

The National Carer Organisations **Positive Outcomes for Carers**

The National Carers Organisations in Scotland have developed a set of local outcomes and indicators to promote positive outcomes for carers. These outcomes and indicators have been carefully selected to cut across policy agendas and support local authorities and community planning partnerships to improve performance on a range of measures by encouraging better identification, support and partnership working with carers. This will build on many examples of good practice already being undertaken by local authorities

The Concordat and Single Outcome Agreements

The SNP government's concordat agreement with local government (2007) marks a sizeable shift from national decision making to local decision-making. The development of Single Outcome Agreements (SOAs), where local authorities have greater freedom to set their own priorities, is an important part of these changes. The Single Outcome Agreement '... will set out the outcomes which each Local Authority is seeking to achieve with its community planning partners. These will reflect local needs, circumstances and priorities, but should be related to the relevant national outcomes' (Scottish government 2007). SOAs consist of a mix of national outcomes and local outcomes and indicators, and wordings may vary across authorities. Councils can also develop their own local indicators to sit alongside the existing menu of indicators.

Underpinning the concordat is the concept of partnership working in order to achieve improved outcomes. This partnership approach must be reflected at the community planning level with a recognition that the needs of individuals and communities – if they are to be successfully addressed – have to be addressed collectively. By April 2009, all SOAs have to encompass the work of not only a local Council but also their Community Planning partners including voluntary sector partners. Community Health Partnerships (CHPs) also to have a greater role in the second year. As well as promoting closer working between organisations, a further aim of community planning is to 'make sure that people and communities are genuinely engaged in the decisions made on public services which affect them.' (Improvement Service)

The National Carers Organisations (NCOs) in Scotland welcome this shift towards outcomes, and are keen to work with community planning and other partners towards better outcomes for carers.

National Outcomes Framework for Community Care and Shifting the Balance of Care

The Community Care Outcomes Framework is being promoted to health, social care and housing partnerships in Scotland as the gold standard for improving services. The framework consists of four high level outcomes: Improved health, Improved wellbeing, Improved social inclusion and Improved independence and responsibility, and 16 measures, including one dedicated measure for carers and other measures relevant to carers. The Framework is represented by one of the existing SOA 'indicators': 'Increase the proportion of people needing care or support who are able to sustain an independent quality of life as part of the community, through effective joint working.' The framework is also consistent with the NHS priority

to Shift the Balance of Care, which is built on the assumption of an increase in the amount of care provided in community settings through greater levels of joint working between the NHS, local authority and voluntary sector partners.

Underpinning the National Outcomes Framework are expectations for high quality outcome-focused assessment, care planning and review through the National Minimum Information Standards (NMIS) (Scottish government 2008) and capacity to share information electronically (Better Health Better Care) supported through the e-care programme, The outcomes which have been identified as important by users of community care services (Petch et al 2007) and their unpaid carers (Miller 2007) are also being promoted by the User Defined Service Evaluation Toolkit UDSET (Cook et al 2007). The UDSET outcomes are also reflected in the NMIS.

This document identifies the concordat commitments, national strategic objectives and national and local outcomes and indicators which most closely link to adult and young carers. It then sets out recommended local outcomes and indicators for services at the local level, based on a solid research on the outcomes most salient to carers. Links to HEAT (NHS targets – Health improvement, Efficiency, Access and Treatment) and MLOI (Menu of Local outcome indicators for community care) have been identified. The recommended local outcomes all relate to the overarching theme: *Carers will feel supported and better able to continue their caring role*, and the indicators all relate to the overarching theme: *Carers assessments/support plans completed in accordance with agreed national standards*, with the NMIS as the core data source.

Concordat commitments relating to carers and young carers

- Carers' support – progress towards delivering an additional 10,000 weeks respite by 2011
- Provision of respite and other support for an additional 1000 young carers, along with additional resources for local carers centres.

National strategic objectives relating to carers and young carers

- Promote a 'Healthier' Scotland through tackling inequalities, providing support for the elderly and tailored services for families and children; and supporting healthier, more active lives.

National outcomes relating to carers and young carers

- We live longer, healthier lives
- We have tackled the significant inequalities in Scottish society
- Our public services are high quality, continually improving, efficient and responsive to local people's needs
- Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- We have improved the life chances for children, young people and families at risk

National indicators relating to carers and young carers

- Decrease the proportion of individuals living in poverty
- Reduce the proportion of people aged 65 and over admitted as emergency inpatients 2 or more times in a single year (HEAT, MLOI)
- Increase the percentage of adults aged 65 and over with high levels of care needs who are cared for at home (HEAT, MLOI)
- Improve people's perceptions of the quality of public services delivered
- Improve the quality of healthcare experience (HEAT)
- Increase the proportion of school leavers (from Scottish publicly funded schools) in positive & sustained destinations

Local outcomes relating to carers and young carers

- Increase the proportion of people needing care or support who are able to sustain an independent quality of life as part of the community, through effective joint working

Recommended Carer Outcomes and Indicators

These outcomes and indicators link to the concordat commitments, national strategic objectives, national outcomes, national indicators and local outcomes outlined above. They have been designed to cut across policy agendas and support local authorities and community planning partnerships in improving their performance on a range of measures. They will also serve to highlight many examples of good practice already being undertaken by local authorities.

In developing this set of outcomes and indicators the National Carer Organisations consulted widely with key stakeholders, including: carers, local carer organisations and lead officers from local authorities, the health service and national government.

The recommended carer outcomes and indicators are summarised in the table below:

Carers will feel supported and better able to continue their caring role through:

Local Outcome	Local Indicators	Data Source
<p>Early identification of carers by services and timely access to health care and support as required</p>	<ul style="list-style-type: none"> • Identification of carers by NHS staff, in accordance with care information strategies, including relevant staff training • Carers report being advised of their right to a carers assessment and being signposted to support • Carers report ability to access services to maintain or improve their physical/mental health and wellbeing (HEAT) 	<ul style="list-style-type: none"> • Carers assessment – review • User Defined Service Evaluation Toolkit (UDSET) • Care commission • Social Work Inspection Agency (SWIA) • NHS Quality Improvement Scotland (QIS) • NHS Targets, Health Improvement, Efficiency, Access and Treatment (HEAT) • Community Health Partnership (CHP) data including prescription of drugs for depression and anxiety • Local NHS Carer Information Strategies • Health Board Annual Reports
<p>Timely access to information, training and support</p>	<ul style="list-style-type: none"> • Carers report opportunities to access the information and training they need when they need it (including income maximisation) • Carers report opportunities to have assessment of their support needs and involvement in their Support Plan • Carers report opportunities for involvement in the package of cared for person 	<ul style="list-style-type: none"> • Carers assessment – review • National Minimum Information Standards (NMIS) • User Defined Service Evaluation Toolkit (UDSET) • Scottish Household Survey income data/Annual Survey of hours and earnings • Care commission • Social Work Inspection Agency (SWIA) • NHS Quality Improvement Scotland (QIS) • Care funding – local carer orgs/ Service Level Agreements (SLAs) • Census: no. of carers and care hours provided • Local carers strategies

Local Outcome	Local Indicators	Data Source
Timely access to a choice of flexible short break services which are responsive to carer needs and circumstances	<ul style="list-style-type: none"> • Carers report services have contributed to maintaining or improving their quality of life • Carers report increasing flexibility and choice of services • Proportion of carers receiving services measured against the total number known to the LA (should take into consideration forthcoming guidance on respite) 	<ul style="list-style-type: none"> • Carers assessment - review • Audit Scotland – additional weeks / balance of provision • User Defined Service Evaluation Toolkit (UDSET) • Care commission • Social Work Inspection Agency (SWIA) • NHS Quality Improvement Scotland (QIS) • Care funding – local carer orgs/Service Level Agreements • Local carers / short break strategy • Local surveys • Census: no. of carers and care hours provided • Local audit of range of respite options
Opportunities for active participation in the local community	<ul style="list-style-type: none"> • Carers report being supported to continue employment or to return to employment if desired • Carers report being supported to engage in leisure pursuits (including physical activity) and to engage in life long learning opportunities if desired • Number of carers involved in shaping and evaluating services including representation on strategic structures 	<ul style="list-style-type: none"> • Carers assessment – review • National Minimum Information Standards (NMIS) data standards • User Defined Service Evaluation Toolkit (UDSET) • Care commission • Social Work Inspection Agency (SWIA) • NHS Quality Improvement Scotland (QIS) • Representation on local strategic planning structures

Local Outcome	Local Indicators	Data Source
<p>Young carers will have timely access to support as required to promote their health, wellbeing and safety, and their ability to fulfil their potential</p>	<ul style="list-style-type: none"> • Children and young people are discretely identified as young carers and assessed, including relevant training of staff as required (including school staff) • Young carers have access to appropriate support including peer and emotional support and training (GIRFEC) • Young carers are supported to continue to attend school and to work towards their full educational potential (GIRFEC) 	<ul style="list-style-type: none"> • No of young carers registered with relevant services/known to school staff • Young carers assessment – review • Care commission • Social Work Inspection Agency (SWIA) • NHS Quality Improvement Scotland (QIS) • Scottish Qualifications Authority (SQA) results and destination on leaving school • Getting it Right for Every Child (GIRFEC)

This briefing has been produced by the National Carer Organisations (NCO). The NCO works jointly to promote carers issues and influence the development, monitoring and evaluation of policy and legislation affecting carers.

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Appendix A: References

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<http://www.scotland.gov.uk/Topics/People/Young-People/childrenservices/girfec/Background>
- Scottish government and COSLA (2007) Concordat between the Scottish government and local government
<http://www.scotland.gov.uk/Resource/Doc/923/0054147.pdf>

Scottish government (2007) National Minimum Information Standards for assessment, shared care and support plan, review and carers assessment and support <http://www.scotland.gov.uk/Publications/2007/12/13130738/8>

Appendix B: Glossary

CHPs Community Health Partnerships

GIRFEC Getting it right for every child

HEAT (NHS targets – Health improvement, Efficiency, Access and Treatment)

MLOI Menu of Local outcome indicators for community care

NCOs National Carers Organisations

NHS QIS National Health Service Quality Improvement Scotland

NMIS National Minimum Information Standards

SLA Service Level Agreement

SOAs Single Outcome Agreements

SQA Scottish Qualifications Authority

SWIA Social Work Inspection Agency

UDSET User Defined Service Evaluation Toolkit