

Shetland's

2011 - 2014



carer



Information



Strategy



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*".....a break away now and then would benefit me more than anything."
Sick, Tired and Caring, January 2011*

Executive Summary including Objectives and Achievements

Scottish Ministers require all NHS Boards in Scotland to prepare and submit to them for approval a "Carer Information Strategy".

Shetland's first Carer Information Strategy was prepared jointly by NHS Shetland and Shetland Islands Council as part of the implementation of the Joint Future Agenda locally. This was published in April 2005. Since then the Strategy has been updated, most recently in January 2011, and a new section summarising progress made on the implementation of the strategy has been added.

The Strategy helps statutory bodies to:

- Meet their statutory duty under the terms of the Community Care and Health (Scotland) Act 2002 to inform carers of their potential right to an assessment of need; and
- NHS Shetland to meet the requirement of the Patient Focus Public Involvement (PFPI) initiative to have a strategy that meets the information needs of patients, relatives and carers.¹

Aim of Strategy

- The aim of Shetland's Carer Information Strategy is to provide better support for unpaid/family carers to enable them to continue in their caring role for as long as they are willing and able to do so. By identifying carers at an early stage and at any point of contact with NHS Shetland, Shetland Islands Council or the Voluntary sector and providing them with the information, advice and support they need.
 - The Strategy states the principles adopted by both agencies when working to support carers. These reflect the specific needs of young carers (aged under 16) and carers from black and minority ethnic groups.
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- The strategy highlights the need for early identification of carers. Through our newly redesigned Single Shared Assessment process, *With Y@U, For Y@U*, all staff members must take responsibility as a potential first point of contact. Customers (carers) can call directly into services or present in person and whoever interacts with the carer must take responsibility for this and offer a carers assessment, which the carer has the right to refuse.
 - Carer awareness training for staff from the statutory agencies and independent sector has been developed in line with the above function and process and will be rolled out in 2011/12.

¹ NHS Shetland is the common name for Shetland NHS Board

Key objectives for this strategy are:

- 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.
- To provide a wide-ranging training programme for carers in Shetland to ensure they are best supported to meet the needs of the cared for person.
- To provide a comprehensive training programme for staff to ensure they are best supported to meet the needs of carers throughout Shetland.

Key achievements in 2010

- Voluntary Action Shetland has supported the development of two new carers groups in 2010.
- A new Lerwick group for young adults who wish to meet in the evenings.
- A new support group for young carers alongside promotional educational work within schools.
- Continued support for three older adults carers group.
- A new carers website that is hosted through Voluntary Action Shetland's community portal, has been established, <http://www.shetlandcommunities.org/subsites/scg>
- The Carers' Link Group has developed a comprehensive training programme for staff to raise awareness of carers' rights.
- The carers' link group have developed a comprehensive training programme for carers, which includes alternative relaxation therapies as well as more informative training courses.
- The Carers' Link Group has increased their membership throughout the year to include a wider variety of charitable and voluntary sector groups.
- The Carer Information Strategy and Carer Strategy have been updated .
- Highly successful carers' cruise has been maintained.
- The dedicated carers' helpline has been maintained, through Shetlands Islands Citizens Advice Bureau.
- Questionnaire and leaflets sent out through the Link Group's carer database.

Priorities for 2011/12

- To roll out the training programme for carers, which will include information and advice about how to access carers' assessments.
- To continue to build a skilled workforce who are knowledgeable about carers' rights and issues.
- To continue to work with the Mental Health Partnership, Voluntary Action Shetland and Statutory bodies to offer support to carers' who are geographically/socially isolated or at risk of poor mental health, to ensure equality of access to support and services.
- We will continue to raise awareness of carers' rights and issues.
- We will celebrate Carers' rights day.
- To continue to establish the Carers' Link Group as a multi agency forum.
- To actively promote the carers' website and look to establish a young carers' website.
- They will continue to actively support and promote all of the carers' groups throughout Shetland.
- We will continue to consult with carers through a variety of mediums to ensure we are providing the right advice and support.
- Monitor implementation of the Strategy to ensure improvements in services/outcomes.

Policy and Legislative Framework

Nationally

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

- ***Equal Pay Act 1970***
- ***Sex Discrimination Act 1975, (Amended) regulations 2003***
- ***Race Relations Act 1976 as amended by the Race Relations (Amendment) Act 2000***
- ***Social Work (Scotland) Act 1968***
- ***NHS & Community Care Act 1990***
- ***Carers' (Recognition and Services) Act 1995***
- ***Children (Scotland) Act 1995***
- ***Disability Discrimination Act 1995 (2005)***
- ***Human Rights Act 1998***
- ***Strategy for Carers in Scotland 1999***
- ***Adults with Incapacity (Scotland) Act 2000***
- ***Community Care and Health (Scotland) Act 2002***



- *Fair For All, 2002*
- *Mental Health (Care & Treatment) (Scotland) Act 2003*
- *Scotland's Health White Paper "Partnership for Care" 2003*
- *Employment Equality Regulations 2003*
- *Delivering for Health 2005*
- *Getting it Right for Scotland's Children 2005*
- *Changing Lives 2006*
- *Delivering for Mental Health 2006*
- *The Work and Families Act 2006*
- *The Care 21 Report, 2006*
- *Better Health, Better Care, 2007*
- *Adult Support and Protection(Scotland) Act 2007*
- *Equality Act (Sexual Orientation) Regulations 2007*
- *Caring Together; The Carers Strategy for Scotland 2010-2015*



Links are demonstrated through the work of the Community Health and Care Management Team and consultation framework. Carers' issues are an integral part of the work done on plans for community care customer groups and are considered in their own right through the work of the Carers' Link Group and a sub-group of the Children and Young People's Strategic Planning Group.

Locally



Shetland's Carer Information Strategy complements and should be read alongside Community Care and Health Partnership Agreement 2011/14, Shetland's Local Delivery Plan for Health, Shetland's Joint Health Improvement 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.

Shetlands Community Care and Health Partnership Agreement, <http://www.shetland.gov.uk/socialwork-health/documents/CHCP.pdf> sets out joint management and resourcing arrangements for coordination and integration of all community health and care services through the Community Health Partnership.

Race, Gender and Disability Equality Schemes (website links www.shetland.gov.uk/equalopportunities/) 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.

*".....a break away now and then would benefit me more than anything."
Sick, Tired and Caring, January 2011*

Context

The Scottish Government published the ***Caring Together: The Carers' Strategy for Scotland 2010 – 2015***, in July 2010. The key headline messages held within the strategy are the acknowledgment of the immense contribution that carers make to society and that without the valuable contribution of Scotland's carers, the health and social care system could not be sustained. It states that carers should be valued as equal partners in the planning and delivery of care and support. Activity should focus on identifying, assessing and supporting carers in a personalised and outcome-focused way and on a consistent and uniform basis.

It is recognised nationally and locally that caring can be an isolating activity that can limit the carer's own opportunities and development. Many carers neglect their own needs and can become socially excluded from traditional support networks such as family, school, friends, work and the wider community. However most carers find their responsibilities both challenging and rewarding and are happy to accept their responsibilities in their desire to assist and support their friends and loved ones.

There are approximately 660,000 unpaid carers in Scotland² with another 31,000 people across Scotland take on a caring responsibility every year. The 2001 census shows that 1,968 people in Shetland identified themselves as carers. Of these, nearly 60% are female, just over 66% are in employment and nearly 3% are under 16 years of age. It is likely that there are many 'hidden' carers in Shetland, including young carers, who do not think of themselves as carers and may not be aware of the help and support available to them. These people provide valuable support and care for friends or family and it is important that they are identified and supported.

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 **With YOU, For YOU** process and are available to anyone who provides "a substantial amount of care on a regular basis" – Community Care and Health (Scotland) Act 2002.*

The definition of what comprises "a substantial amount of care on a regular basis" is left to each local authority to determine. Locally, Shetland's partners consider the contribution the care provided makes to the care plan and level of risk to the cared for person if the level of care provided could not be maintained on a case by case basis so that the circumstances of the individual carer can be taken into account.

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;
- equipment and adaptations;
- Telecare.

² 2001 Census

Who is a Carer?

'A carer is someone who, unpaid, provides help and support to a relative, friend or neighbour, who, could not manage without that help due to frailty, long-term illness or disability.'

Many carers do not see themselves as carers but primarily as a parent, child, wife, husband, partner, friend or neighbour. Many carers tend to be 'hidden' in our communities and are not aware that help and support is available. Carers may live with the person they care for but many do not. Some carers will be balancing caring responsibilities with paid employment. Many give up paid employment to care. There is no such thing as a typical carer. Caring impacts not only on individual carers but also on whole family units.



It is recognised by the Scottish Government and NHS Scotland that the contribution of carers to the care and support of people in need, saves £7.6 billion per year, almost the equivalent of running a second NHS.



Carers experience many different caring situations. A carer could be someone looking after a new baby with a disability or caring for an elderly parent, someone supporting a partner with a substance misuse issue or mental health problem. Despite these differing caring roles, all carers share some basic needs. All carers also need services to be able to recognise the individual and changing needs throughout their caring

journey.

Carers are a third more likely to be in poor health and a large majority of carers admit to feeling ill, anxious or exhausted. 1 in 4 carers said they frequently felt unable to cope with the day to day caring role physical and emotional stresses of the role.

Carers Scotland held a major national conference, in partnership with the Scottish Government Joint Improvement Team at the Glasgow Science Centre on 1 December 2009. The Conference "A weight off my mind: Telecare for carers" presented the findings of new research about the benefits to carers and those they care for and, to health and social services, of providing Telecare equipment to unpaid carers to support them in their caring role. It showcased equipment, services and examples of best practice.

Telecare covers a wide range of equipment from personal pendants to complex environmental controls such as bed sensors, property exit sensors and CO2 detectors. It aims to enable people to stay in their homes for longer, reduces the need for acute home care and delays admissions to residential home care. These issues are important because they offer better quality of life for people who use services and their carers as well as better value in the health and social care system.

Carers Manifesto 2007

The manifesto was developed by a partnership of Carers' organisations: The Princess Royal Trust for Carers, Carers Scotland, Coalition of Carers in Scotland, Crossroads Caring Scotland, Shared Care Scotland and the Scottish Young Carers Alliance.

- *Every carer has the right to good health*
- *Every carer must be able to access regular and appropriate breaks from caring*
- *Every carer must have access to appropriate support*
- *Every carer must have access to carer training to support them in their caring role*
- *Every child and young person with caring responsibilities deserves the right to be a child first*
- *Every carer must have the right to live free of poverty with opportunities to work and take part in lifelong learning and leisure*

Increasing the effective use of Telecare also has the potential to improve the quality of life and wellbeing of unpaid carers as well as contributing to the future care of older and disabled people in our society.

Local support services for carers and the contact details are included in the Information, Advice and Support section of this document.

Involvement

The original Strategy was drafted by staff working with Shetland's Community Health Partnership drawing on work with colleagues in the Council; the wider NHS; voluntary and independent sector service providers; service user and carer representatives and the local carers' support group.

The Strategy and later revisions have been circulated for comment in draft form to a number stakeholder groups. These include :-

- Carer's Link Group
- Voluntary and Independent Sector Organisations operating in Shetland
- Shetland Public Partnership Forum
- PFPI (Patient Focus Public Involvement) Steering Group
- Older People's Strategy Group
- Disability Strategy Group
- Shetland Mental Health Partnership

Progress made in implementing the strategy is monitored via the Community Health and Care Management Team and reported regularly to the NHS Shetland's CHP Committee and Council 's Services Committee. An annual report will be produced and submitted to the Scottish Government in line with current national guidance.

The Young Carers' Strategy was updated in September of 2008 and is due for review during 2011. The recent revised edition of the Carer Information Strategy has sought to amalgamate the Joint Carers Strategy and the Carer Information 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, local authority and voluntary sector 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, VAS 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 long as they wish and are able to care.*

This means that:

- ***NHS, Voluntary Sector and Council staff recognise, that caring is likely to demand more of an older carer.***
- ***NHS, Voluntary Sector 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 **With YOU, For YOU** 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, VAS and Council complaints procedures.**
- **Staff will understand the needs of carers and having the knowledge to meet carers' needs for appropriate 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, VAS 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, medication, treatment and practical issues relevant to their circumstances.**
- **Where service users are unable to consent through incapacity and there is no formal arrangements already in place to support them, NHS, VAS 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.**
- *Staff at all levels of NHS Shetland, VAS 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.**

Roles and Responsibilities

Lead Officer

The Lead Officer for NHS Shetland with responsibility for the effective development and implementation of the Carer Information Strategy is the Director of Clinical Services (DCS). The DCS reports directly to the Chief Executive and sits on the Senior Management Team.

Patient Focus and Public Involvement Initiative

The Lead Officer for the Patient Focus and Public Involvement Initiative locally is the Assistant Director of Nursing (Community), reporting to the Director of Nursing, Midwifery and Allied Health Professionals who is the executive lead for Patient experience for NHS Shetland and sits on the senior management team and NHS Shetland Health Board.

Through the Patient Focus Public Involvement, Public Partnership Forum and Carers' Link Group, carers will be invited to take part in focus group activities on a range of topics and contribute to reviews of policies and procedures including:

- Admissions and Discharge Protocol
- Complaints procedures
- Information availability / accessibility
- Signposting
- Key workers/named nurse role in providing information and advice

Carer Identification Officers

The post holders identified below will be responsible within their area of work for the promotion of information to carers and for carer identification.

Area	Responsible Officer
<i>GP Practices</i>	<i>Service Manager Primary Care</i>
<i>Community Nursing Teams</i>	<i>Assistant Director of Nursing (Community)</i>
<i>Gilbert Bain Hospital</i>	<i>Assistant Director of Nursing (Hospitals)</i>
<i>Hospital and Community Pharmacy</i>	<i>Director of Pharmacy</i>
<i>Community Mental Health Team</i>	<i>Service Manager - Mental Health</i>
<i>Children & Young People's Mental Health Team</i>	<i>Children & Young People's CPN</i>
<i>Occupational Therapy Service</i>	<i>Service Manager -Occupational Therapy</i>
<i>Physiotherapy Services</i>	<i>Service Manager - Physiotherapy</i>
<i>Speech and language therapy</i>	<i>Service Manager – Speech and Language</i>
<i>Podiatry Department</i>	<i>Service manager - Podiatry</i>
<i>Orthotics Department</i>	<i>Service Manager - Orthotics</i>
<i>Radiography Department</i>	<i>Service Manager - Radiography</i>
<i>Community Health and Care Partnership</i>	<i>Head of Community Care</i>
<i>Dental Services</i>	<i>Health Promotion Specialist with responsibility for Oral Care for Older People and Carers</i>

Human Resources Managers

The Director of Human Resources for NHS Shetland and the Human Resources Manager for the Council will be responsible for the development and promotion of carer-friendly employment policies. These will be in addition to and complement existing family friendly policies.

Training Managers

Induction programmes will be reviewed regularly as part of the implementation of the Carer Information Strategy to ensure all staff are aware of the need to identify carers at an early stage. Carers' issues will be key topics in training on **With Y😊U, For Y😊U** and GIRFEC (Getting it Right for Every Child).

Line Managers/Supervisors

All staff with supervisory responsibilities will be aware of and responsive to the needs of employees who are carers. Employees should have the opportunity to discuss any issues they have in their roles as carers confidentially in supervision or with the staff welfare officer/personnel section. The Council and NHS operate flexible carer and family friendly employment policies.

All Staff

Every member of staff, through organisational induction programmes will be made aware of carers' rights and issues and be able to provide information/signposting to services.

Carer Identification & Assessment Process

Information Sharing

There is an Information Sharing Protocol jointly agreed by the Council and NHS Shetland. The protocol underpins **With Y😊U, For Y😊U**, GIRFEC and all joint working across agencies.

Information is shared on a case-by-case basis subject to the agreement of the customer that information about them can be shared. Shetland's Data Sharing Partnership is working to ensure that we have robust systems in place for sharing and not sharing where consent is withheld.

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

There is a procedure and forms in place to collect carers' contact details through primary care and social care services. The information is used to create a mailing list held by the Community Health Partnership.

Hospital Admission

Information on carers' issues is included in the booklets given to patients, relatives and carers when someone is admitted to hospital. Carers are routinely identified on admission so that they

can be involved in discussions regarding the care and treatment of the cared for person and advised of their rights as carers. Carers are an integral part of the care planning process and work with staff to facilitate early discharge from hospital.

Hospital Discharge

Hospital staff and the Health Service Liaison Social Worker have a key role in ensuring effective carer identification and carers assessment where appropriate prior to discharge.

All staff work together to ensure carers' issues are taken into account fully during discharge planning. They ensure that specific information is made available to carers in a format that is accessible to them and relevant to their particular circumstances, including signposting other resources which may be useful.

Partnership Working

Full details regarding partnership working Shetlands Community Health Partnership (CHP) are set out in Shetlands Community Health and Care Partnership Agreement 2011-14

<http://www.shetland.gov.uk/socialwork-health/documents/CHCP.pdf>

Carers' Link Group

This group is facilitated by Voluntary Action Shetland (VAS). It is carer led and brings together representatives from the Council, NHS Shetland and the Voluntary Sector. The group monitors progress against the objectives of the Carer Information Strategy advising the NHS Board via the CHP.

Integrated Children and Young People Services Planning Group

This group draws together a wide range of professionals from the statutory and voluntary sector. A dedicated sub-group has developed a Young Carers' Strategy and promotes the identification of and provision of information and resources to support young carers through all staff who come into contact with children and young people including health professionals, teachers, youth workers, social workers.



The ICYPSPG links into the CHP and the Integrated Young People's and Children's Service Plan draws together all aspects of planning young people and children and services including the needs of young carers.



Voluntary Sector

Voluntary Action Shetland continues to support three local carers' groups, which meet regularly to discuss issues affecting carers. Two new carers' support groups are in the early developmental stages. On invitation, representatives from statutory bodies attend the support groups to provide information and advice and to listen to the concerns of carers. For more information Contact VAS on 01595 74 3900.

Information, Advice and Support Services

Current Service Provision

The Council, NHS Shetland and VAS routinely produce a wide range of information on the services available from the statutory agencies and voluntary sector organisations. Information is made available in different formats on request e.g. different languages, easy read, large print. Local interpreters are available for most European languages.

Signposting – All staff are increasingly encouraged to operate as individual one-stop-shops, signposting people to the services they need and supporting them to access services. This approach is being promoted through the work of the Local Service Delivery Groups and the evolving PPF network. **With Y😊U, For Y😊U** embodies this approach in its process.

Booklets / Fact sheets – NHS Shetland provides 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, NHS Shetland and VAS 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.

SIC: www.shetland.gov.uk

NHS: www.shetlandhealthboard.org

VAS: <http://www.shetland-communities.org.uk/subsites/scg>

Carers' Assessment – Carers who provide a “substantial amount of care on a regular basis” are entitled to an assessment of their needs as a carer in their own right. A key part of the **With Y😊U, For Y😊U** (WYFY) process is to offer 100% of carers an assessment and this is monitored by the WYFY Partnership. Training on carers' assessments is an integral part of multi disciplinary training which is available to a wide range of professionals in the NHS, the Council and Voluntary Sector. Access to Carers' Assessments: If you would like to find out more about carers' assessments or would like to ask for one on behalf of yourself or someone else then please contact your local care centre or health centre. If you live in Lerwick, then you can contact any care centre or duty social work and there will be staff there who will be trained to help you.

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.



Shetland Islands Citizens Advice Bureau offers free, confidential advice to any member of the public. They operate a Welfare Rights Service with funding from Shetland Charitable Trust, a **With Y😊U, For Y😊U** Customer Relations Officer and a Direct Payments Support Service, both commissioned by the Council.

- **Volunteer Resource Centre** - In June 2005, Shetland Council of Social Services, now Voluntary Action Shetland, opened a new Volunteer Resource Centre in Lerwick bringing together many local voluntary organisations under one roof. NHS Shetland and the Council work closely with VAS to ensure that a comprehensive range of materials is available to service users and carers at the new centre. Please phone VAS on 01595 743900 for more information.
- **Independent Advocacy Services** - 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 services;
 - Carers' advocacy specifically 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 & Treatment (Scotland) Act 2003;
 - Specialist advocacy services to support those who are homeless or at risk of becoming homeless.
- **Counselling Services** - Counselling services are available through each of the ten Health Centres across Shetland. Some voluntary sector organisations also provide counselling from COSCA trained counsellors. These include:
 - Community Alcohol and Drugs Services Shetland
 - Women's Aid
 - Shetland Youth Information Service (SYIS)
 - Shetland Bereavement Support Service
- **Please see appendix a for a list of local carer support services**

Training

For Carers

Our training plan includes courses developed specifically for carers covering a range of topics including but not limited to:

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

- Disease Specific
- Relaxation; including massage

Funding can be accessed via Voluntary Action Shetland to allow carers to attend local training events and National Carers Centres to cover reasonable travel and accommodation costs and course fees for specialist training courses in mainland Scotland on care for specific conditions. This contributes to the development of the role of “expert carers” in the community. Funding is subject to an individual assessment and identification of potential experts who are prepared to share their knowledge with other carers and staff.

For Staff

Carers’ issues are 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. Diversity training is a key priority for all NHS staff. Carer awareness and disability awareness is being looked at together in some training programmes for NHS staff.

Multi-agency training in **With YOU, For YOU** is a key part of the training for carers’ assessment. There is a separate session in the WYFY training on carers with particular emphasis on the needs of young carers and of minority groups in the community. GIRFEC promotes the needs of young carers. Both training programmes are available to a wide range of professionals including community and hospital nursing staff, GPs, social workers, occupational therapists and physiotherapists.

Carers’ issues are considered routinely as part of the on-going revision of training programmes.

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.

Child Protection Training

Multi-agency procedures and training programmes are well established across Shetland and include issues relating to the needs of young carers.

Adult Support and Protection Training

Multi agency procedures and training programmes are in place to support the implementation of the Adult Support and Protection (Scotland) Act 2007.

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

“I lost my carer allowance when I received my state pension although I am still in my caring role. My son is my work 24/7 – no holidays, no time off for sickness, no pension fund, no self worth.” *Sick, Tired and Caring, January 2011*

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.”³

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:-

- **Residential short breaks for older people**
- **Residential short breaks for older people with dementia**
- **Day care for older people**
- **Day care for older people with dementia**
- **Day care for adults with learning disabilities**
- **Residential short breaks for adults with learning disabilities**
- **Residential/day care places for children and young people with learning disabilities**
- **Respite for adults with mental health problems**
- **Hospital based respite care**
- **Respite care at home**
- **Crossroads Care Attendant Scheme**
- **Absent Carers Scheme**
- **Respite care in the community for children with disabilities**

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).

For more information on short break providers, please see the Community Health and Care Partnership Agreement 2011-14. This can be found on the Shetland Islands Council website or click/type the following link: <http://www.shetland.gov.uk/socialwork-health/documents/CHCP.pdf>

Supported Employment Opportunities and Further Education

Further education and supported employment opportunities 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 Eric Gray Resource Centre provide a range of employment opportunities for adults with support needs.

Moving On is a Shetland based charity with over a decade’s experience in offering support to people with health problems, disabilities, mental health problems or any other barrier, to gain and maintain 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.

³ “Promoting and Developing Short Breaks (Respite Care) Across Scotland” Shared Care Scotland

The Eric Gray Resource Centre is run by the Shetland Islands Council and is a support service for adults aged 16+, who have a learning disability. Eric Gray Resource Centre is committed to the principles of lifelong learning, aiming to provide meaningful activities and opportunities designed to promote the development of each individual's strengths and skills. The Eric Gray Resource Centre is a registered centre for the ASDAN Awards Scheme. These are nationally recognised awards designed to help individuals work at their own pace to develop relevant skills which may assist them in their daily lives.

The Shetland Bike Project has been instrumental in supporting people with mental ill health disabilities in beginning the employment opportunities process, a number of which have been successful in gaining employment.

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

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 readily available.

A Joint OT equipment store with demonstration areas is under construction and will be completed by 2012.

A one stop shop, operated by Hjaltland Housing Association in partnership with the council, has simplified and sped up the process of accessing grant funding for adaptation's to property. The public may now refer themselves directly to the one stop shop or the housing service for a range of minor adaptations.

This will greatly improve the efficiency of OT equipment being lent out to customers.

Disability Shetland wheelchair lending Service makes wheelchairs available on short term loan to clients who need a chair temporarily or who are waiting to receive a permanent one of their own.

Funding

Many of the costs incurred by the statutory agencies in providing information, advice and support services for carers are included in generic service budgets. The main sources of funding for services that include a focus on information and advice for carers that can be identified separately are indicated below.

*".....a break away now and then would benefit me more than anything."
Sick, Tired and Caring, January 2011*

Funding - Carers Information Strategy Money

Funding for 2011/12	£'000s
Workforce Development	6
Carers' Training: Inc attendance at national carers events	5.5
Support for Carers' Groups/ Outings/Transport	5
Carers' Cruise	3
Administration: Newsletters	0.8
Carers' Helpline	1.2
Mental Health Road shows for Young People	6
Sessional Worker to support carers, caring for people newly diagnosed with dementia	11
Total	38.5

Funding: Other streams

Funding for 2011/12	£'000s
Respite care at home e.g. Crossroads Care Attendant Scheme	110
Advocacy Scheme for Carers	14
Day care for older people	2,440
Residential respite for people with learning disabilities	862
Day services for people with learning disabilities	1,474
Residential/day care for children with disabilities	1,333
Supported employment opportunities	330
Total	£6,585

2011/12 Carer Information Strategy Action Plan

Task	Timescale	Lead Officer/Agency	Progress/Outcome
Review public information with carers in mind.	On-going		
Increase amount of information available on websites.	On-going	VAS support worker	
Develop interactive website for carers	2011	VAS has developed a website. The senior planning and information officer is to develop links to the Council and NHS websites.	
Develop on-line carers' support network	2011/12	VAS support worker	
Review and formalise distribution processes for information on services to ensure up-to-date versions are available in all locations e.g. GP surgeries, hospital wards, Council offices, websites, voluntary sector organisations, social care settings.	2011/12	Service Manager Primary Care, with support from Primary Care Development worker	
Revise Discharge Protocols to include explicit reference to the identification of carers and their right to an assessment of need.	Reviewed annually	Director of Clinical Services, through Admissions and Discharge Group	
Develop training programmes throughout Shetland for carers including moving & handling, benefits advice, stress management, administering medication, challenging behaviour. Publicise training plans for carers.	Completed and reviewed annually	Training Manager, NHS Shetland and SIC Community Care Service. This should also include voluntary sector and charitable organisations, such as CLAN or MYH etc. to work with training managers to progress and co-ordinate.	
Develop training programmes for staff including specific training courses on carer identification, including WYFY and GIRFEC. Integral to this is carers' rights to an assessment and the process	2011/2012	Training Managers, NHS Shetland and SIC Social Care Service, working with CHP Projects	

for accessing, this has to be built into training.		Manager	
Alzheimer Scotland have agreed to fund a part time support worker for help with diagnostic work in people with possible dementia. This will supported by the Mental Health Partnership. They are exploring possibilities of looking to fund a part time dementia advice worker to work alongside the diagnostic worker so that when a person is diagnosed, the information and support worker can give information and support to the carer and client.	2011/12	<i>Mental Health Team and sub group from Carer's Link Group</i>	
Promote carers' issues via community pharmacists <ul style="list-style-type: none"> ○ Ensure community pharmacists have a range of up-to-date information available for carers e.g. signposting. ○ Develop community pharmacists' role in identifying and supporting carers. 	Arrangements reviewed annually	Director of Pharmacy	
Promote carers' issues for black and minority ethnic groups.	2011/12	PFPI Steering Group, Carers Link Group, Work with Adult Learning	
Promote carers' issues across localities via local carers groups in North, West and Central and through the Local Service Delivery Groups and PPF network.	On-going	Carers' Link Group	
Publicise carers' issues through events in annual national Carers' Week and Carers Rights Days.	On-going	CHP Project Manager and VAS Support Worker to co-ordinate	
Continue to actively support carers' groups.	On-going	Carers' Link Group	
Work with the mental health partnership, Voluntary Action Shetland and Statutory bodies to offer support to carers who are geographically/socially isolated or at risk of poor mental health, to ensure equality of access to support and services.	2011/12	Carers' Link Group with Mind your Head and MHP	
Promote carers' rights to an assessment and what the process is for accessing this.	On- going	CHP Projects Manager to co-ordinate through the Carers Link	

		Group	
Carers' Cruise	2011	VAS Support worker to co-ordinate	
Updating leaflets and maintenance database.	2011	Primary Care Development Worker	

Progress against the Action Plan will be monitored regularly by the CHCP Management Team and reported to the CHP Committee.

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Quality Framework and Monitoring Mechanisms

Specific targets and monitoring mechanisms for key deliverables are identified below.

Information Materials

Review by PFPI group taking into account the following attributes:

- *Status (formal, informal, generic, specialist etc.)*
- *Accessibility /availability*
- *Relevance*
- *Accuracy*
- *Timeliness (of availability to users/carers)*
- *Clarity (language, style, format) including arrangements for minority ethnic groups.*
- *Diversity (culturally sensitive, available in other languages)*

Training

- *Feedback from participants ("happy" sheets)*
- *Numbers accessing training opportunities*
- *Numbers of carers from minority ethnic groups accessing training*

Carers Identification & Assessment

- *Local Improvement Targets (LITs) for the CHP are linked to the wider Community Planning Partnership Single Outcome Agreement and is reported on through that mechanism. It includes targets for numbers of carers' assessments completed and times for assessments from referral to completion and service provision. The LITs are reported to the Scottish Government and published locally.*
- *Targets include:*
 - *90% of services have begun to be provided within 21 days of first point of contact;*
 - *2% increase in short break opportunities year on year;*
 - *Increase by 40% over the next 5 years the opportunities for supported employment for adults with disabilities and/or mental health problems including learning disabilities. This is a key priority for carers in Shetland;*
 - *100% of carers are offered an individual needs based assessment;*
 - *Numbers of carers identified will be published locally by age and ethnic group.*

Carers Complaints

- *Issues arising from carers' complaints will be reported to the CHCP Management Team and acted upon.*
- *Information will be published through the complaints procedures of Shetland NHS Board and/or the Shetland Islands Council as appropriate, with details of any action taken as a result.*
- *The individual carer's right to confidentiality will be respected at all times.*

NHS Shetland Corporate Action Plan (CAP)

The Board's Corporate Services Manager collates information to monitor progress against the CAP. This information is reported regularly to Board members and published in the Board's annual report. The CAP includes sections on the work of the CHP on the carers' strategies locally and links to more detailed work plans that are reported quarterly to the CHP Committee.

Carers' Involvement

The Carers' Link Group has a key role in monitoring the performance of Shetland's CHP partners on implementing the Carer Information Strategy and the Young Carers' Strategy. Reports and concerns from the Carers' Link Group are addressed via the CHP.

*".....a break away now and then would benefit me more than anything."
Sick, Tired and Caring, January 2011*

Appendix A: List of Carer Support Organisations

<p><i>Advocacy Shetland</i> TEL: 01595 74 3929</p>	<p><i>Firth & Mossbank Family Centre</i> TEL: 01806 242890</p>	<p><i>Shetland Voluntary Nail Cutting Service</i> TEL: 01595 860257</p>
<p><i>Age Concern</i> TEL: 01595 880058</p>	<p><i>MS Society (Shetland Branch), Hyberbaric Chamber available</i> TEL: 01595 741452</p>	<p><i>Shetland Hospitals and Community Friends</i> TEL: 01595 693147</p>
<p><i>Arthritis Care UK</i> Tel: 0141 954 7776</p>	<p><i>(Shetland) MS Therapy Group</i> TEL: 01950 431576</p>	<p><i>Shetland Link-up</i> TEL: 01595 693313</p>
<p><i>Association of Shetland Community Councils</i> TEL: 01595 74 3906</p>	<p><i>Moving On Employment Project</i> TEL: 01595 743926</p>	<p><i>Shetland Pre-School Play Ltd</i> TEL: 01595 743900</p>
<p><i>Shetland Befriending Scheme</i> TEL: 01595 743907</p>	<p><i>Red Cross</i> TEL: 01595 695498</p>	<p><i>Shetland Stroke Support Group</i> TEL: 01595 696201</p>
<p><i>Breast Cancer Support Group</i> TEL: 01595 693926</p>	<p><i>Relate Shetland</i> TEL: 01595 74 3913</p>	<p><i>Shetland Women's Aid</i> TEL: 01595 692070</p>
<p><i>British Heart Foundation</i> TEL: 01950 477492</p>	<p><i>5 Carer Support Groups throughout Shetland</i> Tel: Jo Jack on 01595 74 3923</p>	<p><i>Shetland Youth Information Service</i> TEL: 01595 692002</p>
<p><i>Clan Support</i> TEL: 0800 783 7922</p>	<p><i>Shetland Autism Support</i> TEL: 01595 880 408</p>	<p><i>Shoard</i> TEL: 01806 566 495</p>
<p><i>C.O.P.E Ltd</i> TEL: 01595 690 011</p>	<p><i>Shetland Childcare Partnership</i> TEL: 01595 745401</p>	<p><i>Special Needs Action Group (SNAG)</i> TEL: 01595 695851</p>
<p><i>Community Alcohol and Drugs Services Shetland</i> TEL: 01595 692801</p>	<p><i>Shetland Island Citizens Advice Bureau (CAB)</i> TEL: 01595 634696</p>	<p><i>Stepping Stones Club</i> TEL: 01595 693966</p>
<p><i>Diabetes UK Careline</i> TEL: 0845 120 2960</p>	<p><i>Shetland Club for the Deaf and Hard of Hearing</i> TEL: 01595 692966</p>	<p><i>The Samaritans</i> TEL: 01595 694449</p>
<p><i>Disability Shetland</i> TEL: 01595 74 3900</p>	<p><i>Scottish Pensioners Association</i> TEL: 01595 693147</p>	<p><i>Shetland Patient Supporter Scheme</i> Tel: 01595 860257</p>
<p><i>Depression Alliance</i> Tel: 01595 696892</p>	<p><i>Shetland Bereavement Support Service</i> TEL: 01595 743933</p>	<p><i>Voluntary Action Shetland</i> TEL: 01595 743902</p>
<p><i>Long term conditions support group</i> TEL: 01950 431576</p>	<p><i>Shetland Crossroads Care Attendant Scheme</i> TEL: 01595 743931</p>	<p><i>WRVS</i> TEL: 01595 743914</p>
<p><i>Mind your Head</i> TEL: 01595 745035</p>	<p><i>Restorative Justice</i> TEL: 01595 74 3951</p>	<p><i>Children's Rights Officer</i> TEL: 01595 74 5073</p>
<p><i>Customer Relations Officer</i> TEL 01595 808080</p>	<p><i>Family Mediation</i> TEL: 01595 74 3989</p>	

"I lost my carer allowance when I received my state pension although I am still in my caring role. My son is my work24/7 – no holidays, no time off for sickness, no pension fund, no self worth."

Sick, Tired and Caring, January 2011

Appendix B: Bibliography

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