

# HSCP 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%	27-Jan-2020 There is a need to create capacity to ensure this work is carried out in a rolling programme.
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%	22-Feb-2022 Carers Day events did not take place in 2020/2021 due to COVID-19 restrictions. As the situation has been improving localities are now discussing the possibility of hosting Carers Day events. Prestwick's Carers Day has been confirmed and will be held on 17th June 2022, with this year's theme being a Street Party in Celebration of the Queen's Platinum Jubilee. Work is underway on the programme of events for the day.
CAR 03 Continue to develop the rollout of the annual Locality Planning Group Carers Days.	Phil White	31-Dec-2020	▶	75%	16-Feb-2022 Carers Day events did not take place in 2020/2021 due to COVID-19 restrictions. As the situation has been improving localities are now discussing the possibility of hosting Carers Day events. Prestwick's Carers Day has been confirmed and will be held on 17th June 2022, with this year's theme being a Street Party in Celebration of the Queen's Platinum Jubilee. Work is underway on the programme of events for the day.
CAR 10 Develop an annual Adult Carers Survey to collect the views and experiences of carers.	Phil White	31-Dec-2024	▶	10%	17-Feb-2022 There is a current scoping exercise being carried out on the needs of carers in South Ayrshire. Survey development will tie in with this work and will also require input from the Carers Reference Group.
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"> <li>• Provide a forum for carers to receive (and share) information.</li> <li>• Shape services within South Ayrshire Carers Centre.</li> </ul>

					<ul style="list-style-type: none"> <li>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.</li> </ul> <p>The Carers Reference Group meet on the second Thursday of every month from 10.30am – 12 noon at South Ayrshire Carers Centre.</p>
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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.
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## 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.	Stephanie Cox	31-Dec-2024			17-Feb-2022 The HSCP launched a standalone website in June 2021 and are in the process of reviewing and migrating information from the Council website. The existing Carers content has been migrated over to the new site and is due to be reviewed this year. COVID-19 advice and guidance for Carers has recently been updated on the SAC website.
CAR 14 Develop a Carers Information Booklet in partnership with the Carers Reference Group.	Phil White	30-Sep-2020			18-Feb-2022 Carers Policy Implementation Officer is now in post and will work with Carers Reference Group to take forward development of an information booklet.
CAR 15 Ensure advocacy is available to provide independent support and advice for adult carers.	Phil White	31-Dec-2024			18-Feb-2022 South Ayrshire Carers Centre continue to deliver advocacy and support to carers. There is a referral pathway in place for independent advocacy for carers. Moving forward the Strategic Group will need 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			18-Feb-2022 South Ayrshire Carers Centre provide this service as part of the current commissioned service. Social Work also support carers with this and this forms part of the ACSP discussion. There has recently been a renewed focus on supporting people in contact with services to maximise their income through signposting to the Information and Advice Hub.
CAR 17 Deliver SDS awareness sessions to staff and carers across a range of support services. Ensure front line staff are aware of their duty to offer carers choice and control.	Steven Kelly	31-Dec-2024			<p>24-Feb-2022 Training continues to be delivered to all frontline social work staff and as part of induction for new staff. My Life My Outcome paperwork has been reviewed and redesigned to reflect the service users voice and workers professional opinion and there are plans in the redesign of the ACSP to mirror the documents to improve the process for both staff and carers.</p> <p>Discussions are taking place on potential training options, such as the EPIC training programme, that could support frontline staff in identifying carers.</p>

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		<input type="text" value="65%"/>	17-Feb-2022 The Local Carer Eligibility Criteria is due to be reviewed this year. A review did not take place in 2020/21 due to COVID-19 pressures.
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		<input type="text" value="20%"/>	17-Feb-2022 A new carers pathway is being developed with CAMHS to identify and support families at point of referral. A working group has been established that contains carers leads from South, North and East Ayrshire to provide input and shape the new pathway.  Existing pathways require review by the strategic group.
CAR 20 Develop a pathway and protocol for transition planning for young carers.	Mark Inglis	30-Apr-2020		<input type="text" value="75%"/>	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		<input type="text" value="15%"/>	06-Sep-2021 Work has started on the review of the existing contract to progress to a new Commissioning Plan.
CAR 22 Explore options for providing access to a 24hr phone-based support and advice service.	Phil White	30-Apr-2021		<input type="text" value="0%"/>	17-Feb-2022 Limited progress
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		<input type="text" value="20%"/>	24-Feb-2022 Many programmes were on pause or moved to online as a result of COVID-19. Front Doors are now beginning to slowly re-open and the South Ayrshire Carers Centre are looking to resume in-person groups by April 2022 should the situation continue to improve. South Ayrshire Carers Centre continues to offer support to carers online through virtual session, over the phone, and by 1:1 in person appointments.




### 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		<input type="text" value="50%"/>	17-Feb-2022 The strategic group have agreed that the SBS should be reviewed this year with leadership from CSWO.
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		<input type="text" value="80%"/>	24-Feb-2022 There has been a significant number of Adult Cares Support Plans completed in 2021.

					2018/19 = 139 2019/20 (to end January) = 354 Jan - December 2021 = 615
CAR 26 Promote relevant immunisation programmes to carers (e.g. flu and COVID-19)	Phil White	31-Dec-2024			17-Feb-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			17-Feb-2022 The Carers Centre remain the commissioned service for carers support. Holistic and complementary therapies are included as part of the service they offer.
CAR 28 Work in partnership with health improvement to promote events, activities and campaigns which improve the health and wellbeing of carers.	Phil White	31-Dec-2024			17-Feb-2022 Limited progress due to COVID-19.
CAR 29 Work with South Ayrshire Council to promote the Access to Leisure Card to eligible carers.	Stephanie Cox	31-Mar-2020			24-Feb-2022 There requires to be a focus on this action now that leisure facilities are reopening after a series of Covid lockdowns.

#### 4 I AM NOT DEFINED BY MY CARING ROLE

Action	Managed By	Due Date	Status	Progress	Notes
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			22-Feb-2022 The South Ayrshire Volunteer Strategy 2021-24 has recently launched and will help to provide carers opportunities to participate in volunteering through meeting the objectives set out in the strategy,  The main objectives are: 1. Activities across national & local government, community and voluntary sector to be more integrated and aligned. 2. Volunteering infrastructure to be strengthened and supported leading to more confident and knowledgeable management systems. 3. Recruit, deploy more volunteers and support both volunteers and voluntary organisations. 4. Levels of volunteering to be re-energised and increased. 5. The benefits of volunteering to be recognised, valued and promoted. 6. Promoting volunteering as a means to improve the wider

					community.
CAR 31 Support carers to access education, training and employability opportunities.	Phil White	30-Apr-2021		<input type="text" value="10%"/>	18-Feb-2022 The Employability and Skills Family Engagement Programme seeks to support unpaid carers into employment as part of one of the programmes aims. One of the key aims is to encourage employers to offer flexible work to accommodate caring responsibilities. This will link into work of the group established in the Prestwick locality that is focusing on Employers Support for Carers.
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		<input type="text" value="0%"/>	03-Feb-2020 Limited progress
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		<input type="text" value="20%"/>	18-Feb-2022 Following changes to staffing and COVID-19 pandemic, the working group had paused and resumed June 2021. This group continues to work toward raising awareness of the challenges carers face in accessing employment. At the last meeting of the group the Carers Positive Accreditation was discussed as a way of establishing a network of employers who can support those with caring responsibilities. The group is scheduled to meet again in March to discuss in more detail and will be linking in with Employability and Skills to support the Family Engagement Programme which also looks to support carers into employment.