

PERTH AND KINROSS COUNCIL

Health and Housing Committee

11 March 2015

Perth and Kinross Joint Strategy for Adult Carers 2015 - 2018

Report by Executive Director (Housing and Community Care)

PURPOSE OF REPORT

The purpose of this report is to seek approval for the updated Joint Strategy for Adult Carers (2015-2018) and to ensure that the updated Action Plan approach is consistent with achieving the outcomes contained in the Carers Bill which is expected to become legislation later this year.

This strategy and action plan seeks to transform services and the support which the Council, NHS and the Third Sector offer to carers. The Council and its partners will build on its existing partnership working with carers and other partner agencies, to provide preventative support for carers and the cared for person to remain living at home for longer and reduce the need for crisis intervention.

The previous strategy was successful in providing valuable support and services to carers to help them in their caring role. This strategy goes one step further and implements innovative actions to help carers have a life beyond their caring role.

1. BACKGROUND / MAIN ISSUES

- 1.1 This new Joint Strategy for Adult Carers (2015-2018) is a far reaching and ambitious plan to improve the lives of carers in Perth and Kinross and, as a consequence, support more people to live independently in their communities. As more of us enjoy the benefits of living healthier into older age, the opportunity exists to harness this voluntary support and so reduce the need for reactive care. A large proportion of the caring provided for children, adults with disabilities and older people is by people over 65 years and many community organisations and activities depend on the voluntary contributions of this age group. This strategy uses a variety of innovative actions to recognise and support all unpaid adult carers (aged 18 years or over) living in Perth and Kinross, to have a life outside of their caring role.
- 1.2 This strategy sets out the following priorities :
 - **Information and Awareness** - The Council, NHS and the Third Sector (hence forth noted in the report as 'The Council and its partners') will significantly improve our awareness of and information to carers, so that more carers will self-identify and our services will be able to identify and support them speedily;

- **Early support** – The Council and its partners will improve support in our localities particularly offering respite services, giving people a life outside of their caring role and before people reach a crisis situation;
- **Prevention** - This in turn, will prevent unnecessary hospital or care home admission, for the cared for person, thus supporting more people to remain in their own homes and communities for longer.

1.3 Perth and Kinross Local Issues

- 1.3.1 In Perth and Kinross in 2011, census data indicated approximately 13,000 (9%) of the 147,000 people living in Perth and Kinross at that time provided some level of care, with over 8,000 people providing care for up to 19 hours per week. Yet, as of March 2014, there were only 3,695 (2.5%) registered carers with the council, suggesting that three-quarters of people providing unpaid care are unknown to our services and may, therefore, be missing out on much needed support, information and advice.
- 1.3.2 Perth and Kinross has the highest projected population growth rate in Scotland with significant growth predicted in the number of older people, between the ages of 65-85 and over. It is, therefore, likely that the number of carers will rise as the number of older people living in Perth and Kinross grows. Many of these older people are only able to manage in the community because of support from family carers and one of the reasons why older people end up in institutional care is because these caring arrangements break down. The key aim of this strategy is to identify carers in these situations and provide much needed support as early as possible, in order to ensure older people can continue to live in their homes and communities for as long as possible.
- 1.3.3 Perth and Kinross has the highest number of Gypsy/Travellers in Scotland and also has a growing minority ethnic population. Therefore, this joint strategy also recognises the importance of considering the many individual and unique circumstances of carers and of not using a 'one size fits all' approach.

1.4 Legislation

1.4.1 Waiving of Charges Regulations

These regulations accompanied the Social Care (Self-directed Support) (Scotland) Act 2013 which was implemented in April 2014. The argument in favour of regulations to waive charges is based on the overall contribution carers make to our society, which the Scottish Government estimates at £10 billion each year in Scotland.

The Council is one of only a few local authorities to have proactively waived charges for carers, based on the current guidance and to reimburse any monies already contributed by carers since the legislation came into force in April 2014.

1.4.2 Carers Bill

A new national Carers Bill to support, and ensure improved outcomes for carers, is proposed and is expected to become legislation this year. This new legislation focuses on prevention and on how support for carers can be provided more efficiently, effectively and flexibly to respond to crisis situations as they arise. Key proposals that are likely to impact on local authorities include:

- Provide the framework for all carers to have a Support Plan;
- Introduce a duty on all local authorities to establish information and advice services about the Carer Support Plan and support for carers;
- A duty on local authorities to provide support, including short breaks;

1.4.3 COSLA has raised concerns about the impact on resources for local authorities in relation to the Waiving of Charges regulations and some of the proposals in the Carers Bill, and the Scottish Government have recently consulted with local authorities on the potential cost implications arising from the Carers Bill. The potential financial implications of these on Perth and Kinross Council are set out in Section 2 of this report, Resource Implications.

1.5 Consultation

1.5.1 Carers, relevant stakeholders and carer representatives were consulted when developing this strategy, using a variety of methods:

- Perth and Kinross Council Carers Conference – 86 delegates, October 2013;
- Blairgowrie Carers Café – 4 participants, November 2013;
- Invergowrie Community Café – 9 participants, November 2013;
- MEAD Carers Focus Group – 16 participants from Chinese, Polish, South Asian and Syrian nationalities, November 2013;
- Gypsy/Traveller Community – 6 members;
- MEAD Steering Group – 9 members, December 2013;
- Support in Mind, Carers Support Group – 8 participants, January 2014;
- Carers Satisfaction Survey – 35 responses, February 2014;
- Carers Satisfaction with Complementary Therapies Survey – 25 responses, February 2014;
- 197 responses were received to the multi-agency workforce survey.

1.6 Successes since the last strategy:

- Developed flexible respite for older people;
- Developed Short Breaks Bureau for people with a Learning Disability;
- Ceased charging for the Voucher for Respite Scheme making all vouchers free to carers;
- Funding of carer advocacy;
- A dedicated carer assessment worker located in the hospital to support hospital discharge;
- An increase in the number of carers attending Live Active Leisure facilities. In 2013/14, 3,385 carers attended Live Active Leisure swimming facilities (an increase of 87 carers on the previous year);
- Development of an Asian Women's Only walking group by MEAD (Minority Ethnic Access Development Service).

1.7 Challenges Ahead:

- Identifying hidden carers and providing them with appropriate support to continue their caring role;
- Supporting the growing number of carers, especially those over 65 years old;
- Implementing the forthcoming carers legislation including the Waiving of Charges and Carer Bill proposals and managing any legislative responsibilities within current resources.

2. PROPOSALS

2.1 The Council and its partners has listened to what carers have told us they wanted and needed to continue their caring role. With this mind, the Council and its partners have developed the following proposals, or in the case of this strategy, pledges.

2.2 ***PLEDGE 1: Engage with people on their terms, including identifying people who may not recognise themselves as a carer***

- The Council and its partners will provide **additional carer support workers** in each locality within our Integrated Care Teams (ICT) to provide preventative care and support to carers and identify hidden carers within their local communities;
- The Council and its partners will provide support to **young carers in transition**;

- The Council and its partners will commission the Third Sector to develop a **Carers Hub**, ensuring carers have access to appropriate and consistent information, and raise awareness across Perth and Kinross as to the available support to carers and to those who do not self-identify as a carer;
- The hub will be innovative, providing leadership in the use of social media to connect carers with each other and with supports in their community.

2.3 ***PLEDGE 2: Promote empowerment while also offering support as needed to all people in a caring role***

- Through **Participatory Budgeting** the Council and its partners will involve carers in helping to decide where money is spent in their local communities which will benefit them, based on their needs and outcomes;
- The Council and its partners will **promote Self-Directed Support (SDS)** and personalisation, and supporting empowerment in the localities where they live;
- The Council will raise awareness and implement legislation relating to the **non-charging policy** for carers, while continuing to evaluate and review existing support options.

2.4 ***PLEDGE 3: Support carers in providing opportunities for shaping and improving services as needed***

- The Council and its partners will review the role, remit and membership of the **Carer Strategy Group** to ensure a cross section of carer groups are represented and involved in the shaping and improving of services;
- The Council and its partners will hold an **annual carer conference** to explore Participating Budgeting and gather the views of all carers regarding the supports and services offered;
- The Council and its partners will ensure the needs of carers of people with mental health problems are highlighted in terms of **respite options**.

2.5 ***PLEDGE 4: Support people in a caring role to maintain their health, wellbeing and a life beyond their caring role***

- The Council and its partners will help to make Perth and Kinross a better place to be a working carer, by acknowledging the contributions of our working carers through exploring implementation of the **Carers Positive Kitemark**. The Council and its partners will explore flexible working arrangements for carers, supporting them, where possible, to continue their caring role whilst also working;
- The Council and its partners will **review** SDS, our complementary therapies and the respite voucher scheme to ensure they are meeting individual carer needs, developing a broader range of therapy options for carers.

2.6 ***PLEDGE 5: Ensure fairness and equity in everything The Council do in Perth and Kinross***

- The Council and its partners will increase our involvement and consultation with our **minority ethnic communities, including the Gypsy/Traveller community**, to support them with their distinct needs as carers;
- The Council and its partners will develop more **flexible and personalised respite** options which is relevant to a carers situation and circumstances, particularly looking at new options for carers supporting people with mental health problems;
- The Council and its partners will work more closely with services in each locality to ensure the specific needs of carers are **met in their local communities**;

2.7 ***PLEDGE 6: Further the development of our workforce to ensure competent, caring and supportive workers***

- The Council and its partners will implement and embed **Equal Partners in Care (EPIC)**, a joint project between NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) to implement the workforce education and learning elements of the national carers strategy, to achieve better outcomes for everyone involved in the caring relationship;
- The Council and its partners will promote and explore **SDS and culturally diverse training** for all staff and undertake a mapping exercise to determine existing services in all localities.

3. **CONCLUSION AND RECOMMENDATIONS**

- 3.1 The Joint Carers Strategy and Action Plan aims to highlight new ways of working in all localities to meet the challenges which lay ahead and the increasing responsibilities facing Local Authorities. This includes the development of a Carers Hub to provide up to date information, support and advice to carers and also actions to identify the many hidden carers who are currently not receiving support or advice which would assist them in continuing their caring role.
- 3.2 The strategy also encourages involvement of carers in service delivery, monitoring and evaluating of services, while offering increased choice and control of services through the promotion of self-directed support.
- 3.3 It is recommended that the Housing and Health Committee:
- (i) Approves the Joint Strategy for Adult Carers
 - (ii) Approves the Action Plan for Adult Carers and its implementation

- (iii) Instructs the Executive Director (Housing and Community Care) to bring a progress report of the actions to Housing and Health Committee in 12 month's time.

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You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	Yes
Workforce	Yes
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	Yes
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	None

1. Strategic Implications

1.1 Community Plan / Single Outcome Agreement

This report supports the following outcomes of the Community Plan / Single Outcomes Agreement in relation to the following priorities:

- (ii) Developing educated, responsible and informed citizens
- (iii) Promoting a prosperous, inclusive and sustainable economy
- (iv) Supporting people to lead independent, healthy and active lives

1.2 Corporate Plan

This report supports the following outcomes of the Corporate Plan in relation to the following priorities:

- (ii) Developing educated, responsible and informed citizens;
- (iii) Promoting a prosperous, inclusive and sustainable economy;
- (iv) Supporting people to lead independent, healthy and active lives; and
- (v) Creating a safe and sustainable place for future generations.

2. Resource Implications

2.1 Financial

There are direct financial implications arising from this report from the following areas:

2.1.1 The Carers (Waiving of Charges for Support) (Scotland) Regulations, Social Care (Self-directed Support) (Scotland) Act 2013

The Scottish Government introduced a change in legislation in relation to Carers when they introduced SDS legislation in April 2014. This change required local authorities to cease charging for services to carers, when the service was purely for the carer's own need. In light of this, in Perth and Kinross, The Council ceased charging for the Respite Voucher service, an annual financial impact of approximately £5,000. Although this is a relatively small amount, there are varying interpretations of this legislation and the Council estimate the financial impact could be significantly higher, potentially running into £100,000's.

The Scottish Government is considering amending the guidance in relation to the change regarding Waiving of Charges for carers, as it has had widespread concern about how this new legislation is interpreted by local authorities, as well as the significant potential financial impact of this legislation. The Scottish Government will provide any amendment when it introduces its forthcoming legislation around carers.

2.1.2 Forthcoming Carers Legislation

The Scottish Government is introducing legislation following a Carers Bill later this year. Key proposals in the Carers Bill will undoubtedly have a financial impact, although the scope is difficult to estimate.

The Carers Bill proposed that local authorities will improve their information services to Carers and also to promote Carers Support Plans (a term for Carers assessments). The Bill also proposed that the local authority would have a duty to offer all Carers within their area with a Carers Support Plan, including for carers where the cared-for-person is not receiving local authority services.

In a recent financial memoranda for the Scottish Government, the Council estimated the potential costs if it had to provide a Carers Support Plan for all carers within Perth and Kinross. Taking the 2011 census as our guide, 13,000 (9%) of the 147,000 people living in Perth and Kinross, at that time, provided some level of unpaid care. This contrasts with the figure of 3,594 registered carers that are currently known to Community Care services. Therefore there is potential for a 360% increase in the number of carer support plans prepared based on the above figures.

Currently the Council provide an average of 252 carer support plans per annum at a cost of £56,700 per annum, based on social worker time. Given the 360% potential rise in carer support plans, the annual cost of implementing the proposal in the Carers Bill could reach £204,120.

2.1.3 Carers Strategy objectives

There are two key strategic objectives within the Carers strategy that have financial implications:

1. Commissioning of a Carers Hub, to be a focal point for information, advice and awareness raising. The cost of commissioning a Carers hub has been estimated at £94,000;
2. Additional workers to support Carers in localities. The cost of employing three Carers Support workers would be £32,000.

A bid has been entered for these costs as part of the Integrated Care Fund, to support the development of the Carers Strategy for one year, 2015-2016. The cost of setting up the Care Hub is largely non- recurring and Health and Social Care Partnership colleagues will seek to embed recurring costs within the priorities for the Joint Carers Strategy Budget.

2.2 Workforce

There are workforce implications arising from this report. These include:

- Raising awareness of EPIC (Equal Partners in Care) and related to the implementation of this policy;
- Additional staff to support the ongoing and increasing demand for carer support plans and identification of hidden carers, which may also increase following the Carers Bill and Waiving of Charges legislation;
- However, there will be no subsequent changes to the existing duties of staff

2.3 Asset Management (land, property, IT)

There are no asset management (land, property or IT) implications arising from this report.

3. Assessments

3.1 Equality Impact Assessment

Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The Equality Impact Assessment undertaken in relation to this report can be viewed by clicking <http://www.pkc.gov.uk/EqIA>

This report has been considered under the corporate Equalities Impact assessment process (EqIA) with the following positive outcomes expected following implementation of this strategy:

- Improved outcomes and support for carers across Perth and Kinross;
- Increased health and wellbeing for carers to enable them to have a life outside of their caring role;
- Increase in preventative support and empowerment of carers;
- Identification and support for working carers through the implementation of the Carers Kitemark

3.2 Strategic Environmental Assessment

The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.

The content of this report have been considered under the act, however, no action is required as the Act does not apply to the matters presented in this report.

3.3 Sustainability

Under the provisions of the Local Government in Scotland Act 2003 the Council has to discharge its duties in a way which contributes to the achievement of sustainable development. Under the Climate Change (Scotland) Act 2009 the Council also has a duty relating to climate change and, in exercising its functions must act:

- in the way best calculated to delivery of the Act's emissions reduction targets;
- in the way best calculated to deliver any statutory adaptation programmes; and
- in a way that it considers most sustainable.

There are no steps required to be taken in this area.

3.4 Legal and Governance

There are no direct legal implications resulting from this report.

3.5 Risk

There are no direct risks arising from this report

4. Consultation

4.1 Internal

The views of officers within Housing and Community Care and a staff survey (197 responses in total were received which also includes the workforce outwith the council) have been consulted regarding the development of this strategy and action plan.

4.2 External

Members of the Carers Strategy Group and their associate networks have been consulted in the development of this strategy and action plan. This includes:

- Perth and Kinross Council Carers Conference – 86 delegates, October 2013
- Blairgowrie Carers Café – 4 participants, November 2013
- Invergowrie Community Café – 9 participants, November 2013
- MEAD Carers Focus Group – 16 participants from Chinese, Polish, South Asian and Syrian nationalities, November 2013
- Gypsy/Traveller Community – 6 members
- MEAD Steering Group – 9 members, December 2013
- Support in Mind, Carers Support Group – 8 participants, January 2014
- Carers Satisfaction Survey – 35 responses, February 2014
- Carers Satisfaction with Complementary Therapies Survey – 25 responses, February 2014

5. Communication

- 5.1 There is no communication plan associated with this report. Following the agreement of this strategy, a full communication strategy will be implemented.

6 Background Papers

There are no relevant background papers relevant to this report.

7 Appendices

Appendix 1 in this report is the Perth and Kinross Joint Strategy for Adult Carers 2015-2018.



PERTH AND KINROSS JOINT STRATEGY FOR ADULT CARERS

(2015 - 2018)

CARING WITH CONFIDENCE

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This joint strategy is a working document and is developed further throughout its 3-year life. Feedback is sought and updates to the action plan are carried out on a continuous and regular basis through consultation with carers and other stakeholders at various events, forums and strategic group meetings. Carers and relevant stakeholders are involved, as a matter of course to develop the Action Plan.

Is the Strategy available in other formats?

There is a shorter summary Strategy. It is available in Braille, large print, audio and in some community languages, upon request. Please use the contact details below for further information or copies.

How can you have your say on the Strategy?

You can write with your comments to:

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1. INTRODUCTION

This new Joint Strategy for Adult Carers (2015-2018) is a far reaching and ambitious plan to improve the lives of carers in Perth and Kinross and, as a consequence, support more people to live independently in their communities. As more of us enjoy the benefits of living healthier into older age, there is an opportunity to harness our caring duties through providing support and services early on.

A large proportion of people caring for children, adults with disabilities and older people is provided by people over 65 years, and many community organisations and activities depend on the voluntary contributions of this age group. This strategy uses a variety of innovative actions to recognise and support all unpaid adult carers (aged 18 years or over) living in Perth and Kinross, to have a life outside of their caring role.

This strategy will do that through an emphasis on:

- **Information and Awareness** - We will significantly improve our awareness of carers and information to carers so that more carers will self-identify and our services will be able to identify them faster;
- **Early support** – We will improve support in our localities particularly offering respite services, giving people a life outside of their caring role and before people reach a crisis situation;
- **Prevention** - This in turn, will prevent unnecessary hospital or care home admission, for the cared for person, thus supporting more people to remain in their own homes and communities for longer.

We have listened to what carers have told us they wanted and needed to continue their caring role, and with this mind, we have some exciting developments to take forward:

- **Carer Support Workers** – additional workers in each locality within Integrated Care Teams (ICT) to provide preventative care and support to carers and identify hidden carers within their local communities;
- **Carer Empowerment** – using “Participatory Budgeting” to involve carers in helping to decide where money is spent in their local communities which will benefit them, based on their needs and outcomes;
- **Carers Hub** – carers told us they wanted a “one stop shop” for all information, advice and support, and wanted a person to be able to talk to about what is available. The hub will be unique as it will provide leadership in terms of the use of social media and the involvement of the independent and third sectors - both initially and throughout its development;
- **Minority Ethnic including the Gypsy/Traveller community** – increase our involvement and consultation with our minority ethnic, including Gypsy/Traveller communities to support them in their caring roles which, up until now, has been undervalued;

- **Carers Positive Kitemark** – helping to make Perth and Kinross an amazing place to be a working carer, by acknowledging the contributions of our working carers and supporting them as much as possible to continue to have a life outside of their caring role.

This joint Strategy for the support of carers in Perth and Kinross builds upon the achievements of the previous strategy and the comments and considerations of various stakeholders, carer groups and carers themselves. New legislative context and embracing new ways of working with both individuals and our communities in a time of significant financial restraint, has highlighted new priorities important to include within this strategy. The new action plan should be seen as a continuation of a commitment to provide support, deliver services and ensure transparency in all actions.

There have also been further cultural changes in the way in which carers are recognised, both nationally and locally. It is more readily accepted that carers have rights and in particular, the right to be considered as equal partners in the provision of care, and who also have a specific right to a personal quality of life which will enable them to be included in society. The Caring Together, National Carer's Strategy for Scotland 2010 – 2015 highlights the need for carers to be supported to manage their caring responsibilities with confidence and in good health, and to have a life of their own outside of caring. These principles will also be recognised within this joint strategy.

It must also be recognised the importance of considering the many individual and unique circumstances of carers including those carers from black, minority and ethnic communities (BME). No two people's caring role is the same, with the carer's needs as individual as the needs of the cared for person. A carer's needs for someone with a profound learning disability are different to a carer from the BME community which is different again, to a young adult carer supporting their sibling with autism or a parent with a substance misuse problem. This joint strategy recognises these differences and individual carer needs within the wider caring role, and acknowledges the already positive ongoing work within the following existing individual care group strategies:

- Joint Mental Health and Wellbeing Strategy (2012-2015)
- Joint Learning Disability Strategy (2012-2015)
- Physical Disability and Sensory Impairment Strategy (2014-2017)
- Autism Strategy (2013-2023)
- Gypsy/Traveller Strategy (2013-2018)
- Draft Joint Commissioning Strategy for Older People (2013/14-2015/16)
- Alcohol and Drug Partnership Strategy (2012-2015)

Within these joint strategies for individual client groups, actions are already being implemented and monitored to support carers, either directly or indirectly. Appendix 1 outlines those strategies with existing actions being taken forward, to ensure continuity rather than duplication of support.

1.1 Carers in Scotland

Across Scotland, there are 660,000 carers - 1 in 8 of the population - and every day almost 500 people take on a caring responsibility, equating to 178,000 people each year¹. There are 110,000 people providing over 50 hours of care per week². This shows the vast number of people in Scotland currently undertaking a caring role which will impact in some way, on their own lives.

Carers UK, a national membership charity organisation, undertook an annual survey of carers to collect evidence on a range of issues affecting carer's lives, including those that live in Scotland.

In 2014, nearly 5,000 carers across the UK shared their experiences and the following was highlighted:

*82% of carers feel more stressed because of their caring role
73% felt more anxious
69% find it difficult to get a good night's sleep as a result of caring
58% have reduced the amount of exercised they do since they started caring³*

Although the above highlights the issues for all carers across the UK, there are many similarities in the experiences shared by carers in Perth and Kinross. It is essential people caring for friends, family, children and neighbours in our local communities are supported to maintain their own health and wellbeing and life opportunities. This joint strategy aims to support this.

2. WHO IS THIS STRATEGY FOR

This joint strategy is for all adult carers (aged 18 years or over) living in Perth and Kinross who care for an adult with any condition. This could include but is not exclusive to those that come with ageing, needs associated with learning or physical disability, sensory impairment, difficulties related to mental ill health or substance misuse.

This joint carers strategy also recognises the importance of young people (under 18 years) in their caring role however, reference to young carers and those in transition can be found in the Perth and Kinross Joint Strategy for Young Carers (2011-2014).

2.1 Who is a Carer

A carer is someone who provides unpaid support to a family member or friend. They may care for an older person, someone who is disabled, has a long-term illness, mental health problems or is affected by alcohol or drug misuse. Carers can be any age, from children to older people, and from every community and culture. Some carers may be disabled or have care needs themselves. They may be parents, spouses, grandparents, daughters, brothers, same sex partners, friends or neighbours.

¹ www.carersuk.org/scotland

² www.carersuk.org/scotland

³ State of Caring, 2014

A young adult carer is a young person aged 18-25 years, who has a significant role in looking after someone in their family. They may have practical caring responsibilities or be emotionally affected by a family member's care needs.

Sometimes the word 'carer' can cause confusion and some people may not consider themselves "a carer". In the National Carers Strategy and this local joint strategy, we are referring to unpaid carers, including carers receiving benefits related to their caring role.

3. THE VISION, AIMS AND VALUES OF THIS STRATEGY

We recognise that our services across health, social care, third and independent sectors need to reflect how they currently support people in a caring role and where necessary, amend practices to reflect a change in culture and practice that is supportive and empowering.

It should be acknowledged that over the lifetime of the previous strategy there has been a radical shift and emphasis on community rather than institutional care, increased personalisation of services and working in an outcome focused way for both the carer and cared for person. This has all supported carer empowerment and independence and has been embraced by many however, where practices need to change then they must do so.

Vision

The vital contribution through unpaid caring is fully valued, and organisations and citizens together produce solutions that best support caring and a life beyond caring

Strategic aims

- Engage with people on their terms, including identifying people who may not recognise themselves as a carer
- Promote empowerment while also offering support as needed to all people in a caring role
- Support carers in providing opportunities for shaping and improving services as needed
- Support people in a caring role to maintain their health, wellbeing and a life beyond their caring role
- Ensure fairness and equity in everything we do in Perth and Kinross
- Further the development of our workforce to ensure competent, caring and supportive workers

- Providing equitable access to high quality services and ensuring an exceptional engagement experience
- Continuously reviewing, evaluating and improving service quality - doing the right thing where and when it is needed most, and doing it better
- Working together in highly functional partnerships with people and communities at the center
- Working hard to ensure an engaged, fulfilled, happy and capable workforce with the capacity to support
- Recognising resource scarcity and striving for business excellence so that we can sustain the work that supports our values

4. MONITORING, REVIEWING AND REPORTING ON THE STRATEGY

The already existing multidisciplinary 'Carers Strategic Group' which includes carer representatives and relevant stakeholders including NHS Tayside, Perth and Kinross Council, third and independent sectors has been meeting every quarter to oversee the previous joint strategy. Its main purpose was to ensure the effective roll-out of the action plan and to monitor and report on its progress on an ongoing basis. The representation on this group will be reviewed to ensure members are committed to continuing this important role, with ownership of this joint strategy given to the group and encouraged by its members.

With the introduction of the Public Bodies Joint Working (Scotland) Act 2014 which is aimed to improve the outcomes of people who use support and services by integrating health and social care in Scotland, this brings with it a new governance framework which differs to that of the previous strategy. This governance is as yet, undetermined. The Carer Strategic Group and this joint strategy currently reports to the Health and Housing Committee however, this may change in the future with the advent of the Health and Social Care Partnership in operation as of April 2015.

5. EQUALITIES

The planning and delivery of quality health and social care services which includes information, advice, care and support services in Perth and Kinross embrace the principles of equal opportunities, following the lead of the partners' Equalities Schemes. All partners will encourage equal opportunities and diversity, responding to the different needs and service requirements of people regardless of sex, race, colour, disability, age, nationality, marital status, ethnic origin, religion or belief, sexual orientation or gender re-assignment. This strategy has been Equality Impact Assessed and can be found in appendix 2.

6. LEGISLATIVE, STRATEGIC AND POLICIES TO SUPPORT CARERS

There are a number of strategic policies, guidance and legislation to support carers and while certain policies may relate specifically to carers, there are others more applicable to the cared for person and whole communities. However, they are still relevant to carers in their caring role, with a fuller description of these strategic drivers in Appendix 3:

- Caring Together – The Carers Strategy for Scotland (2010 – 2015)
- Joint Strategy for Young Carers (2011-2014)
- Public Bodies (Joint Working) (Scotland) Act 2014
- Equal Partners in Care (EPiC)
- Social Care (Self-Directed Support) (Scotland) Act 2013
- Carers (Waiving of Charges for Support) (Scotland) Regulations 2014
- Commission on the Future of Public Services – The Christie Commission 2011
- Community Care and Health (Scotland) Act 2002
- The Community Plan/Single Outcome Agreement (2013-2023)
- Carers Information Strategies
- Reshaping Care for Older People: A programme for Change 2011-2021
- Scotland's National Action Plan for Human Rights (2013-2017) (SNAP)
- Welfare Reform Act (2012)
- The Healthcare Quality Strategy NHS Scotland (2010)

3.1 New and Future Legislative Drivers

Alongside the above existing legislation and policies, there are two legislative drivers which will influence new ways of working with carers:

3.1.1 Health and Social Care Integration

The Public Bodies (Joint Working) (Scotland) Act 2014 provides the framework for integrating health and social care services which will take effect from April 2015.

The main purpose of integration is to improve the wellbeing and outcomes of people who use health and social care services, particularly those whose needs are complex and involve support from health and social care at the same time.

It is important that a consistent framework is outlined to assess the progress made towards improving outcomes for Perth and Kinross residents both locally and nationally, and this will be provided by the national outcomes for health and wellbeing. These outcomes will provide for local flexibility in how they are achieved and will also reflect the experience of people who use services, including carers, and our workforce who are involved in both planning and delivering person centred care.

The policy ambition and principles for integration is to ensure services are:

- Integrated from the point of view of people using services;
- Takes account of the particular and individual needs of the people of Perth and Kinross;
- Takes account of the particular needs of individuals living in different parts of Perth and Kinross, including rural areas;

- Services are planned and led locally in a way which is engaged with the community and local professionals;
- Best anticipates people's needs and prevents them arising as much as practical,
- Makes the best use of the available facilities, people and other resources⁴

The Scottish Government has outlined nine nationally agreed health and social care outcomes (see appendix 7) which Health Boards and local authorities will be equally and jointly accountable to Scottish Ministers and the public. This joint strategy includes these outcomes within the action plan, to ensure this strategy is also benchmarked against these national priorities.

Our challenge is that for both the carer and the cared for person we are able to evidence how our integrated services will provide them with a positive quality of experience and in doing so, fulfil our local and national outcomes.

3.1.2 Carers Bill

A new national Carers Bill to support and ensure improved outcomes for carers is proposed and is expected to become legislation in 2015. This new legislation focuses on prevention and how support for carers can be provided more efficiently, effectively and flexibly to respond to crisis situations as they arise. Key proposals that are likely to impact on how we work with and support our carers include:

- Provide the framework for all carers to have a Support Plan;
- Introduce a duty on all local authorities to establish information and advice services about the Carer Support Plan and support for carers;
- A duty on local authorities to provide support, including short breaks;

We have made provision for the above new and proposed legislation within the action plan to ensure we support our carers locally, in line with any nationally agreed outcomes and frameworks.

⁴ SPICE, August 2013

7. CARERS IN PERTH AND KINROSS

7.1 Caring in Perth and Kinross

Carers can be anyone, any age, from all walks of life, and their caring roles are wide and varied⁵. Table 1 below highlights that according to the 2011 census, approximately 13,000 (9%) of the 147,000 people living in Perth and Kinross at that time provided some level of care, with over 8,000 people providing care for up to 19 hours per week.

Table 1: Census 2011: Provision of care by hours and locality

Locality	0 hrs	1-19 hrs	20-34 Hrs	35-49 Hrs	50+ hrs	Total caring	% caring
North Perthshire	46,230	2,904	404	298	1,138	4,744	9.31%
South Perthshire	40,570	2,666	330	278	924	4,198	9.40%
Perth City	46,544	2,552	354	340	1,120	4,366	8.60%
Perth and Kinross	133,344	8,122	1,088	916	3,182	13,308	9.10%

Source: Census 2011

As of March 2014, there are 3,695 registered carers in Perth and Kinross (see table 2), equating to 2.47% of the total population. Comparing 2011 census data (in table 2) with local authority data indicates that approximately three-quarters of people providing unpaid care are unknown to services and may therefore, be missing out on much needed support, information and advice.

Table 2: Registered carers in Perth and Kinross

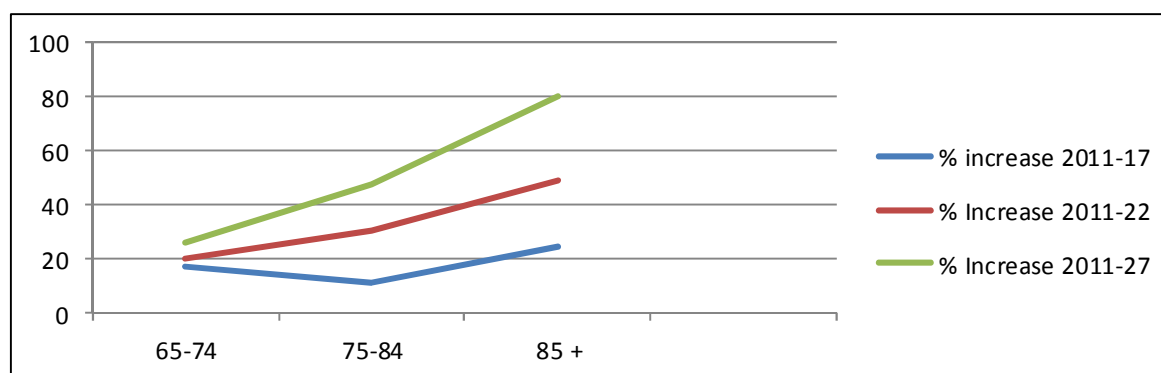
Locality	Registered carers	Population	%
North	1028	53,134	1.93%
South	1013	46,533	2.18%
Perth City	1654	49,835	3.32%
Grand Total	3695	149,520	2.47%

Source: Local Authority Carer Register, March 2014

The General Register Office for Scotland (GROS) indicates that the 2011 mid-year estimate population in Perth and Kinross is approximately 149,500 of which approximately 20% are aged 65 years or over. Perth and Kinross has the highest projected population growth rate in Scotland with significant growth predicted in the number of people in each of the three older persons' age groups: 65-74 (26%), 75-84 (48%) and 85 plus (80%).

⁵ Carers Trust, www.carers.org

Figure 1: Perth and Kinross Population Projections by Age Band, 2011-2027



Source: GROS

Figure 1 above highlights the number of older people living in Perth and Kinross is expected to rise and we can therefore expect the number of older people who have dementia to also rise significantly. Dementia UK suggests that 1 in 6 people aged over 65 is likely to have dementia. Applying these figures to the local population of older people would suggest that the numbers of local older people likely to have dementia may well rise from approximately 1,900 in 2013 to 2,900 in 2033.

As the number of older people, and therefore those with dementia are both projected to rise above the national average in Perth and Kinross, the numbers of people caring for them may also rise above the national average level. However, many of these people may be in paid employment, trying to manage working with their caring role.

While in 2012 the number of working aged people (16-64 years) was projected to be 62% of people living in Perth and Kinross, by 2037, the number of working age people is projected to be only 56% of the population⁶. It is therefore very likely that there will be fewer local people, of working age, able to provide paid support and care.

The 2011 Census states that 72,820 people aged 16+ years in Perth and Kinross are registered as being in paid employment. From this, a total of 7,369 people are also registered as providing varying levels of unpaid care between 1-35+ hours. This represents approximately 10% of the Perth and Kinross working population as also having an unpaid caring responsibility.

To support the local Perth and Kinross economy and to provide carers the opportunity to remain in work which many carers highlight as a way to support their own health and wellbeing and assists in promoting a life outside of their caring role, this strategy will support the Carers Positive Kitemark among Perth and Kinross' larger employers including Perth and Kinross Council, NHS Tayside, Aviva, Scottish and Southern Energy (SSE) and Perth and Kinross Association of Voluntary Services (PKAVS).

⁶ National Records of Scotland, 2012

The Carers' Positive Kitemark is one of the Scottish Government's key policies to support Scotland's estimated 660,000 carers. It is estimated there are approximately 250,000 working carers in Scotland which equates to one in every seven people in the workforce⁷. Under the scheme, employers will be able to sign up to demonstrate their commitment to supporting employees who provide care and support for elderly or disabled relatives. The Kitemark was launched in June 2014 as "Carer Positive" and employers will be known as a Carer Positive Employer in Scotland. There are some simple steps employers can take to help carers, including offering flexible hours, or access to a private phone line, with benefits of carer-friendly policies including retaining experienced workers, reducing staff absences and better morale.

This strategy is committed to ensuring working carers are acknowledged and supported in their caring role through promotion and commitment to the Carers' Positive Kitemark.

7.2 Minority Ethnic Carers including Gypsy/Travellers

Many of our carers in Perth and Kinross are from minority ethnic communities including Gypsy/Travellers. In 2014, the Minority Ethnic Access Development Project (MEAD) supported 56 BME carers through peer support groups' and one to one support⁸, with Minority Ethnic Carers of People Project (MECOPP) working with 30 Gypsy/Traveller carers, living on sites and in houses, throughout Perth and Kinross.

Over the years, both MEAD and MECOPP have built a strong working relationship with minority ethnic communities, many of whom struggle to identify as carers, and will continue to provide outreach support to local BME carers and those they care for.

MEAD has supported South Asian, Chinese and Eastern European carers in the following ways in Perth and Kinross:

- At the October 2013 Carers Conference MEAD supported 11 BME carers to connect with health and social care professionals from the statutory and voluntary sectors;
- MEAD facilitated 'familiarisation courses' for BME carers and the cared for person on topics including Perth and Kinross Credit Union, the Access Team, volunteering and welfare reform;
- MEAD has established a Chinese Women weekly walking group which has continued through the Stride for Life project with Live Active Leisure, and a weekly Asian Women only walking group. Through befriending, one-to-one and group support, awareness was raised of the importance of respite for young South Asian wives (see appendix 8 for further work with BME carers).

MECOPP has supported Gypsy/Traveller carers in the following ways:

- MECOPP organised four Gypsy/Traveller awareness-raising training sessions in 2013/2014 for a wide range of service-providers, including a session for 18 Elected Members in September 2013. These popular sessions were led by Gypsy/Travellers and had a specific focus on issues affecting carers;

⁷ www.carerpositive.org

⁸ MEAD Intelligence Report, 2014

- MECOPP have successfully supported carers to access appropriate 'short breaks', secure adaptations in their homes, challenge discriminatory decision-making, secure welfare benefits and enabled young carers to find paid employment;
- In July 2014, four Gypsy/Traveller carers from the Perth and Kinross area attended a meeting with politicians from the British-Irish Parliamentary Assembly (BIPA) and in their subsequent report BIPA described MECOPP's work with Gypsy/Traveller carers as 'highly commendable';
- Local work in Perth and Kinross has benefited greatly from MECOPP's national work around the Scottish Mental Health Arts and Film Festival (SMHAFF) and with Scottish Parliament Equal Opportunities Committee (EOC). In October 2012 for the first time in Perth and Kinross, Gypsy/Traveller carers were involved in several events during SMHAFF and this involvement has increased ever since. Involvement in the creative arts has already led to improved confidence for several carers and an increasing willingness to talk about the situations they face and the impact on mental health.

8. LOCAL RESOURCES

As previously highlighted there will be a large increase in the number of older people living in Perth and Kinross, placing a demand on and for services for people aged 65 years and older. However, there remains a wide range of services within Perth and Kinross available to carers of all ages which are provided by a range of agencies.

With the implementation of the integration of health and social care services the commissioning and availability of services may change based on need and demand over time in the different localities across Perth and Kinross. Therefore, it is unclear whether all services outlined below will exist over the lifetime of this strategy. However, given the emphasis on locality working across Perth and Kinross, the involvement of individuals and their carer's in the planning and delivery of services, preventative care and partnership working, services will need to change to meet the ever increasing demands of individuals and their carer's circumstances.

Perth and Kinross Council and Perth and Kinross Community Health Partnerships have worked together over the years to provide valuable services to carers, the cared for person and their families. Health and social care integration will provide new aims and responsibilities for all providers, emphasising improved outcomes and involvement in planning and delivery of services for carers, the cared for person and all residents of Perth and Kinross.

Table 3: Local resources

ORGANISATION / TYPE OF SUPPORT	DESCRIPTION OF SUPPORT OFFERED
Flexible Respite	Allocation of respite nights (maximum 14 nights per year) is provided at three local authority care homes for older people including Dalweem (Aberfeldy), Parkdale (Auchterarder) and Beechgrove (Perth City). Provides flexibility to carers who can book directly with a care home of their choice to take account of their own needs, including for holiday or short break purposes. A number of private care homes also offer this flexibility.
Short Breaks Bureau	In partnership with Cornerstone Care, providing access to individual short breaks for people with learning disabilities.
Voucher's for Respite Scheme	In partnership with various care providers, enables carers to book small periods of day/evening or weekend respite which is free, to enable carers to have time to themselves, meet friends or attend other events which are important to them.
Day Care for Older People with dementia	Provided at New Rannoch Centre and Lewis Place day centres, Dalweem and Parkdale care homes, Strathmore Day opportunities, Pitlochry Tryst provided by Crossreach, PKAVS affiliated with Carers Trust in Blairgowrie, Crieff and Perth and Bankfoot Church Centre.
Support in Mind Scotland	A mental health organisation providing additional support, information and training to carers.
Complementary therapies	A variety of approved therapists provided by Perth and Kinross Council providing eight free sessions and additionally by PKAVS provides a similar service to support people in their caring role.
Carer conferences	Yearly events providing a forum in which to involve and inform local carers of information, while also providing them with opportunities for fun and peer support.
Council website	Developed specifically for carers with up to date information and can be accessed at www.pkc.gov.uk/carers
Dementia Cafes	These monthly cafés in North Church, Perth and the Strathmore Dementia Information Café, Blairgowrie both provide an informal meeting place for carers and people with dementia to drop in for a tea/coffee and chat with others attending. There is also the opportunity to discuss issues with professionals in a relaxed and informal atmosphere.
Duchlage Court Community Group, Crieff	This inclusive group open to all, provides various speakers alongside fun activities in a supportive and friendly environment.
Monthly Information Meetings	Workers from Kinross Social Work, Perth and Kinross Council and PKAVS arrange monthly informal meetings for carers in Kinross. Speakers from a variety of agencies attend to offer information over a relaxing cup of tea and

	coffee.
Carse Community café	In partnership with other agencies, offers information and advice, guest speakers and provides local people the opportunity to meet new friends in a relaxed and informal atmosphere.
New Rannoch Carer Therapy and Information Day, Perth	Arranged bi-monthly, the carer social worker and support worker at New Rannoch Centre encourage carers of service users attending the centre to attend for complementary therapies provided by the carer social worker. This assists carers to discuss issues or concerns and promotes informed decision making upon hearing the support on offer.
Transition and Bereaved Group at New Rannoch Centre, Perth	A monthly support group discussing issues of loss and change, facilitated by the carer social worker for bereaved carers and those in transition. A range of speakers are also invited if the group feel this is appropriate.
Alzheimer Scotland	The Dementia Advisor is the local point of contact for people living with dementia, family members, carers and communities. The Dementia Advisor can provide information, support and advice and signpost to local groups and services.
The Minority Ethnic Access Development project (MEAD)	Will continue to develop information services and support for minority ethnic group carers, some of whom are isolated by language, culture and caring responsibilities. The service is provided for the Polish, South Asian and Chinese origin communities.
Support Groups	Including EPICS - for carers of people who misuse substances with the support from Perth and Kinross Council Drug and Alcohol Team; Parkdale Care Home Auchterarder and the Joint Carers and Parent's Forum for those who support children, young people and adults with learning disabilities and autism.
Independent Advocacy, Perth	Provides a dedicated carer advocacy service.
Specialist Substance Misuse Carer Development Workers	Two carer support workers appointed to work within the Perth and Kinross Drug and Alcohol team to raise awareness of the service and increase accessibility to carers affected by substance misuse. The support workers will also work with carers to develop a range of information, therapeutic and respite options to meet their needs which include Family Behavioural Therapy.

8.1 What Are We Spending on Services for Carers of Adults?

Carers have a wide and varied choice of Local Authority Housing and Community Care services, Health services and also third and voluntary sector services to support them in their caring role. The table below outlines those funded services which are dedicated specifically to carers:

Table 4: Specific Services for Carers of Adults, Budgets approved 2014-2015

Organisation	Amount £000's
PERTH AND KINROSS COUNCIL	
Services to Carers	106
Service Level Agreement - P.K.A.V.S carer Services	185
Staff	95
Service Level Agreement - Support In Mind	40
Sub-Total Perth and Kinross Council	426
OLDER PEOPLES'CHANGE FUND	
Carers' Funding Allocation	515
Sub-Total Older Peoples' Change Fund	515
NHS TAYSIDE/PERTH AND KINROSS COMMUNITY HEALTH PARTNERSHIP	
(CIS Funding 14/15 - £112k Recurring plus £27k c/fwd)	
Mead	25
Young Carers	38
Carers Development Worker	34
Carers Rural	26
Carers Health Check	16
Sub-Total NHS Tayside/Perth and Kinross Community Health Partnership	139
Total Budgets Approved 2014-2015 - Carers Specific - Adult Services	1,080

The above funded services are specifically for carers. However, there are also other services for the cared for person which will also benefit carers health and wellbeing including respite and short breaks, day care and day opportunities, home care and community support for those with a learning disability. Although these services are provided fundamentally for the cared for person, they do provide much needed support and respite for the carer themselves.

Almost every service offered by Housing and Community Care support carers in some way. A carer's assessment is also offered to all carers, the outcome of which – a Carer Support Plan - will outline clear evidence for providing support specifically for carers to be able to continue in their caring role.

9. HOW WELL HAVE WE DONE

9.1 What did we do

During the lifetime of the previous strategy, the action plan was developed to record the progress we made towards our support for carers. Some of this progress included:

- Continue to provide Short Breaks Bureau for people with a Learning Disability
- Maintain and cease charging for the Voucher for Respite Scheme making all vouchers free to carers. Perth and Kinross Council is one of the few local authorities in Scotland to implement change in this area. This affects approximately 295 people per year and carers are also being refunded any money spent under this scheme.
- Continue to fund complementary therapies, with 100% of those participating in the scheme stating they have benefited from the course of therapies.
- Piloted a programme of health checks for carers.
- A dedicated carer assessment worker is now located in the hospital to support hospital discharge.
- The Minority Ethnic Carers of People Project (MECOPP) for Gypsy/Traveller carers began working in Perth and Kinross in May 2011 and now has a Service Level Agreement with Perth and Kinross Council.
- Moving and Handling training remains available to carers to ensure the safety of both themselves and the cared for person.
- There was an increase in attendance by carers accessing Live Active Leisure facilities for swimming.

9.2 Consultation

To inform this new strategy, various methods were used to consult with carers and to ensure the voices of carers, organisations supporting carers and our workforce are also heard. The following consultations were undertaken, asking the same questions (see appendix 4) of all carers about their caring role:

- Perth and Kinross Council Carers Conference – 86 delegates, October 2013
- Strathmore Dementia Information Café – 4 participants, November 2013
- Invergowrie Community Café – 9 participants, November 2013
- MEAD Carers Focus Group – 16 participants from Chinese, Polish, South Asian and Syrian nationalities, November 2013
- MECOPP Consultation – 6 participants, January 2014
- MEAD Steering Group – 10 members, December 2013
- Support in Mind, Carers Support Group – 8 participants, January 2014
- Carers Satisfaction Survey – 35 responses, February 2014
- Carers Satisfaction with Complementary Therapies Survey – 25 responses, February 2014

- Workforce Survey - 197 responses, March - April 2014, distributed to people who work (paid or voluntarily) in Perth and Kinross including Local Authority Housing and Community Care, Community Health Partnership, Third and Independent sector staff and General Practice. (Full survey results in appendix 5).

9.3 What's working well - What did carers tell us

Carers told us what is working well to help them continue in their caring role, to enhance and maintain their physical and mental health and wellbeing:

Complementary Therapies

Carers appreciated the offer and range of complementary therapies. Responses from the complementary therapy survey undertaken in February 2014 include:

- 96% of respondents stated there was a good range of therapies on offer
- 100% of respondents stated they benefited from the course of therapies
- The benefits gained in order of preference included:
 - Feeling more relaxed / less stressed
 - Feeling happier
 - Feeling better within general mental health & feeling better able to cope with caring responsibilities
 - Feeling better within general physical health
 - Feeling they had more energy

Services

Carers' comments regarding the services available included:

- 49% of carers who responded to the Carers Satisfaction Survey stated they were *very satisfied* with the services they received from Perth and Kinross Council, NHS and the independent and third sector, 34% were *fairly satisfied* and 17% were *not satisfied* with services;
- Carers appreciated the access to respite which is available;
- Carers felt that specialist community based services including Alzheimer's Scotland and Independent Advocacy were of great benefit to them in their caring role;
- Council services including housing, reablement, occupational therapy, adaptations and community alarm supported them in their caring role;
- Various support groups and events including conferences, café's and peer support groups were well attended and appreciated for the support, advice and information offered;
- Staff who show empathy, quality in the work/service they provide, consistency of workers and those who have "people skills" were most valued;

- When carers are involved in their own support plans and those of the cared for person they felt this enabled them to feel empowered and more in control;
- Training offered to carers was well recognised and valuable.

9.4 What did our workforce tell us

Staff who work, either paid or voluntarily in Perth and Kinross across all sectors including Local Authority Housing and Community Care, the Community Health Partnership, Third and Independent sector staff and General Practice participated in a survey and told us:

- Nearly half of the respondents felt that supporting carers to work towards their personal goals beyond their caring role is an integral part of the way they work;
- Almost 60% of respondents think that addressing barriers to carers accessing health and wellbeing services is already perceived as integral within their organisation;
- Almost 60% of respondents *want* the promotion of carers motivation and capacity to self-manage to be embedded in practice;
- 70% of respondents feel that within their practice, carers are already recognised and valued as equal partners in the design and delivery of services
- Many respondents stated their recognition that carers are very important to their work, are seen as vital to sustaining services and are at the heart of the personalisation agenda.

9.5 What could we do better – What did carers tell us

A range of responses were received from carers about what could be done better to support them:

Awareness of services and general information

- Many minority and ethnic carers are reluctant to accept support due to the shame of not coping
- There is a need for more information in rural areas, including GP surgeries

Training for staff and carers

- There is a need to increase awareness of stigma and discrimination of minority ethnic carers including Gypsy/Travellers and to challenge perceived assumptions about carers and their needs
- Training regarding physical health problems and what carers can expect which will then help them in their caring role, and
- Increased information and knowledge regarding the rights of carers, the welfare benefits system and carer entitlements

Care Provision

- Carers feel they would benefit from increased respite options which are available or needed, with or without the cared for person
- Information and advice regarding access to aids and adaptations
- How to best access services

- Carers don't feel they are treated as equal partners in the care of the cared for person
- There is a lack of co-ordinated care of the cared for person, including a lack of time to build relationships with home care staff
- Carers feel abandoned when the cared for person passes away or is admitted permanently to a care home

Financial

- Carers feel disadvantaged due to the cost of the travel required to support the cared for person to appointments and other activities associated with their needs, and also the increased heating costs incurred when remaining in the home for longer periods of time
- Carers feel financially disadvantaged following the need to give up work or reduce their hours of work due to their caring role
- Carers responded to the lengthy period of time it takes the council to undertake a financial assessment and the difficulty in understanding the benefits system including allowances, benefits entitlements, forms, processes and the final contribution to services which might result.

Communication

- Carers advised of a lack of preventive services or support to prevent a crisis
- A lack of flexible interpreting services including forms and accessible information in different languages
- Carers felt they had to repeat the cared for person's story and situation numerous times to different services and individuals
- There is a lack of information communicated in rural areas using a variety of ways e.g. community centres, face to face, drop in's and outreach

9.6 What could we do better – What did our workforce tell us

From the 197 responses from the survey, our workforce told us that:

- Although it appears workers feel their organisations ethos is aligned with the survey questions (see appendix 5), there is a continual struggle to work to these principles due to a lack of resources and effective collaboration with relevant key partners;
- There was a mixed response from working carers, with some workers feeling supported by their employers and others feeling that support for working carers is "sadly lacking". One respondent considered their employer to be "neither sympathetic nor supportive", adding that they became "a liability";
- More dedicated carer support workers are needed as they are seen as greatly reducing workload demands and more importantly, gives carers the dedicated support and expertise they deserve and need;
- Some residential care staff feel that better awareness of carer services would help where they see carers having difficulty adapting to their partner being in care;
- It was felt that at times staff are driven by statistics and professionals should remember that clients and carers are people and are not just statistics.

9.7 What carers told us they would like to happen

Although we may be doing some things well, carers also told us what they needed to help them continue in their caring role:

- Single point of contact for support, advice and information
- Improved carer support plans to adequately reflect carer needs and outcomes
- Increased help and support from employers for working carers
 - Including increased flexibility of services such as day centres to take into consideration carer working patterns e.g. shift and weekend work
- Use of GP surgeries for assessments and dissemination of information
- A named care manager – care co-ordination approach
- Staff training

9.8 What carers said would be the benefits of doing things differently

Carers told us that by doing things differently, the benefits to them would include:

- Better health
- They would feel happier and less isolated and less stressed
- Have an increased connection with their local communities
- They would feel like they are living an 'ordinary life' like others
- Carers would have more of a work/life balance
- Their lives would be 'easier' and,
- Things would happen quicker which would save time

10. OUR ACTION PLAN

We have listened to what carers have told us and this is reflected in the action plan below. The plan has been developed with carers and partner organisations to ensure we continue to provide carers with the necessary support, advice and information to help them in their caring role.

All pledges make reference to the National Health and Wellbeing Outcomes (see appendix 7) under the health and social care integration agenda.

This action plan will be monitored over the lifetime of the strategy to ensure we are accountable for doing what we said we would do and what carers told us they wanted and needed.

SIX PLEDGES AND THE JOINT STRATEGIC CARERS ACTION PLAN (2015 – 2018)

PLEDGE 1. We will engage with people on their terms, including identifying people who may not recognise themselves as a carer

NATIONAL HEALTH AND WELLBEING OUTCOMES 2, 3,4 & 6

No.	Actions	Timescales	How we will know it's working	Resources and Costs	Leads
1.1	Explore the option of three additional carer support workers to support localities in the hospital discharge team and North and South Perthshire localities to promote early identification and anticipatory support as needed.	April 2016	<ul style="list-style-type: none"> Number of carer Support Plans; Number of completed carer questionnaires; Workers will be based in identified areas and team 	£32,000 (Integrated Care Fund bid)	Paul Henderson
1.2	<p>Support for young adult carers (YAC) aged 18-25 years during their transition from young carers to young adult carers, to increase awareness of options and information, personalised and appropriate for their particular needs and situation:</p> <ul style="list-style-type: none"> Implement a collaborative working partnership with PKAVS, NHS Tayside and PKC Provide a dedicated support service for YAC's Increase the level of awareness of YAC needs 	July 2015 - July 2016	<ul style="list-style-type: none"> 30 YAC complete "Enhancing Employability Programme" through the Business Support Group Minimum of 50 individual support plans to be completed in total, with 90% YACs reporting this as useful in helping them in this transition to adulthood 	Within existing resources	PKAVS

	in secondary schools		<ul style="list-style-type: none"> 12 awareness presentations completed for secondary school pupils, 240 pupils to attend in total 8 awareness/training sessions for professionals in education, with a minimum of 40 attending in total 		
1.3	<p>Commission a carers HUB to ensure people have access to appropriate and consistent information and to raise awareness across P&K as to the support available to carers and to those who do not self-identify;</p> <ul style="list-style-type: none"> Engage with carers using social media to support all six carer strategy pledges The Carers Hub will offer welfare advice surgeries to ensure income maximisation for all carers 	April 2015	<ul style="list-style-type: none"> Carers HUB will be commissioned and operational; Number of people who access the HUB; Feedback regarding the usefulness of the service; Review relevance of the information and it is up to date; Number of followers, number of hits, number of likes of social media Number of clients attending welfare rights surgeries 	£94,000 (Integrated Care Fund bid)	Glenn Peters
PLEDGE 2. We will promote empowerment while also offering support as needed to all people in a caring role NATIONAL HEALTH AND WELLBEING OUTCOMES 3, 6, 7 & 8					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
2.1	<p>Fully personalise SDS for carers by implementing self-directed support:</p> <ul style="list-style-type: none"> Increase the number of people receiving direct payments for their carer role to support 	Ongoing	<ul style="list-style-type: none"> Number of carers accessing SDS options 1&2 	Within existing resources	Lesley Sinclair

	a carer having a life beyond caring (Linked to Pledge 4)				
2.2	Raise awareness and implement legislation relating to non-charging policy for carers: <ul style="list-style-type: none"> ▪ Review current chargeable services commenced or provided by local authority ▪ Training & awareness of NHS, PKC and voluntary/third sector agency staff regarding the non-charging policy 	Sept 2015	<ul style="list-style-type: none"> ▪ We will be in accord with the legislation 	Within existing resources	Paul Henderson
2.3	Continue to provide existing support options while also evaluating and reviewing these options including Dementia Café, carer respite vouchers, carer therapies and carer support groups to ensure they continue to meet the needs of carers accessing these services. (Linked to Action 6.3)	Sept 2016	<ul style="list-style-type: none"> ▪ Number of carers accessing services ▪ Carer feedback questionnaires ▪ Completed evaluations and reviews 	Within existing resources	Paul Henderson
2.4	Explore Participatory Budgeting for carers	Sept 2016	<ul style="list-style-type: none"> ▪ Participatory budget monies will be available for use for carers 	Within existing resources	Paul Henderson David Stokoe
2.5	Explore options for carer training, including specific training carers will find helpful and supportive to them in their caring role	June 2016	<ul style="list-style-type: none"> ▪ Carer questionnaire ▪ Number of carers attending training ▪ Feedback from carers regarding usefulness and implementation of training 	Within existing resources	Lesley Sinclair Lindsey Miller

PLEDGE 3. We will support carers in providing opportunities for shaping and improving services as needed NATIONAL HEALTH AND WELLBEING OUTCOMES 3, 5 & 8					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
3.1	Review the role, remit and membership of Perth and Kinross Carer Strategy Group to ensure it is inclusive of the population of Perth and Kinross to empower the group to monitor, review and implement the carers' action plan.	April 2015	<ul style="list-style-type: none"> Membership of the group will be agreed; Terms of Reference/Memorandum of Understanding will be written up and implemented 	Within existing resources	Lindsey Miller
3.2	Continue to hold an annual Carers Conference to provide opportunities for shaping, re-designing and improving services as needed: <ul style="list-style-type: none"> Include as a planning support role within the carers HUB SLA, to engage with carers in the community 	Sept/Oct 2015	<ul style="list-style-type: none"> Working group will be established to plan and implement the carers conference; Carers questionnaires regarding service provision and carer needs 	£2,000 from carers strategy	PKAVS Carers Strategy Group
3.3	Support recovery of people with a mental health and drug and alcohol difficulty by involving carers in service redesign	August 2016	<ul style="list-style-type: none"> Carer questionnaires and feedback Service User feedback 	Within existing resources	Paul Henderson
3.4	Ensure mental health carers are regularly provided with opportunities for involvement: <ul style="list-style-type: none"> Includes consulting on specific carer driven pieces of work e.g. Tayside leaflet for mental health carers - Can I Help You to Cope? Training Representation on local planning groups, 	TBC	<ul style="list-style-type: none"> Utilising quarterly meetings of the Perth and Kinross Involvement Group as a forum to shape services Engagement and or/training with current mental health professionals and 	Full time Involvement and Support Manager NHS funding in place until 2016	Charlene Kenny, Support In Mind Scotland

	regular community engagement and promotion of carer involvement to recruit mental health involvement carers		undergraduate students <ul style="list-style-type: none"> ▪ Diverse range of carers experiences and number of carers participating in involvement 		
PLEDGE 4. We will support people in a caring role to maintain their health, wellbeing and a life beyond their caring role NATIONAL HEALTH AND WELLBEING OUTCOMES 1, 3, 4, 5 & 6					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
4.1	Implementation of the Carers' Kitemark within Perth and Kinross Council to support working carers.	April 2015	<ul style="list-style-type: none"> ▪ Level 3 of the Carers Positive Kitemark will be achieved 	Within existing resources	Karen Donaldson Paul Henderson
4.2	Support, and explore with partners across Perth and Kinross e.g. NHS Tayside, PKAVS, Aviva and Scottish and Southern Energy (SSE) and others, to sign up to the Carers' Kitemark	April 2016	<ul style="list-style-type: none"> ▪ Local Perth and Kinross agencies are signed up to the Kitemark; ▪ Policies are developed and implemented across organisations. 	Within existing resources	Karen Donaldson Paul Henderson
4.3	Explore opportunities to allow carers to fulfil their own health, wellbeing and a life beyond the caring role, taking into consideration SDS principles and implementation: <ul style="list-style-type: none"> ▪ Review complementary therapies process 	April 2016	<ul style="list-style-type: none"> ▪ Carer questionnaires ▪ Changes made to processes and guidance will be made as needed ▪ Reviews completed 	Within existing resources	Glenn Peters

	<p>and guidance and the Respite Voucher Scheme to ensure they continue to meet carers' needs (Linked to Action 2.1 & 2.3)</p> <ul style="list-style-type: none"> ▪ Develop information resources on bereavement and explore options regarding financial limiting bereavement counselling 	April 2016	<ul style="list-style-type: none"> ▪ Information resources will be developed ▪ Number of referrals to bereavement counselling ▪ Carer feedback 		Paul Henderson Lindsey Miller
PLEDGE 5. We will ensure fairness and equity in everything we do in Perth and Kinross					
NATIONAL HEALTH AND WELLBEING OUTCOMES 3 & 5					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
5.1	Engage with different services in all localities, who are involved with specific populations including hidden carers, people from minority ethnic communities including Gypsy/Travellers and those supporting a person with a mental health and drug and alcohol difficulty, to ensure the specific needs of carer groups are met: (Linked to Action 6.3)	August 2016	<ul style="list-style-type: none"> ▪ Increased number of Carer Support Plans within these targeted groups 	Within existing resources	MECOPP MEAD Colin Paton Alison Fairlie
5.2	Work closely with MECCOP (Minority Ethnic Carers of People Project) and MEAD (Minority Ethnic Access Development) to improve links with the Gypsy/Traveller and minority ethnic communities	August 2016	<ul style="list-style-type: none"> ▪ Participation in annual Wellbeing events organised by community members ▪ Increase in uptake of services from community members ▪ Staff observations ▪ Representation on working groups 	Within existing resources	MECOPP MEAD
5.3	Develop flexible, personalised approaches to respite specifically for carers of people with a	August 2016	<ul style="list-style-type: none"> ▪ Flexible respite in place 	Mental Health respite budget	Paul Henderson

	mental health difficulty.				
5.4	Develop increased options for more flexible and personalised approaches to respite for all carers	September 2017	▪ Flexible respite in place	Within existing resources	Paul Henderson
5.5	Engage with community partnerships and other relevant community bodies and agencies to ensure services to carers are provided and supportive of carers in each locality, including rural areas.	September 2017	Attendance at relevant meetings Carer questionnaires/surveys	Within existing resources	Paul Henderson Lindsey Miller
PLEDGE 6. We will further the development of our workforce to ensure competent, caring and supportive workers					
NATIONAL HEALTH AND WELLBEING OUTCOME 8					
No.	Actions	Timescales	How will we know it's working	Resources and Costs	Leads
6.1	Implement and embed Equal Partners In Care (EPIC): ▪ Raise awareness of EPIC through all member groups of the Carer Strategic Group (NHS, PKC and voluntary/third sector agencies) and encourage staff to complete level 1 of the online 'Carer Aware' training	April 2016	▪ Staff will have completed training: 2016 - 60% of staff 2017 - 80% of staff 2018 - 90% of staff ▪ Staff questionnaires regarding completion of the training and how practitioners/workers are using the training within practice	Within existing resources	Paul Henderson Lindsey Miller NHS Education for Scotland
6.2	Promote and explore SDS training for staff across all sectors (NHS, PKC, voluntary/third sector) to ensure up to date knowledge and information is promoted to carers	March 2016	▪ Number of staff trained ▪ Staff questionnaires to demonstrate how practitioners/workers are using the training within practice	Within existing resources	Lesley Sinclair

6.3	Undertake a mapping exercise in all localities of existing services available to carers, to ensure workforce knowledge and minimise duplication of services in all areas ▪ Processes in place to review yearly to ensure information is up to date and made available year on year	March 2017	<ul style="list-style-type: none"> ▪ Map of existing services will be completed ▪ Yearly reviews will be undertaken 	Within existing resources	Lindsey Miller
6.4	Provide culturally diverse training to ensure a culturally aware workforce of the many ethnic and minority groups residing in Perth and Kinross and their specific needs.	March 2016	<ul style="list-style-type: none"> ▪ Number of staff trained ▪ Staff questionnaires to demonstrate how practitioners/workers are using the training within practice 	Within existing resources	Lesley Sinclair MECOPP MEAD