

# HSC Adult Carers Strategy 2019-2024



**Report Type:** Actions Report


**Report Author:** Aaron Cyr

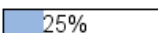
**Generated on:** 12 May 2023


Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
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	Completed	<div style="width: 100%;"><div style="width: 100%;"></div></div> 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.

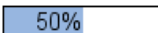
Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
CAR 02 Develop and deliver a communications and engagement plan to raise the profile of carers, building on initiatives such as Carers' Week and Carers' Rights Day.		31-Dec-2019	Completed	<div style="width: 100%;"><div style="width: 100%;"></div></div> 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.


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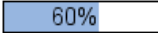
CAR 03 Continue to develop the rollout of the annual Locality Planning Group Carers Days.	Phil White	31-Dec-2020	Completed		26-Apr-2023 Ayr Carers Day is planned as part of Carers Week at the start of June 2023. A planning group has been formed who are meeting regularly to develop the day in partnership with the community and organizations to best celebrate and raise awareness of Carers.
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CAR 04 Work with Primary Care Providers to improve identification of carers.	Phil White	31-Dec-2024	In Progress		09-May-2023 As part of general 'Team around the Practice' development work some awarenessness raising has taken place re Carers as well as significant Community Pharmacy work


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CAR 05 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-2024	In Progress		09-May-2023 There is more overt championing of carers in acute settings but more to do in other contexts

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CAR 06 Work jointly with the Carers Centre to develop and promote a Carers Card for adult carers in South Ayrshire.	Phil White	30-Apr-2024	In Progress		09-May-2023 A exploration group has been formed and due to meet on the 24/05/23 to look at previous progress and future actions surrounding Adult Carers. Progress has been identified through Youth Voice & Adult Carers in respects of designing and implementing a method of identification for Carers. It is hoped these actions can be merged to form one working group for the development and roll out of a card.


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CAR 07 Promote Carer Positive accreditation to Community Planning Partners.	Susan McCardie; Phil White	31-Dec-2022	Completed	 100%	09-May-2023 Susan McCardie confirmed that the paper was take to the CP Board in Oct 2022 and was accepted with it's recommendations; completing this action.


Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
CAR 08 Develop the Carer (Hospital Discharge) Support Service to support and involve carers in the hospital discharge process.	Phil White	31-Dec-2024	In Progress	 60%	09-May-2023 Significant improvement in hospital based support for carers with 2 workers from EA Carers Centre supporting both acute sites and linking carers into local support services


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CAR 09 Support the Carers Reference Group ensuring carers are represented across the locality areas.	Phil White	31-Dec-2024	Completed	 100%	03-May-2023 The Carers reference group has continued to meet within the Centre on the second Thursday of each month. It is hoped this forum will continue to offer insight and representation to Carers within South Ayrshire.

Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
CAR 10 Develop an annual Adult Carers Survey to collect the views and experiences of carers.	Phil White	31-Dec-2024	In Progress	 30%	03-May-2023 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 tendering process. It is hoped that the successful tender will work jointly to develop, produce and complete the annual survey moving

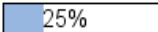
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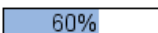
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CAR 11 Establish a Carers Strategy Implementation Group in which partners and stakeholders, including carers are represented.	Phil White	30-Sep-2019	Completed		<p>02-Dec-2019 The Carers Reference Group helps carers play an active role in the work of South Ayrshire Health and Social Care Partnership.</p> <p>The main aims of the Carers Reference Group is to:</p> <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> <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>

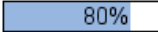
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CAR 12 Ensure carers are represented at both the IJB and the SPAG.	Phil White	31-Dec-2024	Completed		16-Jan-2020 Representatives from Carers Reference Group have seats on both IJB and SPAG.

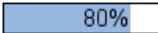
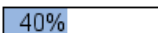
Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
CAR 13 Review and update literature, website, policies and procedures to ensure that information for both carers and staff is accessible and relevant.	Phil White	31-Dec-2024	Unassigned		09-May-2023 The Carers pages continue to be maintained and explored, it is hoped a group can be formed to continue to ensure the development of the

					resource. The <a href="mailto:carers@south-ayrshire.gov.uk">carers@south-ayrshire.gov.uk</a> mail box continues to be used and promoted to staff and wider partners to be used for any queries.
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Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
CAR 14 Develop a Carers Information Booklet in partnership with the Carers Reference Group.	Phil White	31-Dec-2024	In Progress	 25%	09-May-2023 Post-covid a new set of communication materials need to be developed rfor carers


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CAR 15 Ensure advocacy is available to provide independent support and advice for adult carers.	Phil White	31-Dec-2024	In Progress	 60%	03-May-2023 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.


Code & Title	Managed By	Due Date	Status	Progress Bar	Latest Note
CAR 16 Ensure carers are signposted to income and financial advice and support, including benefit maximisation.	Billy McClean; Phil White	31-Dec-2024	In Progress	 80%	03-May-2023 South Ayrshire Carers Centre has continued to 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 and planning. Due to the cost of living crisis 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. At present there are ongoing discussions with Thriving Communities about


					hosting a drop in session at the Carers Centre for a budgeting/income maximization workshop to further assist Carers.
<b>Code &amp; Title</b>	<b>Managed By</b>	<b>Due Date</b>	<b>Status</b>	<b>Progress Bar</b>	<b>Latest Note</b>
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	In Progress		09-May-2023 Training and awareness sessions continue to be explored and delivered by the SDS team, who ensure that SDS and Carers' legislation are met. Additionally the Carers Centre are providing SDS literature, guidance and basic information for earlier discussions to take place with Carers. Allowing for more of a preventative approach while ensuring Carers choice and control.
<b>Code &amp; Title</b>	<b>Managed By</b>	<b>Due Date</b>	<b>Status</b>	<b>Progress Bar</b>	<b>Latest Note</b>
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	Unassigned		10-May-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.
<b>Code &amp; Title</b>	<b>Managed By</b>	<b>Due Date</b>	<b>Status</b>	<b>Progress Bar</b>	<b>Latest Note</b>
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	In Progress		03-May-2023 Updated Statutory Guidance was issued in July of 2021, concerning the timescales set in the Carers (Scotland) Act 2016 (Adult Carers and Young Carers of Terminally Ill Persons: Timescales for Adult Carer Support Plans and Young Carer Statements etc.) Regulations 2021/26 ("Terminal Illness Regulations").

					<p>The steering group will need to continue to review and ensure the appropriate pathways are in place to continue to meet the responsibilities. The Directions and Terminal Illness Regulations work together with the Carers Act.</p> <p>This recognises the urgency of supporting adult carers who are caring for people who are terminally ill. They also recognise that carers may not always wish or be in a position to engage in the preparation of an ACSP within days of being offered one.</p> <p>Once an authority identifies an adult carer of someone who is terminally ill, the authority must offer that carer an ACSP within two working days. If the authority cannot do this within two working days, due to unforeseen circumstances, they must make the offer as soon as reasonably practicable.</p> <p>The first step in the process is having a “substantive conversation” with the carer about urgent outcomes and needs for support. Authorities must have this conversation with the carer within five working days of the carer accepting an offer or requesting an ACSP.</p> <p>The second step in the process is completing a light touch ACSP, based on the substantive conversation. If that conversation takes place within the five working days mentioned above then the authority must complete the ACSP within ten working days.</p>
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CAR 20 Develop a pathway and protocol for transition planning for young carers.	Mark Inglis	30-Apr-2020	Completed	 100%	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 appropriate 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.

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CAR 21 Develop new commissioning plans for an adult carer support service in collaboration with provider organisations and carers.	Phil White	31-May-2020	Completed	 100%	09-May-2023 This is complete and we are in the middle of the re-commissioning process

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CAR 22 Explore options for providing access to a 24hr phone based support and advice service.	Phil White	30-Apr-2021	Completed	 100%	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.




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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	In Progress	<div style="width: 25%;"><div style="width: 25%;"></div></div> 25%	09-May-2023 This will be addressed through the development of new Locality 'front doors' across South Ayrshire


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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	In Progress	<div style="width: 70%;"><div style="width: 70%;"></div></div> 70%	10-May-2023 CSW Office has confirmed that the Short Break Statement has been reviewed for 2022/2023.

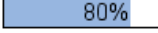
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CAR 25 Support carers with eligible needs to have choice and control and access short breaks through access to SDS.	Steven Kelly; Phil White	31-Dec-2024	In Progress	<div style="width: 90%;"><div style="width: 90%;"></div></div> 90%	10-May-2023 Carers continue to be supported to access short breaks through SDS as part of the Support Planning process and completion of their ACSP document.

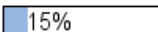
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CAR 26 Promote relevant immunisation programmes to carers (e.g. flu and COVID-19)	Phil White	31-Dec-2024	Completed	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	19-Aug-2022 Both the COVID-19 and flu vaccination programmes have 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.

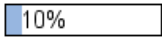


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CAR 27 Ensure that commissioned carer support service offers a range of holistic and complementary therapies for carers.	Phil White	30-Apr-2020	Completed		10-May-2023 Holistic and complementary therapies for Carers are presently accessible one day per week from the Carers Centre. This will continue and be included as part of the Carers service commissioning process with future providers.
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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	Unassigned		10-May-2023 The Partnership continue to work jointly in this area, with the 'Involving Carers in Hospital Discharge Project' meeting on a regular basis. The next event planned with Health Improvement is a day event at Ayr Hospital 'Mapping the Journey: Improving Carer experience of hospital discharge'

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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	Unassigned		05-Apr-2023 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. The access has also now been extended to 18-25 year old carers. For the month of April 2023 all adult carers will be entitled to a free leisure card, however proof of being a carer is required to apply for this eg registration with the Carers Centre. We will look at what opportunity we have to extend this.

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CAR 30 Work with VASA and other Third Sector organisations to provide carers with opportunities to	Phil White	31-Dec-2024	In Progress		09-May-2023 New SA Volunteering Strategy supports volunteering across all groups

participate in volunteering and social interaction.					
<b>Code &amp; Title</b>	<b>Managed By</b>	<b>Due Date</b>	<b>Status</b>	<b>Progress Bar</b>	<b>Latest Note</b>
CAR 31 Support carers to access education, training and employability opportunities.	Phil White	31-Dec-2024	Unassigned		09-May-2023 Post-Covid work needs to be re-started to engage with HE/FE sector
<b>Code &amp; Title</b>	<b>Managed By</b>	<b>Due Date</b>	<b>Status</b>	<b>Progress Bar</b>	<b>Latest Note</b>
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	Completed		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.
<b>Code &amp; Title</b>	<b>Managed By</b>	<b>Due Date</b>	<b>Status</b>	<b>Progress Bar</b>	<b>Latest Note</b>
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	In Progress		09-May-2023 Carers Days have been held in Prestwick and Troon and with one planned for Ayr to raise awareness of carers in localities