

Young Carer Strategy

2019/2022

Delivering better outcomes for
Young Carers and their Families



Introduction from Susanne Millar, Interim Chief Officer

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. There are an estimated 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 Act for young carers around identification, assessment, involvement in care and support planning.

Glasgow City Health and Social Care Partnership (GCHSCP) is required to prepare a local carer strategy and has approved the Adult Carer and Young Carer Strategies for 2019-22

GCHSCP provide a range of young carer supports through a network of dedicated carer support services. Young Carers have been involved over the last number of years in shaping these services to ensure that what is being provided is responsive to identified needs.

Our key priorities reflected in the strategy are:

- Identifying young carers earlier in their caring role to prevent crisis in caring
- Making it easier for Glasgow's Young Carers to access support and information
- To reduce levels of inappropriate and harmful caring
- To work with young carers and their families to build on family strengths and improve the well-being 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

GCHSCP will deliver a workforce development plan to support operational staff in the delivery of this strategy and maximise the opportunities of health and social care integration to identify and support 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

- **Prevention, early intervention 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. This may include identifying supports available to the cared for person
- 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
- Every effort will be made in the delivery of the strategy to ensure equal access to carer support and services regardless of age, gender, disability, sexual orientation, religion, belief or ethnicity. By taking account of the needs of service users and their carer, services should become more inclusive and accessible for all carers.
- 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.

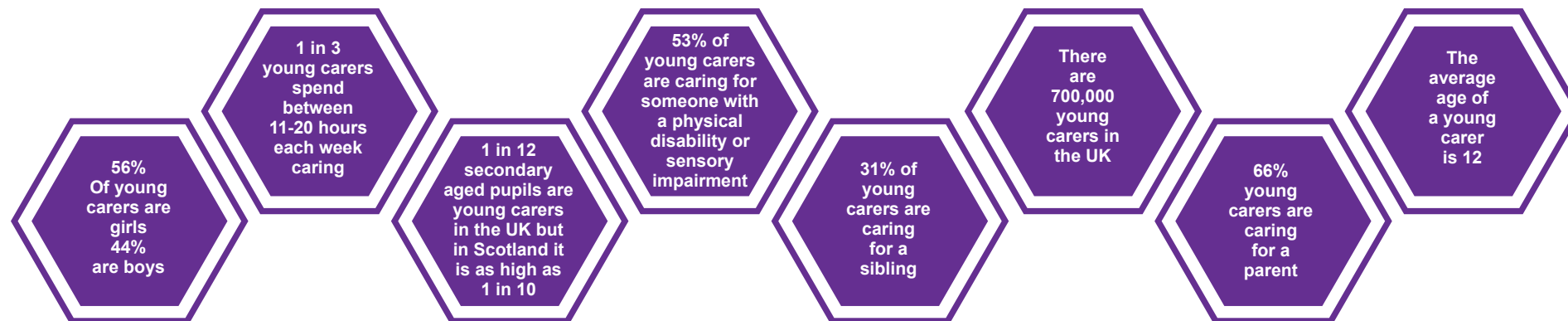
More specifically, in terms of problem drug and alcohol use, Glasgow is higher than the Scottish average. The percentage of adults with problem drug use in the city was estimated at 3.2% in 2012/13, higher than the national average of 1.7%.

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%.

[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.

Some facts and figures about children with a caring role



- 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.

Young 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. In 2018-19 70 Young Carers received a Young Carer Statement.

GCHSCP funded three full time Young Carer Educational workers 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

Section 34 of the Carer (Scotland) Act 2016 requires GCHSCP to establish and maintain an information and advice service for carers.

The city wide Carers Information & Support Line (CIL) can provide information and advice to carers. The CIL is also open to professional staff looking for advice to support young carers. Standard Call charges apply.

Young Carers involved in the strategy consultation made it clear that they are more likely to use social media than a phone line. Work is required to be undertaken to improve access to support and information for Young Carers.

NHSGGC Acute Services will also promote the CIL with carers and families. www.yoursupportglasgow.org/accesscarerservice

GCHSCP has developed training for all HSCP operational 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 young 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 Act 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.
- GCHSCP aims to make contact with Young Carers who are identified as being at critical risk within one working day.

Current Supports available to carers

GCHSCP has provided funding for dedicated Young Carer support services. 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 Carer 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.

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.

- Training and Peer Support Groups
- Information and advice
- Having a voice
- Income maximisation
- Short breaks
- Emotional support

Performance Monitoring

Stats from 2018-19: 107 Young Carers accepted the offer of a Young Carer Statement

There were 88 referrals for Young Carer Support from Education Services

48 Young Carer awareness sessions were delivered.

12,900 people attended the sessions. This included young people at assemblies.

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.’

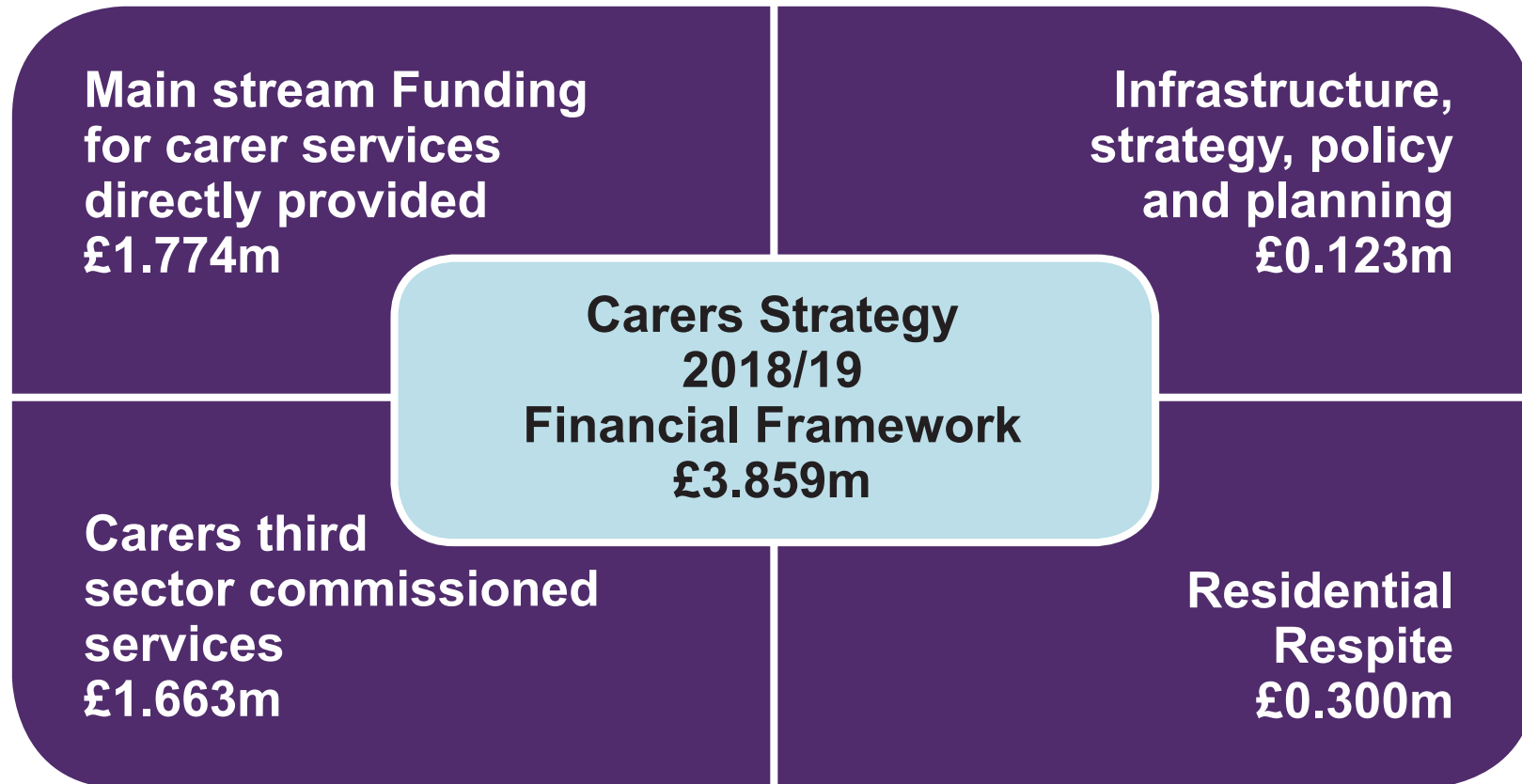
Carers Trust whole-family approaches

The family based approach also aligned 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



Financial Framework to implement the Act –



The total budget of £3.859m is a recurring budget with additional funding options to further support the implementation of the Carers Act to be approved by Integrated Joint Board.

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 care 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 operational staff are aware of HSCP's expectations in their role in identifying and supporting Young Carers.

All staff will be encouraged to complete the Carer Act eLearning module with follow up by team briefings 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.

The screenshot shows a web browser window displaying an eLearning course. The top navigation bar includes logos for Glasgow City HSCP, NHS Greater Glasgow and Clyde, and Glasgow. The page title is 'Carers (Scotland) Act 16'. The main content area is titled 'Introduction' and contains the following text:

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

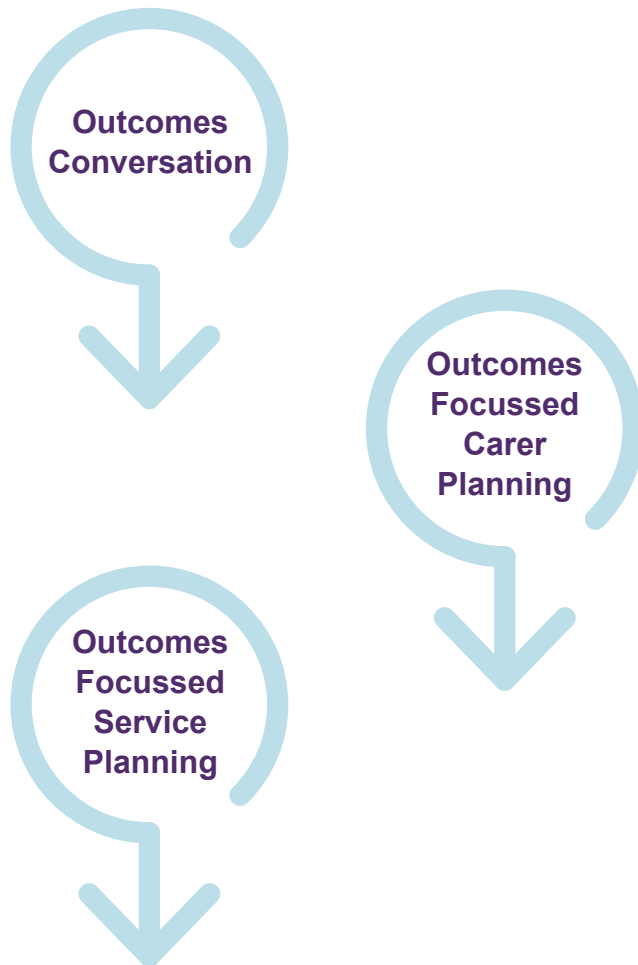
The course should take you approximately 25 minutes to complete and at the end you have a course assessment, where the pass mark is 100%.

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

On the right side of the page, there is a photograph of a bridge at night with a large, illuminated rainbow archway in the foreground, reflecting in the water.

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 is 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.

Strategy – A plan designed to achieve a long-term or overall aim.

Personal outcomes – These are a way of describing what is important to you and the things you would like to happen in your life. You could also call them aims, hopes or goals. Someone will talk to you about your caring role to help you to decide what your personal outcomes are. They will be written down as part of your **young carer statement**.

