



Item No: 8

Meeting Date: Wednesday 27th February 2019

Glasgow City Integration Joint Board Public Engagement Committee

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CARER STRATEGY AND YOUNG CARER STRATEGY AND CONSULTATION PLAN

Purpose of Report:	To inform the IJB Public Engagement Committee on the development of the draft Carer and Young Carer Strategies (Appendix 1 and Appendix 2) as prescribed by the Carer Act 2016 and to GCHSCP's consultation plan.
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Background/Engagement:	<p>Carers and 3rd sector have been fully engaged and involved in the development of Glasgow Carer Partnership since 2011 and service have been developed in response to needs of carers.</p> <p>The Carer Reference Group (CRG) established in 2014/15 has been the key forum for carer engagement as have locality carer forums. The CRG provides representation to the HSCP's Carer Strategic Planning Group, city wide operational group and HSCP officers attend the CRG meeting.</p> <p>There are regular wider engagement sessions held are to engage with a wider group of carers and over last few years this work has been supported by the Carer Champion.</p> <p>Young Carer have been involved regular young carer reference group meetings and specific workshops to influence the strategy.</p>
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Recommendations:	<p>The IJB Public Engagement Committee is asked to:</p> <ul style="list-style-type: none"> a) note the Carer and Young Carer draft Strategies and consultation plan; and b) note the intention to provide IJB in June 2019 with revised and updated Carer Strategy and Young Carer Strategy for approval.
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Relevance to Integration Joint Board Strategic Plan:

Directly contributes to early intervention and prevention approach to supporting carers and shifting the balance of care outlined in the strategic plan and to secure better outcomes for every child in Glasgow, as is the vision for all children and young people in Glasgow, with a targeted approach for those most in need.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	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.
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Personnel:	None
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Carers:	Adult and young carers will directly benefit from the proposals in this paper.
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Provider Organisations:	3 rd sector carer centres and condition specific organisations have been fully involved in the development and delivery of the Glasgow Carer Partnership, and in the development of this strategy.
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Equalities:	A full EQIA will be completed on both carer strategies and will be reflected in the Carer Strategy paper to be presented to IJB in June 2019.
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Fairer Scotland Compliance:	Implementation of the Carers and Young Carers Strategies 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.
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Financial:	None
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Legal:	We have a duty under Carer Act 2016 to produce carer strategies for adults and young carers.
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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

1. Background

- 1.1 The Carer Act 2016 requires each local authority and relevant health board to prepare a local carer strategy and provides for what that strategy must set out.
- 1.2 The duty applies to local authorities and relevant health boards but is delegated to Integration Joint Boards.
- 1.3 Glasgow City Health and Social Care Partnership took the decision to create an Adult Carer Strategy (Appendix 1) and a separate Young Carers Strategy (Appendix 2).

2. Glasgow Carer Partnership

- 2.1 Glasgow City Carers Partnership (GCP) launched in December 2011 is regarded as a model of good practice in carers support services in that we provide a universal offer of information and advice to all unpaid carers in the city as a minimum.
- 2.2 The partnership brings together unpaid carers, Glasgow City HSCP, NHS Greater Glasgow & Clyde and the network of voluntary sector carers centres and condition specific organisations who have worked together to re-shape carer services, making best use of available resources to develop a one stop shop approach for carers to access support services.
- 2.3 The aim was to develop a more cohesive partnership approach across the city that avoids duplication and maximises the use of available resources and expertise with equity of provision. A carer single point of access has been developed and through building effective partnerships with carers, groups, the voluntary sector and statutory agencies.

3. Glasgow Carer Strategy

- 3.1 The draft Glasgow Carer Strategy for adult carers reflects this current integrated model of service delivery which has supported 12000+ carers since its inception.
- 3.2 The partnership with the NHS allows carers to be identified at the point of diagnosis/onset of condition/treatment within primary and acute care services identifying carers and promoting the carer pathway.
- 3.3 These anticipatory health and social care approaches aim to support carers to have the skills and knowledge to support the person they care for to live well with their condition at home and in the community. This approach is consistent with the HSCP's key priorities around early intervention and prevention and shifting the balance of care recognising carers as key partners in care.
- 3.4 Preventing breakdown in carer mental and physical health also underpins this anticipatory and preventative approach. Crisis intervention services are also available to support carers where the impact of caring is complex and where the cared for needs are increasing and putting strain on the carer.
- 3.5 Glasgow City HSCP carer lead staff have worked in partnership with Acute colleagues through the GGC board wide Corporate Carer Group around the Carer Act 2016 requirement for NHS GGC of "Duty to involve carers in the hospital discharge of the cared for person" and this has involved engagement sessions with nursing staff and carers in hospital settings.
- 3.6 The annual performance report evaluation provides evidence of how well the partnership has succeeded in its stated aim to deliver good outcomes for carers through better joined up service provision.
- 3.7 The Carers Reference Group, locality forums and condition specific groups are regarded as key partners and provide and as city wide structures ensured that carers were involved as key representation on the Carers Planning & Implementation Group.
- 3.8 The key principles of this strategy and the service and supports have been developed in direct response to issues raised at these engagement events.

4. Young Carer Strategy

- 4.1 The key objectives of the young carer strategy is protection from inappropriate caring, and to have the support they need to learn, develop and thrive and to enjoy positive childhoods, through targeted support for the family to tackle the underlying causes of inappropriate caring roles, delivering and accessing supports that meet the needs of the whole family.
- 4.2 This strategy seeks to ensure that young carers have a positive childhood and their needs met within mainstream youth provision and where required short term targeted group work interventions with young carers to promote resilience, strengths, skills and capabilities to meet areas of assessed risk and need.

- 4.3 The central issues are those of recognition and adverse impact on the child or young person. The young carer strategy is a whole family approach and the understanding that a young carer becomes vulnerable when the level of care-giving and responsibility to the person in need of care becomes excessive or inappropriate for that child, risking impacting on his or her emotional or physical well-being or educational achievement and life chances.
- 4.4 Young carer literature often references 'hidden' young carers. We disagree with this and would argue health and social care staff just fail to spot them. There is a key role for front line health and social care staff working in children and families, mental health and addiction to recognise the impact living in these households on children and young people.
- 4.5 Schools can play a major role in identifying children and young people living in families affected by mental health or addictions, given the impact young caring situation have on attendance and attainment at school.
- 4.6 In Glasgow, Education Services are key partners and have worked with Young Carer Education Workers to develop an online resource pack for young carer to assist teaching staff with learning materials.

5. Consultation Process

- 5.1 A robust consultation process is planned during January-March 2019 for both adult and young carers strategies (Appendix 3 and Appendix 4).
- 5.2 The consultation will be available online from 7th January – 22nd March 2019 and through use of social media and other networks, we aim to circulate this to a wide range of external stakeholders including the general public, community and voluntary sector organisations and housing providers. Carer Centres and condition specific organisations are actively promoting the online consultation.

The online consultations can be accessed at the undernoted links: <https://www.yoursupportglasgow.org/form/carers?latest=true#!/>
<https://www.yoursupportglasgow.org/form/youngcarer?latest=true#!/>
<https://glasgowcity.hscp.scot/consultations-and-engagement>

- 5.3 In recognition that carers will require face to face consultation, city wide and locality events and workshops with carers have been organised with the support of community work staff, Carers Reference Groups, locality carer forums and condition specific carer groups.
- 5.4 There will also be locality workshops bringing together a range of health and social care professionals delivering front line services to gain an understanding of the key duties and powers of the act in respect of carers and young carers and the HSCP's expectation of these staff in identifying and supporting carers.

- 5.5 The online consultation for the Young Carer Strategy will be promoted through social media platforms to encourage wide response for those young carer not currently known to services.
- 5.6 Young Carer consultation will include city and local face to face workshops with children and young people. Young Carer locality workshops for education, health, social work with staff from children and families, addictions and mental health staff have been organised.
- 5.7 A further report to provide detail on the outcome of the consultation process and a revised and updated Carer Strategy and Young Carer Strategy will be presented to the IJB in June 2019 for approval, after which both strategies will be published in line with the Carer Act.

6. Recommendations

- 6.1 The IJB Public Engagement Committee is asked to:
 - a) note the Carer and Young Carer draft Strategies and consultation plan; and
 - b) note the intention to provide IJB in June 2019 with revised and updated Carer Strategy and Young Carer Strategy for approval.

Draft Carer Strategy

December 2018

Introduction from David Williams, Chief Officer

Glasgow City Health and Social Care Partnership (GCHSCP) has launched the draft Carer Strategy 2019-22 and we are keen to hear your views and capture feedback on what matters to you.

2018 was a landmark year for unpaid carers with the commencement of the Carers (Scotland) Act 2016. It is estimated 67,000 carers provide unpaid care, supporting the health and care needs of the people of Glasgow, and making a positive difference to the lives and health of those they care for.

Glasgow City Health and Social Care Partnership is fully committed to delivering the best outcomes for unpaid carers and the person they care for. We recognise that caring for family and friends is a natural part of all our lives, but can be emotionally and physically demanding but should not be to the detriment of the carer's own health and wellbeing.

GCHSCP provide a range of carer services and commission a network of carer support services. Carers have been involved over the last number of years in shaping these services to ensure that what is being provided is what carers need.

Our key priorities reflected in the strategy are:

- Identifying carer earlier in their caring role to prevent crisis in caring
- Providing a single point of access for carers into support services and universal offer of information and advice for all carers in the city
- Development of clear training and support pathways for carers
- Delivering personalised support to carers recognising every caring situation is unique.

Workforce development to support the Act is reflected in the strategy, seeking to maximise the benefits of health and social care integration for the city's unpaid carers, to ensure that staff are routinely identifying, supporting or referring carers to carer support services.

We have an extensive consultation planned January – March 2019 and we want to hear from carers, 3rd sector carer centres, condition specific organisations and wider stakeholders.

We'd also keen to hear from social workers, NHS staff and other professionals who work with carers.

Background and Context to the Strategy

The relevant sections of the Carer (Scotland) Act 2016 to the development of this Carer Strategy are:

- Section 31 which requires each local authority and relevant health board to prepare a local carer strategy and provides for what that strategy must set out.
- Section 32 which requires the local authority and relevant health board to have regard to a non-exhaustive list of factors when preparing their local carer strategy.
- Section 33 which deals with the publication and review of the local carer strategy.

The duty under section 31 applies to local authorities and relevant health boards but is delegated to integration joint boards under the Public Bodies (Joint Working) Act, as are sections 32 and 33 as these are subsidiary functions of section 31.

Each local authority/HSCP and relevant health board must jointly prepare a local carer strategy.

The development of the Carer Strategy must include a robust consultation process with a wide range of stakeholder and which must involve consultation with carers and young carers.

Glasgow City Health and Social Care Partnership Strategic Vision

The vision for adult services clearly sets out the need to deliver high quality and effective services to adults with a complex range of needs. Patients and service users should receive the right services at the right time and in the right setting at any point in their care journey, and they and their families and carers should be supported to live as independently as possible within their communities.

For Children's Services our strategy aims not only to secure better outcomes and more positive destinations for children and young people but to enable the whole system to operate more efficiently and effectively across the City. The transformation programme for children's service sets out to strengthen the local infrastructure to deliver a preventative strategy in the city.

The strategy for older people and people with a physical disability signals a clear intention to shift the focus to enabling and supporting those who require assistance to enjoy the best quality of life possible, informed by choices they make for themselves. For older people's health and social care this means a different attitude towards risk and its management across the entire system, particularly where older people themselves make a conscious choice to live with risk in the community. This approach will also apply to people with a physical disability.

Strategic Priorities

- **Early intervention, prevention and harm reduction**
- **Providing greater self-determination and choice**
- **Shifting the balance of care**
- **Enabling independent living for longer**
- **Public protection**

Definition of Carer

The GCHSP has adopted the following as a working definition of a carer as set out in the Act.

In this Act “carer” means an individual who provides or intends to provide care for another individual (the “cared-for person”).

Carers will be identified within all community care group settings and as such this policy applies to those carers caring for:

- older people
- people with physical disabilities and learning disabilities,
- parent carers of children with disabilities,
- people with an addiction,
- people with mental health issues
- people with a range of long term conditions
- people who are at the end of live and/or palliative care needs

Adult Carers

The main principle regarding adult carers who provide care, is that they should be treated as key partners in care.

Young Carers

The fundamental principle is that they should be viewed as children first and foremost. As such, assessment and care planning should focus on alleviating the caring role through a family support approach.

There is a separate strategy for young carers.

Key Principles of this Carer Strategy

- All unpaid carers in Glasgow are eligible for carer support with a universal offer of information and advice for all as a minimum. The underpinning principles are that adult carers are supported as key partners and that the focus for young carer's should be, where possible to alleviate the caring role.
- All caring situations are assessed by Carers Partnership to identify the risk of breakdown of the caring role to determine level of service required.
- This strategy seeks to provide the right level of support at the right time through an enabling and empowering approach
- Key to delivering this approach is ensuring GCHSCP staff are routinely identifying and signposting carers early in their caring journey, focussing on early intervention and preventing a breakdown in the caring relationship.
- The Strategy recognises that not all carer want support in their own right but want to ensure they are fully involved in the assessment of the cared for and subsequent care planning.

Glasgow Context

Glasgow City has a population of 615,070 (2016 National Records of Scotland), which is 11.4% of the population of Scotland. I

- 110,239 (17.9%) children aged 0-17
- 421,041 (68.5%) adults aged 18-64 and
- 83,790 (13.6%) older people aged 65 and over.

The population is expected to continue to increase over the next few years with estimates of population growth between 2016 and 2026 indicate an overall increase of just under 24,600 people will be much greater growth for the child (6.3%) and older people (14.4%) populations than for adults (**1.3%**).

2016-17 life expectancy for a Glasgow male is 72.9 years compared to 77.4 years for a Scottish male – a difference of 4.5 years. For females this is 78.2 years compared to 81.3 years – a difference of 3.1 years.

Life expectancy is forecast to increase steadily for both males and females; however, the gap between Glasgow and Scotland is likely to remain unchanged in size.

According to the most recent data available, healthy life expectancy at birth is 55.9 years for Glasgow males compared to 63.1 years for Scottish males – a difference of 7.2 years. Similarly, Glasgow females are expected to live in good health to 58.5 years, far lower than the Scottish average of 65.3 years – a difference of 6.8 years.

Life expectancy in Glasgow City is lower than across Scotland as a whole, and residents of Glasgow are estimated to become unhealthy at a younger age, and live longer with health issues, than the Scottish average.

Poverty and Deprivation

Glasgow City contains four in 10 of Scotland's 15% most deprived data zones; however, this proportion rises to almost six in 10 in the Partnership's North East locality (SIMD 2016).

More than a quarter of a million people, two-fifths of Glasgow's population, live in these deprived areas. Within Glasgow, around a third of North West locality's population lives in a 15% deprived area, compared to almost two-fifths in the South and just under three-fifths in North East.

- 19.9% of Glasgow's population, more than 120,000 people, lives in an income deprived area compared to 12.2% for Scotland
- 15.7% of Glasgow's working age population, almost 70,000 people, lives in an employment deprived area compared to 10.6% for Scotland
- 48.6% of Glasgow's child and young person population aged 0-25 years, more than 95,000, lives in a most income deprived area compared to 21.5% for Scotland
- 29% of Glasgow pupils P4 and above, more than 13,500, are registered for free school meals compared to 15.6% of Scottish pupils.

Glasgow Health and Social Care Needs Profile

- Around 12% of Glasgow's 16 and over population, almost 62,000, has said that they live in 'bad/very bad' health compared to 8% of Scotland's adults.
- A third of Glasgow adults, more than 170,000, live with a limiting long-term illness or condition similar to 32% of Scotland's adults.
- More than 8,000 people are estimated to have a dementia diagnosis.
- 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 – 17% of the population.
- Almost 6.9% of the population has been recorded as having a hearing impairment (rising to 26.9% for people aged 65 and over), and almost 2.5% of the population having a visual impairment (rising to 10.6% for people aged 65 and over).
- More than 57,000 (9.3%) Glasgow people are unpaid carers.

Carer Identification

People become carers when a family member or friend cannot manage without help because of an illness addiction, frailty or disability. The caring journey may start in a doctor's surgery, with a nurse specialist, at a hospital outpatient clinic or at a hospital discharge when the cared for person receives their diagnosis.

The aim of the carer's strategy is to try to identify carers early in their caring journey so they can be supported as key partners in care... By identifying carers earlier, we can help prevent a breakdown of the caring role and increasing the length of time people are able to live well with their health condition in the community. We have 3 posts dedicated to raise awareness of carers within community health services to increase the amount of carers identified at the start of their caring journey. GPs can now refer carers directly for support electronically.

Total number of Carers identified by Glasgow Carers Partnership in 2017/18 was 2051

Priority 1 Referrals critical risk	134	7%
Priority 2 Referrals moderate risk	369	18%
Priority 3 Referrals preventative support	1548	75%

A Patients Journey starts with the diagnosis of a long term condition.



A Carers Journey starts when they take on a caring role for a family member or friend who cannot cope without help because of an illness (including mental illness), addiction, frailty or disability.



Both journeys are interdependent. The carer needing to balance caring responsibilities, their own health and wellbeing and life beyond caring. The patient with their need to live well with their condition in the community.

Single Point of Access

The city wide Carers Information & Support Line (CIL) delivers on Glasgow's the universal offer of information and advice to carers and to promote the self-assessment/referral as the access point to services. The CIL is open to professional staff looking for advice to support carers. NHSGGC Acute Services promote the CIL with carers and families.

<https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/how-to-access-a-carer-service/>



	NHS Greater Glasgow and Clyde		Glasgow Community Health & Care Partnerships
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Are you looking after someone?
Carers Self Assessment

(You only need to provide information you feel comfortable with)

ABOUT YOU	
First Name	<input type="text"/>
Surname	<input type="text"/>
Address	<input type="text"/>
Post Code	<input type="text"/>
Main Telephone No	<input type="text"/>
Mobile Telephone No	<input type="text"/>
Your Preferred Contact Method	Post <input type="checkbox"/> Phone <input type="checkbox"/> Email(write address below) <input type="checkbox"/>
Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>
Date of Birth	<input type="text"/>
Age	<input type="text"/>
Preferred Language	<input type="text"/>
Interpreter Required	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you live with the person you look after?	<input type="text"/>
What is their main medical condition / or conditions?	<input type="text"/>
How long have you been looking after them?	<input type="text"/>
Carer's GP / Medical Practice	<input type="text"/>
As well as caring what other responsibilities do you have?	
Full Time Work (more than 16hrs)	<input type="checkbox"/> Part Time Work (less than 16 hrs)
Family	<input type="checkbox"/> Voluntary work
Commitments	<input type="checkbox"/> School / Further Education / Training
	<input type="checkbox"/> Other (specify below)
<input type="text"/>	
Where did you get this self assessment from? <input type="text"/>	
Did someone assist you in completing this self-assessment? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, please provide their contact details: <input type="text"/>	

Current Supports available to carers

Historically Social Work Services have provided the core funding for carer supports and this has provided infrastructure through dedicated carer services. This funding was supplemented by Carer Information Strategy now consolidated through Carer Act funding.

The investment has funded the equivalent of six third sector carer centres and condition specific carer organisations to provide a dedicated community based carer information, training and advice infrastructure to provide preventative support to the city's carers. There are also three Social Work Carer Teams to respond to immediate crisis in caring situations.

Social Work Teams and carer centres work closely at a local level applying the eligibility criteria to determine whether Social Work or third sector support the carer. This has been made possible by the delegation function of undertaking carer support plans from the GCHSCP to the third sector for those carers with moderate to low

- Voluntary Sector Carers Centres & Condition Specific
- Carers Support Planning (Preventative support)
- Training and Peer Support Groups
- Information and advice
- Having a voice
- Income maximisation
- Short breaks
- Emotional support
- Carer Health Reviews
- Statutory Social Work Carer Teams
- Carers Support Planning (High risk of breakdown)
- Training
- Information and advice
- Having a voice
- Income maximisation
- Short breaks
- Emotional support
- Carer Health Reviews

The partners have worked together to re-shape carer services, making best use of available resources to develop a one stop shop approach for carers to access support services delivering the right level of support at the right time.

As per the requirements of Section 34 of the Carer (Scotland) Act 2016 GCHSCP must establish and maintain an information and advice service for relevant carers. The Carers Information & Support Line (CIL) fulfills that legal requirement and delivers on Glasgow's the universal offer of information and advice to carers and promotes the carer self-referral as the access point to services. The CIL is open to professional staff looking for advice to support carers. NHSGGC Acute Services also promote the CIL with carers and families.

Eligibility Criteria

Glasgow model of eligibility previously known as prioritisation system has worked pre legislation and is entirely consistent with the aims of the Carer Act with 11000+ carers having been supported through this model since 2011.

All unpaid carers in Glasgow are eligible for carer support with a universal offer of information and advice for all as a minimum. The Carers Information Line and self-assessment provides the access point.

The Glasgow carer strategy seeks to provide the right level of support at the right time

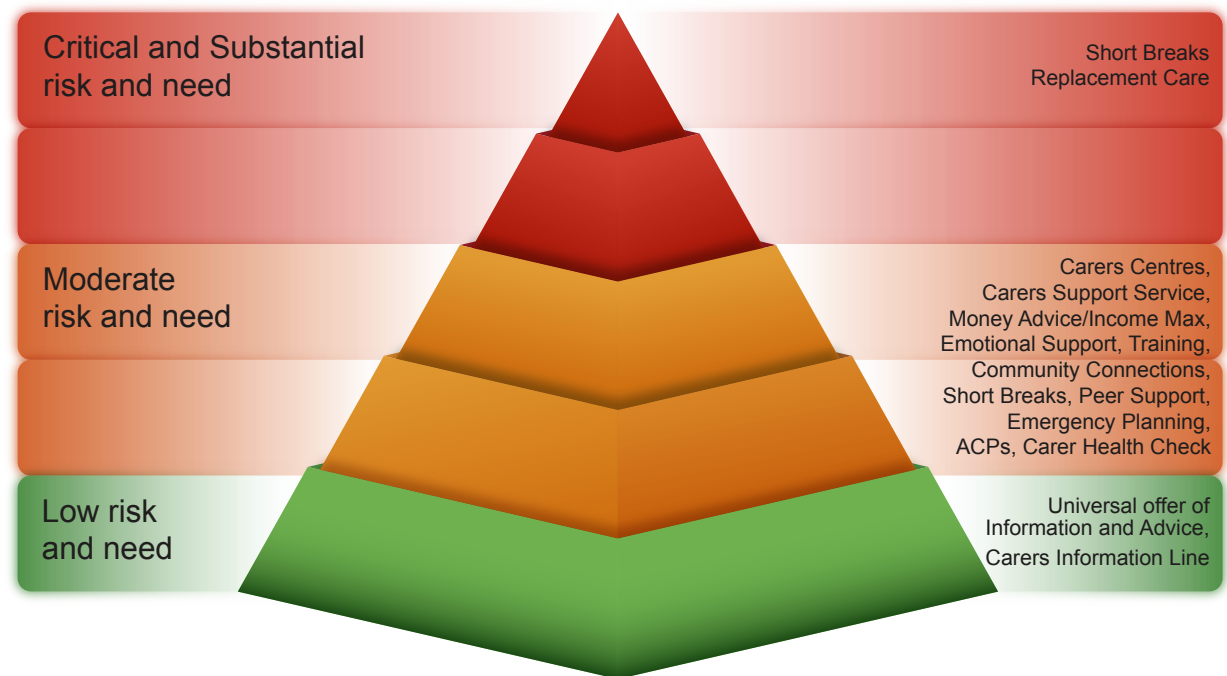
Application of the eligibility criteria ensures that all caring situations are assessed by to identify the risk of breakdown of the caring role.

This Carer (Scotland) Act 2016 guidance issued by the Scottish Government refers to carer 'eligible needs' and 'non-eligible' needs. The guidance describes "a carer's eligible needs are those identified needs for support that cannot be met through support to the cared for person or through accessing services that are available generally."

<https://glasgowcity.hscp.scot/carers-eligibility-criteria>

Carers Journey

Adult Carers Support Plan or
Young Carer Statement



The Carers (Scotland) Act 2016 section 7 requires that GCHSCP must comply with prescribed timescales for completing ACSP in relation to adult carers looking after someone with a terminal illness. Since 2011, all cases assessed as having critical need have been contacted within one working day.

How we will support Carers

- As of the 1st of April 2018, it is a legal requirement to offer carers an Adult Carers Support Plan. GCHSCP introduced Adult Carer Support Plans in 2012 for carer services and have completed approximately 2000 annually since.
- The Adult Carers Support Plan (ACSP) starts with a conversation where carers can discuss their caring role and what is important to them. It helps carers and workers identify what could help them achieve their personal goals.
- The ACSP helps carers to think about what support they might need if they wish to continue caring and what could help carers to have a life alongside caring.
- The ACSP sets out any needs carers have and how they will be met. Making a plan also helps to decide which level carers reach in the local eligibility criteria for support. This is used to decide what support the carer requires.
- The ACSP gathers information about the outcomes that are important to carers. Outcomes are a way of describing what is important to carers. Recording carer outcomes is also an important opportunity GCHSCP Carers Services to ensure that future service development are based on what carer's tell us makes a difference in their lives.

Outcomes Important to carers

The Scottish Government's Outcomes Framework for Community Care (2009) identified the following desired national outcomes for change: improved health; improved social inclusion; improved well-being; improved independence and responsibility.

The Joint Improvement Team identified the following four personal outcomes as being important to carers.

Improved quality of life cared for person	Improved quality of life for the carer	Improved ability to manage the caring role	Experience of support process
Quality of life for the cared for person	Carers are able to maintaining health and well being A life of their own Positive relationship with the person cared for Freedom from financial hardship	Having choices in caring, including the limits of caring Feeling informed/ skilled/ equipped Satisfaction in caring Partnership with services	Carers feel valued, respected and their expertise is recognised Carers have a say in services Services are flexible and responsive to changing needs Carers experience positive relationships with practitioners Carer Services are accessible, available and free at the point of need

Outcome Evaluation Responses 2017-18

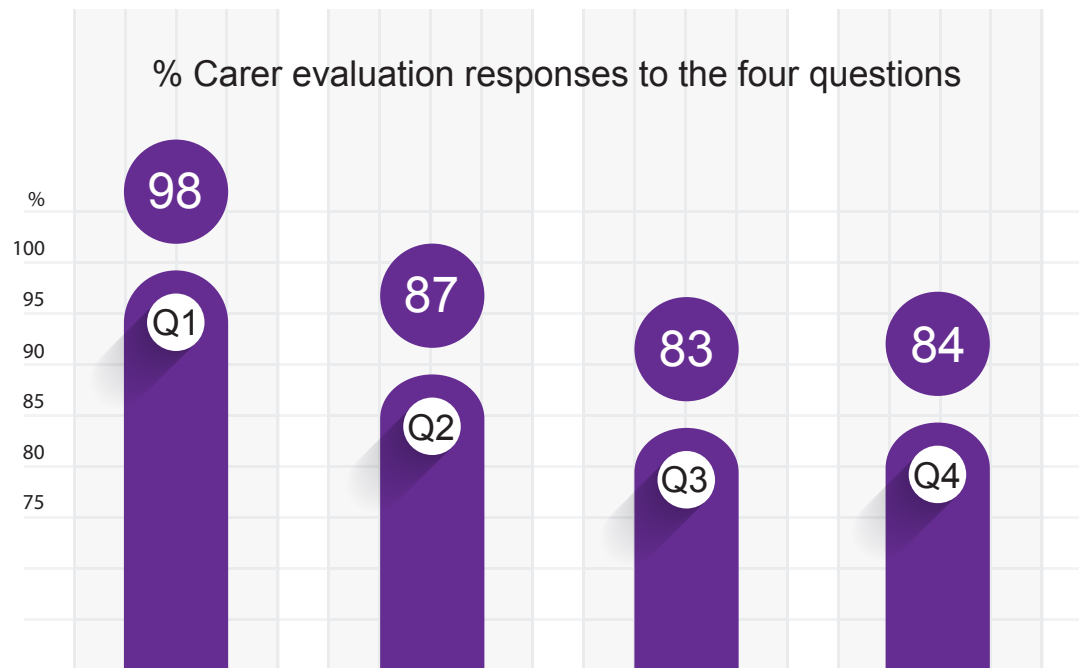
The following graph is a summary of the evaluations returned by carers:

Q1 - Did you feel valued and respected by the carer support worker?

Q2 - Improved your ability to support the person that you care for?

Q3 - Improved the quality of life of the person you care for?

Q4 - Improved your quality of life?



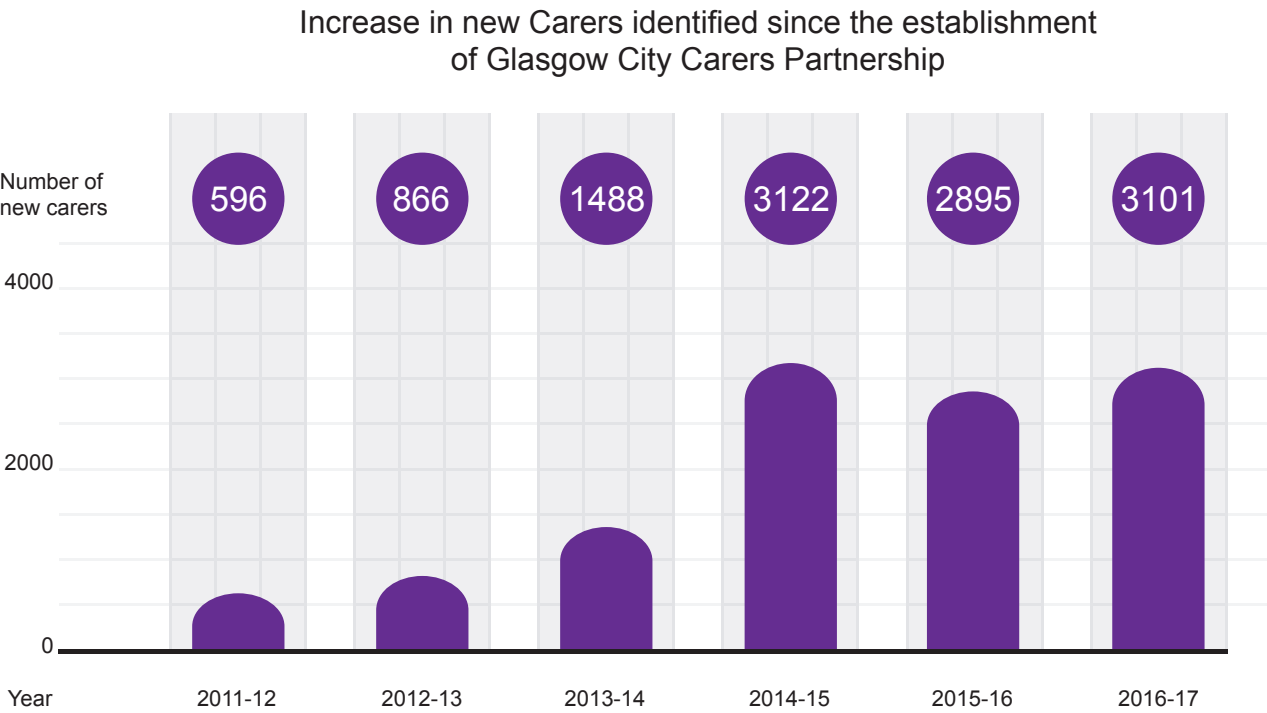
- 98% felt valued by the worker an increase of 1% from last year
- 87% said the support improved their ability to care and increase of 7% on last year
- 83% said the support improved the quality of life of the cared for an increase of 11% on last year
- 84% said the support improved their quality of life an increase of 5% on last year

Examples of Carer Support Path ways which have been developed by listening to the outcomes important to carers.

Assessment of demand for support

This is in line with Act’s intentions that all carers and young carers are able to access Carer Support Plans and Young Carer Statements and that there are infrastructures and processes in place to make sure that carers receive the right level of support at the right time.

Since 2011, 11000+ carers have received support through this approach. All of these carers have had a support plan in place, which demonstrates the HSCP’s readiness against the Act’s duties to support carers. Statistical returns and performance monitoring has highlighted that this shift to a preventative approach is evident in that 70% of these carers are deemed to require low level supports from carer centres.



Glasgow’s experience to date has taught us that we can effectively work with 2000-3000 carers annually, with little or no waiting lists. Glasgow aims to respond to carers with critical need including end of life situations within one working day. We aim to respond to all non-critical requests within 28 working days. In the financial year 2017-2018, the average waiting time for a carer to be contacted by Carer Specific Services was 7 working days.

We know from our work with carers, the impact of health inequality factors and high deprivation can exacerbate ill-health and result in increased demand with complex caring situations and intensive caring situations and intensive caring in certain areas of the city

Performance Monitoring

GCHSCP has set commissioned carers specific service the target of identifying 1,656 new carers annually or 414 new carer per financial quarter. These reporting periods demonstrate performance since the introduction of the Carer (Scotland) Act 2016.

Carer Specific Services					
Quarter 2018-19 financial year	Total number of carers identified that were offered an Adult Carer Support Plan or Young Carer Statement	Total number of adult carers offered an Adult Carer Support Plan	Total Number of Young Carers offered a Young Carer Statement	Total number of referrals received from Primary Care and Community Services	Total number of referrals received from Acute Care Services
Quarter 1	515	500	15	199	47
Quarter 2	511	487	24	178	35

Assessment for Demand and Support

GCHSCP are also mindful of the potential impact on carers of changing national demographics.

People are living longer with long term conditions leading to a growth in the older population.

Due to improvements in treatment, more adults with complex and multiple care needs and more children with complex needs surviving into adulthood.

Glasgow Carers Partnership has been adapting how we deliver services to respond to these predicted changes.

The two largest group of carers currently supported are working adults caring for ageing parents and older spouses caring for each other.

GCHSCP is committed to reviewing how services are delivered to adapt to the changing needs of carers.

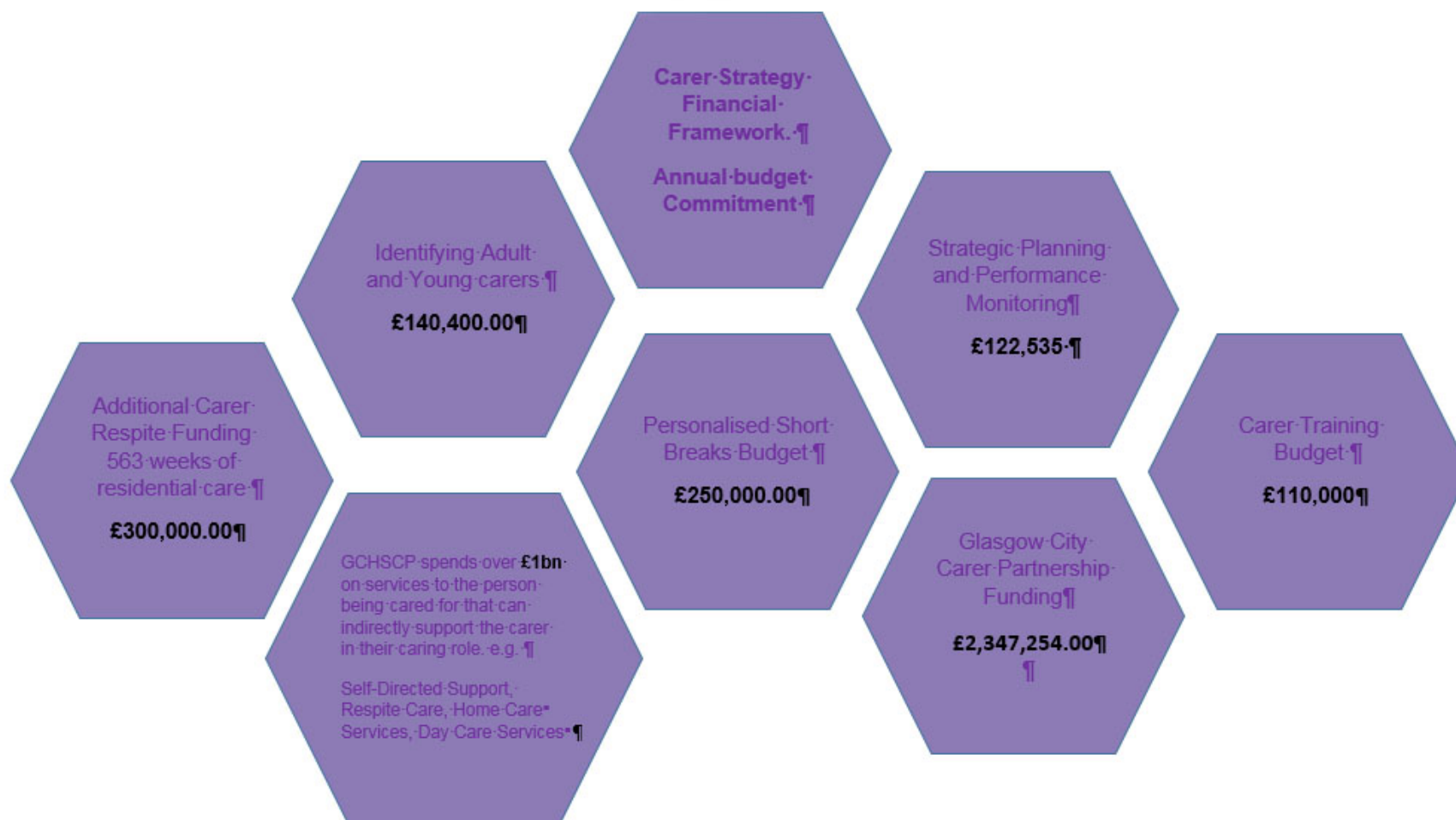
Due to very diverse needs and outcomes important to carers, it is unlikely that GCHSCP alone will be able to provide all supports to carers.

GCP Strategic planning will be developing links with condition specific organisations, third sector condition and community organisations, charities, Glasgow Life, and wider universal services.

It is important to note that the Carers Act is designed to work alongside existing supports and services, not replace them.

Carers need to be connected to their communities and can access wider services that can help them meet their outcomes.

Financial Framework to implement the Act



Duty to involve carers in the hospital discharge of the cared for person

Following commencement of the Carers (Scotland) Act 2016 there is a legal requirement to involve carers in discharge planning for the person they support.

Work is underway within NHS Greater Glasgow and Clyde to make wards more welcoming to all visitors and to identify and support carers to be partners in care whilst the person they carer for is in hospital.

A key component of this work will be to improve communication and relationships between carers and multi-disciplinary teams through the sharing of information and the involvement in decision making and where appropriate care-giving within the ward setting.

The Involvement of carers in discharge planning has been embedded within the inpatient care pathway across NHSGGC Acute services

Support for carers in NHSGGC is delivered via a partnership between HSCP, Local Government and voluntary sector organisations. A universal pathway has been developed and is in place across all clinic services to identify, involve and support people with a caring role:

These can be accessed either by the Carers Information Line 0141 353 6504, email supportandinformation@ggc.scot.nhs.uk or by completing the self-assessment form in the back of the “Are you looking after someone?” booklet. This service is available for all NHSGGC services users.



Health and Social Care workforce

“Carers have a unique role in the life of the person they care for. When we are planning and delivering care for that person, it’s important that we involve their carer. They have valuable knowledge to contribute and any decision will have an impact on their caring role. Carers, the person they care for and workers from health and social services should work together as partners to achieve better outcomes for all involved.”

GCHSCP recognises that there needs to be a strong emphasis on workforce training.

GCHSCP has approved a Carer Act 2016 learning and development plan for health and social care workforce to ensure there are aware of HSCP’s expectations in their role in identifying and supporting carers as partners in care.

All staff will be encouraged to complete the Carer Act eLearning module with follow up by team briefings teams to embed carer identification and support within health and social care practice and that they are routinely identifying, supporting or referring carers to carer support services.

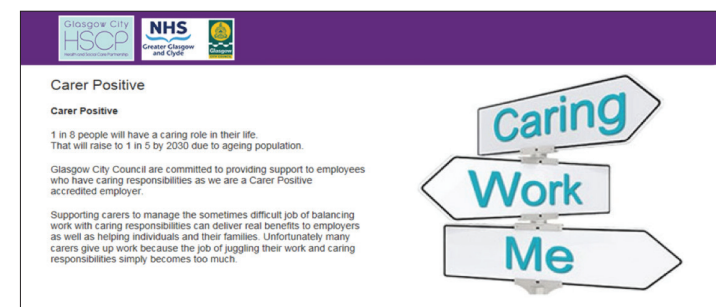
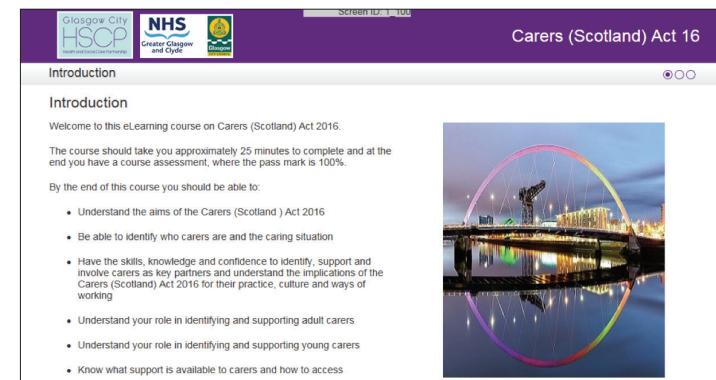
Staff need to be aware of the prescribed in the duties and powers of the Act in respect of Adult Carer Support Plans and Young Carer Statements.

Performance will be monitored by team leads/manager with the expectation that referrals into carer services will increase from range of primary and secondary health services

Performance monitoring for social work teams will be completion of Adult Carer Support Plans and Young Carer Statements

Performance will be reported on a quarterly basis to the HSCPs Core Leadership Groups, Children & Families, Adults and Older People and will also be reported on regular basis to Integration Joint Board.

<https://www.nhsggc.org.uk/working-with-us/hr-connect/carers/#>

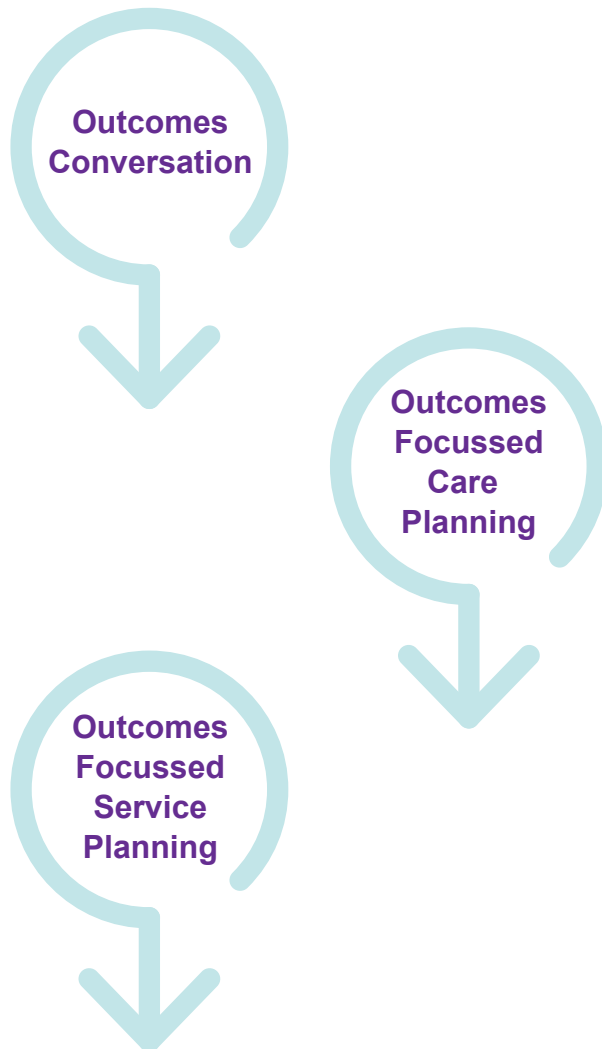


NHSGGC are working towards carer positive status. There is a recognition of the impact of working within the NHS and having a caring role outside of work.

There are a range of policies to support staff with managing both work and caring and staff are encouraged to refer into local carer services for support with caring role.

These include a flexible working policy and a special leave policy.

The Outcome Focussed Organisation



Carer Involvement in Service Planning

GCHSCP is committed to ensuring carers are fully engaged in the planning and shaping of services, but also acknowledges that for many carers it would be impossible to commit time to attending strategic planning groups due to their caring role.

The Carer (Scotland) Act 2016 introduces the right to a new adult carer support plan based on the preventative approach to identify each carer's personal outcomes and needs for support.

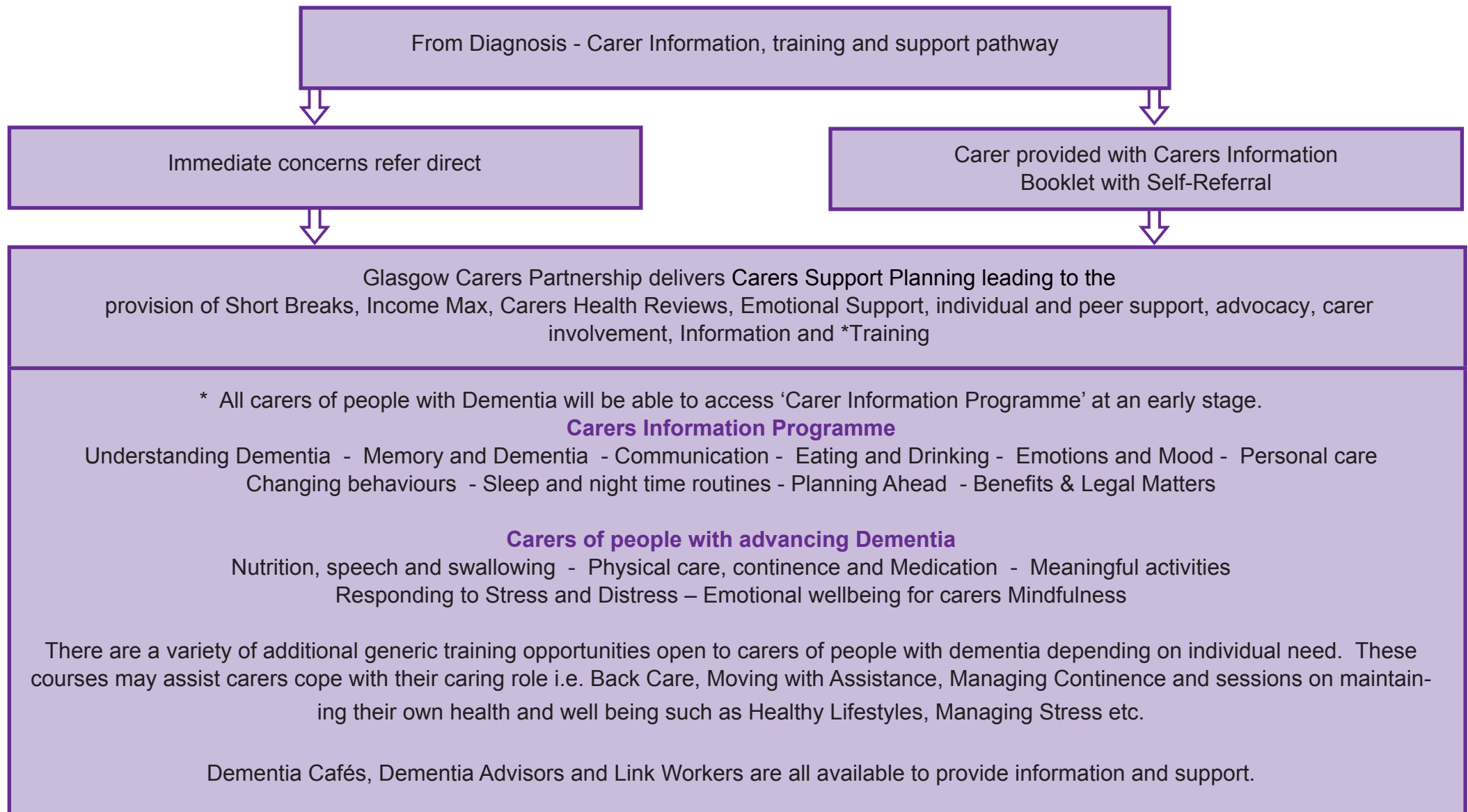
Practitioner Level: Carer Support workers and care managers complete the ACSP using a conversational approach, record the outcomes important to the carer and how those outcomes and needs can be met.

Management Level: Managers use the information from completed ACSP to develop an overview of how carers are being supported, including unmet needs and can share that information at locality and citywide strategic planning meetings.

Carer Involvement: Carers are supported to influence strategic meetings by sharing their views at carer forums, being part of the carer's reference group, participating in consultation events and through the role of the carer's champion.

Strategy: The Carer Strategy is then shaped and reviewed based on the local experiences of those carers who actually use the services as well as wider national learning. That learning influences the IJB Plan ensuring that carer awareness and support becomes firmly embedded within wider HSCP practice.

Dementia Carer Training, Information & Support Pathway



Information, Training and Support pathway for Parent Carers of Children with Additional Needs

All parents of children with additional needs including those with Autism can access the following supports via the Carers Teams throughout the city. The Carers Information Booklet which is available in Social Work and Health sites or can be accessed through the Carers Information Line 0141-353-6405. Staff at the Child Development Centres routinely refer directly to the Carers Teams at point of diagnosis.



Glasgow Carers Partnership

Carers Services for Carers Support Planning and provision of Income Max, Short Breaks, Health Reviews
And in partnership with voluntary sector Carers Centres and condition specific voluntary orgs -
Emotional Support, individual and peer support, information and advice, carer involvement, and *Training



Generic training for all carers

Moving with Assistance, Back Care, Personal care (inc. Infection Control), First Aid, Challenging Behaviour, Palliative Care, Managing Meds, Managing Continence, Powers (POA etc), Stress Management, Coping with Caring, Food Hygiene. There will also be SDS information sessions for those carers (or cared for) receiving or about to receive Social Work Service.



Complementary training for all parents of
CHILDREN WITH ADDITIONAL NEEDS

Complementary courses currently provided or considered for the pathway are:

- Working with SWS, Education and Health to support your Child
- Focus On – Additional Support for Learning
- Triple P
- Talk 2 (Sexual Health for all ages)
- Health Issues – Sleep, Diet, Toileting, 1:1 Sleep sessions
- Independent Living – Equal Futures
- Siblings and Emotions
- Communication skills – Speech and Language
- Developing Sensory Spaces
- Developing Digital Passports
- 'Food and Mood' – supporting your child with eating and challenging behaviour
- Reactive approaches to challenging behaviour
- Social Stories



Condition Specific Training

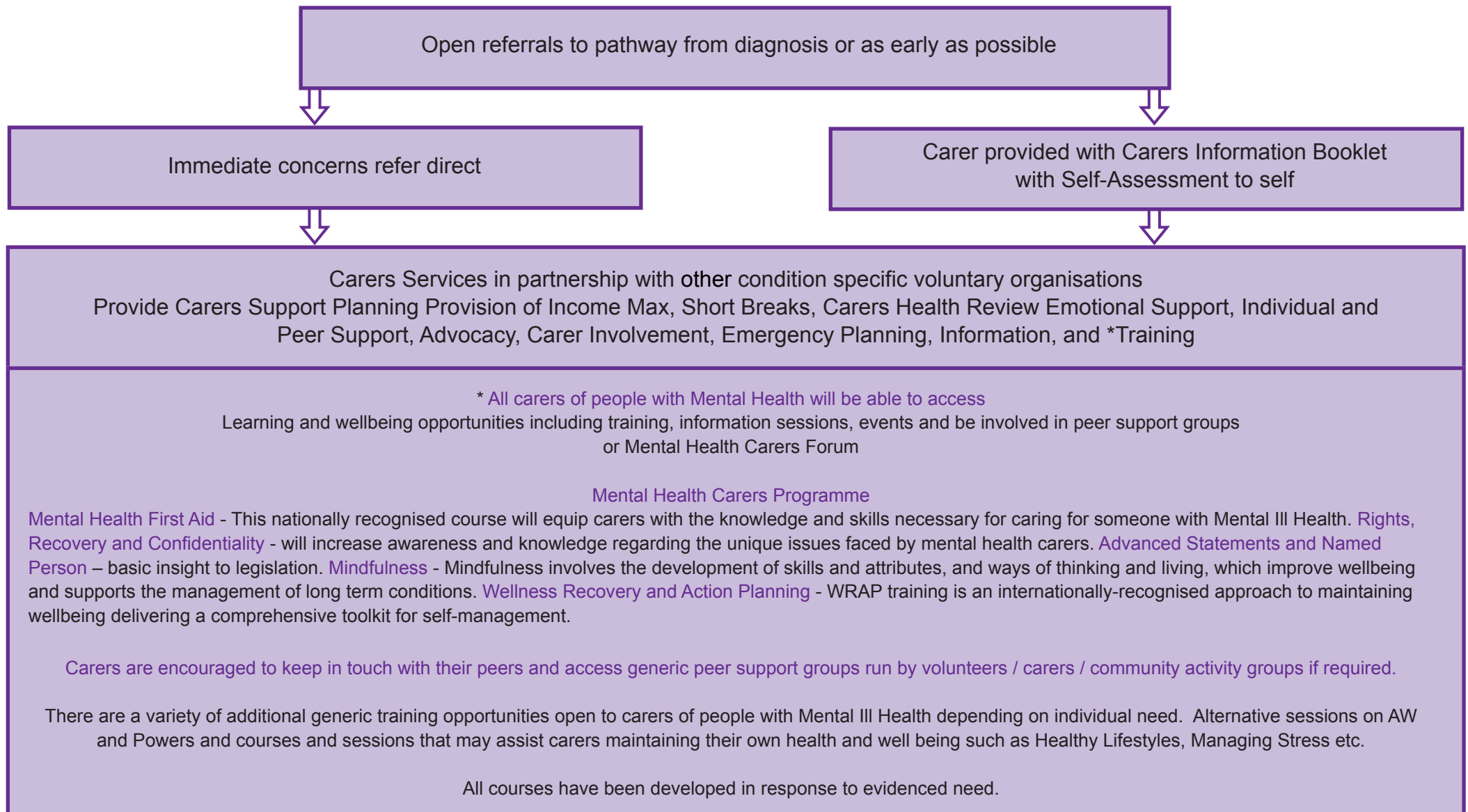
Information sessions for parents of children with complex conditions such as Downs Syndrome, Cerebral Palsy, Cystic Fibrosis, ADHD, Epilepsy etc. will be delivered by appropriate Condition Specific Organisations

AUTISM Specific Training

- 'Turning Down The Heat' – 2 Day Introduction to Autism and 2 further days 'The Sensory System & Autism' and 'Autism, Behaviour & You' (Introduction days also available with Mandarin interpreter)
- Talk 2 for Autism Carers (Sexual health and relationships)
- 'Seasons for Growth' – managing change
- Me Myself and ASD – Carers Sessions
- 'The Good the Bad and the Beautiful' – Managing Extreme Behaviours & Relationships
- 'Pornography and the Next Generation'
- Internet Safety
- Triple P – focus on Autism
- Managing Autism in Girls
- Understanding Autism for Siblings
- Managing Transitions and Education Rights
- Autism and Sleep
- Mental Health First Aid – Autism
- Positive Behaviour Strategies
- Empowering Families

All parents are encouraged to develop peer supports via social networks or local supports groups.

Mental Health Carers' Information, Training and Support Pathway



Carer Strategy Aims

Long Term Outcomes	Carers are routinely identified.	Carer support is embedded across all care groups, strategies and carers are routinely offered Carer Support Plans or Young Carer Statements.	Services routinely consider opportunities to support carers to improve the care they provide.	Care plans reflect carer's being social connected and maintaining an identity beyond their caring role.	Carer's voice influences service delivery and strategy across all care groups.
Medium Term Outcomes	More carers are identified closer to the start of their caring roles.	Carers feel supported in their caring role.	Workers consider opportunities to support carers to improve the care they provide.	Carers are supported to access a life beyond of their caring role.	Carer's voice influences service delivery and strategy.

Key Actions	Carers are identified	Carers are supported as key partners	Carers can better manage their caring role	Carers have a life outside of their caring role	Carers have a voice
	<ul style="list-style-type: none"> • Continue to promote single point of access to carer services • Continue to promote carer awareness within Education, Social Work, Primary Acute and community services • Carers are involved in hospital discharge process 	<ul style="list-style-type: none"> • Encourage all staff to routinely support and /or signpost carers to appropriate services • 2000 new carers annually are supported to complete Carer Support Plans or Young Carer Statements by Carers Specific services • Continue to develop carer support pathways • Implement an outcomes approach to care management that acknowledges carer outcomes 	<ul style="list-style-type: none"> • Continue to offer a health review to carers who are not engaging with Primary Care health services • Continue to provide a range of caring specific training and learning opportunities for carers • Continue provide emotional support to carers through one to one support and access to peer support groups. • Continue to support carers to assist self-management of cared for person to live well with their condition in the community 	<ul style="list-style-type: none"> • All carers are offered or signposted to income and money advice services • Eligible carers can access short breaks and access to support them in their caring role • Carers are encouraged to access community based services as required • Carers are routinely asked if they are willing and able to continue caring encouraged and supported to access education training and employability opportunities out-with their caring role • Carers are routinely asked if they are willing and able to continue caring. 	<ul style="list-style-type: none"> • Carer Support Plans and Young Carer Statements record issues and outcomes important to carers • Carers Forums represent carers at Strategic Planning meetings



Draft Young Carer Strategy

Delivering better outcomes for Young Carers and their Families

December 2018



Introduction from David Williams, Chief Officer

Glasgow City Health and Social Care Partnership (GCHSCP) has launched the draft Young Carer Strategy 2019-22 and we are keen hear your views and capture feedback on what matters to you.

The Scottish Government estimate that there are 29,000 young carers in Scotland.

2018 was a landmark year for Young Carers with the commencement of the Carers (Scotland) Act 2016. There are specific provisions in the Bill for young carers around identification, assessment, involvement in care and support planning.

Glasgow City Health and Social Care Partnership is fully committed to delivering the best outcomes for young carers and the person they care for. We recognise that caring for family and friends is a natural part of all our lives, but can be emotionally and physically demanding but should not be to the detriment of the young carer's own health and wellbeing.

GCHSCP provide a range of young carer supports and commission a network of carer support services. Carers have been involved over the last number of years in shaping these services to ensure that what is being provided is what carers need.

Our key priorities reflected in the strategy are:

- Identifying young carers earlier in their caring role to prevent crisis in caring
- Providing a single point of access for young carers into support services and universal offer of information and advice for all young carers in the city
- To reduce levels of inappropriate and harmful caring.
- To work with young carers and their families to build on family strengths and improve the wellbeing and development of the child.
- * Ensuring Young Carers are treated fairly and diversity is valued.
- * To deliver a service which targets the greatest level of support and information to those in greatest need and risk.
- * To deliver a consistent service across Glasgow City

Workforce development to support the Act is reflected in the strategy, seeking to maximise the benefits of health and social care integration for the city's young carers, to ensure that staff are routinely identifying, supporting or referring young carers to support services.

We have an extensive consultation planned January – March 2019 and we want to hear from young carers, 3rd sector carer centres, condition specific organisations and wider stakeholders. We'd also keen to hear from teachers, social workers, NHS staff and other professionals who work with young carers.

Background and Context to the Strategy

Each local authority/HSCP and relevant health board must jointly prepare a local carer strategy. Glasgow City Health and Social Care Partnership took the decision to create a separate Young Carers Strategy.

The development of the Carer Strategy must include a robust consultation process with a wide range of stakeholder and which must involve consultation with carers and young carers.

The relevant sections of the Carer (Scotland) Act 2016 to the development of this Carer Strategy are:

- Section 31 which requires each local authority and relevant health board to prepare a local carer strategy and provides for what that strategy must set out.
- Section 32 which requires the local authority and relevant health board to have regard to a non-exhaustive list of factors when preparing their local carer strategy.
- Section 33 which deals with the publication and review of the local carer strategy.

The duty under section 31 applies to local authorities and relevant health boards but is delegated to integration joint boards under the Public Bodies (Joint Working) Act, as are sections 32 and 33 as these are subsidiary functions of section 31.

GCHSCP Strategic Vision

For Children's Services our strategy aims not only to secure better outcomes and more positive destinations for children and young people but to enable the whole system to operate more efficiently and effectively across the City. The transformation programme for children's service sets out to strengthen the local infrastructure to deliver a preventative strategy in the city. Young carers are a highly vulnerable but relatively unseen group. Their position as carers can expose them to pressures that often lead to poor physical and mental health and limit their personal development.

GCHSCP adopted the following definition of a Young Carer:

'A young carer is a person under 18 who provides or intends to provide care for another person who is ill, disabled, has a mental health condition, or substance misuse issue.'

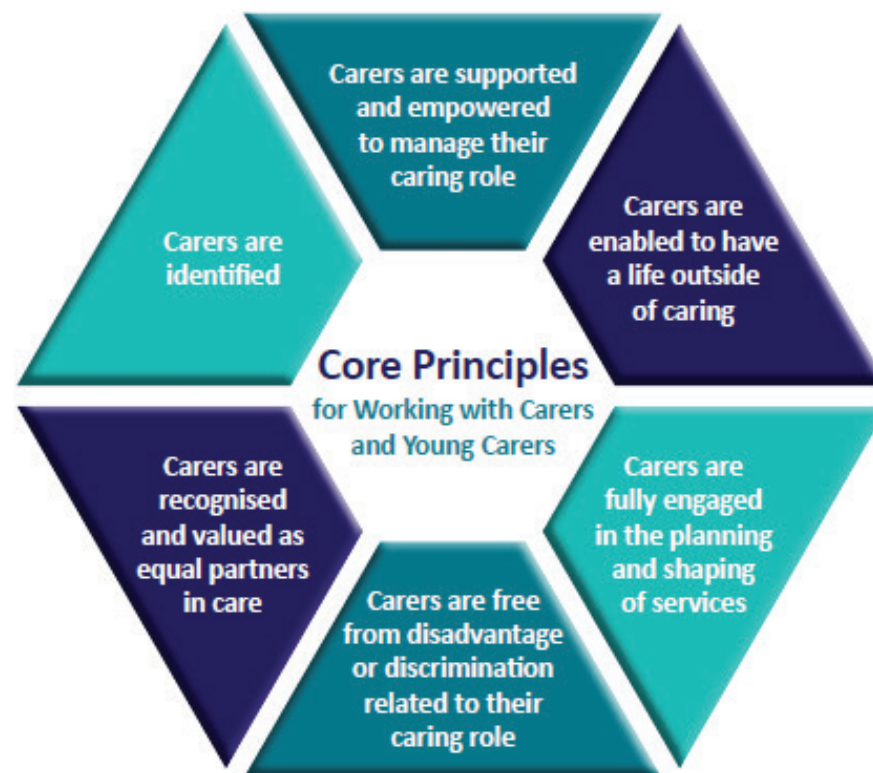
GCHSCP has taken the position that Young Carers should be seen as children first and given the chance to develop and enjoy their childhood. A key objective of GCHSCP is to protect young people from undertaking any inappropriate caring role that has a detrimental impact on their health and wellbeing.

Strategic Priorities

- **Early intervention, prevention and harm reduction**
- **Providing greater self-determination and choice**
- **Shifting the balance of care**
- **Enabling independent living for longer**
- **Public protection**

Principles of Young Carer Strategy

- To reduce levels of inappropriate and harmful caring.
- To work with young carers and their families to build on family strengths and improve the wellbeing and development of the child.
- To deliver a service which targets the greatest level of support and information to those in greatest need and risk.
- To reduce young carer's needs for support
- Young Carers are treated fairly and diversity is valued.
- To deliver a consistent service across Glasgow City
- To deliver a service in a manner consistent with the Equals Partners in Care Principles ([EPiC](#)).



Glasgow Context

Evidence shows that young carers tend to have poorer outcomes in terms of health, education, and employment. Young carers are also thought to be under-identified. Important factors that are associated with undertaking caring roles include higher levels of deprivation, adults with long-term health conditions and lone parent households, all of which exist disproportionately in Glasgow.

Deprivation appears to be an important factor in the amount of caring undertaken. Data from the 2011 Census revealed that 47% of adult carers living in the most deprived areas care for 35 hours a week or more compared with 24% of carers living in the least deprived areas. Moreover, despite the overall rates of caring in Glasgow City being below the national rate (9.3%), compared with other local authorities, the city had a higher proportion caring for 35 hours a week or more

The percentage of those in Glasgow aged 16-74 who were long-term sick or disabled and economically inactive was 23.7%, compared with 16.6% across Scotland. Moreover, the proportion of children living in households with working-age adults, where at least one adult had a disability was 23% in Glasgow in 2014, higher than the 19% Scottish average.

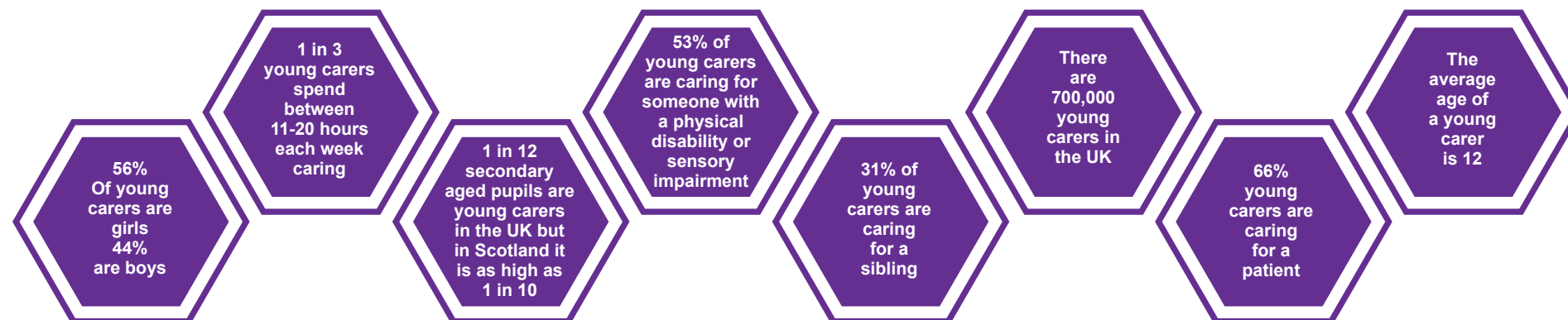
More specifically, in terms of problem drug and alcohol use, Glasgow is higher than the Scottish average. The percentage of adults with problem drug use in the city was estimated at 3.2% in 2012/13, higher than the national average of 1.7%.

In terms of mental health and wellbeing, The General Health Questionnaire (GHQ-12) is used to identify individuals showing signs of the presence of a possible psychiatric disorder (as indicated by scores of 4 or higher). Between 2012 and 2016, the proportion of adults with scores of 4 or more in Greater Glasgow and Clyde was 18%, higher than the Scottish score of 15%.

[Reference Oonagh Robinson](#) (Glasgow Centre for Population Health)

Life expectancy in Glasgow City is lower than across Scotland as a whole, and residents of Glasgow are estimated to become unhealthy at a younger age, and live longer with health issues, than the Scottish average.

Young Carers Statistics and the impact of effect of caring



- Almost one-in-eight pupils said they provided care for someone in the household with almost one-third of them stating that no one knew about it. Around three-fifths were female with just under one-fifth from a black and minority ethnic background.
- Young carers were more likely to be registered for free school meals and live in a lone parent household, with the highest proportion of carers within this age group found among those aged between 14 and 15.
- Over half of the young carers cared for someone with a disability, one-third for someone with a long-term condition, almost a quarter for someone with a mental health problem, and around 1-in-10 for someone with a drug or alcohol problem.
- Young carers were twice as likely to report having a limiting illness or disability themselves when compared with non-carer pupils. Poorer physical and mental health outcomes were particularly evident among those caring for someone with mental health or addictions issues.
- Even taking background factors and the presence of household illness into account, young carers were less likely to see themselves entering further or higher education.
- Carers were also slightly more likely than non-carers to have taken part in activities such as work placements, careers guidance and job searches.

Carer Identification

In the financial year 2015-16 Glasgow City Carers Partnership supported approximately 300 Young Carers. A school survey of the secondary school population indicated that there around 3000 young people had self-identified as having a caring role. Numbers of Young Carers identified within GCHSCP remain relatively low and work is ongoing to attempt to improve this.

GCHSCP funded three full time Young Carer Educational workers to who have worked with Education Services to develop:

- Online resources for teaching staff to develop their knowledge of Young Carers, legislation and supports available.
- Promotional materials for display in schools to encourage Young Carers to self-refer.
- Work to implement a whole schools approach to identifying and supporting young carers.

GCHSCP funded three full time workers to raise awareness of young carers and encourage Young Carers identification within Primary Carer Services

As per the requirements of Section 34 of the Carer (Scotland) Act 2016 GCHSCP must establish and maintain an information and advice service for relevant carers.

The city wide Carers Information & Support Line (CIL) fulfills that legal requirement and delivers on Glasgow's the universal offer of information and advice to young carers and promotes the young carer request for a Young Carer Statement as the access point to care services. The CIL is open to professional staff looking for advice to support young carers. NHSGGC Acute Services also promote the CIL with young carers and families.

GCHSCP has developed training for all HSCP staff around carers and young carers. The expectations of GCHSCP are that all health and social care staff understand their role in identifying and supporting Glasgow's unpaid carers.

Assessment of demand for support

To date the numbers of Young Carers being referred for support has been relatively low and services are currently working well within their capacity. The Young Carers Strategy Group will continue to monitor and report on requests for support, the effectiveness of the Young Carer Strategy and provide updates to GCHSCP and the Scottish Government through existing performance monitoring frameworks.

How we will support Carers

- The Carers (Scotland) Act **2016** came into force on 1st April 2018. There are specific provisions in the Bill for young carers around identification, assessment, involvement in care and support planning. **Section 12** places a duty on responsible authorities to offer a young carer statement (YCS) and to prepare one if that offer is accepted
- The YCS has been developed in GCHSCP and provides a framework for identification of the personal outcomes and individual needs for support of young carers by the responsible authority and the substantive provision of support by the responsible local authority to meet those identified needs.
- The YCS is intended to ensure that young carers are seen as children and young people first and foremost and are protected from undertaking caring responsibilities and tasks which are inappropriate having regard to their age and maturity.
- **Section 13** states that Scottish Ministers must, by regulations, prescribe time scales for the preparation of young carer statements for young carers of terminally ill cared for persons. Currently, GCCP aims to make contact with Young Carers who are identified as being at critical risk within one working day.
- **Section 16** allows Scottish Ministers to make provision about the review of young carer statements through regulations.

Current Supports available to carers

Historically Social Work Services have provided the core funding for Young Carer supports and this has provided infrastructure through dedicated young carer resources/services. This funding was supplemented by Carer Information Strategy now consolidated through Carer Act funding. The investment has funded the equivalent of six full time Young Carer workers hosted within carer centres and three Social Work Young Carer workers. All of these workers are competent in completing YCS.

Social Work Teams and carer centres work closely at a local level applying the eligibility criteria to determine whether Social Work or third sector support the young carer. This has been made possible by the delegation function of undertaking YCS from the GCHSCP to the third sector for those carers with moderate to low level needs.

- | | |
|--|---|
| <ul style="list-style-type: none">• Voluntary Sector Carers Centres & Condition Specific• Young Carers Support Planning (Preventative support)• Training and Peer Support Groups• Information and advice• Having a voice• Income maximisation• Short breaks• Emotional support• Carer Health Reviews | <ul style="list-style-type: none">• Statutory Social Work Carer Teams• Young Carers Support Planning (High risk of breakdown)• Training• Information and advice• Having a voice• Income maximisation• Short breaks• Emotional support• Carer Health Reviews |
|--|---|

The partners have worked together to re-shape carer services, making best use of available resources to develop a one stop shop approach for young carers to access support services delivering the right level of support at the right time.

While completing the YCS, support can be delivered in a personalised approach tailored to the Young Carers' individual circumstances including support to the whole family to alleviate the caring role, one to one sessions and group-work sessions.

Glasgow City Carer Partnership Young Carer Services use a family based approach to supporting Young Carers.

'Young carers exist because someone in their family network requires their support. Caring for a family member or friend can be a positive experience for a young person which can strengthen family relationships and build a young person's life skills and maturity. However, children must not be relied on to take on inappropriate or excessive caring roles that impact on their health, wellbeing, development or life opportunities.'

Many young carers are providing caring roles that negatively impact on their own lives. Whole family working is essential to identify young carers early, address the root causes of why any child is undertaking a caring role and ensure the family have the right support in place.'

[Carers Trust whole-family approaches](#)

The family based approach also aligns with GCHSCP Children's Policy 'One Glasgow', which gave a commitment to, 'working with children and their families to build on the family strengths and improve the wellbeing and development of the child'

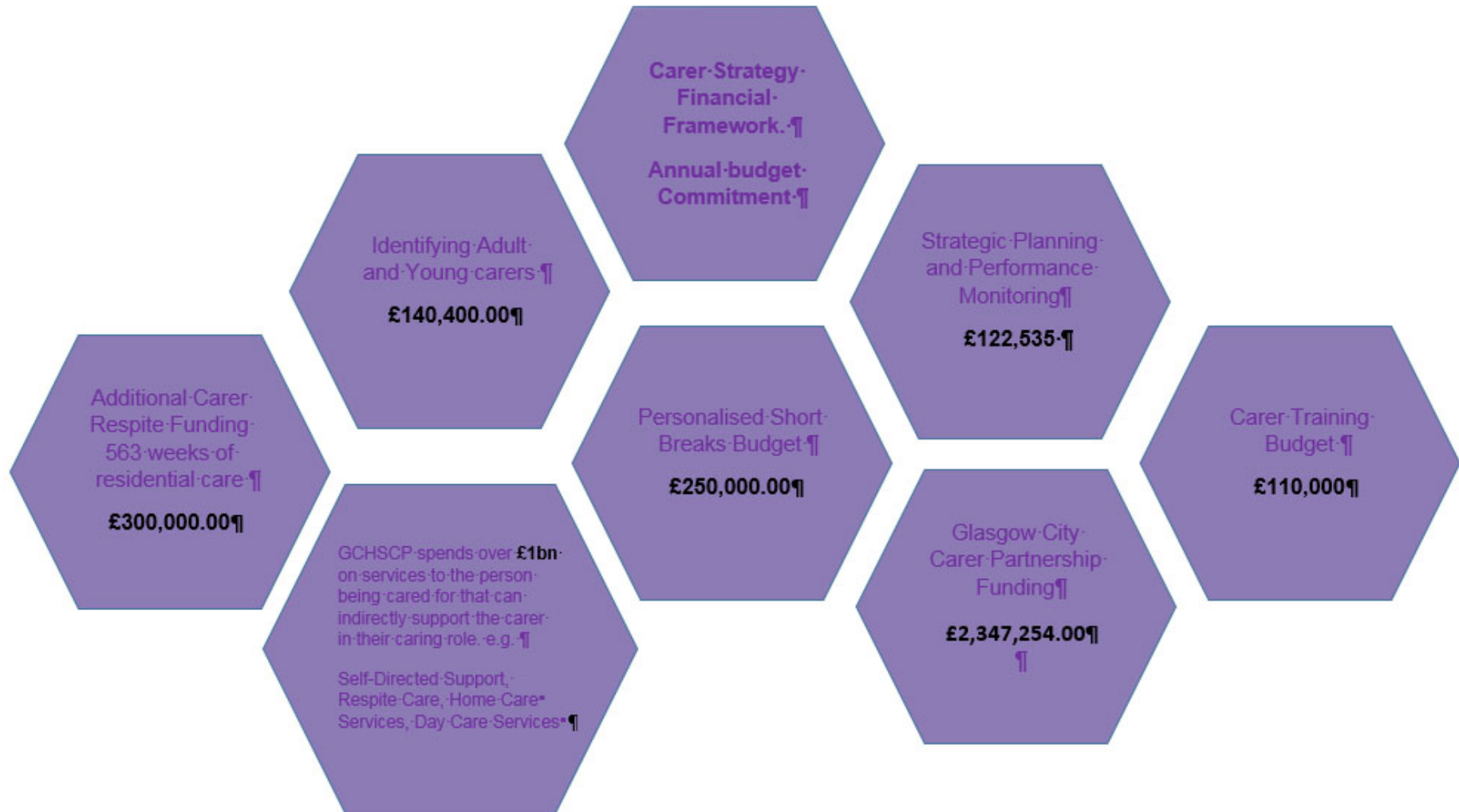
[Glasgow City Children and Young People Integrated Service Plan 2017-2020](#)

Performance Monitoring

GCHSCP has set commissioned carers specific service the target of identifying 1,656 new carers annually or 414 new carer per financial quarter. These reporting periods demonstrate performance since the introduction of the Carer (Scotland) Act 2016.

Carer Specific Services					
Quarter 2018-19 financial year	Total number of carers identified that were offered an Adult Carer Support Plan or Young Carer Statement	Total number of adult carers offered an Adult Carer Support Plan	Total Number of Young Carers offered a Young Carer Statement	Total number of referrals received from Primary Care and Community Services	Total number of referrals received from Acute Care Services
Quarter 1	515	500	15	199	47
Quarter 2	511	487	24	178	35

Financial Framework to implement the Act



Young Carers Statement Process



Duty to involve carers in the hospital discharge of the cared for person

Following commencement of the Carers (Scotland) Act 2016 there is a legal requirement to involve young carers in discharge planning for the person they support.

Work is underway within NHS Greater Glasgow and Clyde to make wards more welcoming to all visitors and to identify and support young carers whilst the person they carer for is in hospital. A key component of this work will be to improve communication and relationships between carers and multi-disciplinary teams through the sharing of information and the involvement in decision making and where appropriate care-giving within the ward setting.

The Involvement of carers in discharge planning has been embedded within the inpatient care pathway across NHSGGC Acute services

Support for young carers in NHSGGC is delivered via a partnership between HSCP, Local Government and voluntary sector organisations. A universal pathway has been developed and is in place across all clinic services to identify, involve and support people with a caring role:

These can be accessed either by the Carers Information Line 0141 353 6504, email supportandinformation@ggc.scot.nhs.uk. This service is available for all NHSGGC services users.



Health and Social Care workforce

GCHSCP recognises that there needs to be a strong emphasis on workforce training.

GCHSCP has approved a Carer (Scotland) Act 2016 learning and development plan for health and social care workforce to ensure there are aware of HSCP's expectations in their role in identifying and supporting carers as partners in care.

All staff will be encouraged to complete the Carer Act eLearning module with follow up by team briefings teams to embed carer identification and support within health and social care practice and that they are routinely identifying, supporting or referring carers to carer support services.

Staff need to be aware of the prescribed in the duties and powers of the Act in respect of Adult Carer Support Plans and Young Carer Statements.

Performance will be monitored by team leads/manager with the expectation that referrals into carer services will increase from range of primary and secondary health services

Performance monitoring for social work teams will be completion of Adult Carer Support Plans and Young Carer Statements

Performance will be reported on a quarterly basis to the HSCPs Core Leadership Groups, Children & Families, Adults and Older People and will also be reported on regular basis to Integration Joint Board.

Screen ID: 1_100

Glasgow City HSCP
Health and Social Care Partnership

NHS
Greater Glasgow and Clyde

Glasgow

Carers (Scotland) Act 16


Introduction

Welcome to this eLearning course on Carers (Scotland) Act 2016.

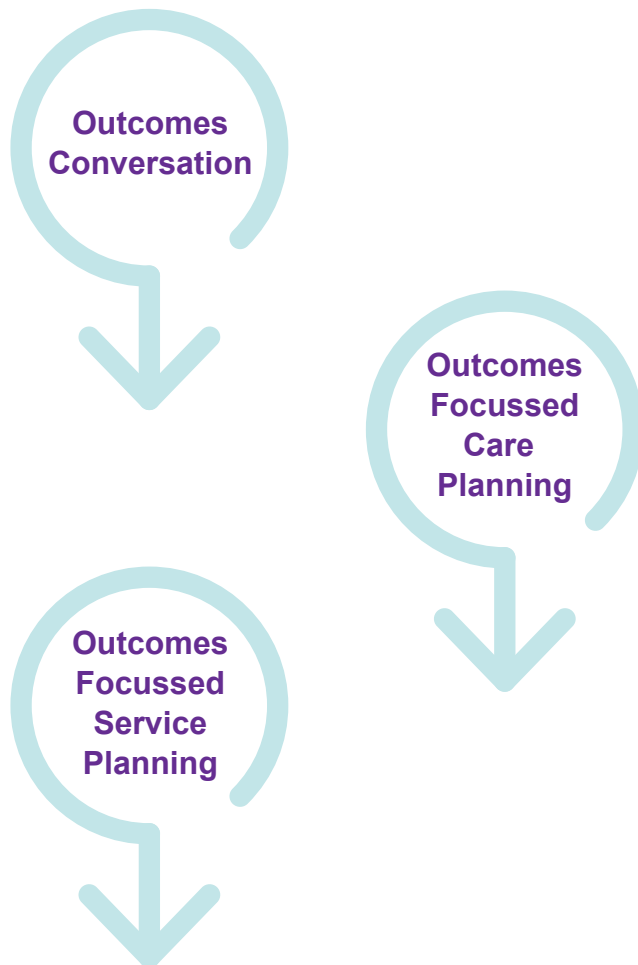
The course should take you approximately 25 minutes to complete and at the end you have a course assessment, where the pass mark is 100%.

By the end of this course you should be able to:

- Understand the aims of the Carers (Scotland) Act 2016
- Be able to identify who carers are and the caring situation
- Have the skills, knowledge and confidence to identify, support and involve carers as key partners and understand the implications of the Carers (Scotland) Act 2016 for their practice, culture and ways of working
- Understand your role in identifying and supporting adult carers
- Understand your role in identifying and supporting young carers
- Know what support is available to carers and how to access



A strategic planning approach to partnership working considering all available resources and priorities to deliver the best outcomes for Young Carers



GCHSCP is committed to ensuring young carers are fully engaged in the planning and shaping of services, but also acknowledges that for many young carers it would be impossible to commit time to attending strategic planning groups due to their caring role.

The Carer (Scotland) Act 2016 introduces the right to a new Young Carer based on the preventative approach to identify each young carer's personal outcomes and needs for support. GCHSCP has implemented YCS in commissioned third sector carer's organisations. GCHSCP will utilise the YCS process as an opportunity to learn from young carer's experiences and use that learning to influence the planning and shaping of future services.

Practitioner Level: Young Carer Support workers and care managers complete the YCS using a family based approach, record the outcomes important to the young carer and how those outcomes and needs can be met.

Management Level: Managers use the information from completed YCS to develop an overview of how young carers are being supported, including unmet needs and can share that information at locality and citywide strategic planning meetings.

Young Carer Involvement: Young carer's forums will be arranged as and when GCHSCP required to consult with Young Carers, Carers Reference Group and local carer forums would be expected to advocate on behalf of Young Carers and also the carer's champion.

Strategy: The Young Carer Strategy is then shaped and reviewed based on the local experiences of those young carers who actually use the services as well as wider national learning. That learning influences the IJB Plan ensuring that young carer awareness and support becomes firmly embedded within wider HSCP practice.

Terms Explained

Carers Act (2016) – a law that says who carers are, what they do and that they should be given help if they need it.

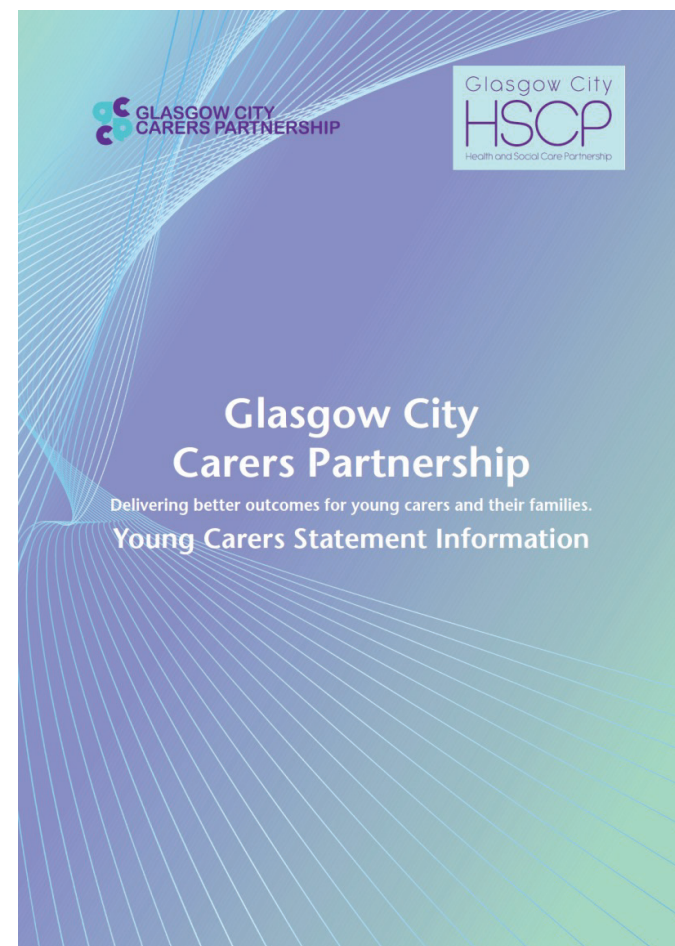
Young Carer – a person under 18 who looks after someone in their family who is ill, has a disability, mental health condition or substance misuse issue.

Young Carers Worker – someone whose role is to support Young Carers and their families to make things as good as they can be for everyone.

Young Carers Statement – a document that sets out details about caring role and what help might be needed. It will also look at education, hobbies and interests and if support is needed to continue to do them. It is up to the Young Carer what goes into the document and a member of staff from the young carers team will help them with this. They can decide who this information is shared with.

Review – an opportunity for Young carers to talk about any changes that may have happened since the last time they met with the Young Carers worker and update plans for new supports that might be needed. The planning and meeting to do this can be agreed between the young person and Young Carers worker.

Glasgow City Carers Partnership – Health services, Social Care and voluntary sector organisations who work together to provide support for carers and help to ease a Young Carers role.





Consultation on Carer Strategy 2019-2022

This consultation is on our [draft Carers Strategy](#).

Are you a Carer? *

Yes No - please circle your answer

Please tell us your Gender? *

Ethnicity *

Age Range *

Under 18 19 to 64 65 Plus- please circle your answer

Question 1: A key aim of the Carers (Scotland) Act 2016 is to identify carers earlier in their caring role.

In Glasgow, the carer strategy seeks to ensure that carers are routinely identified within HSCP health services by GPs and other health professionals on the basis that often the carer's journey starts when the patient journey starts.

The expectation is 'see patient, see carer', with carers being made aware of what kind of support is available and that they are encouraged to refer or be referred into carer services.

Do you agree that we are looking in the right places for carers? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 1

Question 2: The city wide Carers Information & Support Line provides a single point of access for carers.

This service was developed in response to consultation with carers who were frustrated repeating their stories to numerous services while looking to get support.

Glasgow has a universal offer of information and advice to carers meaning that all carer are entitled as a minimum

Do you support a single point of access to services for carers? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 2

Question 3: Carer Support Pathways

The strategy contains three training and support carer pathways (dementia / autism / mental health). These pathways have been developed over the last few years in partnership with carers in the city.

Are these pathways clear as to what carers can expect when they come into carer services? *

Yes No - please circle your answer

Are there other pathways you would like to see developed?

Question 4: Current supports available for carers

The core services outlined in this strategy have been developed in partnership with carers since 2002 and are intended to be broad enough to meet the needs and outcomes for most carers.

Do you agree that these services can meet needs of most carers? *

Yes No - please circle your answer

Are there any other services that you would like to see provided for carers?

Question 5: Personalising support for carers

The strategy seeks to ensure that the supports provided in a personalised way to meet the individual needs and outcomes for carers recognising that all caring situations are unique. The key objective of which is to improve the quality of the lives of carers and the person they care for, when they need it and that they feel in control of that support.

Do you agree with this? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 5

Question 6: Carer services in Glasgow are planned and delivered through Glasgow Carer Partnership which brings together 3rd sector carer centres, condition specific organisations and SW carer teams. Do you agree that pooling resources and working in close partnership with a range of agencies delivers best outcomes to carers and those that they support? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 7

Question 7: Health and social care workforce to raise awareness of GCHSCP's expectation that we are routinely identifying and supporting carers

Is it important to you that health and social work staff are given training so they can understand in relation to identifying and supporting carers? *

Yes No - please circle your answer

Is it important that the HSCP monitors the impact of this training by ensuring that all teams are accountable for increases in carer identification and carers accessing support? *

Yes No - please circle your answer

NHSGGC Acute services have embedded carer identification in the inpatient care pathways with the city's hospitals

Is it important that carers are fully involved in hospital discharge planning for the person that they care for? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 8

Question 8: The Strategy recognises that not all carer's want support in their own right but want to ensure they are fully involved in the assessment of the cared for and subsequent care planning

Do you agree with this statement? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 9

Question 9: Are you a carer who lives in Glasgow or cares for someone who lives in the city?

Yes No - please circle your answer

Question 10: Have you accessed carer services in the past or are currently receiving carer support?

Yes No - please circle your answer



Consultation on Young Carer Strategy 2019 – 2022

This consultation is on our [Draft Young Carers Strategy](#). The consultation finishes on 22 March 2019

Question 1: GCHSCP has taken the position that Young Carers should be seen as children first and given the chance to develop and enjoy their childhood. A key objective of GCHSCP is to protect young people from undertaking any inappropriate caring role

Do you agree that reducing levels of inappropriate and harmful caring should be a priority of the young carer strategy? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 1

Question 2: Glasgow's Young Carer Strategy recommends a family based approach to work holistically with young carers and their families to build on family strengths and improve the wellbeing and development of the child.

Do you agree with this approach? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 2

Question 3: Current supports available for young carers

The core services outlined in this Young Carer Strategy have been developed in partnership with carers since 2002 and are intended to be broad enough to meet the needs and outcomes for most young carers.

Do you agree that these services can meet the needs of most young carers? *

Yes No - please circle your answer

Are there any other services that you would like to see provided for young carers?

Question 4: The numbers of Young Carers identified within GCHSCP remain relatively low and work within education, NHS and Social Work Services is ongoing to attempt to improve this.

Do you agree that GCHSCP services are looking in the right places? *

Yes No - please circle your answer

If No, where do you suggest is the best place to identify Young Carers

Question 5: GCHSCP has worked with teaching staff to develop online resources and training to raise awareness of the needs of young carers amongst the school population and teaching staff.

The intention is to make it easier for young carers to self-identify and to make the school environment more inclusive for pupils with a caring role.

Do you agree with this approach to make schools more inclusive for young carers? *

Yes No - please circle your answer

Are there other pathways you would like to see developed?

Question 6: Health and social care workforce training resources have been developed to raise awareness of GCHSCP's expectation that we are routinely identifying and supporting young carers

Is it important to you that health and social work staff are given training so they can understand in relation to identifying and supporting young carers? *

Yes No - please circle your answer

Is it important that GCHSCP monitors the impact of this training by ensuring that all teams are accountable for increases in young carer identification and young carers accessing support? *

Yes No - please circle your answer

NHSGGC Acute services have embedded young carer identification in the inpatient care pathways with the city's hospitals Is it important that young carers are fully involved in hospital discharge planning for the person that they care for? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 6

Question 7: Young Carer services in Glasgow are planned and delivered through Glasgow Carer Partnership which brings together Education services, 3rd sector carer centres, condition specific organisations and SW carer teams.

Do you agree that pooling resources and working in close partnership with a range of agencies delivers best outcomes to young carers and those that they support? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 7

Question 8: The city wide Carers Information & Support Line provides a single point of access for young carers

This service was developed in response to consultation with carers who were frustrated repeating their stories to numerous services while looking to get support. Glasgow has a universal offer of information and advice to young carers meaning that all carer are entitled to information and advice as a minimum.

Do you support a single point of access to services for young carers? *

Yes No - please circle your answer

Please provide any additional comments in relation to Question 8

About You

Are you a young carer who lives in Glasgow or cares for someone who lives in the city? *

Yes No - please circle your answer

Have you accessed carer services in the past or are currently receiving carer support? *

Yes No - please circle your answer

Do you routinely support young carers as part of your employment / voluntary organisations? *

Yes No - please circle your answer