

Useful Telephone Numbers and Addresses

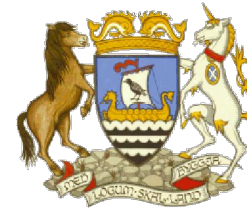
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Head of Community Care
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Shetland Islands Council
Kantersted Office
Seafield Road
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Shetland
ZE1 0WZ Tel: 01595 743819

Out of Hours Emergency
Tel: 01595 695611

Advocacy Shetland
Market House
14 Market Street
Lerwick
Shetland Tel: 01595 743929/743940

Care Commission
Rooms 205 & 222
Charlotte House
Commercial Road
Lerwick
Shetland Tel: 01595 696661



Carers

Carers

“A carer is generally defined as a person of any age who provides unpaid help and support to a relative, friend or neighbour who cannot manage to live without the carer’s help due to frailty, illness, disability or addiction.

The support a carer provides may include moving and handling (assisting) help with feeding, personal hygiene and administering medication as well as providing emotional support, acting as an advocate or guardian for the cared-for person and enabling the person with support needs to access leisure and recreation.”¹

There are approximately 660,000 unpaid carers in Scotland.²

Local research shows that by 2020 we can expect to see a 3-fold increase in the number of people with disabilities who will need health and social care services. Population projections for the next 15 years predict an increase in the numbers of older people of approximately 40% and simultaneously a 15% decrease in the adult working population.

Consequently the need for unpaid and family carers is going to grow for the foreseeable future. Carers are key partners in care provision alongside the statutory agencies and organisations in the voluntary and independent sector.

To promote independence and self-managed care programmes

| Action | Timing | Cost | Responsibility |
|--|-----------------|------|---|
| Develop training programmes for carers and include in Joint Training Plans e.g. moving & handling (assisting), benefits advice, stress management, administering medication, challenging behaviour | Review Annually | TBA | NHS and SIC Training Managers |
| Promote carer support groups; | On-going | WER | Service Manager Primary Care; Shetland Council of Social Services |
| Support Direct Payments Scheme | On-going | £5K | Head of Community Care and Shetland Citizen’s Advice Bureau |
| Promote self-assessments | On-going | WER | Single Shared Assessment (SSA) and Care Management Team |

¹ Introduction of NHS Carer Information Strategies Draft Guidance – August 2004

² 2001 Census

Carers' Rights include:

- the right to a carer's assessment and equal rights for young carers (carers aged under 16).
- the right for carers to be informed by local authorities and the NHS of their entitlement to an assessment.
- the right for carers to have their views and their contribution to the care provided taken into account in decisions made about the services to be provided for the cared-for person.³

Aims

- To support carers so that they can continue to perform their caring role for as much and as long as they are willing and able to do so.
- To meet the specific needs of young carers (aged under 16); of older carers and of carers from black and minority ethnic groups in ways appropriate to their circumstances.
- To identify carers at an early stage and provide them with the information and advice they need.
- To promote independence and self-managed care programmes.

| Action | Timing | Cost | Responsibility / Progress |
|---|-----------|---------|---------------------------------|
| Promote carers issues via community pharmacists <ul style="list-style-type: none"> <input type="checkbox"/> Ensure community pharmacists have a range of up-to-date information available for carers e.g. sign posting <input type="checkbox"/> Develop community pharmacists role in identifying and supporting carers | On-going | WER | Service Manager Primary Care |
| Health Improvement and Well-being for carers: time limited post to establish health promotion and well-being programmes for carers through Primary Care | 2010/2011 | £19,000 | Service Manager Primary Care |

*3. Carers: Community Care & Health (Scotland) Act 2002
Guidance on Sections 8-12: Scottish Executive Circular CCD2/2003*

Carers' Assessment

Assessments for carers are an integral part of Shetland's Single Shared Assessment process⁴ and are available to anyone who provides "a substantial amount of care on a regular basis".^{4 & 5} In interpreting the term "regular and substantial," consideration is given to each carer's individual circumstances including their age; the carer's own health and well-being; the potential impact on other family members; the caring tasks and amount of time and effort required; the carer's other responsibilities and any employment. A key consideration is the importance of the care they provide in the context of the agreed care plan.

The assessment will establish the carer's ability to provide or continue to provide care for another person.

4. *Shetland's Joint Future Single Shared Assessment Joint Procedure for Community Care Referral, Assessment and Review*
 5. *Community Care & Health (Scotland) Act 2002*

To identify carers at an early stage and provide them with the information and advice they need.

| Action | Timing | Cost | Responsibility / Progress |
|--|----------|------|--|
| Develop carer friendly employment policies | On-going | WER | NHS and SIC Human Resource Managers |
| Provide carer awareness training for all frontline staff | On-going | WER | NHS Staff Development Dept and SIC Human Resource Managers |
| Raise carer awareness in wider community e.g. in Carers' Week June 2009 and Carers Rights Day in Dec 2009 Voluntary Action Shetland is running a carers cruise in the end of June in partnership with NHS and the Council | On-going | WER | Service Manager Primary Care |
| Promote carers issues via GP surgeries and Primary Care staff <ul style="list-style-type: none"> <input type="checkbox"/> Include carers issues in training for all staff including receptionists <input type="checkbox"/> Provide literature for patients and their carers e.g. leaflets, fact sheets <input type="checkbox"/> Develop health promotion libraries at health centres for patients and their carers <input type="checkbox"/> Publicise contact details for carers services, information and advice <input type="checkbox"/> Produce and maintain a register of carers. <input type="checkbox"/> Liaise with partner agencies locally. <input type="checkbox"/> Develop the role of community and GP practice nurses in identifying and supporting carers | On-going | WER | Service Manager Primary Care |

To meet the specific needs of young carers (aged under 16); of older carers and of carers from black and minority ethnic groups in ways appropriate to their circumstances.

| | | | |
|--|-------------------|-----|---|
| Ensure that issues of inclusion and diversity are covered in carer awareness training for all frontline staff | On-going | WER | NHS and SIC Training Managers |
| Develop training programmes appropriate to the needs and circumstances of all carers e.g. young carers and carers from black and ethnic minority groups. | Reviewed Annually | WER | NHS and SIC Training Managers |
| Publicise training plans for carers and include training for staff on carers issues in Joint OD and Training Plans | On-going | WER | NHS and SIC Training Managers |
| Investigate options for specialist independent advocacy services for children and young people | TBA | TBA | Integrated Children's Services Planning Group (ICSPG) |
| Ensure SSA and care management processes are responsive to the needs of black and minority ethnic groups | On-going | WER | SSA and Care Management Team |

Eligibility Criteria

A support package/access to resources will be offered where:

- the caring role is unsustainable without additional support/resources;
- the carer is unwilling or unable to provide care at the level required to meet the cared-for person's needs;
- the current pattern of caring is having an adverse effect on the social, leisure and educational opportunities of a young carer; or
- the cared-for person or their carer is at risk of harm, abuse or neglect.

Services Available

Services specifically designed to meet the needs of carers include:-

- advice and information
- training opportunities
- independent advocacy
- peer support
 - ◊ A carers group is facilitated by staff at Annsbrae House to support carers of people with mental health problems.
 - ◊ Voluntary Action Shetland have developed and facilitate the Central Carers Support Group in Lerwick. North of Shetland group are supported through outreach from the Central Carers Group. Primary Care nursing staff have developed a carer support group in the West of Shetland.
- short breaks
 - ◊ residential short breaks for older people (20 places)
 - ◊ residential short breaks for older people with dementia (4 places)
 - ◊ day care for older people (76 places)
 - ◊ day care for older people with dementia (10 places)
 - ◊ day care for adults with learning disabilities (35 places)
 - ◊ residential short breaks for adults with learning disabilities (9 places)

| Action | Timing | Cost | Responsibility/ Progress |
|--|----------|------|--|
| Increase employment opportunities for people with disabilities and with mental health issues | On-going | | Moving On and COPE continue to provide additional supported employment opportunities |
| Develop a Respite Care Strategy | 2009 | WER | Head of Community Care |

Action Plans

To support carers so that they can continue to perform their caring role for as much and as long as they are willing and able to do so.

| Action | Timing | Cost | Responsibility/ Progress |
|--|----------|--------|--|
| Review public information with carers in mind | On-going | WER | PFPI Steering Group; Planning and Information Team for Social Care |
| Develop a Carers' Helpline | 2009 | £1,200 | Citizen's Advice Bureau have agreed to develop this service |
| Increase amount of information available on websites | On-going | WER | Senior Planning and Information Officer, NHS/SIC |
| Increase number of carer assessments undertaken | On-going | WER | Single Shared Assessment (SSA) and Care Management Team |
| Develop rapid response home based respite services | 2009-10 | | |
| Develop more flexible, responsive home-based respite options | 2009-10 | | Service Manager Community Care Resources |
| Develop wider range of day care options | 2009-10 | | Service Manager Community Care Resources |

Services Available (cont)

- ◇ residential / day care for children and young people with learning disabilities (6 places)
- ◇ residential short breaks for adults with mental health problems (1 place)
- ◇ hospital based respite care
- ◇ short breaks at home – Crossroads Care Attendant Scheme
- ◇ short breaks in the community for children with disabilities – Hame fae Hame
- ◇ supported employment opportunities through COPE and also Moving On Employment Project.

Other services provided for vulnerable people in the community also help their carers by providing relief from caring tasks or by increasing the independence of the person for whom they provide care. These include:-

- care services delivered at home – personal care, community nursing, help with domestic tasks, meals on wheels;
- occupational therapy;
- physiotherapy;
- speech and language therapy;
- counselling;
- specialist equipment;
- adaptations to property.

Funding

Funding for 2009/10

| | |
|--|------------------|
| Residential respite for older people | 1,916,000 |
| Day care for older people | 1,842,000 |
| Residential respite for people with learning disabilities | 750,000 |
| Day services for people with learning disabilities | 905,000 |
| Residential/day care for children with disabilities | 584,000 |
| Residential respite for people with mental health problems | 49,000 |
| Short breaks at home e.g. Crossroads Care Attendant Scheme | 110,000 |
| Supported employment opportunities | 276,000 |
| Training for carers (Grants to Carers) | 3,000 |
| Local Area Co-ordinator | 38,000 |
| Advocacy Scheme for Carers | 14,000 |
| Awareness Training for Frontline Staff | 3,000 |
| Carers Helpline | 2,000 |
| Carers Groups | 8,000 |
| Information Services | 2,000 |
| Young Carers Strategy | 6,000 |
| Total | 6,508,000 |

Unmet Needs / Issues

- There is very little known about young carers, plus carers from black and ethnic minority groups in Shetland and their needs.
- There is increasing demand for all existing service provision and this trend is expected to continue for the foreseeable future.
- Lack of affordable transport, particularly in the more remote parts of Shetland limits access to some services.
- There are 108 people on the waiting list for an Occupational Therapy (OT) assessment. Referrals to the community OT service average 26 per week.
- Home-based care in an emergency is generally not available e.g. where the main carer at home becomes ill and cannot provide essential care. Residential short breaks are usually offered in this type of situation.
- There are limited training opportunities for unpaid carers.
- Volunteer services to support vulnerable people to go shopping or undertake other activities in the community would provide respite for carers and improve the quality of life for the cared-for person.

Further Reading

- Carers' Strategy 1 April 2005
- Carer Information Strategy July 2007
- Shetland's Young Carers' Strategy
- NHS Shetland 2020 Vision of Shetland's Healthcare