



south ayrshire
health & social care
partnership

Short Breaks Statement

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What Is This Document For?

South Ayrshire Health & Social Care Partnership (SAHSCP) is aware that carers provide a range of informal support to individuals across our communities. The support provided by unpaid carers improves the health and wellbeing of individuals with support needs. It also enables them to live at home and to be part of their communities.

We understand a break from a caring role is vital to maintain the health and wellbeing of a carer. A break may be needed to deal with other family responsibilities or to attend a doctor or dentist appointment. In other situations, a Short Break such as a holiday may be necessary.

This Short Breaks Statement explains how the SAHSCP will help you to get these breaks from caring. It tells you:

- Why and how we have developed the policy;
- What we mean by 'Carers', 'Short Breaks' and 'Respite';
- How you can access Short Breaks in South Ayrshire and how we can support you to do this;
- The range of different Short Break services that may be available to you as a carer;
- The funding (personal budget) we will provide to you as a carer; and
- Other support and guidance available to carers like you in South Ayrshire.

Why Have We Developed This Policy?

As carers, you have certain legal rights:

- The **Carers (Scotland) Act 2016** places a legislative requirement on the SAHSCP to provide support to carers, including Short Breaks. The Act also requires the SAHSCP to publish a statement setting out information about Short Breaks, including what services are available for carers.
- The **Social Care (Self-Directed Support) (Scotland) Act 2013** says that SAHSCP should provide information and advice about Self-Directed Support (SDS) options. If you are eligible, we must offer and explain a range of choices to you and the person you care for, about how support can be provided.
- The **Children & Young People (Scotland) Act 2014** places a duty on public services such as Social Work, Education and Health to identify Young Carers. These services must also work together to make sure that these Young Carers are provided with the required support.

SAHSCP and our partners in the community will meet our legal responsibilities. What's more, we are committed to focussing on your health and wellbeing and to support you in your caring role. This will include access to Short Break opportunities you may need from your caring role.

We will gather information on which services are effective in supporting carers. This information will influence the Short Breaks services that we 'commission' going forward.

What Do We Mean By ‘Carers’, ‘Short Breaks’ and ‘Respite’?

Carers

At SAHSCP, we define a ‘carer’ as an individual who provides or intends to provide unpaid care for another individual (the cared-for person). Anyone could be a carer: here are some examples:

- A 15-year-old girl looking after a parent with an alcohol problem.
- A 40-year-old man caring for his partner who has terminal cancer.
- An 80-year-old woman looking after her husband who has dementia.

Young carers are under 18 years old, and often still at school. They are likely to have particular needs and often require support from a range of services, including Education.

‘Short Breaks’ and ‘Respite’

At SAHSCP, we use the Shared Care Scotland description of Short Breaks, as set out below:

“A short break is any form of service or assistance which enables carers to have sufficient and regular periods away from their caring routines or responsibilities. It is designed to support the caring relationship and promote the health and wellbeing of the carer, the supported person, and other family members affected by the caring situation.”

Sometimes, the term ‘Respite’ is used to describe a break from caring. In developing this statement, stakeholders including our staff, partners and carers themselves commented that ‘Respite’ is more often associated with institutional services or emergency situations. We prefer to use the term ‘Short Breaks’. We believe it is a more positive term and more in line with the flexibility and creativity that you as carers have told us you want.

Types of Short Breaks

If you are a carer, there are lots of ways you can take a Short Break. This could be for a few hours, overnight, for a weekend, or longer. A support plan will be in place so you can be confident that the person you care for will be looked after in their own home or in another supportive, safe environment. You can then take some time for yourself to:

- Spend some time on your own or with friends
- Take a holiday
- Recover from an illness
- Do other things that improve your own health and wellbeing

SAHSCP is keen to promote choice and control for both you and the person you care for, so a Short Break could take many forms dependent on the situation.

For example:

- A few hours of care for the person you care for, provided by another family member or friend.
- Volunteers coming into your home to provide support.
- Paid carers coming into your home to deliver the care required, at times that fit in with your plans.
- Regular daytime activities to give you a break, for example access to the community with voluntary or paid support or attendance at day centres/play schemes for the person you care for.
- Regular, supported leisure activities to improve your health and wellbeing.
- Short-term overnight support at home or in a suitable supported environment.
- A family holiday away from home, with paid or volunteer support.
- A set period in a supported living environment.

What Are Our Guiding Principles?

We consulted with a range of people in developing this statement. These included groups of local carers (via the South Ayrshire Carers Centre), voluntary groups that advise and support carers locally, staff who help run services in South Ayrshire and other organisations that provide Short Break services in our communities.

These discussions helped us to set out the guiding principles for the policy, listed below:

- You and the people you care for will be at the centre of planning for the Short Break and the Short Break will be personalised to your needs.
- We want you and the person you care for to be able to live independently for as long as possible. We will help you to discover what knowledge and opportunities exist in your community, which can support you.
- We will work with our partners locally – health, community and voluntary sector organisations – to identify flexible ways of providing you with short break support options.
- You will have choice and control over Short Breaks to meet your needs, including through use of Self-Directed Support (SDS) options where they apply.
- The Short Breaks we help you to arrange will focus on making a difference to your life. We will achieve this by focussing on ‘outcomes’, and making sure that we identify the steps you need to take to improve your own health, wellbeing and safety, as well as your ability to continue to care.
- All our documents will be written in Plain English and will be made available in a wide range of places across South Ayrshire.

How Can I Get a Short Break and What Do I Need To Do To Arrange It?

How We Assess If You Are Eligible For Support

We will use the Partnership's [Carers Eligibility Criteria](#) and work with you to complete an Adult Carer Support Plan or a Young Carer Statement (if aged 18 and under). We provide funded support (including Short Breaks) to carers who are assessed as having critical needs. Information and advice is provided to all carers across South Ayrshire.

In order for us to assess your caring role and complete a carers support plan we will look at:

- The impact of caring on your health, wellbeing, employment and ability to socialise;
- What other informal support is available to both you and the cared for person;
- Your relationship with the person you care for (or the wider family) and if it is becoming difficult;
- The amount of time spent caring each week;
- How long it has been since you last had a break;
- If you are the only person providing care and if you care for more than one person; and
- Your ability to make arrangements for a Short Break with support.

Once all the information is gathered we would then apply a level of eligibility and determine whether you have needs that require funded support.

A definition of critical needs is as follows:

Critical would mean that we have determined, in consultation with you, that there are significant risks to your ability to live independently, or your health and wellbeing. You are likely to require immediate provision of social care services.

Following the assessment if your needs are not critical we will provide you with the appropriate information and advice including how you can access a range of local services. If you are not already doing so, it is likely that you will be able to get some valuable support from these organisations.

Many carers in South Ayrshire can arrange their own Short Breaks by asking for support from people or voluntary and/or private sector organisations that they already know. SAHSCP can help with those activities too, by advising you directly or by giving you details of relevant organisations in the local area.

Reviewing the Decision

If you don't think you are getting a service that you are entitled to, you can complain to us at SAHSCP, by:

- Completing the form online at <https://www.south-ayrshire.gov.uk/complaints/hscp/>
- Calling us on: **0300 123 0900**
- Writing to us at: *Customer Services, South Ayrshire Council, Freepost NAT 7733, Ayr, KA7 1DR.*

The Process for Accessing Short Breaks

The diagram below describes how to get a Short Break in South Ayrshire.

You can contact us through the Enquiry and Information Team: telephone **0300 123 0900**

For **Adult Carers**, we assess Health & Wellbeing, Relationships, Finances, Life Balance, Future Planning and Living Environment.

For **Young Carers**, we assess if you are: Safe, Healthy, Achieving, Nurtured, Active, Respected and Included

You can request to **change the plan** at any time through your social worker



- We may already know about you or the person you care for: you should ask for support assessment or short Breaks when we see you.
- Someone else in your life (e.g. doctor, teacher or relative) recommended that we get in touch with you to offer help

- We will complete either an adult carer's Support Plan (ACSP) or Young Carer's Statement (YCS).
- That involves talking about your health and general well-being.
- It may be that you can get support and advice from other resources in the community straight away.

We will identify and direct you to community support locally - that may include advice on carers' rights and on boosting your income

- Our work with you may reveal that your needs are considered 'substantial' or 'Critical'.
- This means that we agree there are currently risks to your health or wellbeing and that you need help now from health or social care professionals.
- We will work with you to identify your outcomes - this means the steps you need to take to improve your wellbeing and health.

- We will talk together about what kind of things you can do to meet these outcomes, including short Break.
- We will discuss what support is available to you and how that can be provided.
- That may include what resources are available now.

- We will decide what Self-Directed Support (SDS) options would work for you
- We will talk through how you want to arrange support via SDS

- We will develop support package together
- That may require support and guidance from the care staff in our partners in the community.

- We will review and assess if the short Break is helping you meet your outcomes.
- We will also explore and how that could be done better in future.

1. You direct payment to purchase support yourself if you have access to advice from SAHSCP staff
2. You choose your own support while SAHSCP arranges the chosen support on your behalf.
3. You choose to have SAHSCP select the appropriate support and arrange it for you.
4. You choose a mix of options 1, 2 and 3 for your support

Frequently Asked Questions:

While we were researching this policy, speaking to local carers, some of them asked us questions. We have set out these questions and our answers to them below for your information:

1. How much support will I get?

Answer 1: The length or number of Short Breaks you will be offered will be dependent on your assessed needs and personal circumstances. The amount of short breaks you can receive is the equivalent cost of **four weeks** in a residential establishment per calendar year. Only in the most exceptional circumstances will any additional resource be considered.

2. Who pays for a Short Break?

Answer 2: There are three potential answers to this question, which will depend on the content of the Adult Carer Support Plan or Young Carer Statement that you will be asked to complete with us. The three options are:

1. Fully-funded by SAHSCP: We may fund the Short Break completely, usually using one or a mix of Self-Directed Support (SDS) options.
2. Part-funded by SAHSCP and part-funded by you or another partner.
3. Self-funded: You will have to arrange and pay for a Short Break service yourself (although SAHSCP may be able to advise you on how to do it).

If you want to add to any of the services, you're free to pay for the extra part of that service yourself in all cases.

3. When do I get the Short Break, and how often?

Answer 3: This will depend on your caring role, the needs of the person you care for, and what is agreed in your support plan. The maximum amount of short breaks you can receive will be the equivalent cost of **four weeks** traditional respite per calendar year.

When you choose to use a short break it is up to you what would best meet your outcomes and all of this will be discussed with you on completion of the carers support plan.

A Short Break could take the form of:

- Regular weekly or monthly breaks throughout the year.
- Scheduled holiday breaks.
- A one-off or emergency arrangement.

4. What can I spend SDS money on?

Answer 4: SDS allows you to explore different Short Break options that are suitable to your personal situation. If you have a personal budget you can use it to purchase services or support that meets your outcomes set out in the carers support plan.

For example:

- Purchase membership of leisure facilities, such as a gym or swimming pool for yourself.
- Employ a personal assistant to accompany the person you care for on leisure breaks, with or without you.
- Hire or buy equipment that helps you or the person you care for to take Short Breaks.
- Combine your budget with another carer you know to fund different types of Short Breaks.

5. Can I organise my own Short Break?

Answer 5: Yes, you can arrange a Short Breaks yourself – either using any SDS funding allocated or your own money.

6. What happens in an emergency or crisis situation?

Answer 6: When completing a carers support plan we will discuss and record contingency arrangements. In an emergency (for example, if you have to leave the family home for a certain amount of time), we can arrange suitable temporary care arrangements for both you and the person you care that best manage your unique situation.

7. Will I have to pay anything towards the cost of a Short Break?

Answer 7: Following the completion of a carers support plan if it is determined that formal/funded support is required to benefit the carer then any **charges will be waived**. At the completion of a support plan the practitioner will explain more information about the waiving of charges for carers.

The waiving of charges applies to the allocation of up to a maximum of 4 weeks respite/short breaks per calendar year. If respite/short breaks is provided in addition to **4 weeks** then a **standing charge** will apply. In the latter situation, the practitioner will explain more information about the charges.

What Short Break Services Are Available Locally?

The Enquiry and Information team at SAHSCP is a useful first point of contact. You can contact the team by phoning: **0300 123 0900**. They will be able to give you a wide range of information on the local services that are available to you.

It is likely that these services will include the ones set out below. Some of these services are specifically for you as carers, while others are for both you and the person you care for.

A range of organisations relevant to South Ayrshire are set out in the table on page 13.

Further Information and Feedback

Equalities and Impact Assessment

An Equalities and Impact Assessment has been completed and can be found [here](#).

Review and Feedback

Our Short Break Statement will be reviewed on an annual basis or in response to any new development.

If you require further information about how our Short Breaks Statement has been compiled please contact **0300 123 0900**.

We value comments and concerns about the health and social care functions for which we are responsible and will use information from them to help us to improve what we do. If you wish to make a complaint, suggestion, compliment or general query about this document, please do so by completing our [online form](#).

Related Documents and Policies

[South Ayrshire Adult Carers Strategy](#) and [Appendices](#)

[Carers \(Scotland\) Act 2016](#)

[South Ayrshire Local Eligibility Criteria](#)

[Self-Directed Support Policy](#)

Organisation	What they offer	More information
<p>Carers Trust</p>	<p>Run locally by Unity Enterprise out of the South Ayrshire Carers Centre, Carers Trust offers specialist information, advocacy and advice to local carers.</p> <p>It also has access to a range of small grants for 'Person-Centred Breaks', allowing carers of adults (aged 21 and over) and young carers (caring for children or adults) to take Short Breaks.</p>	<p>www.unity-enterprise.com or telephone: 01292 263000</p>
<p>Shared Care Scotland</p>	<p>There is lots of information available on the Shared Care Scotland website, including details of the Short Break funds that they run, such as the 'Take a Break' grant, available to carers of children and young people and their families in Scotland.</p>	<p>https://www.sharedcarescotland.org.uk/directory/?action=search</p> <p>(This website allows you to search by 'area' or other criteria)</p>
<p>Carers Trust and the Rank Group</p>	<p>This partnership between Carers Trust and the Rank Group PLC arranges small grants for carers who are registered at a Carers Trust Network Partner (such as the one at the South Ayrshire Carers Centre), to get access to short breaks, or essential equipment needed at home to support caring responsibilities, as well as skills and training courses.</p>	<p>www.carers.org/rank-cares or telephone: 0300 1232008</p>
<p>Crossroads - Caring for Carers</p>	<p>Crossroads provides, free-of-charge, time off for carers in South Ayrshire. Their fully-trained Care Attendants take over most of the caring responsibilities (regardless of age, disability or illness of the person being cared for).</p>	<p>www.crossroads-sa.org.uk or telephone: 01292 671331</p>

	You can then have some time to yourself – to go shopping, attend an appointment or socialise with friends. The service is provided by volunteers and should be accessed via a referral from SAHSCP.	
3H Fund UK Holiday Grant Programme	3H Fund awards grants to disabled people and carers on low income, to help them to organise a break for themselves in the UK. The 2018 grant programme is now open.	www.3hfund.org.uk/ or telephone: 01892 860207
Challenger Children’s Fund (CCF)	The CCF provides grants for Short Breaks for carers and the people they care for but specifically for <i>those who are under 18 and have a long-term physical impairment</i> . People must live in Scotland to apply.	www.ccfscotland.org or telephone: 07531 580414
28 Chalmers Road	SAHSCP itself runs a facility at Chalmers Road, Ayr, that provides high quality, person-centred respite services for adults with learning disabilities who require a lot of staff support. There are limited spaces, so access will be agreed by SAHSCP staff.	For more information telephone: 01292 288242
Clevedon Forbes Fund	Clevedon Forbes is a Christian charity which makes grants available for UK residents of limited means, who are recovering from illness or trauma. Its grants are also made to carers.	www.clevedonforbes.org/ or telephone: 01275 341 777
Disability Aid Trust	The Disability Aid Trust has a range of grants to fund temporary carers that will allow adults with physical disabilities to have a Short Break.	www.disabilityaidtrust.org.uk/ or telephone: 0800 028 064
Family Holiday Association	The Family Holiday Association provides Short Breaks at seaside holiday parks like Haven or Butlin’s, staying	www.familyholidayassociation.org.uk or telephone: 020 3117 0650

	<p>in a self-catering caravan. We also work with a wide range of other holiday parks, hotels and hostels, who donate availability to us. In exceptional circumstances, it may be possible to make a financial contribution towards another type of holiday, if our usual short breaks are unsuitable for the family requiring a Short Break.</p>	
<p>Hansel Short Breaks</p>	<p>Hansel is located in Ayrshire, but works with people with additional support needs across Scotland. They offer a range of Short Breaks for families of people with Learning Disabilities. Two of their caravan locations are locally based, at 'The Cabin' and at the Craig Tara Holiday Park. They also arrange activities and events elsewhere across Scotland and the UK.</p>	<p>https://www.hansel.org.uk/shortbreaks or telephone: 01563 830340</p>
<p>MS Society – Carers Grant</p>	<p>The MS Society's 'Carers Grant' can be used for leisure or recreational activities that give people with MS a chance to relax, socialise, or try something new. This could include a school trip if you are a young carer, sports equipment, music lessons, gardening equipment, etc. It can also be used for personal development such as courses (or associated costs, e.g. course materials, transport) to enable you to get back into work, embark on a new career to fit in with your caring role, or to develop other 'life skills' such as learning to drive.</p> <p>The MS society also provides grants to people in Scotland who have Multiple Sclerosis or their carers.</p>	<p>www.mssociety.org.uk/ or telephone: 0131 335 4050</p>

	These grants can fund everything from home adaptations and scooters to holidays and computers.	
Take a Break	Take a Break is Scotland's Short Breaks scheme to support the carers of disabled children, young people and their families. Take a Break grants can be used for a break away, towards leisure activities or outings, sports equipment and more.	Email: info@takeabreakscotland.org.uk or telephone: 01904 571093
The Adamson Trust	The Adamson Trust provides assistance with the cost of holidays and/or Short Breaks for young people aged 17 and under, with either a physical or mental disability.	www.theadamsontrust.co.uk

What Support and Guidance Is Available To Carers In South Ayrshire?

In South Ayrshire, the South Ayrshire Carers Centre, hosted and run by Unity Enterprise and Carers Trust, provides a wide range of support for carers. They offer specialist information, support, advocacy and advice to carers and young carers all over South Ayrshire – as well as supporting Short Breaks.

Another way in which they support carers is to make sure that you and the person you care for are getting all the state benefits that you are entitled to. They can do this by arranging benefits checks or by putting you in touch with other organisations such as the Department of Work and Pensions (DWP) or Citizens Advice Scotland.

South Ayrshire Carers Centre has a drop-in office in Ayr Town Centre, and also runs outreach support groups in Troon, Maybole and Girvan. You can contact them via www.unity-enterprise.com or **01292 263000**.

In addition to the Carers Centre, there are many other organisations that provide information and advice for carers. These are set out in the tables below:

General information for carers and young carers:

Organisation	What they offer	More information
Carers Scotland	Working as part of Carers UK, Carers Scotland provides expert advice, information and support to carers, as well as connecting them to other carers, so that no one has to care alone. They also campaign for carers and to find new ways to reach and support carers.	https://www.carersuk.org/scotland or telephone 0808 808 7777
Care Information Scotland	Care Information Scotland provides information and advice for Carers in Scotland.	www.careinfoscotland.scot or telephone: 0800 011 3200
Care Information Scotland - Young Carers	Care Information Scotland has web pages and online support services for young people aged 18 and under, who help to look after someone in their family who has an illness, disability, drug/alcohol addiction or mental health condition.	http://www.careinfoscotland.scot/topics/young-carers-and-young-adult-carers/ or telephone 0800 011 3200
Quarriers – young carers	As part of their wider work, Quarriers support carers of all ages by providing services specifically designed to help them in their caring role.	https://quarriers.org.uk/how-we-help/young-people/ or telephone 01505 612224
Shelter – young carers	As part of their wider work, Shelter also provides information and support for young carers.	https://scotland.shelter.org.uk/get_advice/advice_topics/families_and_households/caring_for_someone_at_home/useful_links_for_carers or telephone 0808 800 4444
Young Minds	Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people and also provides information and advice for young carers and their families.	https://youngminds.org.uk/

Organisations providing information and support on particular conditions/circumstances:

Organisation	What they offer	More information
Addaction Scotland	Addaction Scotland offer advice and support for issues related to alcohol and drug misuse. They have an office in Ayr	1 st Floor, 3 Killoch Place, AYR or telephone: 0808 178 4549
Age Scotland	The Scottish arm of Age UK, the leading UK charity promoting and protecting the rights and interests of older people. They also produce a useful booklet on coping with dementia " <u>Advice for carers – a Practical Guide</u> "	https://www.ageuk.org.uk/scotland/ or telephone 0800 12 44 222
Alzheimer Scotland	Alzheimer Scotland provides a wide range of specialist services for people with dementia and their carers. They offer personalised support services, community activities, information and advice, at every stage of the dementia journey. It has an office in Ayr	Unit 6 Arran Mall AYR KA7 1SQ or telephone: 01292 318005.
Arthritis Care Scotland	Arthritis Care Scotland provides information and support for anyone affected by arthritis in Scotland.	https://www.arthritiscare.org.uk/in-your-area/scotland or telephone 0141 954 7776
Ayrshire Hospice	The Ayrshire Hospice provides care and services which help those with any life-limiting illness and also provides support for their carers and families.	35/37 Racecourse Road AYR KA7 2TG or telephone: 01292 269200.
Cancer Support Scotland	Cancer Support Scotland provides emotional and practical support on a one-to-one basis and through community-based groups to anyone affected by cancer, including family, friends and carers. They have an office	22 Wellington Square, AYR KA7 1EZ or telephone: 01292 269888.

	in Ayr	
Chest Heart and Stroke Scotland	Chest Heart and Stroke Scotland provides information, advice and practical support for carers affected by any of these conditions. The Kyle Stroke Group meets on a Tuesday, from 1-3pm in Prestwick	Kingcase Church, Prestwick or telephone: 01292 261907
Dementia UK	Dementia UK is a national charity, committed to improving quality of life for all people affected by dementia. The South Ayrshire Dementia Association (SADSA) is at	2 Eglinton Terrace AYR KA7 1JJ or telephone: 01292 28395
Macmillan Cancer Support	Macmillan Cancer Support provides information, support and advice for anyone who is a carer of someone who is affected by cancer.	https://www.macmillan.org.uk/fundraising/inyourarea/scotland/scotland.aspx or telephone 0808 808 00 00
Maggie's Centres	Maggie's Centres provide free practical, emotional and social support to people with cancer and their carers, families and friends.	https://www.maggiescentres.org/campaigns/maggies-scotland/ or telephone 0300 123 1801
Mental Health Foundation	Mental Health Foundation provides research-based information and advice on mental health, including issues relating to being a carer/young carer. The Ayr Action On Mental Health is at Strathyre House in Ayr.	42 Prestwick Road, AYR KA8 8LB, or telephone: 01292 619600.
MND Scotland	MND Scotland provides care and support to people affected by Motor Neurone Disease (MND), and funds research into a cure.	http://www.mndscotland.org.uk/ or telephone: 0141 332 3903
National Autistic Society (NAS) Scotland	NAS Scotland provides information, advice and support to people with autism and their families. They have an office in Ayr:	27 Crown Street, AYR KA8 8AG or telephone: 07500 974 323
Parkinson's Disease Society	Parkinson's Disease Society provides Information and	https://www.parkinsons.org.uk/

	support for anyone affected by Parkinson's Disease.	or telephone 0808 800 0303
Royal Blind	Royal Blind is Scotland's largest visual impairment organisation. It cares for, educates, employs and advises blind and partially sighted people from across the UK. It provides Short Breaks for adults with vision impairment and additional disabilities	https://www.royalblind.org/ or telephone 0131 229 1456
Scottish Huntington's Association	Scottish Huntington's Association provides information, advice and practical support for anyone affected by Huntington's disease.	https://hdscotland.org/ or telephone 0141 848 0308
The Stroke Association	The Stroke Association provides information, advice and support for anyone affected by a stroke.	https://www.stroke.org.uk/ or telephone 0131 555 7240
Scottish Association for Mental Health (SAMH)	SAMH is Scotland's leading mental health charity, providing information, advice and support on a wide range of mental health issues.	https://www.samh.org.uk/ or telephone 0141 530 1000

Organisations which can provide general advice/information:

Organisation	What they offer	More information
Care Inspectorate	The independent scrutiny and improvement body for care services in Scotland. They have a responsibility to make sure people receive high quality care and ensure that services promote and protect their rights. They routinely inspect care service providers and their inspection reports are all available to view on their website.	http://www.careinspectorate.com/ or telephone 0345 600 9527
Citizens Advice Scotland	Independent provider of information and advice across a wide range of issues.	https://www.cas.org.uk/ or telephone 03454 04 05 06
Department of Work and Pensions (DWP)	The UK Government department responsible for providing information and advice and administering social security benefits and pensions.	www.dwp.gov.uk or telephone 0800 055 6688
NHS 24	Scotland's national provider of information on matters related to illness, health and wellbeing.	http://www.nhs24.scot/get-in-touch/ or telephone 111
Office of the Public Guardian (Scotland)	The government body responsible for legal issues related to adults with incapacity, powers of attorney and guardianship.	http://www.publicguardian-scotland.gov.uk/ or telephone 01324 678300
Samaritans	The Samaritans offer a confidential support line, available 24 hours a day, providing support for anyone experiencing difficulties in coping.	telephone 01563 531313 Email jo@samaritans.org 22 The Foregate, Kilmarnock KA1 1LU
Scottish Independent	Charitable organisation which promotes independent	https://www.siaa.org.uk

Advocacy Alliance	advocacy across Scotland.	or telephone 0131 524 1975
Turn2Us	Turn2Us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.	More information is available at www.turn2us.org.uk

Glossary: Some Useful Definitions

Some of the words we use in the policy may need further explanation. We have provided a more detailed definition of some of the most commonly used terms in this policy that you may not be familiar with:

- **ACCESS:** the availability of services – ‘getting the care you need’.
- **ADVOCACY:** The process of supporting someone to say how they feel about an issue that affects them or that they are concerned about. It might be about supporting someone in a meeting, helping someone to express their rights, helping someone to access services and information or helping someone to explore different options.
- **ASSET-BASED APPROACH:** Using the skills and knowledge of individuals and the connections and resources within communities and organisations, rather than focusing on problems and challenges. This approach aims to empower individuals, enabling them to rely less on public services.
- **ASSESSMENT:** Reviewing someone’s health and care needs, considering the circumstances of an individual, and his/her family or community when looking at future plans. An assessment is carried out with you and staff from SAHSCP to consider your needs and will form either the **Adult Carer Support Plan** or **Young Carer Statement**. It will enable you to find out if you are eligible for support in your own right, including possible Short Breaks.
- **CARER:** An individual who provides or intends to provide unpaid care for another individual (the cared-for person) because of their age, physical or mental illness, substance misuse or disability. This excludes someone paid or employed to carry out that role, or someone who is a volunteer.
- **CARED-FOR PERSON:** Either a child (under the age of 18) or an adult (over the age of 18) with a need for care and support – they receive care or support from carers, paid staff or others. Unless stated otherwise, in this policy, it also means that the person has been assessed and found to have eligible needs.
- **CARE PACKAGE:** Used to describe all the different types of care that make up the total care received by an individual. For example, they may receive home care support and attend day centres. All these services together make up the ‘Care Package’.
- **CHOICE AND CONTROL:** Is about shaping services to meet people’s needs, rather than allocating people to fit around services.
- **COMMISSIONING:** A process in which SAHSCP works out what health and care needs we have locally, assesses that need against what is being provided and develops and buys appropriate services.

- **ELIGIBILITY CRITERIA:** A comprehensive set of rules through which SAHSCP can assess your needs as a carer. They are designed to ensure the limited public resources available are targeted at those with the greatest level of need. It also enables SAHSCP to demonstrate fairness, consistency and transparency in how we make decisions and spend money.
- **INDEPENDENT LIVING:** Means having the same freedom, choice, dignity and control as other citizens at home, at work and in the community. It does not necessarily mean living by yourself or fending for yourself. It means having rights to practical assistance and support to participate in society and live an ordinary life – even as a carer.
- **INDEPENDENT SECTOR:** Individuals and organisations contributing to needs assessment, design, planning, commissioning and delivery of health and social care, who are wholly or partially independent of SAHSCP. This may include care homes, private hospitals and home care providers for example.
- **OUTCOMES:** The impact or end-result of services, support or activity on a person's life. These are usually focused on your quality of life as a carer, and defined as the steps you need to take to improve aspects of your life relating to your own safety and security. These will be identified and described when developing your **Adult Carer Support Plan** or **Young Carer Statement**.
- **PERSON-CENTRED:** An approach to working with people which respects and values the uniqueness of you as a person, putting your needs and aspirations firmly at the centre of the process.
- **RESPIRE:** Used to describe a break from caring. SAHSCP staff, partners and carers themselves more often take the view that 'Respite' is associated with institutional services or for emergency situations. We prefer to use 'Short Breaks', which we believe is a more positive term and more in line with the flexibility and creativity you as carers want.
- **SELF-DIRECTED SUPPORT (SDS):** The support that individuals and families have after making an informed choice on how resources can be used to meet the outcomes they have agreed. There are four options that SAHSCP has a duty to offer:
 1. We make a direct payment to the supported person in order that the person can then use that payment to arrange their support.
 2. The supported person chooses their support and the partnership makes arrangements for the support on behalf of that person.
 3. SAHSCP selects appropriate support and makes arrangements for its provision.
 4. A combination of options 1, 2 and 3 for elements of a person's support.
- **SHORT BREAKS:** We use the Shared Care Scotland description of Short Breaks: "A short break is any form of service or assistance which enables carers to have sufficient and regular periods away from their caring routines or responsibilities. It is designed to support the caring relationship and promote the health and wellbeing of

the carer, the supported person, and other family members affected by the caring situation.”

- **SAHSCP (SOUTH AYRSHIRE HEALTH & SOCIAL CARE PARTNERSHIP):** Set up in April 2015, it is responsible for the planning, funding and delivery of a range of community health services and social work/social care services for older people, adults, children and families and people in the Criminal Justice System in the South Ayrshire Council area.
- **YOUNG CARER:** Someone aged 18 or under who provides or intends to provide unpaid support or care for a family member, partner, child, or friend because of their age, physical or mental illness, substance misuse, or disability.

This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے ابھرے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اس کا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸੁਣਨ ਵਾਲੇ ਰਪ ਵਿਚ ਵੀ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਦਿੱਤੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie, w alfabecie Braille'a, w druku powiększonym lub w formie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

South Ayrshire Health and Social Care Partnership

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