



Shetland Islands Council

Carers' Strategy

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Contents

	Page
Executive Summary	3
Introduction	4
Background	5
Policy Framework	7
Principles	8
Partnership Working	11
Services for Carers	13
Carer Identification	13
Carers' Assessment	14
Young Carers	15
Carers from Black and Minority Ethnic Groups	16
Carers Who Work	17
Information and Advice Services	18
Advocacy	20
Counselling Services	21
Carers' Networks and Support Groups	21
Training	22
Short Breaks	23
Equipment and Adaptations	25
Funding	26
Performance Monitoring Framework	27
Summary Action Plan	28
Bibliography	30

Executive Summary

Recent research as part of the 20-20 Vision¹ exercise anticipates an increasing need for family / unpaid carers in the future as the numbers of older people and people with disabilities increase and the adult working population decreases.

This picture is reflected nationally and the Scottish Executive has extended the duties of local authorities and NHS boards in relation to support for carers through the provisions of the Community Care and Health (Scotland) Act 2002.

Services that are recognised as important to meet carers' needs include:-

- short breaks (respite);
- information and advice on services, medical conditions and welfare benefits;
- independent advocacy services;
- support from GPs and primary care teams;
- flexible, responsive social care services, including services in an emergency;
- peer support;
- training; and
- equipment and adaptations.

The Carers' Strategy identifies the current position in each of these areas. There is a wide range of supports and resources available locally with increasing demand for short breaks and daytime activities for adults with disabilities and mental health problems.

Key priorities for action are carer awareness training for staff and the development and promotion of carer-friendly employment policies; more flexible, responsive, short breaks, particularly in emergencies; early carer identification and effective carer assessments, taking account of carers age and ethnic background.

The Carers' Strategy complements and should be read alongside the Shetland Young Carers' Strategy and Joint Carer Information Strategy.

¹ Ref: NHS Shetland 20-20 Vision

Introduction

“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, 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.”²

There are approximately 660,000 unpaid carers in Scotland.³ The contribution of unpaid carers to the care of older people and people with disabilities is expected to increase over the next 10-15 years as the numbers of older people and people with disabilities increase and at the same time the adult working population decreases.

This Strategy will enable the Council and NHS Shetland 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;
- 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; and
- identify carers at an early stage and provide them with the information and advice they need.

² Introduction of NHS Carer Information Strategies Draft Guidance – August 2004

³ 2001 Census

Background

The Scottish Executive published their “Strategy for Carers in Scotland” in November 1999.⁴ The strategy set out a number of priorities for action at a national level including:-

- the introduction of national standards for services for carers;
- monitoring by the Scottish Executive of the performance of health and social services in supporting carers;
- the introduction of carers’ legislation to allow carers’ needs to be met more directly;
- the provision of better and more targeted information for carers at a national level; and
- attention to the specific needs of young carers.

At a local level the priority was:-

- the promotion of new and more flexible services for carers, including respite care.

National standards have been introduced for a wide range of care services including respite care (short breaks) and care services delivered at home. Services are inspected against the national standards by the Care Commission.

Performance monitoring of services for carers includes collection and publication of information on service levels. From April 2005, additional information will be collected by the Joint Future Unit of the Scottish Executive on local improvement targets for “Better involvement and support of carers,” as part of the Joint Performance Information and Assessment Framework.

Legislation: Sections 8 – 12 of the Community Care and Health (Scotland) Act 2002⁵ extend the existing statutory obligations on local authorities and health boards to support carers. Changes introduced by the 2002 Act are: -

- “substantial and regular” adult carers are entitled to an assessment of their ability to care (“carer’s assessment”), independent of any assessment of the person they care for;
- young carers under 16 to have the same rights to assessment;
- local authorities are to ensure carers are made aware of this right;

⁴ “Strategy for Carers in Scotland” Scottish Executive 24 November 1999

⁵ Carers: Community Care and Health (Scotland) Act 2002 Guidance on Sections 8-12; Scottish Executive Circular CCD2/2003

- local authorities are required to take account of the contribution of carers and the views of the person in need and their carer, before deciding on services to provide to a cared-for person;
- NHS Boards may be required by Scottish Ministers to develop carer information strategies to inform carers of their entitlement to assessment.

Information for Carers: The Scottish Executive has produced leaflets and other public information materials and provided information for carers via the internet. The 2001 Census included a question seeking information about carers. NHS Boards are required to develop and publish carer information strategies.

Young Carers (carers under 16 years of age) are entitled to an assessment of their needs as a carer and national guidance includes sections on the specific needs of young carers.

New Service Developments Locally

The Scottish Executive provided additional funding to local authorities to enable new, flexible services for carers to be developed. Since 1999/2000, funding for Shetland has been used to support the following:

- public information; leaflets, website;
- independent advocacy for carers;
- care attendant scheme to assist absent carers/carers at a distance;
- training for carers, locally and on the Scottish Mainland;
- carers' support groups (up to 2003/04);
- supported employment opportunities for adults with disabilities; and
- Local Area Co-ordinator for people with learning disabilities of all ages.

Policy Framework

Nationally

This strategy has been developed within the context of national developments and legislation affecting carers. Key national policy documents and legislation include:

- Adults with Incapacity (Scotland) Act 2000
- Carers (Recognition and Services) Act 1995
- Children (Scotland) Act 1995
- Community Care and Health (Scotland) Act 2002
- Fair For All, 2002
- Mental Health (Care & Treatment) (Scotland) Act 2003
- NHS & Community Care Act 1990
- Race Relations Amendment Act 2002
- Scotland's Health White Paper "Partnership for Care" 2003
- Strategy for Carers in Scotland 1999

Locally

The Carers' Strategy complements and should be read alongside Shetland's Joint Carer Information Strategy, Shetland's Health & Community Care Plan and Shetland's Young Carers' Strategy. These contain additional information relating to the services available to support carers locally and service developments planned for the future.

The **Young Carers' Strategy** identifies a number of objectives and planned actions to achieve these under the following headings:

- Identifying young carers and assessing their needs
- Reaching full potential
- Encouraging good physical and mental health
- Allowing choice and control for young carers

Shetland's **Joint Future Local Partnership Agreement** sets out joint management and resourcing arrangements for Joint Future services including services for carers. Service developments are initiated and progressed through the Joint Future management framework, which is an integral part of the Community Health Partnership CHP and is set out in the Scheme of Establishment for the CHP.

Race Equality Schemes for NHS Shetland and the Council have been developed co-operatively under the auspices of the Community Planning Board and the principles are reflected in this strategy.

Principles

- **Adult carers will be recognised and treated as key partners in the provision of care.**

This means that:

- Carers' knowledge and expertise will be taken into account to ensure the cared-for person receives services that are right for their needs.
- NHS and local authority staff will share information equally with carers provided the cared-for person has given their consent.

- **Young Carers under the age of 16 will be recognised first and foremost as children.**

This means that:

- Young carers will be supported so that their caring role does not have an adverse affect on their own social, leisure and educational opportunities.
- Young carers will not have a greater caring role than they want.
- Young carers will be informed of their right and eligibility for an appropriate assessment.
- Staff in the NHS and the local authority will be sensitive to possible tensions between young carers and their parents/guardians.

- **Older carers will be supported to enable them to fulfil their caring role for as much and as long as they wish and are able to care.**

This means that:

- NHS and Council staff recognise that caring is likely to demand more of an older carer.
- NHS and Council staff will focus on the impact of the caring role on the individual carer.

- **All carers will have access to information, advice and guidance in a format appropriate to their needs.**

This means that:

- General information will be made available in formats and languages that are accessible to, for example, young carers, carers with learning disabilities or sensory impairment, older carers and carers from black and minority ethnic groups.
- Carers will be identified through the assessment process and specific information relevant to their own circumstances will be made available and accessible to them as appropriate.
- Carers will be advised of NHS and Council complaints procedures.
- Staff will understand the needs of carers and having the knowledge to meet carers' needs for information and advice.

- **All carers will be treated equally and will be able to access services to meet their needs irrespective of their race, religion/faith, sexual orientation, age, disability or gender.**

- **Carers from black and minority ethnic groups will be recognised and supported in accordance with the requirement of the Race Relations (Amendment) Act 2000 and NHS responsibilities under "Fair for All".**

This means that:

- Staff in NHS and the Council will recognise the effects of discriminatory behaviour and eliminate discriminatory practices affecting carers.
- Staff will value diversity and demonstrate this through appropriate communication styles, attitudes and behaviour.

- **Carers of people with a mental disorder as defined by the Mental Health (Care & Treatment) (Scotland) Act 2003 will be recognised and supported in ways appropriate to their specific needs.**

This means that:

- Carers will be given information that is appropriate to their caring role with the cared-for person. This may include information about the types of disorder, medical condition (e.g. schizophrenia), medication, treatment and practical issues relevant to their circumstances.
 - Where service users are unable to consent through incapacity and there are no formal arrangements already in place to support them, NHS and Council staff will work together with the nearest relatives and consider what action may need to be taken under the Adults with Incapacity (Scotland) Act 2000.
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- **Staff at all levels of NHS Shetland and in the Council will work in partnership with a wide range of stakeholders to promote the needs of carers.**

This means:

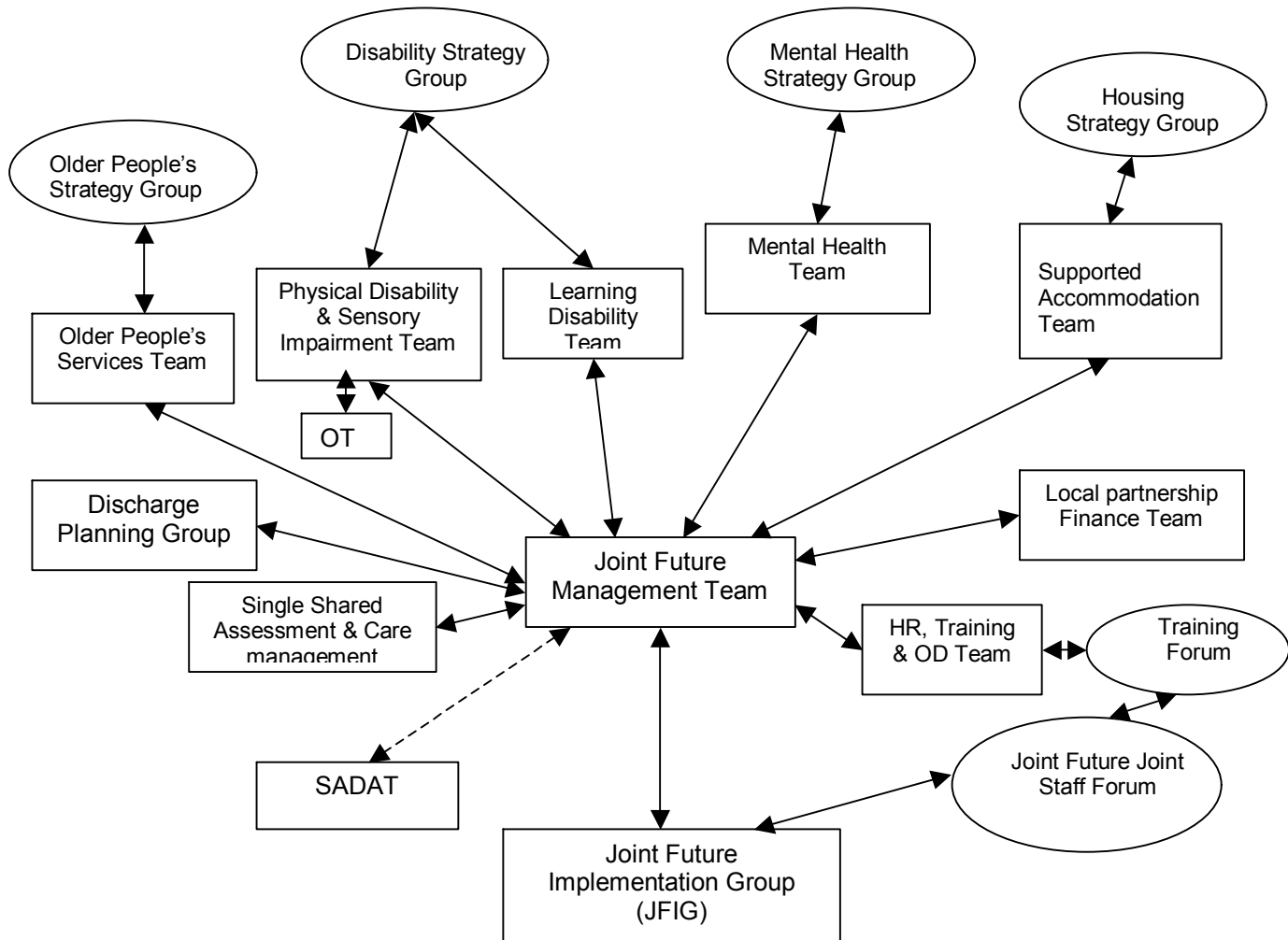
- Working in partnership with carers themselves in line with “Partnership for Care”
- Working with other agencies through the Community Planning Board and the Community Health Partnership on planning for the future.
- Working jointly with carers and others on health improvement and well-being.

Partnership Working

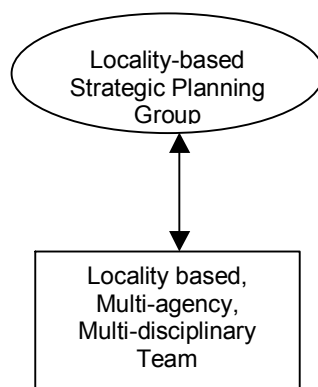
CHP and Joint Future

The Scheme of Establishment of the CHP locally incorporates Joint Future planning and management arrangements. These are shown in the diagrams below:

Specialist Services



Generic Services



10; one for each local health centre area.

Service users and carers are represented on the strategic planning groups and on each Public Partnership Forum (PPF). There will be a PPF for each of the ten localities in Shetland based on health centre areas.

One of the main roles of each PPF is “to engage local service users, carers and the public in discussions about how to improve services to enable the CHP to respond to the needs, concerns and experiences of patients, carers and families”.

Carers service developments are promoted by the Joint Future Management Team which brings together lead officers from all specialist care groups and HR and finance specialists in a functional management relationship across the NHS and Council.

This group will be responsible for monitoring progress against the objectives of the Carer Information Strategy and Joint Carers Strategy advising the NHS Board via the CHP.

Integrated Children’s Services Planning Group (ICSPG)

The ICSPG draws together a wide range of professionals from the statutory and voluntary sectors. The group has developed a Young Carers’ Strategy and promotes the identification of and provision of information and resources to support young carer’s through all staff who come into contact with children and young people including health professionals, teachers, youth workers, social workers.

The ICSPG will link into the CHP. The development of the Integrated Children’s Service Plan will draw together all aspects of planning for children’s services including the needs of young carers.

Voluntary Sector

Shetland Council for Social Services (SCSS) has a key role in representing the views of service users and particularly their carers through the Voluntary and Independent Sector Partnership (VISP). This links directly to the community Planning Board.

Services for Carers

The following sections provide details of services currently available and planned actions for future service developments.

Carer Identification

Carers' needs are most often identified at the time of an assessment of need for the person for whom they care.

Scottish Executive Guidance on Sections 8 – 12 of the Community Care and Health (Scotland) Act 2002, stresses the need for early identification of carers.

GPs, primary care teams and community pharmacists have an important role to play in the early identification of carers.

The Carer Information Strategy⁶ nominates **Carer Identification Officers** who have responsibility within their area of work for the promotion of information to carers and for carer identification.

User friendly materials to develop carer awareness and encourage carers to come forward are required.

Action	Timescale	Responsibility
Develop publicity materials for carer identification	September 2005	Joint Future Management Team

⁶ Shetland's Joint Carer Information Strategy, Jan 2005

Carers' Assessment

Carers have a right to an assessment to establish their "ability to provide or continue to provide care" for another person. Assessments for carers are an integral part of the Single Shared Assessment process and are available to anyone who provides "a substantial amount of care on a regular basis."⁷

Single Shared Assessment (SSA) Carers are identified as part of every SSA and on referral for an assessment. Referral forms and the SSA prompt for identification of carers and whether or not a carer's assessment is required/requested. Both the cared-for person and carer's views are taken into account as far as is reasonable and practicable. Where this is not possible e.g. due to incapacity the reason(s) are recorded.

Carer's Assessment There is a separate section in the SSA that focuses on the needs of carers. All carers', including young carers', entitlement to an assessment in their own right depends on the local interpretation of the terms "substantial" and "regular." Carers may request that the assessment is carried out by someone other than the person nominated to complete an assessment for the person for whom they provide care.

Information Sharing and Consent There is an Information Sharing Protocol jointly agreed by the Council and NHS Shetland. The protocol underpins the Single Shared Assessment and all joint working across agencies.

Information is shared on a case-by-case basis subject to the agreement of the service user that information about them can be shared.

Aggregated Information is also shared and published by the Council and NHS Shetland to inform planning processes.

"Regular and Substantial" In interpreting the term "regular and substantial," consideration is given to each carers 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; carers other responsibilities and any employment.

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

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

⁷ Community Care and Health (Scotland) Act 2002

Action	Timescale	Responsibility
Increase number of carer assessments undertaken, including self-assessments	2005/06	SSA and Care Management Team

Young Carers

Carers aged under 16 are recognised as a distinct group with specific needs. There is a multi-agency Young Carers' Strategy for Shetland that has been developed by the Integrated Children's Services Planning Group.⁸

All agencies locally are committed to ensuring that a child does not have a level of caring responsibilities that may undermine their ability to participate in education, leisure or social activities.

Specific objectives for the development of a range of support services and resources for young carers are set out in the Young Carers' Strategy under the following broad headings:-

- Identifying young carers and assessing their needs
- Reaching full potential
- Encouraging good physical and mental health
- Allowing choice and control for young carers.

Action	Timescale	Responsibility
Finalise and Implement Young Carers' Strategy	2005 - 2007	ICSPG; Joint Future Management Team

⁸ Shetland Young Carers Strategy – Draft, August 2003

Carers from Black and Minority Ethnic Groups

There are approximately 232 people from black and minority ethnic groups in Shetland.⁹

There are no carers' assessments recorded for people from these groups.

The NHS locally together with the Council have developed policies in response to the requirements of the Race Relations (Amendment) Act 2000. Diversity training is a key priority for the NHS.

Further work is needed to ensure that race equality is promoted when developing supports for carers.

Action	Timescale	Responsibility
Ensure that issues of inclusion and diversity are covered in carer awareness training	2005-06	NHS and SIC Training Managers
Ensure SSA and care management processes are responsive to the needs of black and minority ethnic groups	2005-06	SSA and Care Management Team

⁹ 2001 Census

Carers Who Work

The 2002 Act reminds local authorities of the need to consider the employment status of the carer when undertaking a carer's assessment. It is important to ensure that carers are supported so that they can remain in work if they so wish.

The Council and NHS Shetland as employers are committed to developing carer friendly employment policies. These will complement existing family friendly policies. They will ensure that all staff are carer aware and supportive of colleagues who are carers and work with the independent sector to raise the profile of the needs of carers with other local employers.

Shetland Citizens Advice Bureau offers independent advice on employment issues and manages a very successful Welfare Rights Service which helps service users and carers obtain any benefits to which they are entitled and to maximise their income.

Action	Timescale	Responsibility
Develop carer friendly employment policies	2005 – 2006	NHS and SIC Human Resource Managers
Include carer awareness in Joint Training Plans	April 2005	NHS and SIC Training Managers
Raise carer awareness in wider community e.g. in Carers' Week 13 – 19 June 2005	2005 - 2006	Joint Future Management Team

Information and Advice Services

Service users and their carers need information and advice to:

- understand their health and care needs;
- know what services are available to them;
- participate fully and effectively in assessments of care needs and reviews;
- access and use care services appropriately;
- participate in the delivery of care;
- complain about services if they are unhappy about the care they receive;
- access other related services such as benefits advice.

The Council and NHS Shetland routinely produce a wide range of information on the services available from the statutory agencies and voluntary sector organisations. Information is made available in the following ways:

- **booklets / Fact sheets** – NHS Shetland provide booklets / fact sheets on specific conditions, illnesses and treatments. These include advice to all patients and their carers on discharge from hospital.
- **Leaflets** – are available on all community care service provision in different languages and Braille or audio on request, including leaflets for carers or young carers giving information on the right to an assessment and a range of useful contacts.
- **Websites** – the Council and NHS Shetland websites provide up to date information on all services and contact information. Further work is needed to develop interactive sessions and use the internet to consult carers and the public on needs. A recent exercise by the Community Planning Board locally to ask for views looking to the future¹⁰ was very successful with over three thousand people responding on-line.
- **Local Area Co-ordinator (LAC)** – The Council employs a full time Local Area Co-ordinator. The LAC provides information and advice to people of any age who have a learning disability, their family and carers. The LAC acts as a link worker across agencies to help sign post resources and support services available.

¹⁰ The Long Range Forecast

- **Voluntary Sector Organisations** – the Council and NHS Shetland work in partnership with a number of organisations in the voluntary sector providing information on the services they provide and who to contact. These include:

Advocacy Shetland	Diabetes UK	Disability Shetland
Alcohol Advice Centre	The Samaritans	MS Society
Red Cross	Shetland Autism Support	Shetland Link-up
Shetland Parents Support Group	Arthritis Care	Age Concern
SWRI	Shetland Council of Social Services (SCSS)	League of Friends
British Heart Foundation	Shetland Crossroads Care Attendant Scheme	Shetland Club for the Deaf and Hard or Hearing
Special Needs Action Group (SNAG)	Shetland Youth Information Service	Cancer Care
Breast Cancer Support Group	Care for Unst	SHOARD
Shetland Citizens Advice Bureau (CAB)	Shetland Childminders Group	Life (Shetland)
Shetland Women's Aid	Stepping Stones Club	Couple Counselling
Assoc. of Shetland Pre-School Play	Befriending Scheme	Moving On
Voluntary Services Resource Centre	Firth & Mossbank Family Centre	C.O.P.E Ltd
Shetland Stroke Support Group	Shetland Hospitals and Community Friends	Epilepsy Shetland
WRVS	Shetland community Drugs Team	

- **Shetland Citizens Advice Bureau** offers free, confidential advice to any member of the public. They also operate a **Welfare Rights Service** with funding from Shetland Charitable Trust. Future plans include the development of a **Direct Payments Support Service** at CAB commissioned by the Council.
- **Voluntary Resource Centre** - Many other local voluntary organisations provide information, advice and support to carers. In June 2005, SCSS will open a new Voluntary Resource Centre in Lerwick bringing together many local voluntary organisations under one roof. NHS Shetland and the Council will work closely with SCSS to ensure that a comprehensive range of materials is available to service users and carers at the new centre.

Action	Timescale	Responsibility
Review public information with carers in mind	On-going	Assistant Director Patient Services / Clinical Governance Support Team
Increase amount of information available on websites	On-going	Senior Planning and Information Officer, NHS/SIC
Develop interactive website for carers	2005/06	Senior Planning and Information Officer, NHS/SIC
Formalise distribution processes for information on service to ensure up-to-date versions are available in locations across Shetland e.g. GP surgeries, Council Offices	By September 2005	Senior Planning and Information Officer, NHS/SIC

Advocacy

NHS Shetland and the Council jointly commission a range of independent advocacy services. These include:

- generic advocacy service for all users of health and social care services;
- carers' advocacy for unpaid / family carers;
- specialist mental health advocacy services to meet the needs for advocacy of people with a mental health disorder as defined by the Mental Health (Care and Treatment) (Scotland) Act 2003. This covers people with mental health problems, learning disabilities and personality disorders.

Shetland Youth Information Service (SYIS) provides confidential support to young people and manages Shetland's Children's Rights Service. Further work is needed to consider whether there is a need locally for separate specialist independent advocacy services for children and young people.

Action	Timescale	Responsibility
Review range and capacity of Independent Advocacy Services	By April 2006	Joint Future Management Team
Investigate potential and options for specialist independent advocacy services for children and young people	TBA*	ICSPG

* To be advised

Counselling Services

Counselling services are available through each of the 10 GP Practices across Shetland. Some voluntary sector organisations also provide counselling from COSCA trained counsellors. These include:

- Alcohol Resource Centre
- Shetland Community Drugs Team
- Women's Aid
- Shetland Link Up
- Shetland Youth Information Service (SYIS)

Carers' Networks and Support Groups

There are a large number of local voluntary organisations who provide opportunities for service users and their carers to come together, to obtain information, advice and peer support.

Many are listed in the section on Information and Advice on page 18.

The council provided a small amount of funding in 2002/2003 and 2003/2004 to help develop carers support groups.

Work was carried out by Shetland Voluntary Care Forum up to 2004, when this group folded due to lack of funding. Shetland Council of Social Services is keen to continue the work on carer support groups. A survey undertaken in 2003/04 showed that carers who had attended support group meetings in Lerwick and Scalloway had found this very useful and wished the group to continue. A small number of carers in other areas of Shetland have expressed an interest in attending carer support group meetings.

Action	Timescale	Responsibility
Promote carer support groups	2005/06	Joint Future Management Team and Shetland Council of Social Services
Develop on-line carers support network and interactive website	2005/06	Joint Future Management Team

Training

For Carers

Shetland's Joint Future Joint OD and Training Plan includes courses developed specifically for carers covering the following topics:

- Moving and assisting
- Benefits advice
- Stress management
- Administering medication
- Dementia
- Challenging behaviour

Carers can also access funding via the Social Work Service to cover reasonable travel and accommodation costs and course fees for specialist training courses in mainland Scotland on care for specific conditions.

For Staff

Carers issues will be included in induction programmes for all frontline staff / practitioners and will cover carers potential entitlement to an assessment, identification of carers and diversity /equality issues.

Multi-agency training in Single Shared Assessment Procedures will cover the carer's assessment. SSA training is available to a wide range of professionals including community and hospital nursing staff, GPs, social workers, occupational therapists.

Diversity training is a key priority for all NHS staff.

For Voluntary sector Staff and Volunteers

Training opportunities will be made available to staff in the voluntary sector and to volunteers to support them in their work with carers.

Action	Timescale	Responsibility
Include training for carers in joint training plans including training to meet the needs of young carers and carers from black and ethnic minority groups	Review Annually	NHS and SIC Training Managers
Develop and introduce carer awareness training for all frontline staff	2005/06	NHS and SIC Training Managers
Publicise training plans for carers	2005/06	NHS and SIC Training Managers

Short Breaks

“A short break (also known as respite care) is a break from normal routine, designed to be of benefit both to a person with a disability, long term illness or need and to their carer (where they have one) to support their relationship. Short breaks should offer opportunities and experiences tailored to meet individual needs in a variety of settings. Short breaks can be either time apart or time together with extra support. Short breaks can vary from several hours to several weeks and be provided on a planned basis, as a holiday or in emergencies.”¹¹

Short breaks or respite care is recognised as one of the most important services in ensuring carers are able to continue effectively in their caring role.

A wide range of services are available in Shetland including:-

<i>(Figures are monthly as at January 2005 unless otherwise stated)</i>	No. of places	No. of Carers/ People Supported
▪ Residential short breaks for older people	20	30 People (18 with carers)
▪ Residential short breaks for older people with dementia	4	9 People (5 with carers)
▪ Day care for older people	76	208 People per week – as at April 04
▪ Day care for older people with dementia	10	13 People
▪ Day care for adults with learning disabilities	35 (registered)	28 – as at April 04
▪ Residential short breaks for adults with learning disabilities	7 increasing to 9 in 2006	?
▪ Residential/day care places for children and young people with learning disabilities	6	24
▪ Respite for adults with mental health problems	1	14 nights per month
▪ Hospital based respite care		
▪ Respite care at home - Crossroads Care Attendant Scheme - Absent Carers Scheme		550 hrs respite care provided to 44 clients (494 to 39 people with carers) per month N/A
▪ Respite care in the community for children with disabilities - Hame fae Hame - Special Needs Childminding		13 nights respite care for 3 children per month N/A

¹¹ “Promoting and Developing Short Breaks (Respite Care) Across Scotland” Shared Care Scotland

Service users and carers of children with disabilities can opt for Direct Payments to purchase short breaks in lieu of services provided or arranged by the Council. There is low take-up of Direct Payments in Shetland. Work is in progress to develop a local support scheme through Citizens Advice Bureau (CAB).

Action	Timescale	Responsibility
Develop rapid response home based respite services	2005-2008	Joint Future Management Team
Develop more flexible, responsive home-based respite options	2005-2008	Joint Future Management Team
Develop wider range of day care options	2005-2008	Joint Future Management Team
Implement revised day care criteria	2005-2008	Joint Future Management Team
Develop Direct Payments support services	2005-2006	Joint Future Management Team; Citizens Advice Bureau

Supported Employment Opportunities and Further Education

Locally, carers of people with learning disabilities, physical disabilities and mental health problems have campaigned for a range of daytime activities for the people for whom they care once they leave full time education.

Further education and supported employment opportunities appropriate to their levels of need help people with disabilities or mental health problems to achieve their full potential and provide their carers with a break.

Moving On, Cope Ltd and the Workstep programme provide a range of employment opportunities for adults with support needs. Moving On is a local charity that helps people with health problems and disabilities to find suitable employment and to continue in employment. Cope Ltd aims to support adults with learning disabilities who are excluded from employment by providing opportunities for them to plan, participate in and manage their own small businesses.

The Council and NHS Shetland as equal opportunities employers welcome job applications from people with disabilities.

Action	Timescale	Responsibility
Increase employment opportunities for people with disabilities and for mental health problems	2005-2008	Disability Management Teams
Develop support for people with disabilities and / or mental health problems in further education	2005-2008	Disability Management Teams

Equipment and Adaptations

Carers need access to equipment and adaptations to property to help them undertake their caring role safely.

Community and hospital based occupational therapy services work closely together to assess needs and ensure that aids and adaptations are available.

Proposals for a Joint Equipment Store with demonstration and sales areas are being developed.

A one-stop grant shop operated by Hjalmland Housing Association in partnership with the Council will simplify and speed up the process of accessing grant funding for adaptations to property.

Action	Timescale	Responsibility
Complete feasibility study for joint equipment store	June 2005	Occupational Therapy Management Team
Review Joint Management arrangements for Occupational Therapy Services	September 2005	Occupational Therapy Management Team

Funding

Council and Shetland Charitable Trust budget provision for services for carers in 2005/2006 is indicated below. NHS budgets are to be advised later.

Residential respite for older people	1,063,297
Day care for older people	796,819
Residential respite for people with learning disabilities	657,936
Day services for people with learning disabilities	672,205
Residential / day care for children with disabilities	429,870
Residential respite for people with mental health problems	12,610
Short breaks at home e.g. Crossroads Care Attendant Scheme	105,150
Home care Home and Special Needs	19,170
Supported employment opportunities	184,844
Training for carers (Grants to Carers)	2,500
Local Area Co-ordinator	29,940
Information Services	8,050
Advocacy Scheme for Carers	£15,000

This includes £82,000 Carers Strategy funding from the Scottish Executive. The allocation of this funding was agreed in 2004/2005 and is shown below:

	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
Total	82,000

Performance Monitoring Framework

Care services are inspected against national standards by the Care Commission and all inspection reports are available to the public.

A range of statistical information is monitored at a national level and published by either the Scottish Executive or Audit Scotland. Locally, Shetland's Joint Future partners have developed a set of Local Improvement Targets that will be reported and published by the Scottish Executive Joint Future Unit as part of the Joint Performance Information and Assessment Framework (JPIAF).

Further work is needed locally to ensure effective aggregate information is available from carers assessments including any unmet needs to inform future plans.

Indicator	Monitoring Process
1. Number of carers assessments - completed - refused by age and ethnic background	<ul style="list-style-type: none"> ▪ JPIAF ▪ Scottish Executive Community Care Statistical Returns
2. Times from referral to: - completion of assessment - provision of support resources	<ul style="list-style-type: none"> ▪ JPIAF ▪ Scottish Executive Community Care Statistical Returns
3. Aggregate information from assessment processes: - Needs of carers - Unmet needs	<ul style="list-style-type: none"> ▪ SSA and Care Management Team
4. Review of range and quality of information materials	<ul style="list-style-type: none"> ▪ PFPI Steering Group
5. Carers' satisfaction with - assessment process - support services available	<ul style="list-style-type: none"> ▪ JPIAF ▪ SSA and Care Management Team ▪ Complaints Procedure
6. Total number of days of respite care provided - in residential settings - in community	<ul style="list-style-type: none"> ▪ Audit Scotland Performance Indicators ▪ Joint Future Local Improvement Targets
7. Number of carers benefiting from respite care provision	<ul style="list-style-type: none"> ▪ Audit Scotland Performance Indicators
8. Number of carers accessing training opportunities	<ul style="list-style-type: none"> ▪ Local monitoring Joint Training Plan
9. Progress against service developments	<ul style="list-style-type: none"> ▪ Joint Future and Community Health Partnership reporting framework

Summary Action Plan

Action	Timescale	Responsibility
Develop publicity materials for carer identification	September 2005	Joint Future Management Team
Increase number of carer assessments undertaken, including self-assessments	2005/06	SSA and Care Management Team
Finalise and Implement Young Carers' Strategy	2005 - 2007	ICSPG; Joint Future Management Team
Ensure that issues of inclusion and diversity are covered in carer awareness training	2005-06	NHS and SIC Training Managers
Ensure SSA and care management processes are responsive to the needs of black and minority ethnic groups	2005-06	SSA and Care Management Team
Develop carer friendly employment policies	2005 – 2006	NHS and SIC Human Resource Managers
Include carer awareness in Joint Training Plans	April 2005	NHS and SIC Training Managers
Raise carer awareness in wider community e.g. in Carers' Week 13 – 19 June 2005	2005 – 2006	Joint Future Management Team
Review public information with carers in mind	On-going	Acting Director of Patient Services; Clinical Governance Support Team
Increase amount of information available on websites	On-going	Senior Planning and Information Officer, NHS/SIC
Develop interactive website for carers	2005/06	Senior Planning and Information Officer, NHS/SIC
Formalise distribution processes for information on service to ensure up-to-date versions are available in locations across Shetland e.g. GP surgeries, Council Offices	By September 2005	Senior Planning and Information Officer, NHS/SIC

Action	Timescale	Responsibility
Review range and capacity of Independent Advocacy Services	By April 2006	Joint Future Management Team
Investigate potential and options for specialist independent advocacy services for children and young people	TBA*	ICSPG
Promote carer support groups	2005/06	Joint Future Management Team and Shetland Council of Social Services
Develop on-line carers support network and interactive website	2005/06	Joint Future Management Team
Include training for carers in joint training plans including training to meet the needs of young carers and carers from black and ethnic minority groups	Review Annually	NHS and SIC Training Managers
Develop and introduce carer awareness training for all frontline staff	2005/06	NHS and SIC Training Managers
Publicise training plans for carers	2005/06	NHS and SIC Training Managers
Develop rapid response home based respite services	2005-2008	Joint Future Management Team
Develop more flexible, responsive home-based respite options	2005-2008	Joint Future Management Team
Develop wider range of day care options	2005-2008	Joint Future Management Team
Implement revised day care criteria	2005-2008	Joint Future Management Team
Develop Direct Payments support services	2005-2006	Joint Future Management Team; Citizens Advice Bureau
Increase employment opportunities for people with disabilities and for mental health problems	2005-2008	Disability Management Teams
Develop support for people with disabilities and / or mental health problems in further education	2005-2008	Disability Management Teams
Complete feasibility study for joint equipment store	June 2005	Occupational Therapy Management Team
Review Joint Management arrangements for Occupational Therapy Services	September 2005	Occupational Therapy Management Team

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