



Integrated Joint Board
Clinical Care Governance Committee

7th February 2019

This Report relates to
Item 4 on the Agenda

What Support Means to Carers

(Paper presented by Linda Owen)

For Approval

Approved for Submission by	Vicky Freeman, Head of Strategic Planning
Author	Linda Owen, Strategic Planning and Commissioning Manager,
List of Background Papers	None
Appendices	Appendix 1 – Feeling Supported Survey Appendix 2 - Analysis of Carers Feeling Supported

SECTION 1: REPORT CONTENT

Title/Subject: What support means to Carers?
Meeting: Clinical Care Governance Committee
Date: 7th February 2019
Submitted By: Linda Owen, Strategic Planning and Commissioning Manager
Action: For approval

1. Introduction

- 1.1 A Scotland wide report on Health and Care Experience (HACE) is produced every two years.
- 1.2 Some of the questions are part of the Dumfries and Galloway Integration Joint Board's (IJB) Performance Framework.
- 1.3 Within the IJB's Annual Performance Report 2017/18, it was noted that the indicator "percentage of of Carers feeling supported", had decreased for Dumfries and Galloway and for Scotland overall.

"Satisfaction for the wellbeing of Carers was generally higher for Dumfries and Galloway when compared to Scotland. 40% of Carers felt supported to continue in their caring responsibilities. 21% did not. In the previous survey in 2015/16, 48% of Carers felt supported. There has been a reduction of 8 percentage points between these 2 surveys for Dumfries and Galloway. This is a steeper 16.7% relative reduction for Dumfries and Galloway, compared to a 7.5% relative reduction for Scotland (from 40% to 37%)."

(HACE 2017/18)

- 1.4 In light of above an action was agreed to better understand what 'supported' means to Carers in Dumfries and Galloway. To achieve this a survey (please see appendix 1) of Carers was undertaken throughout August and September 2018. The results of this engagement can be found in appendix 2.

2. Recommendations

2.1 The Clinical Care Governance is asked to note:

- The results of 'What supported means to Carers' (see appendix 1)
- Approve the three proposed 'key actions identified by the Carers Programme Board to increase the percentage of Carers who feel supported.

3. Background

- 3.1 Of the nearly 5,000 people who responded to the survey in Dumfries and Galloway, 15.1% (746 people) identified themselves as Carers. This is the same as for Scotland (15.0%). In the 2011 census, approximately 10% of the population identified themselves as Carers.
- 3.2 The Carers (Scotland) Act 2016 section 24, places a duty (delegated to the IJB) to support Carers who have an eligible need as identified through local eligibility criteria.

4. Main Body of the Report

- 4.1 Discussions were held with the Carers Reference Group, the Carers Interest Network and the Carers Programme Board following publication of the HACE indicator relating to Carers. There was a view from these groups that there could be a range of interpretations of the word 'supported'. Therefore further engagement with Carers was required to fully understand what this might mean.
- 4.2 An online survey and paper survey (see appendix 1) was made available in August and September 2018. This resulted in 378 responses. The full report on the outcome of this survey is available in appendix 2.
- 4.3 The main themes that arose from the analysis were:
- Sharing the caring responsibility
 - Flexibility and understanding
 - Accessibility
 - Promoting good mental health and wellbeing
- 4.4 The Dumfries and Galloway Carers Programme Board discussed the analysis report and the emergent themes. The HACE survey is due to be undertaken again in 2020. Three key actions that could impact positively on the outcomes for Carers arose from the discussion.

Action 1: Develop and implement a two year Dumfries and Galloway wide Carer campaign. This is aimed at

- General awareness raising of Caring, helping to 'normalise' the Caring role increasing peoples understanding of Carer related to issues
- Supporting people to identify as a Carer,
- Reaffirm the Partnerships continued commitment to supporting Carers
- Address some of the issues relating to accessibility

This action will help to 'normalise' caring as something that happens across our communities. This in turn will help Carers to feel supported.

Action 2: Review the current Carers Strategy and commissioned services for Carers to ensure that any actions or activities relating to mental health and wellbeing and sharing the caring responsibility are prioritised or redesigned

By reviewing the commissioned services, this will ensure that services designed for Carers are providing the range of activities to help Carers feel supported.

Action 3: Seek to ensure that Carers remain a priority area of focus for the IJB going forward allowing sufficient time for a cultural change in attitudes toward Caring to take place. For example the continued use of policy such as the Triangle of Care, the commitments of the localities to train all staff to be Carer Aware, the progression towards becoming a Carer Positive employer.

5. Conclusions

- 5.1 There is much work to be done to improve outcomes for Carers. This was borne out in the results of the latest HACE report.
- 5.2 There is a view from the Carers Programme Board that actions to improve outcomes for Carers need to be broad, long term and ambitious, aimed at shifting cultures and traditional ways of thinking

SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS

5. Resource Implications

5.1. Resource requirements have not been identified yet.

6. Impact on Health and Social Care Senior Management Team Board Outcomes, Priorities and Policy

6.1. This is in line with the 9 national health and wellbeing outcomes and also the Dumfries and Galloway Integration Joint Board Health and Social Care Strategic Plan 2016-2019.

7. Legal & Risk Implications

7.1. There is a risk that not supporting Carers will lead to a breakdown in caring relationships. This would then lead to the Health and Social Care Partnership potentially providing care.

8. Consultation

8.1. The consultation with Carers is outlined in the report in Appendix 1.

8.2. The content of this paper was agreed by the Carers Programme Board.

9. Equality and Human Rights Impact Assessment

Not applicable.

10. Glossary

Carers Reference Group – Carers who meet to give their views on the development of the Carers Strategy and any other Carer related matter in Dumfries and Galloway

Carers Interest Network – Carers Organisations in Dumfries and Galloway who met to discuss Carers Issues.