
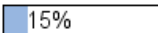

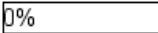



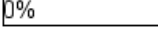

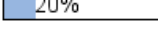



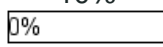

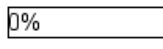




HSC Adult Carers Strategy 2019-2024






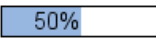

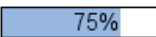
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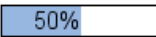

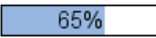

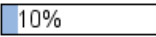



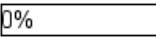

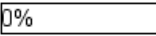

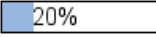



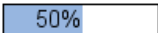

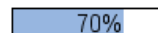

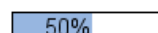




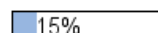


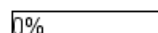
Action	Managed By	Due Date	Status	Progress Bar	Latest Note
1. Develop and deliver carer awareness training sessions to staff within health and social care and community planning partners.	Billy McClean; Phil White	31-Dec-2019	✓	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	27-Jan-2020: <u>Update provided by Steven Kelly</u> There is a need to create capacity to ensure this work is carried out in a rolling programme.
2. 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.	Gabrielle Coyle	31-Dec-2019	✓	<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Jan-2020: <u>Update provided by Gabrielle Coyle</u> A communications plan has been developed looking at: internal and external communications; online and social media activity; opportunities to share best practice, news and invite feedback. This is a working plan and will be reviewed and updated by the Adult Carers Strategic Group on a regular basis.
3. Continue to develop the rollout of the annual Locality Planning Group Carers Days.	Phil White	31-Dec-2020	▶	<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px; width: 75%;"></div></div> 75%	31-Jan-2020: <u>Update provided by Community Engagement Officers</u> Girvan & South Carrick's 1st ever Carers Day took part on Friday 8th November 2019 at The Carrick Opportunities Centre, Girvan. The theme for this event was "Celebration" with the event aimed at celebrating the hard working Carers within South Carrick. Lunch, nail treatments and Musical entertainment was provided by Girvan Academy pupils who used the experience towards gaining their Level 5 NPA in Enterprise and Employability Award. A group of young people from Z1 dance group also provided entertainment. A range of information stalls were provided as was holistic activities such as hand/neck massages and nail



					treatments. Invitations were circulated via the Carers Centre and Girvan Academy's Young Carers Group. 31 carers attended which included 8 young carers. The day went well with the majority of feedback positive for the event. Feedback also showed that there is an interest for more events similar to this in the future. Areas of Development: To explore ways to further strengthen support for carers within South Carrick particularly young carers both in school and at home in the local community. To consider how best to sustain this as a worthwhile annual event. The Carers Centre, Community Learning and Development, Girvan Academy and Locality Planning Group are working together explore both of these areas of development.
4. Work with Primary Care Providers to improve identification of carers.	Phil White	31-Dec-2020			31-Jan-2020: <u>Update provided by Phil White</u> South Ayrshire Carers Centre also have links with GPs across South Ayrshire and link with them to raise awareness of carers. The Strategic Group will need to explore opportunities to link with pharmacy and dental teams to raise awareness of carers.
5. Identify Carers Champions within health and care settings to raise awareness of carers' needs within primary care, district nursing and the acute sector.	Billy McClean; Phil White	31-Dec-2020			16-Jan-2020: <u>Update provided by Phil White</u> Limited progress.
6. Work jointly with the Carers Centre to develop and promote a Carers Card for adult carers in South Ayrshire.	Phil White	30-Apr-2021			31-Jan-2020: <u>Update provided by Phil White</u> No progress as yet – limitations in HSCP resource to support this at present.
7. Promote Carer Positive accreditation to Community Planning Partners.	Susan McCardie; Phil White	31-Dec-2020			03-Feb-2020: <u>Update provided by Susan McCardie</u> Limited progress.
8. Develop the Carer (Hospital Discharge) Support Service to support and involve carers in the hospital discharge process.	Phil White	31-Dec-2024			22-Jan-2020: <u>Update provided by Steven Kelly</u> Seconded Carers worker in Ayr Hospital over past 8 months has provided better support for carers pre

					and during discharge process. An Ayrshire wide event is planned for 2 nd April - case studies will be shared and will look at recommendations for future development.
9. Support the Carers Reference Group ensuring carers are represented across the locality areas.	Gabrielle Coyle; Phil White	31-Dec-2024		10% 	03-Feb-2020: <u>Update provided by Phil White</u> Limited progress although there is representation from Carers in most LPG membership.
10. Develop an annual Adult Carers Survey to collect the views and experiences of carers.	Gabrielle Coyle; Phil White	31-Dec-2024		0% 	03-Feb-2020: <u>Update provided by Gabrielle Coyle</u> Limited progress.
11. Establish a Carers Strategy Implementation Group in which partners and stakeholders, including carers are represented.	Gabrielle Coyle; Phil White	30-Sep-2019		100% 	02-Dec-2019: <u>Update provided by Phil White</u> 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 meets on the second Thursday of every month from 10.30am – 12 noon at South Ayrshire Carers Centre.
12. Ensure carers are represented at both the IJB and the SPAG.	Phil White	31-Dec-2024		100% 	16-Jan-2020: <u>Update provided by Phil White</u> Representatives from Carers Reference Group have seats on both IJB and SPAG.

<p>13. Review and update literature, website, policies and procedures to ensure that information for both carers and staff is accessible and relevant.</p>	<p>Gabrielle Coyle</p>	<p>31-Dec-2024</p>			<p>31-Jan-2020: <u>Update provided by Gabrielle Coyle</u> The carers section of the HSCP website has recently been refreshed and is updated on an ongoing basis. Moving forward would like to capture and publish carer stories and case studies of good practice.</p>
<p>14. Develop a Carers Information Booklet in partnership with the Carers Reference Group.</p>	<p>Gabrielle Coyle</p>	<p>30-Sep-2020</p>			<p>31-Jan-2020: <u>Update provided by Gabrielle Coyle</u> Work on this is due to start in March.</p>
<p>15. Ensure advocacy is available to provide independent support and advice for adult carers.</p>	<p>Phil White</p>	<p>31-Dec-2024</p>			<p>31-Jan-2020: <u>Update provided by Phil White</u> South Ayrshire Carers Centre delivers advocacy and support to carers as part of current commissioning arrangement. 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 and gaps within the current provision.</p>
<p>16. Ensure carers are signposted to income and financial advice and support, including benefit maximisation.</p>	<p>Billy McClean; Phil White</p>	<p>31-Dec-2024</p>			<p>31-Jan-2020: <u>Update provided by Phil White</u> South Ayrshire Carers Centre provides this service as part of the current commissioned service. Social Work also supports carers with this and this forms part of the ACSP discussion.</p> <p>Carers are signposted to relevant services who can support them such as SAC Information and Advice Hub and Social Security Scotland.</p> <p>There is a Financial Support section on the HSCP carers website https://www.south-ayrshire.gov.uk/carers/financial-support-carers.aspx</p> <p>Ongoing consultation with carers (such as the survey) will identify gaps and opportunities to improve this work.</p>

<p>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.</p>	<p>Steven Kelly</p>	<p>31-Dec-2024</p>			<p>31-Jan-2020: <u>Update provided by Steven Kelly</u> Training has been delivered to all frontline social work staff. SDS awareness and carers has also been included in the induction for new staff.</p> <p>Capacity is required to design and deliver awareness across health professionals and wider stakeholders working in the partnership.</p>
<p>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.</p>	<p>Phil White</p>	<p>31-Dec-2024</p>			<p>31-Jan-2020: <u>Update provided by Gabrielle Coyle</u> Local Carer Eligibility Criteria was reviewed in November 2019. Attached under documents. This will be reviewed on an annual basis and any changes will be reflected in a revised document.</p>
<p>19. Develop carer support pathways across services with a particular focus on those linked to palliative care and life-limiting illness.</p>	<p>Phil White</p>	<p>31-Dec-2024</p>			<p>03-Feb-2020: <u>Update provided by Phil White</u> Pathways were developed in early 2019 and will need to be updated by the Carers Strategic Group. National guidance will be issued shortly to inform arrangements re Palliative/EOL Care.</p>
<p>20. Develop a pathway and protocol for transition planning for young carers.</p>	<p>Mark Inglis</p>	<p>30-Apr-2020</p>			<p>31-Jan-2020: <u>Update provided by Phil White</u> This will be subject to completion of the young carers strategy and associated 'pathway' development work.</p>
<p>21. Develop new commissioning plans for an adult carer support service in collaboration with provider organisations and carers.</p>	<p>Phil White</p>	<p>31-May-2020</p>			<p>31-Jan-2020: <u>Update provided by Phil White</u> Require capacity from the contracts and commissioning team to move this forward.</p>
<p>22. Explore options for providing access to a 24hr phone based support and advice service.</p>	<p>Phil White</p>	<p>30-Apr-2021</p>			<p>31-Jan-2020: <u>Update provided by Phil White</u> Phil White to explore use of existing overnight / residential staff carrying out a test of change to see if this is a feasible option.</p>
<p>23. Continue to support and develop a range of community based carer information and support services within the Community Led Support (CLS)</p>	<p>Phil White</p>	<p>31-Dec-2024</p>			<p>16-Jan-2020: <u>Update provided by Phil White</u> South Ayrshire Connect 'front doors' including the Better Health Hub at the Biggart provides</p>

programme and South Ayrshire Life.					opportunities to engage with and provide information and support to carers.
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			31-Jan-2020: <u>Update provided by Gabrielle Coyle</u> The SBS was reviewed and updated in January 2020.
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			03-Feb-2020: <u>Update provided by Steven Kelly</u> Figures for ACSPs - 2018/19 = 139 2019/20 (to end January) = 354
26. Promote the Flu Immunisation programme to carers.	Phil White	31-Dec-2024			02-Dec-2019: <u>Update provided by Gabrielle Coyle</u> The Flu Immunisation programme for 2019 has been promoted via Social Media and other online digital channels.
27. Ensure that commissioned carer support service offers a range of holistic and complementary therapies for carers.	Phil White	30-Apr-2020			16-Jan-2020: <u>Update provided by Phil White</u> The current commissioned Carers Support Service - South Ayrshire Carers Centre provides a range of complementary therapies.
28. Work in partnership with health improvement to promote events, activities and campaigns which improve the health and wellbeing of carers.	Gabrielle Coyle; Phil White	31-Dec-2024		10%	03-Feb-2020: <u>Update provided by Gabrielle Coyle</u> Limited progress although a range of health improvement activity supported by Carers Centre
29. Work with South Ayrshire Council to promote the Access to Leisure Card to eligible carers.	Gabrielle Coyle	31-Mar-2020			06-Dec-2019: <u>Update provided by Gabrielle Coyle</u> As of 6 December 2019 there are 28 adults with an Access to Leisure card as a carer. Moving into 2020 we will need to look at how we promote this better to carers.
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		10%	Limited progress but there is existing strong linkage from Carers Centre and VASA to support this
31. Support carers to access education, training and employability opportunities.	Phil White	30-Apr-2021			Limited progress

<p>32. Work with local colleges and universities to develop a joint approach to identify and support carers within higher and further education.</p>	Phil White	30-Apr-2021		<input type="text" value="0%"/>	<p>03-Feb-2020: <u>Update provided by Phil White</u> Limited progress.</p>
<p>33. Deliver awareness raising sessions with local employers to highlight the issues that carers face in accessing employment and reduce any barriers.</p>	Phil White	30-Apr-2024		<input type="text" value="20%"/>	<p>31-Jan-2020: <u>Update provided by Seonaid Lewis</u> 'Carer Confident Employers' Programme - Prestwick & Villages Locality Planning has established a small working group to explore opportunities to engage with local employers and carers in employment to:</p> <p>Engage with local employers around support for employees who are unpaid carers</p> <p>Hear from and provide awareness and support for employees who are carers</p> <p>Raise awareness of the issues carers may face in accessing and staying in employment</p> <p>Demonstrate why support is essential for carers, employers and respite providers</p> <p>The working group includes representatives from local care providers, Prestwick & Villages Locality Planning Group, Healthy Working Lives, South Ayrshire Carers Centre and local Councillors. Research has been undertaken at both national and local level; with particular focus on 'Carer Positive' Award.</p> <p>Overarching aim to encourage employers to create a supportive working environment for carers in the workplace - <i>supporting carers to manage the sometimes difficult job of balancing work with caring responsibilities can deliver real benefits to</i></p>

					<p><i>employers as well as helping individuals and their families - e.g. retaining experienced workers and reducing staff absences</i></p> <p>Progress to date</p> <ul style="list-style-type: none"> • Explored draft carer policies and working practices • Engaged with local Trade Union representatives • Engaged with Chamber of Commerce and submitted an article for their magazine • Positive meeting with South Ayrshire Council Head of Employment and Customer Service Centre on potential Carers' Policy - <i>(triggered by this sub group)</i> <p>Next Steps</p> <ul style="list-style-type: none"> • Identify and make initial contact with 4 - 5 local employers • Make initial contact with Prestwick Business Association • Follow up meeting with Chamber of Commerce and obtain feedback from article • Carers perspective - speak with local carers to hear their thoughts and experiences
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