

## Useful Telephone Number and Addresses

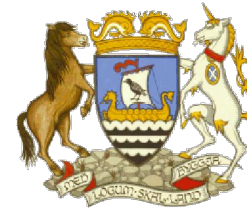
Duty Social Worker  
Education and Social Care Department  
Shetland Islands Council  
92 St Olaf Street  
Lerwick  
Shetland  
ZE1 0ES                      Tel: 01595 744400

Head of Community Care  
Shetland Islands Council  
Education and Social Care Department  
Quendale House  
31 Commercial Street  
Lerwick  
Shetland  
ZE1 0AN                      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

<b>Action</b>	<b>Timing</b>	<b>Cost</b>	<b>Responsibility</b>
Promote carer support groups	On-going	WER	Primary Care Manager; 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

#### **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

Action	Timing	Cost	Responsibility / Progress
Promote carers issues via community pharmacists ◇ Ensure community pharmacists have a range of up-to-date information available for carers e.g. sign posting ◇ Develop community pharmacists role in identifying and supporting carers	On-going	WER	Primary Care Manager

***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
Develop on-line carers' support network and interactive website	2008-10		Primary Care Manager

## 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.”<sup>1</sup>

There are approximately 660,000 unpaid carers in Scotland.<sup>2</sup>

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.

<sup>1</sup> Introduction of NHS Carer Information Strategies Draft Guidance – August 2004

<sup>2</sup> 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.<sup>3</sup>

### 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.

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

***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 2008 and Carers Rights Day in Dec 2008	On-going	WER	Primary Care Manager
Promote carers issues via GP surgeries and Primary Care staff <ul style="list-style-type: none"> <li>◇ Include carers issues in training for all staff including receptionists</li> <li>◇ Provide literature for patients and their carers e.g. leaflets, fact sheets</li> <li>◇ Develop health promotion libraries at health centres for patients and their carers</li> <li>◇ Publicise contact details for carers services, information and advice</li> <li>◇ Produce and maintain a register of carers</li> <li>◇ Liaise with partner agencies locally</li> <li>◇ Develop the role of community and GP practice nurses in identifying and supporting carers</li> </ul>	On-going	WER	Primary Care Manager

**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.**

Action	Timing	Cost	Responsibility/ Progress
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
Finalise and Implement Young Carers' Strategy	2008	WER	Integrated Children's Services Planning Group (ICSPG)
Investigate options for specialist independent advocacy services for children and young people	TBA		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

## Carers' Assessment

Assessments for carers are an integral part of Shetland's Single Shared Assessment process<sup>4</sup> and are available to anyone who provides "a substantial amount of care on a regular basis".<sup>4&5</sup> 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 provided 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.

## 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.

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

## 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.
  - ◊ Shetland Council of Social Services facilitates a Carers Support Group in Lerwick. Carer support groups have been established in the West and North areas of Shetland using funding from the Queen's Nursing Institute for Scotland.
- 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)
  - ◊ 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

Action	Timing	Cost	Responsibility/Progress
Develop rapid response home based respite services	2008-10		
Develop more flexible, responsive home-based respite options	2008-10		Service Manager Community Care Resources
Develop wider range of day care options	2008-10		Service Manager Community Care Resources
Increase employment opportunities for people with disabilities and with mental health problems	On-going		Moving On and COPE continue to provide additional supported employment opportunities
Develop a Respite Care Strategy	2008	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	Director of Service Improvement through PFPI group; Planning and Information Team for Social Care
Increase amount of information available on websites	On-going	WER	Senior Planning and Information Officer, NHS/SIC
Review distribution processes for information on services to ensure up-to-date versions are available in locations across Shetland e.g. GP surgeries, hospital wards, Council offices, websites, voluntary sector organisations and social care settings	Dec 2008	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

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 2008/09*

Residential respite for older people	1,413,210
Day care for older people	1,589,000
Residential respite for people with learning disabilities	746,000
Day services for people with learning disabilities	931,000
Residential / day care for children with disabilities	680,000
Residential respite for people with mental health problems	97,572
Short breaks at home e.g. Crossroads Care Attendant Scheme	114,000
Supported employment opportunities	239,000
Training for carers (Grants to Carers)	3,000
Local Area Co-ordinator	37,000
Information Services	6,000
Advocacy Scheme for Carers	14,000
Carers Support Groups	TBA
Awareness Training for Frontline Staff	2,500

Carers Strategy funding is included in the overall Revenue Support Grant (RSG) from the Scottish Government. In previous years the amount allocated was £82,000. The allocation shown in the table below has been maintained in 2008/09.

	Amount (£)
COPE	21,000
Moving On	26,844
Advocacy Shetland	15,000
Local Area Co-ordinator	10,756
Crossroads	5,900
Grants to individuals – travel & training	2,500
<b>Total</b>	<b>82,000</b>

The Scottish Government has provided additional funding to support the work to implement the Carer Information Strategy locally.

### 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 116 people on the waiting list for an Occupational Therapy (OT) assessment. Referrals to the community OT service average 70 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.

### Service Developments

Actions completed in 2007/08 include:-

- implementation of revised day care criteria
- revised SSA procedures, discharge and admission protocols incorporating references to carers
- revised Joint Carer Information Strategy
- carer support groups established in North and West Mainland areas
- carers' issues promoted in carers week and on carers nights day in 2007
- increase in the numbers of carers assessments completed
- Carers Link Group established and acting as a Steering Group for carers' issues.

Action plans for 2008/09 onwards are included below.