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Item No: 12

Meeting Date: Wednesday 23rd June 2021

Glasgow City Integration Joint Board

Report By: Stephen Fitzpatrick, Assistant Chief Officer, Older People's Services

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Carer Strategy Implementation Update 2021-2022

Purpose of Report:	To update the Integration Joint Board on implementation of the Carer Strategy 2020/21 including responses to COVID-19.
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Background/Engagement:	This paper has been developed in partnership with HSCP strategic management and operational managers. Information contained within this report has been shared with the Carer Reference Group and Local Engagement Forum representatives.
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Recommendations:	<p>The Integration Joint Board is asked to:</p> <ol style="list-style-type: none">a) note the update on the implementation of the GCHSCP Carer Strategy during 2020/21 including COVID response;b) note the early intervention and prevention approach in the service delivery infrastructures to deliver carer support, the central role of the 3rd sector and over all Glasgow Carers Partnership's contribution to the HSCP's Maximising Independence programme; andc) note the intention to review and update both carer strategies in partnership with key partners, carers and young carers with a view to having new strategies being in place from 2022 onwards.
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Relevance to Integration Joint Board Strategic Plan:

Workforce development to increase carer identification and support directly contributes to the 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, with a targeted approach for those most in need.

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.
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Personnel:	N/A
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Carers:	Carer Strategies directly benefit carers.
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Provider Organisations:	N/A
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Equalities:	A full EQIA was prepared for current 2019/2022 carers strategies. Delivering the Carer (Scotland) Act 2016 extends and enhances the rights of carers in Glasgow to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring. Every effort is made in the delivery of the carer strategies to ensure equal access regardless of age, gender, disability, sexual orientation, religion, belief or ethnicity.
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Fairer Scotland Duty:	None
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Financial:	N/A
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Legal:	Implementation of Carer (Scotland) Act 2016
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Economic Impact:	N/A
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Sustainability:	N/A
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Sustainable Procurement and Article 19:	N/A
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Risk Implications:	None
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Implications for Glasgow City Council:	None
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Implications for NHS Greater Glasgow & Clyde:	None
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Direction Required to Council, Health Board or Both	
Direction to:	
1. No Direction Required	<input checked="" type="checkbox"/>
2. Glasgow City Council	<input type="checkbox"/>
3. NHS Greater Glasgow & Clyde	<input type="checkbox"/>
4. Glasgow City Council and NHS Greater Glasgow & Clyde	<input type="checkbox"/>

1. Purpose

- 1.1 In [June 2019](#), the IJB agreed the Carer Strategy, Young Carer Strategy 2019-22 and agreed a future report would be provided with an update on their implementation.

2. Background

- 2.1 A Carer (Scotland) Act 2016 Learning and Development Plan was approved by the Social Work Professional Governance Board in December 2019 for all front-line health and social care teams to ensure staff are clear in their role in identifying and supporting carers as expected by GCHSCP Carer Strategies and in line with Carer Act.

3. Impact of the Carer & Young Carer Strategies 2020-2021 – Key Achievements

- 1803 adult carers not known to services in the past five years accepted the offer of a Carer Support Plan.
 - 132 Young Carers not known to services in the past five years accepted the offer of a Young Carer Statement.
 - 69% of all new carer referrals were identified at any early stage in their caring journey.
 - Carer Self-Directed support was provided to 516 carers
 - 440 carers benefitted from over 10,000 hours of short breaks.
 - 560 carers received a COVID-19 emergency plan in the first 12 weeks of the pandemic. All carers are routinely offered emergency plans as part of Carer Support Plan.
 - Additional £80,500 funding from Scottish Government was distributed to individual carers to support unpaid carers have a break from caring.
 - The Personal Protection Equipment Hub processed 2,295 requests from unpaid carers for PPE for the period 1st April 2020 to 31st March 2021.
- 3.1 The 2021 Annual carer service report is available at [Your Support Your Way Glasgow](#) and has been shared on social media, with Local Engagement Forums and the Carer Reference Group.

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4. Key Challenges including COVID-19 Response and Recovery

- 4.1 Glasgow's Carer Partnership services were well positioned to respond during the COVID-19 pandemic. Services began working remotely and carers were initially supported by telephone.
- 4.2 At the start of the pandemic, the most requested support from carers was help planning for emergencies, carer personalised short break support for equipment to help carers to manage their caring role, online training and emotional support. 714 carers previously known to carer centres received support.
- 4.3 The impact of the pandemic required unpaid carers to rapidly increase the support they provided, often replacing social care when services were withdrawn. The pandemic highlighted the significant contribution of unpaid carers in the delivery of social care.
- 4.4 In September 2020 Carers UK released the report: [Caring behind closed doors, six months on](#). 81% of carers surveyed reported that they were providing more care since the start of the outbreak.
- 4.5 The report also highlighted that 33% of carers reported that they had started using new technology and digital services during the COVID-19 pandemic.
- 4.6 Training and Peer support services moved online during lockdown and there was a significant increase in requests from carers for assistance to access online support.
- 4.7 Digital exclusion was an issue for many carers and as such, 220 mobile devices were funded through carer self-directed support.
- 4.8 The COVID-19 pandemic increased the use of social media to communicate key messages with the general public, often at short notice. (i.e. shielding information, Carers Allowance and Young Carer Grant information, availability of PPE for carers providing personal care, etc). A Carers Advice and Information Team was established, and all carer centres have significantly increased their use of social media.
- 4.9 Your Support Your Way Glasgow 'Are you looking after someone?' webpages have been refreshed and an online carer self-referral was included from the 5th May 2020.
- 4.10 To date there have been 1600 online enquiries received including carer self-referrals, PPE requests, vaccine information and short break requests.
- 4.11 No carer engagement events took place over the last year. However, with easing of COVID-19 restrictions, the aim is to resume quarterly carer community engagement events to coincide with Carers Week in June 2021.

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- 4.12 As lockdown eases and community vaccinations increases (including carer centre staff) and the use of LFTs, the recovery plan will include increased face to face work with carers.

5. Young Carers

- 5.1 While the numbers of new young carers identified has remained relatively low in the past year, 64 young carers already known to services and their families were supported. Furthermore, some young carers have declined the offer of a Young Carer Statement during the pandemic, preferring to access support when pandemic restrictions ease.
- 5.2 Work is ongoing to ensure that adult and young carers are represented throughout the Children Services structure including the Family Support Planning Group and similarly that children services are represented at the Carers Operational Delivery Group.
- 5.3 Moving forward it is anticipated that Children Services will work more closely with the Carers Team to aid in the implementation of the Carers Strategy, Young Carers Strategy and Family Support Strategy with the common goal of improving the lives and outcomes of children, young people and families across the City

6. Carer Act Learning and Development Plan

- 6.1 The delivery of the Carer Act Learning and Development Plan was delayed by pandemic, but it is now being delivered online as a Carer Act briefing to older people, adult and children and families teams over next 6-9 months.
- 6.2 The intention of the Learning and Development Plan is to ensure that the health and social care workforce in the city are clear about the expectations of the HSCP in routinely identifying carers, signposting carers and offering Carer Support Plans in line with the Carer Act 2016.
- 6.3 Similarly, with young carers the expectation is to identify young carers, signpost them to supports and offer Young Carer Support Plans in line with the Act.
- 6.4 This should lead to increased identification of carers and young carers by health and social care staff and this will be monitored through quarterly performance monitoring.

7. Maximising Independence

- 7.1 Carer services have developed strong links with the Maximising Independence Programme and will contribute as required demonstrating the early intervention approach that has been developed in partnership by HSCP and 3rd sector.

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8. Strategic Plan

- 8.1 Carers and carers groups will be involved in the extended period of engagement to review the IJB's Strategic Plan to ensure that the views and priorities of carers influence the Plan.

9. Review of 2019-2022 Adult Carer and Young Carer Strategies

- 9.1 The current strategies require to be reviewed and updated by 1st April 2022. This work will commence September 2021 and a consultation and engagement plan is in development.
- 9.2 The IJB will be presented with a report on the outcome of consultations and a revised Carer and Young Carer Strategy will be tabled for approval at IJB in March 2022.

10. Recommendations

- 10.1 The Integration Joint Board is asked to:
- a) note the update on the implementation of the GCHSCP Carer Strategy during 2020/21 including COVID response;
 - b) note the early intervention and prevention approach in the service delivery infrastructures of to deliver carer support, the central role of the 3rd sector and over all the Glasgow Carers Partnership's contribution to the HSCP's Maximising Independence programme; and
 - c) note the intention to review and update both strategies in partnership with key partners, carers and young carers with a view to having new strategies in place from 2022 onwards.