
Report To:	Community Health & Care Partnership Sub Committee	Date:	28th August 2014
Report By:	Brian Moore Corporate Director Inverclyde Community Health & Care Partnership	Report No:	CHCP/32/2014/HW
Contact Officer:	Helen Watson Head of Service Planning, Health Improvement and Commissioning	Contact No:	01475 715369
Subject:	Review of Inverclyde Carers Strategy 2012-15		

1.0 PURPOSE

- 1.1 To provide elected members with a review of the implementation of the Strategy and Action plan in its third year relating to the Inverclyde (Adult) Carers Strategy 2012-15.

2.0 SUMMARY

- 2.1 This report advises of progress on the implementation of the action plan relating to the third year of the Strategy.
- 2.2 It also provides an update in relation to new initiatives, which have impacted on carers in the last year. This involved training for front line staff around the Equal Partners in Care (EpiC) principles as well as the introduction of the self-assessment tool for carers.

3.0 RECOMMENDATIONS

- 3.1 That the Sub-Committee note progress in relation to the implementation of the Strategy Action Plan in its third year.

Brian Moore
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4.0 BACKGROUND

- 4.1 This report is based on a review of the final year progress relating to the implementation of the Inverclyde Carers (Adult) Strategy 2012-15. Progress is reported based on feedback from carers from various events, as well as identified outcomes from activities conducted in the past year.
- 4.2 **New Developments**
Some new initiatives have been introduced to the Action Plan this year, which included training for frontline staff in recognising carers as equal partners in the planning and delivery of care, and the rolling out of the self-assessment tool for carers.
- 4.2.1 Inverclyde was one of four areas in Scotland selected as a pilot area for a Joint National Project, organised by NES (National Health Service Education Scotland) and SCSS (Scottish Council of Social Services), which focused on improving staff awareness of the importance of the role played by carers in delivering care and support. The training was focused on principles which included recognising and identifying carers, supporting them by providing information, and signposting them to appropriate resources for support. We developed a partnership approach to the sessions by involving Carers Centre staff and carers, who delivered a short drama on their experiences.
- 4.2.2 We also took the opportunity during the training sessions to promote the new self-assessment tool for carers, which had been piloted last year, and encouraged staff to signpost carers to the Carers Centre to register and access supports on offer. This process is part of developing a clear pathway for carers with a consistent approach to delivering information and support. Over 120 front line staff participated in the pilot and the training will now be incorporated into the CHCP training plan and rolled out for other staff. We will monitor the outcomes of this training by seeking feedback from carers, through review processes and other feedback mechanisms.
- 4.2.3 Some areas of progress outlined in this review, are due to the work of staff employed through the Change Fund projects, which are due to terminate in March 2015. These projects have provided the opportunity to pilot different approaches to supporting carers in key areas and explore how we can most effectively integrate these practices into mainstream activity. Discussions are ongoing at the moment with Inverclyde Carers Centre, to develop an exit strategy for these projects and ensure that the learning and outcomes are incorporated into mainstream practice, both in the statutory and voluntary sectors.

5.0 PROGRESS TO DATE

The remainder of this report covers progress made in implementing actions relating to the Strategy in its final year.

- 5.1 **Short Breaks**
Outcome: Carers are enabled to direct their own support and have access to short breaks
- 5.1.1 **Direct Payments**
Carers have been provided with briefings around the introduction of SDS both in terms of events and information circulated through newsletters. The Carers Centre is also a partner with Inverclyde Council on Disability and Circles Advocacy in the Consortium, which is funded by the Scottish Government, to offer independent advice and support to carers and other individuals wishing to access SDS.
- 5.1.2 **Alternative Breaks**
The CHCP continues to offer a selection of choice for carers, by funding short breaks in a variety of settings, including residential, community based and holiday breaks for users of community care services.

5.1.3 **Families feel enabled to have breaks together**

The Short Breaks Bureau can arrange for families to have breaks together and can arrange for care to be provided at the alternative venue following an assessment.

The CHCP provides funding for the Carers Centre to arrange replacement care (sitting services) for a few hours or arrange overnight breaks for groups of carers to get some time away together. Carers have given positive feedback about the benefits of having short breaks of a few hours per week to have some time to themselves, catch up with friends or other family members, go to hairdressers or whatever. Carers also spoke favorably about being able to get away with other carers for a few nights to 'recharge the batteries' and the chance to develop new friendships.

5.1.4 **Carers Feel Supported**

The Carers Centre has effectively managed small budgets to provide short breaks for carers and could potentially play a greater role in this, as part of a preventative approach to supporting carers. Carers can also access the Scottish Government's Better Breaks scheme for families of children with disabilities to have a break away together through Inverclyde Carers Centre.

5.2 **Carers Health and Wellbeing**

Outcome: Carers are supported to live healthy active lives through access to quality services for them and their loved ones.

5.2.1 **Emotional Support**

The CHCP funds the Carers Centre to provide a range of therapies, including stress management, hand massage and relaxation courses, which are available by appointment. In addition, therapies are arranged for carer events and drop-ins at various venues, as part of the outreach work conducted by Carers Centre staff, throughout the community. More recently, stress management sessions have become available at GP practices and carers are being encouraged to access these.

5.2.2 **Health Checks**

There has been considerable progress over the past year in primary care settings towards addressing the needs of carers following the incorporating of carers needs into the core element of GP contracts.

- Health Checks have been offered to carers on an annual basis by nursing staff in GP practices. In recent months more GP practices in the area have been making this opportunity available to carers. Whilst take-up to date has been low, there remains a commitment to continue to promote the importance of these for carers. Nursing staff are starting to collate information gathered through the health checks for monitoring purposes.
- A recent practice learning event for GPs and their staff focused on the needs of older people and their carers. One of the sessions included an input on the EPiC principles and the role of health care staff in identifying carers. GP practices are now distributing the self-assessment tool to carers and signposting them to the Carers Centre.
- Health Improvement Staff have also run sessions for carers on the subject of Bowel Cancer Awareness and Breast Cancer Awareness with the aim of increasing screening levels.

5.2.3 **Counselling**

Counselling continues to be made available for carers through funding from the CHCP. The waiting list for this continues to grow as there is very little opportunity for counselling through other sources. Carers continue to identify this and stress management opportunities as being important supports in their caring role.

5.2.4 **Hospital Discharge**

- Hospital Discharge has been an area of concern for carers throughout the life of this Strategy. Carers have at times reported feeling excluded from the planning process around hospital discharge or feeling they have been given no information about the condition of the person they care for or where to seek support. It was in response to this issue that the Head of Health & Community Care allocated Change Fund funding to meet the needs of older carers to address this.

- The work conducted by Carers Centre staff involved in the Hospital Change Fund Project has met with considerable success, based on feedback from staff and carers alike. Staff from the Larkfield Unit report that they are more aware of the needs of carers and where to get advice and carers report feeling more supported and relieved that someone is focusing on their needs.
- A second post was created to work within the Tower block of the hospital due to the success of the work in the Larkfield Unit.
- Initial feedback would suggest that these posts have been very effective in bringing positive results for carers and also in promoting joined up working between agencies.
- Public transport continues to be an issue for carers in terms of visiting relatives, particularly in the evening.

5.3 **Carers who are facing specific challenges at transition periods**

Outcome: Improving transitions from children to adult services; adult services to specialist services including Dementia, Addictions and Mental Health.

- 5.3.1 The transition from children to adult services presents challenges to carers in terms of expectations and is linked to good information at the right time. Two case studies will be considered at the end of this Strategy to identify learning around this process and what progress carers feel has been made.
- 5.3.2 Carers find some situations more complex, for example where the cared for person's health or condition have changed for the worse. Training on specific conditions such as Strokes, Diabetes and Cancer-awareness has been arranged for carers. Alternative approaches to providing information and support are being sought. The establishment of the Self Care Network, designed to bring together a range of community resources will also benefit carers.
- 5.3.3 With the implementation of the Dementia Strategy and post diagnostic support, more carers are aware of the supports available. However prior to diagnosis, many carers are not aware of where to access support. The Dementia Strategy Communication group is working to raise more awareness around the support available and is working with a variety of agencies on this.
- 5.3.4 The establishment of the Hidden Carers Support Worker through the Change Fund has also helped to identify older carers, often with a mutual caring role, who may require some support to access services and supports.

5.4 **Carers are well informed and can access supports they need**

Outcome: Improving information available to carers, including assessment processes and advice on benefits and entitlements.

- 5.4.1 The production of over 2000 Information packs has proved popular with carers of older people and these have been distributed at key points such as hospital discharge and within GP practices. Further information packs are planned to cover a wider distribution of carers involved in a variety of caring situations.
- 5.4.2 The self-assessment tool has been widely distributed through the CHCP, Inverclyde Council and Partners, as well as on Solus Screens and GP practices. We will monitor the outcomes of the tool from the report, which we receive monthly from the Carers Centre.
- 5.4.3 The Carers Centre produces quarterly newsletters for carers who are registered with them, to keep them updated on policy developments and social events.
- 5.4.4 Information and advice sessions delivered by Financial Fitness have proved to be very popular with carers and these have been increased to weekly surgeries at the Centre.
- 5.4.5 Information events have been organised for carers around specific issues such as SDS, long term planning and the Dementia Strategy.
- 5.4.6 The Communications Group and the Interagency Carers Information Group continue to develop different approaches to disseminating information through producing a variety of newsletters, updating the website, links to useful websites, and use of Information screens in

GP practices and CHCP Offices.

5.5 **Carers and former Carers can access employment, training and volunteering**

Outcome: improve experience of carers in relation to key areas.

5.5.1 **Training**

- An interagency group of staff including Community Learning and Development, Health Improvement, Alzheimers' Scotland, Inverclyde Carers Centre and CHCP Training Team staff have worked together to arrange training for carers based on their expressed wishes.
- Training has been provided around dealing with Dementia (Ten Tips) and six week courses for carers of people with a new diagnosis.
- Training has been provided around Bowel and Breast Cancer Awareness

5.5.2 **Working with Employers**

- Health Improvement staff seconded to Inverclyde Community Development Trust have focused on working with Employers to address healthy working lives of staff and those who are carers.
- An event will be held for staff that are carers and work within the CHCP during Carers Week to enable them to register as carers and identify any needs that they may have.
- Carers have contributed to the delivery of the EPiC training through presenting drama scenes highlighting the experiences of carers. Staff have found this to be very powerful and effective in conveying the experiences of carers.

5.5.3 **Volunteering**

- Former carers continue to have the opportunity to volunteer at the Centre by assisting with organising events, preparing and mailing the newsletters, supporting other carers and organising social activities.

5.5.4 **Staff Training**

- Training was arranged for 120 staff during the pilot of the EPiC training where staff had an input regarding Carers Centre services, drama regarding the experiences of carers, as well as discussion about the importance of identifying carers and signposting them to the Carers Centre.

5.6 **Carers housing needs are addressed**

Outcome: Carers housing needs are addressed.

Housing continues to feature as an important issue for carers with a number of issues still outstanding towards the end of this strategy

5.6.1

- Carers report that the changes in Allocation policies away from the points system have impacted negatively on carers and feel that their needs are not being taken into account.
- Many carers report on the positive experience that carers have received on advice regarding equipment and aids and adaptations. However issues have also been raised by carers, where they feel decisions to be unfair around refusal to install ramps and other adaptations, which they feel impacts on them in their caring role.
- Carers often feel that they do not have sufficient knowledge or information about the types of aids and adaptations that are available to them
- Carers also report that they feel there is a shortage of suitable adapted housing in the area to meet the needs of the person they care for.

5.7 **Being Involved: Carers are included and involved**

Outcome: Carers are included and involved.

- 5.7.1 The Carers Network is now established and has representation on the CHCP Advisory Group. The Carers' Representative from this Network will, along with Carers Centre staff, arrange regular meetings of the Network for the purpose of identifying key issues to be raised with the CHCP thus enabling carers to be able to influence the planning and delivery of care.
- 5.7.2 Carers are involved as equal partners in the planning and delivery of care through involvement in care planning and reviews. The EPiC training conducted with staff across the CHCP will ensure that all staff understand the importance of these principles and outcomes around this will be monitored through feedback from carers.
- 5.7.3 Substantial work has been undertaken through the Change Fund project based at the Carers Centre around emergency and long term planning for carers. Carers have been supported to work through these plans and a series of information leaflets around legal aspects of long term planning have proved to be a major success. This work has helped to pioneer anticipatory care approaches within the CHCP including the development of an emergency care form to be held in GP practices.
- 5.7.4 Carers are supported to attend events and take part in planning processes through the provision of replacement care arranged through the Carers Centre.

6.0 IMPLICATIONS

Finance

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

Financial Implications:

One Off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

Legal

- 6.2 N/A

Human Resources

- 6.3 N/A

Equalities

- 6.4 Has an Equality Impact Assessment been carried out?

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YES EQIA assessment was conducted successfully on the Strategy and Action Plan.

NO -

Repopulation

6.5 N/A

7.0 CONSULTATIONS

7.1 Carers were consulted at AGMs of the Carers Council and Carers Centre.

7.2 Carers have given feedback to the Carers Centre through focus groups and individual cases.

7.3 Feedback was also gathered from People Involvement sources including Advisory Group and Service feedback.