

## **INTEGRATION JOINT BOARD**

**Date of Meeting: 25 November 2020**

**Title of Report: Carers Strategy Update**

**Presented by: Linda Currie, Lead Allied Health Professional**

**The Integration Joint Board is asked to:**

- Note progress of the Carers Act implementation

### **1. EXECUTIVE SUMMARY**

- 1.1 The Carers Act came into statute in April 2018. Since then we have worked closely with our partners to implement. In April 2019 we launched our Carers Strategy and Implementation Plan. This report updates on areas of progress and highlights some of the areas that require further focussed collective leadership and implementation.

### **2. INTRODUCTION**

- 2.1 We currently have unpaid carer support commissioned across 6 services in Argyll & Bute;

- North Argyll Carer Centre
- North Argyll Crossroads
- Dochas Centre(based in Mid Argyll12)
- Mid Argyll Youth Development Service
- Cowal Crossroads
- Helensburgh and Lomond Carer Centre

There are of course a range of other organisations who work with and support carers.

- 2.2 Recently our partners in the Scottish Health Council carried out informal consultation with our carer service managers to review progress towards implementation of the Carers Act. This has provided useful feedback to help focus future plans and is outlined below.

- 2.3 In 2019 we attempted to recruit a fixed term Carers Act Officer to progress operational activities outlined within the Strategy Implementation Plan. We were not successful in efforts to recruit and this was attributed to the grade and the fixed term nature of the post.

- 2.4 The pandemic response has for a number of months required focus of the lead officer and our carer service managers. The services have moved from centre based services to remote home based services as a response and they have provided much needed ongoing support to unpaid carers during lockdown, recently and for the medium term until centres can safely open their doors. The four carers centres in each locality also supported PPE distribution to unpaid carers. We recognise and appreciate the support the services have provided to carers during this time and have written a formal letter of appreciation to all providers.
- 2.5 Due to both issues timescales on our implementation plan need to be reviewed and clear actions identified to support progress.

### **3. DETAIL OF REPORT**

- 3.1 The Carers Strategy was launched in April 2019. It has a detailed implementation plan that has progressed in some areas and focus is required on the areas that have not progressed.
- 3.2 Feedback from managers to Scottish Health Council highlighted that the informal tender process had been very difficult with communication and timescales leading to the contracts having to be accepted with limited time for discussion or negotiation. The feedback has identified other areas for consideration and these have informed the recommendations. The informal process was used for experience for the centres who will have to operate within a formal tender process for the next contract period. Progressing formal contracts for third sector providers for unpaid carer services was unknown territory for management and teams like finance and procurement and made more difficult by services being set up and run differently in each area. Carer services now have longer periods of contract security, the process was challenging but the fact that it has progressed formally is to be acknowledged but did distract from the work of the Carers Strategy implementation plan.
- 3.3 Sections of the implementation plan require operational capacity like training and education of HSCP teams and improving pathways for carer support in the localities. This capacity will come with recruitment of the Carers Officer and it is recommended that moving to a permanent post will assist recruitment and support long-term work to improve our unpaid carer support.
- 3.4 The Carers Partnership have drafted a communication plan based on the HSCP Engagement Framework. This will involve leaflets to all households, establishing easy web-based signposting and work with primary care to help identify unknown carers. The Carers Officer will lead on this plan but work will start within the carer service manager/HSCP lead team until recruitment is achieved.
- 3.5 Part of the plan was to carry out a consultation on short breaks. This has been postponed by our pandemic response. It is planned that this is carried out over the autumn so we can agree a model for short breaks as all locality services currently have different models.

3.6 The HSCP established a Carers Act Implementation Group and last year this moved back to the Carers Partnership. It is acknowledged that the current Partnership has not had the right representation or enough focus on continued implementation so it is recommended that the Carers Act Implementation Group is reformed and the HSCP will lead on progressing the implementation plan. The following recommendations were made and supported operationally:

1. The Carers Partnership is refreshed and realigned as the Carers Act Implementation Group. It will formally report to the Older Adult and Dementia Steering Group.

Reps required to attend:

Resources Manager, SW Lead, Children's rep, Education rep-Links with Mental Health etc. Finance and Commissioning colleagues will attend at the Chair's request.

This meeting will have an updated Terms of Reference and be action focussed around the Strategy Implementation Plan. Carer Lead to chair.

2. Carers Act Officer JD reviewed and aim for LGE12 to lead work at right skill level. Consider recruitment of Young Carers Support Officer incorporating work around young carers linking child rights and poverty. Officers will report to the Carers Implementation Group.

3. At the end of 2019 and early 2020 two recruitment campaigns for IJB members, Locality Planning Group members and carer representation on each of these groups was undertaken.

While a number of carers came forward only a few identified that they would be able to undertake the IJB role and only with support. A number withdrew due to their caring responsibilities. We were also unable to establish a spread of carers from across Argyll & Bute to support locality planning. A further recruitment was postponed due to pandemic response and staff resource.

We will align with the work of the carers strategy and work with carers centres undertake a further round of recruitment and to support the recruitment of carers representatives in each locality for locality planning on recommencement of these groups.

This form of recruitment has been successful in recruiting from the independent sector.

We would seek to put additional support in place for the two carer representatives in regards to undertaking their roles as IJB members and within the committees and Strategic Planning Group. We seek to offer increased access to staff to support understanding of IJB papers and decisions which may be pertinent to carers.

Continued work with the carers centres would also seek to ensure that the business of the IJB is more widely communicated to the communities of unpaid carers in Argyll & Bute.

4. Commissioning team to provide monitoring returns to Performance team for use with IJB performance reports and contract monitoring intelligence.
5. Agree in principle plans for spend next year;
  - (i) in line with increased activity/demand for services
  - (ii) young carers – currently 25k per locality-covers assessment but no support
  - (iii) development of more short breaks options and availability
  - (iv) funding for carers post and communications strategy

### **Sections of implementation plan requiring progress;**

6. Communication plan including work around unknown carers-start work immediately
7. Carers Officer to support work creating guidance and workforce training on Carers Act and work to improve pathways between HSCP and carer services inclusive review of ACSP/YCS templates
8. Consultation with unpaid carers on short breaks (respite and befriending types). Clear specification of what short breaks services are required and commission those services instead of the current mixture of models – CAIG develops an implementation plan and prioritises.
9. Improved links between Performance team and Finance and Procurement who were heavily involved in the contracting process.
10. IT connectivity-move to new community system for carer services

Note; Carers Centre boards are meeting to discuss becoming one consortium for A&B service.

## **4. RELEVANT DATA AND INDICATORS**

- 4.1 The Carers Services have recently been provided with a quarterly monitoring proforma and review meetings have been initiated.  
Data is also collected nationally: Carers Census. We are waiting for national templates to be finalised to update data collection systems within each service and submit data.

## **5. CONTRIBUTION TO STRATEGIC PRIORITIES**

- 5.1 Support for unpaid carers is one of the key priorities within the HSCP Strategic Plan. It is also recognised that the role of unpaid carers is fundamental in achieving our strategic vision of keeping people at home living independently for as long as possible.

## **6. GOVERNANCE IMPLICATIONS**

### **6.1 Financial Impact**

Funding will be utilised within financial constraints. Currently we do not have confirmed funding for 21/22.

## 6.2 Staff Governance

Staff training and education within the HSCP is identified as being required.

## 6.2 Clinical Governance

Positive impact on care.

## 7. EQUALITY & DIVERSITY IMPLICATIONS

EQIA's will be completed if there is any impact to service provision.

## 8. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

Work is underway with the Performance Team to finalise data sharing agreements with carer services.

## 9. RISK ASSESSMENT

Risk register and assessment will form part of early discussions within the Carers Act Implementation Group.

## 10. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

The HSCP Engagement Specification has been drafted and will be enacted by the Carers Officer when in post.

## 11. CONCLUSIONS

11.1 Delay in progress of the implementation plan is acknowledged and with recruitment to operational capacity and a newly formed Carers Act Implementation Group actions will progress.

## 12. DIRECTIONS

Directions required to Council, NHS Board or both.	<b>Directions to:</b>	tick
	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

## REPORT AUTHOR AND CONTACT

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Appendix 2;

**COMBINED A&B CARERS' STRATEGY & IMPLEMENTATION PLAN**

**2018**

Outcome 5 People who provide care are supported to look after their own health and wellbeing including to reduce any negative impact of their caring role on their own health and wellbeing.						
<u>No</u>	<u>COMMITMENT</u>	<u>Actions</u>	<u>Accountability</u>	<u>Date for Completion</u>	<u>Evidence</u>	<u>RAG Status</u>
24.	We will develop a short breaks statement for Carers in Argyll and Bute	24.1 Develop, in collaboration with Carers Partnership, a short break statement which meets the requirements of the Carers (Scotland) Act 2016 and the outcomes of this strategy	HSCP Carer Lead	<b>December 2018</b>	SBS produced as part of Strategy	<b>Green</b>

## A&B CARERS' STRATEGY & IMPLEMENTATION PLAN 2019

<b>OUTCOME 5</b> People who provide care are supported to look after their own health and wellbeing including to reduce any negative impact of their caring role on their own health and wellbeing.						RAG Status
No	Commitment	Actions	Accountability	Date for Completion	Evidence	
21	We will work with educational, cultural and leisure organisations to improve access for Carers to programmes and establishments across Argyll and Bute and beyond	21.1 Identify key partner organisations and groups across Argyll and Bute	Carers Partnership	January 2019	Communication Strategy	Amber

<b>OUTCOME 4</b>						<b>RAG Status</b>
<b>Carers have access to information and advice about their rights and entitlements to ensure they are free from disadvantage or discrimination in relation to their caring role</b>						
<b>12</b>	We will develop and implement a communication strategy which includes continuation of Carers Conference to increase awareness, understanding and identification of Carers.	12.1 Develop and implement a communication strategy which includes continuation of Carers Conference to increase awareness, understanding and identification of Carers.	Carers Partnership	<b>March 2019</b>	Strategy produced. Conference occurs.	<b>Amber</b>
<b>13</b>	We will have clauses within commissioned services contracts that they have a responsibility to identify and signpost Carers to appropriate supports.	13.1 In collaboration with the Commissioning Team and service providers, develop and agree wording for inclusion in contracts	HSCP Carer Lead	<b>March 2019</b>	Contract updated	<b>Green</b>
<b>26</b>	We will review and expand the range of short break/respite options available to meet the different needs of Carers	26.1 Review current provision and uptake of both respite and short break options available to Carers in Argyll and Bute	Carers Partnership	<b>March 2019</b>	Within future contracts	<b>Red</b>



<b>OUTCOME 1</b>						<b>RAG Status</b>
<b>All Carers are identified at the earliest opportunity and offered support to assist them in their caring role.</b>						
<b>1</b>	We will develop a model which supports early identification of Carers and prevention of crisis situations.	1.1 Develop and implement guidance for all staff and services to ensure that Carers are identified as early as possible	Carers Act Social Work Group	<b>April 2019</b>	Guidance produced	Amber
		1.2 Develop and implement processes to ensure that Carers Support Plans, Young Carers Statements and Emergency Plans are completed, and information shared across all services as agreed	Carers Act Social Work Group Carer centres	<b>April 2019</b>	Guidance produced	Amber
<b>3</b>	There will be multi-agency guidance for our workforce on identifying, supporting, listening to and involving Carers in planning of services and supports as an equal partner in care. This will include guidance on how we communicate and work together.	3.1 In collaboration with Carers and with staff, develop appropriate guidance which meets the requirements of commitment 9.	HSCP Carer Lead Lead for Social Work Carers Act Social Work Group-local reps	<b>April 2019</b>	Guidance produced and Implemented	Amber
		3.2 Implement guidance across all relevant services	HSCP Carers Lead Heads of Service Lead for Social Work Carers Act Social Work Group-local reps Locality management teams			Amber

<b>OUTCOME 3</b>						
<b>Mental and physical health of Carers is promoted by ensuring that they can access or be signposted to appropriate advice, support and services to ensure they are supported to enjoy a life outside their caring role.</b>						
7	Each identified Carer in Argyll and Bute will have the opportunity to participate in completing his/her individual Adult Carer's Support Plan (ACSP) or Young Carer's Statement (YCS). This will be personalised to the individual needs of the Carer, and where appropriate, the needs of the person being cared for.	7.1 Develop and implement guidance for staff and Carers in the completion of ACSP/YCS	HSCP Carers Lead/Carers Act Social Work group	April 2019	Guidance produced	Amber
8	Each Adult Carers Support plan and Young Carers Statement will be co-ordinated by named person through the Carers' Centres and information shared, as agreed with the Carer, with appropriate others (meeting Data Protection requirements)	8.1 Develop and implement guidance for staff and Carers in the co-ordination and sharing of information/actions included within the ACSP/YCS IT solution sourced and implemented	Carers Act Social Work group/Carer Lead and as part of contracts	April 2019	Guidance produced. Contract monitoring	Amber
	There will be an information leaflet that enables individuals	6.1 Develop a leaflet with simple checklist that informs and enables Carers to identify	Carers Partnership/ Carers Lead	June 2019	Leaflet to all A&B homes	Red

	to identify that they are Carers	that they are carers			2019	
		6.2 Implement leaflet with distribution and implementation plan to ensure that it is available in all key locations, both in hard copy and electronically	Carers Partnership/ Carers Lead	<b>June 2019</b>	Leaflet created and distributed	Red
<b>9</b>	Eligibility criteria will be evaluated to ensure access to services for Carers wherever they are based in Argyll and Bute	9.1 Evaluate, in collaboration with Carers, effectiveness of eligibility criteria one-year post-implementation	HSCP Carers Lead/ Council Finance team.	<b>June 2019</b>	IJB reports Census evaluation	Red
<b>22</b>	We will provide counselling and group support services for Carers	22.1 Carry out gap analysis to identify areas of good practice and areas where there are no/inadequate services currently available	Carers Centres within contracts	<b>June 2019</b>	Census data	Green
<b>23</b>	We will increase access to befriending and respite services for Carers	23.1 Carry out gap analysis to identify areas of good practice and areas where there are no/inadequate services currently available	HSCP Carer Lead Carers Centres within contracts	<b>June 2019</b>	Census data	Red
<b>10</b>	Carers voices will be represented at all levels of planning and decision making in Argyll and Bute	10.1 In collaboration with Carers, develop plan to ensure that feedback and input from Carers are included in all appropriate planning and decision making and within	Deputy Director of Associate Director of Public Health/ Carers Partnership/Carer Lead	<b>September 2019</b>	Input to Strategic Planning Group/Carer rep role in IJB reviewed. Carer rep at	Amber

		the Carers' participation and engagement statement			Partnership meetings Engagement framework	
<b>11</b>	There will be a Carers' participation and engagement statement which sets out how Carers will be promoted and encouraged to be meaningfully involved in the strategic planning and shaping of services to support them and the person they care for.	11.1 In collaboration with Carers, develop the participation and engagement statement which meets the requirements as set out in the Carers (Scotland) Act 2016.	Associate Director of Public Health	<b>September 2019</b>	Statement produced and agreed	<b>Red</b>
<b>14.</b>	There will be a learning and development plan to support implementation of the Carers (Scotland) Act 2016 and to build confidence and skills of our workforce in supporting Carers.	14.1 Create a learning and development plan to meet the requirements identified through both the Carers (Scotland Act 2016 and the Caring Together strategy for Argyll and Bute -EPiC tool used	Carers Partnership HSCP L&D Plans Carers Act Social Work group	<b>September 2020</b>	Plan developed	<b>Red</b>
<b>17</b>	We will work with partners in NHS Greater Glasgow and Clyde and NHS Highland hospitals to ensure Carer involvement	17.1 Identify key partners and colleagues in NHS GGC and Highland and agree and implement necessary actions to ensure cross boundary involvement of Carers in	Head of Planning/ Carers Partnership  Carers Centres within contracts	<b>December 2019</b>	KPI's from Hospital Discharge Pilot. Activity embedded into future contracts.	<b>Green</b>

		hospital discharge.				
		17.2 Seek feedback from Carers who have experienced services in NHS GGC and Highland and ensure appropriate communication channels to report back to GGC and Highland	Head of Planning/Carers Partnership  Carers Centres within contracts	<b>December 2019</b>	Carers Survey	Red
<b>18</b>	We will make sure that there is access to all information on services and supports for Carers and that Carers can be signposted to support services through a variety of methods	18.1 Review of current information provision for Carers and ensure that modern information and service directories are developed and made available through range of media which all Carers can access. 18.2 Ensure robust information provided for hospitals.	Carers Centres within contracts	<b>December 2019</b>	Within contracts from 2019.	Green

## A&B CARERS' STRATEGY & IMPLEMENTATION PLAN 2020

No	Commitment	Actions	Accountability	Date for Completion	Evidence	RAG Status
19	We will identify and deliver rolling programmes of education and training to support Carers in their roles	19.1 Evaluate current training programmes and availability for Carers across Argyll and Bute	Carers Centres within contracts	January 2020	Training Plan established by all centres.	Green
7	Each identified Carer in Argyll and Bute will have the opportunity to participate in completing his/her individual Adult Carer's Support Plan (ACSP) or Young Carer's Statement (YCS). This will be personalised to the individual needs of the Carer, and where appropriate, the needs of the person being cared for.	7.2 Review, as part of an annual evaluation, the ACSPs/YCSs to ensure that they meet the standards agreed  7.3 Elicit feedback from Carers as part of the annual audit to ensure they have the opportunity to participate in completing their plans and to influence the completion of the plans	Local managers/HSCP Carer Lead/Centre managers  HSCP Carers Lead Procurement & Commissioning team	March 2020  March 2020	Contract monitoring/feedback from local teams  Annual Audit/survey completed	Amber
13	We will have clauses within commissioned services contracts that	13.2 Review the impact of the clauses as part of	HSCP Carer Lead	March 2020	Census data/monitoring	Green

	they have a responsibility to identify and signpost Carers to appropriate supports.	the service review process				
<b>25</b>	We will increase information about, and access to, bereavement support for carers	25.1 Review gaps in current bereavement support services provided by all partners in Argyll and Bute	Carers Partnership	<b>March 2020</b>	Report produced For partnership group	Red
		25.2 Identify how current gaps can be addressed and work in partnership with other key organisations and groups to address	Carers Partnership	<b>March 2020</b>	Report produced For partnership group	Red
		25.3 Make information on bereavement support services accessible to Carers	Carers Partnership	<b>March 2020</b>	Within contract	Green