



GLASGOW CITY HSCP CARERS STRATEGY 2022-2025

Supporting Glasgow's Caring Community

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If you require a copy of this Strategy in an alternative language please contact us at:
[**info@glasgowcarersinformation.org.uk**](mailto:info@glasgowcarersinformation.org.uk)

Introduction



Susanne Millar,
Chief Officer, GCHSCP

The Carers (Scotland) Act 2016 requires Glasgow City Council to prepare a local carer strategy and review that strategy every three years. Glasgow City Council and NHS Greater Glasgow and Clyde deliver integrated services as Glasgow City Health and Social Care Partnership (GCHSCP).

Glasgow City Health and Social Care Partnership remains committed to delivering services that meet the personal outcomes important to carers. We will deliver this by focusing on what matters to carers and the person they look after.

In March 2020 many Glasgow residents stood on doorsteps and clapped, showing their appreciation for the immense contribution of unpaid carers. Glasgow's community of unpaid carers had to increase the amount of support they provide to family and friends under the most challenging circumstances. The COVID-19 pandemic had a detrimental impact on carer's finances, health and wellbeing, isolation and reduced opportunities for employment.

COVID-19 restrictions are ending for most Glasgow residents. However, many of Glasgow's caring community are still recovering from the pressures of caring for a loved one during the pandemic and are now facing the additional challenges of rising living costs. I would like to thank Glasgow's caring community for the continued support they provide to family members, friends and neighbours.

Delivering the Carer Strategy

The Glasgow City HSCP Carer Strategy 2022-2025 is a joint strategy containing relevant information for both adult and young carers who look after someone resident in Glasgow. The Carer Strategy will play a key role in delivering Glasgow City HSCP's commitment to making Glasgow a carer-friendly city, where unpaid carers are treated with compassion and kindness. This will be delivered by:

- The GCHSCP workforce identifying, involving and supporting unpaid carers
- Carers being identified as early as possible in their caring role
- Providing a universal offer of information and advice for all carers looking after someone resident in Glasgow City
- Supporting adult carers as equal and expert partners
- Supporting young carers by reducing levels of inappropriate and harmful care responsibilities
- Delivering personalised support for carers that recognises every caring situation is unique



Your Rights as a Carer

The **Carers (Scotland) Act 2016** came into effect on 1 April 2018 and extends and enhances the rights of carers to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring. To find out more about your rights as a carer visit **Your Support Your Way Glasgow**.

Getting it Right for Young Carers

The principles and values embedded in the **Getting it Right For Every Child** approach apply for young carers. Getting it Right For Every Child is Scotland's approach to promoting and improving the wellbeing of every child, including those who hold a caring role.

The Promise

Scotland concluded its root and branch **review of care** in February 2020 by publishing **The Promise**. It is a pledge to do what the Care Review revealed were required to make things better for the children, young people and their families who need our help and support. The Promise is based on the principles of listening to children and families, and building relationships within families and with professionals. One of the five Foundations of the Promise is "Family" that requires families are kept together and are offered support together, nurtured as a family unit and are helped to overcome difficulties. The Carers' Strategy is focussed on supporting families to the extent of their need so they can be happy and thrive together, and reduce the risk of care for any child in the family.

The Social Care (Self-Directed Support) (Scotland) Act 2013

Carers should be provided with information and advice about Self-Directed Support (SDS) options. If a carer has eligible needs, staff must offer and explain a range of choices to carers about how support can be provided.

Equal Partners in Care is a joint project between NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) to implement the workforce education and learning elements of Caring Together 2010-15, the Carers Strategy for Scotland. We aim to support workers from health, social services and other sectors to work in partnership with carers and young carers, and to achieve better outcomes for all involved in the caring relationship.

Carer Positive

As a **Carer Positive** organisation, Glasgow City Council will do everything we can to support our employees who are carers in the workplace.



Glossary of Terms

Meaning of Carer

You are a 'carer' if you provide (or intend to provide) care for another person, but not:

- if this is only because of that person's age (where they are under 18)
- or if you are caring because you have a contract or as voluntary work.

Adult Carer

An adult carer is someone over the age of 18 who provides or intends to provide unpaid care to a relative, partner or friend. This could be caring for someone who is ill, frail, disabled or has poor mental health or substance misuse problems.

Kinship Carer

A kinship carer (usually a relative or close friend looking after a child in place of their parents) can be an adult carer under the Carer (Scotland) Act 2016, even where they have a kinship carer agreement with the local authority. This is only for kinship carers who meet the other requirements of the meaning of 'adult carer' above, so not where the care is simply because of the child's age.

What is an Adult Carer Support Plan?

An **Adult Carer Support Plan** (ACSP) starts with a conversation where you discuss your caring role and what is important to you in your life. It helps plan what could help you work towards your goals.



Carer Outcome

These are outcomes which, if achieved, would enable a carer to provide care for the cared-for person. They are outcomes that matter to the individual carer which may include, for example, having a life alongside caring and looking after the carer's own health and wellbeing

Young Carer

A young carer is a person under the age of 18 who provides or who intends to provide care for an adult or child needing care, except where the child needs care solely due to their age.

What is a Young Carer Statement?

A Young Carer Statement helps young people with caring responsibilities to identify and highlight their personal goals and any support that they may require as a young carer, as well as record who is responsible for providing that support.

Carers (Scotland) Act 2016 **Jargon Buster for Young Carers**



Assessment of Demand For Support to Carers



01

According to the most recent population estimates (2018) 626,410 people live in Glasgow City. (**11.5%** of Scotland's total 5.4 million population).

02

43.1% of all people in Glasgow live in areas that are among the **20%** most deprived data zones in Scotland. **47%** of carers in the most deprived areas care for 35 hours a week or more, almost double the level in the least deprived areas.

03

A higher percentage of people aged 65+ who have high levels of care needs live at home in Glasgow (**42.8%**) than in Scotland overall (**35.0%**). The older people population (Aged 65+) of Glasgow is expected to increase by **17.9%** between 2018 and 2028.

04

14.4% of Glasgow adults are unpaid carers (Approximately 74,000) with a higher percentage of women (**16.0%**) than men (**13.0%**) undertaking this role. [[Data source](#)]



The intention of the Carer Strategy is to ensure that carers are identified, involved and offered support early in their caring journey. 3 in 5 people will be a carer at some point in their lives. People become carers when a family member or friend cannot manage without help because of an illness, addiction, frailty, or disability. A third of Glasgow adults, more than 170,000, live with a limiting long-term illness or condition.

- A fifth (**21%**) of Glasgow adults have common mental health problems.
- 13,000 (**3.2%**) of Glasgow's adult population use drugs problematically.
- Currently, 20,000 people in the City are living with a cancer diagnosis and this is forecast to rise to approximately 35,000 by 2030
- Around 3,700 people, **0.6%** of Glasgow's population, are recorded as having a learning disability, whilst almost 13,000 people, **2.1%**, are reported as having a learning difficulty
- It is estimated that around 6,400 people in Glasgow have a form of autism.
- It is estimated that more than 100,000 people in Glasgow have a physical disability.
- An estimated 8000 people in Glasgow live with Dementia, around 300 of those people are under the age of 65. **Data source**

The COVID-19 pandemic and lockdown restrictions created unprecedented demands on unpaid carers. At the time of reviewing the Carer Strategy, carer services are receiving high numbers of carer referrals with many carers being assessed as having increased support needs. There have also been increased numbers of requests from carers previously known to services for emotional support.

The COVID-19 pandemic also affected the capacity of services to provide support due to restrictions and increased staff absence due to contracting or being in close contact the virus.

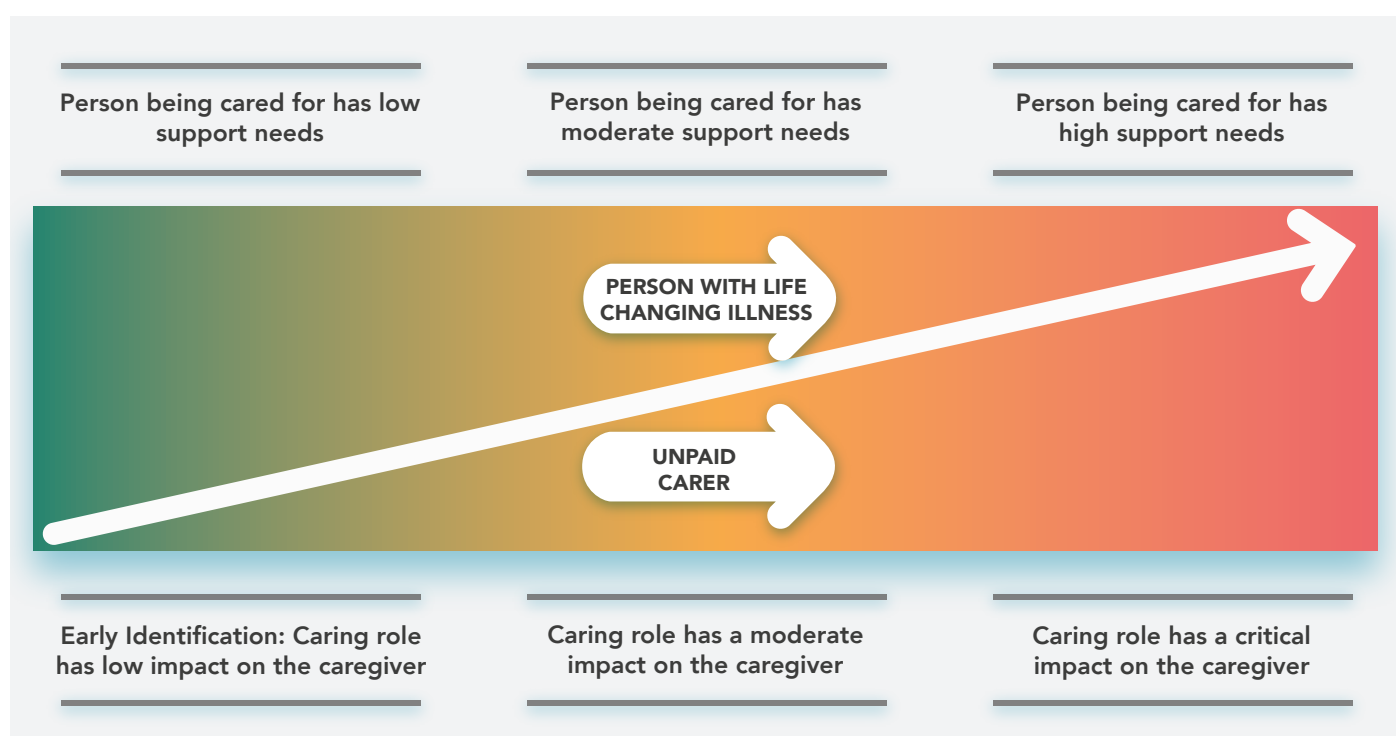
Glasgow City HSCP Carer Services aim to respond to all carer referrals within a maximum of 28 working days. Carer services prioritise responses to those carers with critical needs including carers looking after someone with a terminal illness, aiming to provide a response to those enquiries within 5 working days.

Plans to Identify Carers



Where people are living with a life changing health diagnosis there are likely to be unpaid adult and young carers, who may not yet see themselves as a carer or associate with the term 'carer'. The place to identify carers early in their caring role is in locations where people are diagnosed with or receive treatment for life changing health conditions.

As the condition of the person being looked after progresses, they are less likely to be able to look after themselves and may require increased levels of support from family and friends. Carers should have access to the support and information they need as early as possible to help maintain and improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring.



The diagram is intended to illustrate how the caring role can increase over time. It should be acknowledged that certain health conditions will immediately require high levels of care from family members and friends. i.e. spinal injury, terminal illness or stroke.

Glasgow City HSCP Carer Services provide a dedicated Carer Advice and Information Team (CAIT) which works to identify carers as early as possible in their caring role. CAIT is made up of 6 workers providing carer awareness information sessions to individuals and organisations in settings where there are likely to be unpaid carers.

- Community health services that the public can access directly to meet health care needs. i.e. GP Practice, Pharmacy, Child Development Centres, District Nurse Services, Dementia Services, Community Rehabilitation Services, Community Link Workers, etc.
- In Hospital or following hospital discharge. i.e. outpatient clinic, Reablement services, Home Care Services, etc.

Carer Aware

A series of **Carer Aware information sessions** are now available throughout Glasgow to encourage individuals and organisations to play their part in identifying, involving and support unpaid carers.



Glasgow's Primary Care Community Link Workers (CLWs) are playing their part in making Glasgow a Carer Friendly city. CLWs are now working in 81 GP practices across the city and all CLWs attend carer awareness briefings as part of their induction. CLWs take a person-centred approach with the patients they support and often they learn about individuals caring responsibilities. In these circumstances CLWs let people know about the support available to them in their caring role and signpost or refer to services as appropriate.

Kathy Owens, Health Improvement Lead - Community Link Workers

Single Point of Access (SPoA) is a new service that Glasgow residents, including staff and agencies can use to request help, book an appointment or get an HSCP service. All SPoA staff members will attend Carer Aware Information sessions as part of their induction training.

Alzheimer Scotland Dementia link workers offer twelve months post diagnostic support to people who have been diagnosed with Dementia. All Dementia link workers have attended carer aware information sessions.

All of these services are playing their part in making Glasgow a Carer Friendly city. Visit **Carer Aware Resources** to find out more.

Your Support Your Way Glasgow was refreshed in March 2020 and now includes an online **carer referral** that has been used over 3200 times to enable carers to contact carer services directly.

CAIT also provides carer awareness resources to encourage Glasgow's caring community to access support and information.



Social Media

During the pandemic CAIT increased the use of social media to share information with carers and developed digital images that can be shared online. Glasgow carer services now have over 2300 individuals and organisations receiving tweets about carers. If you use Twitter, search the hashtag **#GlasgowCarers**.

Identifying Carers. How Are We Doing?

67% of all 6000 carer referrals between 2019-2022 required preventative support and information. During the Carer Strategy Review, carers said they wanted to know more about support available to carers and the **Carer Services Annual Report** is now shared online.



Involving Carers in Hospital Discharge



Carers have a right to be involved in the hospital discharge process of the person they are or are going to be caring for. The previous carer strategy gave a commitment to identifying, involving and supporting carers within hospitals. Before the pandemic, ward staff were regularly receiving carer awareness briefings. As NHSGGC services recover from the COVID-19 pandemic restrictions, the commitment remains that all new and existing services become carer aware so that carers are quickly identified and involved in all aspects of planning, including discharge planning.

Debbie Schofield, Public Health Programme Manager, NHS Greater Glasgow and Clyde

Identify

By identifying carers early in the hospital journey we intended to increase the opportunities for discussions about discharge planning.

All NHSGGC staff now have [access to information](#) about unpaid carers.

Over 600 NHSGGC staff have attended carer awareness information sessions as part of induction training or completed online carer awareness training. NHSGGC hospital staff requested over 24,000 printed carer resources between 2019-2022.

The NHSGGC website includes [carer information](#). Carers (Scotland) Act 2016 YouTube training resources have been viewed over 1800 times with a further 212 viewings of the British Sign Language version.

The NHSGGC [carer webpages](#) were viewed over 16,000 times since April 2019. Carers can also follow us on Twitter or Facebook [@NHSGGCCarers](#)

NHSGGC have improved hospital documentation to remind staff to identify carers as soon as possible, including the "My Admission Record", communication records, Anticipatory Care Planning tools and Treatment Escalation Plans.

Involve

Unpaid carers were involved in designing a hospital discharge planning leaflet, social media and creating video content for NHSGGC website.

NHSGGC Carer services are developing a carer network to strengthen opportunities to include the views of unpaid carers in NHSGGC service delivery and design.

Carers are encouraged to access Care Opinion to enable them to share their experience of health or care services and help make them better for everyone.

Support

Carer services across Greater Glasgow and Clyde are developing their approach to improving the carers experience of planning for hospital and being in hospital, involving carers at discharge and following hospital discharge. The intention is to fully involve unpaid carers as equal and expert partners at all stages of their journey through hospital.



Planning for Hospital

Carer services are developing specific information for carers around planning for a hospital admission. i.e. What to expect during a hospital admission, Anticipatory Care Planning, Power of Attorney, planning for involvement in hospital discharge, etc.

Supporting Carers in Hospital

During the pandemic, carers have been regarded as essential visitors and virtual visiting has also been offered. Virtual visiting was developed using iPads during pandemic restrictions to involve unpaid carers. Where possible, staff have continued to speak with carers regarding all aspects of care, treatment and given the option to stay with the person they look after while awaiting orthopaedic surgery.

Hospital Support & Information Services have also supported 7064 carer enquiries between 2019-2022.

Involving Carers in Hospital Discharge

Carers will be involved in the hospital discharge process of the person they are or are going to be caring for.

After Hospital

When someone with high care needs is discharged from hospital, they often require support from community services. All HSCP workforce supporting patients in their journey from hospital to community have access to Carer Awareness Briefings and are being encouraged to play their part in identifying, involving and support unpaid carers.

Young Carers

Glasgow City HSCP Carer Strategy includes information relating to young carers and supports delivery of the Glasgow's Children Services Plan. The **Children Services Plan** facilitates Children's Services' partnership agencies in offering universal, early intervention and targeted support to children and their families. These offers focus on Getting It Right for Every Child, including those with caring responsibilities. The Carer Strategy and Children's Services Plan focus on 5 main priority areas under which Glasgow City HSCP will offer support to children, young people and their families.

Children Services Plan Priorities	Young Carer Priorities
PRIORITY 1:	
Children and young people are safe, protected and valued in their communities and neighbourhoods	Young carers will be protected from undertaking caring roles that detrimentally affect their health and wellbeing.
PRIORITY 2:	
Children and young people's health and wellbeing is promoted and improved	Young carers should be seen as children and young people and given the chance to develop and enjoy their childhood.
PRIORITY 3:	
Children and young people are well supported in their homes and communities	<p>All young carers looking after someone resident in Glasgow are eligible for support.</p> <p>Young carers will be treated fairly, and diversity will be valued.</p> <p>Carer services will offer support to the whole family where possible.</p>
PRIORITY 4:	
Children and young people achieve high quality outcomes through excellent and inclusive education and employment opportunities	Young carers will have the support they need to learn, develop, thrive and to enjoy positive childhoods.
PRIORITY 5:	
Children and young people are involved, included and their views are influential in the development and delivery of services	Young carers will be supported to have their voices heard.

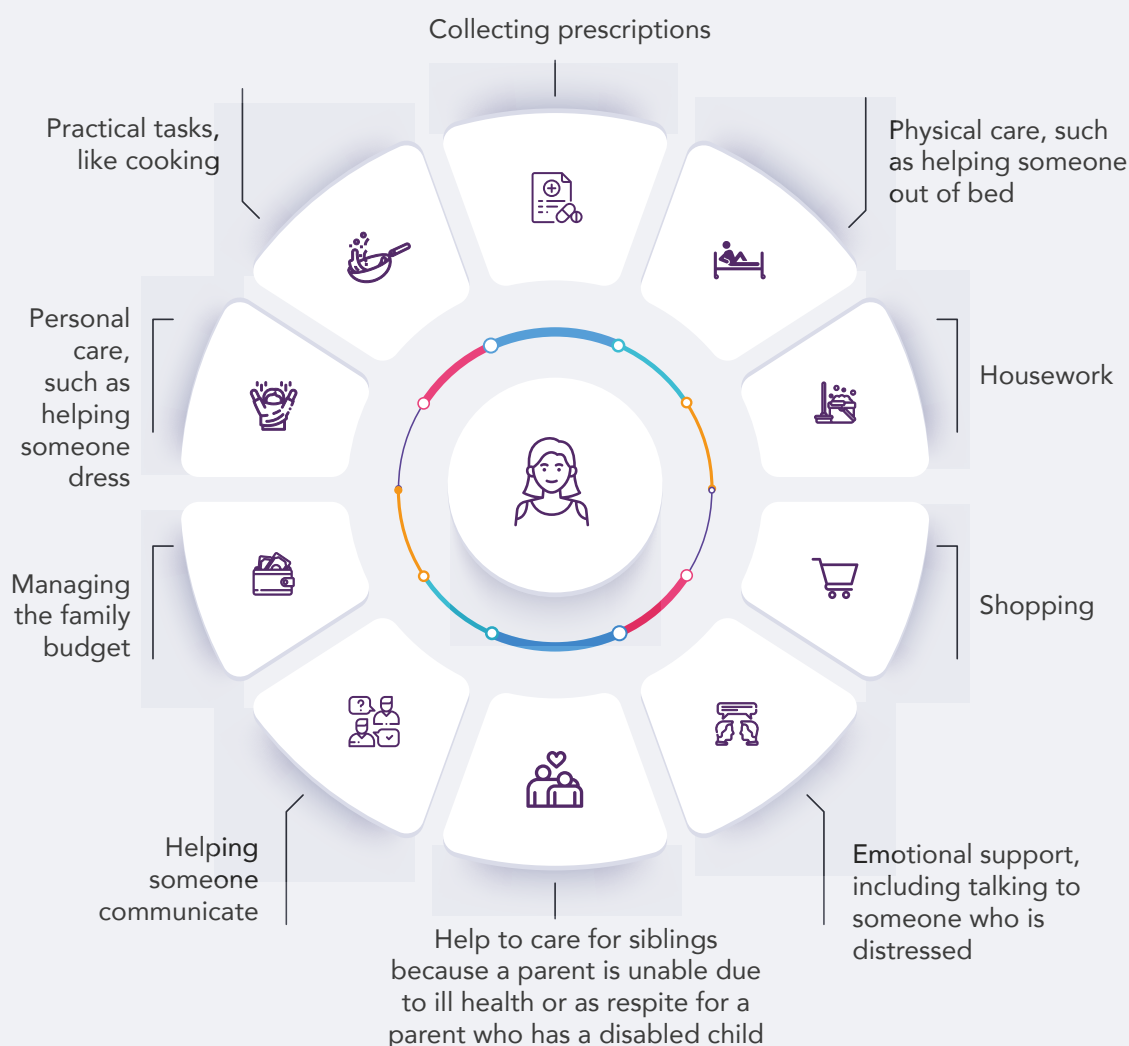
66

We look forward to working with our partners to continue to improve the support to children, young people and families, and to flexibly respond to the needs and pressures for families over the next few years. Our aspirations continue to be that the city promotes equality of opportunity and that every child is assisted and encouraged to reach their full potential. It is widely recognised that people make Glasgow, and the city will continue to collectively strive for better outcomes for every child.

Mike Burns, Assistant Chief Officer, Children's Services and North East Operations

A young person may become a young carer as the result of a family member's illness, disability, mental health problems, or the misuse of drugs or alcohol in the home.

Young carers may help someone with:



Through caring, young people often develop mature, valuable skills and values and a sense of pride and increased self-esteem from their role. However, where young carers undertake inappropriate caring responsibilities or care for long hours, this can lead to poor educational and health outcomes, increased social isolation, bullying, stigma and poor transitions into adulthood. Young carers should be seen as children and young people and given the chance to develop and enjoy their childhood.

The impact of the COVID-19 pandemic on the mental health and wellbeing of young carers cannot be underestimated. At the start of the pandemic there was a significant decrease in young carer referrals and opportunities to provide face-to-face support. Pandemic restrictions and school closures led to children with caring responsibilities providing increased levels of care, having less opportunities to access breaks from caring and being isolated from their peers.

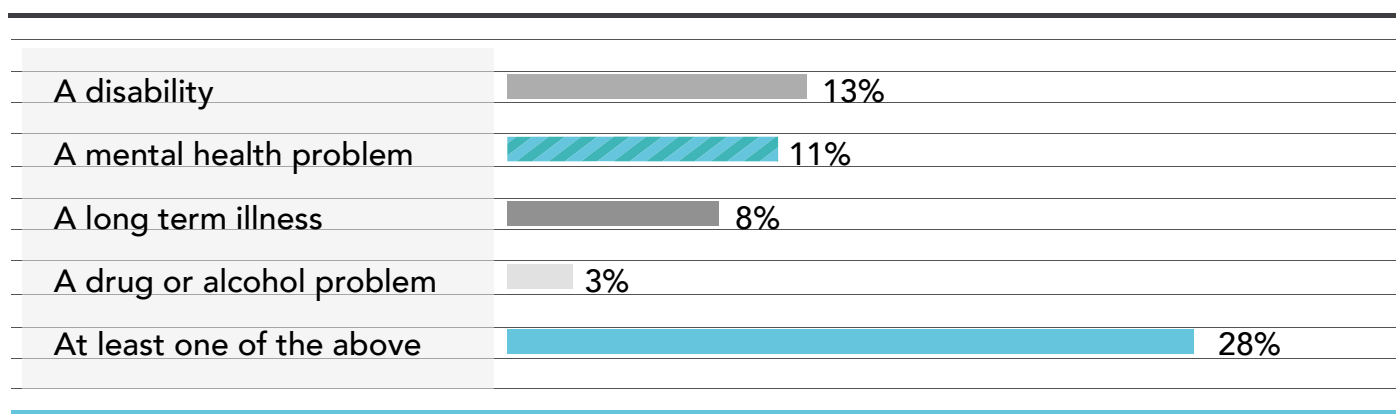


Assessment of Demand For Support to Young Carers

According to the 2015-2018 census there are an estimated 29,000 young carers in Scotland, 4% of the 4-18 child population.

Twenty-four secondary schools took part in the [Glasgow City Schools Health and Wellbeing Survey 2019/20](#). 7,543 surveys were completed out of a potential 19,958 Secondary year 1 to Secondary year 4 pupils (11 to 16 years old).

28% of respondents confirmed someone in their family, who they live with, had a disability, long-term illness, drug or alcohol problem or mental health problem.



If that response is applied across the entire 19,958 S1-S4 population it would indicate a potential 5,580 11-16 year old young carers living with the person they look after.

Between 2019-22, over 450 young carers (at year end) in Glasgow accepted the offer of a young carers statement. Carer services are currently dealing with high numbers of young carer referrals. It should be acknowledged that many young carers declined the offer of a Young Carer Statement during the pandemic, preferring to engage with services when pandemic restrictions ease which may account for the current high referral rates. To find out more read [How are we doing?](#)





Education Services

During the Carer Strategy Review, young carers known to carer services were asked: Could you give an example of something your school has done that has helped you as a young carer?

The top three answers were:

- 1 Help with homework
- 2 Increasing carer awareness
- 3 Support pupils to link with carer services and other young carers

“

On behalf of Glasgow secondary schools, we will work with young people and colleagues to enable establishments to become carer aware in order to play our part in making Glasgow a Carer Friendly city. We will work closely with CAIT colleagues in order to embed a staff training programme for educating staff, as well as sharing good practice in terms of early identification of young carers, assemblies, follow-up Wellbeing Programmes, tracking and monitoring of support, raising awareness of carer services and linking with other young carers.

Sonja Kerr, Head Teacher, Glasgow Virtual School



Approaches to Delivering Support For Young Carers



Support is tailored to the young carers preferences and provided in the following ways.

Family Support

Where possible, carer services will offer targeted support for the whole family to tackle the underlying causes of children undertaking caring roles. Adopting a whole family approach ensures that young carers and their families are fully supported and empowered in decisions that affect them.

Individual Work

Young carers are offered face-to-face personalised support to build confidence, explore views, etc.

Groupwork

Young carers are offered groupwork support with other young carers providing a structured learning opportunity that can support young carers to address issues important to them and to have their views listened to. Groupwork can reduce the sense of isolation felt by some young carers, enable them to form friendships and enjoy a break from their caring role.

Plans For Supporting Carers

The Carer (Scotland) Act 2016 requires Glasgow City Council to set a local Carer Eligibility Criteria. Eligibility criteria help local authorities to prioritise support and to target resources as effectively and efficiently as possible. All Carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice.

From the 1st of April 2018, Glasgow City Council has the power to provide support to all unpaid carers and an additional legal duty to provide support to those unpaid carers whose caring responsibilities have a high or very high impact on the carer.

The Carer (Scotland) Act 2016 guidance describes a carer's eligible needs as, "Those identified needs for support that cannot be met through support to the cared-for person or through accessing services that are available generally."

For more information please see our full [**Carer Eligibility Criteria**](#).



Glasgow City Carer Partnership

Glasgow City HSCP launched **Glasgow City Carer Partnership** (GCCP) in 2012 to deliver preventative and personalised support for carers. GCCP services includes one Carers Advice and Information Service, six commissioned third sector carer services and three Social Work Carer teams. GCCP supports both adult and young carers and is expected to meet the needs of Glasgow's diverse caring community.

Carer services deliver a partnership approach, supporting unpaid carers as equal and expert partners. Carers services also work in partnership with condition specific organisations to ensure both carers and the person they look after can have access to the right support at the right time. Partners include Alzheimer Scotland, Glasgow Association for Mental Health and the Autism Resource Centre. The approach increases the range of support and choice available for both unpaid carers and the person they look after. i.e. Glasgow City Carer Partnership has supported around 20,000 carers since it was launched in 2012.

Alzheimer Scotland is Scotland's national Dementia charity. Their aim is to make sure nobody faces Dementia alone. They provide support and information to people with Dementia, their carers and families. They campaign for the rights of people with Dementia and fund vital Dementia research.

01



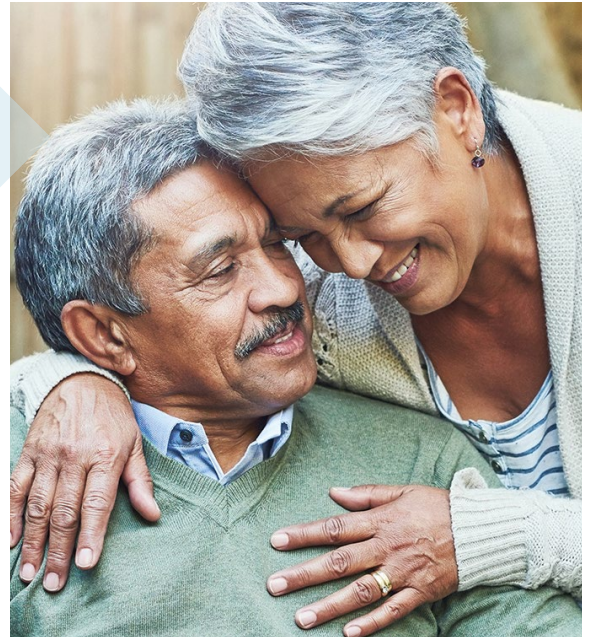
The **Autism Resource Centre** deliver bespoke training to ensure parent carers get the right support, at the right time, in the right way from birth to adulthood. Caring for a child with autism can be both rewarding and bring challenges in relation to the social care support as the child ages.

02



Glasgow Association for Mental Health recognise that poor mental health and wellbeing can arise from various life challenges including being an unpaid carer. Their support will assist carers to feel more confident to deal with these issues and help you to rebuild and protect your mental health and wellbeing. They want to make it easier for carers and those they look after to get the support they need.

03



Two additional services have committed to working in partnership with GCCP.

The **Improving Cancer Journey Service** helps people affected by cancer get the support they need, whether its financial, emotional, medical or practical.

04



Parkinson's U.K Scotland are delighted to have established a partnership with Glasgow City HSCP Carer Services. "Our aim is that this will enable more carers of people with Parkinson's to access the many aspects of support they really require."

Linda Brown, Parkinson's Scotland Development Team volunteer

05



Core services for carers

Delivery of support is informed by the outcome's carers identify as important to them and recorded within a carer's Carer Support Plan or Young Carer Statement. During the Carer Strategy Review, carers prioritised the services that were most helpful to them as follows.



Emotional Support

GCCP offer emotional support through one-to-one contact, by helping carers to access a support group or by referring carers to a specialist support service if required.

The conversational process of completing a Carer Support Plan or Young Carer Statement can provide emotional support by giving carers time to talk about their caring role.

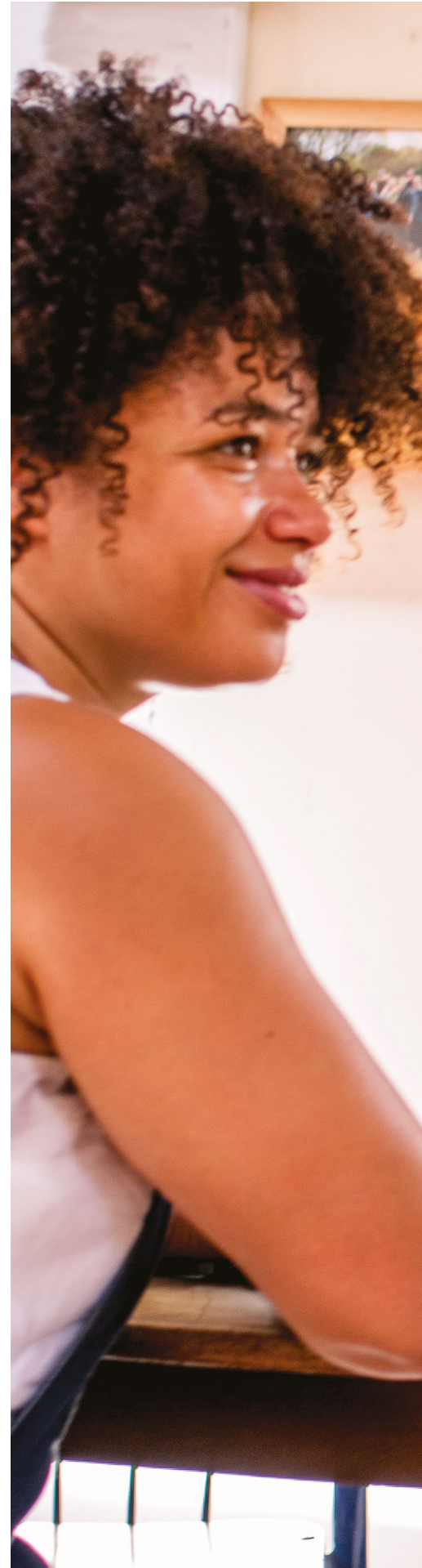
Glasgow Association for Mental Health (GAMH) are commissioned to deliver the mental health strand of training and peer support for carers. GAMH responded quickly to the pandemic restrictions by adapting training courses to an online environment. GAMH made contact with carers before courses to check their access and understanding of the relevant platforms / technology so that carers felt comfortable and confident participating.

In consultation with all carer services, it was agreed that unpaid carers from any part of the city could attend citywide sessions to increase access and choice for carers. This was a successful venture, and this option continues to be available to carers.

There were increased requests for Mental Health Awareness sessions during the pandemic and in 2021/22 the most regularly requested Mental Health Awareness sessions included:

- Understanding low mood and low motivation
- Understanding anxiety, worry and stress
- Self-compassion and self-care
- Sleep Session

Lesley Ross & Rachael Baker, Learning & Development, GAMH



What carers said:

“

Relaxing course and highlighted how busy and wandering our minds can be.

Parent carer

It was emotional, but good to get some emotions out and share with other people.

Carer

It was my first time at the young carers group. I didn't realise I would know other young carers who went to my school. It made me realise I am not alone.

Carer

I found the sessions really helpful. Especially the idea of setting aside 15 minutes every day to focus on your worries and write them down.

Carer

Services adapted to what could be made available online during the pandemic restrictions: Mindful Monday free online support for carers.

Carers are also supported to access services that specialise in providing emotional support: [Lifeline](#) or [Compassionate Distress Response Service](#)





Information and Advice

All carers are routinely provided with information and advice tailored to their personal circumstances while completing a Carer Support Plan or Young Carer Statement.

GCHSCP provides a dedicated **Carer Information Line** (CIL) information and advice service for carers which is delivered by Glasgow Association for Mental Health. This service supports carers across the Greater Glasgow and Clyde Area by providing information, advice and signposting for carers and professionals supporting unpaid carers. The CIL received over 2000 enquiries between 2019-2022.



Over the last 3 years the CIL played a significant role in ensuring carers have access to the most up to date information around issues including PPE for unpaid carers, COVID-19 Emergency Plans etc.

Over the last 3 years there has been a significant increase in the number of carers and professionals contacting the service both by phone and email with many being supported to complete a carers self-referral to access supports within Glasgow's Carers Partnership.

Over the next 3 years the Carers Information Line will continue to offer an information service whilst raising awareness of new initiatives that are relevant to unpaid carers.

Margaret McBride, Carer Information Line Manager

What carers said:



I am so glad I called, I had no idea that all this support is available.



We asked carers how they would want to access information and advice as part of the Carer Strategy Review and their top four preferences were:

1. Prefer to directly contact **Local Carer Centre**
2. Prefer to complete an **Online Carer Referral**
3. Prefer to email: **info@glasgowcarersinformation.org.uk**
4. Prefer to phone: Carers Information Telephone Line 0141 353 6504 (Standard call charges apply)

During the pandemic carers frequently requested information and advice around Personal Protection Equipment. The Personal Protection Equipment Hub processed 2,295 requests from unpaid carers for PPE between 1st April 2020 to 31st March 2021.

During the initial COVID-19 lockdown, 560 carers requested support to complete an **emergency plan**. Everyone that complete a Carer Support Plans or Young Carer Statements is offered an Emergency plan. Completing an Emergency Plan can offer peace of mind for carers, as well as providing essential information for organisations which would step in to assist in an emergency.

The Your Support Your Way Glasgow 'News and what's on' page is regularly updated to include information relevant to unpaid carers. i.e. In September 2021, the Herbert Protocol was introduced in Glasgow.



Twitter

Follow us on
#GlasgowCarers



Money Matters

Carers and social security

Caring can be a rewarding and positive experience for both the carer and the cared-for person, but caring is also associated with a higher risk of poverty. With the current cost of living crisis, it has never been more important to ensure carers are getting all the financial support they are entitled to. All carers that complete a Carer Support Plan or Young Carer Statement are routinely provided with advice about accessing the **financial support** and assistance carers are entitled to, i.e. the Carer's Allowance Supplement which increases a carer's allowance by 13%. Eligible carers get two payments a year, in June and December.

In February 2022 Commissioned Care Centres accessed a £322,000 additional carer **winter recovery funding** that enabled carer centres in Glasgow to expand the services they provide to all groups of adult and young carers.

The **Young Carer Grant** was introduced in autumn 2019, a yearly payment of £300 for young people aged 16 to 18 who care for someone 16 hours or more each week. As of 31/1/2022 there were **1,230 applications** for young carers in Glasgow City.

The **Young Carers Package** is a bundle of resources available to all young carers, aged 11 to 18 inclusive in Scotland to help them make the most of their free time and support them in their caring role.

Short Breaks

The Carers (Scotland) Act 2016 requires Glasgow City Council to prepare a **Short Breaks Statement**:

A short break statement is intended to help carers and those they help care for, as well as social workers and carer support staff, to be better informed about the assistance available to help carers and their families to achieve a break from caring

Please read our full **Short Breaks Statement**.

A 'short break' is any form of service or assistance which enables carers to have sufficient and regular periods away from their caring routines or responsibilities. Personalised, flexible short breaks can make a real difference for carers to recharge their batteries, helping sustain caring relationships and enabling carers to have more of a life of their own.

For many **#GlasgowCarers** there is little time to take a break. We can help **#GlasgowCarers** access short breaks to support their wellbeing.



Between April 2019 and December 2021 - 1272 carers accessed personalised short breaks.

Between 2019 and 2021 - 1244 carers accessed over 30,315 hours of short breaks.

In March 2022 Glasgow Integration Joint Board approved the development of a Short Breaks Bureau to increase the opportunities to deliver personalised short breaks to carers.

Shared Care Scotland operates the Short Breaks Fund on behalf of the National Carers Organisations and the Scottish Government. Commissioned carer services accessed £95,770 from the Time to Live fund and £107,335 Visit Scotland Scot Spirit Fund, increasing capacity for carers in Glasgow to take the right break at the right time for them.

Short Break Example 1

Jim cares for his wife Jenny who has a diagnosis of Alzheimer's disease. Jim is Jenny's main carer and Homecare services also support Jenny with personal care and medication prompts.

Jim completed a Carer Support Plan with the Carer Centre which identified moderate risk of Carer Relationship breakdown. Jim's Carer Support Plan also identified the need to spend some time away from the family home with Jenny while adaptations were completed.

Jim requested a short break at a local Air B&B close to the family home with Jenny. This was funded through the Carer (Scotland) Act 2016 powers as a self-directed support option #1 direct payment.

Carer Outcomes

Jim was able to take Jenny out for the day while work was undertaken in the family home, in a familiar location which reduced both of their stress levels. The adaptations also made the home a safer environment for Jim to continue caring for Jenny.

Jim had a positive experience of being supported as an equal partner.

Names have been changed to protect confidentiality.



Short Break Example 2

Linda is the main carer for Bob who has a diagnosis of Huntington's disease. The caring role has become more difficult for Linda as she has been unwell recently.

Linda completed a Carer Support Plan with the HSCP Carer Team which identified her caring role was having a critical impact. The Carer Support Plan identified Linda's need for a break from her caring role and she initially requested access to holistic therapies. Linda received a self-directed support payment to meet her identified eligible need. Linda benefited from attending the health spa and this developed her confidence to leave Bob on his own for short periods. Linda now accesses a regular two hour weekly short break service to meet her identified eligible needs. This was funded through the Carer (Scotland) Act 2016 duties as a self-directed support option #1 direct payment for spa treatment and option #3 for ongoing short breaks.

Carer Outcomes

Linda stated that she finds the short break service to be "Absolutely great, it gives me time for myself without running around everywhere. Time to relax, go to town, have a coffee or read a book. You have no idea how much it alleviates my stress."

Linda had a positive experience of being supported as an equal partner.



Short Breaks Example 3

James provides care for both of his parents who require physical assistance due to disabilities.

James completed a Carer Support Plan with the Carer Centre which identified the caring role was having a moderate impact. James identified that he needed a break from caring and he enjoys being in the countryside. James' family and neighbours offered to step in to look after his parents so he could go camping and have a break from caring.

James identified eligible need was for camping equipment so he could get away to the country for a day or two where he can switch off, be with friends and stay healthy and active in the outdoors. This was funded through the Carer (Scotland) Act 2016 powers as self-directed support option #1 direct payment for camping equipment.

Carer Outcomes

James had a positive experience of being supported as an equal partner. He now has access to the equipment required to have a personalised break from caring that meets the outcomes important to him, improving his quality of life.

Names have been changed to protect confidentiality.



Short Breaks Example 4

Mary is a carer for her Mum Liz who has a diagnosis of Dementia. Liz's health has been deteriorating and gradually her care needs have been increasing.

Mary completed a Carer Support Plan with the Carer Centre which identified the caring role was having a moderate impact and Mary's identified eligible need for a break from caring. Mary wanted to have a break from caring by accessing paddleboard lessons. Mary identified an organisation that delivered these lessons and she felt this would help improve her own health and wellbeing. This activity was funded through the Carer (Scotland) Act 2016 powers as self-directed support option #1 direct payment.

Carer Outcomes

Mary had a positive experience of being supported as an equal partner. 'This experience has been amazing. I had to focus on what I was doing, and I was able to forget about my caring role for a while. It helped reduce my stress levels and I can't wait to go back.'

Names have been changed to protect confidentiality.





Carer Services provide short break support for young carers whose Young Carer Statement identified the need for a break from caring. I.e 16 young carers attended a summer programme part funded by Radio Clyde Cash for Kids and Carers Trust Small Grants Scheme. The seven-week summer programme consisted of 8 three-hour sessions that were arranged around the wishes of the young people themselves. Young carers wanted a “safe space” where they could “connect with others from similar situations”, build relationships and “feel like others would understand them”.



What parents said:

I feel more relaxed knowing there are other people like me.

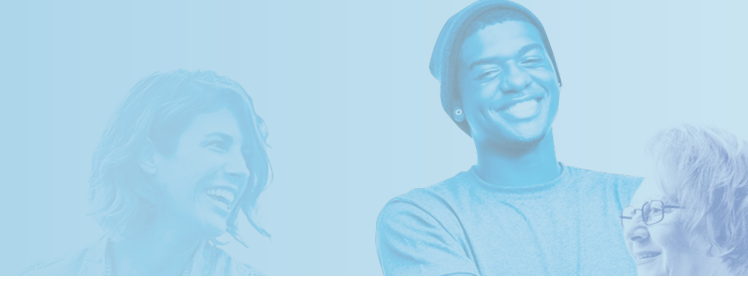
I was worried about summer, as he doesn’t leave the house much. I was surprised that he attended peer support. He is always worried about me, it’s great to see him meet new people.

I had time over summer to go out and do things I needed to do. I got a break as well as my daughter. My husband and I were able to spend a few hours to ourselves. It helped the whole family.

Having a Voice

The Carers (Scotland) Act 2016 strengthens the existing commitment to the principle of carer involvement in the development and delivery of services. Glasgow City Integration Joint Board (IJB) Strategic Plan outlines a commitment to transform health and social care services for better lives, believing that stronger communities make healthier lives. Carers voices are heard, and their views and experiences are taken into account in decisions which affect them.

The 2022-2025 Glasgow HSCP Carer Strategy has been co-produced with carers as equal partners. Co-production acknowledges that people who use social care and health services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need them, which could be any one of us at some time in our lives.



What Matters to Carers?

Carer Support Plans and Young Carer Statements record the personal outcomes important to individual carers, identifying how those personal outcomes can be met and giving carers the opportunity to share their experience of being supported. That information is gathered and used to inform delivery of the carer strategy.

Unpaid carers are also supported to access independent advocacy if they need support to have their voice heard or be empowered to be involved in decisions that affect their lives.

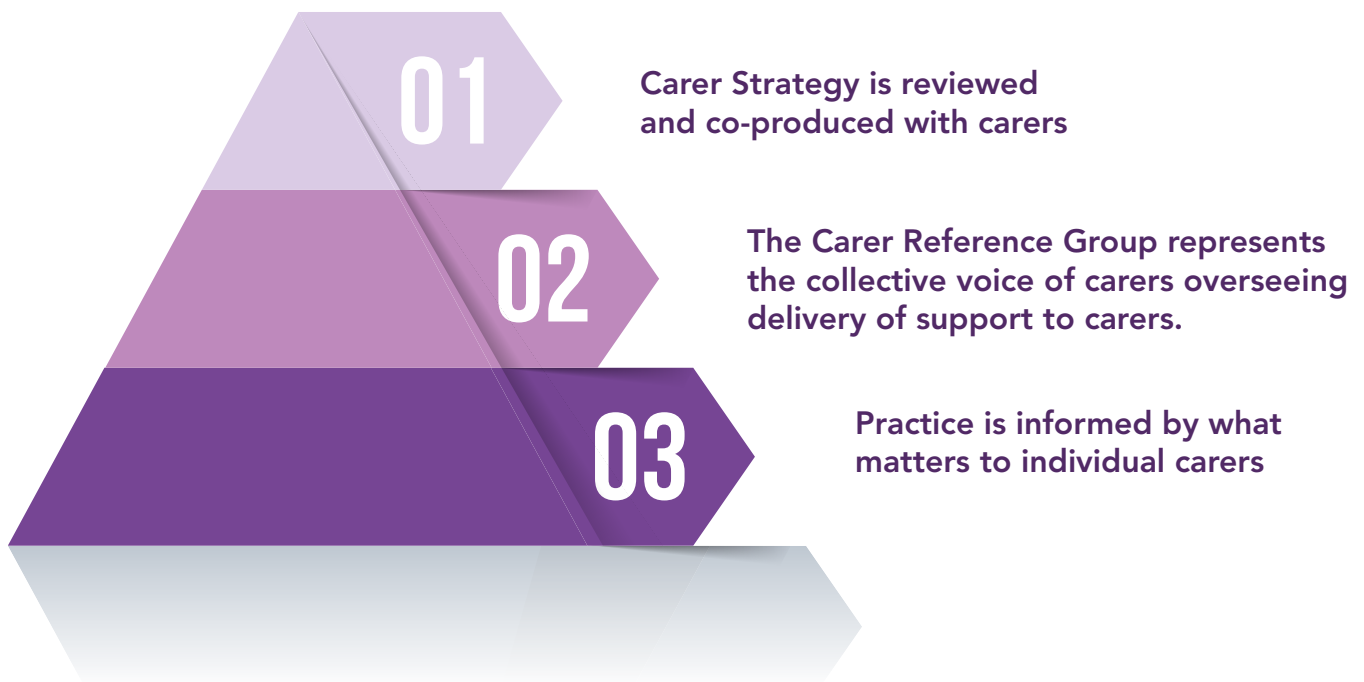
Carer Champion

The recruitment of Glasgow Carers' Champion is ongoing. This role includes representation on Glasgow City Integration Joint Board. The Carer Champion will have an important role with real influence which can help ensure unpaid carers have a strong voice in decision-making. The Carer Champion can be supported by other carer representatives on Integration Joint Boards at the [carer collaborative](#) which is facilitated Coalition of Carers in Scotland.

Carer Reference Group

The Carers Reference Group (CRG) is made up of representatives from each of the three areas of Glasgow. CRG members have a wide range of experience as carers. The CRG will support the Carer Champion and also represent a collective voice for carers in Glasgow. Carers are encouraged to attend local and city-wide quarterly carer engagement events. [Have your say.](#)

Strengthening Carer Involvement



Training and Peer Support

Access to training and peer support is acknowledged as essential in supporting carers to manage their caring role. Peer Support also helps combat the loneliness often experienced by carers due to the practical and emotional demands of being a carer. Training can also support unpaid carers to develop their lived caring expertise by accessing formal social care training as a potential route into employment. Glasgow Carer Partnership have three dedicated co-ordinators supporting carers to access free training and peer support.

In March 2020 all face-to-face training and peer ceased due to pandemic restrictions and consider new ways to deliver this service. The **Caring Behind Closed Doors** report highlighted that 33% of carers surveyed had started using new technology and digital services during the COVID-19 pandemic.

While pandemic restrictions were in place, Glasgow Carer Partnership services offered information and advice to support carer to

access online training and peer support and electronic learning with plans in place to include face to face training and peer support when safe to do so. i.e. Subscribing to **Carers UK Digital Resources** to give Glasgow carers free access to a range of essential online resources. **#TrainingTuesday**

Training and Peer Support co-ordinators are currently developing 'What to expect at hospital admission.'

Young Carers attended a one-day training session delivered by St Andrews First Aid. The training was offered at part of the Young Scot Young Carers Package. All the young carers who took part left the training day saying that they feel a lot more confident about administering first aid.

One young carer said:



The thing I learned most from the training is that one person can make a difference.



Training Feedback



Training and Peer Support most popular courses 2021-2022.

Understanding Dementia Course

"I think the Dementia training is great. The trainer explains everything so well. I look forward to my next sessions".

Mindfulness

"This was a great way to learn to take time out to reset your mind, feel calmer and better equipped when dealing with stress or challenge worked well".

"This is the first time in my life where I have been quiet in my own head. I did not think I could feel so calm in myself".

Autism: Parent Pathway Training

"Knowledge is everything and absolutely key to understanding people living with autism and realising we are just people, looking to navigate a world and society that really isn't adapted for us!"

"I hope you know these are really changing people's lives and thank you again for providing the courses!"

Trauma Informed Parenting

"I had done some training re trauma previously and thought it wasn't interactive enough, but today's workshop was brilliant. My husband seems to have got a lot out of it too, which will help the whole family".

Mental Health: Raising Awareness & Building Resilience

"It was nice to participate in the short techniques to become aware of our surroundings, feel calm and learn to maintain this feeling."

In development:

What to expect from Hospital Discharge?

Herbert Protocol information session

Moving with Assistance Demonstration



Carer Health Reviews

Unpaid carers can often forget about their own health in order to look after their loved one. Glasgow HSCP is committed to supporting unpaid carers to look after their own health and wellbeing, including to reduce the negative impact of their caring role on their own health and wellbeing. Glasgow's carers services have dedicated NHS carer liaison workers who can offer a carer health review as part of a Carer Support Plan. The pandemic restrictions halted the delivery of face-to-face health reviews and carers could only be supported by telephone.

Health and wellbeing support is also offered to young carers from **Glasgow Youth Health Services**: Julie Gordon, Youth Health Service Manager said: "The service offers confidential, personalised support for young people aged 12-19 years in Glasgow City."

Just over 40 carers completed a Health Review in the 2021-2022 financial year.

What carers said:



I really look forward to your calls and it makes me feel good to have someone help me understand the system. My sons are so good but have only seen them through the window.

Welfare calls during pandemic to elderly carer whose wife has Advanced Dementia.

I am trying to keep my blood pressure down and lose weight. I have an appointment to see a counsellor.

I feel good about myself for telling the nurse my worries and stress I have been holding in for a long time.

Thanks for listening to me and giving me your time ... it was very important to me when I felt so alone.



What carers said:



You have encouraged me to consider my diet which became unhealthy during lockdown. I was afraid to go out in case I passed the virus onto my husband. I now get prepared food delivered for my husband who needs a soft diet. It has made my life a lot easier.

The NHS staff members have recently started offering Carer Anticipatory Care Plans.

Sometimes it is difficult to know what the person we care for wants. It might be about the small things, like the way they are living day to day. It might be about bigger things, like the care and treatment they would like to receive if they were admitted to hospital. It is really important that everyone has a clear understanding of people's wishes so we can give them the right care and treatment.

We would like for carers and the person they care for write down their thoughts so we can share it with everyone who needs to know. This is called an 'Anticipatory Care Plan', or ACP and it will help make sure that they receive the right treatment, in the right place, at the right time.

Jennifer Watt, Macmillan Anticipatory Care Programme Manager

What carers said:

Kinship carer that was supported to complete an ACP. This was my mountain. I have been avoiding facing these issues for years, but now I can put this away and forget about it.

Parent Carer that was supported to complete an ACP. This is a relief to me now that it is in black and white. I have no family or spouse to help me, and this has kept me awake at night. You have listened. That meant such a lot.

2022-2025 Carer Strategy Workplan



Strategic Intention	Priority Actions	Intended Result
Providing a single point of access for carers into support services and universal offer of information and advice for all carers in the city	Continue to promote and develop the Carer Information Line	Carers have easy access support and information earlier in their caring role
Glasgow will be a Carer Friendly city where carers are treated with compassion and kindness	<p>Increase Carer Awareness information sessions. Increase the number of Carer Support Plans and Young Carer Statements being offered and completed</p> <p>Every effort will be made in the delivery of the carer strategy to ensure equal access to carer support and services regardless of age, gender, disability, sexual orientation, religion, belief or ethnicity</p>	<p>More carers will have the opportunity to access support and information earlier in their caring role</p> <p>Adult carers are recognised and valued as equal and expert partners in delivery of health and social care</p> <p>Young carers are protected from undertaking caring roles that detrimentally affect their health and wellbeing</p> <p>Carer services are inclusive and accessible for all carers</p>
Increase capacity and choice to support carers and the person being cared-for	Work with carer and condition specific organisations to develop and make support available to carers and the person they look after	Carers and the person they look after will have increased access to the right support at the right time in the care journey
Supporting Glasgow's unpaid carers to look after their health and wellbeing	Increasing the amount of Health Reviews and Carer Anticipatory Care Plans completed	People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing
Support unpaid carers to have a voice in the design and delivery of carer services	Strengthen carer engagement	Carers will be involved in service design and delivery as equal and expert partners
Monitor and review the impact of the 2022-2025 Carer Strategy	Collate performance data to inform service delivery and share annually in carer strategy report	Carer Strategy Review will be embedded within performance monitoring and carers will have easy access to overview of performance

