

Meeting of South Ayrshire Health and Social Care Partnership	Performance and Audit Committee
Held on:	5th December 2023
Agenda Item:	7
Title:	Adult Carers Strategy 2019-2024
Summary:	
<p>The purpose of this report is to provide an update to the Performance and Audit Committee on the progress of the actions contained within the Adult Carers Strategy 2019-2024.</p> <p>This report and the attached update was produced through the Pentana performance monitoring system (Appendix 1), providing a further update on each individual action item contained within the Implementation Plan.</p>	
Author:	Phil White, Partnership Facilitator
Recommendations:	
<p>It is recommended that the Performance and Audit Committee</p> <p>i. Note the progressed action plan attached at Appendix 1 ii. Provide any comment in relation to this progress.</p>	
Route to meeting:	
<p>The Adult Carers Strategy was approved at the meeting of the Integration Joint Board on 16 May 2019. Progress reports are submitted to the Performance and Audit Committee on a six-monthly basis. The last report was brought to Performance and Audit Committee on 30 May 2023.</p>	
Implications:	
Financial	<input type="checkbox"/>
HR	<input type="checkbox"/>
Legal	<input type="checkbox"/>
Equalities	<input type="checkbox"/>
Sustainability	<input type="checkbox"/>
Policy	<input type="checkbox"/>
ICT	<input type="checkbox"/>

ADULT CARERS STRATEGY 2019-2024

1. PURPOSE OF REPORT

The purpose of this report is to provide an update to the Performance and Audit Committee on the progress of the actions contained within the Adult Carers Strategy 2019-24.

2. RECOMMENDATION

2.1 It is recommended that the Integration Joint Board

- i. Note the progressed action plan attached at Appendix 1
- ii. provide any comment in relation to this progress.

3. BACKGROUND INFORMATION

3.1 The Carers (Scotland) Act 2018 sets out statutory requirements for Health Boards and Local Authorities to develop local Carers and Young Carers Strategies. The legal duties were subsequently delegated to Health and Social Care Partnerships across Scotland.

3.2 The Act came into effect on 1st April 2018 and is designed to support carers' health and wellbeing, helping them to remain in their caring roles and be able to manage their own life alongside their caring responsibilities.

3.3 Key aspects of the Act include:

- *A duty to develop and offer an adult carer support plan to someone who is identified as a Carer.*
- *A duty to set out and publish local eligibility criteria including recognition that support will be provided if the eligible criteria are met.*
- *A duty to provide support to carers*
- *A duty to publish a Short Breaks Statement.*
- *A duty to provide carers with information and advice services.*
- *A duty to have in place support for carers at the point of hospital discharge.*
- *A duty to involve both adult and young carers in the planning of services;*
and
- *A duty to develop a local adult's carer strategy.*

3.3.1 A decision was taken in South Ayrshire to develop separate Adult and Young Carers Strategies while recognising the need for significant linkage. South Ayrshire Integration Joint Board separately approved the Young Carers Strategy in 2020.

3.3.2 The South Ayrshire Carers Strategic Planning Group developed the Adult Strategy and its associated strategic implementation plan with support from local partners, including South Ayrshire Carers Centre, Crossroads and Ayrshire Hospice.

3.3.3 The Adult Carers Strategy and associated Implementation Plan was approved by the Integration Joint Board on 16 May 2019. This paper provides an update on the progress made against all areas of the Action Plan, in keeping with the IJB’s agreement to remit monitoring of delivery to the Performance and Audit Committee.

3.3.4 The Implementation Plan is designed to take forward South Ayrshire’s key strategic outcomes.

4. Report

4.1 Carers Policy Implementation Officer.

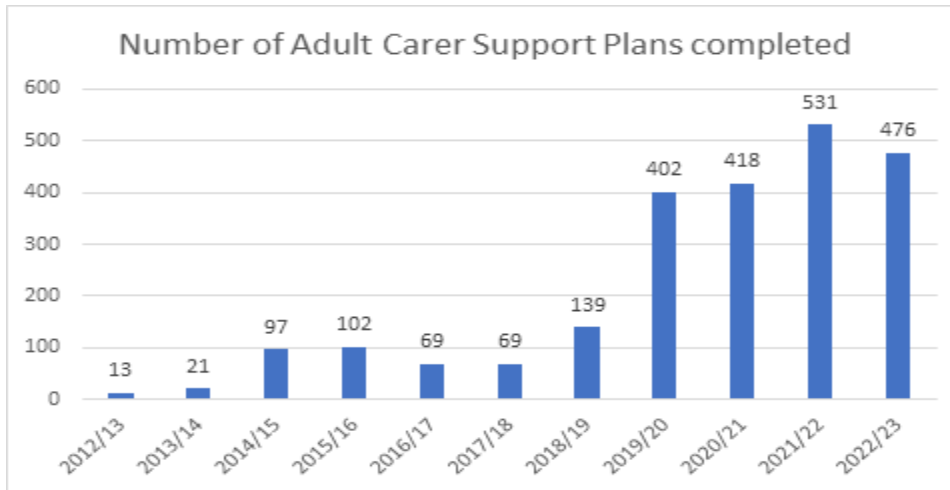
4.1.1 Important for consideration within this report is that between August 2022 and April 2023, there was no Carers Policy Implementation Officer in post. A temporary officer has since been recruited in April 2023; and progress has resumed in several key areas. It is expected the temporary officer will continue in post until Spring 2024 at which time the substantive post holder will return.

4.2 A summary table of actions in Appendix 1 provided below:

Status	Number
✓ Completed	13
🟢 On target	20
🟡 Showing some concerns	0
🔴 Not on target	0
⚙️ Not due to start	0

4.3 Adult Carer Support Plans

4.3.1 There has been an improvement in the numbers of Adult Carer Support Plans being offered and generated locally (formally Adult Carer Assessments) over the last five years. This year the number had reduced slightly suggested due to recruitment of new staff teams and time accountment of the necessary staff inductions.



4.4 Carer Strategy Review

4.4.1 The strategy team held an informal review of the strategy on the 15th of November 2023 ahead of the planned 2024 conclusion of the present implementation plan. It was determined no major adjustment were required at present and progress had been made in line with national developments. The completion of the commissioning process with the Carers Centre surrounding Carer Support, has seen development of a new Carers Gateway Service. This service will see a much more dynamic and fluid version of support with workers being based in each of the localities. Allowing for much more specified and accessible support to meet Carers needs wherever they may live in South Ayrshire.

4.4.2 Discussions also identified a move towards accompanying the existing local Carers Days with more 'Road Show' style events that could target specific locality areas needs with more attention. The proposal is also for a South Ayrshire wide Carers Day in 2024 to create greater awareness of carers needs and supports at all levels.

4.4.3 The review also focused on the following areas:

- An Awareness Raising Session package has been developed with a planned roll out of attending our locality teams. These sessions are designed to refresh knowledge surrounding responsibilities and duties in identifying Carers and then offering and completing Adult Carer Support Plans.
- A revisit of Equal Partners in Care (EPIC) training, this is presently an optional module for Social Work and Social Care staff. The suggestion is to explore this becoming mandatory training under the EPIC framework to improve our staff base awareness of supporting Carers. Nationally the EPIC resources have been updated and this seems a good opportunity to consider their deployment across all HSCP and other staff possibly within the context of mandatory training.

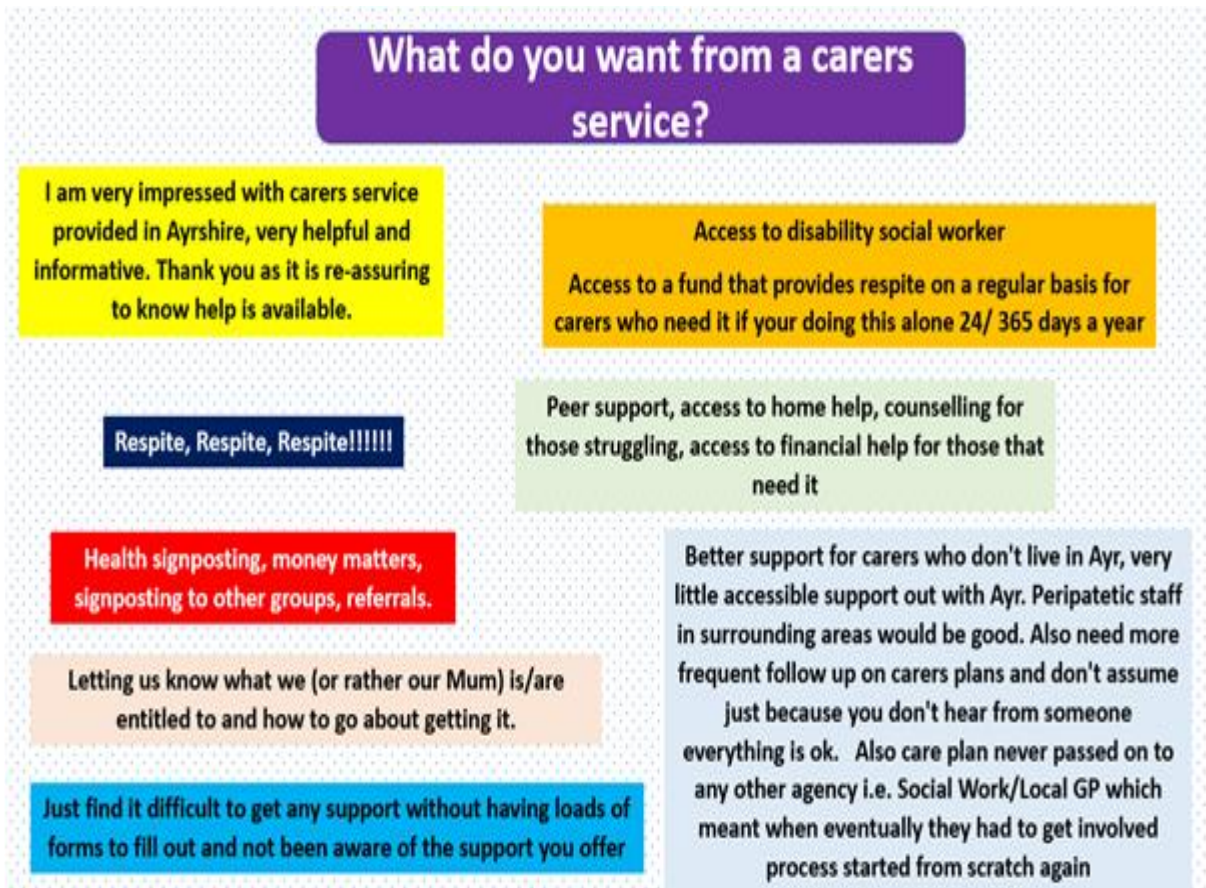
- The review focused on pathways for supporting carers, particularly surrounding primary care. The Carers team recently presented at the GP Locality Forum and received a positive response in refreshing awareness and responsibilities in respect of carers. It is presently felt that revamping the 'Strictly Carers' magazine to produce a new issue as a promotional guide to support that could be present in waiting rooms for example.
- The review discussed the recent short breaks statement review and considering the future Scottish Government plans for introducing a 'Right to a Break' for carers outlined in the National Care Service Plans. The Strategy Group will liaise with the Communication Team to ensure our website and statement is updated to reflect any changes. There is also an emerging opportunity to link our short/creative break offering to developments within the Dementia Strategy and other areas of Partnership Development.
- Further exploration was conducted surrounding the new electronic Adult Carer Support Plan piloted by the Carers Centre. This allowed for further insights into demographics and has allowed for new data sets which will better the Strategy Group and allowed for more dedicated planning to meet local need.
- Consultations will continue to ensure that Carers are fully embedded into the new locality model alongside the newly commissioned Carers Gateway Service.

4.5 Hospital Based Carer Support

- 4.5.1 As part of the Discharge Without Delay initiative, there are Carers Support staff from East Ayrshire Carers Centre working in situ in Ayr and Crosshouse Hospitals to identify and support carers in hospital contexts and enabling their registration with local carers centres in East, North and South Ayrshire to provide care and support beyond the hospital episode. This has been positively received by a range of Hospital Staff, HSCP Staff, Patients and Carers. There have been 81 direct referrals to the Carers Centre and 414 'Supportive Discussions' with Carers in South Ayrshire Hospital settings.
- 4.5.2 This work will be strengthened through joint work carried out by all 3 HSCPs and supported by Healthcare Improvement Scotland, as discussion continue surrounding the specification of the new contract of carers services supporting this in South Ayrshire.
- 4.5.3 The Partnership continue to work jointly with Healthcare Improvement Scotland (HIS) through the 'Involving Carers in Hospital Discharge Project', which explores practice, raising awareness, coinciding with the continued national development of Hospital Based Support for Carers.

4.6 Recommissioning process

4.6.1 The recommissioning process surrounding the Carers Centre is almost complete with discussions at the stage of mobilising the new contract. The contract has been offered to Unity Enterprise who presently provide the Carers Centre. They will move to a new more locally based model of provision - 'Carers Gateway' service - with staff based in each locality to better meet Carers needs. A survey had been carried out with carers known through HSCP and Carers Centre asking their perspective about what they value. This is summarised in the graphic below:



4.7 The Performance and Audit Committee may wish to note the following highlights, under each of the Adult Carer themes.

4.7.1 I am recognised and valued in my caring role.

4.7.2 The HSCP continue to develop and deliver a full programme of events including Local Carers Days and Carers Week. Prestwick Carers Day was held on the 29th of September which was considered a great success by all in attendance based on the feedback survey. Presently there is a further Carers Day arranged in Girvan on November 24th, 2023. These events increase identification and the profile of celebrating Carers, drawing attention to support that can be accessed. Carers Week was also celebrated in June of this year, seeing an in-depth program of events across South Ayrshire in several areas including Employability, Wellbeing, Health, and Social Care.

4.7.3 The wellbeing survey has continued to inform on Carers related experiences within South Ayrshire in addition to the Carers Reference Group. A specific annual Carers survey has continued to be developed as part of the recommissioning works with the Carers Centre.

4.7.4 Representatives from Carers Reference Group, who assist the Partnership in collecting the views of a wide range of carers meet each Month within the Carers Centre. This group gives carers the opportunity to comment on strategies and statutory services for carers and the people they care for, continuing to have seats on both the Integration Joint Board and Strategic Planning Advisory Group.

4.7.5 I am supported in my caring role.

4.7.6 South Ayrshire Carers Centre continue to deliver advocacy and support to Carers as part of their commissioned services. There is a referral pathway in place for independent advocacy for Carers where required through local organisations such as the Circles Advocacy Group. The Strategic Group will continue to review advocacy for Carers and identify any gaps within the current provision.

4.7.7 South Ayrshire Carers Centre has continued to provide income maximisation/sign posting as part of the current commissioned service. Due to the wider cost of living crisis within Society; there has been increased demand on Carers and increased need to maximize their income. This has been primarily completed through signposting to the Information and Advice Hub for their services in this area.

4.8 I am able to take a break from caring and look after my own health

4.8.1 Carers continue to be supported to access short breaks through Self Directed Support as part of the Support Planning process and completion of their Adult Carers Support Plan document. There has been real creativity within the exploration as to what can constitute as a 'short break' recognising that a 'break' can mean different things to different people. This has offered a more individual package of support for carers allowing for more a preventative approach in Support Planning. The present statement has been reviewed for 2023 and updates identified, it is expected we will publish a revised statement in 2024.

4.8.2 Holistic and complementary therapies for Carers are presently accessible one day per week from the Carers Centre. This will continue and be included as part of the Carers service new contract.

4.8.3 Young Carers aged 5-18 are entitled to an Active8 leisure card which provides free access to sport-specific activities such as swimming, gymnastics, and access to gym facilities. This access was extended to adult carers for one

month as part of 'Carers Active Week'. Feedback from Carers accessing the pass as collected by the Carers Centre is detailed below.

4.8.4 *"Thank you, too, to the lady who phoned me in connection with Active April. an initiative by South Ayrshire Council to benefit unpaid carers.*

I most certainly have benefitted! When I collected the card at the Citadel, I was told that it was for one month. I have now been going swimming twice a week since & it doesn't expire until the 23rd of May. It's been wonderful, cost me a new swimsuit but I've lost some of that extra weight which I've been carrying. A win, win situation which I will continue in the future. Thank you to everyone for your kindness".

"Managed to go for my swim this morning & found out our citadel cards are valid for a month, so happy."

4.8.6 Additionally, the nationally recognised carers organisation – Carers UK, have requested additional details from South Ayrshire, as they plan on using South Ayrshire as a best practice example for Carers Active Week.

4.8.7 Due to the positive feedback discussions between the Partnership and Leisure have continued, exploring pricing to investigate if this could be replicated and expanded in 2024.

4.9 **I am not defined by my caring role**

4.9.1 The South Ayrshire Volunteer Strategy 2021-24 is presently in progress and aims to help to provide carers opportunities to participate in volunteering. VASA are presently working alongside the Carers Centre to offer a variety of opportunities should a Carer identify they wish to Volunteer.

4.9.2 Ayrshire College and UWS have continued to develop their Carers programs and support during the application process. Both have published a standalone information Guide, fully covering higher and further education to compliment the support offered to Carers. These are available on their websites and are easy to locate/access.

4.10 **Key areas moving forward for the strategy:**

- Training and awareness raising; Revisiting briefings for front-line Social Work and other staff.
- Communication – Strictly Carers and Web-site
- Republishing of our Short Breaks Statement.
- Continued roll out and evolution of Locality Carers Days.
- Continued Celebration of Carers Week.
- Development of the Carers Gateway Service.
- Continued development of Hospital based support work and an agreed Ayrshire-wide funding approach
- Review of the current deployment of the Carers Act monies allocated to South Ayrshire

- Ensuring carers support is integral to the new Team Around the Locality approaches

5. STRATEGIC CONTEXT

5.1 The Adult Carers Strategy supports the Partnership's Strategic Objectives, namely:

- We focus on prevention and tackling inequality
- We nurture and are part of communities that care for each other
- We work together to give the right care in the right place
- We help to build communities where people are safe
- We are an ambitious and effective Partnership
- We are transparent and listen to you
- We make a positive impact beyond the services we deliver

6 IMPLICATIONS

6.1 Financial Implications

6.1.1 There are no financial implications in considering this report.

6.2 Human Resource Implications

6.2.1 There are no staffing implications in considering this report.

6.3 Legal Implications

6.3.1 There are no Legal Implications in considering this report.

For reference, The Carers (Scotland) Act (2016) sets out statutory duties in relation to Carers and young carers that have been delegated by both parent bodies for the IJB to address. This report reflects areas of these legal duties and how they are met through there various bodies of work.

6.4 Equalities implications

6.4.1 There are no equality implications arising from the consideration of this report.

6.5 Sustainability implications

6.5.1 There are no environmental sustainability implications arising from the consideration of this report.

6.6 Clinical/professional assessment

6.6.1 There is no requirement for a Clinical/Professional assessment for consideration of this report.

7 CONSULTATION AND PARTNERSHIP WORKING

7.1 This report has been prepared in consultation with the relevant officers.

8 RISK ASSESSMENT

8.1 There are no immediate risks associated with the approval of this report. Delivery the action items set out in the Plan at Appendix 1 will minimise risks to the successful integration of health and social care services in South Ayrshire and lead to effective and collaborative working at all levels – strategic and operational across the system.

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