








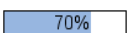




HSC Adult Carers Strategy 2019-2024


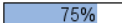

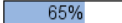








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1 AM RECOGNISED AND VALUED IN MY CARING ROLE

Action	Managed By	Due Date	Status	Progress	Notes
CAR 01 Develop and deliver carer awareness training sessions to staff within health and social care and community planning partners.	Billy McClean; Phil White	31-Dec-2019	✓	100%	11-May-2023 The temporary Carers Implementation Officer is currently exploring a refreshed training program for all staff. A trial session was completed with staff at the Carers Centre in April 2023 which had positive feedback from attendees. The training proposals are presently being developed with improvement models and will be explored with relevant operational elements moving forward.
CAR 02 Develop and deliver a communications and engagement plan to raise the profile of carers, building on initiatives such as Carers' Week and Carers' Rights Day.	Phil White	31-Dec-2019	✓	100%	11-May-2023 The HSCP continue to develop and deliver a full program of events including Carers Days and Carers Week in 2023 in partnership with the South Ayrshire Carers Centre, Dementia Friendly, Prestwick, Troon and the Community Wellbeing Hub. Planning includes exploring a further Carers day in Girvan to increase identification and the profile of celebrating Carers, drawing attention to support that can be accessed.
CAR 03 Continue to develop the rollout of the annual Locality Planning Group Carers Days.	Phil White	31-Dec-2020	▶	100%	26-Apr-2023 Ayr Carers Day is planned as part of Carers Week at the start of June 2023. A planning group has been formed who are meeting regularly to develop the day in partnership with the community and organizations to best celebrate and raise awareness of Carers.
CAR 10 Develop an annual Adult Carers Survey to collect the views and experiences of carers.	Phil White	31-Dec-2024	▶	40%	20-Nov-2023 A specific annual Carers survey has continued to be developed as part of the recommissioning works with the Carers Centre. This is presently part of the contract mobilisation discussions.
CAR 11 Establish a Carers Strategy Implementation Group in which partners and stakeholders, including carers are represented.	Phil White	30-Sep-2019	✓	100%	02-Dec-2019 The Carers Reference Group helps carers play an active role in the work of South Ayrshire Health and Social Care Partnership. The main aims of the Carers Reference Group is to: <ul style="list-style-type: none"> • Provide a forum for carers to receive (and share) information. • Shape services within South Ayrshire Carers Centre. • Assist the Partnership in collecting the views of a wide range of carers. Giving carers the opportunity to comment on strategies and statutory services for carers and the



					people they care for. The Carers Reference Group meet on the second Thursday of every month from 10.30am – 12 noon at South Ayrshire Carers Centre.
CAR 12 Ensure carers are represented at both the IJB and the SPAG.	Phil White	31-Dec-2024			16-Jan-2020 Representatives from Carers Reference Group have seats on both IJB and SPAG.
2 I AM SUPPORTED IN MY CARING ROLE					
Action	Managed By	Due Date	Status	Progress	Notes
CAR 13 Review and update literature, website, policies and procedures to ensure that information for both carers and staff is accessible and relevant.	Phil White	31-Dec-2024			13-Nov-2023 The Carers pages continue to be maintained and explored, Recent review of Short/Creative breaks has identified information could be more streamlined in line with national developments. As the tendering process has been completed, updates will be required following the mobilisation of the new Carers Gateway Service to reflect the enhanced offerings and changes to the existing Carers Service. This will be coordinated via the strategy group and likely involve updated literature. The carers@south-ayrshire.gov.uk mail box continues to be used and promoted to staff and wider partners to be used for any queries.
CAR 14 Develop a Carers Information Booklet in partnership with the Carers Reference Group.	Phil White	31-Dec-2024			13-Nov-2023 The Carers Reference Group continue to meet regularly and the subject of an information booklet was revisited by the former Carers Centre Manager. The Carers Service has since been successful in the retendering process and is set to develop into a Carers Gateway Service. As part of the development of the new service, new information will be required to be developed for Carers surrounding this in partnership with the reference group. It is expected this will continue to be discussed within the Strategy Group and further updates will be provided as progressed.
CAR 15 Ensure advocacy is available to provide independent support and advice for adult carers.	Phil White	31-Dec-2024			20-Nov-2023 Advocacy continues to be a part of the functions of support offered by the Carers Service. There is also a clear referral pathway in place for independent advocacy where required; presently commissioned to the Circles Advocacy Group based in Ayr. The Strategic Group will continue to review advocacy for Carers and identify any gaps within the current provision.
CAR 16 Ensure carers are signposted to income and financial advice and support, including benefit maximisation.	Billy McClean; Phil White	31-Dec-2024			20-Nov-2023 Signposting to the Information and Advice Hub for Income Maximization has continued. South Ayrshire Carers Centre has continued to provide assistance and signposting as part of the current commissioned service. This is expected to continue with the recommissioned contract. Social Work also support Carers with this and income discussions continue to form part of the ACSP discussion and planning process.
CAR 17 Deliver SDS awareness sessions to staff and carers across a range of support services.	Steven Kelly	31-Dec-2024			13-Nov-2023 Training and awareness sessions continue to be explored and delivered by the SDS team. The Carers Service continue to provide SDS literature, guidance and basic

Ensure front line staff are aware of their duty to offer carers choice and control.					information for earlier discussions with Carers. It is expected this will continue to develop following the retendering and in the future development of a Carers Gateway Service.
CAR 18 Review Local Eligibility Criteria on an annual basis and revise the document where necessary, ensuring that carers, relevant staff and partners are consulted on any changes.	Phil White	31-Dec-2024			05-Oct-2023 Overall HSCP eligibility criteria remains at Critical at time of update and this includes Carers; future reviews will be carried out across all care groups.
CAR 19 Develop carer support pathways across services with a particular focus on those linked to palliative care and life-limiting illness.	Phil White	31-Dec-2024			20-Nov-2023 The Partnership continue to work jointly with Health Improvement through the 'Involving Carers in Hospital Discharge Project' which has sought improvements to Carers experiences across Ayrshire. In addition the Carers Team recently presented at the GP Locality Forum to draw attention to support pathways and legislative duties. This was positively received and refreshed wider awareness surrounding responsibilities linked to palliative care and life limiting illnesses. The hospital based support team have made 81 direct referrals made to South Ayrshire Carers Centre in the last year.
CAR 20 Develop a pathway and protocol for transition planning for young carers.	Mark Inglis	30-Apr-2020			04-Nov-2021 Transition planning for young people identified is managed through the Team Around the Child and GIRFEC approaches. Additionally More Choices and More Chances within schools is used to ensure young people leave to appositve destination . Where known to HSCP My Future my Plan is utilised to identify future needs across a number of domains including health, housing, leisure and work / education.
CAR 21 Develop new commissioning plans for an adult carer support service in collaboration with provider organisations and carers.	Phil White	31-May-2020			09-May-2023 This is complete and we are in the middle of the re-commissioning process
CAR 22 Explore options for providing access to a 24hr phone based support and advice service.	Phil White	30-Apr-2021			03-May-2023 This action originated from Carers suggestions which was investigated primarily by Phil White, after it's full exploration it was deemed not feasible for an additional 24hrs Carers support line to be operated by the local authority. Out of hours support is presently provided by Ayrshire Out of Hours in a crisis situation and there are National Telephone Support Services presently accessible to Carers within South Ayrshire for non crisis situations. Signposting is presently available on South Ayrshire's website and through direct advice from the Carers Centre.
CAR 23 Continue to support and develop a range of community based carer information and support services within the Community Led Support (CLS) programme and South Ayrshire Life.	Phil White	31-Dec-2024			20-Nov-2023 This action in respects of CLD and SAL has been carried forward by the new locality model of services across South Ayrshire, assigned now to the continued development of the 'front doors' service.

3 I AM ABLE TO TAKE A BREAK FROM CARING AND LOOK AFTER MY OWN HEALTH


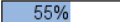
Action	Managed By	Due Date	Status	Progress	Notes
CAR 24 Review the Short Break Statement on an annual basis and revise the document where necessary, ensuring that carers, relevant staff and partners are notified of any changes.	Phil White	31-Dec-2024		<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 75%	<p>20-Nov-2023 Short Breaks Review held on 26/10/23. Main points from the Review included.</p> <ul style="list-style-type: none"> • The existing content was ok in respects of content but needed updating to make simpler, more visual and clearer. – Work to mapped and linked with Communications. • It would be useful to include good examples of flexible ways that people have been supported. • Update required surrounding the content for Young Carers • A previous useful visual document that would be really helpful to have links to within our overall offer will be explored. • It might be helpful to change the name to Creative Breaks. • We would check out all new versions with Carers Reference group and Young Carers Group • It was also important to emphasise that most carers are not at critical level but can still benefit from a range of supports including the kind of short breaks things that the Carers Centre has funding for • It was also recognised that the judgements surrounding eligibility can be highly contextual and needed to take into account, for example, age and capacity.
CAR 25 Support carers with eligible needs to have choice and control and access short breaks through access to SDS.	Steven Kelly; Phil White	31-Dec-2024		<div style="width: 95%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 95%	20-Nov-2023 Carers continue to be supported to access short breaks through SDS as part of the Support Planning process and completion of their ACSP document.
CAR 26 Promote relevant immunisation programmes to carers (e.g. flu and COVID-19)	Phil White	31-Dec-2024		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	19-Aug-2022 Both the COVID-19 and flu vaccination programmes have been promoted extensively throughout the pandemic. Details of vaccine drop-in clinics have been shared online and through internal communications on a regular basis. National changes and guidance are shared with the HSCP on a regular basis through Scottish Government communications.
CAR 27 Ensure that commissioned carer support service offers a range of holistic and complementary therapies for carers.	Phil White	30-Apr-2020		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	10-May-2023 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 commissioning process with future providers.
CAR 28 Work in partnership with health improvement to promote events, activities and campaigns which improve the health and	Phil White	31-Dec-2024		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 50%	13-Nov-2023 The Partnership continue to work alongside Health Improvement Scotland particularly surrounding the 'Involving Carers in Hospital Discharge' Project which meet on a regular basis to seek and explore improvements within the three Ayrshires. A recent


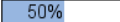
wellbeing of carers.					submission to the GP Locality Forum by the Carers Strategy Team was positively received by GP practices and Pharmacies involved, promoting duties and responsibilities surrounding Carers.
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CAR 29 Work with South Ayrshire Council to promote the Access to Leisure Card to eligible carers.	Rachael Graham	31-Dec-2024			13-Nov-2023 During the pilot of offering Adult Carers free leisure access in April 2023, a total of 67 Adult Carer's sign up to the offer and received very positive qualitative feedback from Carers. Explorations have continued between the Partnership Facilitator Phil White and Destination South Ayrshire in how this may be extended/discounted to Carers over the year with some projected costings. The Strategy Group will ensure review of the costings in line with present budgets to explore the viability and affordability required to progress .
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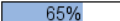
4 I AM NOT DEFINED BY MY CARING ROLE

Action	Managed By	Due Date	Status	Progress	Notes
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CAR 30 Work with VASA and other Third Sector organisations to provide carers with opportunities to participate in volunteering and social interaction.	Phil White	31-Dec-2024			20-Nov-2023 Discussion held with Carers Centre and informed that the Centre continue to work closely with VASA in providing a vast range of Volunteering Opportunities to Carers within South Ayrshire. In addition the Carers Centre is supporting carers with transport to attend VASA events for this purpose, most recently the VASA event in Troon.
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CAR 31 Support carers to access education, training and employability opportunities.	Phil White	31-Dec-2024			20-Nov-2023 The Carers in Employment group has been re-established and is presently exploring ways in which employers can be encouraged to both support and employ carers. Discussions have included expanding the groups function to support Carers in Employment. Carers Positive is a national recognition award to Employers who have considered Carers as part of their organisation and within their policies. Of three levels, South Ayrshire are presently 'Established' and exploration continues to obtain the highest level 'exemplary'. The group see this as being a good ambassadorial position to encourage employers to obtain Carer Positive accreditation themselves. Presently it is planned to have this promoted as part of Carers Rights Day.
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CAR 32 Work with local colleges and universities to develop a joint approach to identify and support carers within higher and further education.	Phil White	30-Apr-2021			09-May-2023 Ayrshire College and UWS continue to develop their Carers programs and application process, developing a stand alone information guide covering higher and further education to compliment the support offered to Carers in Education.
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CAR 33 Deliver awareness raising sessions with local employers to highlight the issues that carers face in accessing employment and reduce any barriers.	Phil White	30-Apr-2024			20-Nov-2023 Discussions ongoing as part of wider Strategy Group and Employers Group on how best to deliver sessions and may offer exploration of using 'Carer Positive' as a way to engage both awareness of Carers Rights but issues they may face in employment.
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