



## West Dunbartonshire Health and Social Care Partnership

### Local Carers Strategy 2019-2022

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## Foreword

West Dunbartonshire Health and Social Care Partnership is pleased to present our Local Carer's Strategy. This strategy recognises the significant contribution that unpaid carers make to the health and wellbeing of the citizens of West Dunbartonshire and the value that we, as West Dunbartonshire Health and Social Care Partnership, place on the role that carers play across our communities.

The publication of this strategy is our response to the implementation of the Carers (Scotland) Act 2016 enacted on 1st April 2018. This Act requires each local authority and relevant health board to prepare a statutory local carers strategy as well as extending and enhancing the rights of unpaid carers, a position that the Health and Social Care Partnership welcomes.

Our strategy seeks to take into account those areas of a carer's life that may be impacted by their caring role and we seek to identify the provision of a variety of support in order that they can continue in that role should they wish to do so. Our aim is that they are enabled to have a life alongside caring.

This new duties in the Carers (Scotland) Act 2016 applies to local authorities and relevant health boards but is delegated to integration joint boards under the Public Bodies (Joint Working) Scotland Act.

It is our ambition that the role of unpaid carers is recognised, that their views are heard and used in designing and delivering services, not only for themselves but for those that they care for. We know that undertaking a caring role can often be a demanding and complex task and we hope that this strategy offers opportunities to lighten the load.

We acknowledge the demographic and financial challenges that we face and we recognise that unpaid carers are key to the sustainability of the health and social care system. Whilst funding is limited we will ensure we target what funding we have to the areas that need it most.

The implementation of this strategy will be taken forward in a partnership approach. The Health and Social Care Partnership, carers, the third sector and the independent sector, will ensure that the implementation plan is realistic, achievable and inextricably linked to the needs of carers in West Dunbartonshire.

We are committed to ensuring that young carers are seen as children and young people first and foremost and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

Beth Culshaw  
Chief Officer  
West Dunbartonshire Health and Social Care Partnership

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## 1. Carers Strategy at a glance

How can this strategy help carers?

Area of Life	Issues	How this strategy might help
Health & Wellbeing	<ul style="list-style-type: none"> <li>• Mental health (stress, worry, depression)</li> <li>• Sleep &amp; energy levels</li> <li>• Physical health</li> </ul>	<ul style="list-style-type: none"> <li>• Respite/Short Break</li> <li>• Reassessment of need</li> <li>• Support groups and activities for carers</li> <li>• Information and advice</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Strained relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Respite/Short Break</li> <li>• Additional services for the cared-for person</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Reduced income</li> <li>• Additional costs</li> <li>• Debt or money worries</li> </ul>	<ul style="list-style-type: none"> <li>• Support to maintain employment</li> <li>• Access to benefits such as Carers Allowance</li> <li>• Help with heating/travel costs</li> </ul>
Life Balance	<ul style="list-style-type: none"> <li>• Reduced ability to socialise</li> <li>• Feeling too tired/stressed</li> </ul>	<ul style="list-style-type: none"> <li>• Respite/Short Break</li> <li>• Additional services for the cared-for person</li> </ul>
Future Planning	<ul style="list-style-type: none"> <li>• Careers advice</li> <li>• Training opportunities</li> <li>• Socialisation</li> </ul>	<ul style="list-style-type: none"> <li>• Support groups and activities for carers</li> <li>• Information and advice</li> </ul>
Employment and training	<ul style="list-style-type: none"> <li>• Unable to work</li> <li>• Reduced hours</li> <li>• Restricted opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Additional help with care</li> <li>• Support from employers</li> <li>• Flexibility and understanding</li> </ul>
Living Environment	<ul style="list-style-type: none"> <li>• Adaptations</li> <li>• Location</li> </ul>	<ul style="list-style-type: none"> <li>• Information and advice</li> <li>• Link to relevant services to support</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Access to education</li> <li>• Restrictions on positive destinations</li> <li>• Ability to engage with education</li> </ul>	<ul style="list-style-type: none"> <li>• Information on opportunities available</li> <li>• Young carers supported in schools, colleges and universities</li> <li>• Additional help with care to enable participation in education</li> </ul>

What we want carers in West Dunbartonshire to be able to say as a result of this strategy.

“I am supported to identify as a carer and am able to access the information I need”

“I am supported as a carer to manage my caring role”

“I am respected, listened to and involved in planning the services and support which both I and the person I care for receive”

“I am supported to have a life alongside caring if I choose to do so”

## 2. The Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 seeks to give adult and young carers new rights, whilst bringing together all the rights carers currently have, within previous legislation.

West Dunbartonshire Health and Social Care Partnership is committed to delivering all aspects and requirements of the Act particularly in relation to:

- identifying both adult and young carers living within our communities
- understanding the care that they provide and their support needs
- providing comprehensive and easily accessible information and advice on the type of support available as well as how and where to get it

The Carers Act brings changes to how carers can access support through 'Adult Carer Support Plans' and 'Young Carers Statements'.

The Carers Act requires a focus on assessing the needs of the carer separately from the needs of the cared for individual.

<b>New duties and powers</b>	
Adult Carer Support Plans and Young Carers Statements	Adult Carer Support Plans will replace the old carers' assessments and consider a range of areas that impact on a carer.  Young Carer Statements must be in place for children and young people.
Eligibility Criteria	Eligibility criteria for access to social care services for carers must be published. However, not all support offered to carers will be subject to the criteria.
Carer Involvement	Carers must be involved in both the development of carer services and in the hospital discharge processes for the people they care for.
Local Carers Strategies	Local Carers' strategies, such as this one, must be produced and reviewed within a set period.
Information and Advice	An information and advice service must be provided for relevant carers, with information and advice about rights, advocacy, health and wellbeing (amongst others).
Short Breaks Statements	To prepare and publish a statement on short breaks available in Scotland for carers and cared for persons.

### 3. Who are our carers?

A carer<sup>1</sup> can come from all walks of life; be any age, including young children; employed, in education or neither; and have other responsibilities in terms of family to look after. The lives of children and young people within a family environment who are not the direct care-giver can nonetheless be significantly impacted by the caring situation.

A carer can provide care for a few hours a week or 24/7. The care they provide can be light touch or intensive. Some carers have to care for more than one person, which presents unique challenges. They may have had a caring role their whole life or it may be for only a short time.

The Adult Carer Support Plan process can be accessed by

- carers who reside in the area of the local authority who provide or intend to provide care for cared-for persons in that area
- carers who do not reside in the authority's area but who provide or intend to provide care to cared-for persons in that area

The "cared-for person" can often be a family member, friend or neighbour. They can also be young or old and have a range of care needs including support within the home, help with getting out and about, and help with end of life care. Some cared for people may have multiple care needs.

Many people providing care do not see themselves as a 'carer'. They are first and foremost a husband, wife, son, daughter, or friend, who is undertaking acts of kindness, perhaps sometimes seen as a duty, for their loved one.

As the types of carer are varied, the approaches we take to support them must also be diverse and flexible.

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<sup>1</sup> The term carer used throughout this strategy refers to those in an unpaid caring role.

## 4. Understanding the impact of the caring role

The National Carer Organisations has produced a Best Practice Framework for Local Eligibility Criteria for Unpaid Carers. In it they have identified seven areas of a carer's life which may be impacted by their caring role.

Each of the seven areas may not be impacted upon for all carers and not every carer will be impacted upon to the same degree, but the areas are relevant for consideration for all carers both young carers and adult carers and in all circumstances.

### Health & Wellbeing

The impact could be on mental health, physical health or wellbeing and could range from feeling a bit worried about things to depression; from a general feeling of tiredness to serious joint and/or muscle damage; or from perhaps having to assist with lifting and moving the cared-for person.

### Relationships

Caring for a loved one can often be upsetting particularly if the person is physically deteriorating or their personality is changing. This can affect the carer's emotions and in some cases their experience can be similar to grief or feeling bereaved. Relationships with family and friends can become strained.

### Finance

The act of caring can incur additional expenses with the cost of transport and/or parking whilst attending medical appointments. Having to buy specialist equipment or products, replacing clothing, turning up the heating or doing more laundry all bring added expense. If the cared-for person was the main earner and their condition has meant that they have had to give up work this affects the overall household income. Some carers told us that they had taken out a loan or fallen behind with bill payments as a direct result of their caring responsibilities.

### Life Balance

Dedicating time to caring can mean that the carer often cannot find time to socialise or even just have some "me time" to do things that they want to do for themselves. Often carers put the needs of the cared-for person first and don't have the time or the energy to fully consider their own needs leading to these being neglected.

### Future Planning

In some situations it can be difficult for a carer to make any plans whether these are short, medium or long term plans. This can be in any area of their life from their career, their education and development, or even their social life. Even a simple invitation to a night out at the weekend may be impossible to accept. For some, future planning may include ensuring care will continue for the cared-for person should the time come when the carer is no longer around to do it themselves.

### **Employment and Training**

Caring can affect the carer's ability to work and access to training opportunities. It can also impact on their choice as to what type of employment they do or training they undertake, where they work and how many hours they do. They may be forced to delay starting work or training at all, have to give up work or a course, take early retirement, or reduce their working hours as a result of their caring role. They may not be able to focus on career development, or apply for promoted posts and may be restricted to particular jobs in certain areas that allow them to continue to provide care. Carers told us that not all employers understand the caring role or are flexible enough to accommodate it.

### **Living Environment**

In some cases a carer may have to adapt their home to accommodate the needs of the cared for person and this can fundamentally change a carer's own living situation. Other carers do not live with the person that they care for but their living environment can still be impacted upon.

### **Impact on Young Carers**

In addition to the principles noted above, the assessment of the impact of caring upon a young person is considered within the context of the eight well being indicators for children (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included). For example, caring responsibilities may impact negatively upon a young carer's participation in education and their educational attainment, especially if professionals in school are unaware of the situation within which they live.

Children and young people have reported that conflicting emotions were linked to the caring role. As well as the feelings of worry and loneliness that might be expected there were also feelings of happiness and pride at being able to support a loved one.

Children and Young people identified concerns about bullying and a lack of understanding from both their peers and their teachers as barriers to young carers seeking support. There were also concerns around knowing where and who to seek support from and concerns that they may be taken away from their parents or that they may be placed in residential care.

## 5. Strategic Priorities

Supporting carers is a key strategic priority for the Health and Social Care Partnership and their strategic partners.

The West Dunbartonshire Health and Social Care Partnership Strategic Plan 2019 – 2022 agreed five priorities across all areas of service; in addition each one can be linked to support for carers and recognises the commitment to person centred planning, self directed support and, where possible, living independently at home.

Early Intervention	<ul style="list-style-type: none"><li>• Identification of carers of all ages and offer of assessment</li></ul>
Access	<ul style="list-style-type: none"><li>• Clear pathways into support services and good up to date information</li></ul>
Resilience	<ul style="list-style-type: none"><li>• Peer support services, training and advice</li><li>• Support services for carers</li></ul>
Assets	<ul style="list-style-type: none"><li>• Work in partnership with carers and carer organisations to identify carer needs</li></ul>
Inequalities	<ul style="list-style-type: none"><li>• Access to good health and well-being information</li><li>• All carers feel included and listened to</li></ul>

There is a recognition that services across health, social care, education, third and independent sectors need to better support children, young people and adults in a caring role including, in some areas, improving practices and culture.

Our commitment to our carers will be monitored, measured and delivered through the commitment to the National Health and Wellbeing Outcomes; in particular “People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing.”

The new national Health and Social Care Standards also aim to ensure that people across Scotland receive the same high standard of care and support, delivered in a way which reflects their own personal needs and circumstances. These new national Health and Social Care Standards sit beneath five overarching principles (dignity and respect; compassion; included; responsive care and support; and wellbeing). They set out what people should experience every time they use health and/or social care services.

Partners across all service areas recognise the significant role of unpaid carers and that their views are included, their health and wellbeing will be nurtured and the impact of their caring role on their everyday lives reduced as far as possible. This will be reported and monitored through the Strategic Planning Group and the Health and Social Care Partnership Board.

## 5.1 Early intervention and identifying carers

A key focus of the West Dunbartonshire Health and Social Care Partnership is the identification of carers and providing support linked to the type and level of care they provide. It is well documented that many carers do not recognise themselves as carers, therefore providing good information in a variety of settings is vital to ensuring that there are more opportunities for people in West Dunbartonshire to identify themselves as carers.

Identifying carers and asking carers to identify themselves is dependent on carers recognising:

- caring activities can often be seen as just a part of the relationship and the term 'carer' can seem alien to people
- caring often starts at a low intensity so can go unnoticed
- accepting the identity of carer means acknowledging the other person needs care, which can be difficult
- there may be a general lack of awareness of the role of a carer

As a Health and Social Care Partnership, alongside partners, it is our responsibility to ensure practitioners and staff are able to identify adult and young carers; as well as informing carers of their right to identify themselves as a carer if they so wish and what this would mean for them.

West Dunbartonshire's Social and Economic Profile 2017 shows that there is a relatively large increase in our share of the 20% most deprived data zones in Scotland, showing the biggest increase in relative deprivation from 2012.

West Dunbartonshire's Health and Social Care Partnership Strategic Needs Assessment reports high levels of people with long term and complex conditions. This can be linked to the history of heavy industry in the area, with related diseases affecting people at a relatively young age. The findings of the demographics and carers service information have been considered and reflect the actions in the carers strategy.

For more information on the Strategic Needs Assessment please see

<http://www.wdhscp.org.uk/useful-information/adults-and-older-people/>

### Strategic Priorities

1. West Dunbartonshire Health and Social Care Partnership and partner agencies, will deliver awareness raising events throughout the area both at specific carer events and with participation in other events.
2. West Dunbartonshire Health and Social Care Partnership and partner agencies, will seek to improve the identification of young carers by working collaboratively and in partnership.
3. West Dunbartonshire Health and Social Care Partnership and partner agencies will brief and train our staff across the partnership to better enable them to identify and support carers.

## 5.2 Access and clear pathways into support services

The Health and Social Care Partnership is committed to working with carers in West Dunbartonshire and ensuring that carers have access to advice, information and support. As such the Health and Social Care Partnership works with patients and clients to provide a high quality of care and recognises the need to support carers to continue in their caring role.

Carers have consistently highlighted that they can derive considerable benefits from their caring role and that services delivered to patients and carers can help them enjoy a quality of life out-with their caring responsibilities, thus enabling them to sustain the caring roles they provide. It is noted by all partners that individuals may not choose to be carers and assumptions about caring roles should not be made by practitioners.

The Health and Social Care Partnership seeks to build on and improve access to support for carers. It recognises that it is necessary to be consistent about what we expect carers to reasonably and safely provide when supporting loved ones at home.

We also need greater flexibility in responding to the needs of individuals. For young carers in particular, we seek to reduce the numbers of young carers undertaking inappropriate caring roles by raising awareness of young carers and by improving their ability to access help and support.

West Dunbartonshire Adult Carer Support Plan	<ul style="list-style-type: none"><li>• Informal assessment and planning may be enough for some carers whilst others may need additional information to contribute to the formal assessment of an Adult Carer Support Plan</li><li>• Assessment and information gathering is a shared responsibility and should involve carers, practitioners and carers representatives as appropriate</li><li>• The processes and systems of assessment and information gathering need to be simple, accessible and user friendly</li></ul>
West Dunbartonshire Young Carers Statement	<ul style="list-style-type: none"><li>• Informal assessment and planning may be enough for some carers whilst others may need additional information to contribute to the formal assessment of a Young Carer Statement</li><li>• Assessment and information gathering is a shared responsibility and should involve carers, practitioners and carers representatives as appropriate</li><li>• The processes and systems of assessment and information gathering need to be simple, accessible and user friendly</li></ul>

The Health and Social Care Partnership works to support carers of all ages with their caring roles through assessing their needs for health and social care services.

Step 1 Tier One	Carer Conversation is recorded within the cared for persons Self Directed Support assessment tool	Carer conversation is between the worker and the carer; this conversation and subsequent record will contain relevant questions around the caring role that the carer is undertaking detailing the type of support being provided by the carer and type of support the carer is seeking.
Step 2 Tier Two	Adult Carer Support Plan or Young Carer Statement	Tier 2 Adult Carer Support Plans or Young carer Statements is completed after a Tier 1 Carer Conversation has taken place and it has been identified that the carer needs or has requested a full Adult Carer Support Plan.
Step 3 Outcomes	Adult Carer Support Plan or Young Carer Statement	All carer outcomes are captured by the Tier 2 Adult Carer Support Plan or Young Carer Statement as above.
Step 4 Service	Self-Directed Support	All partners are able to ensure carers are informed about how carers can have their support arranged i.e. the 4 self-directed support options and will assist the carer to choose from the 4 Self Directed Support options available.
Step 5 Service Review	Adult Carer Support Plan or Young Carer Statement	The Tier 2 Adult Carer Support Plan or Young Carer Statement will remain in place until a review is undertaken. Review of support will normally take place annually <b>or</b> when there has been a significant change to the carers or to the cared for persons circumstances. The review of the Adult Carer Support Plan or Young Carer Statement can be done by statutory services or third sector partners.

It has been well documented that carers need good information and access to timeously assistance as well as knowing how to access support and how to make the best use of it. This is true both for carers of people receiving social care or health care services and for carers unknown to social care or health care services.

All carers, including young carers, have the right to an assessment to identify the help that they may need to continue in their caring role. The Health and Social Care Partnership works in partnership with all agencies in a family centred way when assessing and meeting the needs of carers of any age and also promotes inclusion whenever possible.

Those carers who choose not to have their needs formally assessed will, as far as possible, be provided with information and advice and signposted towards available community supports. It is necessary to maintain a focus on the provision of timely, accurate and good quality assessment, information and advice, not only when someone is new to caring but also whenever information and advice is needed.

The Carers (Scotland) Act does not prescribe specific timescales for assessments to be completed except for cases which involve those carers caring for those with a terminal illness. In West Dunbartonshire the timescales for completion of an Adult Carer Support Plan or Young Carer Statement vary due to the urgency, complexity and risk of each individual case.

The preparation of the Adult Carer Support Plan or Young Carer Statement will always be prepared as quickly as it appropriate with a focus on achieving the right outcomes for the carer based on their individual situation rather than adherence to a particular timescale. Young carers and their families need an assessment which will take account of both their individual needs and the needs of the family as a whole.

West Dunbartonshire Health and Social Care Partnership is committed to ensuring carers can access support to ensure they are able to continue in their caring role and consequently believe that the best option for carers and their cared for people is to have an eligibility criteria which reflects this position.

<b>Strategic Priorities</b>
4. All staff within the Health and Social Care Partnership and partner agencies will ensure carers are listened to with the overall purpose of establishing their outcomes and then needs.
5. The Health and Social care Partnership will review the assessment tools and the processes to ensure emergency arrangements and future planning so that carers can successfully plan for periods of transition or crisis.

### 5.3 Resilience of carers

Why resilience matters - Resilience refers to the ability to ‘bounce back’ and cope in the face of adversity, so for carers this is really important.

We know from carers that:

- Resilience is the ability to see opportunities for personal growth in the midst of hardship may distinguish spouses who thrive as compared to others overwhelmed by caregiving demands’
- Three resilience domains—personal mastery, self efficacy and positive coping styles— have been found to mitigate the impact of stress on carer health
- Some factors may help reduce the effects of chronic stress in caregivers such as social support, engagement in pleasant activities, self-esteem, positive attitudes towards the caregiving role, hope and optimism
- Carers have a 20% increased chance of mental health problems

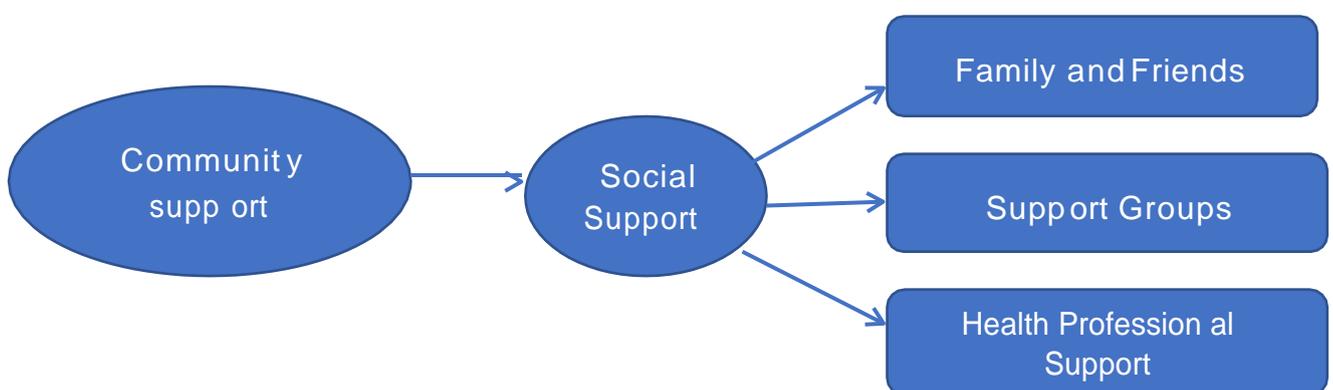
Resilience can be defined as

- the process of effectively negotiating, adapting to, or managing significant sources of stress or trauma.
- behavioural process’ built on strengthening personal attributes and external assets such as supportive relationships and community resources
- to increase the person’s ‘hardiness’ to remain psychologically and physically healthy

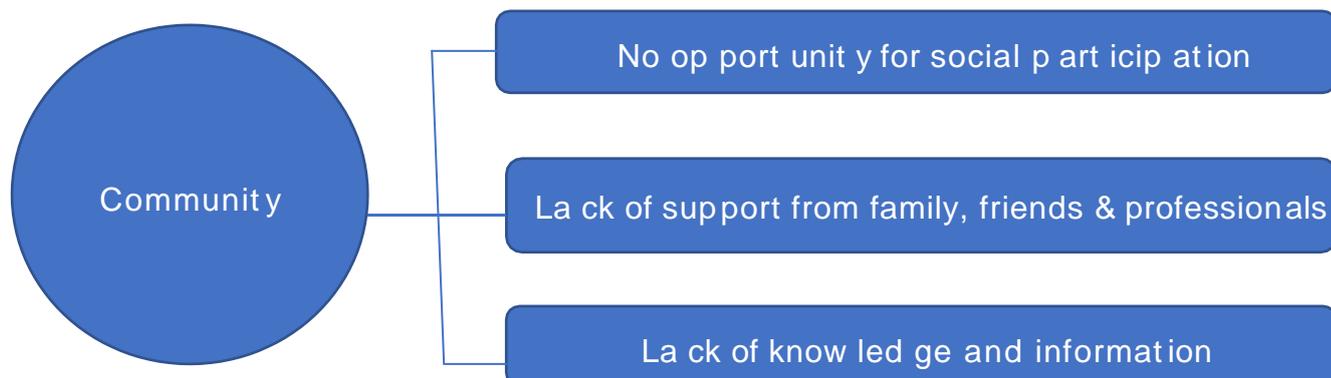
Factors that hinder resilience at individual level

- Relationship pressures
- High Stress

Factors that facilitate resilience at community level



## Factors that hinder resilience at a community level



## Conclusions

At individual level, learning from life experiences and a sense of gratitude seem to be important resources for resilience.

## Foundations for building capacity for resilience at

- Community level social supports from family, friends, groups and health professionals and social participation and relationships matter, so need to work to strengthen these.
- Individual level- staying positive, having a sense of humour, and a fighting spirit
- Society – remove stigma and negative attitudes

Most people have the capacity to be resilient and building resilience matters but everyone struggles at some stage and support brings people through. West Dunbartonshire Health and Social Care Partnership is committed to building the resilience of carers and supporting them in the way that suits each individual carers needs.

### Strategic Priorities

6. All staff within the Health and Social Care Partnership and partner agencies will ensure that after identification of needs all carers have access to information, advice and support including peer support.
7. All staff within the Health and Social Care Partnership and partner agencies will ensure that young carers have access to advice and information. By developing a tiered approach to service delivery from the pro-active and comprehensive availability of information and advice for young carers with low level needs; through to support for those with moderate needs and support from a specialist and individualised service to promote the young person's resilience for those with high level needs.
8. All staff within the Health and Social Care Partnership and partner agencies will recognise carer's strengths and limitations and the resources and assets that exist in their immediate network and wider.

## 5.4 Assets and planning for carers

The Health and Social Care Partnership and partners are mindful that for some carers much of the time their caring role can be a positive and rewarding experience, giving them a sense of purpose, building confidence and self esteem. However from time to time carers may feel angry, guilty or frustrated when caring gets in the way of the life they would like to lead. For young carers specifically, they are also often very reluctant to talk to anyone about their problems as they think it will reflect badly on their ability to cope.

As such, the identification of person centred support for carers from a variety of places can often help carers to continue in their caring role. One important source of support is ensuring that carers have access to Short Breaks.

The purpose of a Short Break is to support the caring relationship and promote the health and well-being of the carer, the supported person, and other family members affected by the caring situation.

Carer Short Breaks can take any number of forms in order to achieve the carer's desired outcomes. The purpose is for carers to have a life outside or alongside their caring role, supporting their health and wellbeing. This can also benefit the cared-for person and others (e.g. family members) and may sustain the caring relationship.

West Dunbartonshire Health and Social Care Partnership promotes an individual, creative, personalised, person centred approach to short breaks that will meet the individual nature of the needs of each carer (and the cared for person). It should be noted that there are important distinctions to be drawn between young carers, young adult carers and adult carers whilst recognising that there are similarities in the caring experiences.

For carers planned respite is not always an option and as such the Health and Social Care Partnership and partners can provide access to emergency support for carers; providing carers with a jointly agreed contingency plan and peace of mind should an emergency situation arise. An emergency plan sets out the practical arrangements for these unexpected situations. By writing it down and involving others, creating an emergency plan can give the carer and the person they you care for peace of mind and help avoid a crisis.

A key stage for young carers is the point at which they transition from being a young carer to an adult carer. This age group is often characterised by life transitions such as the transition to college, university and work; living away from home; wanting to reduce the caring role; or not wanting to be a carer at all. These may impact upon and change the caring role and the need for support, the Health and Social care Partnership is committed to ensuring that this is reflected in the Young Carer Statement. When a young carer transitions,

the Young Carer Statement is considered relevant until an Adult Carer Support Plan has been carried out.

For all carers who are seeking to create their own package of care based on their assessment of need; carers are able to access Self Directed Support as a means to assist people who may need support to have maximum choice and control over how this support is planned and provided. The Social Care (Self-directed Support) (Scotland) Act 2013 provides a framework for transparency and clarity in how partnership and collaborative practice can be effective in supporting practice to work creatively and resourcefully. This approach is embedded in the Carers (Scotland) Act to support carers to make informed choices on how their individual budget is used to meet the outcomes they have agreed.

The Health and Social Care Partnership works with service users to offer more flexibility, more choice and more control over their support so that they can live at home more independently. It is important that our local services create arrangements which will facilitate more choice and control over service provision and promote the opportunities for patients and clients. This includes the use of technology for the cared for person and for carers to support the caring role.

<b>Strategic Priorities</b>
9. All staff within the Health and Social Care Partnership and partner agencies will ensure carers have information and advice on access to short breaks and respite.
10. All staff within the Health and Social Care Partnership and partner agencies will ensure carers have information and advice on accessing the four options of self directed support.
11. All staff within the Health and Social Care Partnership and partner agencies will ensure that the use of <b>Telecare</b> options is explored to further assist with the caring role.
12. The Health and Social care Partnership and partners will ensure that dedicated Information and advice is available to all carers and that this will continue to be developed and managed thus ensuring that it is continuously updated and improved.
13. We will give consideration to those caring for the terminally ill ensuring that they plan for their life after caring, including young carers who may be left without a parent or other significant adult in their lives.

## 5.5 Equalities and carers as partners

Recognising that carers, young and old, come from all areas of our wider population, the Health and Social Care Partnership seeks to engage with them in a variety of ways that is appropriate to a carers' needs, capacity and in a format which is familiar.

The Health and Social Care Partnership is particularly keen to increase the identification of young carers in West Dunbartonshire. It is not only our responsibility to educate practitioners and staff to assist in this but also to inform young carers and people who support them of their right to identify themselves if they so wish and what the benefits of identification may mean.

The Health and Social Care Partnership, with partners, has undertaken a series of awareness raising events to help the wider population understand the needs of adult and young carers and the challenges that they face. Moving forward, we will continue to maximise every opportunity at other events to raise the profile of carers and enable people across West Dunbartonshire to identify as a carer.

Young carers in West Dunbartonshire have identified through consultation and engagement events the key supports that would be most helpful for them to maintain their caring role; these relate to time and space within school environment; having someone to talk to and having planned time away from their caring role.

All partners recognise that engaging with carers of all ages is vital in ensuring that services and support which are delivered are high quality and appropriate.

Equal Partners in Care is a joint project between National Health Service Education Scotland and the Scottish Social Services Council aimed at achieving better outcomes for all involved in the caring relationship.

This project has a set of core principles which were developed in consultation with a wide range of stakeholders and are based on key outcomes. These are very relevant to this strategy and as such we have adopted these as the best practice we will work to.

The 'Equal Partners in Care' Principles are:

- carers are identified
- carers are supported and empowered to manage their caring role
- carers are enabled to have a life outside of caring
- carers are fully engaged in the planning and shaping of services
- carers are free from disadvantage or discrimination relating to their role
- carers are recognised and valued as equal partners in care

The principles of equality, diversity and human rights are the basic rights for all carers. Carers reflect the diversity of Scotland's population. We will work to ensure that carers are aware of their rights under this legislation and that no carer is disadvantaged due to age;

disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

All children and young people have an established set of rights and principles based on the United Nations Convention on the Rights of the Child. These say that nobody should treat a child or young person unfairly and that when adults make a decision about a child or young person it is what's best for the child or young person that should be the most important thing to consider. The child or young person must have their say too.

As an adult or young carer, being aware of their rights and those of the person they care for can help both get fair access to things that most people take for granted.

### **Strategic Priorities**

14. The Health and Social Care Partnership and partners will seek to ensure that we sensitively identify young carers within schools via awareness raising, training and continuous professional development building on the principles of Getting it Right for Every Child.

15. The Health and Social Care Partnership and partners will continue to maximise every opportunity at other events to raise the profile of carers and enable people across West Dunbartonshire to identify as a carer.

16. The Health and Social Care Partnership and partners will ensure that carers are involved in planning services and support for both carers and cared-for people.

17. The Health and Social Care Partnership and partners aim to involve young carers in every step of the implementation of the new Strategy as was done with the development of the new Young Carer Statement.

18. The Health and Social Care Partnership and partners will continue to be committed to the core principles of Equal Partners in Care.

## 6. Financial Information

The Health and Social Care Partnership's strategic priorities for carers ensure that carers are supported to have a life alongside caring if they choose to do so.

This strategy will be monitored through the Strategic Planning Group and Health and Social Care Partnership Board with regular reporting.

The Scottish Government has allocated funding for the implementation of the Carers Act through its annual financial settlements to both local authorities and health boards, with the recommendation that this funding was transferred to Health and Social Care Partnerships.

In 2017/18 the Scottish Government allocated a total of £107 million to support health and social care integration. Of this total £2 million was identified to support the implementation of the Carers Act. The Health and Social Care Partnership's share of this amounted to £39,000 and was directed towards Carers Engagement Events.

In 2018/19 the Scottish Government's increased its investment in Integration by £66m, and of this total, £19m was to be directed to the enactment of the Carers (Scotland) Act from 1st April 2018. The Health and Social Care Partnership's share for 2018/19 is £340,000 and the detail of how this will be spent is reported to the Health and Social Care Partnership Board through the Financial Performance Reports. Any funds remaining by the end of the 2018/19 financial year will be considered as part of the Annual Accounts in line with the approved Reserves Policy.

Further funding from the Scottish Government is anticipated in the 2019/20 budget settlement to local authorities.

<b>Strategic Priorities</b>
19. The Health and Social Care Partnership and partners will ensure the use of Best Value of spend linked to carers services and commissioning approach.

## 7. Action Plan

The Health and Social Care Partnership has developed this Local Carers Strategy which lays out our aspirations for supporting carers in their caring role.

We have identified some statements we would wish carers in West Dunbartonshire to be able to meet.
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We have the feedback from our consultation and engagement with carers, with staff and other relevant stakeholders.
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We have a profile of the carers in West Dunbartonshire and a sense of the scale of the number of carers we have yet to identify.
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We have an understanding of the impact that the caring role can have and we know the support that is currently available to carers.
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The priorities identified and specified within this strategy and within other work-streams for the Health and Social Care Partnership affect carers in our communities and impact on a range of community health and social care services.

In developing effective strategies to support carers, a wider range of partners, beyond health and social care, need to respond to the needs of carers with the aim of enabling carers to continue to live fulfilled lives, notwithstanding their caring responsibilities. Making a reality of the aspirations of the Health and Social Care Partnership for carers is only likely if local partners develop robust joint commissioning strategies across care groups which are developed and monitored in conjunction with carers and their representative organisations.

The Health and Social Care Partnership will continue to work to identify carers in need of support whilst acknowledging there is risk that the expectations of carers cannot be supported by available resources and / or allocated funding.

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
1. West Dunbartonshire Health and Social Care Partnership and partners agencies will deliver awareness raising events throughout the area both at specific carer events and with participation in other events.	<p>Partners continue the programme of awareness with staff, stakeholders and partners as to what it means to be a carer.</p> <p>Recoding and evaluating training as it is delivered</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver.</p>	Throughout 2019 – 2020
	<p>Continue our programme to raise awareness with staff, stakeholders and partners to the needs of carers as adults and young people.</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver.</p>	Throughout 2019 – 2020
2. West Dunbartonshire Health and Social Care Partnership and partners agencies will seek to improve the identification of young carers by working collaboratively and in partnership.	<p>Implement Young Carer Statements across partner agencies working with young people.</p> <p>Learning from and working with Y Sort it to deliver.</p>	June 2019
3. West Dunbartonshire Health and Social Care Partnership and partners agencies will brief and train our staff across the partnership to better enable them to identify and support carers.	<p>All partners will work across our communities and with our communities to support them to understand the support available to carers, particularly vulnerable carers.</p> <p>Recoding and evaluating training as it is delivered</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver.</p>	Throughout 2019 – 2020

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
4. All staff within the Health and Social Care Partnership and partner agencies will ensure carers are listened to with the overall purpose of establishing their outcomes and their needs.	Continue to work with carers and their representatives within the review, planning and delivery of local services.  Review carers' census information and ongoing feedback from carers groups and representatives	Throughout 2019 – 2020
	Continue to seek opportunities to work with carers and their representatives on specific and targeted programmes of work e.g. hospital discharge and addictions issues.	3 sessions to be delivered in 2019 – 2020
5. The Health and Social Care Partnership will review the assessment tools and the processes to ensure emergency arrangements and future planning so that carers can successfully plan for periods of transition or crisis.	The Health and Social Care Partnership will implement the principles of the Self Directed Support asset based assessment tool into Tier 2 carers assessment.	Linked to SDS Action Plan; focus groups and joint work throughout 2019 – 2020
6. All staff within the Health and Social Care Partnership and partner agencies will ensure that after identification of need all carers have access to information, advice and support.	Refresh current mapping of carers support available across communities and identify gaps.  Link with work already underway with NHS Inform	September 2019
	Continue to review the information, advice and signposting available to carers.	September 2019
7. All staff within the Health and Social Care Partnership	Continue to review the information, advice and	April 2020

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
<p>and partner agencies will ensure that young carers have access to advice and information; by developing a tiered approach to service delivery from the pro-active and comprehensive availability of information and advice for young carers with low level needs; through to support for those with moderate needs and support from a specialist and individualised service to promote the young person's resilience for those with high level needs.</p>	<p>signposting available to young carers.</p> <p>Focus groups with young carers to be held in 2019 – 2020 to seek their views and feedback, in partnership with Y Sort it</p>	
	<p>Continue to develop with key partners the transition process for young carers becoming adult carers.</p> <p>Focus groups with young carers to be held in 2019 – 2020 to seek their views and feedback, in partnership with Y Sort it</p>	October 2019
<p>8. All staff within the Health and Social Care Partnership and partner agencies will recognise carer's strengths and limitations and the resources and assets that exist in their immediate network and wider.</p>	<p>The Health and Social Care Partnership will implement the principles of the Self Directed Support asset based assessment tool into Tier 1 and Tier 2 carers' assessments.</p>	Linked to SDS Action Plan; focus groups and joint work throughout 2019 – 2020
<p>9. All staff within the Health and Social Care Partnership and partner agencies will ensure carers have information and advice on access to short breaks and</p>	<p>The Health and Social Care Partnership Short Break Services Statement will be reviewed in 2020 following a year of implementation.</p>	April 2020

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
respite.	Alignment to review of charging policy will be required	
10. All staff within the Health and Social Care Partnership and partner agencies will ensure carers have information and advice on accessing the four options of self directed support.	The Health and Social Care Partnership will continue to work with partners on raising awareness of Self Directed Support for carers e.g. Shop-Mobility, Y Sort it and Carers of West Dunbartonshire.	Linked to SDS Action Plan; focus groups and joint work throughout 2019 – 2020
	<p>Monitor the numbers of carers taking up Option 1 under Self-Directed Support.</p> <p>In line with carers' census and SDS reporting and promotion of SDS across all service areas</p>	Linked to SDS Action Plan; focus groups and joint work throughout 2019 – 2020
11. All staff within the Health and Social Care Partnership and partner agencies will ensure that the use of Telecare options is explored to further assist with the caring role.	<p>The Health and Social Care Partnership will monitor the increased use of Telecare options to support carers.</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver.</p>	Throughout 2019 – 2020
12. The Health and Social Care Partnership and partners will ensure that dedicated information and advice is available to carers and will continue to develop and managed this thus ensuring that it is continuously updated and improved.	Health and Social Care Partnership will continue to review public information available on line, in print and on social media.	Throughout 2019 – 2020
	The Health and Social Care Partnership will continue to fund care representative organisations to provide up to date information	Throughout 2019 – 2020

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
	<p>on variety of carer issues.</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver.</p>	
<p>13. We will give consideration to those caring for the terminally ill ensuring that they plan for their life after caring, including young carers who may be left without a parent or other significant adult in their lives.</p>	<p>The Health and Social Care Partnership and partners will develop a Palliative Care Statement for carers caring for those with end of life and palliative care needs.</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver, as well as a specialist palliative care services within statutory and voluntary services.</p>	<p>April 2020</p>
<p>14. The Health and Social Care Partnership and partners will seek to ensure that they sensitively identify young carers within schools via awareness raising, training and continuous professional development building on the principles of getting it Right for Every Child.</p>	<p>Develop a pathway and protocol for transition planning from Young to Adult Carer, including response to and provision for 16 and 17 year old young carers.</p> <p>Working in partnership with Carers of West Dunbartonshire and Y Sort it as well as Integrated Operations Managers.</p>	<p>April 2020</p>
<p>15. The Health and Social Care Partnership and partners will continue to maximise every opportunity at other events to raise the profile of carers and enable people across West Dunbartonshire to identify as a carer.</p>	<p>Maximise opportunities for carers to access support groups and activities; ensuring recordable and reportable information</p> <p>Working in partnership with Carers of West Dunbartonshire, Y Sort it and CVS to deliver.</p>	<p>April 2020</p>
<p>16. The Health and Social Care Partnership and partners will ensure that carers are</p>	<p>Continue to monitor carers' experiences through a variety of methods including focus groups,</p>	<p>3 sessions to be delivered in 2019 –</p>

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
involved in planning services and support for both carers and cared-for people.	surveys and feedback.  Focus groups with carers to be held in 2019 – 2020 to seek their views and feedback, in partnership third sector and through the Local Engagement Network	2020
	Monitor numbers of carers involved in service planning through participation and engagement	April 2020
17. The Health and Social Care Partnership and partners will aim to involve young carers in every step of the implementation of the new strategy as was carried out when developing the new Young Carer Statement.	All partners ensure engagement of young carers in commissioning and planning of services aimed at young carers.  Monitor numbers of young carers involved in service commissioning through participation and engagement	3 sessions to be delivered in 2019 – 2020
18. The Health and Social Care Partnership and partners will continue the commitment to the core principles of Equal Partners in Care.	The Health and Social Care Partnership and partners will continue to promote and deliver Equal Partners in care training across communities and professional groups within West Dunbartonshire.  Monitor numbers of staff participating	Throughout 2019 – 2020
19. The Health and Social Care Partnership and partners will ensure the use of Best Value of spend linked to carers services and commissioning approach.	Review the data being gathered as part of the Carers Census as well as existing performance measures.	Throughout 2019 – 2020
	Develop a robust financial	September

The Health and Social Care Partnership Strategic Priorities	Actions	Timescales
	framework linked to additional and existing funding available for carers.	2019
	<p>The Health and Social Care Partnership will ensure commissioned services are adapted to account for new legislation.</p> <p>In partnership with WDC Procurement Team and in line with SDS Action Plan</p>	September 2019
	<p>Carers to be involved in future commissioning of carer support services.</p> <p>In partnership with WDC Procurement Team and in line with SDS Action Plan</p>	December 2019

Health and Social Care Partnership Strategic Priorities	Performance Measures	Outcome
Early Intervention of Carers	Number of Young Carers Statements completed Number of Adult Carer Support Plans completed Number of adult carers who have had a carer conversation as part of the cared for person's assessment - Tier 1	We will be able to show that we are intervening earlier for carers and that we are identifying carers earlier.
Access to support/services for carers	Number of carers being provided with support Number of Carers accessing short breaks /respite % of adult carers requesting an Adult Carer Support Plan who have received one % of Young Carers who have received a Young Carer Statement	We can show that more carers are accessing support and that they can do this easily through all services.  We can improve carer services/support based on identifying any issue as a result of monitoring and reporting info to the Scottish Government.
Resilience of Carers	% of adult carers who feel they are able to care when asked as part of their Adult Carer Support Plan or carer conversation % of young carers who feel they are able to care when asked as part of their Young Carers Statement	We can show that we are working to enhance/improve the resilience of carers.
Assets	Number of carers opting for Option 1 Self Directed Support Number of carers opting for Option 2 Self Directed Support Number of carers opting for Option 3 Self Directed Support	We can show that we are working to support our carers and also that we see them as valuable assets in our overall planning model and to shape improvements to carers services
Inequalities	Report on numbers of carers from identifiable equality groups.	We can evidence that we are improving services for all groups and that we have strong partnership working at the heart of our approach to supporting carers.

## 8. Acknowledgements

West Dunbartonshire Health and Social Care Partnership expresses its thanks and appreciation to all participants who have worked hard to ensure that the West Dunbartonshire Local Carers Strategy is as comprehensive as it can be and covers carers of all ages.

Most importantly, carers from across West Dunbartonshire area were involved to assist with this work. It was important that the local Carers Strategy was written taking into account the views and voices of a range of carers in West Dunbartonshire as this would lead to a better informed document.

West Dunbartonshire's Carers Strategy will be jointly reviewed in 2020 by both the Health and Social Care Partnership and partners as required by the Carers Act (Scotland) 2016. An annual report on progress will be produced for the Health and Social Care Partnership Board to ensure robust monitoring and review of the Strategy.

Further information on this Local Carers Strategy can be obtained by contacting West Dunbartonshire Health and Social Care Partnership as detailed below.

West Dunbartonshire Health and Social Care Partnership  
Church Street  
Dumbarton  
G82 1QL

Email: [wdHealth and Social care Partnership @west-dunbarton.gov.uk](mailto:wdHealth and Social care Partnership @west-dunbarton.gov.uk)

Website: <http://www.wdHealth and Social care Partnership .org.uk/carers/>

This Strategy was produced by a short life working group of the overarching West Dunbartonshire Carers Development Group. Membership of the short life working group was taken from the Carers Development Group and supplemented by others chosen by the Carers Development Group who had an interest in being involved in this work.

- West Dunbartonshire Health and Social Care Partnership
- Carers of West Dunbartonshire
- Y Sort-it Young Carers service
- West Dunbartonshire Community Volunteering Service
- Greater Glasgow and Clyde Health Board
- Adult carers living in West Dunbartonshire
- Young carers living in West Dunbartonshire

## 9. Support available for carers in West Dunbartonshire

<p><b>Short Breaks</b> - Access to personalised, flexible short breaks provision is crucial. Short breaks (also known as respite services) are a key support for carers. The Health and Social Care Partnership is committed to ensuring flexible initiatives based on individuals' assessed needs and circumstances that support carers to have time away from their caring responsibilities.</p>	All carers
<p><b>Information and Advice</b> - The Health and Social Care Partnership is committed to providing the right type of information at the right time to carers, depending on their particular circumstances. All Health and Social Care Partnership services and partners play an important role in providing information that can help carers to understand and deal with difficult or challenging circumstances.</p>	All carers
<p><b>Health and Wellbeing</b> - In recognition of the key role carers' play, they have access to opportunities for building their confidence and capacity in their caring role. This can address the emotional impact and practical demands of caring. Specific training e.g. moving and handling awareness and managing medication can be tailored to assist the carer to manage the cared for persons needs as well as supporting them to manage their own health and well-being.</p>	All carers
<p><b>Partnership Working</b> - The Health and Social Care Partnership and other third sector partners have been providing key carer support services within West Dunbartonshire for several years. Through partnership with the third sector, opportunities continue to be offered to carers to develop their skills and knowledge and these include condition specific training as well as more general issues.</p>	All carers
<p><b>Outcome focused</b> - The Health and Social Care Partnership is committed to identifying, assessing and supporting carers in a person centred and outcome-focused way which is consistently applied to all carers (including the provision of short breaks or respite).</p>	All carers
<p><b>Early identification</b> - The emphasis for the Health and Social Care Partnership is on early intervention and preventative support. By working in partnership across services, our approach supports early identification of the most vulnerable within our communities and their carers, thus supporting access and availability to the necessary supports that enable continued quality-of-life and in turn prevents crisis.</p>	All carers
<p><b>Self Directed Support</b> - By aligning the development of self-directed support and carer's support, we aim to bring together our investment from a range of key policy developments to facilitate and expand opportunities for models of co-production and community capacity building.</p>	All carers

## **10. For further information on carers services in West Dunbartonshire contact:**

Carers of West Dunbartonshire 84  
Dumbarton Road, Clydebank,  
G81 1UG  
Tel – 0141 941 1550  
Fax – 0141 941 1546  
Email – [clydebankcc@carerswd.org](mailto:clydebankcc@carerswd.org)  
Website – [www.carerswd.org](http://www.carerswd.org)  
Twitter – [www.twitter.com/CarersofWestDun](https://twitter.com/CarersofWestDun)

Young Carers - Y Sort It 5 West  
Thomson Street Clydebank  
G81 3EA  
Tel 0141 941 3308  
Email - [info@ysortit.com](mailto:info@ysortit.com)  
Website - <https://ysortit.wordpress.com/>

WDCVS - West Dunbartonshire Community Volunteering Service Arcadia  
Business Centre, Miller Lane,  
Clydebank,  
West Dunbartonshire, G81 1UJ  
Tel 0141 941 0886  
Website - [info@wdcvs.com](mailto:info@wdcvs.com)

