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**Report To:** Inverclyde Integration Joint Board      **Date:** 6 November 2018

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Partnership (HSCP)      **Report No:**  
IJB/51/2018/AS

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**Subject:** CARERS (SCOTLAND) ACT 2016 – OCTOBER 2018 UPDATE

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## **1.0 PURPOSE**

- 1.1 This report provides an update to IJB members regarding local implementation of the Carers (Scotland) Act 2016 and the financial commitments relating to carer and young carer services across Inverclyde.

## **2.0 SUMMARY**

- 2.1 A progress report was submitted to the Integration Joint Board on 20 March 2018.
- 2.2 IJB Members requested case studies to demonstrate application of the Inverclyde Carers and Young Carers Eligibility Criteria and a Communication Plan which are detailed below.
- 2.3 This report also provides IJB members with an illustration of the HSCP financial commitment in relation to carers and an update on how the HSCP and partners are progressing the Short Breaks Services Statement as we move towards full implementation of the Act.

## **3.0 RECOMMENDATIONS**

- 3.1 That the Integration Joint Board:
- Endorses the Inverclyde HSCP Local Eligibility Criteria based on illustrative examples;
  - Endorses the Draft Communication Strategy;
  - Notes the financial commitment to support carers across Inverclyde;
  - Notes ongoing work in relation to the Short Breaks Services Statement.

**Louise Long**  
Corporate Director (Chief Officer)  
Inverclyde HSCP

## 4.0 BACKGROUND

### 4.1 Introduction

The Carers (Scotland) Act 2016 was enacted on 1 April 2018. Local implementation is progressing at a pace commensurate with other responsible authorities as we develop arrangements to meet the statutory duties. Dialogue continues between Carer Leads, COSLA and the Scottish Government to establish clarity on some aspects of the statutory guidance.

### 4.2 Local Eligibility Criteria for Carers and Young Carers

The local policy which reflects national guidance has been extensively consulted upon with carers and carer groups. There are three key aspects to determine the eligible needs for carers:

- Assess the impact caring has on each specific area of a carer's life and the level of risk this presents to the carer in continuing in their caring role;
- The locally agreed threshold at which a carer is deemed eligible for support for each outcome;
- The type of support or services that follows application of the criteria to meet identified carer needs.

The examples outlined in **Appendix 1** give members insight into the application of the criteria and the types of supports that follow.

### 4.3 Communication and Engagement

Inverclyde HSCP is working in partnership with Inverclyde Carers' Centre and Barnardo's to ensure full implementation of the Act for Carers and Young Carers.

Work is ongoing to develop the suite of tools and processes to assist staff within the HSCP and partner agencies as the Act is fully embedded. A range of communication and engagement methods is in place to support this.

Your Voice is funded to undertake communication and engagement work with carers and young carers throughout the implementation. As we move through the local implementation plan, ongoing engagement will continue with all stakeholders to seek feedback on our progress, and make revisions if required. The Communication and Engagement Plan is outlined in **Appendix 2**.

### 4.4 Short Breaks Services Statement

The purpose of the statement, due for publication in December 2018, is to provide information to carers about short breaks available locally and across Scotland for carers and the cared-for person. Short Breaks are defined in the Act and can cover a few hours or weeks as a break from the caring role.

The statement will cover both short breaks services available as a form of support via the HSCP where a carer's identified needs are in an Adult Carers Support Plan or Young Carers Statement. Inverclyde currently has a Short Break Bureau which works directly with Carers to arrange a variety of flexible support through respite. We also contract with Inverclyde Carers' Centre to manage a budget on our behalf to allow carers to access one-off breaks without the need for referral to the HSCP.

Initial engagement has informed carers of the type and range of supports which constitute a break from caring. Before finalising the statement, we are keen to ensure further consultation with carers so that their views on short breaks are reflected.

## 5.0 IMPLICATIONS

### FINANCE

#### 5.1 Financial Implications

The Scottish Government identify that it will cost £19 million across Scotland to implement the Act in year one 2018-2019, rising to £90 million in year five.

We are able to identify direct funding to support Inverclyde carers amounting to £1,225,741. This does not consider the costs of assessment and support services we currently provide as it is difficult at this point to determine services that benefit the supported person or carer. This is in addition to support delivered to carers secured by partner agencies within Inverclyde. The budget allocation and expenditure are detailed in **Appendix 3**.

Inverclyde HSCP has been allocated £357,000 to support the implementation of the Act for this financial year. This payment covers funding previously released to Health Boards as the Carers Information Strategy which amounts to £76,740 plus part employee costs for the Carers act Implementation Officer of £49,972.

The remaining funds of £230,279 are required to cover any cost linked to waiving of charges.

#### Waiving Charges for Carer Services

The 2016 Act details the intention to waive charges for services that support a carer and young carer in their caring role.

There are ongoing challenges in determining whether services or supports are meeting the identified needs of the carer or the cared for person. Categorising this will determine whether support is charged for or whether charges are waived.

A national short life working group has been formed to consider case studies and review these against the statutory guidance. As this work develops, the Scottish Government will consider whether there are aspects of the guidance and/or COSLA Guidance on Care Charging which need revision. The full financial impact of this along with the demand for support are yet unknown.

The HSCP also endorsed a joint bid between the Carers' Centre and Barnardo's who were successful in obtaining over £10,000 directly from the Scottish Government Carers Act Transformation Support (CATS) to improve IT systems and support census data collection requirements.

### LEGAL

5.2 There are no legal issues within this report.

### HUMAN RESOURCES

5.3 There are no human resources issues within this report.

### EQUALITIES

5.4	<b>Equalities Outcome</b>	<b>Implications</b>
	People, including individuals from the above protected characteristic groups, can access HSCP services.	The Carers Act is inclusive of people with protected characteristics, and also has elements within it to ensure

	the HSCP takes an equalities-sensitive approach to practise.
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	None
People with protected characteristics feel safe within their communities.	None
People with protected characteristics feel included in the planning and developing of services.	Carer equalities and carer rights are central to local implementation of the Act with Adult carers and Young Carers fully engaged through all elements. They will continue to be involved in the planning, development and review of carer services. This will ensure that the positive impact of the work is maximised and any potential negative impacts are identified early and mitigated.
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	This is considered Equal Partners in Care Training rolled out across HSCP Staff and partner organisations
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	None
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	None

	YES (see attached appendix)
x	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

## CLINICAL OR CARE GOVERNANCE IMPLICATIONS

5.5 There are no governance issues within this report.

## 5.6 NATIONAL WELLBEING OUTCOMES

**How does this report support delivery of the National Wellbeing Outcomes.**

**5.6.1 People are able to look after and improve their own health and wellbeing and live in good health for longer.**

Carer and Young Carer services are committed to ensuring high-quality services that support individuals and maximise their own health, independence and ability to undertake their caring role.

**5.6.2 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.**

Carer and Young Carer Carers services are of high-quality to support individuals and maximise independence.

**5.6.3 People who use health and social care services have positive experiences of those services, and have their dignity respected.**

Implementation of the Act is an essential element to ensuring high-quality services that support individuals and maximise independence. These principles are important in ensuring that dignity and self-determination are respected and promoted.

**5.6.4 Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.**

The Carers Act will ensure high-quality services that support individuals and maximise independence.

**5.6.5 Health and social care services contribute to reducing health inequalities.**

The outcomes for carers and young carers identify where inequalities can arise and seek to ensure those with the greatest need are given early intervention and support to prevent health inequalities.

**5.6.6 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.**

The carers outcomes ensure that the health and wellbeing of carers is paramount in the implementation of the act and those with greatest need are prioritised for support.

**5.6.7 People using health and social care services are safe from harm.**

The HSCP as its priority is to safeguard all service users including Carers and Young Carers

**5.6.8 People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.**

Staff are undertaking ongoing training and awareness based on Equal Partners in Care Training Programme. Support Planning training, staff briefings and team development sessions are taking place to support the changes for carers.

## **6.0 CONSULTATION**

6.1 This report has been prepared by the Chief Officer, Inverclyde Health and Social Care Partnership (HSCP) after due consultation with relevant senior officers in the HSCP and partners in Inverclyde Carers Centre.

## **7.0 LIST OF BACKGROUND PAPERS**

7.1 None.

## Local Eligibility Criteria – Case Study Examples

<b>Case Study 1 Mrs D</b>			
Mrs D is 58 and has been caring for her neighbour for the past six years. Mrs D has been coping well with her caring responsibilities, which include checking in on her neighbour, doing her shopping and cleaning and helping her with the cooking every other day. Mrs D works 20 hours a week at the local school, and also helps her daughter out with childcare by picking up her grandchild after school. Mrs D's son is concerned that she is taking on too much and notices that she is tired. Her son persuades her to ask for an Adult Carer Support Plan.			
<b>Cares For</b>	<b>Needs</b>	<b>Impact</b>	<b>Result</b>
Her neighbour with COPD.	Mrs D enjoys the variety that her working life and caring role provide. She would like to be able to spend more time with her grandchild in the afternoons, but recognises there is a balance between doing this and caring for her neighbour. Her caring role sometimes impacts on her ability to get along to her yoga class twice a week which she enjoys.	<p>The situation is impacting on Mrs D's personal outcomes:</p> <ul style="list-style-type: none"> <li>• <i>Health and Wellbeing – Low Impact/Risk</i></li> <li>• <i>Life Balance – Low Impact/Risk</i></li> </ul> <p>Whilst she enjoys the responsibility of caring for her grandchild, this along with work and caring for her neighbour she would like more free time. On the other hand, her caring roles are fulfilling so although Mrs D is tired at the end of the day, does not think her wellbeing is significantly affected.</p> <p>Mrs D needs to also consider</p> <ul style="list-style-type: none"> <li>• <i>Future planning – Low Impact/Risk</i></li> </ul> <p>Particularly if her neighbour needs more care or if Mrs D is no longer able to continue to provide the level of</p>	<p>On completion of the ACSP, Mrs D agreed that her health and wellbeing, life balance and future planning outcomes were of low impact and risk.</p> <p>There is no impact on any other aspect of carer outcomes.</p> <p>The Carers Centre have suggested that Mrs D talks to her neighbour about the lunch club in her local community centre and ordering food online rather than doing her shopping. Her neighbour's niece has also agreed to visit weekly to coincide with Mrs D's yoga class. .</p> <p>There is a relaxation class at the Carers Centre which Mrs D can also attend if she cannot get to her yoga class.</p> <p>The Carers Centre have given Mrs D advice about how</p>

		support she currently provides.	her neighbour is entitled to an assessment in her own right which will identify her outcomes and needs which may offer other opportunities for support.
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**Case Study 2**

Mr S is 38 and cares for his mother who has early-stage dementia. His mother has telecare, but he still checks in on her daily, and does her shopping, cooking and laundry. Mr S is a divorced father of two children, who live with him every other week. He works fulltime in an IT company and has come forward for an Adult Carer Support Plan as he is starting to feel unable to cope with his various responsibilities in the weeks when he looks after his children. Mr S has an arrangement with his employer to work longer hours on the weeks when the children are with their mother and fewer when he has the children.

<b>Cares For</b>	<b>Needs</b>	<b>Impact</b>	<b>Result</b>
His mother with early stage dementia	Mr S wants to spend more time with his children, in particular free up an hour in the afternoon to help them with their homework, so it doesn't have to be done in the evening when the children are tired. He is unable to fully undertake the caring role for his mother and his children. Mr S also finds it difficult to engage in recreational activities such as a badminton class at the local community centre each week.	<p>The situation is impacting on Mr S's personal outcomes:</p> <p><i>Relationship – moderate impact/risk:</i> Mr S's caring role is resulting in him finding it difficult to get the balance between caring for his mother and his children impacting on the previous amicable relationship he had with his ex-wife and their two children</p> <p><i>Employment – moderate</i></p>	<p>Mr S agrees that his needs are moderate but he would benefit from additional support to maintain or reduce the impact caring has on his own outcomes. Mr S's mother has undergone an assessment and has a support plan in her own right. She will receive a direct payment to have a support worker help her with meal planning/preparation and cooking on the weeks Mr S has his children. Until this is fully implemented the Carers Centre will utilise "Better Breaks" funding to provide domiciliary respite on a fortnightly basis to support his outcome.</p> <p>The local carers centre are</p>

		<p><i>impact/risk</i> Mr S is worried that he will put his employment in jeopardy unless he has more support.</p> <p><i>Health and Wellbeing – moderate impact/risk</i> He appears stressed and anxious.</p>	<p>encouraging local employers to become “Carer Friendly Employers” and will support Mr S to speak again to his employers.</p> <p>The local district nursing service work collaboratively with the carers centre and will undertake a health screening with Mr S.</p> <p>Mr S has been offered emotional support and relaxation therapy through, flexible to his availability. .</p>
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### Case Study 3

Mr A is 23 years old. He supports his mother who has a drug and alcohol addiction and has been living with her from time to time. His employer has recently sacked him due to his poor timekeeping and attendance. As a result he is in debt with his housing provider and a number of other companies, who are now threatening him with court action. Mr A attended the local carer centre stating he felt like he was not coping and did not know where else to turn. A support worker who has undertaken Mental Health First Aid immediately met with him to discuss his issues.

Mr A’s mother is now engaging with services and getting support in her own right to address her outcomes.

During the meeting, Mr A was distressed.

Cares for	Needs	Impact	Result
His mother who has a drug and alcohol addiction	Mr A is not coping with his mother’s addiction and feels that he has taken on too much responsibility for her in the past. Although he is relieved that his mother is now engaging with services to support her needs, Mr A is frustrated that he has put his own employment and financial situation into crisis, resulting	<p>The situation is impacting on Mr A’s personal outcomes: <i>Health and Wellbeing: Substantial Impact/Risk.</i></p> <p><i>Relationship: Moderate Impact/ Risk.</i> This is improving as his mother is engaging with services in her own right.</p>	<p>The support worker was able to support Mr A to make an appointment with his GP regarding his stress and feeling vulnerable. The worker checked that he had attended the appointment and was able to offer him a place for group emotional support. Mr A has been offered Family</p>

	<p>in him feeling very stressed and vulnerable.</p>	<p><i>Employment: Critical Impact/Risk</i> <i>Finance: Critical Impact/Risk</i></p>	<p>Support through addiction services when he is in a position to accept this but he does not feel able to attend this at the moment.</p> <p>Mr A has no source of income due to his employer sacking him due to poor attendance and timekeeping.</p> <p>An urgent referral to Financial Fitness was made to provide Mr A with welfare benefit advice and claim relevant benefits he may be entitled to and money advice service to help manage his debt.</p> <p>Mr A is keen to return to employment but knows that he is unable to do so at the moment. The Carers Centre have offered support if he wished to speak to his former employer about helping employees with a caring responsibility.</p>
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	<b>Audience Group</b>	<b>Method/ Mechanism</b>	<b>Lead</b>	<b>Dates/Notes</b>
2.	HSCP Staff/ Wider staff group – partner agencies	<ul style="list-style-type: none"> <li>• Representation from across HSCP and partner agencies in contributing to various aspects of the Act;</li> <li>• Develop staff briefings;</li> <li>• Awareness raising at staff meetings;</li> <li>• Suite of Training Resources delivered post implementation.</li> <li>• Roll out EPiC Training across services /teams/ partner agencies</li> <li>• Update Support Planning Training to link to ACSP/YCS</li> <li>• Strengthen links between children and adult services to ensure identification of young and adult carers across services</li> </ul>	Alan Brown/Gail Kilbane /Jane Cantley/ Inverclyde Carers Centre /Barnardo's	<p>Directors brief</p> <p>Update to HSCP website April 2018 December 2018</p> <p>Training Roll out EPiC- August – November 2018</p> <p>Support Planning – September &amp; November 2018</p> <p>Team Briefings – Sept – Dec 2018</p> <p>Updates as guidance is clarified</p>
4.	HSCP Managers	<ul style="list-style-type: none"> <li>• Progress Reports – overview of Act, current position, development of procedures, financial and staffing implications, issues arising from Act, reporting arrangements.</li> </ul>	Allen Stevenson /Alan Brown	<p>Extended Managers - Feb 2018</p> <p>Transformation Board - May 2018</p> <p>Updates as required</p>
5.	Elected Members/ Integration Joint Board	<ul style="list-style-type: none"> <li>• Progress Reports when required;</li> <li>• Approval for policies/ procedures/ processes when required;</li> <li>• Approval for financial proposals when required.</li> </ul>	Allen Stevenson	<p>IJB report March 2018</p> <p>IJB report November 2018</p> <p>IJB report January 2019</p> <p>Updates as required</p>

## Carer Services - Budget Allocation 2018 - 2019

Budget Type	Service	Provider	Allocated Amount	Sub-total
<b>HSCP Grant</b>	Carers Council	Carers Council	£4,500	£124, 850
	Respite Sitter	Inverclyde Carers Centre	£14,000	
	Respite Group Holiday	Inverclyde Carers Centre	£5,900	
	Inverclyde Carers Centre Core	Inverclyde Carers Centre	£ 100,450	
<b>Integrated Care Fund</b>	Carer Support Workers Transitions	Inverclyde Carers Centre	£55,000	£95,000
	Carer Support Workers Health centre	Inverclyde Carers Centre	£40,000	
<b>SG Grant (Incorporates Carers Information Strategy)</b>	Emotional Support	Inverclyde Carers Centre	£16,740	£ 145,119
	Carer Passport	Inverclyde Carers Centre	£15,292	
	Young Carer support Service	Youth Support Team - Young Carers Service	£21,000	
	Thrive Project – YC group support	Barnardo's	£4,000	
	Outreach Carers Service	Financial Fitness	£25,000	
	Inverclyde Carers Network	Your Voice	£5,000	
	Carers Act Engagement	Your Voice	£3,115	
	Inverclyde Carers & Young Carers Strategy	HSCP/Inverclyde Carers Centre	£5,000	
	CA Implementation Officer	HSCP	£49,972	
<b>HSCP Recurring Core funding</b>	Short Breaks Bureau	Inverclyde HSCP	£ 41,702	£860,772
	Short Breaks Budget	Inverclyde HSCP	£ £46,460	
	Adults and Older Adults Respite	Inverclyde HSCP	£110,000	
	Hillend Respite Service	Inverclyde HSCP	£249,000	
	Learning Disability Respite	Inverclyde HSCP	£225,000	
	Children's Services Respite	Inverclyde HSCP	£146,560	
	Young Carers Worker	Inverclyde HSCP	£42,050	
<b>Total spend</b>				<b>£1,225,741</b>