
Report To:	Health & Social Care Committee	Date:	5 January 2017
Report By:	Brian Moore Corporate Director (Chief Officer) Inverclyde Health and Social Care Partnership (HSCP)	Report No:	SW/04/2017/HW
Contact Officer:	Beth Culshaw Head of Health and Community Care	Contact No:	01475 715283
Subject:	INVERCLYDE CARERS AND YOUNG CARERS STRATEGY 2016-2022		

1.0 PURPOSE

- 1.1 To advise of the progress with Inverclyde's Carers Strategy for 2016 – 2022.

2.0 SUMMARY

- 2.1 The Carers (Scotland) Act was passed by the Scottish Parliament in February 2016. It details a range of powers and duties for local authorities and the HSCP in relation to Carers and Young Carers.
- 2.2 Officers of the HSCP are currently working with Carers and Young Carers, Inverclyde Carers Centre and partners to develop a Carers Strategy for 2016-22 which will set out how the Carers Act (Scotland) 2016 will be implemented in Inverclyde.
- 2.3 Members will recall a previous report presented in April of this year which identified the key areas that the strategy will cover. The draft Inverclyde Carers and Young Carers Strategy (ICYCS) is attached to this report.

3.0 RECOMMENDATIONS

- 3.1 That the Health & Social Care Committee:

Approve the attached Inverclyde Carers and Young Carers Strategy for publication in the early part of 2017.

Request that the Carers and Young Carers Strategy is reviewed biennially in line with legislation and is reported back to the Health and Social Care Committee once completed.

Brian Moore
Corporate Director (Chief Officer)
Inverclyde HSCP

4.0 BACKGROUND

- 4.1 The Carers (Scotland) Act was passed by the Scottish Parliament in February 2016. Further regulations and guidance will be drafted to support the implementation of the Act. The Carers (Scotland) Act will become law in April 2018.
- 4.2 The principle behind the Act is to enhance and extend the rights of carers and young carers to improve their individual outcomes whilst adopting a more consistent approach across Scotland. The Act requires to be taken account of when preparing health and social care services as well as within the context of other social care and health legislation such as the Social Care (Self Directed Support) (Scotland) Act 2013.
- 4.3 The Carers (Scotland) Act is the key legislation that underpins Inverclyde Carers and Young Carers Strategy.
- 4.4 The development of the Carers and Young Carers Strategy has been a partnership endeavour and has been informed by two separate public consultations. The first in the summer of 2015 asked respondents to identify the issues that face carers and young carers in Inverclyde and what were the key actions that partners required to take to address the needs and aspirations of this group.

We have subsequently completed a second public consultation (Oct-Nov 2016) which has endorsed the key priorities and actions identified in the Strategy.

5.0 PERFORMANCE

- 5.1 Both consultations provided essential feedback and detail. Over 380 people responded to the initial consultation in 2015 and, although the response was reduced for the subsequent consultation where we received 50 responses, we are aware that over 140 people viewed the draft Strategy.
- 5.2 The Carers (Scotland) Act 2016 has defined “Carer” as an individual who provides or intends to provide care for another individual, and “Young Carer” as a carer who is under 18 years old or is 18 years old and is still in school.

“Adult Carer” is a carer who is at least 18 years old but is not a young carer.

A large majority of respondents (95%) agree with this definition and agreed it should be used within the Strategy.

- 5.3 The Strategy identified eight action points which all scored highly by respondents and confirmed we have identified key areas of concern for carers and young carers:
- Identifying carers and young carers
 - Adult carers support plans and young carers statements
 - Carers and young carers health and wellbeing
 - Involving carers and young carers
 - Support to carers and young carers
 - Breaks from caring
 - Carers and young carers Self Directed Support
 - Carers and young carers employment and training

There were four key areas which were identified and these will become the main priorities for the implementation of the strategy:

- I. Carers & Young Carers Health

- II. Identification of hidden carers
- III. Information & Advice
- IV. Support to Carers & Young Carers

- 5.4 All respondents recorded that it was important or very important to continue to identify and support young carers. The identified method of achieving this was to continue to support young carers in education through primary and secondary schools, provide advice and support through a variety of methods including one to one or peer support and use of social media. A key issue identified was around supporting young carers around the collection and filling of prescriptions for the cared-for person.
- 5.5 A majority of respondents did state that on reading the Strategy, they would feel more confident in requesting a carer's assessment. A priority for Inverclyde is to provide a range of access points to support services thus raising carers' and young carers' confidence in the range and quality of support that is available.
- 5.6 Carers and young carers were asked to identify what had potentially been missed from the Strategy and where existing services could be improved or enhanced.

The overwhelming response was to improve carer awareness of the services and supports that can be offered and provided. A key area was the improvement of decision-making between the hospital and community and greater realism of the level of services carers and young carers require at these times of transition. This reflects the duty that the Carers Act has imposed on health boards and local authorities to involve carers and young carers in discharge planning.

- 5.7 There was also a request for more breaks from caring. Inverclyde does provide a range of short breaks and respite for carers and young carers, and there is a recognition that short breaks and respite require to offer greater flexibility and choice.
- 5.8 In terms of providing an advice and information service, there was recognition by respondents that the information and advice provided requires to be of high quality offered in a supportive and sensitive manner and to be accurate and up to date.

6.0 PROPOSALS

- 6.1 To finalise the Inverclyde Carers and Young Carers Strategy, taking on board the issues and concerns identified through the recent consultation.
- 6.2 To approve the attached Inverclyde Carers and Young Carers Strategy for publication in the early part of 2017.
- 6.3 To request that the Carers and Young Carers Strategy is reviewed biennially in line with legislation and is reported back to the Health and Social Care Committee once completed.

7.0 IMPLICATIONS

Finance

- 7.1 COSLA is continuing discussions with the Scottish Government around the proposed Financial Memorandum which will accompany the proposed regulations. A Finance Group has been established to profile demand and unit costs of assessment and support for carers. Once this work is completed, it will inform discussions around the spending review and settlement covering the period when the Act will be enacted which will be 2017/18 onwards.

One-off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

Legal

7.2 There are no legal issues within this report.

Human Resources

7.3 There are no human resources issues within this report.

Equalities

7.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

	YES (see attached appendix)
√	NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

8.0 CONSULTATION

8.1 None.

9.0 BACKGROUND PAPERS

9.1 Draft Inverclyde Carers and Young Carers Strategy.

Inverclyde Carer & Young Carer Strategy 2017 – 2022

“Improving Lives”

"I am what you categorise as a "hidden carer". I don't really recognise that I am a carer for my partner but others tell me I am and I'm aware that my partner needs my support. I'm not sure how you will identify or encourage "hidden carers" to be recognised. I am aware that it is very important that "hidden carers" have support also and I am interested in this but feel embarrassed to "admit" I need help"

Public consultation response to Draft Carer & Young Carer Strategy 2017 - 2022

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Welcome to the
Inverclyde Carer & Young Carer Strategy
2017 – 2022

We are pleased to present The Inverclyde Carer & Young Carer Strategy which has been developed in full recognition of the role and contribution carers make, not only to the person they support but also the contribution they make to the Inverclyde Community. Our support and appreciation for carers and young carers in Inverclyde is fundamental to ensuring that those in need of care receive it when required. This ethos we believe should filter right to the heart of our community.

Carers and Young Carers come from all walks of life and every area of Inverclyde they often face greater challenges in accessing services and life opportunities than many of us. This is why, as with previous strategies it is important to note the full range of partners who have a role in supporting carers. Inverclyde Council and NHS Greater Glasgow and Clyde are lead agencies through the Integration Joint Board of the Health and Social Care Partnership.

Support for Carers and Young Carers is not restricted to health and social care though these are often of vital importance but covers education, housing, community activities, social and recreational and employment.

Inverclyde Health & Social Care Partnership (HSCP) recognise carers and young carers as equal partners in the delivery of care and their role in supporting loved ones. Services are often reliant on the partnerships that exist between individuals, services and carers to ensure that the best possible outcomes are achieved for both the carer, young carer and cared for person to live fulfilling lives.

The consultation exercises carried out between September and October 2015 with carers, utilised focus groups, advocacy and carer network meeting responses highlighted areas of good practice and services which carers benefited from. While identifying service areas that we need to continue to work on and prioritise to enable all carers to continue in their caring role and having fulfilling lives out with this role. The recent consultation in October and November 2016 confirmed that the strategy has been successful in reflecting the key areas and priorities for improvement identified by Carers and Young Carers This strategy will be

a working document used to prioritise and deliver the outcomes which carers have identified as being important and necessary for them to continue in their caring role.

We extend our thanks and admiration to all our carers. We are confident that through this Strategy we will continue to bring improvements to the health and wellbeing of all carers and young carers living and caring in Inverclyde.



~~XXXXXXXX~~

Simon Carr
Vice Chair
Integration Joint Board
Inverclyde Health & Social
Care Partnership

Councillor J Mcilwee
Chair Health & Social
Care Committee
Inverclyde Council



~~XXXXXXXXXXXX~~

Councillor S McCabe
Chair Inverclyde Alliance
Board

Background

The Inverclyde Integration Joint Board (IJB) is responsible for the planning and provision of health and social care services for Inverclyde.

The delivery of this provision is managed and co-ordinated by the Health and Social Care Partnership (HSCP) which is a separate legally constituted organisation as set out in the Public Bodies (Joint Working) (Scotland) Act 2014. The HSCP is supported and resourced from NHS Greater Glasgow and Clyde and Inverclyde Council.

The Inverclyde Carer & Young Carer Strategy 2017 – 2022 is a key strategic plan and its purpose is to identify the priorities for developing support networks and options for carers who provide unpaid caring responsibilities to family, relatives, friends or neighbours regardless of age.

Inverclyde HSCP has continued to make progress locally through our interagency approach to supporting all carers. However, more work is required to ensure all carers have a healthy, active and fulfilling life of their own. Inverclyde HSCP is fully committed; working as equal partners to ensure this is delivered.

Since the last strategy a number of new policy drivers, initiatives and strategies have come into force. Changes made to the Carers (Scotland) Act 2016 and the Children & Young People (Scotland) Act 2014 places certain duties on Local Authorities and Health Services and these changes will be identified and included in this strategy.

The Action Points identified in Appendix 1 will assist all partners in achieving the strategy aims. Progress of the strategy will be reviewed 2 yearly and reported on at regular intervals. A range of methods will be used to ensure the meaningful involvement of all carers and carer's organisations in achieving these aims.

“Getting it Right for Young Carers” set out its vision for young carers in Scotland.

The Carers (Scotland) Act 2016 will be commencing in April 2018 (TBC).

- [Carers \(Scotland\) Act 2016](#)

The package of provisions in the Act is designed to support carers' health and wellbeing. These include, amongst other things:

- A duty on local authorities to provide support to carers, based on the carer's identified needs which meet the local eligibility criteria.

National matters which local authorities must have regard to when setting their local eligibility criteria will be set out in regulations;

- a specific Adult Carer Support Plan and Young Carer Statement to identify carers' needs and personal outcomes; and
- a requirement for each local authority to have its own information and advice service for carers which must provide information and advice on, amongst other things, emergency and future care planning, advocacy, income maximisation and carers' rights.

The Act contributes to the Scottish Government's vision of a healthier and fairer Scotland, and sits within the wider policy landscape including: integration of Health and Social Care; GP contract; National Clinical Strategy; new social security powers; and Fair Work agenda.

Introduction

The principles of equality, diversity and human rights are the underpinning rights within Inverclyde's Carers & Young Carers Strategy.

Carers reflect the diversity of Scotland's population. There are carers who work, carers who cannot work due to the impact of their caring role, carers can be of any age and include older carers and young carers under 16, lone parent carers, lifelong carers, student carers, BME carers, LGBT carers, carers in remote and rural areas and many other types of carer. Of course, carers may fall into more than one category.

Just as carers come from all walks of life, so too are the people they care for. It is not straightforward to categorise caring situations or the impact this may have on the individuals. For example, a person with dementia may also be frail and elderly or a person with a learning disability may also have a mental health problem. There are many people being cared for who have long-term conditions.

There are some communities of carers we know very little about, most notably: refugees, asylum seekers, gypsy travellers and carers who themselves have disabilities, including learning disabilities.

Inverclyde HSCP and its partners will work to ensure that no carer is disadvantaged due to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation in line with the Equality Act 2010.

All children and young people have an established set of rights and principles based on the United Nations Convention on the Rights of the Child.

To support all carers Inverclyde HSCP will focus on encouraging all partners to identify carers, assess their needs and ensure that supports are provided by services and enhanced/targeted services that meet the needs of the most vulnerable carers & young carers in Inverclyde.

More information can be found on the following websites:

Children and Young People's Commissioner
Scotland <http://www.cypcs.org.uk/ufiles/Scottish-Government-UNCRC.pdf>

The Future of Unpaid Care in Scotland: Headline Report and Recommendations
<http://www.gov.scot/Publications/2006/02/28094157/5>

Who Is A Carer?

A carer is someone who provides unpaid support to a family member or friend. They may care for an older person, someone who is disabled, has a long-term illness, mental health problems or is affected by alcohol or drug misuse.

Carers can be any age, from children to older people, and from every community and culture. Some carers may be disabled or have care needs themselves.

The Carers (Scotland) Act 2016 has defined “Carer” as an individual who provides or intends to provide care for another individual.

And “Young Carer” as a carer who is under 18 years old or is 18 years old and is still in school.

“Adult Carer” as a carer who is at least 18 years old but is not a young carer.

Reference: The Carers (Scotland) Act 2016

Key Outcomes for Adult Carers & Priorities for Young Carers

Inverclyde HSCP will work with all partners on the following local key outcomes for Inverclyde HSCP Carers & Young Carers

- * Carers will have improved emotional and physical well-being.
- * Carers will have increased confidence in managing their caring role.
- * Carers will have the ability to combine caring responsibilities with work, social, leisure and learning opportunities and retain a life outside their caring role.
- * Carers will be involved in planning and shaping the service required for the service user and the support for themselves.
- * Carers will not experience disadvantage or discrimination, including financial hardship, as a result of caring.

Ref: (Caring Together: The Carers Strategy for Scotland 2010 – 2015)

The carers consultation feedback response carried out in September 2015 identified that the following services have helped carers in their caring role. These will be key areas for further development:

- * Informed and can access the supports they need.
- * Access to short breaks.
- * Emotional Support
- * Employability

Priorities for Young Carers

Six priority areas for Young Carers in Inverclyde identified in The Inverclyde Child & Youth Health & Wellbeing Survey 2013 and Inverclyde Carers Centre consultation with Young Adult Carers March 2016 are:-

- * To be seen as Young People first and foremost
- * Identification and Assessment
- * Information and Advice
- * A life outside of Caring
- * Young Carers Transitions
- * Young Carers and the wider world

Identifying Carers & Young Carers

The Scottish Census 2011 figures stated that 8,252 of Inverclyde citizens identified themselves as Carers in the last census. It is anticipated that these figures will grow over the next 10 years due to the expected demographic change in the number of older people living in the community and the shift in the balance of care moving towards more community based supports.

In the Scottish Census 2011,

- * Inverclyde had a population of 81,485
- * 8,252 Inverclyde citizens identified themselves as carers,
- * The under 16 population was 13,770
- * 124 of the under 16 population identified themselves as young carers

Table 1—Location of Carers in Inverclyde

Table 1 map represents the geographical location of registered carers from the consultation carried out by Inverclyde HSCP in September 2015. From the responses it shows that 60% of unpaid carers live in the Centre and South West areas of Inverclyde.

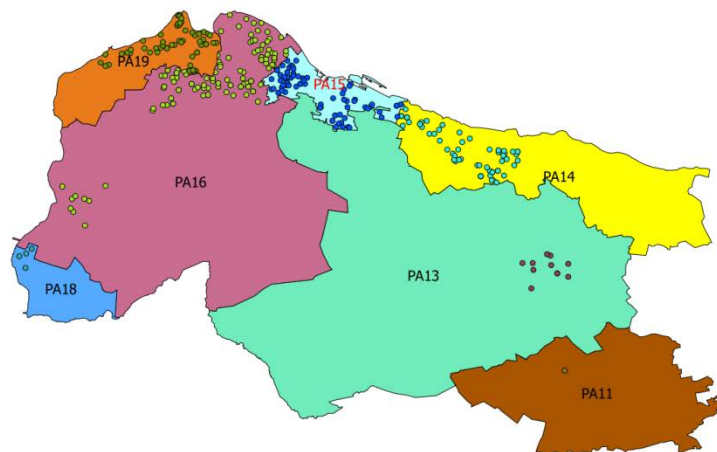


Table 1 Inverclyde HSCP Carers Consultation September 2015 response.

Table 2—Gender

Table 2 represents the number of carers registered with Inverclyde Carers Centre as of 22nd January 2016. A total of 2,142 Inverclyde citizens were registered. Table 2 is a breakdown of registered carers by gender. This table indicates that 69% of Inverclyde's carers are female compared to 27% male.

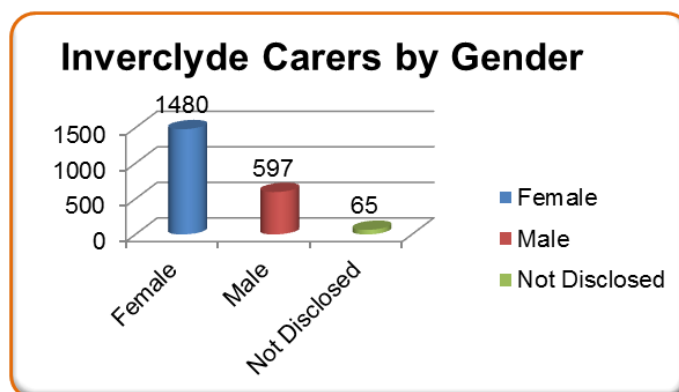


Table 2 – Inverclyde Carers by Gender supplied by Inverclyde Carers Centre as at 22nd January 2016

Table 3—Age

Table 3 represents the response analysis of the carers consultation held in September 2015.

14% of unpaid carers are between the ages of 16 and 44

70% are between the ages of 45 years and 74

16% of unpaid carers are over the age of 75

86% of the responses from Inverclyde's unpaid carers indicated they are over the age of 45.

The data indicates that 62% of Inverclyde's carers who responded to the Carer consultation in September 2015 are over 55 years old therefore we have an aging population of carers.

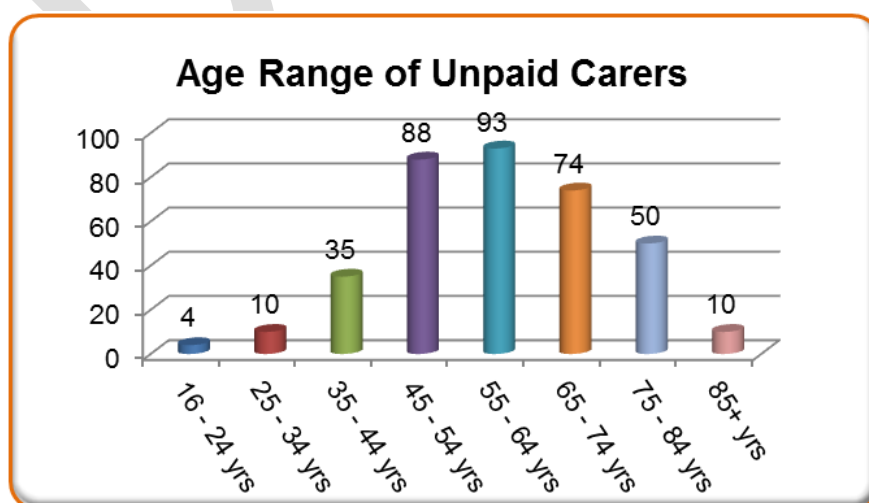
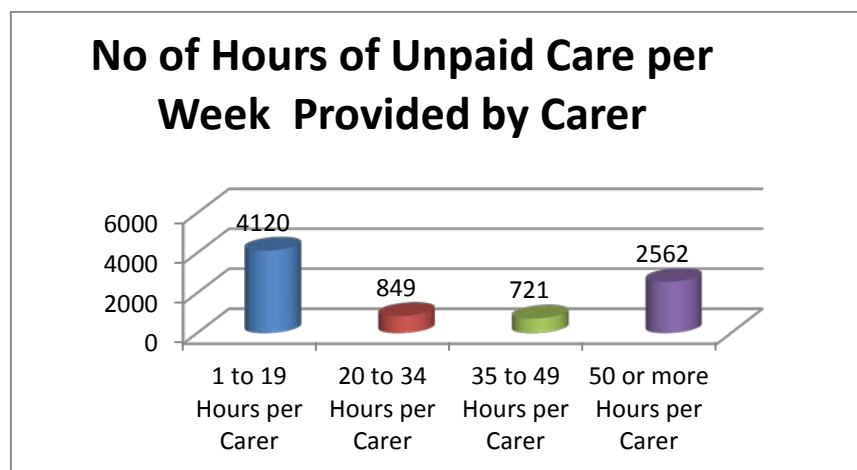


Table 3 Inverclyde HSCP Carers Consultation September 2015 response.

Table 4—Hours

Table 4 represents the number of unpaid care hours delivered each week as identified by Carers in the Scottish Census 2011. Over 4,000 carers are delivering between 1 – 19 hours per week, with a staggering 2,562 Inverclyde carers delivering 50 hours or more care each week.



Source: Scottish Census 2011

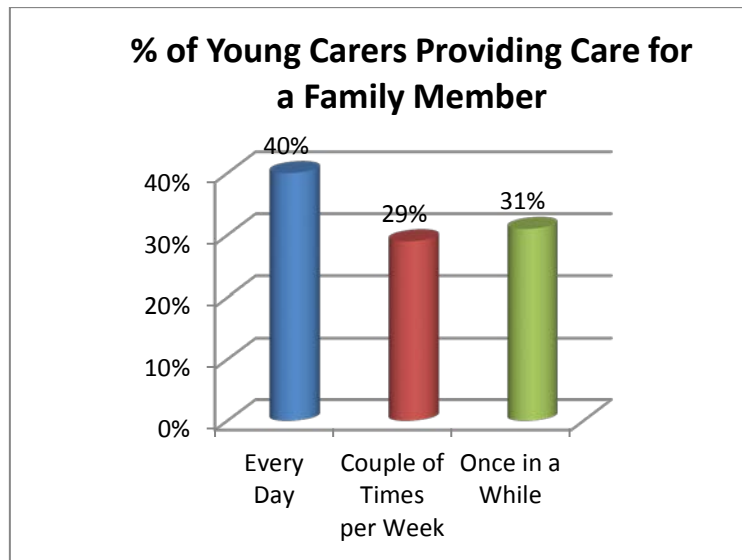
A significant number of people with caring responsibilities do not recognise themselves as carers. They see their role as that of husband, wife, daughter, son, relative or friend. Such Carers are often referred to as “hidden carers” and are not usually identified by statutory bodies because they are not in receipt of services.

The figures from the Scottish Census 2011 compared with local adult carers’ information would indicate that 5,690 Inverclyde adult citizens are currently “hidden carers”.

The Inverclyde Child & Youth Health & Wellbeing Survey 2013 of secondary aged school children was carried out in 2013. The survey highlighted that one in five respondents (22%, 786 pupils) had someone in their family household with a disability, long-term illness, drug/alcohol problem or mental health issue.

Among those who had a household family member with at least one of these conditions, three in five (62%, 487) said that they looked after or cared for them. Thus overall, 14% of pupils were carers for someone in their household.

The time spent in their caring role varied among young carers, 40% (192 pupils) said that they looked after their family member every day, 29% (141 pupils) said that they did so a couple of times a week and 31% (149 pupils) said that they did so once in a while.



Inverclyde Child & Youth Health & Wellbeing Survey 2013

Among those Young People who looked after/cared for a household family member, 78% (379 pupils) said that their caring responsibilities had affected them in some way.

The most commonly reported effects of caring responsibilities were:

- * It makes me feel good to be able to help (57%, 276 pupils)
- * I've learned lots of new skills because of my caring (33%, 158 pupils)
- * Sometimes unable to do homework (23%, 110 pupils)
- * Makes me tired (23%, 109 pupils)
- * It makes me feel stressed/anxious (22%, 107 pupils)
- * Helps me organise my time (14%, 70 pupils).

This would indicate that we have young people who are tired, stressed, anxious and unable to complete homework or fully participate in family life or have a life out with caring.

It's acknowledged that young carers in Inverclyde can still be an unrecognised group. The Inverclyde Youth Health and Care Survey 2013 highlighted that a possible 14% of high school pupils may be young carers and feedback from the 2015 Inverclyde Youth Health & Care Survey highlighted that 32% of young people didn't know if they were a young carer, therefore a key priority within the strategy will be to identify "hidden" young carers and provide them with the appropriate information, advice and support.

From the Public Consultation of the Draft Carers and Young Carers strategy a strategic priority for the Alcohol and Drug Partnership will be to identify hidden carers where there are drug and alcohol related issues associated with caring responsibilities. This will be taken forward via the

Alcohol and Drug Partnership in relation to adults and via the CPC CAPSM in relation to young carers.

Identification and Assessment

The youth survey has identified that many Inverclyde Children and Young People are providing care to a parent, brother, sister, other relative or friend. Identifying “hidden” young carers is therefore an important shared responsibility of all agencies that may come into contact with a child or young person and will be a priority action point within the strategy.

Action Point 1 – Identifying Carers and Young Carers

- * A range of initiatives will be developed aimed at trying to identify as many “hidden carers” as possible and encourage them to seek advice, guidance and support which is on offer to assist them in their future caring role.
- * Inverclyde partners will commit to identifying, supporting young carers as far as the agency is able and to referring young carers to the Named Person. (Children & Young People (Scotland) Act 2014, (pending legislative change)

Carers Eligibility Criteria

Inverclyde HSCP has a duty to inform all carers providing 'regular and substantial care' of their legal entitlement for the preparation of an Adult Carer Support Plan or a Young Carers Statement in line with the Equality Act 2010 and the new amendment to the Carers (Scotland) Bill (pending legislative change).

Inverclyde HSCP wants to ensure people receive the supports they require and that these supports are provided in a fair and transparent way.

As part the Carers (Scotland) Act, Inverclyde HSCP will have a duty to prepare an adult carer support plan or young carers statement which will set out personal identified outcomes, needs and supports (if eligible) to meet those needs. The Adult Carer Support Plan will include contingency planning as an intervention to help prevent or cope with emergencies which could impact on their caring role.

In the reporting year 2014/2015 Inverclyde Carers Centre on behalf of Inverclyde HSCP carried out 108 new carer's self-assessments. From the 108 carer self-assessments completed 29 new referrals were made to Inverclyde HSCP services for further action.

Inverclyde HSCP has a duty to provide a Young Carers Statement (pending legislative change) that sets out:

- a) A young carer's identified personal outcomes,*
- b) A young carer's identified needs (if any) and*
- c) The support (if any) to be provided by the responsible local authority to a young carer to meet those needs.*

Inverclyde HSCP wants to ensure young carers receive the supports they require and that these supports are provided in a fair and transparent way.

From April 2018, the Carers (Scotland) Act 2016 places a duty on Inverclyde HSCP to prepare a Young Carers Statement that will set out a young carer's identified outcomes, identified needs and the support a young carer may need. In Inverclyde, where this has been identified a Wellbeing Assessment will be offered to clarify need and accompanied by a Child's Plan will inform the Young Carers Statement.

This will identify personal outcomes and actions to be taken that will be promoted, supported and safeguarded through the function and role of the Named Person (Children & Young People (Scotland) Act 2014) (TBC)

The Carers Act also imposes a duty on Councils to develop eligibility criteria for carers. This is to ensure that resources are allocated in a fair and transparent way that is open to scrutiny.

Carers and Young Carers are individuals and so the type and level of care they provide can vary as does the impact on their health and wellbeing. Any eligibility criteria requires to reflect this and ensure the level of support provided doesn't impinge on the persons independence, maximises choice and control and goes to those who most require the support that is proportionate to their assessed needs.

It is important that those carers who do not meet the local eligibility criteria for a direct service continue to be supported and sign posted to agencies that can assist them in their caring role.

Inverclyde HSCP has an existing eligibility framework for assessing need and eligibility for a support service (<http://www.inverclyde.gov.uk/health-and-social-care/adults-older-people/older-peoples-services/assessment-of-care/eligibility-criteria>) it provides a basis on which a Carer & Young Carer eligibility criterion can be developed for Inverclyde. Carers and Young Carers will be offered the opportunity to become involved in this process and will be consulted on any final proposals.

Action Point 2 – Carers Eligibility Criteria

- * In partnership a local carers and young carer's eligibility criteria will be developed for access to services, specific to carers.
- * All adult carers who wish will have an Adult Carer Support Plan prepared in line with the new amendments to the Carers (Scotland) Bill. (Pending legislative change. Timescale for completion TBC)
- * Advice, Information and sign posting to alternative services will be provided for carers if they do not meet the local eligibility criteria.
- * Ensure there's a clear definition of carers' role.
- * Ensure carers are informed and understand the purpose of the preparation of the Adult Carer Support Plan. (Pending legislative change).
- * Ensure carers are informed and understand who and what support they can receive.
- * Young carers will be offered a Young Carers Statement. (Pending legislative change).

- * Where Young Carers needs are more complex, young carers will be provided with a Wellbeing Assessment and, when appropriate, a Child's Plan.
- * Inverclyde HSCP will publish information on the range of supports available to young carers and their families. A link from Inverclyde Carers Centre website will also provide access.
- * Information packs for carers to be developed in line with the Accessible Information Policy to inform of services available and how to access them at point of registration.

Carers Health & Wellbeing

Caring can be physically and emotionally demanding. Many Carers prioritise the health and wellbeing of the person they care for over their own health needs.

The Scottish Census 2011 indicated that over 55% of Inverclyde carers are providing 50+ hours of caring per week and are over 50 years old.

Information gathered from the Inverclyde HSCP consultation feedback responses in September 2015 highlighted that nearly 61% of registered carers identified themselves as having a health issue which is higher than the National average of 55% reported in Scottish Census 2011.

National Health & Well-being Outcome 6 from Inverclyde Strategic Plan 2016—2019

“People who provide unpaid care are supported to look after their own health & well-being, including reducing any negative impact on their caring role or their own health & well-being”

It is more important than ever that we support carers to think about their own health. Inverclyde HSCP and key partners will provide appropriate opportunities, within the community to enable all carers to engage in activities that will maintain or improve their health and wellbeing and to make healthy lifestyle choices.

NHS Carers Information Strategy funding

NHS Carers Information Strategy (CIS) funding continues to help a number of initiatives involving information, support, training and the health and wellbeing needs of carers in Inverclyde. Examples include:

- * The continued commissioning of support services and training provided by Inverclyde Carers Centre.
- * The development of an information booklet for carers providing sign-posting to information on carers rights, support planning and local supports for carers.

Young Carers—Transitions

As young carers reach the transition age beginning 16 to 25 years, they will face the possibility of leaving school to attend college, university, training or find a job. These are significant challenges for any young person, but can be considerably more challenging for young carers.

Young Adult Carers, aged 18-25, can have very different needs and circumstances to young carers and services need to reflect this difference.

Young Adult Carers will also make the transition from services provided by Children & Families services to those provided by Adult services as well as engaging in the universal services aimed at supporting Adults.

Issues that a young adult carer can face:

- * Being in the senior phase at school where exam choices are made and sitting exams.
- * Going to college, training, university, possibly with limited support.
- * Getting a job.
- * Accessing benefits.
- * Moving from home and worrying about what might happen to the cared for person
- * Moving from children's services provision to adult services provision.
- * Starting their own family and still in a caring role.
- * Relationships.

From the carers consultation September 2015 Inverclyde Carers have identified that Access to Services and Information and Advice could be improved to assist them in their future caring role.

Inverclyde Young Adult Carers

In March 2016 Inverclyde Carers Centre carried out a telephone consultation with Young Adult Carers. From the feedback Young Adult Carers advised:

- They will only ask for additional help when they need it, struggling to cope or at crisis point.
- Would like information and advice on the services that are available for the person they care for.
- Would like information for themselves on the services they can access, training, courses, classes and leisure activities.

- And flexibility and more publicity around how the above services can be accessed.

All but one Young Adult Carers consulted advised they would be happy to be part of a focus group.

To address these issues Inverclyde HSCP will:

- * Identify young carers at an early stage and an assessment of need including their health & wellbeing needs.
- * Include School Nursing, GP's, dentist and optician services to support the early identification of young carers.
- * Ensure young carers receive timely, age-appropriate information.
- * Ensure Young Carers are accessing appropriate health services and other supports.
- * Access to emotional supports, respite activities/sports and provide opportunities for young people to have fun out with their caring role.
- * All partners to consult with young carers to explore new service development if services do not meet young carer's needs.



What the Young Adult Carers said they are now feeling having received a service:

"I feel supported now",

"I have someone I can talk to now"

"I feel less stressed about things"

"I'm meeting people that understand me"

"I'm able to get a break from my caring role"

"I feel more confident and can talk in groups"

"I'm able to try new activities and challenge myself"

Action point 3 - Carers & Young Carers Health & Wellbeing

- * To work in partnership to improve the use of the GP's register of carers.
- * Access to annual health checks for carers if they wish.
- * Carers and Young Carers will have access to emotional and physical support.
- * Carers and Young Carers will have access to holistic and alternative therapies.
- * Carers and Young Carers will have access to Advocacy and Counselling.
- * Young Carers, if appropriate, will be supported during transition into Adult Services

Involving Carers & Young Carers

Carers and Young Carers have a wealth of knowledge and experience and as such can make a valuable contribution in terms of practical and emotional expertise.

We recognise that local people, service users and carers have a critical role to play in planning and designing local services and supports to meet local need. We also recognise that this key partnership is one which requires to be nurtured and evolve on an ongoing basis. There are many statutory and third sector supports in place across Inverclyde to help local people, service users and carers manage their interactions with the HSCP. Additionally many development opportunities have been available in Inverclyde over the years to help local people, service users and carers increase their confidence to engage with service providers and ensure they have the opportunity to be equal partners in care, treatment and support. Health Issues in the Community, the Your Voice Development Programme and Equal Partners in Care are some very successful examples.

Carer & Young Carer involvement can improve the quality of health and social care services provided in Inverclyde. Carers & Young Carers often have insights about their role and the needs of the person they care for that providers and policymakers lack therefore Carers are included and represented on the Inverclyde Joint Integration Board and Inverclyde Strategic Planning Group to ensure they are involved and their views are included in the future planning and shaping of services as equal partners.

We recognise carers as equal partners in the delivery of care in Scotland and fully acknowledge the expertise, knowledge and the quality of care they give.

Reference: [Caring Together, the carers strategy for Scotland 2010-15](#)

Equal partners in care (EPiC) means that providers of health and social services and other services should listen to and involve carers in the planning and decision making processes for the person they care for; creating an environment of mutual respect

The EPiC core principles are:

- * **Carers are identified**
- * **Carers are supported and empowered to manage their caring**

role

- * **Carers are enabled to have a life outside of caring**
- * **Carers are free from disadvantage and discrimination related to their caring role**
- * **Carers are fully engaged in the planning of services**
- * **Carers are recognised and valued as equal partners in care**

The Inverclyde HSCP People Involvement Advisory Network is a network of around 2000 plus local individuals, groups and organisations that have an interest in community health and care services. It exists to provide an opportunity for local people, service users and carers to feed directly into the business of the HSCP.

The HSCP Advisory Group is the oversight group for the People Involvement Network. Its primary function is to inform and involve local people, service users and carers in decision making about local health and social care services.

Membership of the HSCP Advisory Group is open to anyone with a passion for Inverclyde and a passion for health and social care. This includes people who:

- * Live in the area served by Inverclyde HSCP
- * Work in the area served by Inverclyde HSCP
- * Receive services from Inverclyde HSCP or cares for someone who does

The success of the HSCP People Involvement Advisory Network is a result of working with people who use services, their carers and local communities to;

- * Create an engagement structure which brings together the broad range of dialogue which naturally exists within our communities.
- * Create a central contact point for community engagement in health and social care (Advisory Group).
- * Improve the way we engage (communities of interest & geographic communities – East, Central & West).
- * Develop innovative ways of listening and understanding need.
- * Specific focus on involving those not currently engaged.

- * Build on the skills and strengthens of communities to be actively involved.
- * Direct people to local community based services and supports.
- * Build the capacity of local communities to responsibility for their own health.

Our people involvement structure has been effective in developing solutions by working together (co-production) to ensure services and supports meet the needs of local people. Our approach to building the partnership between services and service users, carers and local people involves promoting peer support and self-management utilising an assets based approach.

Young Carers have been involved in providing their opinion on the content of this Strategy and will be supported by Inverclyde HSCP and the Community Learning and Development staff to continue to provide their views on young carer services.

The Inverclyde Youth Participation Strategy features young carers as a specific group whose participation should be recognised and promoted.

Action Point 4 - Involving Carers

- * Work in partnership to develop integrated services for carers and young carers to improve communication.
- * Continue to develop the Carers Sub Group (or Advisory Group) Network and involve carers and young carers in the monitoring and reviewing of the strategy.
- * Carers & Young Carers will be actively involved in the care planning process including emergency and long term planning of care.
- * Carers will be involved in the hospital discharge arrangements of the person they care for (if appropriate).
- * Information provided to professional staff of the role of carers as partners – EPiC, including all staff, volunteers agency and 3rd sector organisations.

Supporting Carers & Young Carers

Carers & Young Carers are valued and respected as partners in the care of the person they look after. We aim for this recognition of carers and young carers to be embedded in all statutory, voluntary and independent sector health and social care settings and systems.

The strategy aims to empower carers to continue in their caring role, and have a fulfilling life of their own. A wide range of services and supports exist which the HSCP and partners will continue to build on. We will work together to deliver new and innovative ways of offering support to carers and young carers as valued contributors to the delivery of health and social care in Inverclyde. All actions in the strategy look to address the particular and specific characteristics of carers, seeking to address any inequalities and increase the uptake of support across the spectrum of ages and communities.

Supports to Young Carers in Inverclyde will be delivered by universal services and where young carer's needs are more complex, by services that will focus on meeting the assessed needs of the most vulnerable young carers.

Engagement with carers locally has informed this strategy that the main priority supports which have helped carers fulfil their caring roles are: Information and Advice, Short Breaks and access to Emotional Support (such as stress management).

Inverclyde benefits from a strong culture of partnership working. The key organisations which collaborate to ensure carers are supported informed and included can be found in Appendix C.

Action Point 5 – Supporting Carers & Young Carers

- * Young carers and their parent(s)/carers will be provided with information and advice including Young Carers Rights, for example: Carers Charter, supports at school and information on opportunities and supports when they leave school.
- * Carer's views as far as possible will be taken into account in the development of the eligibility criteria for access to services in Inverclyde.
- * Carers who meet eligibility criteria will be supported to meet the outcomes and needs identified in their Adult Carer Support Plan.(pending legislative change)
- * Young Carers will be supported to meet the outcomes and needs identified in the well-being assessment, which will inform the Young Carers Statement. (pending legislative change).
- * Key partners, carers groups will continue to promote the importance of effective communication and in relaying information to carers including young carer's parent(s)/carers.
- * Build on the services that carers and young carers have identified in the consultation responses that have helped them.
- * Build the services that carers and young carers have identified in the consultation responses which can be improved.
- * Access to bereavement support services for carers & young carers following the death of a cared for person.

Breaks From Caring

Positive outcomes for Carers and Young Carers will occur when they receive regular breaks from their caring role; these breaks may prevent a breakdown in the caring relationship. It is also recognised that carers and young carers may also need to combine their caring role with other family activities, responsibilities, education or employment.

Improving opportunities for carers and young carers to maintain good health and wellbeing is essential to supporting carers in their caring role. We recognise that being able to take a break from caring responsibilities and having the opportunity to work and access education and leisure opportunities are vital to maintaining and improving the health and wellbeing of carers and young carers. Inverclyde HSCP is committed to looking for flexible breaks from caring options that enable choice and value for money.

From the consultation exercise carried out in September 2015, adult carers identified that receiving a short break/respice helped them in their caring role.

In the reporting year 2015/2016 Inverclyde HSCP provided 5,132 nights of respice to 268 service users. Inverclyde Carers Centre also provided through HSCP funding a further 154 nights of short breaks directly to 50 registered carers in Inverclyde, an average break was 3 nights.

Further information on Inverclyde HSCP Short Breaks can be found in Appendix D.

Young Carers—A Life Outside Caring

Inverclyde's young carers have stated how important it is to have the opportunity for a break from their caring to meet with other young carers, to be able to take part in activities free from their caring, be supported by staff who understand young carers needs, know that their cared for person is safe and well when they are not there and to have their voice heard regarding the kind of service they receive.

Inverclyde HSCP and its partners will support this by:

- Provision of respice/short breaks.

- Young carers (if appropriate) will have the opportunity to attend the annual Young Carers Festival, subject to continued funding from Scottish Government.

Young Carers and the Wider World

There are young carers in communities, schools, universal services and specialist services. This should be recognised by professionals, who can help the wider community identify young carers and understand what it is like to be a young carer. Inverclyde's aim of Getting It Right for Every Child, Citizen and Community means that we will recognise young carers in our communities, schools and universal services. Young carers will not be hidden; they will be recognised so that their circumstances will be better understood by the wider community. To achieve this recognition Inverclyde will take action to increase community awareness of young carers.

Young Carers will be a priority group for the Inverclyde Youth Participation Strategy, which will seek the views and active participation of young people in the decisions it makes about them.

Action Point 6 - Breaks from Caring

- * Continue to build on the existing short breaks services to offer personalised, flexible and planned breaks from caring to all eligible carers and young carers.
- * Continue to develop a wide range of alternative breaks and breaks from caring options.
- * Work towards a shift in the balance of care where possible towards preventative support.
- * Personalise support to improve outcomes both for carers, young carers and those with care needs.
- * Inverclyde HSCP will establish and publish a short breaks statement.
- * Inverclyde HSCP will develop a plan to increase agencies and wider community awareness of young carers.

The United Nations Convention on the Rights of the Child states that all Children and Young People have an established set of rights. The Convention has four main principles:

- ♦ All the rights guaranteed by the UNCRC must be available to all children and young people without discrimination.
- ♦ The best interests of the child or young person must always come first
- ♦ The views of the children and young people must be considered and taken into account in all matters affecting them.
- ♦ All children and young people have the right to life survival and development.

More information on the convention on the Rights of the Child can be found at: <http://www.cypcs.org.uk/rights>

Carers and Young Carers & Self-directed Support

The Social Care (Self-directed Support) (Scotland) Act 2013 is an Act of the Scottish Parliament that ensures that local authorities offer self-directed support to anyone who requires support services, including unpaid carers who require support to help them maintain their caring role.

"The Scottish Government recognises carers as partners in care - partners who require to be acknowledged, supported and equipped to continue to provide unpaid care."

- Self-directed Support: a national strategy for Scotland

(November 2010)

The Self-directed Support Act provides local authorities with a power to support carers in their caring role. Where such support is provided, local authorities have a duty to offer the carer the same options for their support as are provided to service users. The Self-directed Support statutory guidance reinforces this message and sets out how support to carers can prevent crisis.

Self-directed Support gives people a choice about how their support is provided. It is intended to encourage people to consider new ways of being supported or cared for rather than accept traditional services. If any individual is assessed as requiring community care services they will be given the choice of four options to help them organise their own support. If they decide not to pick an option the support will still be provided by Inverclyde HSCP.

The 4 options are:

Option 1 is usually called a direct payment. This is a payment that will be paid into your bank account and used to pay for the services required. This money can be used to employ support workers or buy services from organisations.

Option 2 is when the money is held by the HSCP or another organisation, but you are in charge of how the money is spent. This is sometimes called an individual budget or an independent service fund.

Option 3 is when the individual budget is held by the HSCP and they arrange the support for you.

Option 4 is a mix of any of the above options.

Action Point 7 – Carers and Young Carers & Self -directed Support

- * Information and advice regarding self-directed support and options will be made available to carers and young carers.
- * Carers and young carers will be made aware of the option of self-directed support at the care planning stage.
- * Carers and young carers will receive information on services that can be utilised by self-directed support.
- * Increase and improve support to carers to understand the positive and negative aspects of self-directed support.

Carers and Young Carers—Employment & Training

Enabling those with caring responsibilities to fulfil their educational/employment potential and ensuring young carers do not carry out inappropriate levels of care and can achieve in education and employment are key priorities for Inverclyde HSCP.

There is legislation in place to protect the carers of Scotland. The Employment Rights Act 1996 details that carers are entitled to “reasonable” time off for dependents. Whether this time off is paid or not is at the discretion of the employer. Employees must inform their employer as soon as possible that this time off is needed. Under this Act carers can request flexible working which can include a change of hours, times or places of work.

In addition to the above, the Equality Act 2010 highlights that an employer cannot treat a carer less favourably or to refuse employment because of caring responsibilities.

There is a need to increase awareness with employers on the personal contribution made by carers, and the range of measures that employers might consider to assist unpaid carers to balance care and work.

Inverclyde Council and NHS GGC each promote a Family Friendly & Work Life Balance policy which reflects the commitment to providing a range of family friendly benefits to both parents and carers employed by Inverclyde HSCP. Further information can be found at:

<http://www.inverclyde.gov.uk/jobs-and-careers/working-for-the-council/policies-and-procedures>

Or

http://www.nhsggc.org.uk/media/226439/nhsggc_policy_work-life_balance_2007-11.pdf

The Inverclyde Alliance, through its Single Outcome Agreement, wishes to deliver a confident and inclusive Inverclyde. Specifically, one of the key objectives is to “secure the area’s economic regeneration and increase economic activity, enabling both those in work and those furthest from the labour market to realise their full potential”.

Inverclyde Council and employability partners will contribute to developing opportunities for Carers and their families, specific actions will include:

- Facilitate learning and training opportunities for Carers.
- Target removal of barriers to taking part in learning and training.
- Identify appropriate job opportunities for Carers.
- Engage Employers to improve awareness of caring responsibilities among staff highlighting Carers as an excellent and reliable pool of employees.
- Promote the Carer Positive accreditation for Employers.

Carer Positive aims to encourage employers to create a supportive working environment for carers in the workplace. The carer positive award is presented to employers in Scotland who have a working environment where carers are valued and supported. More information can be found at:

<http://www.carerpositive.org/>

Action Point 8 – Carers & Young Carers — Employability & Training

- * Understanding the diversity, equality and potential disadvantages of the caring role.
- * Ensure carers and young carers have a choice in accessing appropriate education, training and employment across all ages. Ensuring young carers have the maximum support to make the best choice whether at school, post school training, further education or employment.
- * Assist with providing accessible and flexible support for working carers and young carers.
- * Facilitate learning and training opportunities.
- * Target the removal of barriers to taking part in learning and training.
- * Identify realistic job opportunities appropriate to the needs of individual carers.
- * Engage Employers to improve awareness of caring responsibilities and encourage them to publicise examples of good practice.
- * Promote the Carer Positive accreditation award for Employers.

Appendix A

Action Point 1	
Identifying Carers & Young Carers	A range of initiatives will be developed aimed at trying to identify as many “hidden carers” as possible and encourage them to seek advice, guidance and support which is on offer to assist them in their future caring role.
	Inverclyde partners will commit to identifying, supporting young carers as far as the agency is able and to referring young carers to the Named Person. (Children & Young People (Scotland) Act 2014, (pending legislative change)
Action Point 2	
Carers Eligibility Criteria	In partnership a local eligibility criteria will be developed for access to services, specific to carers.
	All adult carers who wish will have an Adult Carer Support Plan prepared in line with the new amendments to the Carers (Scotland) Bill. (pending legislative change. Timescale for completion TBC)
	Advice, Information and sign posting to alternative services for carers if they do not meet the local eligibility criteria.
	Ensure there's a clear understanding of the Inverclyde definition of a carer and young

	carer by all partners.
	Ensure carers are informed and understand the purpose of the preparation of the Adult Carer Support Plan. (Pending legislative change).
	Ensure carers are informed and understand who and what support they can receive.
	Young carers will be offered a Young Carers Statement. (Pending legislative change).
	Where Young Carers needs are more complex, young carers will be provided with a Wellbeing Assessment and, when appropriate, a Child's Plan.
	Inverclyde HSCP will publish information on the range of supports available to Young Carers and their families. A link from the Inverclyde Carers Centre website will provide access to information.
	Information packs for carers to be developed in line with the Accessible Information Policy to inform of services available and how to access them at point of registration.
Action Point 3	
Carers & Young Carers Health & Wellbeing	To work in partnership to improve the use of the GP's register of carers.

	Access to annual health checks for carers if they wish.
	Carers & Young Carers will have access to emotional and physical support.
	Carers & Young Carers will have access to holistic and alternative therapies.
	Carers & Young Carers will have access to Advocacy and Counselling.
	Young Carers, if appropriate, will be supported during transition into Adult Services.
Action Point 4	
Involving Carers & Young Carers	Work in partnership to develop integrated services for carers and young carers to improve communication.
	Continue to develop the Carers Sub Group (or Advisory Group) Network and involve carers and young carers in the monitoring and reviewing of the strategy.
	Carers & Young Carers will be actively involved in the care planning process including emergency and long term planning of care.
	Carers will be involved in the hospital discharge arrangements of the person they care for (if appropriate).

	Information provided to professional staff of the role of carers as partners – EPiC, including all staff, volunteers agency and 3rd sector organisations.
Action Point 5	
Supporting Carers & Young Carers	Carer's views as far as possible will be taken into account in the development of the eligibility criteria for access to services in Inverclyde.
	Carers who meet eligibility criteria will be supported to meet the outcomes and needs identified in their Adult Carer Support Plan.(pending legislative change)
	Young Carers will be supported to meet the outcomes and needs identified in the well-being assessment, which will inform the Young Carers Statement. (pending legislative change).
	Key partners, carers groups will continue to promote the importance of effective communication and in relaying information to carers including young carer's parent(s)/carers.

	Build on the services that carers and young carers have identified in the consultation responses that have helped them.
	Build the services that carers and young carers have identified in the consultation responses which can be improved.
	Young carers and their parent(s)/carers will be provided with information and advice including Young Carers Rights, for example: Carers Charter, supports at school and information on opportunities and supports when they leave school.
	Access to bereavement support services for carers & young carers following the death of a cared for person.
Action Point 6	
Breaks from Caring	Continue to develop a wide range of alternative breaks and breaks from caring options.
	Work towards a shift in the balance of care where possible towards preventative support.
	Continue to build on the existing short breaks services to offer personalised, flexible and planned breaks from caring to all eligible carers and young carers.

	Personalise support to improve outcomes both for carers, young carers and those with care needs.
	Inverclyde HSCP will establish and publish a short breaks statement.
	Inverclyde HSCP will develop a plan to increase agencies and wider community awareness of young carers.
Action Point 7	
Carers & Young Carers and Self Directed Support	Information and advice regarding self-directed support and options will be made available to all carers and young carers.
	Carers and young carers will be made aware of the option of self-directed support at the care planning stage.
	Carers and young carers will receive information on services that can be utilised by self-directed support.
	Increase and improve support to carers to understand the positive and negative aspects of self-directed support.
Action Point 8	
Carers & Young Carers Employment & Training	Understanding the diversity, equality and potential disadvantages of the caring role.

	Ensure carers and young carers have a choice in accessing appropriate education, training and employment across all ages. Ensuring young carers have the maximum support to make the best choice whether at school, post school training, further education or employment.
	Assist with providing accessible and flexible support for working carers and young carers.
	Facilitate learning and training opportunities.
	Target the removal of barriers to taking part in learning and training.
	Identify realistic job opportunities appropriate to the needs of individual carers.
	Engage Employers to improve awareness of caring responsibilities and encourage them to publicise examples of good practice.
	Promote the Carer Positive accreditation award for Employers.

APPENDIX B Legislation & Policy Drivers

Carers (Scotland) Act 2016	Outlines the rights of carers and the duties of local councils to make provisions for Carers including identification of carers needs through Adult Carer Support plans and Young Carers Statements for carers under 18 years old.
Caring Together: The Carers Strategy for Scotland 2010-2015	Scottish Government and COSLA are determined to ensure carers are supported to manage their caring role with confidence and in good health and to have a life of their own outside of caring.
Equal Partners in Care (EPiC)	National Framework for workforce learning and development related to unpaid carers.
Reshaping Care for Older People Change Plan (2011-2021)	Sets the vision that Older People are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting.
NHS and Community Care Act 1990	Any adult aged 18 years or over who is eligible for and requires services from the local authority has the right to a full assessment of their needs and the services provided should be individually tailored to those assessed needs.
Carers (Recognition and Services) Act 1995	Provides for the assessment of the caring abilities of persons in a caring role.

<p>Community Care and Health (Scotland) Act 2002</p>	<p>This brought about the introduction of free personal care for Older People regardless of whether they live at home or residential care and also the creation of rights for formal or unpaid carers, with the intention of providing adequate support services to ensure the continuation of care giving in the community.</p> <p>This Act also created the right to a “Carers Assessment” and the responsibility of health boards to create “Carer Information Strategies”</p>
<p>Care 21: The Future of Unpaid Care in Scotland</p>	<p>This sets out a 10 year agenda for groups and agencies in every sector and locality. In consultation with national carer organisations early priorities were set. These are Young Carers, Respite, Carers Health and Carer training.</p>
<p>NHS Scotland Quality Strategy 2010</p>	<p>To deliver the highest quality healthcare services to people in Scotland. The strategy is built on the following priorities:</p> <ul style="list-style-type: none"> * Caring and compassionate staff and services * Clear communication and explanation about conditions and treatment * Effective collaboration between clinicians, patients and others. * A clean and safe care environment * Continuity of care * Clinical excellence
<p>Inverclyde Joint Carers & Young Carers Strategy (2012-15)</p>	<p>This was the plan developed with partners to acknowledge the importance of the role played by carers in providing unpaid care.</p>

	This set out the aims that Inverclyde Council wanted to help carers achieve.
Inverclyde CHCP Directorate Improvement Plan 201-2016	An integrated plan designed to articulate the key development and improvement focused actions of the CHCP.
Social Care (Self- directed support) Act 2013	<p>This informs local authorities to work alongside the service user to provide the best support available. There are 4 options for the service user:</p> <ul style="list-style-type: none"> * The local authority decides how much month the service user should receive for their support and the service user organises their own support. * The service user decides what care they want and the local authority organises this. * The local authority discusses with the service user what support they would like and then organises this on behalf of the service user. * The service user chooses what aspects of their care that they want to control
Carers (Equal Opportunities) Act 2004	<p>Aims to help carers achieve fair access to training, work and leisure opportunities. The Act:</p> <ul style="list-style-type: none"> * Places a duty on local authorities to inform carers of their rights. * Places a duty on local authorities, when completing a carer's assessment, to consider whether the person works, wishes to look for work, wishes to study

	<p>or have some leisure activities.</p> <p>* Gives local authorities strong power to enlist the aid of health, housing and education authorities in providing support for carers.</p>
United Nations Convention on the Rights of the Child	This has 54 articles that cover all aspects of a child's life.
Children and Young People (Scotland) Act 2014	Young carers should have any needs concerning their wellbeing assessed through the process of the child's plan.
The Public Bodies (Joint Working) (Scotland) Act 2014	An Act of the Scottish Parliament to make provision in relation to the carrying out of functions of local authorities and Health Boards; and to make further provision in relation to certain functions under the National Health Service (Scotland) Act 1978; and for connected purposes.
The Community Empowerment (Scotland) Act 2015	An Act of the Scottish Parliament to make provision about national outcomes; to confer functions on certain persons in relation to services provided by, and assets of, certain public bodies.

Appendix C

Inverclyde Health & Social Care Partnership

Inverclyde HSCP integrates community health, social work and social care services into a single structure in line with the Scottish Government policy. The aim is to improve services and make them seamless and more responsive to the people of use them. It will provide opportunity for the people of Inverclyde and Inverclyde Carers to be involved and included in the design, planning and delivery of these services through a partnership approach. Inverclyde HSCP already has a strong partnership with the independent and 3rd sector organisations that provide support and care services across Inverclyde. Inverclyde HSCP will continue to build on these partnerships and develop services to meet the needs of the people who use them.

The Inverclyde HSCP integrated Strategic Plan sets out a vision for Health & Social Care in Inverclyde which will encompasses the principles and values to deliver future services, including those to meet the needs of carers in Inverclyde.

Further information can be found at: <https://www.inverclyde.gov.uk/health-and-social-care>

Inverclyde Carers Centre

Inverclyde Carers Centre provides information, advice and support to unpaid Carers that look after relatives or friends, who could not manage alone due to illness, disability, addiction or frailty.

Services include supporting Carers through hospital admissions and discharge, stress management therapies, counselling, support groups, information, short breaks, training and social opportunities. The support and information provided informs, reassures and often enables Carers to sustain their caring role.

Inverclyde Carers Centre operates a drop in and appointment service from its premises in Cathcart Street, Greenock. In addition to this we work closely with other organisations and Carer Support Workers can now be found in a variety of places throughout the local community. These include Health Centres, Inverclyde Royal Hospital, Community Centres and public events.

Inverclyde Carers Centre prides itself in being a user led organisation

which was established in 2001 and became a registered Scottish charity and company limited by guarantee in 2006. As a company, Directors are drawn from existing membership which is open to all Carers or former Carers registered with the centre. The centre is a strategic partner of Inverclyde HSCP and works closely with Inverclyde Carers Council in highlighting the rights of Carers and ensuring that they are recognised for their valuable contribution to society. The work of the centre is funded by Inverclyde HSCP, The Big Lottery and a range of other grant making organisations. Further information can be found at: <http://www.inverclydecarerscentre.org.uk/>

Inverclyde Carers Council

The Inverclyde Carers Council aim to obtain for Carers "Full recognition of the contribution unpaid carers make to society both locally and nationally and to endeavour to keep them informed of their rights and their value.

Financial Fitness

Financial Fitness currently delivers an outreach advice service for Carers engaging with Inverclyde Carers Centre. This service supports approximately 400 carers per year through the provision of a weekly welfare benefit advice surgery within the Inverclyde Carers Centre. Based on referrals from Inverclyde Carers Centre staff, Financial Fitness provides a full income and circumstances assessment for each carer attending the surgery. From this assessment, the Financial Fitness Adviser is able to identify any unclaimed benefits and complete the necessary claim forms if appropriate. The Financial Fitness Adviser also offers access to the money advice service (for carers requiring debt, budgeting or financial products advice) as well as carrying out a social-wellbeing assessment to identify any additional unmet needs. Aftercare support is provided following the initial appointment to ensure that all advice work reaches it's a natural, satisfactory conclusion.

Please note: Carers who have engaged with Inverclyde Carers Centre but who are unable to attend the surgery are referred directly to Financial Fitness for appointments within their office at pre-arranged times agreed by Financial Fitness and Inverclyde Carers Centre.

The Financial Fitness service has generated approximately £550,000 of unclaimed benefits for Carers in the last year which has improved the carer's quality of life by creating higher disposable incomes to spend on

life-enhancing products and services such as care, transport, food, heating and social opportunities.

The key services Financial Fitness provide for Carers are:

- *Advice on all welfare benefits (income maximisation)*
- *Assistance with form filling where appropriate*
- *Comprehensive benefit checks*
- *Better Off In Work calculations*
- *Money Advice.*
- *Support to access bank accounts and other financial products.*
- *Signposting clients to other services and agencies.*
- *Home visits and Carers Centre based surgeries.*

Further information can be found at: <http://financialfitness.btck.co.uk/>

Your Voice

Your Voice is a service user-lead third sector organisation set up to facilitate the voice of local people being heard in Inverclyde, and beyond. The HSCP commissions Your Voice to undertake its primary public engagement role through the People Involvement Advisory Network. The network involves a cross section of people from our communities and will be subject to review to ensure both the removal of potential barriers to participation and the inclusion of all groups representative of the protected 17 characteristics.

Your Voice facilitates the Carers Sub Group of the Involvement Network, in partnership with Inverclyde Carers Centre. Your Voice supports the public partner members (2 service users and 2 carers) of the Integration Joint Board and Strategic Planning Group.

Further information can be found at: <http://yourvoice.org.uk/>

Inverclyde HSCP Short Breaks

WHAT IS THE SHORT BREAKS BUREAU?

The Short Breaks Bureau is located at Greenock Health Centre within the Community Care Section of Inverclyde HSCP. The role of the Bureau is to promote and arrange a range of short breaks (sometimes known as respite) for individuals whose community care needs meet the required eligibility criteria.

The Short Breaks Bureau offers a one-stop-shop approach to supporting carers and those needing care to access a variety of personalised short breaks. The Bureau gives people the support they need to plan the short break they want and organises it for them.

WHAT ARE SHORT BREAKS?

Short breaks offer carers and the person that they care for a break from their normal caring situation it allows them to recharge batteries and sustain carers in their caring role. They can be a lifesaver for some. Carers can have a life of their own through the provision of suitable short breaks. Inverclyde Short Breaks co-ordinator will work closely with the Care Manager to establish what support is needed to ensure that the break will meet the needs of all concerned the break should be a positive experience for everyone. Short Breaks can range from a few hours in the form of a sitting service to a week overnight away from home with support or within a traditional care home setting.

There is a variety of potential types of Short Break:-

- Breaks in specialised respite accommodation
- Breaks in residential/nursing care homes
- Breaks in the home of another family member
- Breaks provided at home with a carer
- Support to access clubs, interests or activity groups
- Holiday Breaks

The breaks are arranged around the preferences and needs of the individual and breaks can be taken in conjunction with other members of the family, with friends or on their own.

HOW DO I GET A SHORT BREAK?

Following a community care assessment individuals and their carers can be considered for a short break designed to give them a break from their regular routine or to give the carer a break from their regular routine.

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