

North Lanarkshire

strategy for carers

2009-2012



Preface

Welcome to the North Lanarkshire Strategy for Carers 2009 -2012.

This strategy shows how we intend to support and involve carers in North Lanarkshire from 2009 to 2012. It has been produced by the Carers Strategy Implementation Group. This group was formed in 1999 and has representation from carers, carer organisations, NHS Lanarkshire and the council. As well as developing and monitoring the strategic direction for carers in North Lanarkshire, the group agrees the use of funding to develop support for carers. We held a period of consultation in 2008 and the comments we received have been incorporated into this document.

The strategy reports on major developments following the previous strategy which was published in 2005. It proposes strategic objectives and actions for the next three years and reflects recent policy and legislative changes. In particular, the Scottish Government have prioritised health, respite care, young carers and training for carers.

Additional funding from the Scottish Government has been provided for NHS Lanarkshire to develop its carer's information strategy. This will support the further development of information and support for carers in their contact with health services. Our continued partnership working will ensure that the actions set out in the NHS Lanarkshire Carers Information Strategy are clearly linked to the North Lanarkshire Strategy, to achieve our aim of improving the lives of the many unpaid carers in North Lanarkshire, who provide vital support to children and adults in need of care and support.

By reading this strategy, we hope that you will have a better understanding of the issues that affect the lives of carers and what we intend to do to support, involve and inform carers over the next three years.



Councillor Barry McCulloch
Chair of North Lanarkshire Health and Care Partnership

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Introduction

Definition of a carer

A carer is a person of any age who looks after family members, partners or friends in need of help because they are ill, frail or have a disability and need support to live independently. The care they provide is unpaid.

National policies and legislative framework

The national strategy for carers was published in 2001. Since then, greater recognition has been given to the contribution provided by unpaid carers. If this care was provided by statutory providers it would be estimated at £7.6 billion in Scotland alone.

Demographic changes, in particular the fact that people are now living longer, means that the number of people providing unpaid care will increase substantially in the future.

The **Community Care and Health (Scotland) Act 2002** recognised carers as 'key partners in the provision of care' and introduced the following new rights for carers:

- substantial and regular adult carers, including parent and guardian carers of disabled children, are entitled to an assessment of their own support needs ('carer assessment'), independent of any assessment of the person they care for;
- young carers under 18 have the same right to an assessment;
- local authorities have a duty to inform eligible carers of their right to an assessment; and
- local authorities have a duty to take account of the care provided by a carer, and the views of the person in need and their carers, before deciding what services to provide.

Also included in the act was the power given to ministers to require health boards to produce Carer Information Strategies. NHS Lanarkshire has developed its strategy in partnership with North and South Lanarkshire councils and carer organisations. It was published in 2007 and developed further in 2008, following the award of a three year funding package from the Scottish Government.

The **Changing Lives - 21st Century Social Work Review** set out a vision for the future development of social work services by emphasising the need to deliver more personalised services. A five year plan was put in place in 2006.

The **Care 21 Report - The Future of Unpaid Care in Scotland**, commissioned by what was then the Scottish Executive, is a valuable tool for guiding the approach to supporting Scotland's carers and includes 22 objectives. The Scottish Executive in its response in 2006 identified four of these, namely health, respite care, young carers and carers' training opportunities as priorities for action.

The **Concordat**- In November 2007, the government announced Scotland's budget for 2008-2011, also setting out a new relationship between the government and local authorities. This is known as the concordat. It contains specific areas of spending to benefit carers, including the requirement for local authorities to progress towards providing an additional 10,000 weeks of respite care per annum in care homes or at home, the provision of support and respite for an additional 1,000 young carers and the provision of additional resources for carers' centres. Developing effective support to carers will assist local authorities and NHS boards to achieve a number of concordat commitments, for example:

- a reduction in the proportion of people aged 65 or over admitted as emergency inpatients two or more times in a single year;
- an increase in the percentage of people over 65 with high levels of care needs who are cared for at home; and
- a reduction in the proportion of individuals living in poverty.

In recent years, a range of legislation and policy developments have required public bodies including local councils to ensure that they deliver their services in a non-discriminatory manner and promote equality. All public bodies have been required to produce equality schemes on disability, gender and race. Particular reference is made in the Community Care and Health (Scotland) Act 2002 of the need to address cultural issues in the provision of information and support to carers.

Carers in North Lanarkshire

Following the publication of the national strategy for carers, the Carers Strategy Implementation Group was set up in North Lanarkshire with representatives from the council, carers, carer organisations and NHS Lanarkshire. The group is responsible for the production and implementation of the North Lanarkshire Strategy for Carers and agrees and monitors the use of carer development funding. This budget stands at £737,500 in 2009 to 2010. Projects and initiatives funded in 2008/2009 are listed in Section 10 The council also spends around £3m per annum on respite services funded through other budgets.

The 2001 Census provides the most up to date information about the provision of unpaid care and shows that approximately 33,000 carers live in North Lanarkshire. Of these, 19,108 provide care for 1 to 19 hours per week, 5,046 provide 20 to 49 hours and 9,065 provide over 50 hours. Progress has been made to identify carers, develop their involvement in shaping services and to provide them with appropriate information and support. Information from North Lanarkshire Carers Together (NLCT), the Princess Royal Trust Lanarkshire Carers Centre (PRTLCC) and social work shows that we are reaching only 10 to 15 percent of North Lanarkshire carers.

The profile of carers has been raised over the three years of the previous strategy as a result of the ongoing work of NLCT; the support, information and training provided by PRTLCC and staff training and awareness rising within the council. The Scottish Enhanced Services (SES) Programme for Primary and Community

Care has provided the opportunity for GP practices to develop a key role in identifying carers, by setting up registers of carers, identifying link staff within the practices putting them in touch with information and support.

The developments arising from the NHS Lanarkshire Carers Information Strategy will ensure greater awareness of the needs of carers, provision of better information and improvement in the support they will receive.

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Identifying carers

Background

There is a need to identify carers as early as possible so that they can be provided with information, support and access to training opportunities for their caring role. There is evidence that there is a social and health impact on carers as a result of their caring role. The Future of Unpaid Care in Scotland Report 2006 (Care 21 Report) reported that over 60% of carers experience depression, anxiety, sleep disturbance or stress as a result of providing care.

Carers will often seek help only when their caring situation has become difficult or complex. Indeed, we are aware that there are likely to be many carers in North Lanarkshire with heavy caring responsibilities who receive little or no support from statutory or independent organisations. Carers identified early are more likely to access support when required, avoiding a crisis situation arising and the possible need for emergency provision or unscheduled care.

Achievements in North Lanarkshire

Identifying carers is a major task for professionals in touch with people who have health and/or community care needs. In particular, General practitioners are often the first port of call when caring responsibilities are beginning to have a major effect on the carer's lives. The Scottish Enhanced Services Programme for Primary and Community Care has provided the opportunity for GP practices to develop a key role in identifying carers by keeping a register of carers and ensuring that they receive support. The majority of GP practices in North Lanarkshire have signed up and have identified a member of staff to act as a liaison person. This initiative is strongly linked with the NHS Lanarkshire Carers Information Strategy. A carers support team is now working to raise awareness of carers in health care settings and to ensure that they are identified, informed and provided with appropriate support.

NLCT has a major role in giving carers a voice, through its work in providing information and developing the involvement of carers, outreach work and promotion of the carer's information line. It now has a contact list of around 1,700 carers, many of whom have been signposted to appropriate support.

PRTLCC is the major provider of support and training for carers in Lanarkshire. Working in partnership with social work localities, it is also very effective in identifying carers and raising awareness of their needs.

The Carers Liaison and Support Project (CLASP), managed by North Lanarkshire Council in the Wishaw and Shotts localities, has a key role in identifying hidden carers, raising awareness of services and providing support to carers.

The Action for Children North Lanarkshire Young Carers Project is effective in raising awareness of young carers within education and health settings. This increases opportunities for young carers to be identified and supported appropriately.

A training programme for social work and health staff was developed and delivered in partnership with Carers Scotland, social work services and local carer organisations. This training aimed to help staff recognise and identify carers and to develop better understanding of the support needs and rights of carers as key partners in the provision of care.

The identification of minority ethnic carers presents particular challenges. We have begun to engage with Lanarkshire Ethnic Minority Action Group with the aim of developing effective means of informing and engaging with minority ethnic carers. PRTLCC has set up support group for minority ethnic carers.

It is important to note that increased identification of carers is likely to lead to a greater demand for resources and therefore increased demands on the council, NHS Lanarkshire and carer organisations to provide support.

What do we plan to do?

Ensure identification of carers takes place systematically in health care settings by:

- monitoring the outcomes of the work of the NHS carers support team.
- monitoring the outcomes of the Scottish Enhanced Services for carers in GP practices.
- monitoring the distribution of hospital information packs for carers in hospitals.

Ensure identification of carers and young carers takes place within social work and other council services by:

- developing a more effective system for monitoring carer identification through the social work information system.
- developing appropriate ongoing carer awareness training.

Ensure identification of carers takes place with relevant independent organisations by:

- monitoring the work of organisations in receipt of carer development funding.
- promoting the importance of identifying carers with these organisations.

Assessing the support needs of carers

Background

Carers who provide regular and substantial care have a statutory right to have an independent assessment of their own support needs. In addition, the council has a statutory responsibility to inform such carers of their right to an assessment. These rights apply equally to young carers. While there is no definition of 'regular and substantial' in the legislation, workers should give due consideration to the support needs and the impact caring responsibilities have on a carer's life, particularly on their health and well being.

Achievements in North Lanarkshire

In North Lanarkshire an assessment process is in place, developed with the involvement of carers and carer organisations. Following assessment, a number of actions are agreed with the aim of achieving better outcomes for the carer. This is set out as a carer resource plan. Over 90 social work staff received training between 2006 and 2007, provided in partnership with Carers Scotland.

The uptake of carer assessments and the production of carer resource plans have been low and work is required to improve this. Part of the reason for this low uptake may be due to the comprehensive support service provided in North Lanarkshire, resulting in direct referrals for support to PRT Lanarkshire Carers Centre and CLASP in the Wishaw and Shotts localities. Some people may be reluctant to have an assessment or may not consider themselves to be carers. An information leaflet has been published to explain the benefits of having a carer assessment and producing a resource plan and to let carers know what will be involved.

North Lanarkshire Carers Together, the Princess Royal Trust Lanarkshire Carers Centre and other organisations supporting, informing or involving carers continue to have a major role in promoting carers' rights to assessment. The recently formed NHS Lanarkshire Carers Support Team and the Scottish Enhanced Services

Programme for Primary and Community Care should ensure more carers involved with NHS services are aware of their rights and are better supported and equipped for their caring role.

What do we plan to do?

Ensure carers are aware of their right to assessment of their support needs by:

- providing ongoing training and awareness raising to ensure carers are identified and provided with information about their rights.
- providing ongoing publicity, particularly through distribution of the assessment information leaflet and the home from hospital information pack.

Ensure carer assessments and the production of carer resource plans are undertaken when required by:

- providing staff with training to ensure they are equipped to recognise carers and assess their needs for support.
- improving the recording of carer assessments and those referred directly for support and/or provided with information.
- putting in place resource plans for all carers who have had their support needs assessed.
- putting systems in place to measure unmet need to assist in future planning decisions.
- regularly monitoring and reviewing the outcomes of carer assessments.
- increasing the numbers of carer assessments undertaken and resource plans completed.

Ensure partner agencies staff are aware of the rights of carers to independent assessment and actively promote these rights by:

- developing appropriate training opportunities for staff.

Supporting carers

Background

The need to provide carers with support to continue in their caring role is well established, nationally and locally. The value of the care they provide cannot be understated and, if it was not for the high level of care many carers provide, significant numbers of people would require a range of additional services and might not be able to live independent lives. If carers are not supported adequately, the work that they do will be more likely to have an adverse effect on their health and well being.

Achievements in North Lanarkshire

North Lanarkshire Council in partnership with NHS Lanarkshire and independent organisations recognises that carers should have a range of support services available to them. These will assist them to continue with their caring responsibilities.

We have developed a comprehensive support service through PRTLCC, with carer support workers attached to five social work localities. The centre has a base in Airdrie, providing a resource for carers seeking information and in need of support. A council project, CLASP, provides support for carers in the Wishaw and Shotts localities.

NLCT, through its work in identifying carers and promoting the involvement of carers, is ensuring that more carers are provided with information about their rights and their caring responsibilities. As a result, more carers are being directed to appropriate support.

Providing carers with accurate and reliable information at appropriate times is a key priority. Well informed carers are empowered to identify the help they need to support their caring role and their rights as carers. Statutory organisations and carer organisations have a vital role to play in working together to ensure

that high quality information is widely available to carers.

In North Lanarkshire, carers have access to information in a range of ways. Carer support workers staff a free phone information line which is available five days per week. NLCT provides information to carers who call into their office, by phone or via their website. PRTLCC employs an information worker, provides a range of information directly to carers and regularly publicises its training programme.

A sub group of the Carers Strategy Implementation Group has been set up to develop information for carers. This sub group has produced a communication strategy, and has contributed to the production of an information leaflet for CLASP and an information booklet for parent carers. A range of information is being developed for carers including web based information provided by the council, NHS Lanarkshire and carer organisations and to agree and develop a range of information to be provided for carers. A Home from Hospital information pack has been produced for carers to assist with hospital discharge.

NHS Lanarkshire Carers Information Strategy

The Community Care and Health (Scotland) Act 2002 indicated that NHS Boards would be required to produce Carers Information Strategies. The Lanarkshire strategy was produced in 2007 and aims to ensure that carers involved with health services:

- are treated as 'key partners in the provision of care';
- are provided with appropriate information about their rights as carers; and
- receive information, training and support to assist them in their caring role.

To these ends, the NHS Lanarkshire Carers Information Strategy aims to ensure that NHS staff receive training to enable them to identify

carers, to recognise them as key partners in the provision of care and to ensure that they have access to appropriate support. It sits in the context of this wider strategy for carers in North Lanarkshire as well as that produced by South Lanarkshire and aims to achieve outcomes compatible with both.

The initial action plan agreed in partnership with South Lanarkshire Council, North Lanarkshire Council and carer organisations has been enhanced and developed into a three year plan proposing a range of schemes to be developed. This has been possible due to additional funding provided over a three year period from the Scottish Government. A five member carers support team is in place. Carer co-ordinators are located in the three general hospitals, with North Lanarkshire Carers Together and with South Lanarkshire Carers Network. Each has a role to raise awareness of carers in health care settings to ensure they are supported and involved as key partners in the provision of care.

A number of schemes are proposed including an audit of carers' experiences, provision of information for carers and support to young carers. Actions are also proposed to equip carers to provide care at home, to assist them to manage changed circumstances and to develop additional training opportunities. Consideration will be given to investment in support for minority ethnic carers and to further support for carer organisations. Work will be undertaken to consider the development of advocacy services for carers. The action plan for the NHS Strategy can be found as an appendix, and is included as it is important to ensure that the plan is strongly linked with the North Lanarkshire Strategy. Developments are being co-ordinated by the NHS Carers Information Strategy Group with representation from NHS Lanarkshire, both councils and the key carer organisations in Lanarkshire.

Respite care and short breaks

It is well established that caring can often take its toll on carer's physical and emotional well being and that the provision of regular and flexible breaks are beneficial. **The Care 21 Report – The Future**

of **Unpaid Care in Scotland** recommended the development of a national framework with service providers to ensure access to appropriate short breaks from caring. A survey included as evidence for the report emphasised that regular access to breaks from caring was of great benefit to carers by:

- helping carers to safeguard their health, avoiding physical or emotional exhaustion and enabling them to continue caring;
- preventing social isolation by providing a break from their usual routine for people with care needs and their carers, enabling them to take part in leisure or other activities;
- making time for carers to spend with family and friends; and
- helping people (particularly those cared for by their parents) develop independence and prepare for the time when the carer cannot continue caring.

The Scottish Government in response to the report identified respite services and short breaks from caring as a key priority. A respite task group was set up to revise existing guidance and the new guidance has now been issued jointly by COSLA and the Scottish Government (**Guidance on Short Breaks – CCD 4/2008**). The guidance reflects a shift in the approach to the provision of public services with a focus upon outcomes and results. The guidance emphasises that short breaks for carers and the people the care for are an essential part of support provided, helping to sustain caring relationships, promoting health and well being and preventing crisis. As stated in the summary to the guidance, its main purpose is to help local service planners improve short break provision in line with the overall principles of protecting young carers, enabling self care and working with adult carers as partners in care by:

- improving planning of short break services;
- shifting the balance towards preventative support; and

- personalising support to improve outcomes both for carers and those with care needs.

In North Lanarkshire, it is estimated that the council spends around £3 million on the provision of respite services. This figure does not include spending on day opportunities that may also lead to breaks from caring.

Carer development funding contributes to the overall budget for respite including an allocation to each locality team to provide short break opportunities for people with physical disabilities. A further allocation of funding provides small amounts of funding to carers to enable them to take advantage of the time a short break affords them.

The provision of more opportunities for breaks from caring was a recurring theme during consultation with carers.

A key objective in this strategy is to provide more flexible and responsive opportunities for respite care and short breaks.

Other support for carers

A range of independent organisations are provided with carer development funding to enable them to provide support to carers, including:

- **Alzheimer Scotland** provides support to recently bereaved carers and those facing a change in their caring role when the person they care for moves into residential care. The organisation, as a major provider of day support to people with dementia, works with and supporting people with an active caring role.
- **Parkinson's Self Help Groups** in Airdrie and Motherwell provide dedicated support to carers as well as those with Parkinson's by providing respite, information, complementary therapies, peer support and leisure opportunities.

- **Partners in Play** provides inclusive opportunities for children and young people. Carer development funding enables it to provide and develop support for carers and families of disabled young people aged 13 and over. This is achieved by providing regular group experiences for the young people. The focus is on providing social activity, building self esteem and breaking down barriers to their involvement in mainstream activities. This in turn enables parent and carers to have regular breaks from caring and opportunities for social activities.
- **Watch us Grow** provides craft activities people in the Cumbernauld area with learning disabilities. This also gives carers regular breaks.
- **RASCALS** provides after school care for children with profound and complex needs in the Cumbernauld area. This also gives carers and their families regular breaks from caring.
- **The Action for Children Young Carer's Project** raises awareness of young carers' issues and provides a variety of supports and respite opportunities to meet their needs.

What do we plan to do?

To provide more flexible and responsive opportunities for respite care and short breaks by:

- analysing provision of respite care and short breaks in North Lanarkshire to increase understanding of the provision currently in place.
- using the results to help improve arrangements to provide respite care and short breaks, incorporating guidance from the Scottish Government.
- developing a consistent and comprehensive means of providing appropriate short breaks.

To ensure carers know how to access appropriate support by:

- continuing to provide and share information to make carers aware of the range of supports available to them.
- supporting GP practices who have signed up to the Scottish Enhanced Service arrangements develop their mechanisms for identifying carers, informing them of their rights and directing them to support.
- ensuring the NHS Lanarkshire Carers Support Team develop their role in promoting the awareness of carers as partners in the provision of care and their need for appropriate support within health settings.
- making the Home from Hospital information pack widely available in hospitals.

To ensure that a wide range of inclusive support services are available to carers by:

- continuing to resource PRTLCC and CLASP and other organisations to provide direct support to carers on a locality basis.
- developing training opportunities for NHS and council staff to provide support to carers and to work with carers as key partners in the provision of care.
- bringing forward proposals to develop advocacy services that are available for carers.
- taking forward recommendations from a review of the support services provided by PRTLCC.
- undertaking research to establish reasons for low take up of support and training for younger carers and act upon recommendations.

- providing carers with access to benefits and financial advice.

To improve carer's health and wellbeing by:

- taking forward the results of the carer's health needs assessment being undertaken within NHS Lanarkshire.
- providing opportunities for carers to improve their mental health and wellbeing through the strategy 'Towards a Mentally Flourishing Lanarkshire'.

Training for carers

Background

Carers are now firmly recognised as key partners in the provision of care and as such require support and training to equip them for their caring role, much of which involves personal and health care. Carers are vulnerable to stress related illnesses and physical conditions as a result of their caring activities and benefit from training to address these issues. Carers also benefit from other learning opportunities outwith their caring role to help them to develop new skills or to assist them into work or further education.

Achievements in North Lanarkshire

The PRT Lanarkshire Carers Centre provides a comprehensive range of training and learning opportunities for carers in North Lanarkshire. The programme offers a variety of topics covering four main areas:

- coping with the caring role - delivers a balance of specialist condition related topics and generic requirements;
- health and well-being (physical and emotional) - encourages carers to attend to their own health needs and explore ways to enhance well being;
- educational opportunities - delivers opportunities to learn something new and progress, where appropriate, to further education establishments and employment; and
- recreational opportunities to provide a break from the caring role.

Almost 600 North Lanarkshire carers have benefited from this training since 2005.

North and South Lanarkshire councils undertook a review of the training provided through the carers centre in 2006 and 2007. The outcomes were generally favourable, noting that a comprehensive range of training is provided for carers in Lanarkshire. It was noted that there is a need to develop a way to attract younger carers, male carers and working carers. In light of the opportunities afforded by the NHS Lanarkshire Carers Information Strategy proposals, consideration should be given to building on the current training provision

Through North Lanarkshire Carers Together, 11 carers have completed Health Issues in the Community Training and gained 10 SCOTCAT points. This training equips local people to deal with local challenges they face in developing responses to local health issues and aims to increase their involvement in local decision-making.

Through an allocation of funding from NHS Lanarkshire, a volunteer co-ordinator and trainer is in post with NLCT, to support and train carers to become actively involved in participation, planning and consultation processes.

What are our future plans?

Ensure the range of training opportunities for carers co-ordinated and developed by PRT Lanarkshire Carers Centre is further developed in line with the outcomes of the review by:

- developing more training opportunities for younger carers, male carers and carers in employment.
- expanding training opportunities with a focus on the health and well being of carers.
- developing more flexible arrangements for training.

Build on existing training programmes to further develop health related training for carers by:

- agreeing a range of training developments through resources available to support NHS Lanarkshire Carers Information Strategy.
- developing partnership arrangements to deliver this additional training.

To equip more carers with the skills for meaningful involvement and participation by:

- developing and providing training for carers who wish to be involved in participation, planning and consultation processes.

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Involving carers

Background

Carers need a voice to enable them to influence and contribute to the development of support to carers and policies that affect them and the people they care for at a local and national level.

Achievements in North Lanarkshire

Good progress has been made in North Lanarkshire to promote and support the involvement of carers in key areas. A number of carers are members of the Carers Strategy Implementation Group, ensuring they are involved in shaping developments for carers in North Lanarkshire and agreeing how funding should be used.

North Lanarkshire Carers Together (NLCT) continues to represent the views of carers. Almost 1,700 carers are recorded on their database. NLCT was set up by carers in North Lanarkshire who wanted to have an organisation that empowered them. NLCT is an independent carer organisation, managed and led by carers who are involved in all aspects of its work. It has been running successfully since 2001.

NLCT ensures carers have a voice to develop active working links with professionals involved in developing services at a policy and planning level and access to information about their caring role, rights and support available. Furthermore, NLCT provides carers with the opportunity to raise issues and concerns and have these addressed appropriately.

Carers are involved, through NLCT, in a range of groups and organisations. These include Partnership 4 Change (a group that brings together service users and carers with professionals), the Older People's Partnership Board, NHS Lanarkshire's Information Strategy Group (this group supports the Information Strategy) and North Lanarkshire Health and Care Partnership. The organisation regularly contributes to consultations and involvement events and

runs an annual conference for carers focusing on a key theme. Activities include the following:

- representing carers' needs, regardless of their situation.
- establishing consultation processes that are innovative and productive.
- raising awareness of carers' needs and issues throughout North Lanarkshire and amongst service providers, both statutory and voluntary, in order to improve local services.
- promoting carers' views at the planning stage of service development with a range of service providers.
- promoting links with and access to other statutory and voluntary organizations.
- promoting improvement of and access to relevant and up to date available information, including information on help and support for carers.
- collation and distribution of relevant information including the production of a regular newsletter.
- identification of 'hidden' carers across North Lanarkshire in order that they are able to access the help they need.
- identification of gaps in relevant services through monitoring and evaluation.

What do we plan to do?

Ensure that carers as key partners in the provision of care influence and contribute to the ongoing development of support to carers and improved service provision by:

- continuing to identify and support the involvement of carers.
- ensuring that carers develop their skills for meaningful involvement, through training and support from NLCT.
- continuing to support carer representation on relevant bodies, groups and committees.

Ensure carers are identified and well informed to enable them to express their views by:

- continuing to provide relevant information for carers through a range of media and direct work with carers and professionals.
- identifying and informing carers and raising awareness of carers and their issues within health settings through the work of the NHS Lanarkshire Carers Support Team.

Carers from ethnic minority communities

Background

There is a need to ensure that service provision and support for carers is relevant and effective for people from black and ethnic minority communities.

Guidance from what was then the Scottish Executive issued in 2003 requires statutory agencies to take full account of their obligations under the Race Relations (Amendment) Act 2000, which gives public bodies a statutory duty to promote race equality ". This requirement is laid out in the race equality schemes for NHS Lanarkshire and the council.

A study of social care needs of the minority ethnic communities in Lanarkshire in 2007 identified the need to promote awareness of social work services and to increase awareness of the support available to carers. Providers of support to carers were clear that there had been low uptake of their services by members of minority ethnic communities. Among members of minority ethnic communities there was limited awareness of services and hesitancy about admitting the need for support. Also, support agencies pointed out that a key problem arises when minority ethnic carers need to access respite, or may require care (such as hospitalisation) themselves. In these cases, there can be gaps in support due to a lack of culturally sensitive provision. Often there is no one else around to take over and few residential places where the cared for person can go. The report made two specific recommendations for carers from minority ethnic communities:

- there should be greater promotion among minority ethnic communities of the support available for carers. There should be targeted 'marketing' in partnership with support agencies in community settings and with community groups.

- over a period of time, services for carers should be promoted to ethnic minority carers and the availability of culturally sensitive care should be expanded.

Achievements in North Lanarkshire

- a research project was undertaken in 2007 that identified gaps in support and information provision for minority ethnic carers;
- PRT Lanarkshire Carers Centre set up an International Women's Group in 2006. This group provides support and information for women from minority ethnic communities who have caring responsibilities. The group has a regular attendance of 25 at their monthly meetings and information is distributed to 55 carers;
- NHS Lanarkshire funding has enabled PRT Lanarkshire Carers Centre to employ a bilingual support worker to provide enhanced support and information to those carers and family members from minority ethnic communities who are affected by a blood borne virus;
- PRT Lanarkshire Carers Centre set up an Urdu and Punjabi line facilitated by the bilingual support worker;
- partner organisations have had discussions and an information sharing session with Lanarkshire Ethnic Minorities Action Group;
- there is representation from minority ethnic communities on the board of North Lanarkshire Carers Together and PRT Lanarkshire Carers Centre; and
- briefing sessions for housing and social work staff on accessible and inclusive communication have been delivered to over 400 staff.

What do we plan to do?

Ensure carers from ethnic minorities are provided with information and support in appropriate ways by:

- continuing to provide support and information to carers from minority ethnic communities, through the International Women's Group.
- identifying and supporting carers from minority ethnic communities, including dedicated support for those affected by a blood borne virus.
- developing better links with minority ethnic people and organisations to improve support and information provision to carers.
- developing training opportunities for staff to undertake culturally sensitive assessments.
- considering appropriate uses of funding through the NHS Carer Information Strategy to provide services for minority ethnic carers.
- progressing recommendations from the 2007 study into the social care needs of minority ethnic communities in Lanarkshire.

Ensure minority ethnic carers are given a voice and are involved in influencing and contributing to the ongoing development of support to carers and improved service provision by:

- developing further links with minority ethnic carers.
- ensuring the views of minority ethnic carers are taken into account in consultation exercises.

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Young carers

Background

Young carers are children and young people under 18 who provide care, assistance or support to another family member. They often carry out significant or substantial caring tasks, often on a regular basis. The person receiving care is often a parent but can be a sibling, grandparent or other relative who is disabled, has a long term illness, a mental health problem or an addiction problem.

The most recent census gives a figure of 16,701 young carers in Scotland, while surveys have shown that 10% of secondary school pupils have caring responsibilities.

The impact of caring on the lives of young carers is often very significant and may affect their educational development, social development and their health. The government's response to the Care 21 Report led to the establishment of a task group to provide advice and information in order to help develop a systematic and strategic approach to the support of young carers. The emphasis of the national approach to supporting young carers is on an integrated approach to improve the services for children and young people in general, recognising young carers as children or young people first. Getting it Right for Every Child (2007) provides guidance and proposes single integrated assessment approach to children and their needs. The Additional Support for Learning Act focuses on the need to have systematic inter-agency support for children who are identified as being unable to take full advantage of opportunities at school because of a range of circumstances, including circumstances at home and caring responsibilities.

The Scottish Government has recently launched a self assessment framework 'How good are our services for young carers and their families? How good can we be?' Although there is no statutory obligation to use it, North Lanarkshire have committed to using the self evaluation tool as part of the evaluation of performance and a multi agency steering group has developed an action plan.

Achievements in North Lanarkshire

The fact that young carers need to be recognised and supported has been explicit in North Lanarkshire for a number of years. The Action for Children Young Carer's Project, based in Motherwell, has a primary responsibility and for raising awareness of young carers' issues in providing a variety of supports to meet their needs. Progress has also been made with housing and social work services and learning and leisure services to identify young carers and develop appropriate supports for them and their families.

The previous strategy highlighted plans to raise awareness with pupils and teaching staff in schools in order that young carers could be identified and better supported in school and also to ensure that schools could have the appropriate information in order to refer young carers for support from the young carers project. The project now has three education link workers, funded by Learning and Leisure Services, based in secondary school settings. As a result of this work the project has recently seen a significant increase in referrals.

There is a need to develop services to identify and support carers in rural and remote areas. The project now has two outreach workers, funded by Housing and Social Work Services. They are developing services within local communities and in partnership with local services to provide a diverse range of supports to young carers throughout North Lanarkshire.

Additional resources have enabled the project to be more pro-active in identifying young carers, particularly those caring for a family member with drug or alcohol dependency. Family support is offered to all families referred to the project and there is a support worker in post who has a vital role in ensuring that families receive information and advice on a wide range of subjects.

The project currently supports over 190 young carers through a variety of support services including focus group work programmes, individual work, drop-in sessions within schools, school support,

outings and activities, respite breaks, information and advice. The project has worked in partnership with NHS Lanarkshire staff to develop and deliver group work programmes focusing upon the health of young carers. The young carer's project also provides a variety of respite holiday breaks to over 40 young carers each year.

North Lanarkshire Council, NHS Lanarkshire and the Young Carers Project have been involved in piloting the Scottish Government's Self Evaluation Toolkit - 'How Good Are Our Services for Young Carers'? As well as providing a detailed response to this document the process provided a springboard for the creation of a multi-agency steering group to progress the issues identified by the exercise. An action plan has been developed and the toolkit is being used as part of performance evaluation processes.

In the HM Inspectorate of Education Report - How Good Are Services for Young Carers and their Families, work with young carers in North Lanarkshire has been highlighted under the Leadership and Direction quality indicator as 'an example of working practices which led to positive action'.

Many young carers and their families are reluctant to seek assistance from outside agencies, for a variety of reasons. There is a responsibility on the part of all services to be proactive in identifying young carers and their needs. To assist in this process a new integrated children's assessment, to be developed in the future, should contain a prompt to staff to consider any caring needs that a child or young person may have.

What do we plan to do?

Ensure increased awareness of young carers and their needs by:

- education link workers further developing awareness sessions for pupils and teaching staff.
- funding from the NHS Carer Information Strategy enabling the Young Carers Project to run a series of awareness raising sessions.

- developing an awareness raising strategy for all staff.

Promoting and delivering the assessment of young carers needs by:

- equipping staff through awareness and assessment training.
- using the new social work assessment tool to identify and assess young carers' support needs.
- continuing to develop partnership working with education partnership officers, school counsellors funded through the Alcohol and Drug Action Team and the Primary Mental Health Team.

Ensure young carers have quality breaks from caring by:

- involving young carers in planning and delivering a range of respite breaks provided by the Young Carer's Project.

Developing a range of supports offered to be offered to young carers 16 years old and over by:

- identifying the range of needs of this group of young carers.
- improving links between the statutory and independent sector to increase training and employment opportunities.

Develop support services for young carers within local communities by:

- setting up a range of outreach services to meet the needs of young carers to complement existing services provided by the Young Carers Project.
- improving access to universal youth provision for young carers

Improve the school attendance and educational attainment of young carers by:

- developing a range of school support services in partnership with key agencies.

Improving the quality of life for the families of young carers by:

- responding to the support needs of families and young carers and linking them with appropriate agencies.

Enable young carers to be involved in influencing support and service development by:

- continuing to develop innovative ways for young people to participate and comment on services.
- linking young people into relevant forums to enable participation.
- providing support to empower young carers to participate.

Improve services and supports for young carers through use of the self evaluation tool 'How good are our services for young carers and their families?' by:

- developing an action plan produced by the multi agency steering group.

Carers and employment

Background

Carers UK has developed a programme that seeks to improve services and change policies to help carers make choices about employment.

The emphasis is on developing more flexible working arrangements for carers, while improving access to alternative care provision. Giving up work in order to care has an immediate negative effect on family income and may have a significant effect on the carer's own health and well being, with the risk of social exclusion and disadvantage. Enabling carers to choose to continue working gives them opportunities to maintain their quality of life and play an equal role in society and the economy.

Demographic trends towards an ageing and declining population mean that employers need to take action to attract and retain the staff they require. It should be noted that the peak age for staff with caring responsibilities is between the ages of 45 and 64 and it is likely that one in eight employees is juggling work and caring responsibilities. That equates to 250,000 in Scotland. Research by Carers UK has shown that six out of ten carers have to leave work due to caring responsibilities and three of those would return to work if alternative care arrangements were available. If employers adopt flexible working practices and support carers in the work place staff turnover is reduced and productivity improved or maintained.

Achievements in North Lanarkshire

NHS Lanarkshire and North Lanarkshire Council have in place procedures in their special leave policies that enable carers to take leave in the event of illness of a dependant or breakdown of usual care arrangements. The adoption by both organisations of the requirements under the Work and Families Act 2006 means that employees with caring responsibilities for adults and children have

the right to request changes to their work patterns or arrangements. If this is refused, the employer must set out clear reasons for refusal.

What do we plan to do?

Ensure carers in employment with North Lanarkshire Council and NHS Lanarkshire are aware of their rights to special leave and to request flexible working by:

- continuing to publish information about flexible working and special leave on internal intranet sites.
- developing further publicity about the rights of carers in employment.
- monitoring information about carers take up of flexible working and special leave for care purposes.

Raise awareness of rights of carers to request flexible working arrangements and the potential benefits to both employers and carers by:

- NLCT working with the local Chamber of Commerce, trade unions and local employees.
- organising workshops to bring employers and carers together to consider issues facing carers and employers and to raise awareness of rights and benefits.

Financial framework

The need for additional funding to support local developments for carers was recognised by the then Scottish Executive in 2001 on the publication of the national strategy for carers. An allocation of £625,000 annually was included in the local government settlement for North Lanarkshire Council. The council has, over the years, enhanced this budget and it now stands at £737,500. The council also spends considerable amounts on respite care and services that support carers more indirectly, including day opportunities, home care and respite care. With the exception of respite care, on which the council spends around £3 million, it is difficult to measure the extent of this expenditure.

NHS Lanarkshire has contributed £200,000 on a recurring basis to develop the NHS Lanarkshire Carers Information Strategy. The Scottish Government has recently allocated additional funding over three years to further develop the strategy. In addition, NHS Lanarkshire contributes to the core funding of PRT Lanarkshire Carers Centre and funds (on a non-recurring basis) a bilingual carer support worker.

A number of funded organisations are also active in pursuing and securing funding from charitable and grant giving organisations to support their work with carers. For instance, North Lanarkshire Carers Centre has utilised Big Lottery funding for an outreach worker and PRT Lanarkshire Carers Centre has funding through the Princess Royal Trust to support the provision of life skills training.

The Scottish Government has indicated, in the comprehensive spending review, that it requires local authorities to support additional respite opportunities for carers and additional support and respite for young carers. There is no indication at this stage of the availability of additional funding for these developments.

The additional allocation of funding to support the NHS Lanarkshire Carers Information Strategy over three years, together with carer development funding from North Lanarkshire Council, provides

scope for further developments to improve the lives of carers and provide additional support. However, further developments into the future and sustainability of existing and proposed initiatives will be dependent upon the successful evaluation of funded projects and the potential to secure funding on a recurring basis.

The table below shows how North Lanarkshire Council provided funding to support carers in 2008 to 2009.

ORGANISATION	PURPOSE	AMOUNT 2008/2009
Alzheimer's Scotland	Support for ex-carers and carers of people in long term care.	26,606
CLASP (Shotts and Wishaw)	15th anniversary event.	2,500
ENABLE Cumbernauld	Enable carers to accompany and support family members competing in the Special Olympics.	3,000
Hillview Special Needs Playscheme	Summer day trips for disabled children and their families.	1,650
Action for Children Young Carers Project	Contribution to salary costs and breaks for young carers	44,663
North Lanarkshire Carers Together	Staff and general running costs.	101,404
North Lanarkshire Carers Together	Carer information link workers.	32,856
Parkinson's Group, Motherwell	Support for carers.	26,108
Parkinson's Group, North Lanarkshire	Support and respite services for carers.	15,627
Partners in Play	Provision of inclusive opportunities for disabled children of 13 years and over.	45,000
PRT Lanarkshire Carers Centre	Training Officer – Costs shared with South Lanarkshire Council.	12,346
PRT Lanarkshire Carers Centre	Carer Support Service.	143,133
PRT Lanarkshire Carers Centre	Training for Carers.	15,000

Redburn After School Care and Leisure Scheme	After school support for children with learning disabilities.	25,000
Housing and Social Work Services	Respite care – people with learning disabilities.	95,000
Housing and Social Work Services	Respite care – people with physical disabilities.	60,000
Housing and Social Work Services	Carers Support Service – seconded staff.	25,984
Housing and Social Work Services	Funding to enable carers to take a break in their own right.	40,000

The table below shows the funding NHS Lanarkshire has available to support carers.

2008/09	
Recurring funding	£200,000.00
Additional Scottish Government allocation	£108,000.00
Total	£308,000.00
2009/10	
Recurring funding	£200,000.00
Additional Scottish Government allocation	£323,000.00
Total	£523,000.00
2010/11	
Recurring funding	£200,000.00
Additional Scottish Government allocation	£539,000.00
Total	£739,000.00

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Monitoring and evaluation

Background

To ensure that good outcomes are achieved for carers through this strategy it is important to develop robust means of measuring those.

Examples of the achievement of good outcomes for carers include:

- increased knowledge and understanding of services, supports, rights and opportunities;
- reduced Stress;
- improved confidence and capacity to express views;
- increased financial independence;
- increased opportunities to access work, social and leisure opportunities;
- renewed sense of worth;
- improved sense of feeling listened to and being supported; and
- reduced social isolation and improved social contact.

Achievements in North Lanarkshire

Work is ongoing to develop good monitoring and evaluation processes. Funded organisations provide regular monitoring reports on their activities, but improvements are required to make sure information is collected and presented consistently. Recent reviews have taken place to consider the outcomes of carers training and the carer support service. We will use the results of these to build on the positive work being undertaken.

What do we plan to do?

Ensure that positive outcomes for carers are achieved through investment from North Lanarkshire Council and NHS Lanarkshire by:

- developing robust monitoring and reviewing arrangements.
- improving the means by which PRT Lanarkshire Carers Centre reports on its support service.

Ensure that the strategic outcomes contained in this strategy are achieved by:

- reporting annual achievements to the Carers Strategy Implementation Group and the Health and Care Partnership.
- developing a standardised method to measure the impacts of our strategic action plan.

Appendix 1

Theme 1. How carers are informed & empowered			
No	Aim	What we plan to do	Timescale
1.1	Carers who need information and support should receive it	<ul style="list-style-type: none"> • Appoint an NHS Carers Support Team to support NHS staff and partner agencies to empower carers • Install Carers notice boards in all hospitals, health centres and GP practices 	<p>May 2008</p> <p>2008/09</p>
1.2	Ensure that carers are "Key Partners in Care"	<ul style="list-style-type: none"> • To be progressed by the NHS Carers' Support Team to ensure that all carers are identified, recognised as key partners and referred to appropriate support services 	Ongoing
1.3	Accurate, appropriate and timely information should be given by health care professionals to carers.	<ul style="list-style-type: none"> • To be reviewed by the Patient/ Carer Information Officer in partnership with carer organisations • The NHS Carers' Support Team to address the information needs of all carer groups (including young carers, older carers, carers from black minority ethnic and other equality groups), while respecting patients' wishes and ensuring that information is not shared inappropriately 	<p>2008/09</p> <p>2008/09</p>
1.4	Young Carers should be identified and, where applicable, referred to young carers' services & support	<ul style="list-style-type: none"> • To be progressed via the appointment of a Public Health Nurse to the Young Carers Service in South Lanarkshire 	2008/09
1.5	Carers should engage with Community Health Partnerships and locality Public Patient Fora (PPF).	<ul style="list-style-type: none"> • Carer representatives to join Community Health Partnership Operating Committees • Carer representatives to join Public Patient Forums 	<p>Completed</p> <p>January 2009</p>

1.6	Actively target carers from minority ethnic groups and other equality groups to ensure appropriate involvement	<ul style="list-style-type: none"> • To be pursued through the Lanarkshire Ethnic Minority Action Group • Continue to work with carer strategy groups in North and South Lanarkshire to encourage black and minority ethnic groups to participate • Ethnic minority representative to be appointed to the North Lanarkshire Carers Together Board • Fund PRT LCC to work with the Minority Ethnic Carers of Older Peoples Project to fully train PRT staff on black and minority ethnic issues • Establish information networks which include other equality groups (carers from diverse groups such as travelling people, lesbians, gay, bi-sexual and transgender communities and those carers with a disability) 	<p>Ongoing</p> <p>Ongoing</p> <p>Completed</p> <p>Completed</p> <p>Ongoing</p>
1.7	Identify what advocacy services are required by carers	<ul style="list-style-type: none"> • Engage with carers to identify unmet need. • Utilise the various systems in place to identify carers and subsequently establish carers' advocacy needs. • Enhance/develop appropriate advocacy services for carers 	<p>2008/09</p> <p>2008/09</p> <p>2009/10</p>
1.8	Continue provision of the Home from Hospital Discharge Pack	<ul style="list-style-type: none"> • To be reviewed and updated as appropriate 	Ongoing
1.9	Review hospital admission and discharge procedures to ensure that carers needs are addressed	<ul style="list-style-type: none"> • To be reviewed by the NHS Carers Support Team 	Ongoing

Theme 2. Identifying carers' needs			
No	Aim	What we plan to do	Timescale
2.1	Explore the health needs of carers and young carers in Lanarkshire; including accessibility and effectiveness of health services	<ul style="list-style-type: none"> • Carry out review of existing literature • Produce and submit a research proposal to Lanarkshire Research Ethics Committee and Research and Development Committee • Identify participants who wish to participate in interviews and focus groups • Produce a report outlining the research findings and use this information to develop an appropriate action plan 	2008/09 November 2008 December 2008 August 2009
2.2	Identify carers' needs	<ul style="list-style-type: none"> • Undertake a carer experience audit 	2008/09

Theme 3. Carer awareness for NHS staff			
No	Aim	What we plan to do	Timescale
3.1	Agree priorities and a training approach for carer awareness of Local Authority and NHS staff	<ul style="list-style-type: none"> • Develop a detailed action plan to train staff for the 3 year life of the strategy, which will include a focus on young carers issues and culturally sensitive issues for carers from Black and Minority Ethnic communities • Develop a training plan for inclusion in pre-qualification professional training • Ensure NHS staff are aware of the carers free phone information line 	2008/09 2008/09 2008/09
3.2	Enhance carer awareness by NHS staff	<ul style="list-style-type: none"> • Develop a carer awareness raising article for inclusion in the Pulse which will also advise of the appointment of the NHS Carers' Support Team • Develop a leaflet for NHS staff induction courses 	Completed 2008/09

Theme 4. Training for carers			
No	Aim	What we plan to do	Timescale
4.1	Ensure that carers have access to appropriate training programmes	<ul style="list-style-type: none"> • Reflect the outcomes of the Health Needs Assessment of Carers • Equip carers to care at home through nurse led/AHP involvement training • Work closely with the Long Term Condition Management Team to identify appropriate training packages for carers. 	2009/10 2008/09 2009/10
4.2	Continue to provide training programmes for carers by the Princess Royal Trust Lanarkshire Carers Centre who will access specialist clinical input as required	<ul style="list-style-type: none"> • Partners to review PRT LCC training programme & develop as appropriate • Ensure that the training available is appropriate, reflects local priorities and includes advice on specific conditions which is regularly reviewed • Explore the delivery of carer training using IT systems 	May 2008 2009/10 2009/10
4.3	Explore the utilisation of the "Expert Carer" model with partners to suit local development of services for older people and for people with long term conditions	<ul style="list-style-type: none"> • Await advice from the Scottish Government on the development of a national "Expert Carer" programme and thereafter tailor a model appropriate to local needs. 	2008/09

Theme 5. Delivery and accountability			
No	Aim	What we plan to do	Timescale
5.1	Set up network of managers to ensure systematic delivery of good practice to support carers	<ul style="list-style-type: none"> • Discuss & disseminate good practice via the NHS Lanarkshire Modernisation Board and the Service Improvement Boards 	Ongoing
5.2	Continue to promote Carer Information lines within community pharmacies	<ul style="list-style-type: none"> • Explore the use of one-off monies to fund community pharmacies to undertake a carers campaign in line with the new community pharmacy contract during 2008 	Completed
5.3	Ensure that the General Medical Services Directed Enhanced Services for carers promotes carer identification and support in general practice	<ul style="list-style-type: none"> • Utilise opportunities from local and national General Medical Services negotiations as and when presented • Work closely with Practitioners Services Department to access this information • Utilise the information and proactively influence GP service provision to meet carers' needs 	2008/09 2008/09 2008/09

Theme 6. Monitoring			
No	Aim	What we plan to do	Timescale
6.1	The NHSL Carers Information Strategy Group to assess the success of the strategy via implementation of this action plan.	<ul style="list-style-type: none"> • Develop monthly/quarterly reporting procedures to monitor progress on the implementation of the action plan • Assess current feedback from Community Care Outcomes, Local Improvement Targets, Quality Improvement Scotland, General Medical Services and the Quality Outcome Framework.. • Await clarification from the Scottish Government on indicators relevant to carers within the Single Outcome Agreement process 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
6.2	On an annual basis report to Scottish Ministers on the implementation and evaluation of the strategy	<ul style="list-style-type: none"> • Develop annual reporting procedures to report to the Scottish Government on the implementation and evaluation of the strategy 	Annually

This information can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

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