

**Report To:** Inverclyde Council **Date:** 6<sup>th</sup> June 2013

**Report By:** Brian Moore  
Corporate Director  
Inverclyde Community Health &  
Care Partnership **Report No:**  
CHCP/38/2013/HW

**Contact Officer:** Helen Watson **Contact No:** 01475 715369  
Head of Service  
Planning, Health Improvement &  
Commissioning

**Subject:** INVERCLYDE CARERS' CHARTER

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to ask that Inverclyde Council approves the principles contained in the Carers' Charter and renews its commitment as a key partner and signatory to the implementation of the Charter.

## **2.0 SUMMARY**

- 2.1 Inverclyde Carers' Council has updated its third edition of the Carers' Charter and seeks Inverclyde Council, as a key partner, to become a signatory to this new edition.
- 2.2 The Charter sets out rights and expectations of support that informal unpaid carers can access from a variety of agencies.
- 2.3 The Charter fits with the Inverclyde Carers' Strategy and the principles underlying the Single Outcome Agreement in Inverclyde.

## **3.0 RECOMMENDATIONS**

- 3.1 Inverclyde Council endorses the Charter.
- 3.2 Inverclyde Council signs up to the Charter as a partner.
- 3.3 Inverclyde Council directs that the principles of the Charter are upheld and implemented by staff in the Council.

**Brian Moore**  
**Corporate Director**  
**Inverclyde Community Health & Care**  
**Partnership**

## **4.0 BACKGROUND**

- 4.1 This is the third edition of Inverclyde Carers' Charter, which was originally developed by Inverclyde Carers Council in 2001. The updates have been necessary to reflect the changes in organisations that come into contact with carers. For example, the four social housing landlords in Inverclyde for the first time have agreed to uphold the principles of the Charter alongside other key public agencies, such as NHS Greater Glasgow and Clyde and Inverclyde Community Health and Care Partnership.
- 4.2 Inverclyde Carers' Council was founded in 1993 as a voluntary organisation consisting of carers and former carers, who promote the interests of carers by campaigning on their behalf and organising events to celebrate and raise awareness of the contribution that unpaid family carers make to our community. Inverclyde was one of the first areas in Scotland to have its own Carers Charter, which is now being promoted at a national level.
- 4.3 It is estimated that there are over 8,000 carers in Inverclyde. Carers are recognised as equal partners in the delivery of care within both the national and local Inverclyde Carers Strategy 'Getting It Right For Every Carer'. These strategies reinforce the need for carers to be recognised, and to be made aware of their right to access support and services. Often people do not recognise themselves as carers and need to be made aware by staff in all kinds of settings of the support that is available to them from a variety of agencies. This is the case whether they are caring for someone with a mental health issue; long term condition; dementia or any impairment or illness, which requires carer support.

The specific and unique role that Inverclyde Carers Centre, funded by the CHCP, plays in the lives in carers is also highlighted to encourage carers to make contact with services in an open and comfortable environment. The Centre also offers opportunity to make new friends, gain support from other carers, as well as receiving advice and a listening ear from staff.

- 4.4 The Charter fits with the outcomes of the Single Outcome Agreement, which promotes the principles of carers being involved, respected, recognised, safe, healthy, active, nurtured and achieving. It also complements the Inverclyde Carers and Young Carers Strategies, which were coproduced with carers. These documents inform carers about the type of supports that carers can seek from public agencies to support them to continue in their caring role and to have a life of their own apart from caring.
- 4.5 The Charter outlines the practical support that is available for carers on a number of fronts including income maximisation, accessing short breaks and carers assessments including self assessment, which is often the key to identifying what support each individual requires and how to access this.
- 4.6 The Charter also makes reference to Young Carers and promotes the principle that Young Carers also need to be recognised and supported to access the types of supports they require as well as have a life of their own outside caring.

## **5.0 PROPOSALS**

- 5.1 It is proposed that Inverclyde Council becomes a signatory to the updated version of Inverclyde Carers Charter as a key partner, and promote its implementation across services.

## **6.0 IMPLICATIONS**

- 6.1 Financial – There are no financial implications in respect of this report.

<b>Cost Centre</b>	<b>Budget Heading</b>	<b>Budget Year</b>	<b>Proposed Spend this Report</b>	<b>Virement From</b>	<b>Other Comments</b>

6.2 Legal - None

6.3 Resources - None

6.4 Equality – The Charter aims to have a positive impact on reducing the social and economic marginalisation of carers.

## **7.0 CONSULTATION**

7.1

## **8.0 LIST OF BACKGROUND PAPERS**

8.1 Inverclyde Carers Charter.

8.2 Inverclyde Carers and Young Carers Strategy 2012-15.

# Carers Rights in Inverclyde



**INVERCLYDE**

**CARERS**

**CHARTER**





**The Inverclyde Carers Council would like to thank our partners, Inverclyde Community Health and Care Partnership, Inverclyde Council, Greater Glasgow and Clyde NHS and the Inverclyde Carers Centre for their support in helping to produce this charter.**

**We would also like to thank a number of other local organisations who have signed up to the aims of the charter:**

**Cloch Housing Association  
Larkfield Housing Association  
Link Housing Association  
Oaktree Housing Association  
River Clyde Homes  
Inverclyde Leisure**





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## **Inverclyde Carers Charter**

**This Carers Charter sets out the rights and expectations of carers living in Inverclyde. The Inverclyde Carers Council, which drew up this charter, represents the interests of local carers. It is made up of carers and ex-carers and campaigns on issues that are important to carers.**

**Our Carers Council was one of the first organisations in Scotland to have a Carers Charter and we recently updated it to recognise the new partnership with NHS Greater Glasgow and Clyde and Inverclyde Council, which forms the Inverclyde Community Health and Care Partnership.**

**Carers are equal partners in care and all parties agreeing to the charter recognise this, as does the Scottish Government in its *Caring Together* strategy for carers. Carers have a right to be involved in the planning and delivery of care in Inverclyde.**

**The Inverclyde Carers Strategy sees carers as the lynchpin of community care and aims to provide the help and support they need.**

**Irene Pollard, Chairperson, Inverclyde Carers Council**

**Councillor Stephen McCabe, Leader, Inverclyde Council**

**Robert Calderwood, Chief Executive, NHS Greater Glasgow & Clyde**

**Brian Moore, Director, Inverclyde CHCP**



## **Who is a carer?**

**A carer is someone who gives up lots of their time to look after and provide care for a relative, partner, family member, neighbour or friend who needs support to carry on with their daily life.**

**The cared for person may have more than one long term condition. Some carers care intensively for long periods or are life-long carers. Others care for a short time.**

**A carer does not have to be living with the person they look after to be a carer. And anybody may become a carer at any point in their life.**

**Carers play an important part in their families and communities. Their lives and the lives of those they care for are bound together, but they are not the same.**







## **How can Inverclyde Community Health Care Partnership help me?**

### **Inverclyde Community Health Care Partnership**

The Inverclyde Community Health Care Partnership (CHCP) is a partnership between Inverclyde Council and NHS Greater Glasgow and Clyde community health services. By developing an integrated approach this should result in better outcomes for the people of Inverclyde.

### **Help with Money**

Advice on benefits and debt management is available from advice services within the CHCP as well as CHCP funded services such as Financial Fitness, the MacMillan Benefits Project and the Carers Centre.

### **Help with Health**

GPs keep a register of carers. Registration entitles carers to an annual health check and consideration for priority surgery appointments. Health Improvement Service provides Timeout training for carers.

### **Helping Carers Feel Involved**

The CHCP recognises carers as equal partners in the delivery of care and believe that carers should be involved in the planning and reviewing of care needed by their loved one. Carers are involved in strategic planning groups; service redesigns as well as on an individual care planning basis. Carers are encouraged to give feedback on their levels of satisfaction with their experience of involvement with the CHCP.



### **Helping with Short Breaks**

Carers can access a variety of short breaks for themselves and the person they care for. Staff at the Short Breaks Bureau can assist in arranging a break following a Community Care Assessment. Inverclyde CHCP also funds Short Breaks via the Carers Centre. Information is available by contacting the Carers Centre.

### **Help with Carers Assessments**

Carers assessments can help pinpoint the support that carers need. There are two types of assessment available. Self assessment, which can be completed at the carers Centre, with support from staff if need be. A fuller independent assessment is available by contacting the CHCP.

### **Help for Young Carers**

Young people looking after family members can get help from Youth Carers Support provided by the CHCP's Youth Support Team. They can meet other young carers and join in organised activities, as well as taking part in the occasional break away from their caring role.

### **Help with Information**

Details of help and support are available from the Carers Centre, CHCP offices and Solas screens in local health centres and GP's surgeries.





## **Inverclyde Carers Centre**

### **Mission Statement**

Inverclyde Carers Centre provides information, advice and support to unpaid carers who look after friends, family or neighbours who could not manage without them due to illness, disability, addiction or frailty. It provides a service to identify and support carers to recognise and be recognised by others for their valuable contribution to society.

The Centre is managed for carers by carers. It's a company limited by guarantee and has a Board of Directors.

### **Contact Details**

The Carers Centre is at 68-70 Cathcart Street, Greenock, PA15 1DD. It's opened from 10.00am to 4.30pm on Monday, Tuesday, Wednesday and Thursday opening hours are 9.30am to 7.30pm and on Friday it's 9.30am to 4.30pm. Just drop in, no appointment needed. The Centre can be contacted on 01475 735180 or [enquiries@inverclydecarerscentre.org.uk](mailto:enquiries@inverclydecarerscentre.org.uk).

### **Aims and Objectives**

- To promote the recognition of carers amongst service providers as partners
- To help carers access appropriate services
- To promote the rights of carers
- To provide short breaks for carers
- To establish a carers network
- To enable carers to participate in planning and influencing the development of services
- To enable carers to take opportunities for paid/ unpaid activities within or out with their home



### **Partnership**

Inverclyde Carers Centre is a key partner within the Inverclyde Joint Carers Strategy and the centre's unique role in supporting carers ensures local services reflect the needs of carers, whether this be collectively through the Carers Network or individually through Carers Self Assessments and personalised support. Carers are the priority and there are well established links to organisations whose main priority is the person being cared for.

### **Services**

Services include providing information to assist carers, stress management therapies, counselling, support groups, short breaks, learning and social opportunities. The centre works alongside other local organisations to raise the profile of carers and provide health and benefit advice. It is the focal point for carers locally providing an invaluable chance to talk to others in similar situations, share experiences and offer emotional support.





## **Your Legal Rights**

### **Equality Act and Human Rights Act**

Carers have a number of legal rights written into law. These cannot be ignored or taken away by any person or organisation.

### **Employment**

No one is allowed to:

- Refuse a job to a carer because of their caring role
- Treat working carers less favourably than other employees
- Ignore a request for flexible working on caring grounds

### **Goods and Services**

Carers cannot be discriminated against when buying goods and services, which includes:

- Entertainment venues such as cinemas, pubs & cafes
- Businesses such as banks and shops
- Public services like schools, hospitals and social services

### **Other Rights**

- Carers are entitled to a Carers Assessment of their needs
- And may qualify for Carers Allowance if they are of working age and look after someone more than 35 hours per week.



## Useful Contacts

### **Inverclyde Carers Centre**

68-70 Cathcart Street  
Greenock  
PA15 1DD  
Tel: 01475 735180  
[www.inverclydecarerscentre.org.uk](http://www.inverclydecarerscentre.org.uk)

### **Financial Fitness**

29 West Stewart Street  
Greenock  
PA15 1SH  
Tel: 01475 729239

### **Circles Advocacy Project**

21 Grey Place  
Greenock  
PA15 1YF  
Tel: 01475 730797

### **Social Services**

Emergency number  
Tel: 0800 811 505.





## Useful Contacts

**Information /Advice**  
Inverclyde CHCP  
195 Dalrymple Street,  
Greenock  
PA15 1UN  
01475 714100

Scarlow Street,  
Port Glasgow  
PA14 5EY  
01475 714900

