

DUMFRIES AND GALLOWAY  
INTEGRATION JOINT BOARD

# CARERS STRATEGY



DUMFRIES AND GALLOWAY  
**Health and Social Care**

2017 - 2021

Breaks  
Young Carers  
COMMUNICATION Support  
Health & Well-being Respite  
Equalities INFORMATION AND ADVICE  
Work/Life Balance  
ACCESS TO SERVICES  
Carer Positive Financial  
UNPAID CARERS  
Advocacy



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## Foreword



There are at least 759,000 unpaid Carers aged over 16 in Scotland and a further 29,000 Young Carers (people aged under 18). Three out of five of us will become Carers at some stage in our lives and one in ten already has caring responsibilities. (Carers Trust Scotland 2016).

Supporting Carers to maintain their caring role is widely acknowledged as vital to the long term sustainability of health and social care services. The development of new legislation, national and local strategy and Carer related outcomes and performance measures are all contributing to a new agenda for Carers.

The Carers (Scotland) Act 2016, which will take effect on 1 April 2018, is a key piece of legislation to 'promote, defend and extend the rights' of Adult and Young Carers across Scotland. It brings a renewed focus to the role of unpaid Carers and challenges statutory, independent and third sector services to provide greater levels of support to help Carers maintain their health and well-being.

Supporting Carers has been identified as one of the 10 priority areas of focus in the 'Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan' 2016 - 2019. There are three commitments specific to Carers in this plan:

**We will provide support to Carers (including the provision of short breaks) so that they can continue to care, if they so wish, in better health and have a life alongside caring.**

**We will develop a consistent approach across the workforce to make sure that the needs of the Carer are identified and that Carers are supported in their own right.**

**We will work towards developing 'Carer Positive' as an approach across the [Health and Social Care] Partnership; identifying staff that are Carers and supporting them in their own personal caring roles.**

The above commitments are supported by the national health and well-being outcome relating to Carers:

**"People who provide unpaid care are supported to look after their own health and well-being, including reducing any negative impact of their caring role on their own well-being".**

We recognise that Young Carers play an equally important role as Adult Carers. Young Carers should not be expected to carry out the same responsibilities as an adult. Getting It Right for Every Child (GIRFEC) is the national approach in Scotland to improving outcomes and supporting the well-being of children and young people by offering the right help at the right time from the right people.

A range of short and medium term outcomes for Carers in Dumfries and Galloway has been identified. Measures and indicators against each of these outcomes will be developed to ensure continued progress is being made against delivery of this Carers strategy.

I look forward to seeing this work taken forward over the next three years by the Integration Joint Board and Dumfries and Galloway Council, to deliver better outcomes for all Carers and the people that they care for in Dumfries and Galloway.

**Penny Halliday, Chair of the Integration Joint Board**

# 1. Introduction

## 1.1 Who is a Carer?

A Carer is 'A person of any age who provides unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without the Carer's help due to frailty, illness, disability or addiction'. (Scottish Government 2016).

Carers are all kinds of people that live in every community in Dumfries and Galloway; relatives, partners, friends, neighbours or kinship Carers looking after someone with:

- Chronic long term conditions
- Mental illness
- Addiction
- Frailty
- Physical or learning disabilities
- Short term acute illness

*"It's really hard to be a Carer, but it can be rewarding too"*

## 1.2 What is a Carers Strategy?

This Carers strategy is a plan for unpaid Carers that:

- Reflects what Carers have told us matters to them
- Considers who provides unpaid care, how much care Carers provide and their current level of well-being
- Describes how Carers are involved in developing and delivering services
- Focuses on outcomes for Carers
- Provides a single strategy for all Carers
- Identifies the measures and indicators that will be used to monitor progress against outcomes

### 1.3 Who is this strategy for?

This strategy is for all unpaid Carers of any age living or caring for someone in Dumfries and Galloway: Young Carers, Young Adult Carers and Adult Carers. It does not relate to paid care and support workers. To differentiate paid carers from unpaid Carers, in Dumfries and Galloway, a capital 'C' is used to indicate unpaid Carers.

The strategy is for:

- People who recognise themselves as Carers and receive Carer specific support from statutory, third and independent sectors
- People who recognise themselves as Carers but are currently sustaining their caring role without any Carer specific support from statutory, third or independent sectors
- People who recognise themselves as Carers, facing challenging circumstances but choose not to access support from statutory, third or independent sectors due to a fear of significant disruption to their family life and/or the stigma of being identified as a Carer of someone with mental illness or substance misuse
- Hard to reach Carers
- Hidden Carers

“What matters to me is being listened to, being understood and being valued ”

#### Hard to Reach Carers

There are groups of Carers that are 'hard to reach'. This can be due to protected characteristics or geographical location.

#### Hidden Carers

Many people do not identify themselves as a Carer. These people are known as 'hidden Carers'. There are reasons why people do not identify themselves as a Carer.

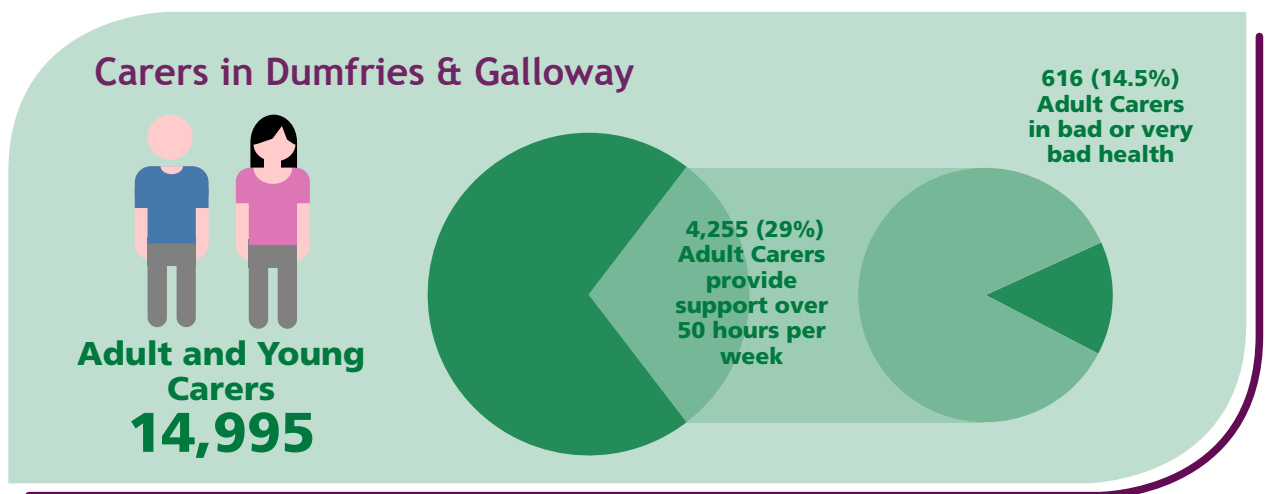
- The term 'carer' is also used to describe paid care workers and this might lead to some confusion
- People often identify themselves primarily as a mother, daughter, husband, neighbour for example, and do not recognise their caring role

It can be challenging for care and support services to identify hidden Carers. This can result in people not accessing the care and support they need to sustain their caring role. Identifying Carers is a key area of focus for this strategy.

### 1.4 Why do we need a Carers Strategy in Dumfries and Galloway?

Unpaid Carers are the largest group of care providers in Scotland, providing more care than the NHS and Councils combined, avoiding costs of £10bn nationally, every year (University of Sheffield 2015). Carers are a vital part of the health and social care system in Dumfries and Galloway with over half of all required care (approximately 410,000 hours every week) being provided by unpaid Carers.

An increasing number of people in Dumfries and Galloway are finding themselves in a caring role. At the 2011 census, 10% (14,995) of the population of Dumfries and Galloway identified themselves as Carers. This percentage includes Young Carers and Young Adult Carers. Nationally (59.2% Census 2011) and in Dumfries and Galloway there are more female Carers (58.6% Census 2011) than male Carers.



Source: Census 2011

The current Carers Strategy and Young Carers Strategy for Dumfries and Galloway are both due to end in 2017. There is a requirement in the Carers (Scotland) Act 2016 (see link in Appendix 1), that a single Carers Strategy for Carers of all ages is developed between the NHS and local authority.

## 2. Planning Context and the Carers (Scotland) Act 2016

### 2.1 Carers (Scotland) Act 2016

The aim of this Act is that Carers should be better supported on a consistent basis to continue in their caring role (if they wish) in good health and well-being and have a life alongside of caring. The Carers (Scotland) Act 2016 will come into effect on the 1 April 2018.

The Act introduces:

- Adult Carer Support Plans and Young Carer Statements to identify the needs of Carers. These were previously known as Carers' Assessments
- Eligibility criteria to enable local authorities to provide appropriate levels of support to Carers
- Carer involvement in hospital discharge of the cared for person
- Short breaks statements
- A National Charter for Carers

The duties of local authorities in relation to supporting Carers such as providing an information and advice service and involving Carers in care planning have been extended further in the Carers (Scotland) Act.

#### 2.1.1 'Adult Carer Support Plans' and 'Young Carer Statements'

Adult Carer Support Plans and Young Carer Statements are documents that provide an opportunity for Carers to express feelings and identify needs and wants. This supports effective conversations between the Carer and health or care professional, to determine the impact of caring responsibilities and identify personal outcomes.

Adult Carer Support Plans focus on seven key areas of a Carers life.

- How they are feeling
- Time for themselves
- Their health
- How they manage at home
- Finances
- The caring role
- Work situation

"Advice is the best thing available to Carers - somewhere that finance, physical, mental well-being and services can be accessed under one umbrella"

Young Carer Statements are based on the wellbeing indicators for children and young people (SHANARRI) and support Young Carers to express their feelings in relation to:

- Safety
- Feeling listened to
- Being physically healthy
- Relationships
- School and college
- Self esteem
- Hopes and dreams for their future

### **Timescales for Completing a Plan or Statement**

Where a Carer would like help to complete a Support Plan or Statement, ideally this would be offered within 10 working days of a Carer alerting a health or care professional. The Plan or Statement will likely be completed within eight to ten weeks from the start of the process. It is recognised that Carers of people with a terminal illness might require help to complete a plan or statement more urgently than the timescales noted above.

### **Anticipatory Care Planning**

Anticipatory Care Planning is people thinking ahead to identify their possible future care and support needs and planning for these. Planning ahead in this way helps people to be more in control of their own lives, avoid crisis and better able to manage changes in their health and well-being.

Carers' plans for the future and potential emergency situations should be considered as part of the development of an Adult Carer Support Plan or Young Carers Statement.

Carers can access the national Anticipatory Care Planning Toolkit and Enable Scotland's Emergency Planning Toolkit. See Appendix 1 for link.

#### **2.1.2 Eligibility for Carers Support**

Local eligibility criteria will be developed to ensure that Carers are able to access the level of support they need to meet or improve their personal outcomes as determined by the Adult Carer Support Plan or Young Carers Statement. These are:

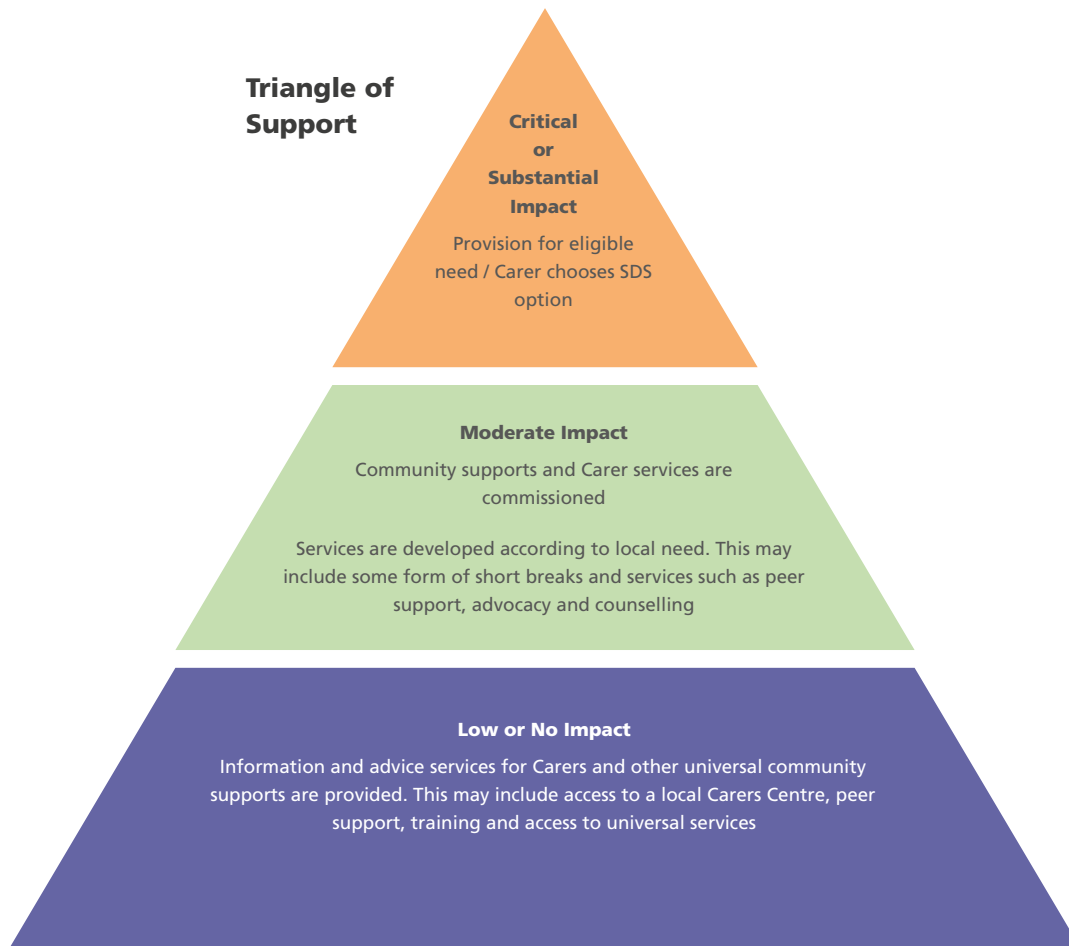
1. The criteria that determine it
2. The thresholds that must be passed to trigger it and
3. The outcomes and services that follow it

Carers deemed eligible for support to meet their personal outcomes will be able to access Self Directed Support (SDS).

“Without existing support it would be impossible to manage, and withdrawal of the current support we get would immediately put us into a crisis situation - so we feel very grateful. We particularly feel much better for having Care Call installed, which we find a valuable support for peace of mind”



The diagram below outlines some of the support available to Carers in Dumfries and Galloway



Based on Carers (Scotland) Act 2016, Draft Statutory Guidance, Eligibility Criteria

### **2.1.3 Carer Involvement in Hospital Discharge of Cared for Persons**

The Carers (Scotland) Act 2016 requires that where Carers have been identified, they are involved in planning the discharge of the person they care for. This is relevant across all of the hospitals in Dumfries and Galloway, including Dumfries and Galloway Royal Infirmary, Midpark Hospital, and all community and cottage hospitals.

### **2.1.4 Information and Advice for Carers**

The Act requires local authorities to provide information and advice services for Carers. In Dumfries and Galloway information and advice is already available from a range of sources including Carer specific organisations such as the Dumfries and Galloway Carers Centre, health and care professionals and generic third sector organisations such as Independent Advocacy or Citizens Advice.

## **2.2 National Health and Well-being Outcome for Carers**

Delivery of the national health and well-being outcome for Carers is key to supporting Carers in their caring role.

**“People who provide unpaid care are supported to look after their own health and well-being, including reducing any negative impact of their caring role on their own well-being”.**

This outcome is one of nine national health and well-being outcomes. See Appendix 1

## **2.3 Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan and Locality Plans**

The Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan 2016-2019 (see link in Appendix 1), is a plan for all adult health and social care services in the region and has informed the development of this strategy. It highlights supporting Carers as one of its ten key priorities. This plan and the related four locality plans contain a range of commitments that are specific to supporting Carers.

The commitments contained in the Integration Joint Board Health and Social Care Strategic Plan 2016-2019 are:

- We will provide support to Carers (including providing short breaks) so that they can continue to care, if they so wish, in better health and have a life alongside caring
- We will develop a consistent approach across the workforce to make sure that the needs of the Carer are identified and that Carers are supported in their own right
- We will work towards developing ‘Carer Positive’ as an approach across the [Health and Social Care] Partnership; identifying staff that are Carers and supporting them in their own personal caring roles

## **2.4 The Children’s Services Plan 2017 – 2020**

This plan aims to improve the life chances of all children and young people in Dumfries and Galloway including those who have Caring responsibilities. This plan, dedicated to safeguarding, supporting and promoting child well-being, focuses on securing quality and value through early intervention and prevention approaches.

## **2.5 Other relevant policies and strategies**

### **2.5.1 Getting it right for every child (GIRFEC)**

Getting it right for every child (GIRFEC) is the national approach in Scotland to improving outcomes for Children and Young People and supporting their well-being by offering the right help at the right time from the right people.

This national approach supports Young Carers and their parent(s) or guardians to work in partnership with the services that are supporting them and helps identify the many Young Carers who are 'hidden'. See section 1.3 for more information.

### **2.5.2 Dumfries and Galloway Integration Joint Board Equality and Diversity Joint Outcomes**

The Dumfries and Galloway Integration Joint Board Equality and Diversity Joint Outcomes have been developed to ensure people have opportunities and access to health and social care and support regardless of their protected characteristic(s). This includes Carers and their right to feel safe, respected and supported.

### **2.5.3 Local Outcome Improvement Plan (LOIP)**

Dumfries and Galloway Community Planning Partnership is required by Scottish Government to produce and publish a Local Outcomes Improvement Plan (LOIP). The LOIP is a key element to delivering public service reform at local level. It provides a vision and focus on actions, based on agreed local priorities.

### **2.5.4 Carer Positive Award**

The Carer Positive Award encourages employers to create a supportive working environment for Carers in the workplace. There are three award levels: engaged, established and exemplary. Dumfries and Galloway Council, NHS Dumfries and Galloway, Dumfries and Galloway Carers Centre and Care Training Consortium have achieved the first level of award: engaged.

### **2.5.5 Mental Health**

There are a number of national plans that will be implemented in Dumfries and Galloway to support Carers including the Scottish Mental Health Strategy (2017 - 2027) and National Dementia Strategy (2017 - 2020).

## 3 Carer Involvement and Engagement

### 3.1 Carer Involvement

Carers are involved in all aspects of planning health and social care in Dumfries and Galloway. There is Carer representation on:

- The Integration Joint Board
- Planning and public engagement groups in the localities
- The Integration Joint Board Strategic Planning Group

Carers are also involved in a range of activities including:

- Acting as panel members for assessing grants for short breaks
- Participating as members of condition specific reference groups
- Attending the Carers' Parliament
- Attending the Scottish Young Carers' Festival to contribute to workshops and discussions
- Participating in focus groups for health and social care inspections

#### **Dumfries and Galloway Carers Programme Board**

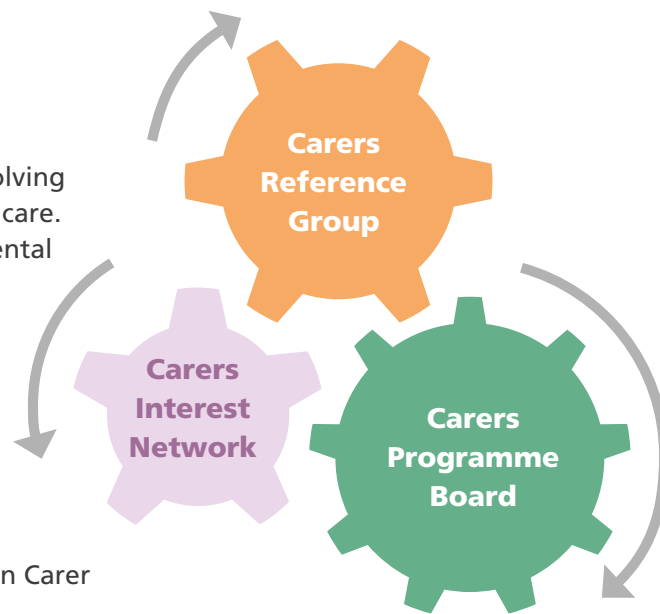
A Dumfries and Galloway Carers Programme Board has been established to ensure continued progress in achieving the national health and well-being outcome for Carers. This is a group with representation from the Health and Social Care Partnership and Carers. This board is supported by the work of a Carer's Reference Group whose membership is made up of Carers and the Carer's Interest Network; a group of third sector organisations that provide support to Carers. The Carers Interest Network feed the views of Carers that they work with into relevant strategy and planning discussions.

The Young Carers Strategy Group has been monitoring and evaluating the Dumfries and Galloway Young Carers Strategy Action Plan 2012 - 2017. This group will continue to review outcomes for Young Carers and Young Adult Carers in line with the actions outlined in this strategy.

### Triangle of Care

The Triangle of Care describes how involving and including Carers can lead to better care. This is a toolkit that is being used in Mental Health Services. It identifies six key standards required to achieve better collaboration and partnership with Carers.

- 1) Carers and the essential role they play are identified at first contact or as soon as possible thereafter
- 2) Staff are 'Carer aware' and trained in Carer engagement strategies
- 3) Policy and practice protocols regarding confidentiality and sharing information are in place
- 4) Defined post(s) responsible for Carers are in place
- 5) A Carer introduction to the service and staff is available, with a relevant range of information across the care pathway
- 6) A range of Carer support services is available



### 3.2 Carer Engagement

There is a range of ways we engage with Carers in Dumfries and Galloway. These include questionnaires, focus groups, online surveys, drop in sessions and feedback from support networks.

Involvement and co-production methods are used to seek the views of Young Carers. This can include focus groups, school drop ins, Young Carers' groups, National Young Carers Awareness Day, questionnaires, evaluations, and directly talking and engaging with Young Carers.

## 4. What Carers have told us matters to them

### 4.1 Listening to Carers

Extensive engagement and consultation with Carers was done as part of the development of the Dumfries and Galloway Health and Social Care Plan and Locality Plans (2016 - 2019). A range of consultation events and direct engagement with children and young people took place to ensure their views were included in the Children's Services Plan (2017 - 2020).

To help develop this strategy, a questionnaire for Carers was developed to help identify 'What matters to Carers?' Responses to the questionnaire were received from across Dumfries and Galloway. These responses have formed five key themes for this strategy.

### 4.2 Five Key Themes

The five key themes, based on what Carers have told us matters to them, are:

- Access to Services
- Breaks from Caring
- Health and Well-being
- Information and Advice
- Support

Some quotes from the Carers who responded are on the next page.

## Health and Wellbeing

"Having good quality time for myself"

"The people I care for are safe, well nourished and happy"

"Being able to have hopes and dreams of my own"

## Support

"Access to services and support when needed"

"Knowing there are support services available"

"Getting the right support at the right time"

# What Carers have told us matters to them

## Information and Advice

"Specific welfare and benefit advice and support"

"Access to advice and information to inform what I do as a Carer"

"One stop shop for services and information"

## Breaks from Caring

"Having good quality time for myself"

"People understanding that I need a break from caring"

"More respite provision"

## Access to Services

"Services provided to continue"

"Continued funding for Carer services"

"Easy access to help should I need it"

## 5. Young Carers

### 5.1 Who are Young Carers?

Young Carers are Carers aged under 18. There are around 29,000 Young Carers in Scotland. This is 4% of the school age population.

The 2011 Scotland Census identified 322 Young Carers in Dumfries and Galloway suggesting that not all Young Carers in Dumfries and Galloway are recorded. This could indicate that many Young Carers in this region are 'hidden'. See section 1.3 for details on hidden Carers.

The census also showed that:

- Children who live with a lone parent are much more likely to be a Young Carer (6.6%) than a child who lives with two parents (2.5%) and have significantly greater caring responsibilities (35 hours or more a week)
- Nearly 3% of children living with a lone parent are caring for 35 hours a week or more. Only 0.5% of children living with two parents provide this level of care

### 5.2 Possible Impacts of caring on Young Carers

There can be negative and positive impacts of the caring role on Young Carers.

#### Possible Negative Impacts of the caring role on Young Carers

For a Young Carer, taking on too many tasks and responsibilities or undertaking responsibilities that are not age appropriate can have a negative impact on other areas of their life including:

#### School

- Arriving late for school or missing school
- Unable to take part in after school activities or meet their peers
- Not getting their homework done on time
- Missing out on further education or employment opportunities
- Feeling isolated and different from their peers
- Not gaining the qualifications they had hoped for

#### Community

- Having limited free time
- Unable to meet friends or attend groups in the evenings and at weekends
- Limited opportunities to have fun and be themselves
- Difficulty accessing public transport or this might be too expensive for families
- Limited support network - the support is not there when they need it
- Socially isolated
- Experiencing financial hardship due to low family income



## Health and Well-being

- Worrying about the person they care for
- Taking on too much responsibility for their age
- Not being able to sleep
- Not eating properly
- Not looking after themselves
- Suffering anxiety due to their own poor mental health
- Change in behaviours e.g. risk taking, becoming withdrawn
- Feelings of suicide
- Not knowing or worrying about the cared for persons prognosis
- Caring for someone with unpredictable behaviour e.g. brain injury, substance misuse, mental health, illness or physical disability
- Feelings of loss and bereavement as death of a parent or sibling might impact where they live, go to school and who will care for them.
- Loss of the caring role
- Their own feelings of low mood, depression/mental health

“more Young Carers involved in support groups”

## Possible Positive Impacts of the caring role on Young Carers

Some Young Carers tell us that the caring role gives them a sense of responsibility, identity, self esteem and confidence. Caring for someone else can enhance the independent living skills of young people as they take on many of the same roles as an Adult Carer including domestic tasks, moving and handling and medication management.

## 6. Young Adult Carers

### 6.1 Who are Young Adult Carers?

In Dumfries and Galloway Young Adult Carers are people aged 16 to 29. This age range was determined locally following direct feedback from Young Adult Carers in our region.

Many Young Carers did not feel able or confident to move on to Adult Carers Services and felt that they required support, guidance, advice and opportunities deemed appropriate for young adults.

The transition of Young Carers into adulthood can present particular challenges, particularly if they have:

- Experienced a disrupted education
- Low aspirations
- Been socially isolated
- Experienced bullying
- Physical and mental health problems

### 6.2 Possible impacts of caring on Young Adult Carers

At a time when their peers are leaving school and making positive plans for employment, training and education, Young Adult Carers often have to deal with demands, responsibilities and emotional challenges that can both influence their choices and limit their future opportunities.

Many Young Adult Carers find it more difficult than their peers to leave home to pursue their own goals due to their caring role. Most Young Adult Carers feel they have to consider the impact their decision to leave will have on the person they care for, and the wider family. Many opt not to go away. This may mean that they experience:

- Limited employment opportunities
- Financial hardship
- Limited opportunities to develop friendships or go out
- Feelings of hopelessness about their future
- Limited opportunities to develop a life outside their caring role

This Carers Strategy seeks to support Young Adult Carers to establish their own lives and make the most of their educational, employment, and social opportunities.

## 7. Adult Carers

### 7.1 Who are Adult Carers?

An Adult Carer is anyone aged over 18 who provides unpaid care to a friend or family member who has a mental or physical illness, disability, or an addiction. 16.7% of all adults aged 50 - 65 in Dumfries and Galloway are Carers. Many Adult Carers provide a dual caring role. For example, caring for a child and an older parent whilst also trying to maintain a life outside caring, including work.

Over recent years there has been an increase in the number of Carers aged over 65. As people become older, they are more likely to have their own health and care needs which impact on their ability to undertake a caring role.

Significantly more people aged over 85 are seeking Carer support. See Appendix 3 for information on Carer demographics.

### 7.2 Possible impacts of caring on Adult Carers

Becoming a Carer can be rewarding, however the caring role can also be challenging:

- Limited opportunities to get out or switch off
- A negative impact on wider family relationships
- Providing care when looking after their own needs
- Feelings of social isolation
- Poor physical and mental health
- Pressure on finances as Carers may have to reduce their working hours or give up employment
- Many Carers have their own needs that require care and support

**“Your  
own life is  
bypassed!”**

## 8. Making it Happen

The following table links together:

- Themes from the Carers' consultation (see section 4.2)
- New legislative requirements
- Commitments for Carers contained within the Integration Joint Board Dumfries and Galloway Health and Social Care Strategic Plan 2016-2019
- Priorities within the Children and Young People's (CYP) Plan 2017-2020

The table also identifies the outcomes that we seek to achieve for Carers.

Outcome	New Legislative Requirements and Strategic Plan Commitments CYP Plan commitments	Carers' Theme	Areas of Focus	Timescales	Measures	
Carers are able to access the services they need to continue in their caring role	<p>Carers (Scotland) Act 2016 Part 3 and Part 4</p> <p><i>We will provide support to Carers (including the provision of short breaks) so that they can continue to care, if they so wish, in better health and have a life alongside caring</i></p> <p><i>We will work towards developing 'Carer Positive' as an approach across the partnership; identifying staff that are Carers and supporting them in their own personal caring roles.</i></p> <p><i>We will ensure children and young people get support at the earliest appropriate time through prevention and early intervention</i></p> <p><i>We will work to reduce or remove barriers so that all children and young people have equality of opportunity</i></p>	Accessing Services	Carer involvement in:	By 1 April 2018	<p>Carers state they feel involved in planning services</p> <p>Carers report they feel listened to</p> <p>Proportion of Carers involved in discharge planning</p> <p>Proportion of Carers involved in Care planning</p> <p>Criteria is developed</p> <p>Number of new Carer Positive awards gained in Dumfries and Galloway</p> <p>Number of referrals for Young Carers services</p>	
			<ul style="list-style-type: none"> <li>• planning services for Carers,</li> <li>• hospital discharges, and</li> <li>• care planning</li> </ul>	By 1 April 2018		
				Eligibility criteria to supports Carers to access services		By 1 April 2018
						By October 2017
						The Carer Positive Award
Young Carers across Dumfries and Galloway	By March 2020					
Carers are able to access planned short breaks when they need them	<p>Carers (Scotland) Act 2016 Part 3 and 6</p> <p><i>We will provide support to Carers (including the provision of short breaks) so that they can continue to care, if they so wish, in better health and have a life alongside caring</i></p> <p><i>We will ensure children and young people get support at the earliest appropriate time through prevention and early intervention</i></p>	Breaks from Caring	Short Break Statement for Dumfries and Galloway	By 1 April 2018	<p>Number of planned short breaks awarded</p> <p>Impact of the break on the Carer</p>	
			Short break opportunities for Carers			
Carers have maintained or improved their level of health and well-being	<p>Carers (Scotland) Act 2016 Part 2</p> <p><i>We will provide support to Carers (including the provision of short breaks) so that they can continue to care, if they so wish, in better health and have a life alongside caring</i></p> <p><i>We will improve the wellbeing and life chances of our most vulnerable children and young people</i></p>	Health and Well-being	Young Carers Health and Wellbeing	By March 2020	<p>Proportion of Carers accessing Health and Well-being services</p> <p>Carers report improved health and well-being</p>	
			Carers Health and Well-being	By March 2020		

Outcome	New Legislative Requirements and Strategic Plan Commitments CYP Plan commitments	Carers' Theme	Areas of Focus	Timescales	Measures
Carers receive the information and advice they need when they need it	Carers (Scotland) Act 2016 Part 2 and Part 6 <i>We will develop a consistent approach across the workforce to make sure that the needs of the Carer are identified and that Carers are supported in their own right.</i> <i>We will ensure children and young people get support at the earliest appropriate time through prevention and early intervention</i>	Information and Advice	Information and Advice Services for Carers	By 1 April 2018	Number of Carers accessing information and advice services
			Emergency care planning and future care planning for Carers	By 1 April 2018	Number of emergency plans created Number of Carer referrals
			Carer identification 'Young Carers Card'	By March 2020 By March 2020	Number of Young Carers cards created
			Holistic, joined up approaches to supporting Young Carers	By March 2020	Carers report more joined up access to services Carers report able to rely on friends and family in an emergency
Carers feel supported in their caring role	Carers (Scotland) Act 2016 Part 2 and Part 6 <i>We will provide support to Carers (including the provision of short breaks) so that they can continue to care, if they so wish, in better health and have a life alongside caring</i> <i>We will improve the wellbeing and life chances of our most vulnerable children and young people</i>	Support	Adult Carers Support Plans	By 1 April 2018	Number of ACSP's undertaken
			Young Carer Statements	By 1 April 2018	Improvements in outcomes through the outcome measurement tool
			Seamless transitions for Young Carers from children and young people's services to adult services.	By March 2020	Number of YCS's undertaken Improvements in outcomes through the outcome measurement tool Young Carers report a seamless transition

Key areas of focus are linked to short and medium term outcomes and measures. These will ensure progress is being made against identified areas for improvement and achieving better outcomes for Carers.

### 8.1 National and Local Measures

A performance management framework was developed to support the implementation of the IJB Dumfries and Galloway Health and Social Care Strategic Plan 2016 – 2019. The framework enables the measurement of quality and experience, activity levels and the provision of service and financial information.

**“Ensure that Carers and service users in general play a key role in the design, delivery and evaluation of services”**

The Scottish Government has developed indicators that relate to the national health and well-being outcome for Carers.

**“People who provide unpaid care are supported to look after their own health and well-being, including reducing any negative impact of their caring role on their own well-being”.**

Progress against the national outcome is measured by the Health and Social Care Experience Survey every two years. This survey gathers information on whether:

- Carers have a good balance between caring and other things in their life
- Caring has had a negative impact on Carers' health and well-being
- Carers have a say in the services provided for the person they look after
- Local services are well coordinated for the people Carers look after
- Carers feel supported to continue caring

Local indicators are being developed by the Carers Programme Board.

These will be measured on a locality basis and will be indicators of progress in each of the four locality plans. Each of the locality plans has a range of actions linked to the areas of focus contained in the table in section 8.

## 8.2 Resources

The statutory sector is currently faced by a number of challenges including an increasing need for care and support with limited and reducing financial and workforce resources to provide it. Carers Organisations have reported increases in demand for their services of at least 10% growth year on year over the past three years. Levels of demand will be closely monitored over the life time of this strategy.

Whilst we are aware that this strategy will impact on available resources, the full extent of this is unknown at this time.

In light of above, it is essential that resources are used as effectively and efficiently as possible and that we innovate to find new ways of providing and commissioning care and support for those who need it.

### Current and Projected Funding

The funding outlined in the table below is based on a financial memorandum, prepared by the Scottish Government in 2015 to support the Carers Bill before this was enacted.

	2017/18 Funding	Projected Funding 2018/19	Projected Funding 2019/20	Projected Funding 2020/21
Commissioned Third Sector Services*	£662,748	£662,748	£662,748	£662,748
Direct funding to Carers from Social Work Services for Carers breaks**	£284,000	TBC	TBC	TBC
Non recurring Scottish Government Carers Information Strategy Funding***	£136,000	Not available	Not available	Not available
Projected Carers (Scotland) Act 2016 Funding		Between £316,000 and £348,000	Between £543,000 and £643,000	Between £821,000 and £968,000
Total	£946,748	Between £978,748 and £1,010,748	Between £1,205,748 and £1,305,748	Between £1,483,748 and £1,630,748

\*Some third sector organisations access funding from non statutory bodies. These monies are not included within the figures below

\*\*This figure only includes Carers for whom care is organised by Social Work Services and these figures will change as people's circumstances change. If a cared for person has their own Self Directed Support budget and uses this to support the Carer directly or indirectly, this figure cannot be quantified.

\*\*\* Future funding for the Carers (Scotland) Act 2016 includes funding previously available to Integration Joint Boards as Carers Information Strategy funding.

The funding for the Carers (Scotland) Act 2016 will not be known until after the next Scottish Government spending review. This funding is to cover the:

- Preparation of Adult Carer Support Plans
- Preparation of Young Carer Statements
- Provision of information and advice services
- Duty to support Adult Carers
- Duty to support Young Carers
- Additional short breaks

## Glossary and Definitions of Terms

### Carers

**Young Carer** – A Carer aged under 18 who cares, unpaid, for a family member or friend with an illness, or disability, mental health condition or an addiction.

**Young Adult Carer** – A Carer aged 16 to 29 who cares, unpaid, for a family member or friend with an illness, or disability, mental health condition or an addiction.

**Adult Carers** – A Carer aged 18 and over who cares, unpaid, for a family member or friend with an illness or disability, mental health condition, or an addiction.

**Age ranges.** This document uses the age of 18 as the divide between 'adult' and 'child/young person'. However, services will be flexible so the most age-appropriate Carer support service is available to each person. The overlap in age ranges can mean that someone is able to access both Adult Carer and Young Adult Carer support depending upon their caring responsibilities

**Hard to Reach Carers** - Groups of Carers that can be described as particularly 'hard to reach' due to protected characteristics (see below) or geographical location.

**Hidden Carers** - People who do not identify themselves as a 'Carer'.

Kinship Care is where a child is looked after by their extended family or close friends if they cannot remain with their birth parents. Under the **Looked After Children (Scotland) Regulations 2009**, kinship Carers are defined as "a person who is related to the child (through blood, marriage or civil partnership) or a person with whom the child has a pre-existing relationship".

**Independent Sector** - This is a general term for non-statutory bodies including private enterprise, voluntary, charitable or not for profit organisations.

**Integration Joint Board** - A body established in October 2015 where the health board and local authority agreed to put in place a 'Body Corporate' model. The Integration Joint Board (IJB) is responsible for the planning of integrated arrangements and onward service delivery.

**Localities** - 'Localities' is a term outlined in the Public Bodies (Joint Working) (Scotland) Act 2014 to identify local areas. In Dumfries and Galloway there are four geographic localities- Annandale and Eskdale, Nithsdale, Stewartry and Wigtownshire.

**Planned Short Breaks** - A tailored solution for the needs of Carers (and those they care for) to achieve a short break on a planned basis. Planned short breaks can range from a short holiday break to providing funds to enable a Carer to have a short break from caring without even leaving their own home. This can be achieved through items such as the provision of a greenhouse, bicycle or ipad. These short breaks should principally benefit the Carer.



**Protected Characteristics** - It is against the Equality Act 2010 to discriminate against anyone because of:

- Age
- Being or becoming a transsexual person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Sex (gender)
- Sexual orientation

The above are called 'protected characteristics'

**SHANARRI** – This is an acronym of the eight well-being indicators within the Scottish Government's policy 'Getting it Right for Every Child'. The SHANARRI indicators are:

- Safe
- Healthy
- Achieving
- Nurtured
- Active
- Respected
- Responsible
- Included

**Short Break Statement** - A Short Breaks Services Statement is a statement of information about the short breaks services available in Scotland for Carers and cared for persons.

Support is defined as:

- Short breaks (including replacement care)
- Practical support (for example transport, equipment, adaptations, telecare and technology enabled care)
- Counselling or emotional support / peer support groups
- Training or learning
- Advocacy services
- Help applying for Carer's Allowance and other financial assistance
- A Carers payment including self-directed support made by a local authority or Integration Joint Board
- Health and well-being opportunities

**Statutory Sector** - The statutory care sector provides most formal care services. Statutory health care is delivered by the National Health Service (NHS) and social care, education and early years services mainly through local authorities (councils). Health care provided via GP (family doctor) surgeries is known as primary health care.

**Third Sector** - The Third Sector is a collective term for a vast range of not for profit organisations such as charities, social enterprises, voluntary organisations, co-operatives, credit unions and development trusts. The types of services and the opportunities they provide include health and social care support, information, advocacy and volunteering.

## Appendix 1 - References and Links

Integration Joint Board Strategy Plan for Health and Social Care including Strategic Needs Assessment and Financial Plan

<http://www.dg-change.org.uk/strategic-plan/>

Carers (Scotland) Act 2016

[http://www.legislation.gov.uk/asp/2016/9/pdfs/asp\\_20160009\\_en.pdf](http://www.legislation.gov.uk/asp/2016/9/pdfs/asp_20160009_en.pdf)

Carers Trust Value of Carers Report

[https://www.sheffield.ac.uk/polopoly\\_fs/1.546409!/file/Valuing-Carers-2015.pdf](https://www.sheffield.ac.uk/polopoly_fs/1.546409!/file/Valuing-Carers-2015.pdf)

Getting it Right for Every Child

<http://www.gov.scot/Topics/People/Young-People/gettingitright>

Scottish Government National Health and Well-being Outcomes

<http://www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration/Outcomes>

Anticipatory Care Planning Toolkit

<http://ihub.scot/anticipatory-care-planning-toolkit/>

Enable Scotland Emergency Planning Toolkit

<http://www.enable.org.uk/emergencyplanning/Pages/Emergency-planning-for-Carers.aspx>

## Appendix 2 – Services and Support Available in Dumfries and Galloway

Direct Support to Carers	Description of Support offered	Support provided by
Adult Carer Support Plans / Young Carers Statements	The aim of carer support planning is to find out what impact caring responsibilities have on a Carers life, the impact this has on their life outside of caring and focuses on the Carers own health and wellbeing. Support and solutions are identified where there are areas of concern.	Dumfries and Galloway Carers Centre <a href="http://www.dgalcarers.co.uk">www.dgalcarers.co.uk</a>
Information and Advice Services  Carers Support (groups and one to one)	For Carers of all ages including Young Carers and Young Adult Carers.  Practical and emotional support can be provided through one to one sessions with Carers Support staff across a range of agencies.  Groups can also provide general support or can be more specific for example Lesbian, Gay, Bisexual or Transgender (LGBT) or for a particular medical condition.	Alzheimer Scotland <a href="http://www.alzscot.org">www.alzscot.org</a> Support in Mind <a href="http://www.supportinmindscotland.org.uk">www.supportinmindscotland.org.uk</a> Carers Centre <a href="http://www.dgalcarers.co.uk">www.dgalcarers.co.uk</a> UCI <a href="http://www.userandcarer.co.uk">www.userandcarer.co.uk</a> LGBT Youth <a href="http://www.lgbtyouth.org.uk">www.lgbtyouth.org.uk</a> LGBT Plus <a href="http://www.lgbtplus.org.uk">www.lgbtplus.org.uk</a> Compass <a href="http://www.cbisl.org">www.cbisl.org</a> PIN <a href="http://www.parentsinclusionnetwork.org.uk">www.parentsinclusionnetwork.org.uk</a> Quarriers <a href="http://www.quarriers.org.uk">www.quarriers.org.uk</a> Kinship Care <a href="http://www.kinshipcarescotland.org.uk">www.kinshipcarescotland.org.uk</a>
Counselling Services at transition of caring role	For Carers where their role has changed - perhaps the person that they care for is able to live independently or has moved into care or has passed away.	Cruse <a href="http://www.crusescotland.org.uk">www.crusescotland.org.uk</a> Relationship Scotland <a href="http://www.relationships-scotland.org.uk">www.relationships-scotland.org.uk</a>
Emergency Card and Young Carers Card	The provision of a card to inform services of the cared for person should the Carer have an emergency.	Carers Centre <a href="http://www.dgalcarers.co.uk">www.dgalcarers.co.uk</a>
Financial Advice Services	A range of benefit and other financial advice is available to Carers from the Financial Inclusion and Assessment Team (FIAT) and Citizen's Advice Service	Citizen Advice Service <a href="http://www.dagcas.org">www.dagcas.org</a> FIAT <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a>
Health and Wellbeing	A range of community based activities such as mindfulness, physical activity and reducing social isolation supported by locality based Health and Wellbeing Teams.  A range of health and wellbeing initiatives are also provided through the Dumfries and Galloway Carers Centre.	Carers Centre <a href="http://www.dgalcarers.co.uk">www.dgalcarers.co.uk</a> Locality Health Improvement Teams
Independent Advocacy Services	Provides Independent Advocacy to Carers	DG Advocacy Services <a href="http://www.dgadvocacy.co.uk">www.dgadvocacy.co.uk</a>

Direct Support to Carers	Description of Support offered	Support provided by
Leisure and Sport Discounts	Dumfries and Galloway Council provide a discounted price to Carers to access swimming, fitness suites and public skating in their leisure facilities	Leisure and Sport <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a>
Self Directed Support	Provision of outcome focussed funding from Dumfries and Galloway Council to pay for care to support a person's needs <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a>	Social Work Services <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a>
Short breaks including respite and timebanking	A range of short breaks are available which include grants for Carers to have a short break, a timebanking scheme to support Carers to take a break, at home respite and respite in a care home.	Third Sector DandG <a href="http://www.thirdsectordumgal.org.uk">www.thirdsectordumgal.org.uk</a> Carers Centre <a href="http://www.dgalcarers.co.uk">www.dgalcarers.co.uk</a> Social Work Services <a href="http://www.dumgal.gov.uk">www.dumgal.gov.uk</a>
Short Courses for Carers	Training for Carers for example around first aid, moving and handling or learning about a specific condition such as autism.	Care Training Consortium <a href="http://www.caretrain.co.uk">www.caretrain.co.uk</a>

## Appendix 3 - What do we know about Carers in Dumfries and Galloway?

Demographic (population) trends in Dumfries and Galloway show that in the future, on average, people will be living longer. This is good news but critically, despite this increase in overall life years, the number of years that people live in good health has not increased.

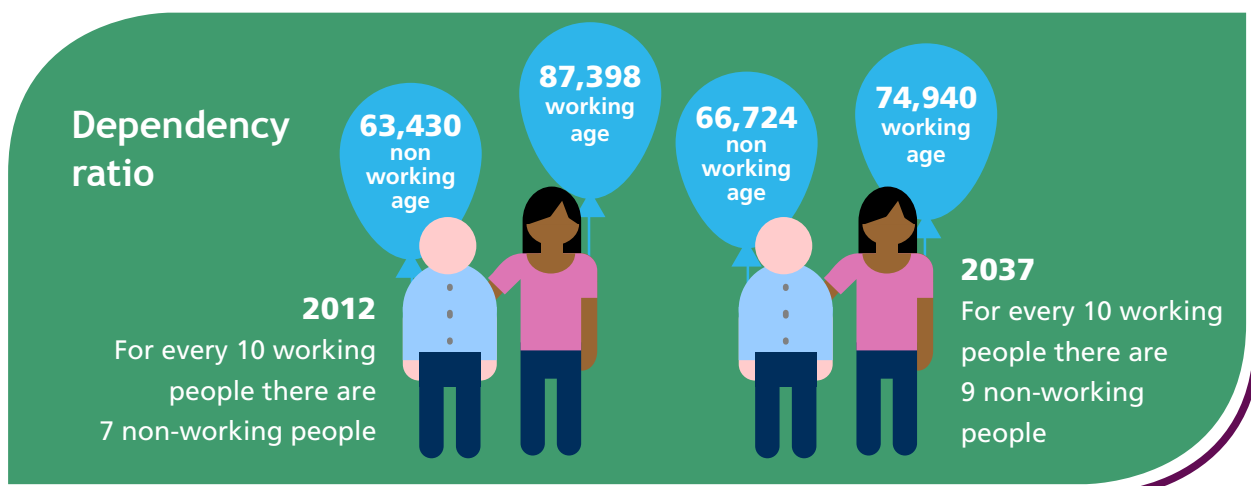
### The level of care provided each week

The demographic data shows that there will be a reduction in the number of working age people, an increase in the number of older people, an increase in the number of people living with two or more long term conditions, such as high blood pressure or diabetes, and fewer children under the age of 14 living in the region. This results in a variety of caring roles with a variety of levels of care needed as shown below.

Level of care provided per week						
Age	0 hours	1-19 hours	20-34 hours	35+ hours	Total	% of age group who provide care (>0 hours)
0 to 24	97.6%	1.6%	0.2%	0.5%	100.0%	2.4%
25 to 49	89.4%	5.9%	1.0%	3.8%	100.0%	10.6%
50 to 64	83.3%	9.7%	1.6%	5.4%	100.0%	16.7%
65 and over	89.0%	4.2%	1.1%	5.7%	100.0%	11.0%
All people	90.1%	5.2%	1.0%	3.7%	100.0%	9.9%

Census 2011

This will increase the dependency ratio and in turn increase the potential number of people in Dumfries and Galloway who will become Carers over time.

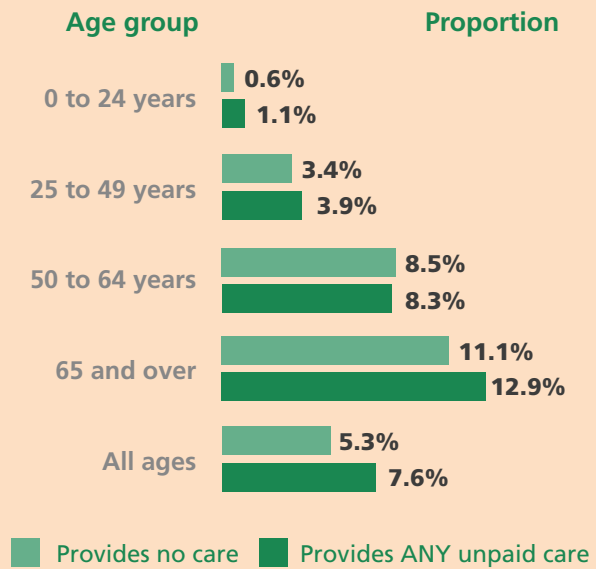
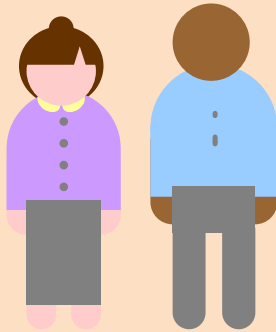


Source: National Records of Scotland 2012

### Carers Health and Well-being

We know that Carers have poorer health and well-being outcomes than people who do not provide care. The graphs below show how Carers feel about their health against the rest of the population.

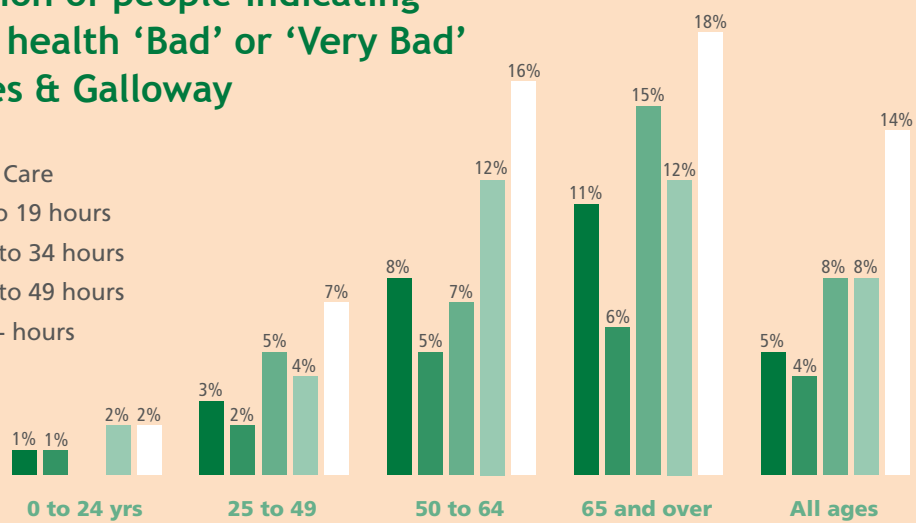
#### Proportion of people indicating general health 'Bad' or 'Very Bad' Dumfries & Galloway



When the number of hours of care are then assessed, it is clear that the more care that a Carer provides, the more Carers report bad or very bad health as shown below. Carers have told us that it is hard to be a Carer but that it can be rewarding and this can make it all worthwhile.

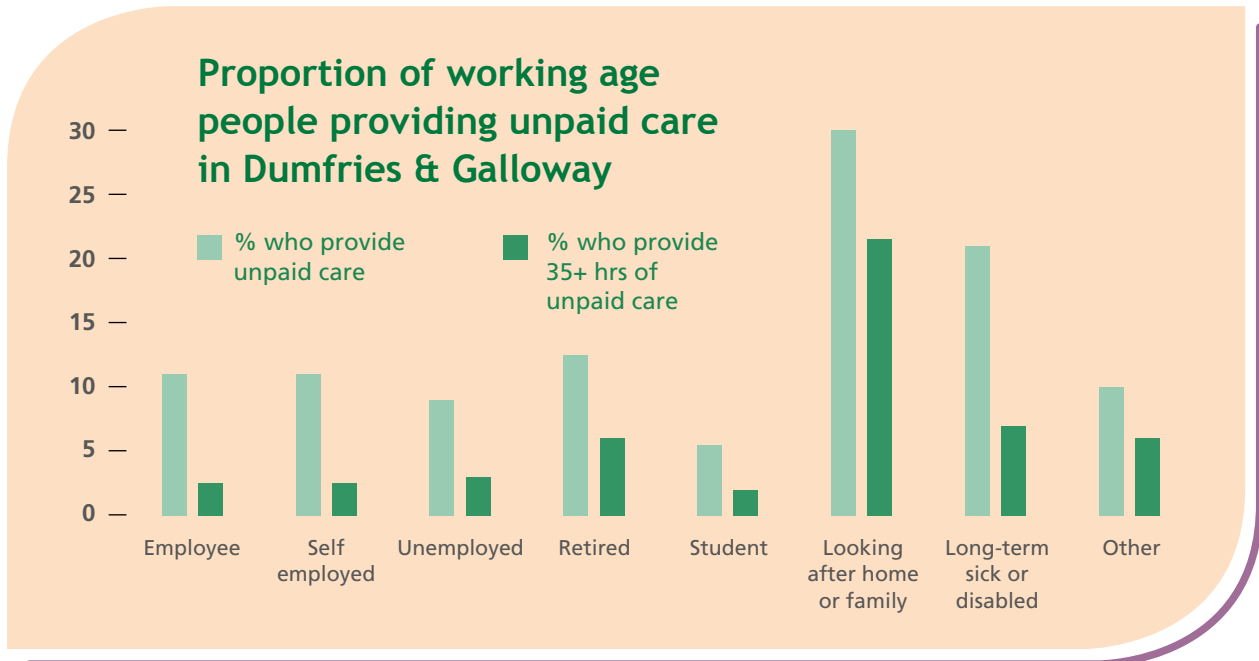
#### Proportion of people indicating general health 'Bad' or 'Very Bad' Dumfries & Galloway

- No Care
- 1 to 19 hours
- 20 to 34 hours
- 35 to 49 hours
- 50+ hours

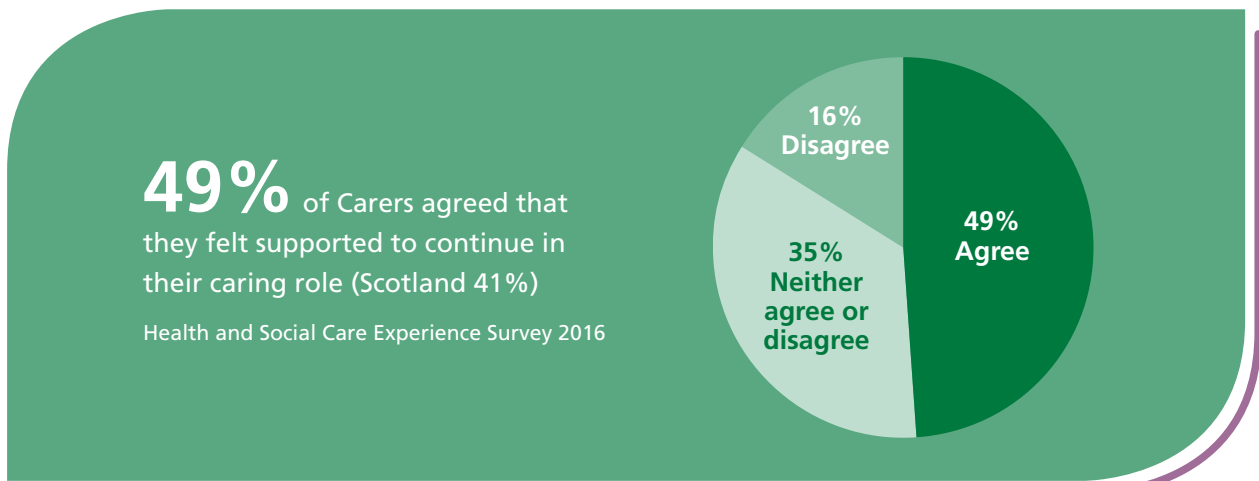


## Carers Employment

Anyone can become a Carer and many people juggle caring with other commitments such as working or studying, as shown below. Those who provide 35 hours or more of care in a week are less likely to be employed than other Carers. So being a Carer can have a financial impact on the family as the Carer is not working.



## Carers Feeling Supported



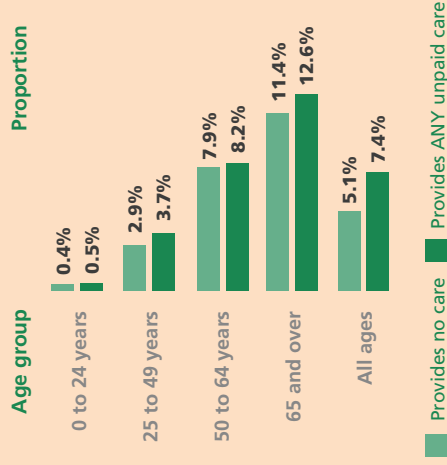
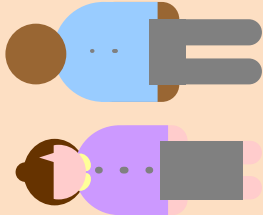
Every two years, a sample of the Dumfries and Galloway population is surveyed about their experience of health and social care services. Around one in eight people that respond identify themselves as a Carer. The results published in May 2016 showed that 49% of Carers in Dumfries and Galloway felt supported to continue in their caring role. This compares to 41% for Scotland.

A full needs assessment has been completed as part of the Dumfries and Galloway Health and Social Care Strategic Plan for Adults (see link in Appendix 1). This data is also available by locality in Appendix 2. A Strategic Needs Assessment has also been produced for Children and Young People in Dumfries and Galloway (see link in Appendix 1)

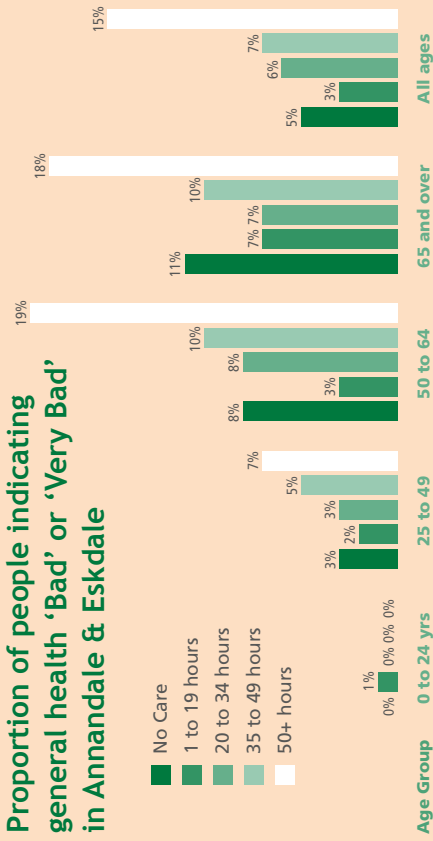
# Annandale & Eskdale Data

Level of care provided per week						
Age	0 hours	1-19 hours	20-34 hours	35+ hours	Total	% of age group who provide care (>0 hours)
0 to 24	97.8%	1.6%	0.2%	0.4%	100.0%	2.2%
25 to 49	89.5%	5.9%	1.0%	3.6%	100.0%	10.5%
50 to 64	83.4%	9.6%	1.8%	5.3%	100.0%	16.6%
65 and over	89.4%	3.9%	1.1%	5.6%	100.0%	10.6%
All people	90.2%	5.2%	1.0%	3.6%	100.0%	9.8%

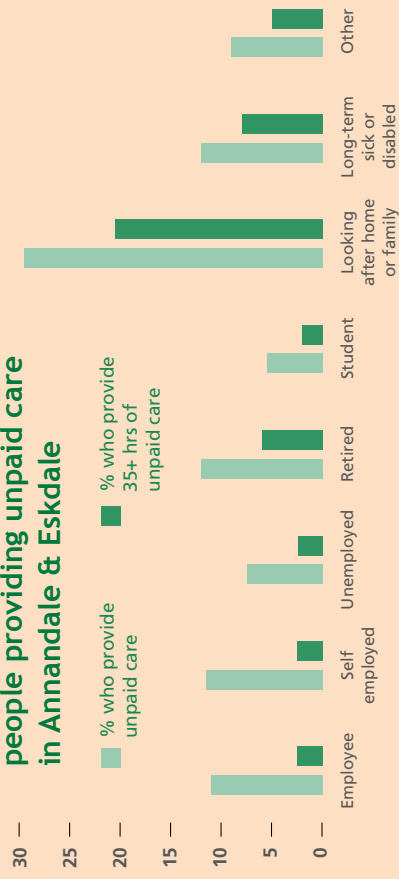
## Proportion of people indicating general health 'Bad' or 'Very Bad' in Annandale & Eskdale



## Proportion of people indicating general health 'Bad' or 'Very Bad' in Annandale & Eskdale



## Proportion of working age people providing unpaid care in Annandale & Eskdale

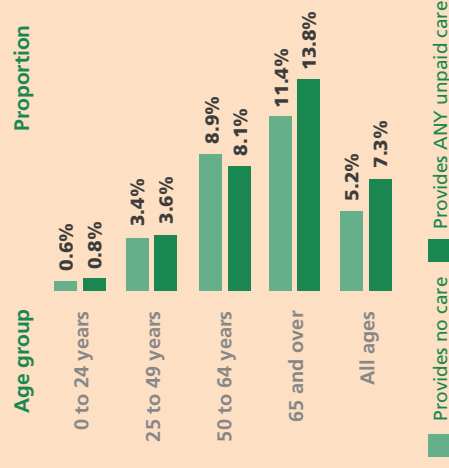
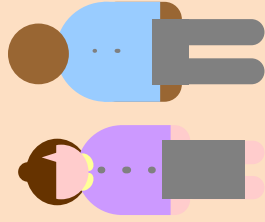




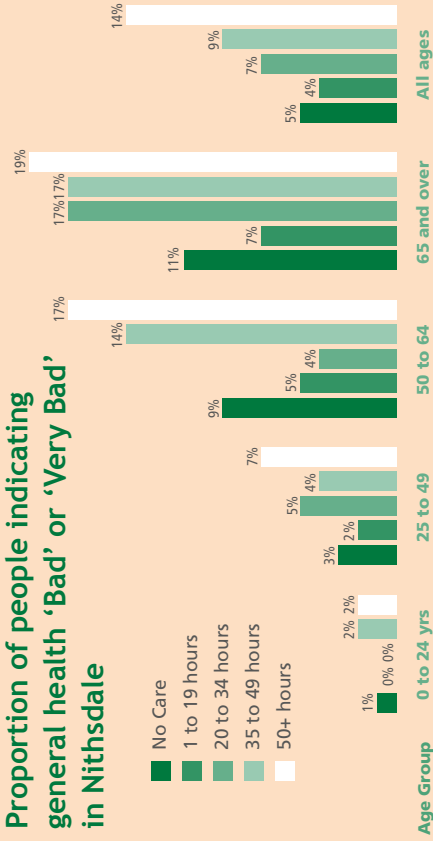
# Nithsdale Data

Level of care provided per week						
Age	0 hours	1-19 hours	20-34 hours	35+ hours	Total	% of age group who provide care (>0 hours)
0 to 24	97.7%	1.5%	0.2%	0.5%	100.0%	2.3%
25 to 49	89.6%	5.7%	0.9%	3.7%	100.0%	10.4%
50 to 64	83.5%	9.8%	1.5%	5.2%	100.0%	16.5%
65 and over	89.3%	4.0%	1.0%	5.7%	100.0%	10.7%
All people	90.5%	5.1%	0.9%	3.5%	100.0%	9.5%

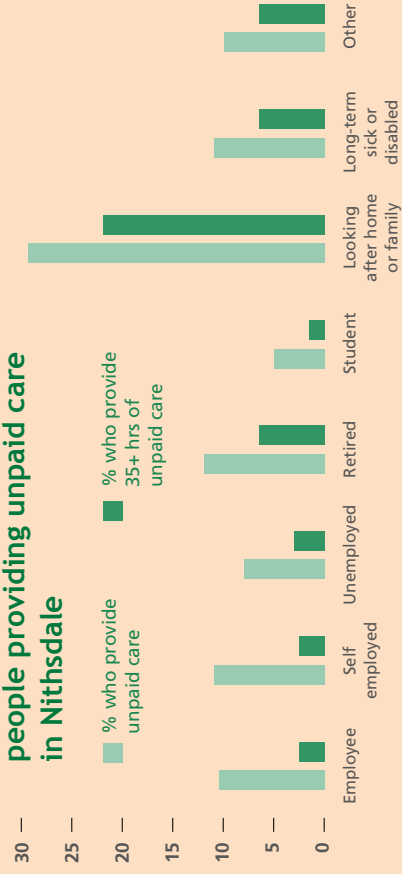
## Proportion of people indicating general health 'Bad' or 'Very Bad' in Nithsdale



## Proportion of people indicating general health 'Bad' or 'Very Bad' in Nithsdale



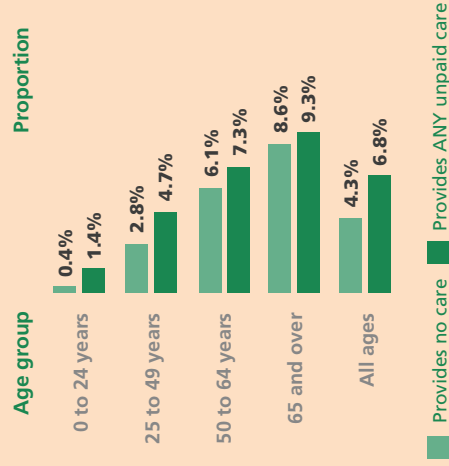
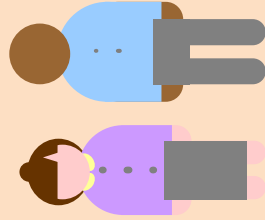
## Proportion of working age people providing unpaid care in Nithsdale



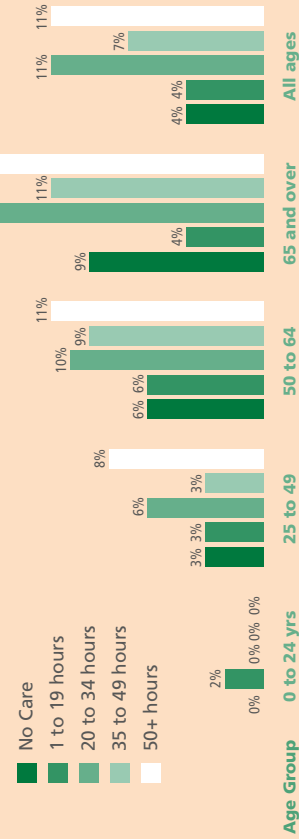
# Stewartry Data

Level of care provided per week						
Age	0 hours	1-19 hours	20-34 hours	35+ hours	Total	% of age group who provide care (>0 hours)
0 to 24	97.5%	1.8%	0.2%	0.4%	100.0%	2.5%
25 to 49	90.0%	5.7%	0.8%	3.5%	100.0%	10.0%
50 to 64	83.2%	10.4%	1.4%	4.9%	100.0%	16.8%
65 and over	88.2%	5.7%	1.1%	5.0%	100.0%	11.8%
All people	89.7%	5.9%	0.9%	3.5%	100.0%	10.3%

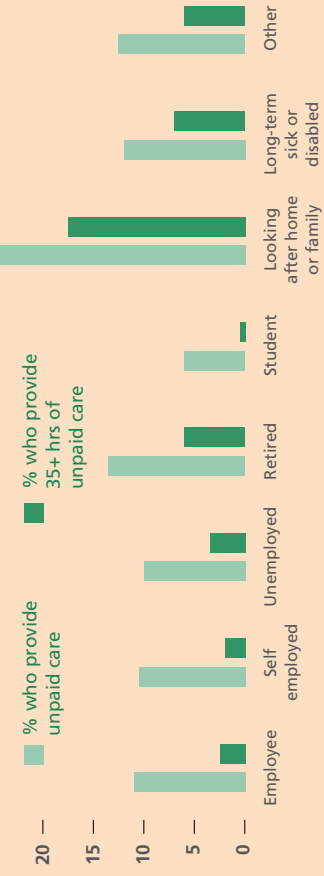
## Proportion of people indicating general health 'Bad' or 'Very Bad' in Stewartry



## Proportion of people indicating general health 'Bad' or 'Very Bad' in Stewartry



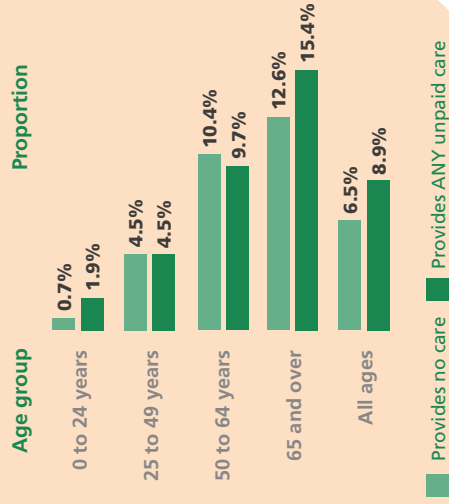
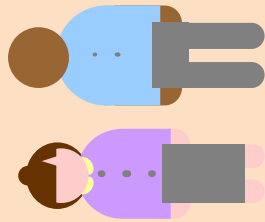
## Proportion of working age people providing unpaid care in Stewartry



# Wigtownshire Data

Level of care provided per week						
Age	0 hours	1-19 hours	20-34 hours	35+ hours	Total	% of age group who provide care (>0 hours)
0 to 24	97.3%	1.9%	0.3%	0.5%	100.0%	2.7%
25 to 49	88.4%	6.1%	1.3%	4.2%	100.0%	11.6%
50 to 64	83.1%	8.9%	1.6%	6.4%	100.0%	16.9%
65 and over	88.7%	3.8%	1.3%	6.2%	100.0%	11.3%
All people	89.6%	5.1%	1.1%	4.2%	100.0%	10.4%

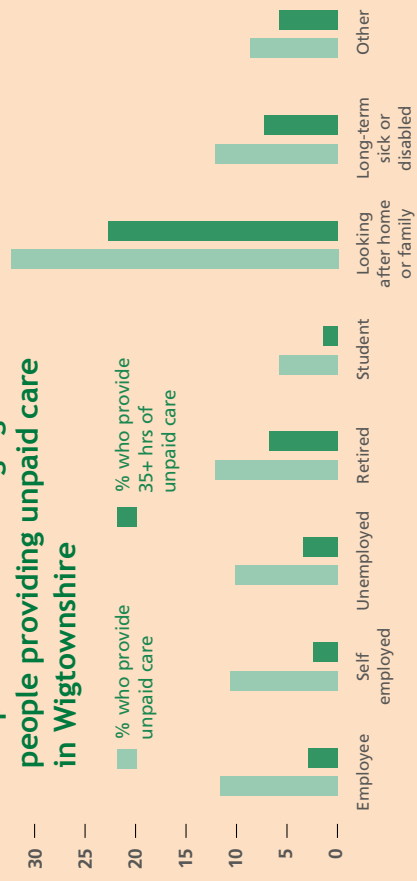
## Proportion of people indicating general health 'Bad' or 'Very Bad' in Wigtownshire



## Proportion of people indicating general health 'Bad' or 'Very Bad' in Wigtownshire



## Proportion of working age people providing unpaid care in Wigtownshire



Source All : Census 2011

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