

Lanarkshire Carers and Hospital Linked Project

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Lanarkshire Carers

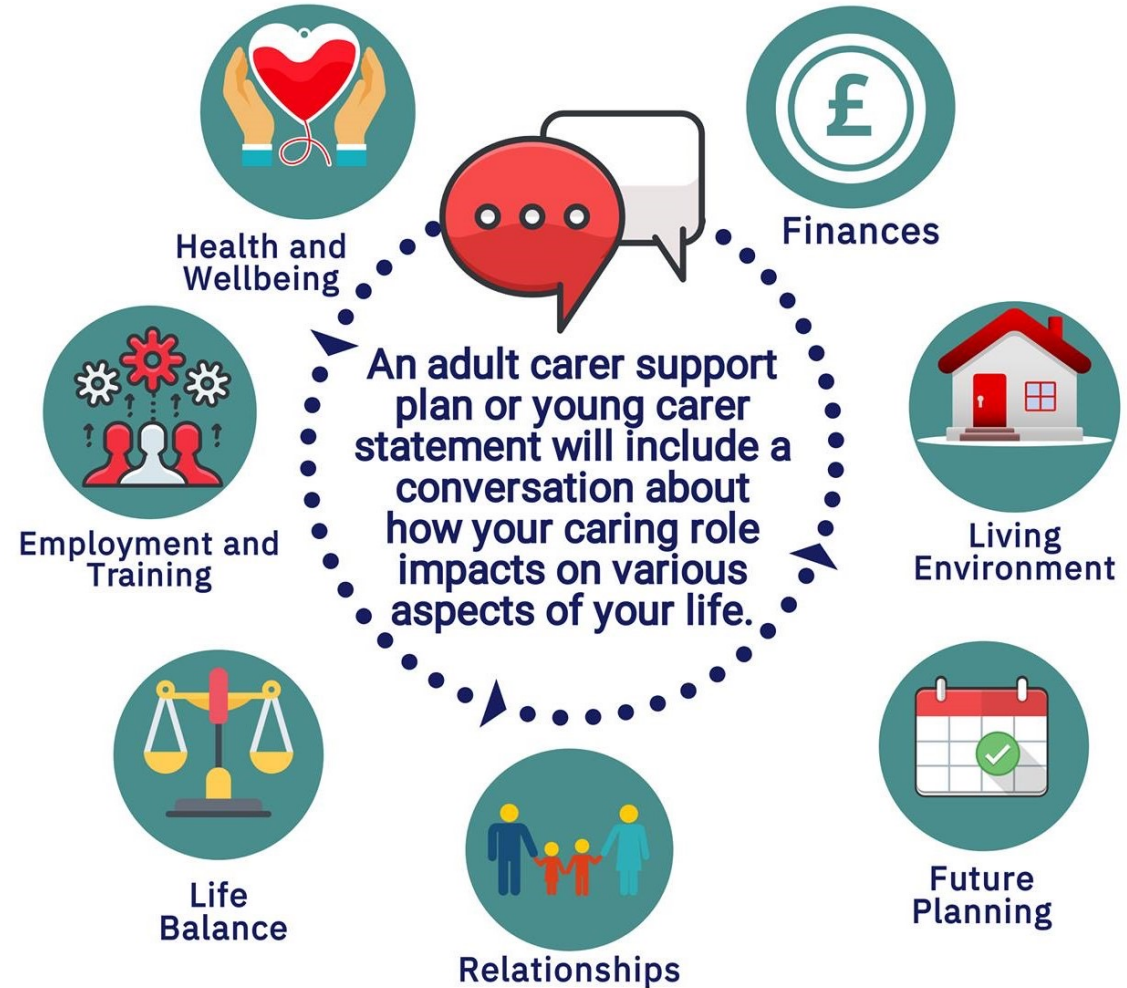


- ▶ Commissioned by Health and Social Care North Lanarkshire and South Lanarkshire Health and Social Care Partnership to provide information, advice and direct support services to carers
- ▶ Lanarkshire wide delivering services across each locality to support carers in their caring role
- ▶ Personalised emotional/practical help through meaningful, outcome focussed, conversations with trusted, skilled and experienced professionals
- ▶ Works in partnership with organisations and services that also can help carers
- ▶ Carer-led, empowering carers through tailored anticipatory and preventative support

Partnership and Adult Carer Support Plans

Local arrangements for delivery of Adult Carer Support Plans (ACSPs):

- ▶ Delegated responsibility to deliver ACSPs on behalf of North and South Lanarkshire Council (circumstances set out in ACSP Partnership Statement)
- ▶ Collaborative working approach
- ▶ Recording, reporting and monitoring



What Lanarkshire Carers Offer



Intense emotional and practical support on a 1:1 basis with the carer with case management



Legal Clinics - advice on Guardianship/Power of Attorney with a solicitor



Adult Carer Support Plans with Emergency Planning and Anticipatory Care Plans



Short Breaks - carers can take time out from the demands and regular routine



Carer Training Programme including 'Physicare – Manual Handling at Home'



Grant funding and support with aspects of 'cost of living' difficulties



Keep Well Nurse check up



Dedicated BAME support including bi-lingual services and Young Adult Carers (aged 18-25)

What Lanarkshire Carers Offer



Support when engaging with Social Work and partner organisations



Attendance at joint meetings for discharge planning/Social Work support/MDTs



Carer involvement in delivery of health and social care services, local and national priorities



Access to Counselling service



Drop-in/duty service at dedicated Carers Centres and video calls via NHS Lanarkshire Near Me



All work in partnership with the carer to agree personal outcomes and Journey Route together

Carers and Hospital Discharge



Poor carer health and wellbeing means they/their cared for can require clinical or statutory support



Carers being involved means better communication and personal outcomes



Identifying carers before crisis/preventing crisis point can improve wellbeing and ability to care



Helps plan for the future / better care planning – early intervention and smooth discharges



Carers manage long-term health conditions and need support to sustain caring for their loved one at home



Carers are experts in care and are providing increasing levels of unpaid care after discharge

What Our Staff Offer

- ▶ Dedicated Hospital Linked Carer Support Workers across Lanarkshire
- ▶ Staff co-located in hospital sites for ease of partnership working, collaboration and referrals
- ▶ Support for families they are working with, and direct impact on their patients
- ▶ Carers with better understanding of hospital processes
- ▶ Presentations at staff meetings for carer awareness and knowledge of service
- ▶ Knowledge of duties placed on NHS boards by the Carers (Scotland) Act 2016
- ▶ Information and advice
- ▶ Signposting and Referral Pathways
- ▶ A friendly face to ask questions!

Supporting hospital staff to understand barriers to support

- ▶ No word for 'carer' in some languages / some cultures
- ▶ Staff at Lanarkshire Carers speak a total of 15 languages!
- ▶ ReachDeck and Language Line for up to 200 languages in 2 minutes / multilingual leaflets
- ▶ Worry about the intrusion of outside services
- ▶ Carers can take years to recognise their role, missing out on support because they don't think of themselves as a carer
- ▶ They feel they don't warrant or deserve it – others are more deserving

Without them, there would be a national health and social care crisis

Carers can help reduce hospital admissions and failed discharges

Early identification is key - reduces crisis intervention from statutory services

Hospital Staff



Identify carers



Involve them in discussions/decisions relating to discharge from hospital



Record relevant information and actions



Inform them about Carer Rights, services and support available to them



Signpost to further information and relevant services



Gain Consent and Refer them to Lanarkshire Carers for person-centred and ongoing support

Performance Monitoring Report

North Lanarkshire | Quarter 3 (Q3) : October – December 2022

237
New carers identified
Q2: 278

1,146
Carers engaged/supported
Q2: 1,472

5,672
Services accessed
Q2: 6,546

232
ACSPs progressed
YTD this year: 691
YTD last year same point: 494

Black, Asian, Minority Ethnic Carers (BAME) North Lanarkshire

New carers identified	23
Carers engaged/supported	111
ACSPs progressed Q3/YTD	21/58

Coatbridge

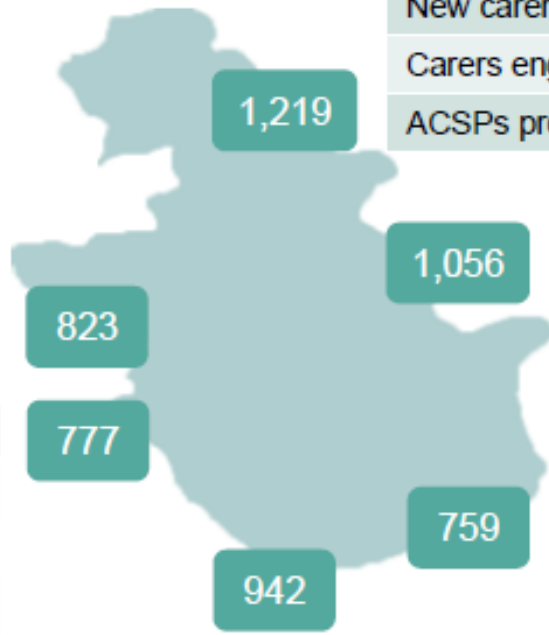
New carers identified	34
Carers engaged/supported	149
ACSPs Q3/YTD	32/98

Bellshill

New carers identified	34
Carers engaged/supported	162
ACSPs progressed Q3/YTD	36/96

Motherwell

New carers identified	56
Carers engaged/supported	214
ACSPs progressed Q3/YTD	42/100



Carers known to Lanarkshire Carers (per locality area) **5,576** in North Lanarkshire

Cumbernauld

New carers identified	46
Carers engaged/supported	255
ACSPs progressed Q3/YTD	59/166

Airdrie

New carers identified	37
Carers engaged/supported	206
ACSPs progressed Q3/YTD	34/103

Wishaw/Shotts

New carers identified	30
Carers engaged/supported	160
ACSPs progressed Q3/YTD	29/128

Young Adult Carers North Lanarkshire

New carers identified	8
Total carers known	163

Performance Monitoring Report

South Lanarkshire | Quarter 3: October to December 2022

255

New carers identified
Q2: 265

1,326

Carers engaged/supported
Q2: 1,377

5,916

Services accessed
Q2: 6,363

225

ACSPs progressed
YTD this year: 550
YTD last year at same point: 421

Carers known to Lanarkshire Carers (per locality area) **5,299** in South Lanarkshire

Rutherglen/Cambuslang

New carers identified	56
Carers engaged/supported	227
ACSPs progressed Q3/YTD	48/113

841

East Kilbride/Strathaven

New carers identified	64
Carers engaged/supported	299
ACSPs progressed Q3/YTD	66/147

1,389

Young Adult Carers South Lanarkshire

New carers identified	7
Total carers known	130

Hamilton/Blantyre

New carers identified	96
Carers engaged/supported	530
ACSPs progressed Q3/YTD	73/202

1,924

1,145

Clydesdale

New carers identified	39
Carers engaged/supported	270
ACSPs progressed Q3/YTD	38/88

Black, Asian, Minority Ethnic Carers (BAME) South Lanarkshire

New carers identified	4
Carers engaged/supported	61
ACSPs progressed Q3/YTD	17/37

Referral Pathways

Professionals Portal



Information and Resources
↳ In This Section
Caring and Coronavirus
News
Professionals Portal
Research and Publications

Lanarkshire Carers works with a range of organisations to help raise awareness of carers, the issues they face and the support they need.

We recognise that professionals who work for these organisations have an important role to play in identifying carers and providing information on the services available in Lanarkshire that can help carers, including the services provided by Lanarkshire Carers.

