

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

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

Direction: Unpaid Carers	Direction to: Shetland Islands Council (SIC) NHS Shetland (NHSS)	Overall Budget allocated by IJB for Direction: Budgets are spread across other service areas
Reference Number: 1.14	Relevant Function(s): 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	Review Date: March 2026
IJB Report(s) Reference Number: CC-24-25		
Date Direction issued/authorised by IJB: 29 May 2025	Date Direction takes effect: 1 April 2025	Does the Direction supersede, amend or revoke an existing Direction? If yes, include reference number of existing Direction: Supersedes Direction 1.14 (IJB Report Ref. CC-17-24-F)
Purpose of Direction		
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. To raise the profile of the National Carers Strategy locally to encourage and guide action to support unpaid carers, on the understanding that to be effective support must be system wide.		

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.

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"> • support for health, wellbeing and emotional impact of caring, • greater control over resources to enable 	<p>Performance:</p> <ul style="list-style-type: none"> • Successful publication of reviewed strategy • Monitor number of Carer Support Plans • Ensure sustainability of 3rd Sector contracts that support people to access alternatives to in-house/ building based services 	<p>Risks:</p> <p>Unpaid carers are not identified and supported at earlier opportunities, inequalities increase and outcomes worsen.</p> <p>Opportunities:</p> <p>Gain useful and valuable feedback from Carers and understand their</p>

	<p>personalisation, choice and empowerment,</p> <ul style="list-style-type: none"> • alternatives to building based, fixed cost assets <p>Complete Impact Assessment of planned service changes to consider breadth of impact on unpaid carers and mitigate any risk.</p>		<p>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"> • Continue roll out of Good Conversations training to support sustainability of approach. 	<p>Quantitative measures:</p> <ul style="list-style-type: none"> • Number of Carer Support Plans • 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 • Number of unpaid carers able to maintain or increase levels of independence and inclusion • Reduction in unplanned, emergency and inappropriate admission to hospital or other service 	<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"> • 	<ul style="list-style-type: none"> • To facilitate discharge from hospital appropriately • To protect adults from abuse 	Connect with Public Health Scotland colleagues around support for Health Impact Assessment and potential for including Unpaid Carers as key target group.
<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"> • 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 • Day opportunities where the needs of the cared for person is the main focus, though provision can deliver benefits to the unpaid carer <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"> • Availability of short break and respite services (including balance of Planned: Emergency respite instances) • 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) • Number of Short break grants paid out to unpaid carers • Number of respitality breaks provided to unpaid carers 	<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 health, wellbeing, social and financial outcomes associated with their caring role.</p>	<p>Offer services in a way that is accessible to people who may find it difficult to access support normally.</p>	<p>Measures:</p> <ul style="list-style-type: none"> • Unpaid carers feel supported to continue in their caring role 	<p>Risks:</p> <p>Unpaid carers are not identified and supported at earlier opportunities,</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"> • What difference have you made to unpaid carers through your work? • How have your systems been reviewed to identify and support unpaid carers? 	<ul style="list-style-type: none"> • Increased number of people accessing support through Shetland Carers/Shetland Care Attendant Scheme/Community Connections/Shared Lives • Unpaid carers actively identified as a priority group in Impact Assessment of local policy and service change 	<p>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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Shifting Balance of Care

This Direction links to the following Shifting Balance of Care work streams:

Programme Ref	Description
PJR0045a	Unpaid Carers - Strategy (review)