



Item No. 7

Meeting Date

Wednesday 25th May 2022

**Glasgow City
Integration Joint Board
Public Engagement Committee**

Report By: Stephen Fitzpatrick, Assistant Chief Officer, Older People Services / South Locality

Contact: Fred Beckett, Principal Officer (Carer Lead)

Phone: 07880261685

Review of GCHSCP Carers Strategy 2022-25 Consultation

Purpose of Report:

This report is a summary of the consultation and engagement process carried out across the city involving unpaid carers, HSCP staff, third sector organisations and the public.

Background/Engagement:

Carers, Local Engagement Forums, Carers Reference Group, Carer Services, HSCP Services and condition specific organisations were in the review of the Carer Strategies and associated documents.

Governance Route:

The matters contained within this paper have been previously considered by the following group(s) as part of its development.

HSCP Senior Management Team ☒
Council Corporate Management Team ☐
Health Board Corporate Management Team ☐
Council Committee ☐
Update requested by IJB ☒
Other ☐
Not Applicable ☐

Recommendations:

The IJB Public Engagement Committee is asked to:

- a) Note the completion of the engagement report attached and endorse future plans to strengthen carer engagement.

Relevance to Integration Joint Board Strategic Plan:

OFFICIAL

The carer strategy is legally required to be reviewed every three years. The carer strategy directly contributes to early intervention and prevention approach to supporting adult carers as equal partners in the delivery of health and social care. The Carer Strategy and family-based approach is intended to secure better outcomes for young carers and their families, as is the vision for all children and young people in Glasgow by reducing levels of inappropriate and harmful caring.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Outcome 6: People who provide unpaid care are supported to look after their own health and wellbeing including to reduce the negative impact of their caring role on their own health and well-being
Personnel:	None
Carers:	The Carer Strategy directly benefit carers.
Provider Organisations:	3rd sector carer centres and condition specific organisations were involved in the review of strategies and associated documents.
Equalities:	An EQIA was completed for the 2019-2022 strategy.
Fairer Scotland Compliance:	Implementation of the Carer Strategy will enable GCHSCP to meet the needs of carers in the city and will contribute to alleviating the impact of poverty and inequality for carers where it exists.
Financial:	None
Legal:	Glasgow City Council and NHS Greater Glasgow and Clyde have a duty (delegated to Glasgow City IJB) to prepare and review adult and Young Carer Strategies and associated documents.
Economic Impact:	None
Sustainability:	None
Sustainable Procurement and Article 19:	None
Risk Implications:	None
Implications for Glasgow City Council:	None
Implications for NHS Greater Glasgow & Clyde:	None

OFFICIAL

OFFICIAL

1. Purpose

- 1.1 This report is a summary of the consultation and engagement process carried out across the city involving unpaid carers, HSCP staff, third sector organisations and the public.
- 1.2 On [25th August 2021](#) the Public Engagement Committee were notified of the intention to review the Adult Carer Strategy, Young Carer Strategy, Carer Short Break Statement and Carer Eligibility criteria as prescribed by the Carer (Scotland) Act 2016.

2. Background

Consultation Process

- 2.1. The carer strategy review took place while pandemic restrictions were in place which reduced the options for face-to-face communication and engagement with people. Engagement was predominantly undertaken online for the review of the Carer Strategies and associated documents.
- 2.2. Electronic consultation surveys were available from 11th– 28th October 2021 and promoted through use of social media by HSCP services, community and voluntary sector organisations, housing providers, carer services and condition specific organisations. The initial intention was to keep the online consultation open for two weeks, but the decision was made to extend this to increase the opportunities for engagement and the consultation closure coincided with Carers Rights Day 2021.
- 2.3. Wherever possible the consultation activity associated with the carers strategies was planned and delivered to complement and dovetail with the activity around reviewing the IJB's Strategic Plan.

3. Recommendations

- 3.1. The IJB Public Engagement Committee is asked to:
 - a) Note the completion of the engagement report attached and endorse future plans to strengthen carer engagement.

OFFICIAL

OFFICIAL

GCHSCP Carers Strategy 2022-25 Consultation – Summary of review and engagement activity

The Glasgow HSCP Integration Joint Board has a duty to review the carer strategy, short break service statement and carer eligibility criteria every three years. The future intention is to embed engagement and review involving unpaid carers throughout the delivery of the 2022-2025 Carer Strategy.

Key messages from the pandemic

- Due to COVID-19 restrictions, there was a significant change in how the public accessed information and engagement could only be safely undertaken online.
 - A Social media plan was developed to by Carers Advice and Information Team to support the consultation which included actively listening to the views of individual carers, carer services and organisations and national carer organisations.
 - I.e. The National Carer Organisations conducted numerous consultations throughout the pandemic giving insight into the needs of unpaid carers during the pandemic. 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.

Three online smart surveys were co-produced by GCHSCP leads, Maximising Independence communication workstream representatives, Local Engagement Forum representatives.

1. Survey for all HSCP staff, IJB Members and Council Elected Members, and the public. Shared on the Partnership Matters briefing, weekly COVID-19 briefings, social media and Your Support Your Way Glasgow
2. Survey for adult carers who have had received a carer service (link sent to adult carers via carer centres)
3. Survey for young carers who have had received a carer service (link sent to young carers via carer centres)

Smart Survey 1 was hosted on Your Support Your Way and Glasgow HSCP website to collate quantitative and qualitative data. The questionnaire was shared with: All GCHSCP staff, Elected Members, Corporate Services via the Employee Carers Network and for all Glasgow City Council staff with access to Connect intranet, Locality networks to cascade to unpaid carers including GP's, housing associations, voluntary and community groups, LGBTQ+, BAME organisations and Members of the public.

Hard copies were not available due to COVID-19 restrictions. An option was made available to carers to provide responses over the telephone to a member of the Carers Advice and Information Team and those responses were manually uploaded to smart survey.

Methods of engagement were used to complete the questionnaire, including: Promotion on HSCP website, Twitter, Facebook, sharing the Your Support Your Way Glasgow link to those who had access to a computer, sharing smart survey links via Carers Advice and Information Team presentations and Promotion through the HSCP 'Partnership Matters' Briefings

OFFICIAL

OFFICIAL

Smart Survey 1 – General Carer Strategy online survey

32 individuals took part in the online survey in relation to the Draft Carer Strategy. Of the 32 respondents taking part in the survey:

- 78% self-identified as having (or had) a caring role
- 47% confirmed they worked, or have worked for a service that supports carers
- 87% were female, 9% male, 3% preferred not to say.
- 48 out of 52 completed the ethnicity question: Of those who completed this:
 - 81% White
 - 1 White (other British)
 - 1 Any Other Ethnic Background
 - 6% preferred not to say
- 84% were aged between 18-64 years
- 9% over 65 years of age
- All respondents were over the age of 18

Online Survey 1 - Key responses and themes

- 84% of respondents had most interest in the review of the Adult Carer Strategy
- 74% Carer Eligibility Criteria
- 57% Short Breaks Statement
- 52% Young Carer Strategy

What else should the carer strategies include to ensure that carers are identified as early as possible? Responses in survey included:

Point of diagnosis, provide information / leaflets, embed training on carers within the workforce and at induction.

Identifying carers earlier in the carer journey including pre-diagnosis is key to preventing crises and social work involvement.

Give clear information on what services are able to provide as well as a clear explanation of the definition of carers. Develop an online question and answer for the Carers Information Line.

Listening to the views of carers was seen as a high priority with the recognition that every carer and the cared for person is unique.

Carers were asked how they would prefer to access support and information?

- | | |
|---|---|
| 1. Contact a local carer service directly | 81.25% |
| 2. Online self-referral | 78.13% |
| 3. Email | 77.42% |
| 4. Telephone | 54.84% |
| 5. Letter | 33.33% |
| 6. Other (please comment) | 16.67% (included positive impact of sharing information via social media) |

OFFICIAL

Responses in survey included:

Home care and community services having a role to play especially in the over 65 demographics in identifying carers

Joint working with carers to support person being cared for to remain at home

Primary care is one of the most appropriate places to ask carers about any support they may need now

Key to preventing a crisis is to prioritise early intervention, so it's crucial to make it easy as possible for people to access appropriate services at an early stage.

The conversations are taking place within families and with individuals who are carers, but the formal process isn't being followed through in practice.

Link workers in GP practices, Consultants can all help identify carers

Training for all staff and the subsequent monitoring the impact of training was seen as critical.

*Continue to make better use of technology and alternative methods of communication such as digital and social media going forward.
Carers should be made aware and asked about caring responsibilities at GP, clinic and hospital appointments.*

Carers not being identified before a clinical diagnosis but said they could have benefitted from carers services had they known about them.

Have information and resources that are available to carers who may be digitally excluded

71% wanted more information on short breaks in a way that is easy to understand

Staff can be aware that carers identify themselves during other assessments but is this being recorded?

Traditional fear for social work involvement and perceived consequences. Children can access support through carer's centres rather than through statutory social work.

Primary care is one of the most appropriate places to ask carers about any support they may need now. Link workers in GP practices, Consultants can all help identify carers

Training for all staff and the subsequent monitoring the impact of training is critical.

Make better use of technology and alternative methods of communication such as digital and social media going forward.

OFFICIAL

OFFICIAL

The views of carers have been incorporated in the 2022-2025 Strategy by:

- Providing accessible examples of what carers can get for a 'short break', use case studies and share information on social media. continue to increase our digital presence
- Embedding the importance of signposting carers to the right service at the right time within HSCP training workforce carer awareness briefings.
- A theme that emerged during the consultation was the need to improve communication with carers. Some carers highlighted that they didn't know enough about the impact of the carer strategies and the valuable work that was being done across the city. As a result of this feedback, the intention is to review opportunities to make information on services easier to read and make these more widely accessible for carers including further carer consultation events.
- Using carer feedback from to improve the dedicated carer pages on YSYWG website.
- Continuing to develop carer awareness materials that are inclusive of BAME and LGBTQ+ caring community.
- Increase access to online carer self-referral which was preferred method for accessing services

How do you think carers would prefer to access training and peer support? Rank 1 is most preferred option and 5 being the least preferred.

1. Face to face with other carers
2. Online courses that carers can access in their own time
3. Online with other carers
4. Classroom environment with other unpaid and paid carers
5. Other (please comment)

The views of carers have been incorporated in the 2022-2025 Strategy by:

- Offering carers both face to face or online support and information to ensure services are inclusive. i.e. Enabling carers to access training and peer support in a hybrid way. Signposting carers to online courses or information that enables carers to access in a medium and time that suits their personal circumstances.
- Develop training and peer support for courses that carers have evaluated as delivering the personal outcomes important to them.
- Continue to develop and fully utilise the Carers Advice and Information Team social media plan.
- Move to a hybrid approach of printed and online inclusive information and advice as restrictions eased.
- Utilise ongoing carer engagement and feedback to ensure future carer strategy adapts and develops based on the personal outcome's carers identify as important to them.

How would you prioritise the value of these core services?

- Emotional support as their most valued service 88%
- Information and advice 87%
- Income Maximisation 72%
- Short Breaks 69%

OFFICIAL

OFFICIAL

- Having a Voice 66%
- Training and Peer Support 56%

Carers Information Line statistics during COVID-19 confirmed they had a high volume of contact from carers requiring emotional support.

In both years, impact on emotional well-being was the most commonly reported (80% in 2019-20 and 76% in 2020-21). Source: carers census

<https://www.gov.scot/publications/carers-census-scotland-2019-20-2020-21/documents/>

Online Smart Survey 2. Review of the Adult Carer Strategy

259 individuals took part in the online survey in relation to the Draft Adult Carer Strategy. Of those respondents taking part in the survey:

- 80.7% were female
- 18.2% were male
- 89% respondents 18-64
- 10% respondents 65+
- 88% white
- 4% Asian, Asian Scottish or Asian British
- 4% African, Caribbean or black
- 40% of respondents were Parent carers
- 32% were carers of people aged between 18-64
- 28% were carers of people aged 65 +
- Overall, 82% were confident to extremely confident online.
- 1/3 of over 65 weren't so confident

The first person / organisation that adult carers found out about services from ranged from

- Condition specific organisation
- GP or clinic
- Social Work
- Carer centres
- Online search
- Friend / relative

Training and Peer Support

Adult carers stated they would prefer training and peer support to be

1. Face to face with other carers
2. Online courses that carers can access in their own time
3. Online with other carers

OFFICIAL

Online Survey 3. Review of the Young Carer Strategy

64 individuals took part in the online survey in relation to the Draft Young Carer Strategy.

- North West Carers Information Worker attended GAMH Young Carers Group in South East and supported 9 young carers to complete consultation survey questionnaires, then inputted their responses into the online survey

Of the young carers taking part in the survey:

- 72% resided in South locality
- 63% were female, 28% male and 9% preferred not to say
- 64% were between 14 and 17 years of age
- 6% were 11 years old and remainder were 12 – 14
- 61% white, 22% Asian, Asian Scottish or Asian British
- All lived with the person they cared for
- 50 % looked after a parent
- Remainder looked after grandparent, sibling, friend or neighbour
- 64% of the cared for were aged 18-65
- 30% were under 18
- 6% were over 65 years of age
- 45% found out about young carer services through a teacher, 34% through a parent, 28% through a young carer worker.
- Young carers preferred to talk about their caring role to young carer worker (72%), parent (33%) then a teacher (23%).
- 5% preferred to speak to a social worker about their caring role.
- 89% rated the support they received member from a member a young carers team in completing a young carers statement as extremely, very or somewhat helpful.
- 50% felt they had enough free time to do the things they enjoyed.

Could you give an example of something your school has done that has helped you as a young carer? Responses in survey included:

My guidance teacher put me in touch with young Carers and they have helped me a lot

They offered some support as they realised it was having an effect on my schoolwork and getting to school which they took into consideration for exams etc

Gave free time in school to study also if time needed at home given

My pastoral care teacher kept in regular contact to keep up with my wellbeing and offered an emergency contact if any bad had happened.

Given opportunity to meet new people, being able to gain new skills and gain my confidence.

OFFICIAL

OFFICIAL

56% of young carers thought schools could support them. Responses in survey included:

Suggest help for my mum so it wasn't all on me also try help my mum get funds etc as we had to do it all on our own

Allow me to answer my phone if my mum messages me in case she has fallen

Better support for the house and financial help

Understand me and why I have no time for homework

Have a quiet space for young carers in schools

How does your caring role make you feel?

- 97% of young carers said they were proud to help
- 40% wished they didn't have to do as much

Responses in survey included:

I am proud to be able to help others because helping others make the person next to you happy and giving them hope that someone cares about him/her

my support worker helped me, so I don't have to do so much

I am willing to do anything for my brother and he really appreciates it and for that I am so grateful for a brother like him

I'm happy to help, but it's a bit much sometimes

What carers said. Key themes from Online Survey for Young Carers

Teachers are not always best placed to identify young people who are undertaking a caring role and it was recognised that they need to develop a young carer friendly environment in schools.

Plans to Strengthen Carer Engagement What matters to carers?

The Carers (Scotland) Act creates a duty to offer: Adult Carers a Carer Support Plan which is based on the personal, outcomes important to carers.

Young Carers a Young Carer Statement which is based on GIRFEC wellbeing indicators offers.

Carers that have been supported are also encouraged to provide quantitative and qualitative feedback on their experience of being supported. An online carer feedback form for carers is being developed to give carers a voice on YSYWG.

Approximately 2000 carers complete these documents annually and create a significant opportunity to hear the voices of adult and young carers and include those voices in the planning and delivery of the Carer Strategy.

OFFICIAL

National Carer Organisations carer engagement

In April 2022 the National Carer Organisations shared a range of briefings which were informed by engagement with carers. These briefings cover a wide range of topics and aim to assist in the development of the Carers Strategy. These can be found on [Carers Scotland website](https://www.carersuk.org/scotland/policy/legislation-strategy/carers-strategy).

<https://www.carersuk.org/scotland/policy/legislation-strategy/carers-strategy>

The briefing recommendations have been fully considered in the review of Glasgow HSCP Carer Strategy and we will continue to take into consideration the views of the National Carer Organisations.

Glasgow Carer Champion

Glasgow HSCP has been attempting to recruit a carer champion. Till such times as a Carer Champion can be appointed, the Carer Reference Group continues to represent a collective voice of carers. In agreement with Carer Reference Group a Carer Engagement Group is now in place.

The Carer Engagement Group has offered to support a Glasgow HSCP Carer Champion when the person is appointed. The Carer Engagement Group meets quarterly and is also attended by reps from Local Engagement Forums and NHSGGC Corporate Carers Group. Local Engagement Forum and Carer Reference Group.

The Carer Engagement Group can be chaired or co-chaired by reps from CRG or carer champion. An annual public carer engagement event will be arranged to coincide with carer week and sharing of Glasgow HSCP carer strategy annual report. In response to previous carer feedback, The Carer Strategy annual performance report is also shared on YSYWG.

The Carer Engagement Group would be encouraged to develop and include members that strengthen engagement and inclusion. i.e. Glasgow Equalities Forum. The intention is to host 2 x Young Carer annual citywide events facilitated by Carer Services and responses will be shared with Carer Engagement Group.

The Carer reference Group are being supported to increase their membership.

<https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/carers-forums/>

OFFICIAL