

## Joint Carers Strategy Delivery Plan:

<b><u>OUTCOME 1</u></b>		
<b>What we will do: Provide clear, reliable, accessible information about local and national support is available across a wide range of locations in Perth &amp; Kinross.</b>		
<b>How we will do this</b>	<b>How we will measure how well we are doing</b>	<b>National Health &amp; Wellbeing Outcomes delivered</b>
1. Review and update information about carer support and services for accuracy and relevance on paper and electronic formats. Electronic formats include PKAVS Carers Hub Website, YourCommunityPK, <a href="http://www.pkc.gov.uk">www.pkc.gov.uk</a> .	<ul style="list-style-type: none"> <li>Number of carers registered with PKAVS and P&amp;K HSCP. PKAVS* 2022 – 2470 2021 – 1875 2020 – 1537</li> <li>Percentage of carers reporting they feel informed and able to access a range of information and advice. Jun 2022 – 86% Jan 2021 – 78% Jan 2020 – 93%</li> <li>Number of completed Adult Carer Support Plans/Young Carer Statements. 2022 - 627 2021 - 634 2020 - 524</li> </ul>	<p>People who work in Health &amp; Social Care Services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.</p> <p>Health &amp; Social Care Services contribute to reducing health inequalities.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.</p> <p>People are able to look after and improve their own health and wellbeing and live in good health for longer.</p> <p>Health &amp; social care services contribute to reducing health inequalities.</p>
2. Distribute and display information in a range of community and commercial	<ul style="list-style-type: none"> <li>Number of carers registered with PKAVS and P&amp;K HSCP. PKAVS</li> </ul>	

<p>premises, such as supermarkets, pharmacies, hospitals, GP surgeries, dental practices, local grocery shops, schools, libraries, PKAVS, council buildings etc.</p>	<p>2022 – 2470 2021 – 1875 2020 – 1537*</p> <ul style="list-style-type: none"> <li>Percentage of carers reporting they feel informed and able to access a range of information and advice.</li> </ul> <p>Jun 2022 – 86% Jan 2021 – 78% Jan 2020 – 93% Carers who feel the information is clear, accessible and helpful Jun 2022 – 81% Jan 2021 – 76% Jan 2020 – 86%</p> <ul style="list-style-type: none"> <li>Number of requests for information and advice.</li> </ul> <p>Jan 2022 -17,514 Jan 2021 – 14,918 Jan 2020 – 12,584 (Includes responses for requests for information and advice. )</p>	
<p>3. Provide information about anticipatory care planning/emergency planning to every carer to increase the number of carers having emergency plans in place.</p>	<ul style="list-style-type: none"> <li>Number of Emergency Care Plans completed.</li> </ul> <p>Jan 2022 - 788 Jan 2021 - 691 Jan 2020 - 332</p>	

	<ul style="list-style-type: none"> <li>Number of Carer Cards issued by Community Alarms</li> </ul> <p>2022*Current numbers not known. New Emergency Carer Card launched November and cards issued recorded.</p> <p>2021 - 2020 - 23</p>	
4. Work with partners to ensure there is relevant information for ethnic minority and gypsy/traveller carers.	<ul style="list-style-type: none"> <li>Number of carers from ethnic minority backgrounds, gypsy/traveller community, etc. engaging with our services.</li> </ul> <p>2022 -104 2021 – 81 2020 - 55</p>	

## **OUTCOME 2**

**What we will do Promote awareness about the Carers Act in the community and workplaces to improve early identification and support of carers.**

<b>How we will do this</b>	<b>How we will measure how well we are doing</b>	<b>National Health &amp; Wellbeing Outcomes delivered</b>
1. Develop information and guidance material to support training to health and social care and wider partners to better identify and support carers as well as to help carers to better	<ul style="list-style-type: none"> <li>Number of carers registered with PKAVS and P&amp;K HSCP.</li> </ul> <p>PKAVS 2022 – 2470 2021 – 1875 2020 – 1537*</p>	People who work in Health & Social Care Services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.

self-identify and to seek support.	<ul style="list-style-type: none"> <li>Percentage of carers who feel supported to continue in caring role. Jun 2022 – 82% Jan 2021 – 59% Jan 2020 – 79%</li> <li>Number of professionals completing training.  2022 - 146</li> </ul>	<p>People who provide unpaid care are supported to look after their own health and wellbeing, including reduce any negative impact of their caring role on their own health and wellbeing.</p> <p>Health &amp; social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p>
2. Develop carer champions and networks to share knowledge about the support available to carers.	<ul style="list-style-type: none"> <li>Number of carer champions/networks within Perth &amp; Kinross. This action was not taken forward due to changed priorities for the wider partnership through the Covid pandemic. All PKC schools now have a Young Carers Champion among their workforce.</li> </ul>	Health & social care services contribute to reducing health inequalities.
3. Support employers in Perth & Kinross to recognise carers in the workplace and to gain Carer Positive accreditation.	<ul style="list-style-type: none"> <li>Number of local businesses who have been awarded a 'Carer Positive' accreditation. Jan 2022 - 3 Jan 2021 - 3 Jan 2020 - 3 PKC: Enhanced NHS Tayside: Enhanced PKAVS: Exemplary</li> <li>Percentage of carers who feel supported at work/college/university. 2022 – 62%</li> </ul>	

	2021 – 22% 2020 – 29%	
4. Work with GP practices to improve the early identification of carers at the point of diagnosis of the cared-for person.	<ul style="list-style-type: none"> <li>Number of carers referred by GP to PKAVS.</li> </ul> Jan 2022 - 68 Jan 2021 - 56 Jan 2020 - 29 Includes referrals from other Health professionals.	

### OUTCOME 3

**What we will do: Ensure carers are listened to and have their opinions valued by professionals.**

How we will do this	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
1. Review hospital discharge planning in relation to involving carers and raise awareness across professionals and carers to increase early identification and involvement of carers.	<ul style="list-style-type: none"> <li>Percentage of carers involved in discharge planning.</li> </ul> 2022 – 84% 2021 – 60% 2020 – 60% <ul style="list-style-type: none"> <li>Number of carers referred through hospital discharge.</li> </ul> 2022 - 72 2021 - 70 2020 - 69	<p>People who use health &amp; social care services have positive experiences of those services, and have their dignity respected.</p> <p>People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable independently and at home or in a homely setting in their community.</p>

<p>2. Work with Health, Social Work and Education professionals to involve carers in decisions about the support of the cared-for person, bridging the needs of cared-for person with the support needs of the carer as much as practicable.</p>	<ul style="list-style-type: none"> <li>Percentage of carers who feel that local services are well coordinated for them and the person they look after. 2022 - 83% 2021 - 67% 2020 - 62%</li> <li>Percentage of carers who feel they have a say in services provided for the cared-for person. 2022 - 87% 2021 - 67% 2020 - 64%</li> </ul>	<p>People who work in health &amp; social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including reduce any negative impact of their caring role on their own health and wellbeing.</p>
<p>3. Develop and take forward actions from carer feedback obtained from carer consultations, meetings, surveys. Review and revise processes, eligibility frameworks and short breaks services statement where necessary to improve carer experience.</p>	<ul style="list-style-type: none"> <li>Percentage of carers who feel that local services are well coordinated for them and the person they look after. 2022 - 83% 2021 - 67% 2020 - 62%</li> <li>Percentage of carers who have a positive experience of services designed to support them. 2022 - 80% 2021 - 72% 2020 - 81%</li> </ul>	
<p>4. Review how to better support carers who are bereaved or where the cared-for person enters permanent residential care.</p>	<ul style="list-style-type: none"> <li>Number of bereaved carers supported. 2022 – 97 2021 - 35 2020 - 15</li> </ul>	

	<ul style="list-style-type: none"> <li>Percentage of carers who have a positive experience of services designed to support them.</li> </ul> <p>2022 - 80%</p> <p>2021 - 72%</p> <p>2020 - 81%</p>	
5. Ensure that there is a smooth transition of support for young adult carers.	<ul style="list-style-type: none"> <li>Percentage of carers who have a positive experience of services designed to support them.</li> </ul> <p>2022 - 80%</p> <p>2021 - 72%</p> <p>2020 - 81%</p> <ul style="list-style-type: none"> <li>Percentage of carers who are satisfied with transition support.</li> </ul> <p>2022 – 77%</p> <p>2021 – 74%</p> <p>2020 – 86%</p>	

#### **OUTCOME 4**

**What we will do: Provide opportunities for carers to participate as active partners to the planning and shaping of carer services in their local areas including services for the people who are cared for.**

<b>How we will do this</b>	<b>How we will measure how well we are doing</b>	<b>National Health &amp; Wellbeing Outcomes delivered</b>
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<p>1. Include carer representatives on relevant steering and working groups so that they can be active partners in the planning and shaping of carer services across Perth &amp; Kinross.</p>	<ul style="list-style-type: none"> <li>Percentage of carers aware that there are opportunities to be involved in planning services.* 2022 - 81% 2021 - 67% 2020 – N/A</li> <li>Percentage of carers who feel that local services are well coordinated for them and the person they look after. 2022 - 83% 2021 - 67% 2020 - 62%</li> <li>Percentage of carers who feel they have a say in services provided for the cared-for person. 2020 – 87% 2021 – 67% 2020 – 64%</li> </ul>	<p>People are able to look after and improve their own health and wellbeing and life in good health for longer.</p> <p>People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>Health and social care services contribute to reducing health inequalities.</p> <p>Resources are used effectively and efficiently in the provision of health &amp; social care services.</p> <p>People who work in health &amp; social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.</p>
<p>2. Provide opportunities for carers to recognise their own contribution in the life of those they care for, to receive updates on current developments, and to give feedback on future changes.</p>	<ul style="list-style-type: none"> <li>Number of carers attending Carers Events (adult/young carers). 2022 – Carer’s Week fun day 65 carers registered Carers Connect – Carers Rights Day – 21 attended virtual Sessions. 2021 – Carers Connect (Carers Rights Day)- 45 carers attended in person and a further 9 virtually. 171 views of the Infomercials. 2020 – Carers Connect – (Carers Rights Day) 41 carers attended virtual Carers Connect event. YouTube Film viewed 203 times. Information Handbook Making Caring Visible and Valued sent</li> </ul>	



	<p>to over 1000 adult carers - Carers Week in June 2020.</p> <ul style="list-style-type: none"> <li>Percentage of carers aware that there are opportunities to be involved in planning services.</li> </ul> <p>2022 - 81% 2021 - 67% 2020 – N/A</p> <ul style="list-style-type: none"> <li>Percentage of carers who feel they have a say in services provided for the cared-for person.</li> </ul> <p>2020 – 87% 2021 – 67% 2020 – 64%</p>	
<p>3. Work with carers and partners to shape services to ensure they remain meaningful and responsive to demand and explore more holistic forms of support for carers through a working group including carers' representatives and social enterprise providers.</p>	<ul style="list-style-type: none"> <li>Percentage of carers reporting improved outcomes.</li> </ul> <p>2022 – 73% 2021 – 53% 2020 – 68%</p> <ul style="list-style-type: none"> <li>Percentage of carers who feel they have a good balance between caring and other things in their lives.</li> </ul> <p>2022 - 52% 2021 - 51% 2020 – 50%</p> <ul style="list-style-type: none"> <li>Percentage of carers who are satisfied with opportunities to maintain or improve their health and wellbeing.</li> </ul> <p>2022 – 82% 2021 - 67%</p>	

	2020 – 82%	
4. Develop carer satisfaction survey for carers to obtain information about the care they provide, and their experiences of carers services used, to review effectiveness and efficiency of resources used.	<ul style="list-style-type: none"> <li>Percentage of carers who have a positive experience of services designed to support them.</li> </ul> 2020 – 87% 2021 – 67% 2020 – 64% <ul style="list-style-type: none"> <li>Percentage of carers who feel supported to be able to continue in caring role.</li> </ul> 2020 – 87% 2021 – 67% 2020 – 64%	

\* Survey statement changed for clarity to distinguish between being involved in planning services for the person they care for and being involved in the planning of wider services. Statement changed to I am aware that there are opportunities to be involved in the planning of services.

What we will do	How we will do this	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<b><u>OUTCOME 5</u></b>  <b>Develop wider carer networks to enrich peer support.</b>	1. Provide support in localities and within Care Groups to develop Carer Peer Support Groups to improve the provision of peer support amongst carers.	<ul style="list-style-type: none"> <li>Number of carers who attend carer cafes and other groups.</li> </ul> 2022 –PKAVS- 1665 places Crieff Café - approx. 10 –15 regularly attending Aberfeldy Café - approx. 8-10 2021 – PKAVS - 690 places Crieff – 6-10 attending regularly 2020 – PKAVS 93 places <ul style="list-style-type: none"> <li>Increase in number of groups in localities that are regularly attended.</li> </ul>	People are able to look after and improve their own health and wellbeing and life in good health for longer.  Resources are used effectively and efficiently in the provision of health & social care services.

		<p>2022 – 198 groups  2021 – 23 groups  2020 – 4 groups</p> <ul style="list-style-type: none"> <li>Percentage of carers who feel supported to be able to continue in caring role.</li> </ul> <p>2020 – 87%  2021 – 67%  2020 – 64%</p>	
	<p>2. Support Carers Voice for adult carers and establish Young Carer Forum.</p>	<ul style="list-style-type: none"> <li>Number of members at Carers Voice and Young Carers Forum  2022 - Carers Voice – 132  Young Carers Forum – No data received  2021 – Carers Voice - 108  Young Carers Forum - 12  2020 - Carers Voice – 87  Young Carers Forum – 7</li> <li>Percentage of carers aware that there are opportunities to be involved in planning services.  2022 - 81%  2021 - 67%  2020 – N/A</li> <li>Percentage of carers who feel supported to be able to continue in caring role.  2020 – 87%  2021 – 67%</li> </ul>	

		2020 – 64%	
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What we will do	How we will do this	How we will measure how well we are doing	National Health & Wellbeing Outcomes delivered
<b><u>OUTCOME 6</u></b>  <b>Improve provision of flexible and personalised support, to support emotional/ physical wellbeing of carers and to support them to have a life alongside caring</b>	1. Provide a wide range of training opportunities for carers to develop confidence and skills.	<ul style="list-style-type: none"> <li>Number of carers who are accessing training opportunities. 2022 - 182 2021 - 164 2020 - 169</li> <li>Number of training opportunities made available. 2022 - 52 Sessions 2021 – 37 -Sessions 2020 – 23 Sessions</li> </ul>	<p>Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p> <p>People who provide unpaid care are supported to look after their own health and wellbeing, including reduce any negative impact of their caring role on their own health and wellbeing.</p>
	2. Provide opportunities for carers to be active partners in planning and shaping supports that promotes better emotional/physical wellbeing and life balance.	<ul style="list-style-type: none"> <li>Percentage of carers who are satisfied with opportunities to maintain or improve their health and wellbeing. 2022 – 72% 2021 – 52% 2020 – 79%</li> <li>Percentage of carers who feel they have a good balance between caring and other things in their lives. 2022 - 52% 2021 - 51% 2020 – 50%</li> </ul>	<p>Health and social care services contribute to reducing health inequalities.</p>

		<ul style="list-style-type: none"> <li>Percentage of carers who feel the support they received had a positive impact on their health &amp; wellbeing.</li> </ul> <p>2022 – 82% 2021- 67% 2020 – 82%</p>	
	3. Work with partners to recognise how to provide culturally specific support to carers of different cultural backgrounds and communities.	<ul style="list-style-type: none"> <li>Number of carers from ethnic minority backgrounds, gypsy/traveller community etc. engaging with our services.</li> </ul> <p>2022 -104 2021 – 81 2020 - 55</p>	
	4. Review the range of outcome-focussed support across localities for accessibility, availability, relevance and suitability.	<ul style="list-style-type: none"> <li>Number of carers accessing short breaks/respite.</li> </ul> <p>2022 - 404 2021 – 583 2020 – 435</p> <ul style="list-style-type: none"> <li>Number of carers issued with leisure cards.</li> </ul> <p>2022 – 308 2021 - 252 2020 - 114</p> <ul style="list-style-type: none"> <li>Number of carers accessing social and complementary therapies.</li> </ul> <p>2022 – 380- social therapies</p>	

		<p>698 - complementary therapy vouchers</p> <p>2021 – 111 social therapies</p> <p>559 - complementary therapy vouchers</p> <p>2020 - 113 social therapies - 365 complementary therapy vouchers</p> <ul style="list-style-type: none"> <li>• Number of carers exercising choice and control under SDS.</li> </ul> <p>2022 - 463</p> <p>2021 - 354</p> <p>2020 - 255</p> <ul style="list-style-type: none"> <li>• Percentage of carers who report improved outcomes.</li> </ul> <p>2022 – 73%</p> <p>2021 – 53%</p> <p>2020 – 68%</p> <ul style="list-style-type: none"> <li>• Uptake of Technology Enabled Care.</li> </ul> <p>Technology Enabled Care is an Advisory Service and does not hold data on the uptake of TEC devices. The Smart Flat which enables the demonstration of many devices in a home setting was closed due to Covid but 6 identified carers have visited since reopening in April 2022.</p>	
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	5. Explore further opportunities for social and financial inclusion	<ul style="list-style-type: none"> <li>Number of carers referred to Welfare Rights. 2022 – 132 2021 – Data not held 2020 - 46</li> <li>Number of “Carer Positive” awards to local businesses. 2022 – 3 2021 – 3 2020 - 3</li> <li>Number of Carers accessing short breaks 2022 - 404 2021 – 583 2020 – 435</li> </ul>	
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What we will do	How we will do this	How we will measure how well we are doing
<b><u>OUTCOME 7</u></b>  <b>Young Carers will have the best start in life and will be supported to achieve their potential, irrespective of their caring</b>	1. Complete a Young Carer Statement when requests are made by the Young Carer / parent / guardian.	<ul style="list-style-type: none"> <li>Number of completed Young Carer Statements.</li> <li>Number of Young Carer Statements offered.</li> </ul> <p>2022 - 204 completed / 204 offered 2021 – 163 completed / 123 offered 2020 – 114 completed/ 89 offered</p>
	2. Support young carers where their caring role is having an impact on their attainment and work	<ul style="list-style-type: none"> <li>Number of young carers who are supported through schools</li> </ul> <p>2022 – 592 2021 - 402 2020 – 123</p>

<b>responsibilities will be supported to achieve their potential</b>	creatively with schools to reduce the attainment gap for young carers.	<ul style="list-style-type: none"> <li>Number of young carers with improved outcomes at school.</li> </ul> No data held
	3. Increase a variety of respite opportunities by making funds available for young carers to make choices about their own needs and interests.	<ul style="list-style-type: none"> <li>Number of young carers accessing short breaks. 2022 - 196 2021 – 286 2020 – 223</li> <li>Number of young carers who feel they have a good balance between caring and other things in their lives.</li> </ul> No data held
	4. Work with schools to identify young carers to provide preventative support, as early as possible (Level 1). Increase opportunities to creatively engage with learning and identify what support is needed at home to improve attendance in school.	<ul style="list-style-type: none"> <li>Number of young carers who are identified at level 1. 2022 – Levels no longer used - all identified young carers outcomes supported when YCS completed 2021 – 23 2020 – 22</li> <li>Percentage of young carers who feel supported in their caring role.</li> </ul> No data held.
	5. Support young carers and their families to improve their lives where the caring role is impacting their wellbeing.	<ul style="list-style-type: none"> <li>Improved school attendance rates. Refer to ECS for data.</li> <li>Number of young carers who feel supported in education. Refer to ECS for data</li> <li>Number of young carers being supported at level 2-3. 2022 - 173 Young Carers accessed EASYC 2021 – 211 2020 - 258</li> </ul>



	6. Work across services to meet the needs of both the Young Carer and the cared-for person.	<ul style="list-style-type: none"> <li>Number of young carers who feel they have a good balance between caring and other things in their lives.</li> </ul> No data held
	7. Support young carers pre-school age.	<ul style="list-style-type: none"> <li>Number of pre-school young carers supported.</li> </ul> 2022 – No data held. 2021– No data held. 2020– No data held. NHS Tayside has responsibility for pre-school young carers
	8. Work with young carers over the life of this strategy to make the Service changes required to better meet their identified needs.	<ul style="list-style-type: none"> <li>Number of young carers accessing short breaks of their own choice.</li> </ul> 2022 – 46 2021 – 157 2020 - 133 <ul style="list-style-type: none"> <li>Number of young carers who feel they have a good balance between caring and other things in their lives</li> </ul> No data held.