

**DIRECTION FROM THE SHETLAND ISLANDS INTEGRATION JOINT BOARD (“IJB”)**

**ISSUED UNDER SECTION 26(1) OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014**

<p><b>Direction:</b> Unpaid Carers</p>	<p><b>Direction to:</b> Shetland Islands Council (SIC) NHS Shetland (NHSS)</p>	<p><b>Overall Budget allocated by IJB for Direction:</b> <a href="#">Budgets are spread across other service areas</a></p>
<p><b>Reference Number:</b> 1.14</p>	<p><b>Relevant Function(s):</b> All our services have a role in identifying and supporting unpaid carers. Specific functions noted in this Direction are provided by: Community Care Resources, Adult Mental Health, Adult Services (Learning Disability and Autistic Spectrum Disorder), Adult Social Work</p>	<p><b>Review Date:</b> March 2027</p>
<p><b>IJB Report(s) Reference Number:</b> CC-10-26</p>		
<p><b>Date Direction issued/authorised by IJB:</b> 18 March 2026</p>	<p><b>Date Direction takes effect:</b> 1 April 2026</p>	<p><b>Does the Direction supersede, amend or revoke an existing Direction? If yes, include reference number of existing Direction:</b> Supersedes Direction 1.14 (IJB Report Ref. CC-24-25-F)</p>
<p><b>Purpose of Direction</b></p>		
<p>To provide support to unpaid carers through a variety of methods in order to meet their needs/ personal outcomes and sustain their ability to provide care.</p> <p>To raise the profile of the <a href="#">National Carers Strategy</a> locally to encourage and guide action to support unpaid carers, on the understanding that to be effective support must be system wide.</p>		

## Overarching Directions to Function(s)

In line with the Equal Partners in Care (EPiC) model, as per the current strategy, the HSCP will work to enable carers to be:

- Identified;
- Supported and empowered to manage their caring role;
- Enabled to have a life outside of caring;
- Free from disadvantage and discrimination;
- Fully engaged in the planning and shaping of services;
- Recognised and valued as equal partners in care.

Note: Unpaid Carers are considered a key partner by individual services including social work, community care and social care (Community Care Resources, Community Mental Health and Adult Services (Learning Disability and Autistic Spectrum Disorder) – their work is no longer duplicated within this direction, however key parts are included and expanded on where appropriate.

### Relevant Links:

- [HSCP Joint Strategic Plan](#)

Directions	Outcomes and key actions	Performance Monitoring and Indicators	Challenges & Opportunities – inc. Risks and Finance
<p>Provide support for unpaid carers through the implementation of the Carers Act (Scotland) 2016.</p>	<p>Development of new Carer's Strategy.</p> <p>Ensure local alignment to best practice and focussed activity.</p> <p>Ensure future sustainability of support systems for unpaid carers, including:</p> <ul style="list-style-type: none"> <li>• support for health, wellbeing and emotional impact of caring,</li> </ul>	<p>Performance:</p> <ul style="list-style-type: none"> <li>• Successful publication of reviewed strategy</li> <li>• Monitor number of Carer Support Plans</li> <li>• Ensure sustainability of 3rd Sector contracts that support people to access alternatives to in-house/ building based services</li> </ul>	<p>Risks:</p> <p>Unpaid carers are not identified and supported at earlier opportunities, inequalities increase and outcomes worsen.</p> <p>Opportunities:</p>

	<ul style="list-style-type: none"> <li>• greater control over resources to enable personalisation, choice and empowerment,</li> <li>• alternatives to building based, fixed cost assets</li> </ul> <p>Complete Impact Assessment of planned service changes to consider breadth of impact on unpaid carers and mitigate any risk.</p>		<p>Gain useful and valuable feedback from Carers and understand their expectations of services and experiences</p>
<p>Plan, design and provide services in a way that recognises and builds on the value and rights of unpaid carers, their role, and expertise:</p> <p>To deliver an ‘asset based’ approach to support planning, whereby the assessment of need starts from the premise of what a person is able to do for themselves, use of their support network and assets, then works outwards to statutory provision. This approach is person-centred by nature and includes unpaid carers as equal partners.</p>	<p>All staff are skilled in an asset-based approach to needs assessment, and undertake effective future care planning with service users and their support networks.</p> <p>Communication and sharing of strategy within Shetland Partnership and with wider community via effective communication strategy and sharing of good practice.</p> <ul style="list-style-type: none"> <li>• Continue roll out of Good Conversations training to support sustainability of approach.</li> </ul>	<p>Quantitative measures:</p> <ul style="list-style-type: none"> <li>• Number of Carer Support Plans</li> <li>• Numbers of older people and those with disabilities or long-term conditions able to remain at home or in a homely setting in their community</li> <li>• Number of unpaid carers able to maintain or increase levels of independence and inclusion</li> <li>• Reduction in unplanned, emergency and inappropriate admission</li> </ul>	<p>Risks:</p> <p>Improvement work not progressed – particular risk for cross service/cross-organisation work where coordination of action is required.</p> <p>Culture change and change in approach does not happen.</p> <p>Opportunities:</p> <p>Engage with SIC Community Planning Colleagues on emerging impact assessment work stream.</p>

	<ul style="list-style-type: none"> <li>•</li> </ul>	<p>to hospital or other service</p> <ul style="list-style-type: none"> <li>• To facilitate discharge from hospital appropriately</li> <li>• To protect adults from abuse</li> </ul>	<p>Connect with Public Health Scotland colleagues around support for Health Impact Assessment and potential for including Unpaid Carers as key target group.</p>
<p>To provide support for unpaid carers via the structure and accessibility of support services for the “cared for” person, including:</p> <ul style="list-style-type: none"> <li>• Short Break and Respite Services where the needs of the unpaid carer is the main focus, though provision can deliver positive benefit to the cared for person</li> <li>• Day opportunities where the needs of the cared for person is the main focus, though provision can deliver benefits to the unpaid carer</li> </ul> <p>Which will enable them to have a life outside caring.</p> <p>(This includes directly commissioned service and the requirement to facilitate and support community based, accessible and meaningful opportunities.)</p>	<p>Objective:</p> <p>Planning and redesign of these services will include input from unpaid carers to ensure they meet their needs within resource available.</p> <p>HSCP partners and representatives will advocate for the needs of unpaid carers in relevant forums. Impact Assessment of changes or development will include impact on Unpaid Carers as a distinct group.</p>	<p>Measures:</p> <ul style="list-style-type: none"> <li>• Availability of short break and respite services (including balance of Planned: Emergency respite instances)</li> <li>• Availability, accessibility and knowledge of meaningful day opportunities – enriched breadth of options, and increased uptake (taken forward within Community Ethos strand of Shifting the Balance of Care)</li> <li>• Number of Short break grants paid out to unpaid carers</li> <li>• Number of respitality breaks provided to unpaid carers</li> </ul>	<p>Opportunities:</p> <p>Service planning and redesign will provide the opportunity to look at current and future need in order to plan for sustainable future provision with also taking a Best Value approach.</p> <p>Challenges:</p> <p>Workforce challenges across the system coupled with the fiscal challenges may impact sustainable service delivery.</p>
<p>To provide support to unpaid carers, recognising that they may have poorer</p>	<p>Offer services in a way that is accessible to people who may</p>	<p>Measures:</p>	<p>Risks:</p> <p>Unpaid carers are not identified and supported at</p>

<p>health, wellbeing, social and financial outcomes associated with their caring role.</p>	<p>find it difficult to access support normally.</p> <p>Advocate for needs and rights of carers as part of role in local partnerships, and via input into relevant Impact Assessments related to service change.</p> <p>Services will be asked to reflect:</p> <ul style="list-style-type: none"> <li>• What difference have you made to unpaid carers through your work?</li> <li>• How have your systems been reviewed to identify and support unpaid carers?</li> </ul>	<ul style="list-style-type: none"> <li>• Unpaid carers feel supported to continue in their caring role</li> <li>• Increased number of people accessing support through Shetland Carers/Shetland Care Attendant Scheme/Community Connections/Shared Lives</li> <li>• Unpaid carers actively identified as a priority group in Impact Assessment of local policy and service change</li> </ul>	<p>earlier opportunities, inequalities increase and outcomes worsen.</p> <p>Opportunities:</p> <p>Gain useful and valuable feedback from Carers and understand their expectations of services and experiences</p>
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