



Renfrewshire
Health & Social Care
Partnership



Adult Carers' Strategy 2019-2022

DRAFT



Contents

Introduction	Page 3
Strategy at a Glance	Page 4
Policy Context	
- The Carers Act (Scotland) 2016	Page 5
- National Health and Wellbeing Outcomes	Page 6
- Renfrewshire HSCP Strategic Plan 2019 - 2022	Page 7
Carers in Renfrewshire	Page 8
Development of the Strategy	Page 9
Identification of Carers	Page 10
Universal Carer Pathway in Hospitals	Page 11
Discharge Planning in Hospitals	Page 12
Core Principles for Supporting Carers	Page 13
How We Support Carers	Page 14
Current Support for Carers	Page 15
Outcomes for Carers	Page 16
What Success Will Look Like	Page 17
Action Plan	Page 18
Appendices	
Appendix 1	Page 26

1. Introduction

Adult Carers make a significant and highly valued contribution, both to those they care for and to the wider community of Renfrewshire and I would like to reaffirm Renfrewshire Health and Social Care Partnership's commitment to carers by introducing the Adult Carers' Strategy 2019-2022.

The Scottish Government recognised the role carers have in supporting people in the Carers (Scotland) Act 2016 (the Act), which sets out a legislative basis for supporting carers. The Act commenced in April 2018 and Renfrewshire Health and Social Care Partnership is implementing the Act locally on behalf of Renfrewshire Council and NHS Glasgow and Clyde. The Act sets out a duty to prepare a local carers' strategy and to review it no more than three years after publication¹.

Renfrewshire Health and Social Care Partnership's Adult Carers' Strategy recognises the contribution carers make and sets out how we will support carers to continue in their caring role whilst not compromising their own health and well-being.

This Strategy has been developed in close collaboration with carers and our partners and represents their views on how we should develop services for carers. Key to the success of the Strategy is our work with partners and communities across Renfrewshire to support carers.

The challenges we face are significant particularly when considering increasing demand for health and social care services against a backdrop of financial constraints. It is vital that we develop and foster good partnerships across all sectors and communities of Renfrewshire so that we can continue to support carers in their caring role; this strategy sets out how we aim to achieve that within Renfrewshire.

"Our vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well"

David Leese
Chief Officer
Renfrewshire Health and Social Care Partnership

¹ <http://www.legislation.gov.uk/asp/2016/9/enacted>

2. Strategy at a Glance

Aim

Renfrewshire's carers can access the support they need when they need it and are able to have a life alongside their caring role.

Principles

Carers are key partners.

Carers have an Adult Carers Support Plan.

Carers have the information they need when they need it.

Carers get the right level of support at the right time.

Staff have the knowledge and skills to identify and signpost carers early.

Carers are involved in the assessment and planning of the person they care for.

Outcomes

Carers are identified early and offered support.

Carers are well informed about their caring role.

Carers can take breaks.

Carer's health and wellbeing is improved.

Carers are involved in health and social care decisions.

Carers have access to the support they need.

Success

More carers identified.

More carers have an Adult Carer Support Plan.

More carers say they have a good balance between caring and other things in their life.

Fewer carers say caring has had a negative impact on their health and wellbeing.

More carers say they have a say in the services provided for the person they care for.

More carers say that local services are well coordinated for the people they look after.

More carers say they feel supported to continue caring.

3. Policy Context

3.1 Carers (Scotland) Act 2016

The Act came into effect on 1 April 2018 and aims to support carers' health and wellbeing, helping them to remain in their caring roles and be able to manage their own life alongside their caring responsibilities.

The key parts of the Act which Renfrewshire Health and Social Care Partnership (HSCP) has responsibility for implementing are:

- The duty to develop and offer an Adult Carer Support Plan to someone who is identified as a carer.
- The duty to set out and publish local eligibility criteria including recognition that support will be provided if the eligible criteria are met.
- The duty to provide support to carers who have eligible needs including consideration for short breaks from caring.
- Publish a short breaks services statement.
- Provide carers with information and advice services
- Involve carers in the planning of services.
- Put in place support for carers at the point of hospital discharge.
- Develop a local carers' strategy².

The HSCP will continue to work with partners across the voluntary and statutory sectors to implement the Act.

The Act gives the HSCP responsibility for pre-school aged carers, with the Council being responsible for young carers aged 5-18yrs. The HSCP and Renfrewshire Council want to prevent children from undertaking excessive or inappropriate caring roles and our priority is to ensure children are supported to enjoy their right to a childhood. The HSCP and Renfrewshire Council have a shared understanding of 'young carer' and will ensure that very young children are not undertaking caring roles. The HSCP will not offer Young Carers' Statements to pre-schoolers and will refer all such children to Social Work services for assessment and support.

Other parts of the Act, including the implementation of Young Carers' Statements and the involvement of carers in the hospital discharge process, are the responsibility of

² <http://www.legislation.gov.uk/asp/2016/9/enacted>

our partners, Renfrewshire Council's Children's Services and NHS Greater Glasgow and Clyde.

Renfrewshire Council's Children's Services have developed a stand-alone Young Carers' Strategy to address the needs of young carers within a wider Getting It Right For Every Child (GIRFEC) approach. A copy of the Strategy can be accessed via <http://www.renfrewshire.gov.uk/article/3354/Young-carers>.

3.2 Health and Wellbeing National Outcomes

Scotland's Health and Wellbeing National Outcomes³ aim to ensure that Health Boards, Local Authorities and Health and Social Care Partnerships are clear about their shared priorities by bringing together responsibility and accountability for their delivery.

The Outcomes provide a strategic framework for the planning and delivery of health and social care services and together this suite of outcomes focuses on improving the experiences and quality of services for people using those services, carers and their families.



3.3 Renfrewshire Health and Social Care Partnership Strategic Plan 2019-22

³ <https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2015/02/national-health-wellbeing-outcomes-framework/documents/national-health-wellbeing-outcomes-framework-improving-planning-delivery-integrated-health-social-care-services/national-health-wellbeing-outcomes-framework-improving-planning-delivery-integrated-health-social-care-services/govscot%3Adocument/00470219.pdf>

The 'Renfrewshire Health and Social Care Partnership Strategic Plan 2019-22', sets out the vision and future direction of community health and adult social care services in Renfrewshire, and how the HSCP will continue to work with partners to deliver real improvements to Renfrewshire's health within local and national policy direction.

The strategic priorities which direct the HSCP's work are:

1. Improving health and wellbeing.
2. Providing the right service, at the right time, in the right place.
3. Working in partnership to support the person as well as the condition.

The Plan recognises the role carers have in supporting people in Renfrewshire and commits to supporting the health and wellbeing of carers.

The Strategic plan sets out three priorities for the HSCP's work with carers:

- Identification – continue to ensure carers are identified early, have the information they need and are signposted to relevant services.
- Adult Carer Support Plans – continue to ensure all carers who request an ACSP have one.
- Implementing the Carers Act – continue to meet the requirements in the Act, including a new carers' strategy in 2019.

4. Carers in Renfrewshire

The 2011 Census⁴ found that 17,759 people identified themselves as carers; 10% of the population of Renfrewshire at that time.

The Census also found that:

- 59% of carers are female.
- 54% are employed.
- 19% are aged 65 and over.

It is recognised that the number of carers is under-reported and a more recent report suggested an estimated 17% of the population are carers⁵.

The 2017/18 Health and Care Experience Survey⁶ found that:

- 64% of carers in Renfrewshire who responded to the survey said they have a good balance between caring and other things in their life (this compares to 63% in Renfrewshire in 2015/16 and 65% for Scotland 2017/18).
- 35% said caring had not had a negative impact on their health and wellbeing (34% in 2015/16 and 39% for Scotland).
- 44% said they have a say in the services provided for the person they care for (45% in 2015/16 and 46% for Scotland).
- 38% said local services are well coordinated for the people they look after (38% in 2015/16 and 40% for Scotland).
- 35% feel supported to continue caring (39% in 2015/16 and 37% for Scotland).

According to the latest official statistics from the National Records of Scotland, the population of Renfrewshire is 176,830. There are several demographic and activity changes that will affect our current and future understanding of need across Renfrewshire, all of which are likely to have an impact on the numbers and demands upon unpaid carers.

⁴ <http://www.scotlandscensus.gov.uk/en/censusresults/bulletin.html>

⁵ <http://www.gov.scot/Publications/2015/03/1081>

⁶ <http://www.isdscotland.org/Products-and-Services/Consultancy/Surveys/Health-and-Care-Experience-2017-18/Detailed-Experience-Ratings.asp>

Ageing Population

Population projections show the percentage of the population in older age groups is due to rise, with an expected increase of 76% for those aged 75+. By 2041, 14% of the population will be over 75, compared to 8% in 2016⁷.

Long Term Conditions

We will see an increase in people living with long term conditions. These are health conditions that last a year or longer, impact on a person's life and may require ongoing care and support⁸.

Increase in Dementia Rates

We expect to see a 47% increase in dementia prevalence by 2035. Current prevalence is 2,994 people at 2017, with a projected prevalence of 4,400 by 2035⁹.

⁷ http://www.renfrewshire.hsc.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757
⁸ http://www.renfrewshire.hsc.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757
⁹ http://www.renfrewshire.hsc.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757

5. Development of the Strategy

A collaborative approach was taken in developing the Strategy, with carers and the organisations that support them at the centre of the process. The approach to developing and consulting on the Strategy is outlined below.

- The Strategic Carers Group and an Adult Carers Strategy Implementation Group oversaw the development of the Strategy.
- A consultation event was held at Renfrewshire Carers' Centre on Carers' Rights Day (30th November 2018).
- The Strategic Planning Group focused on carers and the draft Renfrewshire Carers' Strategy at its meeting on 10 April 2019.
- The draft Carers' Strategy was made available online and people were encouraged to comment on the draft.
- A second consultation event with carers was held at Renfrewshire Carers' Centre on ?? ?? 2019.

DRAFT

6. Identification of Carers

The HSCP has adopted the definition of carer set out in the Act: a carer is “an individual who provides or intends to provide care for another individual”¹⁰.

People become carers when a family member or friend cannot manage without help because of an illness, addiction, frailty or disability. The caring journey may start in a doctor’s surgery, with a nurse specialist, at a hospital outpatient clinic or at hospital discharge when the cared for person receives their diagnosis.

Key to supporting carers is identifying carers as early as possible. By identifying carers earlier, we can provide support to ensure they remain healthy but also to help prevent a breakdown of the caring role.

DRAFT

¹⁰ <http://www.legislation.gov.uk/asp/2016/9/contents/enacted>

7. Universal Carer Pathway in NHSGGC Hospitals

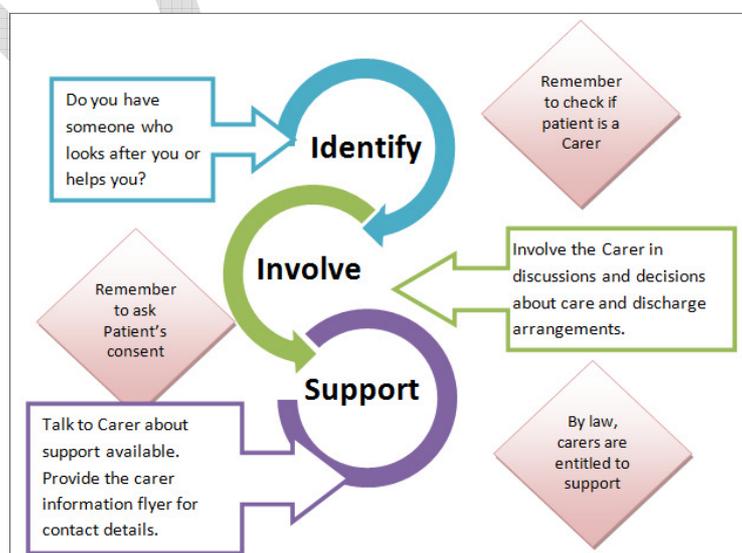
A universal pathway is in place across all hospital services to identify, involve and support carers.

NHS Greater Glasgow and Clyde (NHSGGC) will work with services and partners to promote the Universal Carer Pathway and identify further opportunities to target interventions and maximise reach.

What can carers expect in hospital settings?

When someone is admitted as an inpatient and stays overnight or longer in hospital they will be asked if they have someone who looks after them, or if they are a carer themselves.

- If the patient is a carer and the person they care for requires help while they are in hospital we will engage with social care services.
- If the patient identifies a carer they will be asked for permission to share information about their ongoing care and discharge with the carer.
 - If permission is given we will discuss and provide updates on ongoing care and involve the carer in discharge planning arrangements.
 - If no permission is given we will still ensure the carer is aware of support available to them through carer support services.
- If multiple carers are identified, we will ask the patient to nominate one key contact to coordinate communication as outlined above.



8. Discharge Planning in NHSGGC Hospitals

Health care professionals will begin to plan for discharge soon after someone is admitted. This early planning helps avoid delays once a person no longer requires care in an acute hospital. The Act contains a specific duty for Health Boards to involve carers in discharge planning.

What can carers expect?

- Soon after someone is admitted, health professionals on the ward will begin to have discussions to try to understand any caring needs they normally require and their usual daily routine before admission to hospital.
- Health care professionals will discuss ongoing treatment and care arrangements with the carer if consent has been given by the patient for this to happen.
- Health care professionals will try to ensure the carer is made aware of any likely changes to the level of caring the person usually receives.
- Health care professionals in the ward will listen to both the cared for and the carer's views on proposed discharge arrangements.
- Health care professionals may involve social care services to help make decisions about the cared for person.
- Carers will be informed about what will happen on the day of discharge.
- Carers will be given details of how to access a range of carer support services.

Prompts are also included in the discharge checklist which is completed close to the time of discharge and training has been developed for frontline staff to guide them through this process.

9. Core Principles for Supporting Carers

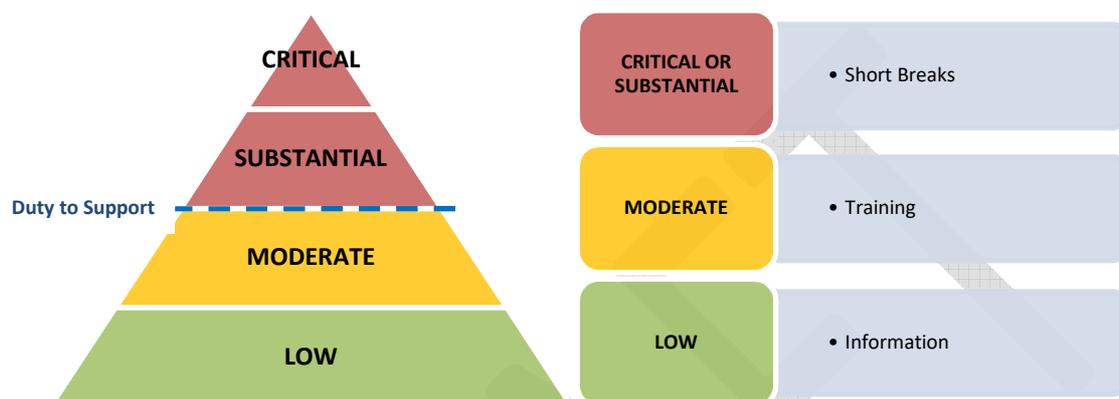
The Principles were developed in consultation with carers, staff in health and social care, and voluntary sector organisations who work with carers and aim to ensure a shared understanding of the support carers can expect.

- Carers are key partners in the delivery of care.
- Carers will have an ACSP if they accept an offer of one or they request one.
- Carers have access to information and advice relevant to their caring role.
- Carers receive the right level of support at the right time.
- Staff have the knowledge and skills to identify and signpost carers early in their caring journey, ensuring a focus on early intervention.
- Carers are involved in the assessment of the person they care for and the subsequent care planning.

10. How We Support Carers

The Act placed a duty on local authorities to set eligibility criteria to determine whether it is required to provide support to carers to meet identified needs¹¹.

In January 2018 and following consultation with carers and carer organisations, the Integration Joint Board approved Renfrewshire's Eligibility Criteria for Adult Carers¹². The diagram below sets out the levels of eligible need and indicates that the HSCP has a duty to support carers who have critical or substantial needs.



All carers can access information and advice relevant to their caring role. The support carers may be eligible for in addition to information and advice will be determined by the completion of an ACSP, which will identify a carer's needs and outcomes to enable them to continue to care.

Carers will get an ACSP if they accept an offer of one or they request one. We have listened to carers who said they were reluctant to approach statutory services to request an assessment of the support they need to continue to care.

As set out in the ACSP pathway (Appendix 1), carers can now request an ACSP from the Carers' Centre and when a carer has moderate or low needs they can complete their ACSP with the Carers' Centre. Where a carer has critical or substantial needs, the Carers' Centre will refer the carers on to the HSCP to complete the ACSP with them.

Young Carers

Where a young carer is aged 16 or 17, the Young Carers' Statement (YCS) will consider the young carer's needs as they become adult carers at 18 years old. YCS include future planning with an emphasis upon capacity building, linking young people to resources in their local communities and pathways to further education, training and

¹¹ <http://www.legislation.gov.uk/asp/2016/9/enacted>

¹² http://www.renfrewshire.hscp.scot/media/6569/Adult-Carer-Eligibility-Criteria/pdf/Eligibility_Criteria.pdf?m=1528358814213

employment. As set out in the Act, the YCS will continue to have effect until the young carer is provided with an ACSP¹³.

DRAFT

¹³ <http://www.legislation.gov.uk/asp/2016/9/section/18/enacted>

11. Current Support for Carers

The HSCP works in partnership with Renfrewshire Carers' Centre to provide a range of services for carers, including:

- Support with ACSPs, including what should happen in an emergency;
- Information and advice;
- Training;
- One to one support;
- Group support;
- Advocacy;
- Emergency planning;
- Young Adult Carer Project; and
- Short breaks.

Following the completion of an ACSP, carers may be eligible for a break from their caring role which they do not need to pay for; these breaks aim to provide carers with an opportunity to have time away from caring and focus on their own health and well being. The HSCP's Short Breaks Services Statement for Adult Carers¹⁴, sets out in more detail what a short break is and how a short break can support carers.

¹⁴ http://www.renfrewshire.hscp.scot/media/9425/Renfrewshire-Health-and-Social-Care-Partnership-Short-Breaks-Statement/pdf/SBSS_For_Website1.pdf?m=1553081854497

12. Outcomes for Carers

The outcomes describe what Renfrewshire Health and Social Care Partnership wants to achieve over the next three years for carers. By achieving these outcomes, we will support carers in their individual ambitions and in their caring role.

The outcomes have been developed following consultation with carers, staff in health and social care, and voluntary sector organisations who work with carers.

- Carers are identified early and offered support.
- Carers are well informed about their caring role.
- Carers can take breaks.
- Carers health and wellbeing is improved.
- Carers are involved in health and social care decisions.
- Carers have access to the support they need.

13. What success will look like

We want this Strategy to ensure that carers can access the support they need when they need it and are able to have a life alongside their caring role.

We will know we have achieved this when:

- There is an increase in the number of people identified as carers.
- There is an increase in the number of carers who have completed an Adult Carer Support Plan.
- More carers say they have a good balance between caring and other things in their life.
- Fewer carers say caring has had a negative impact on their health and wellbeing.
- More carers say they have a say in the services provided for the person they care for.
- More carers say that local services are well coordinated for the people they look after.
- More carers say they feel supported to continue caring.

14. Action Plan

1	Health and Wellbeing National Outcome	People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.		
	What we will do	When we will have it done by	Who will be responsible	How we will know it is working
1.1	Develop and deliver a communication and engagement plan to raise the profile of carers, building on initiatives such as Carers' Week and Carers' Rights Day.	31/3/2020	Adult Carers' Act Implementation Group	Communication and Engagement plan is published and actioned
1.2	Work with relevant third sector organisations to develop a more coordinated approach to the support of carers.	31/3/2022	Strategic Group - Carers	Increased awareness and support for carers
1.3	In partnership with Renfrewshire Carers' Centre, introduce a Carer's Passport.	30/6/2020	Renfrewshire Carers' Centre	Carer's Passport available within Renfrewshire
1.4	Undertake an evaluation of ACSP arrangements to ensure processes and pathways are meeting the needs of carers.	31/3/2020	Adult Carers' Act Implementation Group	Pathway is reviewed and recommendations implemented
1.5	Promote the Flu Immunisation Programme to carers.	31/12/2019	DN & RES Locality Managers	Increasing uptake of immunisation amongst carers
1.6	Promote Renfrewshire HSCP, Renfrewshire Council and NHS Greater Glasgow and Clyde policies and initiatives that support employees who are carers.	31/3/2022	Strategic Group - Carers	Staff feel better supported to undertake their caring role

2	Health and Wellbeing National Outcome	Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.		
	What we will do	When we will have it done by	Who will be responsible	How we will know it is working
2.1	Engage services who are involved with people from minority ethnic communities, Gypsy/Travellers, and those supporting a person with a mental health and drug and alcohol difficulty, to ensure carers are supported.	31/3/2022	Strategic Group - Carers	Increased number of Carer Support Plans within these targeted groups
2.2	Review and update literature and website to ensure information for both carers and staff is accessible and relevant.	31/10/2020	Carer Manager/ Renfrewshire Carers' Centre	New literature published and website update
2.3	Using existing resources such as Equal Partners in Care (EPIC), develop and deliver a comprehensive programme of carer awareness training resources for staff within the HSCP and Community Planning partners.	31/6/2020	Professional Training and Development Manager	Increased staff and partner awareness and improved support to Carers
2.4	Establish Carers' Manager post to lead and co-ordinate the development of the carers' agenda.	31/12/2019	Head of Health and Social Care	Member of staff in post and leading the Carers agenda
2.5	Ensure all relevant HSCP staff are aware of ACSP processes and pathways and can access the ACSP paperwork.	31/6/2020	Adult Carers' Strategy Implementation Group	Increase in number of ACSP's completed
2.6	Develop a pathway and protocol for young carer to adult carer transition planning.	31/10/2020	Adult Carers' Strategy Implementation Group	Transitions pathway and protocol developed and utilised
2.7	Work with NHSGGC colleagues to further develop arrangements in relation to carer involvement in the hospital discharge process.	31/3/2022	Strategic Group - Carers	Arrangements in place to involve Carers in discharge planning across all acute sites

3	Health and Wellbeing National Outcome	Resources are used effectively and efficiently in the provision of health and social care services.		
	What we will do	When we will have it done by	Who will be responsible	How we will know it is working
3.1	Review the Eligibility Criteria for Adult Carers and revise the document where necessary, ensuring carers, relevant staff and partners are consulted on any changes.	31/3/2020	Integration Joint Board	Local eligibility criteria are approved, published and utilised
3.2	Review Self-Directed Support guidance and arrangements to ensure carers' needs are fully considered and supported in line with the Act.	31/3/2021	Head of Health and Social Care	Revised guidance is approved, published and utilised.
3.3	Review commissioned service arrangements for carers and prepare for contract renewals as appropriate, taking into consideration the requirements of the Act and the Carers' Strategy.		Service Manager (Contracts)	Contract renewals are appropriate and reflect legislation and service requirements

4	Health and Wellbeing National Outcome	People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.		
	What will we do	When we will have it done by	Who will be responsible	How we will know it is working
4.1	Ensure carers are signposted to income and financial advice and support, including benefit maximisation.	31/3/2020	Strategic Group - Carers	Increasing number of Carers are benefiting from financial and benefit advice
4.2	Review the Short Break Statement on an annual basis and revise the document where necessary, ensuring carers, relevant staff and partners are notified of any changes.	31/3/2020	Adult Carers' Strategy Implementation Group	Short Break statement is published and in use
4.3	Develop information for service users, carers and stakeholders on the availability of universal services.	31/12/2020	Adult Carers' Strategy Implementation Group	Information is available that leads to increased use of universal services

5	Health and Wellbeing National Outcome	People are able to look after and improve their own health and wellbeing and live in good health for longer.		
	What will we do	When we will have it done by	Who will be responsible	How we will know it is working
5.1	Support carers to access education, training and employability opportunities.	31/3/2022	Adult Carers' Strategy Implementation Group	Increase in Carers undertaking education, training or accessing employment
5.2	Work with local colleges and universities to develop a joint approach to identify and support carers within Higher and Further Education.	31/3/2022	Adult Carers' Strategy Implementation Group	Increase in Carers accessing higher and further education
5.3	Work in partnership with the Health Improvement Team to promote events, activities and campaigns which improve the health and wellbeing of carers.	31/3/2022	Adult Carers' Strategy Implementation Group	Carers targeted by health improvement campaigns
5.4	Deliver awareness raising sessions with local employers to highlight issues carers face accessing and remaining in employment and reduce any barriers.	31/3/2022	Adult Carers' Strategy Implementation Group	Increase in Carers reporting they can access or remain in work.

Adult Carer Support Plan Pathway

