

AGENDA ITEM No. 10



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	31 January 2024
Agenda Item	10
Title	East Renfrewshire Adult Carers Strategy 2024-2026
Summary	
To update the Integration Joint Board on the updated East Renfrewshire Carers Strategy for the period 2024 to 2026.	
Presented by	Lee McLaughlin, Head of Adult Services: Communities and Wellbeing
Action Required	
The Integration Joint Board is asked to: <ul style="list-style-type: none"> • approve the draft Adult Carers Strategy 2024-2026 attached at Appendix 1 • note that the foreword will be added following IJB approval. 	
Directions	Implications
<input checked="" type="checkbox"/> No Directions Required <input type="checkbox"/> Directions to East Renfrewshire Council (ERC) <input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC) <input type="checkbox"/> Directions to both ERC and NHSGGC	<input type="checkbox"/> Finance <input type="checkbox"/> Policy <input type="checkbox"/> Workforce <input type="checkbox"/> Equalities <input type="checkbox"/> Risk <input type="checkbox"/> Legal <input type="checkbox"/> Infrastructure <input type="checkbox"/> Fairer Scotland Duty

EAST RENFREWSHIRE INTEGRATION JOINT BOARD**31 January 2024****Report by Chief Officer****East Renfrewshire Adult Carers Strategy 2024-2026****PURPOSE OF REPORT**

1. The purpose of this report is to present the East Renfrewshire Adult Carers Strategy for 2024-2026 for approval.

RECOMMENDATION

2. The Integration Joint Board is asked to:
 - approve the draft Adult Carers Strategy 2024-2026 attached at Appendix 1,
 - note that the foreword will be added following IJB approval.

BACKGROUND

3. Every Local Authority has a legal responsibility, under the Carers (Scotland) Act 2016, to publish a Carers Strategy every three years showing how they plan to work together alongside partners to improve the lives of carers.
4. This plan is based on a review of East Renfrewshire's previous Carers Strategy, *I Care, You Care, We Care 2021–22* and reflects what carers looking after someone living in East Renfrewshire have said matters most to them.
5. The Strategy recognises the key themes of the National Carers Strategy published by the Scottish Government in December 2022 and covers the period of the current Parliament to 2026.

REPORT

6. As well as building on the previous carers strategy, this new plan also links to other local and national strategies that include carers support.
7. The HSCP Strategic Plan incorporates the National Wellbeing Outcome, "*People who provide unpaid care are supported to look after their own health and wellbeing, including support to reduce any negative impact of their caring role on their own health and wellbeing.*"

8. The Strategic Plan also includes the local strategic priority, *“Working together with people who care for someone ensuring they are able to exercise choice and control in relation to their caring activities.”*
9. The updated Carers Strategy for 2024-2026 incorporates the priorities of the HSCP Strategic Plan and both are underpinned by key activities that will ensure that we deliver this priority and improve how we, **identify, support and value**, carers
10. As required by the Carers Scotland Act, the strategy also links to revised eligibility framework for carers, the Supporting Carers Framework which compliments the Supporting People Framework, our strengths-based approach to supporting people with health and care needs.
11. The strategy sets out how we will meet the needs of carers and promotes the use of the Self-Directed Support options to meet carers eligible needs particularly in relation to carers short breaks.
12. The HSCP commission East Renfrewshire Carers Centre to be the main information and advice service for carers. The Carers Centre will have a key role, leading many of the activities that will deliver the strategic priorities of the Carers Strategy.
13. The Carers Strategy also recognises that the Carers Centre are not the only third sector organisation supporting carers and promotes the use of the Talking Points network to provide support to carers embracing the principles of prevention and early intervention.

CONSULTATION AND PARTNERSHIP WORKING

14. The Carers Strategy places a duty on local authorities to ensure that carers are involved in shaping the services that affect them. In preparation for this strategy, the HSCP Carers Lead and Carers Centre manager undertook a programme of engagement.
15. Carers were at the heart of this engagement participating in focus groups, individual interviews and a survey facilitated by the Carers Centre.
16. Carers are currently represented on strategy groups across the HSCP, and we facilitate carers specific groups in relation to short breaks and monitoring the delivery of the previous strategy.
17. Focus groups were also held for staff of the HSCP, Carers Centre and stakeholders across our Talking Points network.
18. The strategy was also influenced by consultation and engagement reports published by the National Carer Organisations:
 - Carers Scotland – The State of Caring 2023
 - Carers Trust – Adult Carers Survey 2023
 - Coalition of Carers – Carers Rights in 2023

19. We will continue to work with, and further develop the Carers Collective to ensure carers have maximum opportunity to be engaged in improving support and services provided for them and the people they care for.
20. The Carers Centre will conduct annual surveys with carers and will have a leading role in gathering carer feedback and evidence in relation to our progress against the priorities of the strategy.
21. There will also be an ongoing programme of engagement for community partners that support carers as well as HSCP staff who have the experience and knowledge of supporting carers daily.

IMPLICATIONS OF THE PROPOSALS

Finance

22. The Carers Act 2016 included a duty on HSCPs to provide support to carers who have, following the completion of an Adult Carer Support Plan, identified needs that meet the local eligibility criteria. The strategy provides information on the Supporting People Framework and the Supporting Carers Framework that clearly sets out when financial support will be provided to carers and/or the people they care for.

Workforce

23. The strategy recognises that some of our staff will also have caring responsibilities. East Renfrewshire Council and NHS Greater Glasgow and Clyde are Carer Positive employers, and the strategy promotes the current policies in relation to carers leave and flexible working.

Equalities

24. Becoming a carer can happen to anyone at any time, however we do know that there are groups within our communities that are less likely to identify as carers and access the available support.
25. Carers of someone with a mental health condition or an addiction issue are two such groups. Carers from ethnic minority communities, and in particular woman, have additional cultural expectations in relation to providing care.
26. The majority of carers are woman, and carers are more likely to experience financial hardship.
27. The strategy recognises the importance of identifying carers not known to services as a key priority. We will continue to monitor and review the data in relation to newly identified carers and prioritise awareness-raising activity at under-represented groups.

Policy

28. The strategy will contribute to the overall Strategic Plan of the HSCP.
29. The strategy also supports the principals of the Supporting People Framework, adhering to early and minimal intervention, providing the support carers need at the time they need it.

30. As required by the Carers Act, we will ensure a programme of carer engagement is in place providing the opportunity to influence and shape the services that affect them and the person they care for.

Legal

31. The strategy fulfils a legal duty of the Carers (Scotland) Act 2016, to produce a local Carers Strategy.

Fairer Scotland Duty

32. Action 18 of the Fairer Scotland Action Plan, "*We will do more to help carers as soon as we have the ability.*" The strategy will drive the HSCP support to carers and along with a programme of engagement with carers and stakeholders will improve how carers in East Renfrewshire are identified, supported and valued.

DIRECTIONS

33. There are no directions arising from this report.

CONCLUSIONS AND NEXT STEPS

34. The Carers Strategy will be monitored and evaluated by a Carers Strategy Group which will meet no less than 4 times per year and include carer representation from the Carers Collective.
35. The National Carer Service Bill was introduced to Parliament in June 2022 and amends the Carers (Scotland) Act 2016 to ensure that carers, "get the support they need to take sufficient breaks." The strategy group will monitor the development of the National Care Service and the carers short breaks section, developing our local response and continuing to promote personalised and innovative short breaks for carers.
36. Following approval by the Integration Joint Board, the Adult Carers Strategy 2024-2026 will be sent to our Communications Team for design prior to publication.

RECOMMENDATIONS

37. The Integration Joint Board is asked to:
- approve the draft Adult Carers Strategy 2024-2026 attached at Appendix 1,
 - note that the foreword will be added following IJB approval.

REPORT AUTHOR AND PERSON TO CONTACT

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Chief Officer, IJB: Julie Murray

12 January 2024

BACKGROUND PAPERS

IJB Paper: 17.03.2021, Item 9. Carers Strategy and HSCP Short Breaks Statement Updates

https://www.eastrenfrewshire.gov.uk/media/4739/IJB-Item-09-17-March-2021/pdf/IJB_Item_09_-_17_March_2021.pdf?m=637505417897530000

East Renfrewshire Adult Carers Strategy

2024 - 2026

Working Together with People who Care

Document Title:	East Renfrewshire Adult Carers Strategy 2024-26		
Owner:	Carers Lead	Current Status	Version 1 - draft
Date first approved:		Date of last Review	
Approved by:	IJB approval pending	Date of next Review	
Revision History:			
Version:	Date Effective:	Author & Changes	
1.0	31/01/2024	New policy for approved by IJB. Replaces East Renfrewshire Carers Strategy 2021-22	



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اگر آپ اس لیفلیٹ میں درج معلومات کا ترجمہ اپنی زبان میں چاہتے ہیں تو ہم سے رابطہ کریں

Thank you to all our partners involved in the development of this strategy. Particular thanks go to the carers of East Renfrewshire and to East Renfrewshire Carers Centre without whose involvement this strategy could not have been written.

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Foreword

To be added following IJB meeting on 31.01.2024

Introduction to the Strategy

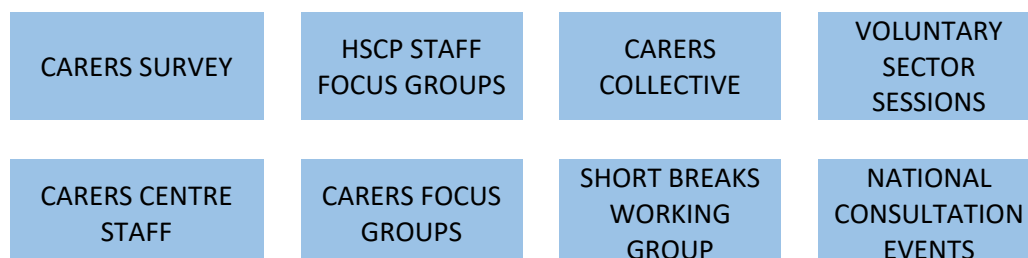
Every Local Authority has a legal responsibility, under the Carers (Scotland) Act 2016, to publish a Carers Strategy every three years showing how they plan to work together alongside partners to improve the lives of carers.

This plan is based on a review of East Renfrewshire's previous Carers Strategy, I Care, You Care, We Care 2021 – 22, and reflects what carers looking after someone living in East Renfrewshire have said matters most to them.

This Carers Strategy will play a key role in ensuring ERHSCP's strategic priority of **working together with people who care for someone ensuring they have choice and control in relation to their caring activities.**



The strategy was produced following a range of consultation and engagement events including:



“PEOPLE JUST THINK THEY’VE GOT TO DO IT, CARING!”

Our Carers Strategy on a page

NO6 - People who provide unpaid care are supported to look after their own health and wellbeing, including support to reduce any negative impact of their caring role on their own health and wellbeing

INDEPENDENT
REVIEW OF ADULT
SOCIAL CARE

CARERS
(SCOTLAND)
ACT

CARER
POPULATION &
DEMOGRAPHICS

CONSULTATION
AND FEEDBACK

LEGISLATION &
POLICY

EAST RENFREWSHIRE HSCP STRATEGIC PLAN

Working together with people who care for someone ensuring they are able to exercise choice and control in relation to their caring activities

**EAST RENFREWSHIRE CARERS STRATEGY 2024 – 26
3 STRATEGIC PRIORITIES**

IDENTIFY CARERS	SUPPORT CARERS	VALUE CARERS
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OUR 7 PRIORITY ACTIVITIES

1. Carers are identified at the earliest opportunity and are offered support in their own right.
2. Carers can easily access the advice, information and support they need at the time they need it.
3. Improve the process and uptake of Adult Carer Support Plans
4. Carers get a break and are able to maintain their own health and wellbeing.
5. Work with partners to mitigate any negative impact caring has on finances.
6. Unpaid carers are recognised and valued as equal partners in care and involved in decision making relating to their caring role.
7. Staff who are carers are supported in the workplace

We will work with East Renfrewshire' Carers Centre to deliver these priorities.

The strategy will be monitored by Carers Working Group, Carers Collective and ongoing carer engagement

The Strategic Context - National and Local Policies & Strategies

The national and local context for health and social care is increasingly complex and continues to evolve. As a result, our strategy will not be delivered in isolation, but will need to reflect and interact with each of these policies and strategies.

We provide an indicative, but not exhaustive, view of this context below. Our strategy is a live document and will continue to be shaped by these policies and strategies and be refined to reflect new developments.

National Context

Social Work (Scotland) Act 1998
 Community Care & Health (Scotland) Act 2002
 Social Care (Self-directed Support) (Scotland) 2013
 Public Bodies (Joint Working) (Scotland) Act 2014
Carers (Scotland) Act 2016
 Social Security (Scotland) Act 2018

Local Context

East Renfrewshire HSCP Strategic Plan
 East Renfrewshire HSCP Delivery and Improvement Plans
 East Renfrewshire Children and Young People's Service Plan
 East Renfrewshire Participation & Engagement Strategy
 NHS Greater Glasgow & Clyde and ERC Improvement Plan

The Carers (Scotland) Act 2016 came into effect on 1st April 2018 and is the most recent legislation that directly affects carer's rights. The Act enhances and extends the rights of carers and sets out a wide range of measures to improve the identification and provision of support to carers. Key duties of the Act are:

- to ensure all adult carers are offered an Adult Carer Support Plan (ACSP);
- to publish a Local Carers Strategy every three years;
- to publish a Short Breaks Services Statement;
- to involve carers and carer organisations in the development, delivery and review of any services that affect them and with the planning of the cared for person's hospital discharge;
- to publish a local eligibility framework for carers whose needs cannot be met by the provision of information, advice and support within the community including short breaks from caring. Not all support that can be offered is subject to this;
- to provide information and advice service for carers within the Local Integration Authority area.

In addition to the above, in December 2022, the Scottish Government published a **National Carers Strategy**. ([National carers strategy - gov.scot \(www.gov.scot\)](https://www.gov.scot/resources/consultation-papers/cars/2022-12-01-national-carers-strategy/)).

This strategy identifies 5 themes for supporting carers.

- Living with COVID
- Social and Financial inclusion
- Valuing, recognising and supporting Carers
- Young Carers
- Health and social care support

We have incorporated these themes in our priorities outlined in this plan.

The Strategic Context – The Independent Review of Adult Social Care and the National Care Service.

The Independent review of Adult Social Care, and the subsequent consultation on the proposal to create a National Care Services, were created in response to the pandemic.

Following the consultation, the Scottish Government introduced the National Care Service (Scotland) Bill to Parliament in June 2022.

The Bill committed Scotland to establishing a National Care Service by the end of 2026.

The Bill includes a section on the “rights to breaks for carers, which amends the Carers Act and aims to ensure that unpaid carers get the support they need to take “sufficient” breaks.

Being able to take “sufficient” breaks will also be an identified personal outcome of every unpaid carer.

The extent and nature of the National Care Service is still being developed and there remains a lot of uncertainty. However, the Independent Review and consultation also set out the broad principle for the future of support for unpaid carers and we will continue to work with stakeholders, carers and staff to deliver these throughout the duration of this plan.

“We need to support and enable unpaid carers to continue to be a cornerstone of social care support. The contribution they make is invaluable. Their commitment and compassion is humbling. We need to provide them with a stronger voice and with the networks, supports and (breaks) they need to continue in their vita role.”

Independent Review of Adult Social Care in Scotland.

The Local Context – East Renfrewshire HSCP Strategic Plan 2022 – 25 - Our strategic priorities

At a local level the Strategic Plan of the Integration Joint Board continues to include Support to Carers as a strategic priority.



Working together with people who care for someone ensuring they are able to exercise choice and control in relation to their caring activities

The contribution of unpaid carers to our social care system is beyond measure and the daily efforts of families and loved ones to those needing support is fully recognised by the partnership. Carers have been significantly impacted by the pandemic and changes to a range of supports available to those providing care.

This is evidenced through the State of Caring Survey conducted annually by Carers Scotland, [State of Caring survey | Carers UK](#) and locally through the survey conducted by the Carers Centre. Research into the impact of COVID-19 in East Renfrewshire also identified carers had also taken on increased caring during this time and have faced additional pressures.

Available data and evidence gathered through the research indicates that some groups are likely to be disproportionately affected by the indirect health impacts of the COVID-19 pandemic, including on their physical and mental health, and the impact of increased pressures on health and social care services.

The key priority groups identified as being most at risk of indirect health impacts are:

- *Older residents, especially those with dementia;*
- *People with long-term conditions, including addictions relapse;*
- *Carers of people with long-term conditions, and particularly carers of those with dementia;*
- *Children and adults with mental health needs;*
- *Pregnant women and women reaching menopause; and*
- *Those living alone, including single parents, without local family/friends or informal support.*

(Humanitarian Research into the Impact of COVID-19 in East Renfrewshire Engage Scotland, March 2022 13 https://www.eastrenfrewshire.gov.uk/media/7426/Covid-19-impact-report/pdf/Impact_of_Covid-19_in_East_Renfrewshire_FINAL_report_Feb_2022.pdf?m=637818966621700000)

As we move beyond the pandemic we must ensure that the right supports and services are in place for carers. The ongoing work of the Carers Collective has demonstrated the need to maintain and strengthen our approach to involving carers throughout the planning process in identifying the outcomes that matter to them and by ensuring carers voices are valued and reflected within our strategic planning work.

The HSCP Strategic Plan identifies 4 key activities the Partnership will undertake to deliver this priority and these activities will be at the core of our refreshed carers strategy.

1. Staff across the partnership are able to identify carers and value them as equal partners.
2. Carers can access accurate information about carers' rights, eligibility criteria and supports.
3. More carers have the opportunity to develop their own carer support plan.
4. More carers are being involved in planning the services that affect them and in strategic planning.

The revised Carers Strategy will align itself to this outcome and the activities that will deliver this.

The Local Context – The Supporting People Framework

The current financial climate dictates that our approach will have to shift to keeping people safe and focus more on current risk. In order to ensure that we can support everyone we need to focus on immediate and current risk and do so fairly and equitably.

Social care will be provided when needs and risks are assessed to be in the substantial and critical category. We will no longer be able to provide support where needs are considered to be low or moderate.

Supporting People Framework introduces a universal approach to classifying risk, introducing a criteria based upon research and practice that will inform our decision-making.

The Supporting People Framework promotes a strengths and asset-based approach to the assessment and care management. The approach combines a focus on individual's strengths with three other principles:

- Promoting the use of informal supportive networks;
- Proactively facilitating access to the community for the support people need to live a good life;
- Emphasising the relationship between the client and case manager.

In order that a similar approach and these principles are applied to carers, we have refreshed our Carers Eligibility Framework and support for carers will also be assessed against the risk categories of **Low, Moderate, Substantial and Critical**.

Adult Carer Support Plans will determine carers needs in relation to their:

- quality of life (including their health and wellbeing);
- ability and willingness to sustain the caring role.



[Link to Supporting People Framework](#)

[Link to Supporting Carers Framework](#)

The Local Context - Carers and Self-directed Support

When carers meet the local eligibility criteria they are able to access Self-directed Support to meet their identified needs and outcomes.

Self-directed Support is the way that social care and support is organised in Scotland. Self-directed Support aims to give people more choice and control at the level you want.

There are 4 options:

1. Direct Payment – you receive the funds to buy the support yourself
2. Individual Service Fund – You choose the support you would like and it is arranged for you.
3. Traditional services – the Health and Social Care Partnership arrange the support on your behalf.
4. A mixture of 1, 2 and/or 3 – you can combine the options in the way that suits you best.

Carers can access Self-directed Support even if the person they care for is already receiving one of the 4 options. This is dependent on the carer having identified eligible needs that are not already being met by existing provision or universal services.

It is also possible for carers to access self-directed support even if the person they care for does not receive support but again this is dependent on the carer having identified eligible needs.

Eligible Needs

The local eligibility framework for carers is highlighted in the section above.

Carers can request an Adult Carer Support Plan which will be used to determine if the carer needs meet the criteria for support. If they do then the SDS options must be offered and advice provided.

If the carer is eligible for support, what they can use Self-directed Support for is determined by what outcomes are agreed in the Adult Carer Support Plan and what can help you achieve your outcomes.

Some examples of carers have used Self-directed Support include:

- Replacement care to attend an activity or meet friends;
- A cleaner to do housework;
- A break away either with or without the person they care for;
- A tumble drier;
- Exercise equipment;
- Online courses.

“I enjoyed the pamper and reflexology session. That night, I slept right through for the first time in years!”

If the carers needs do not meet the level for statutory support, they can still receive support from the Carers Centre, other Talking Point partners and universal services.

Scotland's Unpaid Carers

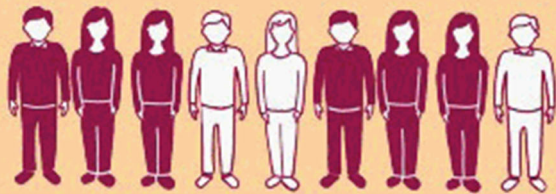
680,000

Scotland's estimated 680,000 carers make a huge contribution to the people they care for and our communities. There are more people caring full time for relatives or friends than staff working in either the NHS or in social care.

Age and gender

Of the 680,000 carers in Scotland

31,000 are under 18



Although people can become carers at any stage, they are most likely to be caring between the ages of

45 - 54.

In this age group over a quarter of women and around a sixth of men are carers.



There are over 170,000 carers aged 16+ caring for 35 hours a week or more. Over half of older carers (aged 65 and over) provide 35 hours of care a week or more compared with just over a fifth of carers under 24.



59% women



41% men

Overall, 59% of carers are women and 41% are men. Throughout the working years, women are more likely to be carers than men. With gender stereotypes surrounding caring still present in our society, there is a risk that women feel more pressured to undertake caring roles.

Demographic pressures

Scotland's population is ageing, with numbers of very old people predicted to continue growing and a proportionately smaller working age population. This is a success story in terms of improved health and well-being and longer life expectancy, but it has significant implications for the future of care in Scotland.



With demand for health and social care services predicted to grow by 25% by 2031, the role and contribution of carers will be even more critical in the future.

Intensive caring and deprivation

47% of carers in the most deprived areas care for 35 hours a week or more - almost double the level in the least deprived areas.



Caring therefore may stem from a lack of choice and may be exacerbated by existing inequalities of incomes and poor health in these areas.



Impacts of caring

Unpaid carers make a huge contribution to the people they care for and their communities.

Unpaid care in Scotland is already estimated to be worth

£10.8 billion a year.

(Scottish Government - Carers Strategic Policy Statement)

East Renfrewshire's Carers – what our engagement activity told us

The Scottish Government estimate the overall national percentage of carers as 15% of the adult population. This would suggest for East Renfrewshire an approximate adult carers population of 12,623.

By 2028, the population of East Renfrewshire is projected to increase by 6.4%. This compares to a projected increase of 1.8% for Scotland as a whole.

There has been significant growth in our most elderly population with a 44% increase in the number of residents aged 85+ in the last decade and this population is projected to increase by a further 18% between 2019 and 2024.

26% of East Renfrewshire's population live in the most deprived neighbourhoods which are concentrated in the Barrhead Locality and have early mortality rates and the poorest health outcomes.

Older people and those with long-term conditions are more likely to use health and social care services and to need care and support from their family and friends.

At the start of 2024, 2,000 carers were registered with East Renfrewshire Carers Centre.

The HSCP Carers Tracker helped us identify and support 1868 new carers in 2023.

450 carers were new referrals to the Carers Centre in 2023.

In each of the last three years, uptake of Adult Carer Support plans has been around 150.

Key responses to our consultation and engagement

As part of the ongoing engagement with carers in relation to the strategic plan and for the development of this strategy we undertook a number of engagement events, including:

- Carers survey (end of 2022 with 100 respondents);
- Focus groups with carers;
- Regular meetings with the Carers Collective;
- Individual interviews with carers;
- Third Sector and stakeholder workshops;
- HSCP staff workshops.

Survey responses:

- **76%** reported their **caring role had increased**
- **46%** said that the pandemic had **impacted on their caring relationship**
- **76%** reported their **mental health had been impacted**
- **53%** said their **physical health had been impacted**

We asked carers, did you feel you got the right advice, information and support at the right time?

- 20% said yes
- 53% said some
- 27% said no

Key Takeaway – We need to find new ways to reach carers and to let them know advice and support is there for them

We asked carers, do you feel you are treated with respect by the services that support you and the person you care for?

- 39% said always
- 48% said sometimes
- 13% said never

Key takeaway: More needs to be done to ensure carers feel respected.

We asked carers, do you feel involved in the planning of any support you (or the person you care for) receive?

- 48% said always or often
- 47% said on occasion, rarely or never

Key takeaway: We must ensure that carers are meaningfully involved in the planning of their own support and that of the person they care for and evidence this.

We asked carers, if anyone had spoken to them about a short break?

- 76% said no
- 18% said yes
- 6% did not know

Key takeaway: We must do more to raise awareness and access to short breaks for carers.

We asked carers from the core supports provided for carers what mattered most to them?

Top priorities for carers were getting information and advice at the right time and having a voice.

Other supports identified as priorities were:

- *Maintaining and improving carers health and wellbeing*
- *Having emotional support there when it's needed*
- *Having emergency plans*
- *Support maximising their income*
- *Being able to take breaks from caring*
- *When asked what other supports were important to them carers said support from other carers with similar experience*

Communication between support services and carers was a consistent theme and ran through every discussion and improvements to this will be at the heart of our improvement actions. However, the three clear priorities were:

1. **Identify** more carers. Do not wait until there is a crisis.
2. Provide the **support** carers need at the time they need it
3. **Value** carers, recognise the knowledge and experience they have but don't just see them as carers

Quotes from carers attending focus groups – December 2022.

- 1) **Identify** more carers. Do not wait until there is a crisis.

“The Parkinson’s Nurse was good, she directed me to the Carers Centre, she said, that’s your husband sorted, now how about you?”

“Having a life changing event - you just find yourself in it - the Carers Centre have been great but I wouldn’t have gone looking for it - was told about it from the Occupational Therapist - this kind of informal/soft information is really important.”

“Carer trigger point is the diagnosis - all over the place at that point, denial, whole process have to go through - helping people understand what is available to them - often they are so early in the journey they don’t realise they are a carer. Giving carers the information at the point of diagnosis won’t work there is too much else going on.”

“Unless you are in the groove of it you don’t know how to ask/find out.”

2) Provide the *support* carers need at the time they need it

“Home carers help unpaid carers, they can tell them what support is available.”

“Our own health, we are expected to be unpaid carers, we are expected to be there all time, when required, regardless of our own health. As I go through my life, my health is not great but I still need to go and look after someone else.”

“Having the opportunity to hear from other carers and although problems and situation may be different- the take home message is “you are not alone.”

“Husband doesn’t want to participate, he wants to stay in his own normality, I have created our own support groups - friends/family.”

3) *Value* carers, recognise the knowledge and experience they have but don’t just see them as carers.

“Encouraging unpaid carer to have a voice - be as inclusive as possible - treat people like people - empowering - have a better quality of life which we are all striving for”

“Look after husband with stroke - 6 years ago - role that didn’t choose to have - want to be part of something to make it better – rather than me coming up with ideas - this is thrown upon you - want to be involved - what needs to get better for everyone?”

“Carers think as an advocate first - what cared for person needs, then what they need.”

“Providing services where carers have some kind of control - once have got through grieving process - what are the choices - may not be cards you have been dealt but you can still play a few aces.”

Delivering our Carers Strategy

The 3 Priorities of the Carers Strategy will be met through the following activities.

Carers Strategy

Identify

- 1) Carers are identified at the earliest opportunity and are offered support in their own right.

Support

- 2) Carers can easily access the advice, information and support they need at the time they need it.
- 3) Improve the process and uptake of Adult Carer Support Plans
- 4) Carers get a break from and are able to maintain their own health and wellbeing.
- 5) We will work with partners to mitigate any negative impact caring has on carers finances.

Value

- 6) Unpaid carers are recognised and valued as equal partners in care and involved in decision making relating to their caring role.
- 7) Staff who are carers are supported in the workplace

We need to strengthen the foundations by building on what we have already. Scotland has some ground-breaking legislation, including The Carers Act and Self-Directed Support legislation. But these laws haven't been fully implemented and we need to make sure this happens.

We need to recognise and support unpaid carers, who are described in the report as 'the cornerstone of social care support.'

Independent Review of Adult Social Care

ADULT CARER STRATEGY PRIORITIES

Identifying Carers

We know that this remains a significant challenge. Carers often see their role as simply doing what is expected of them through the relationship they have with the person who has care needs, this subsequently results in carers not identifying with the role and just thinking of themselves as mum or dad, sister or son.

Even when carers are able to recognise the role, they can remain reluctant to access support. During the focus groups some carers referred to feeling a stigma about identifying as a carer. This was particularly relevant when caring for someone with a mental health issue or an addiction. For other carers the pressure was more in relation to what they thought other family members and their community expected of them.

Early and preventative support remains a priority for this strategy. We do not want carers to be experiencing a crisis before they reach out for help.

Carers Strategy Priority 1

Carers are identified at the earliest opportunity and are offered support in their own right.

HSCP Strategic Plan Priority Activity:

- *Identifying carers at an earlier stage in their caring role*
- *Increasing awareness of carers, their rights and the impact of caring*

Actions for Carers Strategy 24 - 26	Outcome	Measure
We will roll out EPIC Training to all HSCP staff and all relevant colleagues from across key stakeholders.	Unpaid Carers feel recognised	Staff completing EPIC training module
Deliver a programme of awareness-raising and engagement sessions, to introduce and highlight our services, partners, community and voluntary sector and Talking Points partners	Unpaid carers are supported in their caring role	Number of sessions delivered, Number of participants and participant feedback.
Simplify the referral process between HSCP and partners into East Renfrewshire Carers Centre		Year on year increase in referrals to Carers Centre
Develop and promote self-referral process for carers		Increase in self referrals year on year

Work with Carers Centre and HSCP Communications to maximise local and national publicity and promotion through website, social media, newsletter etc.		Year on year increase on referrals to Carers Centre
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HSCP staff have a crucial role in identifying carers. Identifying a carer could happen in many settings, but for most staff, this is most likely when engaging with a service user. Many service users will have someone with them when they need support. This provides an opportunity for staff to recognise a carer and to sensitively make them aware of their role, and to signpost them to information and sources of support they can access.

“It is great that there is such good support for people who care for someone with dementia but I only found out I was a carer when a friend saw me in the frozen food section of Morrison’s having a complete melt down, I was so tired and just could not go on. I wish someone had told me about the Carers Centre years ago!”

(Mental Health carer, Focus Group Dec 2022)

East Renfrewshire Carers Centre Time to Live Fund

Each year the Carers Centre are awarded funding to administer a grant programme for carers short breaks called Time to Live.

Following a simple application form the carer can be awarded funding up to the value of £400 towards the cost of a short break.

Examples of recently funded breaks include:

- Hotel breaks with the cared for person.
- B&B break for the carer by themselves.
- Gym membership
- Hill Walking Equipment
- Gold Club membership
- Holistic Therapies such as massage and aromatherapy
- Guitar lessons

The Centre staff can assist carers identify what type of short break would best meet their needs.

A Carer who cares for her husband with Motor Neurone Disease. The family was offered a break in St Andrews, donated by MND Scotland for 5 nights. They used the Time to Live funding towards support from a care agency in St Andrews, to look after her husband whilst on holiday together. This support had a positive impact on the whole family and took some of the pressure off the carer, which enabled her to relax and enjoy some quality time with her husband and children

SUPPORT CARERS

East Renfrewshire Carers Centre is a strategic partner of the HSCP and is commissioned as the dedicated service to support carers in East Renfrewshire

The supports that carers identified during the consultation period can all be delivered by the Carers Centre and through our Talking Points approach. Carers can also access specialist provision such as that provided by Money Advice & Rights Team, Recovery Across Mental Health as well as the HSCP.

Carers Strategy Priority 2

Carers can easily access the advice, information and support they need at the time they need it.

HSCP Strategic Plan Priority Activity:

- *Ensuring people caring for someone living in East Renfrewshire know where to go to find up to date advice, information and the right support*

Actions for Carers Strategy 24 - 26	Outcome	Measure
In partnership with the Carers Centre we will produce a range of information materials for carers	Unpaid carers have the information and support needed to sustain their caring role.	Carers report feeling informed
Upon referral Carers Centre staff will make sure that carers have access to the information they need and make them aware of their rights as a carers		Number of initial contacts made. Carers report feeling informed
Carers Centre will facilitate regular information sessions including "welcome pack" information for new carers		Number of participants Session Evaluations
We will regularly update online information for carers available through Carers Centre and HSCP website		Report on Website pages used
Carers Centre will be an active partner in the Talking Points Network providing information about other community supports and making relevant onward referrals		Referral numbers into and from Talking Points

Carers Strategy Priority 3

Improve the process and uptake of Adult Carer Support Plans

HSCP Strategic Plan Priority Activity:

- *Supporting carers to identify and achieve the outcomes that matter to them*

There is no requirement for carers to complete an adult carer support plan to access the support of East Renfrewshire Carers Centre or any of the universal services available through Talking Points and our community partners.

This may be one of the reasons that uptake of Adult Carer Support Plans remains low with some carers questioning their value and importance.

We will strengthen the link between Adult Carer Support Plans and short breaks for carers that fully embrace the principles of Self-Directed Support.

We will use the data and analysis gathered from Adult Carer Support Plans to report back into the Carers Strategy Working Group and use this to inform improvements to support.

Actions for Carers Strategy 24 - 26	Outcome	Measure
Adult Carer Support Plans will be offered to all identified carers or carers who request one		No of ACSP completed
Deliver awareness sessions so staff and carers are aware of their rights to an Adult Carer Support Plan	Carers are supported to sustain their caring role	Number of sessions delivered. Participant feedback.
Develop and implement an "abbreviated" adult carers support plan for carers not in need of a full assessment		Number of short ACSP's completed
Develop a screening group to review all Adult Carer Support Plans submitted to HSCP.	All identified carers have access to the support that they need.	Screening group minutes. Number of ACSP's referred to community or HSCP
Improve feedback to carers and Carers Centre about the outcome of any resource allocated.		Carers and Carers Centre staff report feeling better informed
Carers Centre will support carers in relation to identifying need and outcome planning		Carers report being supported during ACSP process

Produce and make available a Supporting Carer Framework		Carer feedback on Framework
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Carers Strategy Priority 4

Carers get a break from and are able to maintain their own health and wellbeing.

HSCP Strategic Plan Priority Activity:

- *Increasing awareness of the different options available to carers for short breaks and promoting opportunities to increase these options*

As we know, health and social care services were affected by COVID 19. Many carers had no access to traditional respite options and we had to rethink how carers were supported to get a short break from their caring role.

We want to learn from the new and innovative ways carers got a break from their caring. Experience from the Time to Live Fund administered by the Carers Centre has shown that a small amount of funding can make a big difference to how a carer can be supported to get a short break.

We will continue to develop new and innovative approaches to short breaks and fully embrace the opportunity self-directed support can bring to the provision of carers short breaks.

Short breaks are just one way we can improve the health and wellbeing of carers and we will work with the Carers Centre to mitigate any negative impact caring has on carers health and wellbeing.

Actions for Carers Strategy 24 - 26	Outcome	Measure
<p>Adult Carer Support Plans will identify carers eligible for support.</p> <p>Adult Carer Support Plans will promote Anticipatory and Emergency Plans</p> <p>Publish a Short Breaks statement outlining the process and availability of Short Breaks</p> <p>Deliver awareness sessions to staff and carers on short breaks. Show how SDS options can be used for carers short breaks</p>	<p>Carers are supported to sustain their caring role</p>	<p>Number of Completed ACSP's</p> <p>Number of sessions, participants and participant's feedback</p>

<p>Promote availability of short breaks through Carers Centre and other Talking Points partners including Time to Live and Respiteity</p> <p>Carers Centre will facilitate health and wellbeing sessions, short breaks and peer support</p> <p>Work with community partners to maximise the resources available for short breaks in East Renfrewshire.</p> <p>We will develop a Carers Screening Group to review all Adult Carer Support Plans and will link to the Professional Peer Review Group to foster creativity and learning.</p>	<p>Carers are supported to look after their own health and wellbeing</p> <p>Carers have improved opportunity to get a short break</p>	<p>Carers referrals for short breaks. Number of grants awarded. Carers Cards distributed</p> <p>Number of participants and session evaluations</p> <p>Additional funding/resources secured.</p> <p>Minutes of screening group and PPRG</p>
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In 2022, the HSCP supported the Carers Centre to launch a Carers Card. The Card can be used to help carers to identify themselves to professionals in a hospital setting and can assist with planning for an emergency.



The Centre has worked with local businesses to offer carers discounts, services signed up to the scheme include, hairdressers, aroma therapists and cafes.

East Renfrewshire Culture and Leisure also offer carers discounted access to their sports facilities and fitness classes. For more information see, www.eastrenfrewshirecarers.co.uk

Carers Strategy Priority 5

We will work with partners to mitigate any negative impact caring has on carers finances.

HSCP Strategic Plan Priority Activity:

- *Working with partners to ensure supports are available to carers to minimise the impact of financial hardship as a result of caring and rising living costs.*

Carers are adversely affected by the cost of living. Carers may be unable to work, forced to or reduce their hours or give up work altogether. Many carers will incur additional costs through running equipment or from being at home longer.

The recent State of Caring 2023 Report produced by Carers Scotland highlighted the financial impact of caring as a primary concern.

How much extra are carers spending? The cost of caring is high. For those who said they had expenditure on the cost of care and caring, over a third (37%) of carers spent up to £100 per month extra on care support, 16% between £100 and £250 and nearly one in ten (9%) between £250 and £500.

Carers Scotland State of Caring 2023

During these particularly challenging times we will undertake to work with all relevant partners to maximise the income of carers and minimise any negative affect caring has on carers financial wellbeing.

Actions for Carers Strategy 24 - 26	Outcome	Measure
Carers Centre will provide and Income Maximisation Service		Number of carer accessing support
Carers Centre will work in partnership with Money Advice and Rights Team to maximise carers incomes	Carers will have their income maximised	Referrals between the services
We will facilitate regular sessions with Social Security Scotland to ensure staff and carers are aware of benefit entitlement.		Number of sessions and participant feedback
We will work with partners to maximise the resources available to support carers		Records of additional resources secured.

VALUE CARERS

Carers Strategy Priority 6

Unpaid carers are recognised and valued as equal partners in care and involved in decision making relating to their caring role.

HSCP Strategic Plan Priority Activity:

- *Involving carers as equal and valued partners in planning support and in the planning of services that affect them or the person they care for*

The Carers (Scotland) Act 2016 strengthens the commitment to involve carers in the design and planning of services and carers have told us this is what is most important to them and to be involved from the start.

Carers want to be valued not only for the contribution they make to health & social care but as individuals with knowledge, skills and strengths.

This means we must involve carers in planning support from the outset; not because of the legislation, but because it is the right thing to do and is key to successful planning. The carer's involvement and views must be evidenced in the cared for person's Outcomes Assessment.

The Carers Act also places a duty to involve carers during the Discharge Process. There is limited evidence of this activity happening anywhere across Scotland but we will continue to work with colleagues in Greater Glasgow and Clyde Health Board to improve the opportunity for carer views to be fully included when planning for a patient discharge.

The Autistic Collective

The Autistic Collective grew out of the Carers Collective. It is a dynamic group of unpaid carers supporting loved ones with a wider range of care needs, facilitated by East Renfrewshire Carers Centre and the HSCP Carers Lead. Autistic Collective is a working group of parent/carer volunteers of Autistic and AuDHD people.

“Over the past couple of years, we're hugely grateful for the invaluable support we've had from ERCC and HSCP. Sometimes as a parent we feel we're “just mum/dad” and don't recognise we are also a carer to our amazing, beautiful child / loved one. There are loads of extra advice and support available if you're “mum/dad” AND also a carer.”

Actions for Carers Strategy 24 - 26	Outcome	Measure
<p>Provide our staff with the training, information and support to support carers in decision making.</p> <p>Carers Centre will provide information on Carers Rights</p> <p>Support carer representatives to attend relevant meetings and forums.</p> <p>Support carers representatives to hear from the wider carer population and feedback</p> <p>Further develop the Carers Collective</p> <p>Support carers to access advocacy services when required</p> <p>When a carer is identified include their views in outcome assessments</p> <p>Work with Greater Glasgow and Clyde Health Board to improve carer involvement in discharge planning</p> <p>Publicise and promote the national Carers Charter</p>	<p>The voices of unpaid carers are heard, and their views and experiences are considered in decisions that affect them</p> <p>Carers feel valued and included</p>	<p>Number of sessions delivered to staff</p> <p>Number of sessions delivered to carers</p> <p>Minutes of meetings</p> <p>Records of carers evaluations, feedback, minutes and suggestions</p> <p>Carers Collective meeting representation</p> <p>Referrals to Advocacy services</p> <p>Outcome assessments and carers report being involved.</p> <p>Carers report greater involvement in discharge planning</p> <p>Carer report being informed of their rights</p>

Carers Strategy Priority 7 –

Staff who are carers are supported in the workplace

Although the HSCP Strategic Plan has an outcome dedicated to carers it should be noted that all the outcomes of the Strategic Plan impact on carers and our ability to support carers will contribute to the success of the plan overall.

This is also true of the Strategic Plan outcome that relates to our staff.

Work with staff across the Partnership to support resilience and wellbeing.

We recognise that some of our staff will have caring responsibilities and we want to make sure that staff are. Whenever possible, able to manage their caring and work responsibilities without this having a negative impact.

East Renfrewshire Council is a Carer Positive employer and have flexible work and carer leave policies in place for staff.

In addition to the activities available to all staff the HSCP Health and Wellbeing Lead runs regular sessions for staff who are carers. These sessions offer wellbeing advice and practical support as well as the opportunity to meet with other staff who have caring responsibilities.

Actions for Carers Strategy 24 - 26	Outcome	Measure
We will run regular peer support sessions for staff who are carers	Staff feel supported to manage their employment and caring responsibilities	Number of staff accessing support
Staff will be able to access support available through the Carers Centre		Referrals between the services
We will provide awareness sessions to managers and staff on available supports for carers in the workplace and in the community.		Number of sessions and participant feedback
We will promote the Carers Leave and Flexible working policy to staff.		Staff who are carers report feeling supported

Working in Partnership

Our Supporting People Framework highlights the importance of building on individual's personal assets and strengths.

It also emphasises the contribution the voluntary and community sector make to the health and social care agenda in East Renfrewshire.

The HSCP has commissioned East Renfrewshire Carers Centre for over 20 years. We continue to work with the Carers Centre as our lead strategic partner supporting carers.

The Carers Centre will have a key role in delivering on our Carers Strategy Priorities.

East Renfrewshire Carers Centre Activities

EMOTIONAL SUPPORT	INCOME MAXIMISATION	SHORT BREAKS PLANNING	AWARENESS RAISING
ADULT CARER SUPPORT PLANS	INFORMAL ADVOCACY	SDS ADVICE	GRANTS AND FUNDING
PEER SUPPORT	COFFEE MORNINGS	LEGAL WORKSHOPS	CBT
TRAINING	INFORMATION & ADVICE	HEALTH & WELLBEING	SOCIAL ACTIVITIES

The HSCP and Carers Centre will work together to continue to develop the support carers need.

We will regularly ask carers if the support and services being provided are the right ones to help carers manage and sustain their caring role.

We will develop the Carers Collective' and use the knowledge and lived experience of carers to continuously improve our services and support.

Whilst the Carers Centre are the dedicated support service for carers, a wide range of third sector and community organisations will also support carers. Through our Talking Points approach the HSCP will work with a wide range of voluntary sector partners ensuring that all carers are offered the support they need at the time they need it.

We will apply our Supporting Carers Framework in an open and transparent way. We will rely on the Carers Centre and other partners to provide universal services available to all carers, allowing the HSCP to prioritise carers most at risk in relation to their own health and wellbeing, ability to continue caring and quality of life.

Monitoring our Performance

The HSCP is committed to including carers in all relevant strategy and governance groups.

Through the Carers Collective there is a carers representative on our Integration Joint Board and carer awareness sessions are included as part of the development sessions for our Integration Joint Board.

Our Carers Lead and Carers Centre Manager meet regularly with our Carers Collective to discuss carers support, identifying what works well and what areas need improving.

We will work to develop the Carers Collective and hold regular engagement sessions with carers.

The Carers Centre will distribute an annual survey to ensure we get a wide range of carers' views.

This activity will contribute to a Carers Support Working Group which will have overall responsibility for monitoring the progress made against each of the priorities by the HSCP Carers Centre and partners.

The Carers Support Working Group will have a wide range of staff from across the HSCP and other relevant Council Departments as required. Through the Carers; Collective, carers will be active participants in the Group which will also include staff from our third sector partners.

Through the HSCP Carers Lead and the carers representative on the IJB the Carers Support Working Group will report into the Strategic Planning Group and IJB.

“Carers know what works. We have lived experience, skills, knowledge, real commitment and good ideas.”

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