

EAST AYRSHIRE

COMMUNITY HEALTH PARTNERSHIP FORUM – 19 OCTOBER 2011

CARERS STRATEGY 2011-2015

1. PURPOSE OF REPORT

- 1.1 To provide members of the CHP Forum with a draft East Ayrshire Carers Action Plan 2011-2015.

2. BACKGROUND

- 2.1 The previous East Ayrshire Carers Action Plan (2009 -2011) was due for renewal and the East Ayrshire Carers Forum have taken on the task of reviewing the outcomes of the previous East Ayrshire Carers Action Plan and producing a new Carers Action Plan for the period from 2011 – 2015.
- 2.2 In completing the new Action Plan the Carers Forum have consulted with a wide range of individual carers and organisations. Over 60 organisations and individuals were consulted and the new Action Plan reflects the comments received as part of this consultation.

3. NATIONAL CONTEXT

- 3.1 Since the publication of the last Carers Action Plan, the National Carers Strategy has been published in 2010 and the Carers Action Plan has been updated to take account of this and a number of other national and developments around self directed care, Carers Support Plans, respite provision and Young Carers.

4. THE LOCAL CONTEXT

- 4.1 In the producing the new Carers Action Plan, the Carers Forum have sought to ensure that it is aligned with the East Ayrshire Community Plan and that it also complements the NHS Carers Information Strategy.
- 4.2 it is also proposed that the East Ayrshire Carers Action Plan is a four year strategic document to fully align with these other strategic plans.

5. THE EAST AYRSHIRE CARERS DRAFT ACTION PLAN - 2011 - 2015

- 5.1 The draft plan sets out an overall vision for Carers in East Ayrshire. The Plan recognises that better outcomes for Carers will occur when the Carer:
- feels valued, supported and listened to;
 - is informed and more knowledgeable about their caring role and the needs of the person they care for, through a greater emphasis on information and training, advocacy and guidance, including, moving and handling

- skills, home adaptations and specialised equipment needs, emotional support, administering medication and specific diagnostic information;
- is given greater flexibility and choice in arranging care according to needs and preferences;
- gets a regular break from caring through the provision of more and better quality respite options;
- is advised on improving their own Health and Wellbeing and supported in relation to benefits and money advice;
- the needs of Young Carers are identified and actions taken to improve their futures.

5.2 The aim is to ensure a coordinated focus on meeting the needs of Carers by focusing on a series of aims that will ensure that:

- Carers are provided with information and advice;
- Carers are seen as key partners;
- That support to young carers is increased;
- Carers health and wellbeing is maintained.

6. RECOMMENDATION

6.1 Members of the Community Health Partnership Forum are asked to approve the draft Carers Action Plan (2011 - 2015).

Shiona Johnston
East Ayrshire CHP Facilitator

11 October 2011

**EAST AYRSHIRE
CARERS ACTION PLAN**

2011 - 2015

DRAFT

2011

**East Ayrshire Community Health Partnership
Carers Forum**

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1. DEFINITION OF A CARER

“Carers look after family; partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.”¹

2. INTRODUCTION

It has been established for many years that Carers are a vital and central part of the whole social and health care system, and play a unique role in the overall provision of care in the community. Collectively Carers make up the largest group of care providers. They provide a substantial amount of unpaid care which would otherwise need to be supported through public funding. Supporting Carers through early intervention to enable them to continue in their caring role, is an integral part of the policies that have shaped the way that social care and health services are delivered.

Community planning places an onus upon statutory bodies to work together and engage with communities and community groups in the planning and delivery of public services. The Single Outcome Agreement demands that the needs of Carers should be reflected through these arrangements and that Carers are fully engaged within these processes.

3. HISTORY OF THE LOCAL COMMITMENT TO CARERS

Since the introduction of the Community Care and Health (Scotland) Act 2002, Carers have been recognised as equal and key partners in the design and delivery of social care and health services.

Even before the introduction of this Act, East Ayrshire has demonstrated a strong commitment to supporting Carers. It was the first of the new unitary authorities to develop a Carers Action Plan in 1996 and in 1998 distinct Carers and Respite Care strategies were published, with subsequent Carers strategies published in 2001 and 2004. This led to significant investment in the provision of information, advice and support services via the establishment of and continued financial support to East Ayrshire Carers Centre and the commissioning of respite care/short breaks provision.

The previous East Ayrshire Action Plan (2009 - 2011) undertook an in depth analysis of Carers and caring using national reports such as Care 21, Changing Lives and other statistical data to identify local Carers. It concentrated on disseminating information regarding the number of Carers residing within East Ayrshire and using services provided by the council and the voluntary sector. It looked at how many Carers were taking up the opportunity to have a Carers Assessment (now called Carer Support Plans) and investigated ways in which Carers could become more proactively involved in their own caring roles and in working as equal partners in the future of Caring priorities within East Ayrshire

¹ Source: (Carers UK and Carers Scotland)

4. ESTABLISHMENT OF THE EAST AYRSHIRE CHP CARERS' FORUM

On the 26th July 2010, the Scottish Government, together with the Convention of Scottish Local Authorities (COSLA), published the Carers Strategy, *Caring Together and Getting it Right for Young Carers*. The strategy contains a number of action points to help deliver support for Carers and Young Carers in Scotland over the five years to 2015 and recognises Carers as Service Providers in their own right.

In response to the outcomes of the previous East Ayrshire Action Plan and the above national legislation, East Ayrshire re-emphasised their strong commitment to Carers by encouraging the creation of the CHP Carers' Forum. This is a sub group of the Community Health Partnership Forum and has direct access to East Ayrshire's Community Health Partnership. It has been given the remit to ensure Carers needs are identified and appropriate actions are taken to respond to these needs in accordance with the new legislation.

The CHP Carers' Forum has been tasked with creating 'East Ayrshire Carers Action Plan (2011 – 2015)', through identifying the strategic aims and objectives within "Caring Together' The Carers Strategy for Scotland 2011 – 2015" and suggesting appropriate ways to implement them, taking into account local geographic, demographic and financial needs. The Action Plan and the resultant CHP Carers' Forum 'Action Points' are designed to tackle the priorities and issues identified within the context of the national policy agenda and other legislative changes using practical measures where possible, and to complement the NHS Ayrshire and Arran Carers Information Strategy.

5. EAST AYRSHIRE CARERS' ACTION PLAN (2011 – 2015)

Current National and Local Legislation² recognises that better outcomes for Carers will occur when the Carer:

- feels valued, supported and listened to;
- is informed and more knowledgeable about their caring role and the needs of the person they care for, through a greater emphasis on information and training, advocacy and guidance, including, moving and handling skills, home adaptations and specialised equipment needs, emotional support, administering medication and specific diagnostic information;
- is given greater flexibility and choice in arranging care according to needs and preferences;
- gets a regular break from caring through the provision of more and better quality respite options;
- is advised on improving their own Health and Wellbeing and supported in relation to benefits and money advice;
- the needs of Young Carers are identified and actions taken to improve their futures.

² "Caring Together and Getting it Right for Young Carers'- The Carers Strategy for Scotland 2011 – 2015", Eliminating Poverty Action Plan, Community Planning - Improving Health and Wellbeing, Integrated Children's Service Plan

It is the intention of the EAC CHP Carers' Forum to prioritise these strategic aims as 'Action Points' specific to Carers residing within East Ayrshire through practical measures to improve the situations of Carers including:

- being a conduit for Carers issues and priorities working as Key Partners with EAC Community Health Partnership and ensuring these issues are dealt with satisfactorily;
- providing up to date information on the 2011 – 2015 Action Plan and ensuring the outcomes reached are made available to all Carers;
- providing Carer Support Plans through individualised service provision;
- introducing Personalised Support Packages;
- providing alternative Respite provision;
- giving every Carer quality, local training opportunities;
- increasing the uptake of Self Directed Support³ through more accessible financial monitoring and payroll services;
- enhancing Health and Wellbeing services to include integrated provision of care for service users within their own home and early intervention measures to ensure Carers can continue their caring role;
- increased identification and support of Young Carers.

The aim is to ensure a coordinated focus on meeting the needs of Carers.

³ Based on the Self Directed Support Bill to be introduced in December 2011

6. EA CHP CARERS' FORUM 'ACTION POINTS'

1. Carers as Key Partners

The East Ayrshire CHP Carers' Forum provides advice and views of Carers in relation to the development of strategy, policy and services within East Ayrshire. By using the expertise of the Carers on the CHP Carers' Forum and working with existing networks within EAC, NHS Ayrshire & Arran, third sector and voluntary bodies, the Forum is a mechanism that ensures the views of the widest range of Carers are taken into consideration at the highest possible level.

2. Information and Advice

Through its activities, the CHP Carers' Forum acts as a conduit between East Ayrshire's population of Carers and the East Ayrshire Community Health Partnership. It provides a single point of contact within East Ayrshire, enabling the widest range of Carers suitable signposting for queries, questions and individual needs e.g. individual Social Work teams, East Ayrshire Carers Centre, NHS Ayrshire and Arran etc.

To ensure good communication and engagement with East Ayrshire Carers and the wider community and partners, the CHP Carers' Forum invites professionals from a wide range of backgrounds to become involved in specific sub groups..

The Carers' use many different formats and existing networks to disseminate the various points of information from the East Ayrshire Community Health Partnership to the wider population of Carers in East Ayrshire. These include means such as; newsletters, email contacts, newspaper adverts, inserts into EAC postings (e.g. council tax letters), local radio interviews, etc.

3. Carer Support Plans

Following discussion with the Carers Forum, Carers Assessments have changed to Carers Support Plans. Every Carer will be given the option of completing a Carers' Support Plan. This plan is usually offered alongside the Single Shared Assessment process that identifies appropriate service provision for service users.

There is now a set of Minimum Standards⁴ that require the effective recording and appropriate sharing of information from Carer Support Plans, for the benefit of people receiving community care services and support. The NMIS are designed to improve the Carers Support Plan process to ensure Carers needs are identified. In East Ayrshire, the Carers Centre will lead on the completion of Carers Support Plans.

⁴ National Minimum Information Standards

4. Personalised Support Packages

The East Ayrshire CHP Carers' Forum is undertaking a practical study into how the Single Shared Assessment can be integrated into a more personalised support package of care. In many cases it has been recorded that more than one service user may reside within the same family home. Indeed many Carers are themselves Service Users requiring their own package of support.

Currently every service user receives their own Single Shared Assessment that records needs, based on a standard of services available, e.g. 30 minutes to help with a shower, 15 minutes to microwave a meal, etc. Each Service User is then allocated a package of support based on those needs. When there are two or more Service Users residing within the family home receiving individual support, this could mean up to 20 different people coming to the house up to 10 times a day from completely separate Support Organisations. This is obviously very upsetting for the family and not cost effective for East Ayrshire Social Services.

By replacing the Single Shared Assessment and Carers' Support Plan processes with a Personalised Family Support Package, it is hoped that the disruptions to family life will be minimised and costs will be spread more evenly among Service Users.

Personalised Support Packages will not be based on a universal standard of need, but will instead be based on the daily lives of the family being supported, with services being introduced where the family believe they will be most useful and where all the family members will benefit from the service.

There are currently a number of practical trials being undertaken of the Personalised Family Support Package. The initial findings of these trials are very positive.

5. Respite Provision

The Council purchases residential respite care for 'cared for' individuals from a range of partner providers including Crossgates, Torrance Lodge and Glennie House (Older People), Thorntoun Estate – The Elms and Craig Tara, (adults with Learning Disabilities) and NCH – Lisalanna (children with Learning Disabilities). There is also a variety of day centre care and care at home provision. Although these services are provided to the 'cared for' individual they also provide Carers with a short break from caring.

The CHP Carers' Forum Respite Sub Group has been established to look into a wide range of alternative respite provision. This research includes:

- Introducing a flexible range of options for respite;
- Investigating people's interest in having activity weekends, holidays, short breaks and day respite and support;
- Alternative ways to enable the Carer to take short breaks away from home with or without the individual they care for e.g. giving people who care for their partner greater availability of 'joint' respite.

6. Self Directed Support

Most people who receive services, have their service hours delivered by Social Work via Support Organisations or East Ayrshire Home Care. As an alternative to this, Service Users and their Carers can opt in to a package of Direct Payments. This means that the Service User (or, in certain circumstances, their Carer), is given the money which would normally be held by Social Work on their behalf. The Service User, or Carer, are then responsible for 'buying in' their own package of care to suit their particular needs within a set of legislative guidelines.

Currently within East Ayrshire there are 61 Service Users in receipt of Direct Payments. By opting into this service, the Service User and their Carer have much more flexibility in the way they receive their care and who provides their services. However, by opting to use Direct Payments, the Service User or Carer becomes legally responsible for a number of factors, including employing staff, setting up payrolls with NI and Tax contributions, covering holidays and sick leave and providing East Ayrshire Council with detailed financial returns in how the money has been used. This can be a difficult and off putting process for many Service Users and Carers.

EA CHP Carers' Forum, are also looking at ways to simplify the process of managing Direct Payments. There is a new bill entitled Self Directed Support, which is currently being processed via Holyrood and will hopefully be law by December 2011. The Carers' Forum will then set up a specific sub group to look into how the changes in legislation can best be implemented on a local level. It is hoped that this legislation will make it simpler for anyone who wishes to organise their own services to take control of their allocated service budget.

7. Young Carers

East Ayrshire Carer's Centre has a dedicated service that supports Young Carers. The size of the group is increasing, evidence of the rising level of need within East Ayrshire. Currently the support of young Carers is referenced within the Integrated Children and Young Peoples' Service Plan⁵. As with other care groups, Young Carers have distinctive needs and representation of these, is an area being considered by the CHP Carers' Forum.

The Carers will form a sub group with Young Carers, the East Ayrshire Carers Centre and other Young Carer representatives. This group will have the remit to ensure Young Carers continue to be identified and that services recognise them as a distinct group needing CHP level representation. The CHP Carers' Forum sub group will identify and support Young Carers specific requirements, enabling them to live positive, fulfilling lives, apart from being Carers.

EAST AYRSHIRE CARERS ACTION PLAN

2011 - 2015

Aim	Carers are provided with information and advice
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Actions (What needs to be done?)	Projected Outputs (What we propose to do?)	Timescale (When will the action be completed?)	Partners (Which organisations are involved?)	Links
Ensure more Carers are identified and supported.	Maintain the number of Carers receiving ongoing support from the Carers Centre.	2015	Carers Centre	Improving Health and Wellbeing Action Plan.
	Work with partner agencies and organisations to determine ways of identifying Carers from minority ethnic communities.	2015	Community Planning partners	Race Equality Action Plan
	Support implementation of NHS Carers Information strategy 2008-11.	2015	Community Planning partners	
Maximise the income of all identified Carers.	Formal benefits checks with Carers of all ages (2010/11) provided and ongoing annually.	2011-2015	Carers Centre Department for Work and Pensions (DWP) EAC CAB	Improving Health and Wellbeing Action Plan.

Aim	Carers as key partners
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Outcome Indicator (How will we measure whether the aim has been met?)	Baseline (including source) at April 2011	Target (Anticipated change in baseline position by 2015)
Carers Forum continues to operate as part of Community Health Partnership arrangements	Carers Forum established 2010	Group continues to be part of the CHP structure, Meetings schedule in place

Actions (What needs to be done?)	Projected Outputs (What we propose to do?)	Timescale (When will the action be completed?)	Partners (Which organisations are involved?)	Links
Carers Forum recognised within Community Planning and CHP structures as a vehicle for engagement on Carers issues.	Develop service user consultation and engagement strategy.	2015	EAC	National Carers Strategy
	Update Carers Action Plan, review monitor and evaluate annually.	Continuous per Commissioning Strategy	EAC	Social Work Service Plans
	Carers will be involved in initial training of Social Services staff.	Continuous per strategy development	Community Planning Partners	
	Care Group Strategies will identify the specific health and social care needs of Carers.			

Aim	Increased support to young Carers
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Outcome Indicator (How will we measure whether the aim has been met?)	Baseline (including source) at April 2011	Target (Anticipated change in baseline position by 2015)
Increased number of Young Carers supported.	650 young Carers actively supported by the Carers Centre (2010/11)	Increase in the number of young carers supported annually to 2015
Do young Carers feel they are supported	New indicator	Increase in the number of young carers who feel supported

Actions (What needs to be done?)	Projected Outputs (What we propose to do?)	Timescale (When will the action be completed?)	Partners (Which organisations are involved?)	Links
Provide support to additional young Carers in line with national target.	Improve the Outreach Service and Young Carer's Service in the Cumnock area and the Doon Valley by improving facilities and resources.	2015	Carers Centre	Integrated Children and Young Peoples' Service Plan
	Regular promotional programmes to increase awareness of the Carer's Centre services for Young Carers who may require a range of supports and information.	2015	Carers Centre	Integrated Children and Young Peoples' Service Plan
	As part of the "Getting it Right for Every Child" developments in East Ayrshire, a new approach to recording a child's assessment and plan will be introduced. As part of these arrangements, specific practice guidance will be introduced in respect of young Carers.	2015	EAC	Integrated Children and Young Peoples' Service Plan

Actions (What needs to be done?)	Projected Outputs (What we propose to do?)	Timescale (When will the action be completed?)	Partners (Which organisations are involved?)	Links
	<p>10 week pilot programme of support to East Ayrshire Young Carer. This will take the form of play and leisure workshops and training opportunities. (Leisure Services)</p> <p>An annual survey of a proportion of young carers using the Rickter Scale to measure how supported they feel.</p>	<p>2011/12</p> <p>Annual to 2015</p>	<p>EAC</p> <p>EAC</p>	

Draft

Aim	Carers health and wellbeing is maintained
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Outcome Indicator (How will we measure whether the aim has been met?)	Baseline (including source) at April 2011	Target (Anticipated change in baseline position by 2015)
Increase % of Carers who feel able to continue in their role.	New baseline	Increase in number of carers able to continue in their role
Number of Carers Support Plans undertaken annually	56	112
Delivery of increased respite care weeks	1798 respite weeks comprising 1101 (65+) 697 (18-64) (Accounts commission SPI, total; respite nights/7)	240 additional respite weeks: 2010: 1958 2011: 1038
Increase in uptake of self directed care (direct payments)	69 recipients	2010: 72 2011: 76
Number of Carers identified via Carers Centre, NHS Primary Care, NHS Acute Trust & Social Services	New baseline	Increase annually in the numbers identified

Actions (What needs to be done?)	Projected Outputs (What we propose to do?)	Timescale (When will the action be completed?)	Partners (Which organisations are involved?)	Links
Implement National Minimum Information Standards in relation to single shared assessment in order to facilitate reporting on the national community Care Outcomes Framework Indicator.	Identify baseline Set target	2015	EAC	National Community Care Outcomes Framework
Person centred Carers Support Plan	A revised approach to resourcing Carers will be developed in partnership with Carers.	2015	EAC Carers Centre AILN	EA Care Inspectorate Action Plan

Actions (What needs to be done?)	Projected Outputs (What we propose to do?)	Timescale (When will the action be completed?)	Partners (Which organisations are involved?)	Links
Review short break provision considering issues of need, availability, choice and flexibility.	Consider development of Respite Care Strategy through Carers Forum	2015	EAC CHP	Improving Health and Wellbeing Action Plan.
Increase uptake of self directed care	Increase number of recipients of self directed care by 5% per annum.	2015	EAC AILN	National community Care Outcomes Framework. Improving Health and Wellbeing Action Plan.

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APPENDIX 1: FINANCIAL SCHEDULE 2010/11

SERVICE	PROVIDER	2007/08 £	2008/09 £	2009/10 £	2010/11 £
Respite care/short breaks – Older People	Care Home (residential) (block purchase of 4 places in 2 establishments)	105,892	109,068	112,340	114,568
	Care Home (nursing) (2 places)	n/a	46,937	48,345	49,313
	East Ayrshire Council - Ross Court	649,700	737,300	708,946	709,430
	East Ayrshire Council day services	775,798	772,692	738,991	956,588
	Alzheimer's Scotland day services	156,168	161,860	166,716	166,500
Respite care/short breaks - Adult	The Elms – Thorntoun Estate	310,460	315,504	299,000	331,010
	Craig Tara	135,960	167,384	168,238	172,770
	East Ayrshire Council day services	1,305,636	1,448,876	1,475,662	1,478,793
Respite care/short breaks - Children	Lisalanna - NCH Action for Children	489,570	504,260	519,388	518,500
TOTAL		3,823,292	4,263,881	4,237,626	4,497,472

3 NATIONAL CARERS STRATEGY

Double click the picture below and the National Carers Strategy document will open up.



Caring Together
The Carers Strategy
for Scotland
2010 - 2015

26 July 2010



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Carers Scotland

Carers UK

Shared Care Scotland