



Renfrewshire  
Health & Social Care  
Partnership

## Adult Carers' Strategy 2020-22



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# 1 Introduction

Renfrewshire Health and Social Care Partnership (HSCP) recognises the contribution carers make to those they care for and to the wider community of Renfrewshire. The HSCP's Adult Carers' Strategy reaffirms our commitment to carers, by setting out a preventive approach to supporting carers to continue in their caring role, whilst not compromising their own health and well-being.

The Carers (Scotland) Act 2016 (the Act), which commenced in April 2018, provided a legislative basis for supporting carers. The HSCP is implementing the duties related to adult carers, including a duty to prepare a local carers' strategy and to review it no more than three years after publication<sup>1</sup>.

The Strategy has been developed in collaboration with our partners and is centred on eight principles:

1. Carers are key partners in the delivery of care.
2. Carers are identified at the earliest opportunity.
3. Carers have an Adult Carer Support Plan.
4. Carers have the information they need about their caring role.
5. Carers get the right level of support at the right time.
6. Our staff have the knowledge and skills to identify and signpost carers.
7. Carers are involved in the assessment and care planning of the person they care for.
8. Renfrewshire is a carer-friendly community.

Key to supporting carers is identifying carers as early as possible. By identifying carers earlier, we can provide support to ensure they remain engaged their family, friends and communities to help maintain their own health and wellbeing and to support them in their caring role.

**To reflect the importance of this, the HSCP has made identification of carers the key priority for the Strategy.**

Whilst the Strategy in the main deals with adult carers, we also have a role in supporting young carers, in partnership with Renfrewshire Council's Children's Services. Renfrewshire's Young Carers' Strategy recognises that young carers are children and young people first and aims to support young carers to have the same opportunities as their peers<sup>2</sup>. We are committed to working with our partners in

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<sup>1</sup> <http://www.legislation.gov.uk/asp/2016/9/section/31/enacted>

<sup>2</sup> [http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children\\_Services\\_-\\_Young\\_Carers\\_Strategy.pdf?m=1568035286057](http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children_Services_-_Young_Carers_Strategy.pdf?m=1568035286057)

Children's Services to support this work, including supporting young carers as they transition to adult services.

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 in Renfrewshire.

## 2 Strategy at a Glance

### VISION

Renfrewshire Health and Social Care Partnership's vision is for Renfrewshire to be a caring place where people are treated as individuals and are supported to live well.

### PRINCIPLES

Carers are key partners in the delivery of care.

Carers are identified at the earliest opportunity.

Carers have an Adult Carer Support Plan.

Carers have the information they need about their caring role.

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

Our staff have the knowledge and skills to identify and signpost carers.

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

Renfrewshire is a carer-friendly community.

### WE WANT TO SEE AN INCREASE IN THE NUMBER OF CARERS

Identified as a carer early and offered the right support at the right time.

Who have an Adult Carer Support Plan.

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

Who say they feel supported to continue caring.

Who say caring does not have a negative impact on their health and wellbeing,

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

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

Actively participating in their community.

Who say they are well informed about their caring role.

### SUCCESS

More carers are active participants in their communities.

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

More carers say they feel supported to continue caring.

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

More carers have an Adult Carer Support Plan.

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

More carers are identified.

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

### 3 Our Key Priority: Identification of Carers

Carers do not always self-identify or associate with the term ‘carer’ and if carers do not identify as a carer, then they are unlikely to consider asking for an Adult Carers Support Plan, applying for Carer’s Allowance Supplement, or accessing information and advice to support them in their caring role.

According to research<sup>3</sup>, most carers take years to recognise their role, missing out on crucial financial, practical and emotional support in the meantime. The research demonstrated that, by not receiving support at an early stage, the negative impacts of caring are intensified with many carers missing out on benefits and entitlements and others forced to give up work altogether, with a significant long-term effect on personal and family finances. On a personal level, a lack of practical help can have a huge impact on health and wellbeing, from long-term physical health effects such as back pain, to mental ill health and social isolation as a result of caring without a supportive network. The longer it takes to identify as a carer the more likely it is that carers will struggle without the support and advice they need.

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.

The HSCP recognises the need to refresh our approach to service provision and strategic commissioning, to identify and support more carers, including carers of people from BME communities, Gypsy, Travellers, and people with a head injury, mental health, drug, alcohol difficulty. We will work with our partners to develop a co-ordinated approach to identifying and supporting all carers across Renfrewshire.

**To reflect the importance of this, the HSCP has made identification of carers the key priority for the Strategy.**

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<sup>3</sup> <https://www.carersuk.org/for-professionals/policy/policy-library/missing-out-the-identification-challenge>

## **4 Development of the Strategy**

Carers are key partners in the delivery of care and should be involved in shaping the services that are designed to support them. The Strategy was informed by hearing from carers and our partners what we need to put in place to ensure carers are supported in their caring role.

Carers and their representatives were involved at all stages of development and the key stages were:

- 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 (30<sup>th</sup> November 2018).
- The Strategic Planning Group focused on carers and the draft Renfrewshire Carers' Strategy at its meeting on 10 April 2019.
- The draft Strategy was made available online from 28 October 2019 to 6 December 2019 and people were encouraged to comment on the draft.

## 5 Legislative & Policy Context

### 5.1 Renfrewshire Health and Social Care Partnership Strategic Plan 2019-22



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.

The Plan recognises the role carers have in supporting people in Renfrewshire and commits to supporting the health and wellbeing of carers through three priorities:

- 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 or are offered an Adult Carer Support Plan have one.
- Implement the duties in the Carers Act – continue to meet the duties (see 4.4 below) which are the responsibility of the HSCP<sup>4</sup>.

**The Strategic Plan 2019-22 can be found here:**

[https://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic\\_Plan\\_2019\\_Final.pdf?m=1556881081757](https://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757)

### 5.2 Our Renfrewshire: Renfrewshire's Community Plan 2017-2027



Our Renfrewshire is Renfrewshire's Community Plan and Local Outcome Improvement Plan. Our Renfrewshire recognises that, as the number of people living longer increases, the number of carers and older carers will also increase. To meet this challenge, Our Renfrewshire prioritises:

- Promoting wellbeing and good mental health;
- Promoting healthy lifestyles that support both physical and mental health;

<sup>4</sup> [https://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic\\_Plan\\_2019\\_Final.pdf?m=1556881081757](https://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757)

- Tackling isolation and loneliness, by connecting people to their communities, and to services;
- Enable people to live healthier, for longer, by supporting our older population to stay active;
- Developing strong community-based services that respond to local need; and
- Enabling communities to have their voice heard, and influence the places and services that affect them<sup>5</sup>.

**Our Renfrewshire can be found here:**

[http://www.renfrewshire.gov.uk/media/4598/Our-Renfrewshire---Renfrewshires-Community-Plan-2017-2027/pdf/Community\\_Plan.pdf?m=1506695136457](http://www.renfrewshire.gov.uk/media/4598/Our-Renfrewshire---Renfrewshires-Community-Plan-2017-2027/pdf/Community_Plan.pdf?m=1506695136457)

**5.3 Renfrewshire Young Carers’ Strategy**



The Young Carers Strategy’s aim is for young carers to have the same opportunities as their peers by ensuring that no child or young person has caring responsibilities inappropriate to their age and stage of development<sup>6</sup>.

The Carers Act places responsibility for pre-school children with “the health board for the area in which the child resides”<sup>7</sup>. The HSCP and Renfrewshire Council’s Children’s Services are committed to:

- preventing children from undertaking excessive or inappropriate caring roles;
- ensuring children are supported to enjoy their right to a childhood; and
- ensuring very young children are not undertaking caring roles.

To support this, the HSCP will not offer Young Carers’ Statements to pre-school children and will instead refer them for assessment and support.

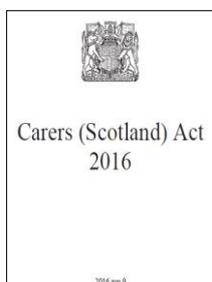
**Renfrewshire Council’s Children’s Services Young Carers’ Strategy can be found here:** <http://www.renfrewshire.gov.uk/article/3354/Young-carers>.

<sup>5</sup> [http://www.renfrewshire.gov.uk/media/4598/Our-Renfrewshire---Renfrewshires-Community-Plan-2017-2027/pdf/Community\\_Plan.pdf?m=1506695136457](http://www.renfrewshire.gov.uk/media/4598/Our-Renfrewshire---Renfrewshires-Community-Plan-2017-2027/pdf/Community_Plan.pdf?m=1506695136457)

<sup>6</sup> [http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children\\_Services\\_-\\_Young\\_Carers\\_Strategy.pdf?m=1568035286057](http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children_Services_-_Young_Carers_Strategy.pdf?m=1568035286057)

<sup>7</sup> <http://www.legislation.gov.uk/asp/2016/9/section/19/enacted>

## 5.4 Carers (Scotland) Act 2016



The Carers 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 to manage their own life alongside their caring responsibilities<sup>8</sup>.

Renfrewshire Health and Social Care Partnership (HSCP) has responsibility for implementing the following duties in the Act:

- 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.
- Develop a local carers' strategy.

**The Carers (Scotland) Act 2016 can be found here:**

<https://www.gov.scot/policies/social-care/unpaid-carers/>

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<sup>8</sup> <https://www2.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/Implementation/Carers-scotland-act-2016>

## 5.5 Health and Wellbeing National Outcomes



Scotland's Health and Wellbeing National Outcomes<sup>9</sup> 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.

**The National Health and Wellbeing Outcomes can be found here:**  
<https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>

<sup>9</sup> <https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>

## 6 Progress Summary

### 6.1 Renfrewshire Carers' Strategy 2013-2016

The Renfrewshire Carers' Strategy 2013-2016, made significant progress in supporting the lives of carers and below are some examples of the service developments that have been achieved:

- An increase in numbers of adult carers identified and supported;
- Increased opportunities for carers to shape their own support and services;
- Increased flexible and personalised support options;
- Updated information on HSCP and Carers Centre websites;
- Staff training on Carers Act and carer awareness raising sessions for staff in RAH;
- Carers and carer representatives on Integration Joint Board and Strategic Planning Group.

### 6.2 Carers Act 2016

Renfrewshire Health and Social Care Partnership has responsibility for implementing the duties relating to adult carers in the Act and the table below summarises the work done to implement the Act.

Section of Act	Summary	What we did
1	New definition of carer	Relevant paperwork and information sources updated to reflect the new definition of carer
6	Duty to prepare adult carer support plan	New Adult Carers Support Plan paperwork and process introduced on 1 April 2018
21	Duty to set local eligibility criteria	Renfrewshire's Adult Carer Eligibility Criteria approved by the IJB on 26 January 2018
24	Duty to provide support to meet eligible needs	Carers who meet the eligibility threshold receive support to meet their eligible needs  Carers who do not meet the eligibility threshold can access support such as information and advice, training, one to one support
27	Duty to involve carers	Carers and their representatives involved in the planning of services (Integrated Joint

		Board, Strategic Planning Group, Carers Steering Group).  Carers are involved in the assessment of the cared for person
<b>31</b>	Duty to prepare local carer strategy.	Carers' Strategy to be published in 2020
<b>35</b>	Short breaks services statements	Short Breaks Statement approved by IJB on 25 January 2019.

### **6.3 Future Work to Support Carers**

As the number of carers continues to increase, the HSCP and its partners will continue the good work that has been done since the previous Strategy and in implementing the Carers Act. An Action Plan has been developed alongside the Strategy, in consultation with carers and partners. The actions will respond to the current and future needs of carers. The Carers Strategic Steering Group will monitor the Action Plan and report progress to the IJB on annual basis.

Supporting carers is relevant to all services areas and in recognition of this the Steering Group will ensure that any recommendations resulting from the HSCP's Transformation Programme and service reviews are implemented. We will work together to ensure that this Strategy and supporting implementation plan develop in a way that reflects the new national strategy for dementia, which is expected in 2021, acknowledging the profound impact of dementia on individuals, families and communities. The Steering Group will also ensure that the needs and views of carers are reflected in this work.

## 7 Carers in Renfrewshire

The 2011 Census<sup>10</sup> found that 17,759 people in Renfrewshire identified themselves as carers, this is approximately 10% of the population.

The Census also found that:

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

The 2017/18 Health and Care Experience Survey<sup>11</sup> 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).

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, including:

- An ageing population, with an expected increase of 76% for those aged 75+. By 2041, 14% of the population will be over 75, compared to 8% in 2016.
- An increase in people living with long term conditions,
- A 47% increase in dementia prevalence by 2035. Current prevalence is 2,994<sup>12</sup>.

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<sup>10</sup> <http://www.scotlandscensus.gov.uk/en/censusresults/bulletin.html>

<sup>11</sup> <http://www.isdscotland.org/Products-and-Services/Consultancy/Surveys/Health-and-Care-Experience-2017-18/Detailed-Experience-Ratings.asp>

<sup>12</sup> [http://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic\\_Plan\\_2019\\_Final.pdf?m=1556881081757](http://www.renfrewshire.hscp.scot/media/9704/Strategic-Plan-2019-2022/pdf/Strategic_Plan_2019_Final.pdf?m=1556881081757)

## 8 Universal Carer Pathway and Discharge Planning

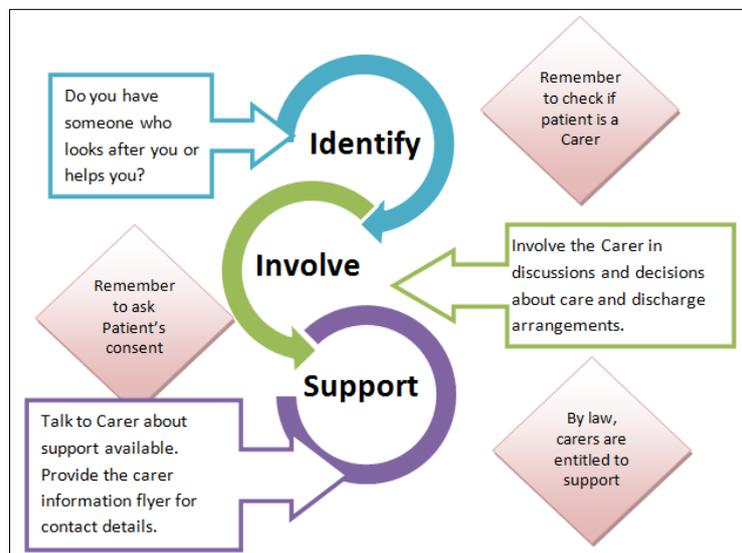
Planning for a patient's discharge from hospital is a key aspect of effective care. Many patients who are discharged from hospital will have ongoing care needs that must be met in the community. Discharge planning is the process by which the hospital team considers what support might be required by the patient in the community, refers the patient to these services, and then liaises with these services to manage the patient's discharge.

The Carers Act contains a specific duty for Health Boards to involve carers in discharge planning soon after someone is admitted<sup>13</sup>. This early planning helps avoid delays once a person no longer requires care in an acute hospital.

Across all NHS Greater Glasgow and Clyde (NHSGGC) hospitals carers can expect that:

- they will be involved in discussions soon after the person they care for is admitted and ongoing discussions on treatment and proposed discharge arrangements; and
- they will be informed about what will happen on the day of discharge.

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



<sup>13</sup> <http://www.legislation.gov.uk/asp/2016/9/section/28/enacted>

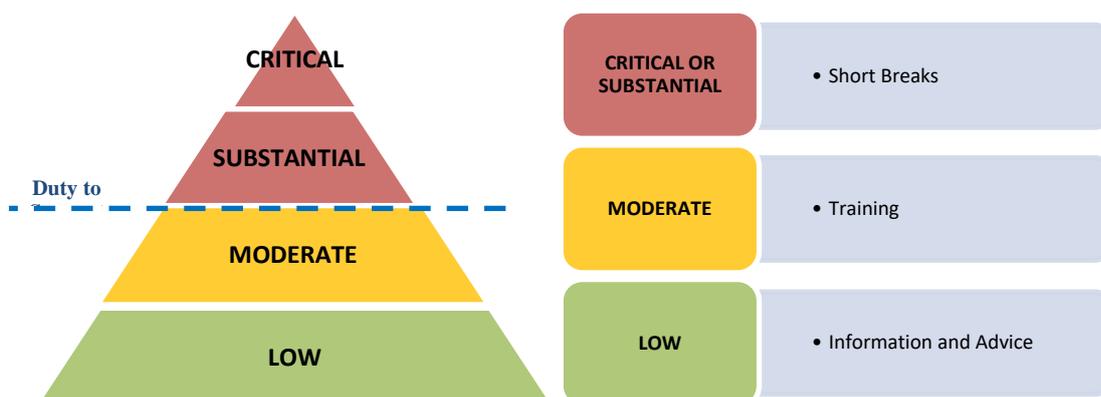
## 9 Supporting Carers

### 9.1 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 meet carers' identified needs<sup>14</sup>. All carers can request or accept the offer of an assessment of need through an Adult Carer Support Plan (ACSP). The ACSP will determine whether a carer has eligible needs which meet the eligibility criteria. If a carer has eligible needs the local authority must provide support to the carer to meet their eligible needs<sup>15</sup>.

In January 2018, and following consultation with carers and carer organisations, the Integration Joint Board approved Renfrewshire's Eligibility Criteria for Adult Carers, which can be accessed via this link: [Eligibility Criteria for Adult Carers](#).

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.

As set out in the ACSP pathway (Appendix 1), carers can 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 carer on to the HSCP to complete the ACSP with them.

<sup>14</sup> <http://www.legislation.gov.uk/asp/2016/9/enacted>

<sup>15</sup> <http://www.legislation.gov.uk/asp/2016/9/enacted>

## **9.2 Current Support for Carers**

The HSCP and Renfrewshire Carers' Centre provided a range of services to over 600 new adult carers in 2018-19, 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 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 Carers<sup>16</sup>, sets out in more detail what a short break is and how a short break can support carers.

## **9.3 Transition Planning to Adult Services**

As set out in the Carers Act, Young Carers' Statements will continue to have effect until the young carer is provided with an Adult Carer Support Plan<sup>17</sup>.

Preparing for the future is one of the priorities for Renfrewshire's Young Carers' Strategy, due to the additional challenges for young carers as they approach adulthood, as a result of their caring role. The Young Carers Strategy commits to meeting this priority by "including future planning and transitions in every Young Carer Statement and developing a protocol with adult services which clearly describes what will happen for young carers and what they can expect when they turn 18"<sup>18</sup>.

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<sup>16</sup> [http://www.renfrewshire.hscp.scot/media/9425/Renfrewshire-Health-and-Social-Care-Partnership-Short-Breaks-Statement/pdf/SBSS\\_For\\_Website1.pdf?m=1553081854497](http://www.renfrewshire.hscp.scot/media/9425/Renfrewshire-Health-and-Social-Care-Partnership-Short-Breaks-Statement/pdf/SBSS_For_Website1.pdf?m=1553081854497)

<sup>17</sup> <http://www.legislation.gov.uk/asp/2016/9/section/18/enacted>

<sup>18</sup> [http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children\\_Services\\_-\\_Young\\_Carers\\_Strategy.pdf?m=1568035286057](http://www.renfrewshire.gov.uk/media/10423/Young-Carers-Strategy/pdf/Children_Services_-_Young_Carers_Strategy.pdf?m=1568035286057)

The HSCP will work with Children's Services to support transition planning for young carers, ensuring that young adult carers receive the support they need at a critical time in their lives.

## 10 Monitoring and Reporting on the Strategy

The HSCP established a Carers Strategic Steering Group in 2018, to ensure that we continue to implement legislative requirements; to oversee the development and implementation of the Adult Carers' Strategy; and to plan and develop services for carers.

The Group includes carer representatives and relevant stakeholders from HSCP Adult Services and Renfrewshire Council Children's Services, Renfrewshire Carers Centre and other Partners.

The Strategic Carers Group will report progress to the Integration Joint Board and the Strategy is due for renewal by 1 April 2022.

As set out in Section 3, the HSCP's key priority is the identification of carers. By identifying carers earlier, we can provide support to ensure they remain engaged their family, friends and communities to help maintain their own health and wellbeing and to support them in their caring role. To measure whether we have achieved this key priority, we will report on whether more carers have been identified over the lifetime of the Strategy. In addition to this, we will report on several measures that will demonstrate whether the Strategy has achieved what it set out to and by 2022, we want to see an increase in the number of carers:

- Identified as a carer early and offered the right support at the right time.
- Who have an Adult Carer Support Plan.

And the number of carers who say that:

- They have a say in the services provided for the people they care for.
- They feel supported to continue caring.
- Caring does not have a negative impact on their health and well-being.
- They have a good balance between caring and other things in their life.
- Local services are well coordinated for the people they look after.
- They actively participate in their community.
- They are well informed about their caring role.

# 11 Appendices

## Appendix 1 Adult Carer Support Plan Pathway

