

Carers Strategy 2023 - 2026

Outcome 1 All Carers are identified at the earliest opportunity and offered support to assist them in their caring role.

Commitment	Narrative	Accountability	Date for Completion	Evidence	Owner/Completed by	Index
1.1 Working with partners to identify Carers early and prevent a crisis situation.	Key Performance Indicators will show numbers of new Carers receiving support and will be received by the Health & Social Care Partnership quarterly from organisations commissioned to support Carers.	Carers Organisations, HSCP Carers Act	Ongoing	KPIs, Data Reports		1
1.1 Working with partners to identify Carers early and prevent a crisis situation.	We will provide annual Carers Surveys to understand what is working well and what the challenges may be.	HSCP Carers Act, Carers Organisations	Year 1	Survey responses, Data reports		2
1.1 Working with partners to identify Carers early and prevent a crisis situation.	Increased numbers of Carers will report feeling supported through a variety of means; Carers Organisations, Health and Social Care Partnership, online resources.	HSCP Carers Act, Carers Organisations	Year 2	Survey responses, Data reports		3
1.2 Work with partner organisations to raise awareness of Carers and improve accessibility to supports.	The Health and Social Care Partnership and Carer Organisations will strive to raise awareness of Carers in Argyll & Bute through Healthcare settings, Education, community events, social media, websites and other appropriate means.	HSCP Carers Act, Carers Organisations	Year 1	Numbers of sessions provided, Web analysis data		4
1.3 Refresh and update Argyll & Bute Health and Social Care Partnership 'Carers' website and produce an online 'Booklet' resource.	We will work with Carers and Carers Organisations in Focus Groups to identify information and supports of arrange of services, to develop a resource of information on the Argyll & Bute Health and Social Care Partnership website.	HSCP Carers Act, Carers Organisations, Focus Groups	Year 1	Focus Groups	Drug & Alcohol and Parent Carers	5
1.3 Refresh and update Argyll & Bute Health and Social Care Partnership 'Carers' website and produce an online 'Booklet' resource.	We will work with Carers and Carers Organisations in Focus Groups to identify information and supports of arrange of services, to develop a resource of information on the Argyll & Bute Health and Social Care Partnership website.	HSCP Carers Act, Carers Organisations, Focus Groups	Year 2	Focus Groups	Dementia and Young Carers	6
1.4 Work with Four Focus Groups of Carers to identify the best routes to reach unidentified and support Carers – Dementia, Drug and Alcohol, Parents Carers and Young Carers.	We will work with known Carers, Carers Organisations, and partners in developing a pathway to access support, resources, and information to raise awareness of support for Carers in these groups.	HSCP Carers Act, Carers Organisations, Focus Groups	Year 3	Focus Groups, Pathway		6
1.5 Share resources with Carers so that they may access appropriate resources and information at a time and place that suits individual need, such as; Enquire, Carers UK Digital.	Promotion of information, resources, and supports through social media, website, and community events will be shared by Argyll & Bute Health and Social Care Partnership and Carers Organisations.	HSCP Carers Act, Carers Organisations	Year 1	Web Analysis Data, KPIs		7
1.5 Share resources with Carers so that they may access appropriate resources and information at a time and place that suits individual need, such as; Enquire, Carers UK Digital.	We will listen to Carers at every opportunity.	HSCP Carers Act, Carers Organisations	Year 1	Annual Survey, ACSP, YCS		8
1.6 Completing and sharing Health and Social Care Partnership Guidance	A Guidance Document will be produced and circulated to colleagues within the Health and Social Care Partnership, to support this we will provide learning sessions to colleagues in Health and Social Care.	HSCP Carers Act, Carers Organisations	Year 1	Guidance Document		9
1.7 Work with Health and Social Care Partnership colleagues in the Discharge planning process.	We will promote and work with colleagues in the Discharge planning process by increasing resources to support this work.	HSCP	Year 2	Survey, Data Analysis Report		10
1.8 Raise awareness of the duty in response to support for Carers faced with a loved one with a Terminal illness diagnosis	Ensure colleagues and partners have access to learning opportunities of the key elements of the Carers (Scotland) Act 2016.	HSCP Carers Act, Carers Organisations	Year 1	Number of sessions, Data Anlysis Report		11
1.9 Raise awareness of Kinship carers who have caring roles and supports available to them.	Promote awareness of the supports available through Carers Organisations, Education and the Health and Social Care Partnership.	HSCP Carers Act, Carers Organisations	Year 1	Literature, sessions provided		12

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Outcome 2 Young Carers are supported with their Caring roles and enabled to be children and young people first.

Commitment	Narrative	Accountability	Date for Completion	Evidence	Owner/Completed by	Index
2.1 Work with partners in Education, the Health, and Social Care Partnership to increase awareness of Young Carers.	We will work with Carers organisations and provide annual surveys will advise increased numbers of Young Carers will feel understood and supported.	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Data Analysis Reports, Annual Surveys		1
2.2 In partnership with Carers Organisations we will provide awareness sessions to partners both online and in person.	Colleagues and partners working with Young Carers will be able to identify and understand the needs of Young Carers	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Data Analysis Reports, Annual Surveys		2
2.3 Provide information sheets and 'how to' guidance to partners to identify and support Young Carers	We will work with a Focus Group of Young Carers to understand Young Carers challenges and needs as Carers	HSCP Carers Act, Carers Organisations	Year 2	Annual Surveys, Young Carers Focus Group		3
2.4 Refresh information & resources on Argyll & Bute Health & Social Care Partnership's website	Young Carers will be able to access information and resources through the Argyll & Bute website	HSCP	Year 2	Annual Surveys, Web Analysis Data		4
2.5 Provide a platform for Carers Organisations and partners to undertake Young Carers Statements with Young Carers	We will ensure Carers Organisations have access and training in the use of the Argyll & Bute Young Carers Statements.	HSCP Carers Act	Year 1	KPIs, Young Carers Statement Data		5
2.5 Provide a platform for Carers Organisations and partners to undertake Young Carers Statements with Young Carers	Young Carers will be able to access Young Carers Statements and support through Carers Organisations in Argyll & Bute	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Young Carers Statement Data		6
2.6 Work with Carer Organisations to raise awareness of Young Carers in Argyll & Bute enabling Young Carers to feel supported and have opportunities for fun and respite	Increased numbers of Young Carers will advise they feel supported and listened too through evaluations and Carers surveys.	HSCP Carers Act, Carers Organisations	Year 2	KPIs, Annual Surveys, Young Carers Focus Group		7
2.6 Work with Carer Organisations to raise awareness of Young Carers in Argyll & Bute enabling Young Carers to feel supported and have opportunities for fun and respite	Colleagues and partners working with Young Carers will be able to identify and understand the needs of Young Carers	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Annual Surveys, Young Carers Focus Group		8
2.7 Work with Argyll & Bute Educations Services to ensure Young Carers are recorded on SEEMIS	We will support Carers Organisations to share data with Argyll & Bute Education Services for the purposes of SEEMIS.	HSCP Carers Act, Argyll & Bute Education Services, Carers Organisations	Year 1	SEEMIS Reporting, KPIs, SEEMIS Data Analysis		9
2.8 We will offer an Annual Consultation to all Carers to identify what is working well and challenges they may be experiencing	We will listen and respond to Young Carers feedback through consultations, surveys and feedback.	HSCP Carers Act, Carers Organisations	Year 1	Annual Surveys, Young Carers Focus Group		10

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Outcome 3 Carers will have access to; advice, information and support services to improve their overall health and wellbeing and enjoy a life alongside their caring roles.

Commitment	Narrative	Accountability	Date for Completion	Evidence	Owner/Completed by	Index
3.1 We commit to reviewing and refreshing our current Short Break statement in line with National Guidance and involvement of Carers, Carers Organisations and Argyll and Bute Health and Social Care Partnership.	Through a Short Life Working Groups we will produce a revised Short Break Statement which will be distributed in 2024.	HSCP	Year 1	Short Break Statement		1
3.2 We will continue to actively support Breaks away from Carers roles, following National Guidance and Eligibility Criteria.	We will provide clear information on routes to Short breaks that Carers can access.	HSCP, Carers Organisations	Year 2	KPIs, Short Break Statement		2
3.2 We will continue to actively support Breaks away from Carers roles, following National Guidance and Eligibility Criteria.	We will continue involvement in Carer resource allocation groups focusing on replacement care.	HSCP Carers Act	Year 1	CRG		3
3.3 We will work with Self Directed Support Teams to assist Carers in accessing and raise awareness of the four Self Directed Support options.	We will increase resources in Self Direct Support.	HSCP	Year 1	Annual Surveys, KPIs, Data Analysis		4
3.3 We will work with Self Directed Support Teams to assist Carers in accessing and raise awareness of the four Self Directed Support options.	We will raise awareness of Self Direct Support options.	HSCP Carers Act, Carers Organisations	Year 1	Annual Surveys, KPIs, Data Analysis		5
3.4 We will update and refresh our website and provide links to National Specialist organisations to support Carers	Carers will be able to access supports, information, and resources from the Argyll & Bute Health and Social Care Partnership website	HSCP	Year 2	Web Data Analysis, Annual Surveys		6
3.4 We will update and refresh our website and provide links to National Specialist organisations to support Carers	We will invite specialist organisations to raise awareness of their services to Carers and Carers Organisations in Argyll & Bute	HSCP Carers Act, Carers Organisations	Year 1	KPIs		7
3.5 Argyll & Bute Health and Social Care Partnership will keep up to date in National Policy and contribute to decision making processes locally and nationally that involve Carers	We will share information and policy with the Carers Act Implementation Group and wider partnerships within Argyll & Bute, Health and Social Care Partnership and Carers Organisations.	HSCP, Carers Act Implementation Group	Year 1	KPIs, Data Analysis		8
3.6 We will help Carers and Carers organisations in Argyll & Bute identify specialist services and raise awareness of those services	We will promote the Community Directory provided by the Third Sector Interface (TSI) in Argyll & Bute	HSCP Carers Act, Carers Organisations	Year 1	Annual Surveys		9
3.6 We will help Carers and Carers organisations in Argyll & Bute identify specialist services and raise awareness of those services	We will invite specialist services to share their specialisms with Carers and Carers Organisations, developing opportunities for learning and increasing knowledge.	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Annual Surveys		10
3.6 We will help Carers and Carers organisations in Argyll & Bute identify specialist services and raise awareness of those services	We will regularly ensure resources, information and advice are disseminated through Social Media	HSCP Carers Act, Carers Organisations	Year 1	Social Media Data Analysis		11
3.6 We will help Carers and Carers organisations in Argyll & Bute identify specialist services and raise awareness of those services	We will offer an Annual Carers Consultation to Carers in Argyll & Bute	HSCP Carers Act, Carers Organisations	Year 1 - 3	Annual Surveys		12
3.7 We will identify and advertise supports for Carers where they wish to remain anonymous or would prefer online support	We will promote the Carers UK App, Silvercloud, Sleep Scotland and other identified resources to Carers throughout Argyll & Bute.	HSCP Carers Act, Carers Organisations	Year 1	Social Media, Website, KPIs		13
3.8 We will work with Carers Organisations in developing learning and knowledge of services and supports available to support Carer Mental Health.	Through opportunities for skills development and learning Carers Organisations will have increased knowledge of supports and services available.	HSCP Carers Act, Carers Organisations	Year 1 - 3	KPIs, Annual Surveys		14
3.9 We will review existing methods of Emergency and future planning with Carers and identify a 'what would work well' approach for Carers	Focus groups will review the current documentation and advice on changes.	HSCP Carers Act, Carers Organisations, Focus Groups	Year 2	Focus Groups, Revised documentation		15
3.9 We will review existing methods of Emergency and future planning with Carers and identify a 'what would work well' approach for Carers	Carers Organisations will be involved in the process of developing new documentation.	Carers Organisations	Year 2	Focus Groups, Revised documentation		16

3.10 We will work with Carers supporting loved ones through Substance use to identify, build upon and raise awareness, of a range of supports meaningful to them	We will work with Focus groups and Carers Organisations to identify and implement a range of resources and supports that meet their needs.	HSCP Carers Act, Carers Organisations, Focus Groups	Year 1 - 3	Focus Groups, increased resources		17
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Outcome 4 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

Commitment	Narrative	Accountability	Date for Completion	Evidence	Owner/Completed by	Index
4.1 We will work with the National strategy and the Carers (Scotland) Act 2016 in support of Carers in Argyll and Bute.	We will provide opportunities for Carers to have their voices heard through Carers Surveys and Focus Groups.	HSCP Carers Act, Carers Organisations	Year 1 - 3	Annual Surveys, Focus Groups		1
4.1 We will work with the National strategy and the Carers (Scotland) Act 2016 in support of Carers in Argyll and Bute.	We will contribute to local and national strategy on behalf of Carers, working alongside colleagues nationally, feeding back to Carers and Carers Organisations.	HSCP Carers Act, Carers Organisations	Year 1 - 3	Local & National Strategy		2
4.2 We commit to Carers and Carers Organisations having access, knowledge, and training to provide Adult Care Support Plans and Young Carers Statements.	We will review the current Adult Carer Support Plan with Carers and Carers Organisations.	HSCP Carers Act, Carers Organisations	Year 2	Revised Adult Carer Support Plan for Argyll & Bute		3
4.2 We commit to Carers and Carers Organisations having access, knowledge, and training to provide Adult Care Support Plans and Young Carers Statements.	We will provide a platform for Young Carers Statements for Young Carers and Carers Organisations.	HSCP Carers Act	Year 1	Young Carers Statement App, KPIs		4
4.3 We will promote Carers Rights, Benefit entitlements, access to National Policy and specialist supports.	Carers will have access and knowledge of services to support them in their caring roles.	HSCP Carers Act, Carers Organisations	Year 2	KPIs, Annual Surveys		5
4.3 We will promote Carers Rights, Benefit entitlements, access to National Policy and specialist supports.	We will increase resources to access services such as; the Citizens Advice Bureau.	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Annual Surveys		6
4.3 We will promote Carers Rights, Benefit entitlements, access to National Policy and specialist supports.	We will invite partners, colleagues, and Specialist Supports to share their areas of support, information, and resources to reach Carers in Argyll and Bute.	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Annual Surveys		7
4.3 We will promote Carers Rights, Benefit entitlements, access to National Policy and specialist supports.	We will support opportunities for Carers Organisations to increase knowledge and build upon resources to support Carers.	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Annual Surveys		8
4.3 We will promote Carers Rights, Benefit entitlements, access to National Policy and specialist supports.	Carers will advise increased awareness of their rights and have access to services for Benefits Reviews	HSCP Carers Act, Carers Organisations	Year 2	KPIs, Annual Surveys		9
4.3 We will promote Carers Rights, Benefit entitlements, access to National Policy and specialist supports.	We will support Parent Carers in accessing advice and information in Argyll & Bute Health and Social Partnership, Education and specialist supports.	HSCP Carers Act, Carers Organisations	Year 1	KPIs, Annual Surveys, Web Data Analysis		10
4.4 We will commit to ensuring information, advice and support is accessible on the Argyll & Bute Website	Contact information for Carers Organisations, Specialist Supports will be available on the Argyll & Bute website and reviewed and refreshed.	HSCP Carers Act	Year 2			11
4.4 We will commit to ensuring information, advice and support is accessible on the Argyll & Bute Website	Carers will advise information is accessible during Carers Surveys.	HSCP Carers Act, Carers Organisations	Year 2	Annual Surveys		12
4.4 We will commit to ensuring information, advice and support is accessible on the Argyll & Bute Website	We will share details of partner Organisations and services which may be useful via Argyll and Bute Social Media	HSCP Carers Act, Carers Organisations	Year 1	Social Media		13