint Future' December 2002

## Stirling Strategy for Carers

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- This Strategy reflects the relevant legislation; however we also want to highlight that it is a shared statement of intent about how we should value and help Carers, and how we are putting those measures into practice.
- Because good, effective services that meet the needs of the Cared-For person are essential to the wellbeing of the Carer also.
- We recognise that some Carers are struggling to cope, and many have difficulty some of the time. We need to do everything we can to help.
- Because meeting the needs of the Carer is also in the best interests of the Cared-For person.
- Because Carers make a massive, often unrecognised contribution to society, communities and individuals and families.
- To raise awareness of Carers' issues to key professionals, statutory and voluntary agencies and the Community in general.
- We will ensure the needs of Carers are met when looking at future housing needs.

### 3. Who is a Carer?

- A Carer is someone who provides unpaid help and support (excluding Welfare Benefits) to a spouse, partner, relative, friend or neighbour who could not manage without that help due to age, illness or disability.
- Many people do not identify themselves as Carers, but primarily as a spouse, partner, relative, friend or neighbour etc. Being a Carer may be one role of many.
- Many Carers balance their caring role with paid employment, education or other family responsibilities.
- Some Carers may live with the person they care for, but many do not.
- Carers can be any age, including young children, and come from a diverse range of social, cultural and ethnic backgrounds.
- The types of tasks provided by Carers include providing direct personal care, practical help, emotional support and help with finances or social activities.
- Carers become Carers through a range of different life events.
- Carers can themselves be elderly and suffer from a range of health issues. A large number of Carers care for someone who is elderly, has dementia or who has a range of mental health issues.

## 4. Carer Facts and Figures

Carers are a vital and central part of the health and community care system providing in Britain an estimated £57 billion of care per year<sup>2</sup> and community care would collapse without them.

### (a) National

- The census of 2001 identified 481,579 Carers in Scotland.
- This number is increasing steadily by around 4.5% per year.
- It is estimated that Carers in Scotland provide £5 billion worth of care per annum. There are an estimated 150,000 Young Carers in Scotland.
- 39% of Carers say that their mental and/or physical health has been affected as a result of caring.
- 14% of Carers report that they smoke, drink or use drugs more as a result of their caring responsibilities. (Based on current estimates this figure equates to an estimated 90,000 Carers in Scotland<sup>3</sup>).
- Both of the previous points highlight the impact caring has on individuals and across society as a whole.

Research by Carers Scotland<sup>3</sup> states that 3 in 5 people will become a Carer at some point in their lives.

### (b) Local

- The 2001 census identified 8,129 Carers in the Stirling Council area.
- 23% of households with one resident with a long-term limiting illness have no Carer within the household.
- 4% of households with two residents with a long term limiting illness have no Carer within the household.
- 10% of Carers do not have good health themselves – of this number 41% care for 50+ hours per week.
- 17% of households have one or more Carers resident.
- 15% of Carers are over 65 years old.
- 1,800 Carers are currently registered with Stirling Carers Centre
- Locally almost 25% of Carers provide more than 50 hours of care per week.
- Research by Stirling Carers Centre states there are an estimated 2,500 Young Carers in the Stirling Council Area<sup>4</sup>

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2 Publication by Carers Week 2003

3 Carers Scotland 'It Could Be You' September 2001

4 'We All Just Work Together' November 2002

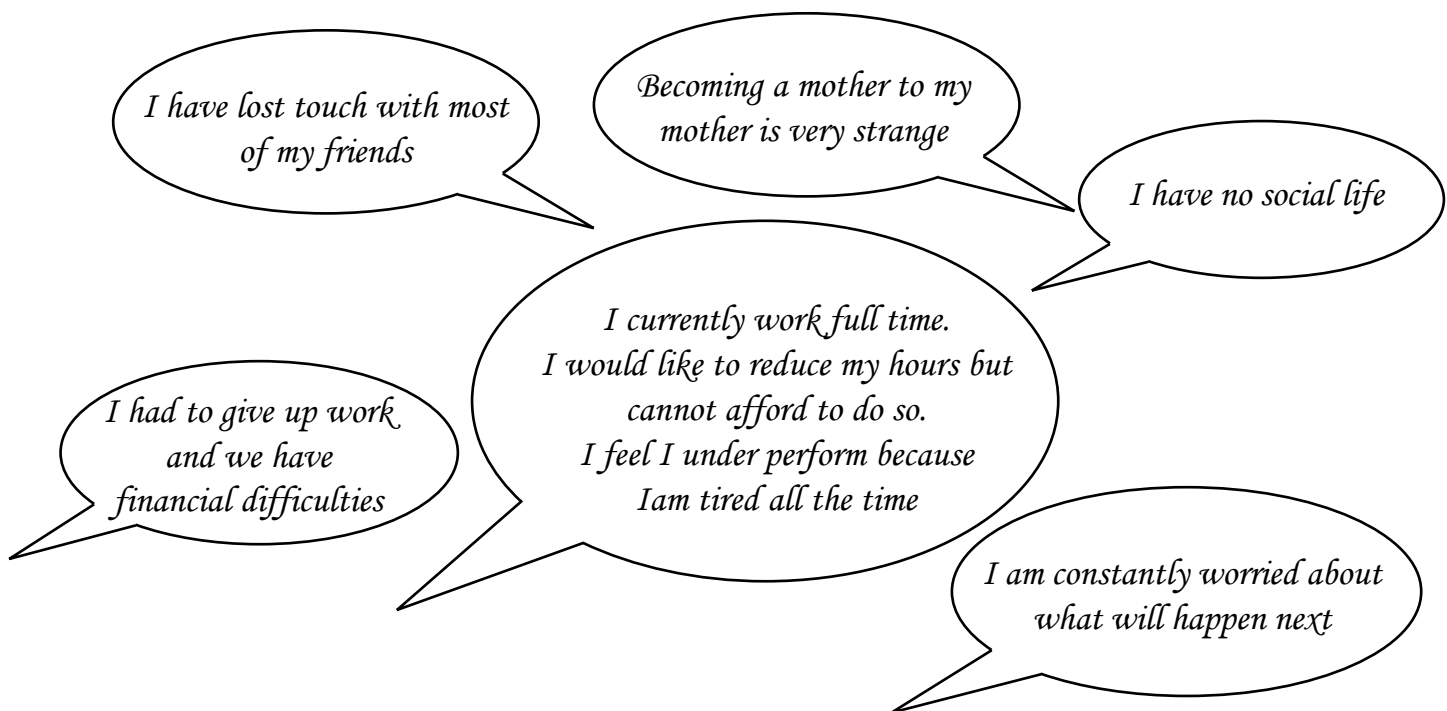
## 5. Carer Consultation

In 2002 Stirling Council commissioned a major Carers' Consultation from the Stirling Area Community Care Forum.

The focus of the work was to identify critical issues and priorities for Carers across the Stirling Council Area, to be the basis of the Carers' Strategy.

The work commenced in May 2003 and reported in 2004. A full report of this work is available and the next sections of the strategy are based on the outcomes of the report.

Some of the key quotes from Carers during the Consultation Process:



The key issues identified for Action by Carers were:

- **Respite/short breaks/family support service for Carers and those they care for**
- **Information**
- **Assessments**
- **Personal Support**
- **Joint Working**
- **Carers with specific needs i.e. Young Carers, Carers in remote areas and Ethnic Minority Carers.**

We have also incorporated outcomes from a specific consultation event undertaken by Alzheimer Scotland "Time for a Break". This was a conference held for Carers on 3<sup>rd</sup> June 2004.

The four main issues identified from this event were:

- **Access to Care Assessments**
- **Information about what happens after receiving a diagnosis**
- **Short breaks/respite/family support service**
- **Continuity of professionals.**

## 6. What do we want to achieve?

### We want:

- To ensure Carers feel supported in their caring role, and that help is available when they need it.
- Carers to be fully aware of their rights and entitlements.
- Carers to feel valued and listened to – as full partners.
- To improve the availability of, and access to respite/short breaks/family support service.
- To improve personal support and continuity for Carers.
- To improve information for Carers.
- To ensure Carers are involved in the planning, implementing and monitoring of services for the Carer and those they care for.
- To provide Carers with a voice to have their needs met.
- To highlight the specific needs of particular care groups e.g. Young Carers, Carers in remote areas and Ethnic Minority Carers.



# 1. CARERS - STRATEGY ACTION PLAN

## 1. RESPITE/SHORT BREAKS/FAMILY SUPPORT

WHAT	RESPONSIBILITY	FUNDING	WHEN	OUTCOME
Develop a clear definition of respite/short breaks/family support service.	SC (Stirling Council)/ NHS/Voluntary Sector	Existing resources	2007-08	Shared understanding of what is meant by respite/short breaks/family support service.
Develop plans to extend availability of respite/short breaks/family support service for people with Mental Health problems.	SC/NHS	£60k capital available	2007-08	Increased provision. More choice for Service Users.
Review existing respite/short breaks/family support provision for people with Learning Disabilities and put in place plans to ensure access for all people with a learning disability who require it.	SC/NHS	Existing resources £40k capital available	2007-08	Provision available to all users with a Learning Disability including those with a physical disability.
Review internal procedures to continue to increase access to respite/short breaks/family support service, including those suffering from Dementia. To include better use of existing resources to increase the use of "rolling programme" respite/short breaks/family support service and availability of short term/emergency respite/short breaks/family support service.	SC/NHS	Existing resources	2007-08	Speedier and simple access to respite/short breaks/family support service provision when required. Records kept of level of respite/short breaks/family support service provided
Put in place contracts with local external providers to ensure access to respite/short breaks/family support service for people with Brain Injury or chronic conditions.	SC/NHS	Existing resources	2007-08	Access to local provision. Records kept of level of respite/short breaks/family support service provided.
Produce clear public information on respite/short breaks/family support service, its availability, how to access respite/short breaks/family support service, charges etc.	SC/NHS	Existing resources	2007-08	Clear, easily accessible information available.



<b>2. ASSESSMENT</b>				
<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
Ensure ALL Carers in contact with agencies are automatically advised of their right to assessment, by incorporation in procedural guidance.	SC/NHS	Existing resources	2007	Carers always advised of their right to an assessment. Target to be developed. Record kept of number of assessments provided.
Incorporate Carers' self-assessment in Single Shared Assessment Implementation Process.	SC/NHS Voluntary Sector	Existing resources	2007	Carers self assessment agreed as a means to access resources. Target to be developed.
Seek to reach agreement with Stirling Carers Centre re completion of Carers' Assessments on behalf of the Council. Consider extending to other voluntary sector agencies. Training to be delivered by Carers Centre to Council staff ensuring the needs of individual care groups are incorporated.	SC/Carers Centre/ Voluntary Sector	£12k available	2007	Carers assessments more easily available. Record kept of Assessments undertaken.
Outcomes of Assessment. Review Information gathered.	SC/ NHS/ Voluntary Sector	Existing resources	Ongoing	Analyse for feedback and ongoing needs analysis.

<b>3. PERSONAL SUPPORT</b>				
<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
Continue to support local service provision of information, advice, practical & emotional support, advocacy etc by Carers Centre.	SC / Carers Centre	Existing resources	Ongoing	Statistical information produced on take-up of service. Qualitative information produced annually.
Standard induction programmes for statutory agency staff to include information relating to Carers' issues/ needs and support services available.	SC/NHS	Existing resources	2007/08	All new staff fully briefed on Carers' issues.
Put in place training on Carers' rights and assessments.	SC/NHS (link into NHS Carer Information Strategy)	Cost of training available	2007	All staff trained in Carers' right to assessment and carrying out assessment. Records kept of training undertaken.
Customer Care procedures to be put in place to improve response to Carers. Clear contact information to be given where staff continuity is not possible.	SC/NHS	Existing resources	2007	Access to suitable training. Record of training undertaken. Information leaflet produced.
Copy of individual Care Plans and Assessments to be given to Carers/Cared-For where appropriate.	SC	Existing resources	Ongoing	Records kept of Care Plans issued to Carers.

<b>4. INFORMATION</b>				
<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
Provide public information post for Community Care, ensuring production of clear service information across all care groups, including specific information for Carers.	SC	Existing resources	2007	Appropriate, clear information available at specified, recognised locations. Record of information available.
Work with voluntary agencies to build up a database of Carers to whom information can be directed on a named basis.	SC/NHS/ Voluntary Sector	Existing resources	2007	Targeted information where required.
Hospital Discharge: Ensure proactive approach to discharge arrangements for Cared-For – this to be communicated to the Carer.	SC / NHS	Identify Funding source	2007	New discharge pack for Carers. Improved discharge protocols.

<b>5. JOINT WORKING</b>				
<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
Work in partnership with a voluntary agency to put in place User and Carer Involvement Worker for older people.	SC/NHS/Age Concern	SC - £15k Other funding to be determined	2007	Service Users and Carers trained, facilitated and supported to participate in planning processes for Older People.
Implementation of Single Shared Assessment process to ensure less duplication in assessment processes.	SC/NHS	Funding available for training	2007	More shared information. Less duplication. Better joint working. Records kept of joint assessments undertaken.



<b>6. SPECIFIC NEEDS GROUPS</b>				
<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
<b>YOUNG CARERS:</b>				
Continue to provide accessible and age-appropriate support to Young Carers by way of group work provision and individual support.	SC/ Carers Centre	Changing Children's Services Fund / Stirling Council	Ongoing	Provide consistent support and meet agreed target levels.
Work in partnership with local further education colleges, careers service and employers to offer support into Employment.	SC / Carers Centre /other agencies	Changing Children's Services Fund / Stirling Council	Ongoing	Raise awareness of issues for Young Carers and enable them to access employment/training/ further education.
Liaise closely with both adult and Children's Services to identify need.	Carers Centre	Changing Children's Services Fund / Stirling Council	Ongoing	Ensure services are targeted towards those in greatest need.
Advocate on behalf of Young Carers as appropriate. Ensure Additional Support for Learning needs are incorporated.	SC/Carers Centre/ Children in Scotland Advocacy project	Changing Children's Services Fund / Stirling Council	Ongoing	Ensure appropriate and timely referral to other agencies.
Raise awareness in schools to promote early identification and referral.	SC / Carers Centre	Changing Children's Services Fund / Stirling Council	Ongoing	Provide age-appropriate material for primary and secondary school pupils.
Provide training to teachers on Young Carers' issues.	SC/ Carers Centre	Identify Funding Stream	Dependent on funding source	Log of training undertaken. Increased understanding by teaching staff.

<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
<b>ETHNIC CARERS:</b>				
Identify local Ethnic Minority Carers by making contact with relevant local groups.	SC/ Carers Centre/ NHS	Existing resources	2007-08	Good links with Ethnic Minority Carers.
Develop a proactive approach in promoting and addressing the needs of ethnic minority Carers.	SC/ Carers Centre/ NHS	Additional Funding Approx £10k	2007-08	Services developed.
Prepare and disseminate key translated information to ethnic minority Carers.	SC/ Carers Centre/ NHS	Existing resources	2007-08	Accessible information.

<b>CARERS IN REMOTE AREAS:</b>				
Consult with rural Carers and identify ways to ensure they have access to information and services, especially transport issues.	SC/NHS	Existing resources	2007-08	Targeted information available and local access ensured.
In all Service developments, ensure that they are accessible to those in rural areas.	SC/ NHS	Existing resources	Ongoing	Targeted services available in rural locations.

<b>7. MONITORING &amp; EVALUATION</b>				
<b>WHAT</b>	<b>RESPONSIBILITY</b>	<b>FUNDING</b>	<b>WHEN</b>	<b>OUTCOME</b>
Stirling Partnership for Carers to ensure implementation of strategy Action Plan through consultation with a wide range of agencies & Carers.	Partnership Group	Existing resources	2007-08	Terms of Strategy, Quarterly/six monthly meeting of Stirling Partnership Group to review Strategy and progress
Review specific needs of other special need groups e.g. Carers with disabilities, lesbian, gay, travellers, gypsies and insert into strategy as appropriate	Partnership Group	Existing Resources	2007-08	Evidence of contact with other special need groups
Establish this Partnership as part of a Strategic Implementation Group and review membership.	SC/ Partnership Group	Existing resources	2007-08	Partnership Group identified as a Strategic Implementation Group



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