

Appendix 1 - Dumfries and Galloway Carers Strategy 2017 -2021: Progress Report 1 April to 30 September 2018

Key

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| Key | |
| Measures are increasing or complete | G |
| Measure static | A |
| Measure decreasing | R |
| Measure in development | W |
| Measure has increased compared to previous 6 months | ↑ |
| Measure has stayed the same compared to previous 6 months | → |
| Measure has decreased compared to previous 6 months | ↓ |


Outcome 1 – Carers are able to access the services they need to continue in their caring role


| Area of Focus in the Carers Strategy | Desired Outcomes | Progress of the strategy for reporting period 01 April- 30 September 2018 | Key | Planned Next Steps |
|--------------------------------------|--|--|------------|---|
| Carer Eligibility Criteria | Eligibility criteria for Carers in Dumfries and Galloway will be applied | Criteria developed with Carers and Carers Organisations and approved by the IJB on 5 April 2018 | G → | |
| Carer Positive Award | Promote the Carer Positive Award to businesses and | Support Groups for Council employees who are Carers have been developed in partnership with the Carers Centre. | A → | Continue to work with healthy working lives partners to promote the Carer Positive Award. |

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| | organisations | A short life working group has been established to move the process forward, from Engaged to Established level within NHS Dumfries and Galloway. | | Support NHS Dumfries and Galloway to move to the next level of award. |
| Young Carers in Dumfries and Galloway | Young Carers are identified, included and supported in schools and through other Children and Families Services | In the reporting period April - September 2018, 77 new Young Carers have received support, which is approx 25% of the Young Carers identified in the Census (2011). | G ↑ | The Carers Centre will continue to support Young Carers through the Young Carers Service. |
| Carer involvement in: • planning services for Carers, • hospital discharge care planning | Involve Carers in discharge planning following or during the Multi Disciplinary Team (MDT) meetings Carers are involved in the design and preparation of Care Plans with Community Nursing Involve Carers in discussions relating to Self Directed Support planning and refer Carers to Carer Organisations for information and advice | Test of change in Newton Stewart and Thornhill Hospitals to introduce the triangle of care methodology which focuses on good conversations with Carers. Worked with National Education for Scotland (NES) and NHS colleagues to produce learning resources for staff in relation to the duty to involve Carers in hospital discharge. DGRI staff briefed on new duty to involve Carers through the Acute Management Team, Hospital huddles (over a few weeks) and through dissemination of NES learning resources to staff about the duty. The impact of this will be measured through the Care Quality Assurance Framework. Carers have been involved in the review of health and social care services in Moffat and Beattock. The Carers Reference Group have | G → | Learning from the tests of change in Thornhill and Newton Stewart Hospitals will be shared with other community hospitals. Further resources are expected from NES and these will be shared with staff when they are available. Spot checks of the discharge paperwork will be undertaken to determine if Carers have been identified and involved in the discharge. Funding from the Scottish Government has been secured to undertake a test of change within DGRI to increase staff awareness of the duty to involve Carers in hospital discharge. This will be based on the learning from the triangle of change work undertaken in Mental Health Services and Cottage Hospitals. |

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| | | successfully recruited new members to support the work of the Carers in Dumfries and Galloway. | |
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Outcome 2 - Carers are able to access planned short breaks when they need them

| Area of Focus in the Carers Strategy | Desired Outcomes | Progress of the strategy for reporting period 01 April- 30 September 2018 | Key | Planned Next Steps |
|--------------------------------------|---|--|---|---|
| Short Break Statement | Short Break Statement for Dumfries and Galloway has been produced | <p>Dumfries and Galloway participated in a national think tank to influence and develop guidance for the content of a Short Break Service Statement. This work was published in June 2018</p> <p>Using the guidance, a Short Break Service Statement for Dumfries and Galloway has been prepared. This involved Carers, Carers Organisations and health and social care staff.</p> <p>A draft short break statement was out for comment with Carers and Carers Organisations and Locality Managers. This will be submitted to the November</p> | <p>G</p>  | <p>The Short Breaks Statement was approved by the IJB on 29 November 2018.</p> <p>Work is underway to promote this document to make it easy for people to find.</p> |

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| | | Integration Joint Board for approval to comply with the Carers (Scotland) Act 2016. | | |
| Short Break Opportunities | Dumfries and Galloway wide review of short breaks for Carers Promotion of short break funding opportunities for Carers through Carer Organisations | <p>The Carers Centre operates a Time to Live Fund where Carers can apply for a short break that enables them to have a break from caring and assists them to sustain their caring role.</p> <p>In the reporting period, 64 Adult Carer, 18 Young Carer and 2 Young Adult Carers received breaks. In total 90 Carers have benefitted from a short break as some applications support couples and families.</p> <p>Quotes from Carers who benefitted from a Short Break:</p> <p><i>“A grant would give me a week of doing what I wanted to instead of what I need to.”</i></p> <p><i>“My caring role is very hard due to the fact I have 2 people to care for. Getting away was a like a breath of fresh air and seemed to give me a much needed boost. The fact that someone actually cares enough to have given us this chance to have a rest was a big boost.”</i></p> <p>Over the summer holiday period, Parent Carers, Young Carers and Cared for children and young people took part in 28</p> | <p>A</p>  | <p>The ‘Time to Live’ fund and the provision of ‘in home’ short breaks will continue.</p> <p>Building on learning from Short Break market facilitation event held in October to review the opportunities, scope and capacity for short break provision.</p> |

short break activities which included:

- water sports activities,
- Gymnastics.
- Horse riding,
- Trampolining,
- Bowling.
- Art and craft sessions and singing
- Nature reserves,
- forest adventure
- a day out at the beach


In-Home Short Breaks (Carers can have more than one outcome):

| Outcome | % of Carers 01 October- 31 March 2018 | % of Carers 01 April – 30 Sept 2018 |
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| A break from day-to-day routine | 15 | 31 |
| Time to rest and recharge the batteries | 31 | 27 |
| Opportunities to maintain relationships | 17 | 28 |
| Opportunities to maintain | 2 | 10 |

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| | | friendships | | | | |
| | | Improved health and well being | 4 | 31 | | |
| | | Time to pursue personal interests | 26 | 39 | | |
| | | A chance to enjoy meet new people | 5 | 0 | | |
| | | <p>Carers in Stewartry have been involved in a scoping exercise to ascertain Carers views on Short Breaks and the respite that Carers get from this and what this means to them.</p> | | | | |

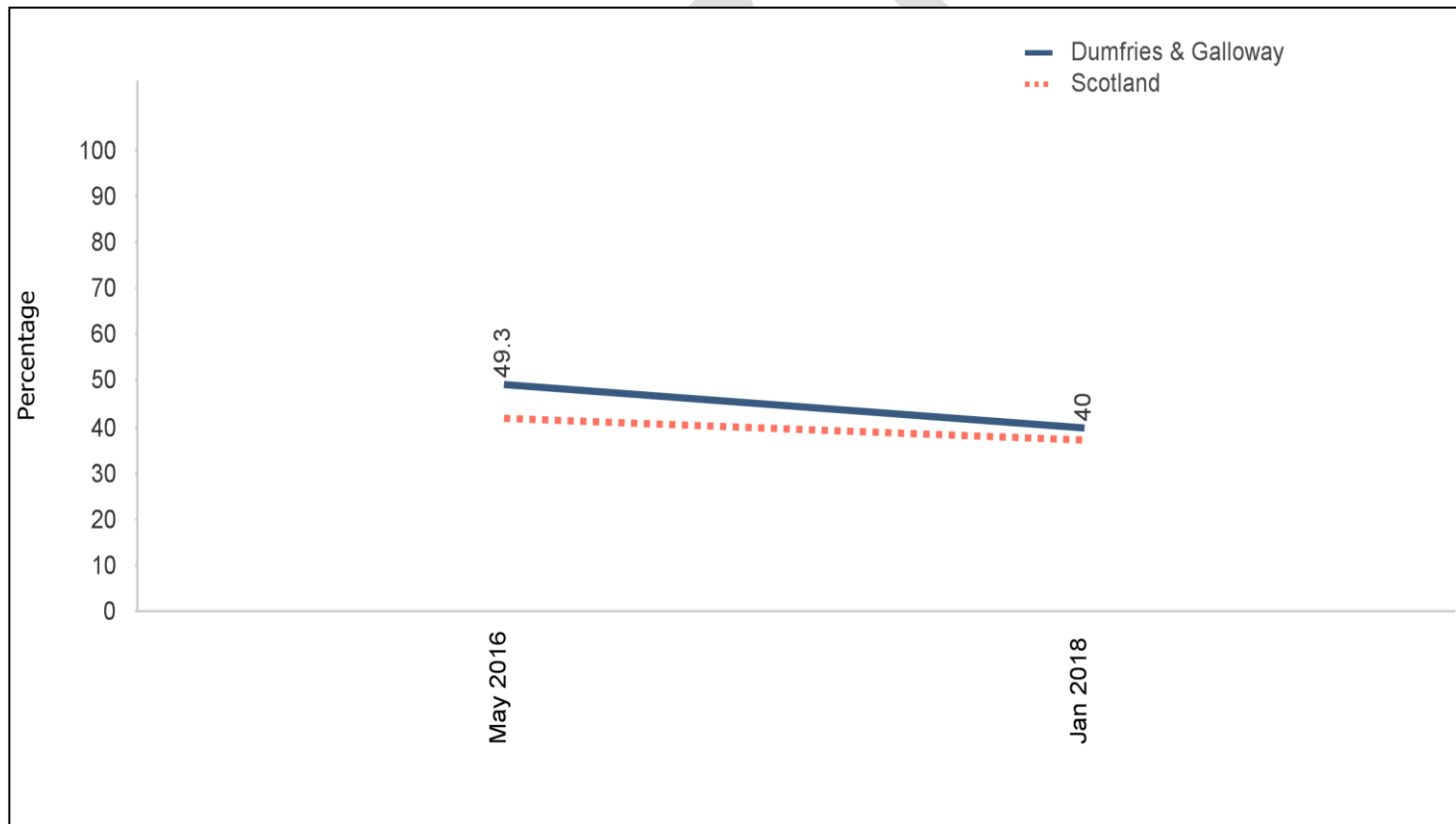
Outcome 3 – Carer have maintained or improved their level of health and well-being

| Area of Focus in the Carers Strategy | Desired Outcomes | Progress of the strategy for reporting period 01 April- 30 September 2018 | Key | Planned Next Steps |
|--------------------------------------|---|--|---|--|
| Carers Health and Wellbeing | Signposting and supporting Carers to access activities and initiatives that help to maintain and/or improve their health and well-being | <p>In the reporting period 123 different health and wellbeing group sessions have been held. 728 Carer places have been offered at these sessions including:</p> <ul style="list-style-type: none"> • Knitting and crafting groups • Drawing for Enjoyment • Mindful self compassion sessions • Mental Health Forum group • Let's Get Active • Male Carers lunches and trips • Brew n Blether • Evening Openings • Shopping trips • Carers lunches • Therapy and relaxation appointments <p>47 Carers have benefited from 10 training sessions provided by the Care Training Consortium including Dementia, Stress, Assertiveness and First Aid. Carers have also benefited from learning about managing stress. In addition 4 bespoke Moving and Handling sessions have been delivered to Carers in their own homes.</p> <p>Mindfulness self compassion sessions are</p> | <p style="text-align: center;">G</p> <p style="text-align: center;">➔</p> <hr/> <p style="text-align: center;">G</p> <p style="text-align: center;">➔</p> | <p>There will be opportunities to support Carers over 65 years who have one or more long term condition to have health and wellbeing plans through the mPower project in Wigtownshire.</p> <p>Further Mindfulness sessions will be</p> |

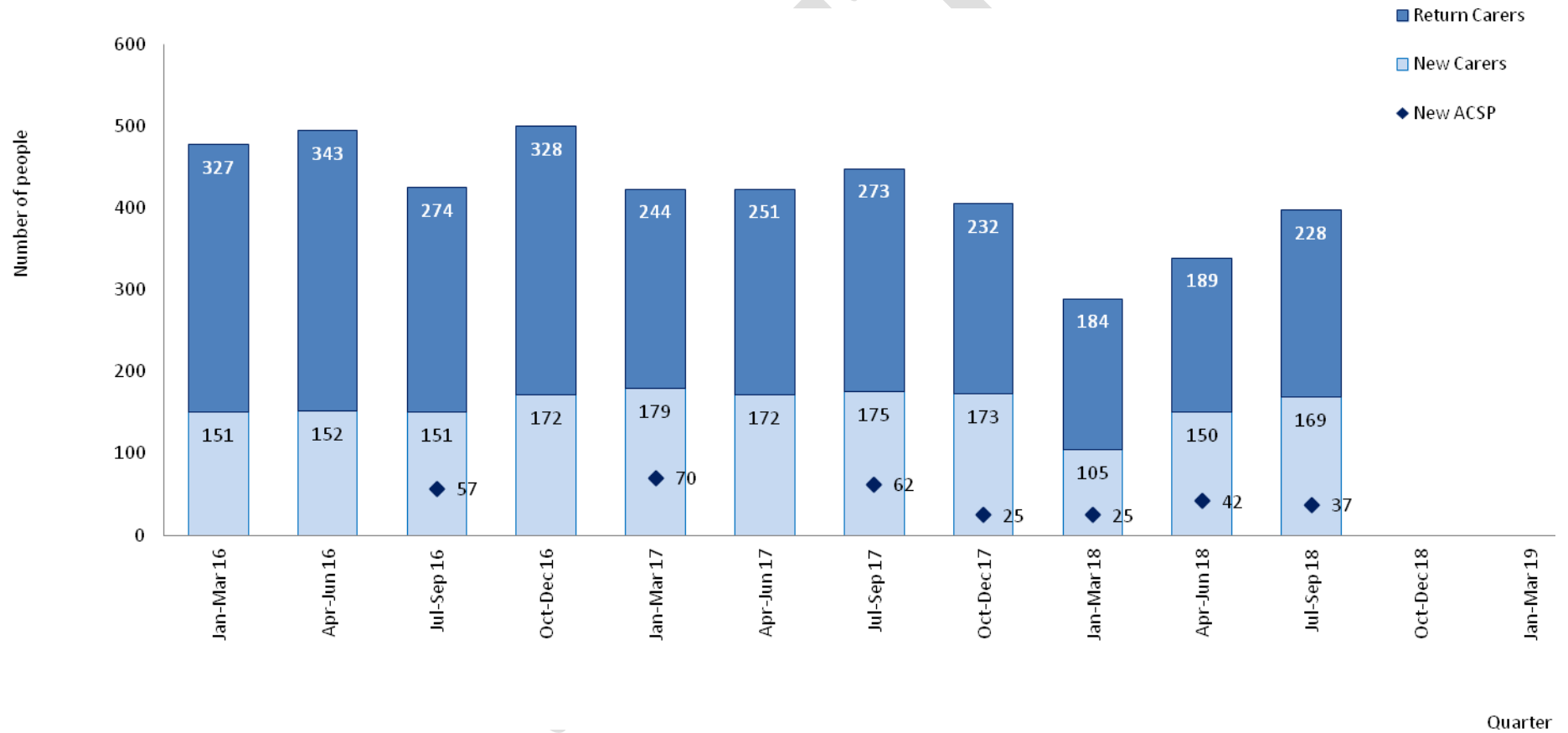
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| | | <p>now being offered as one off days across all areas of the region. 2 sessions have been held in this reporting period and the feedback has been really positive.</p> <p>Mindfulness courses also continue to be offered through Nithsdale in Partnership and this will continue in the future.</p> <p>The Drawing for Enjoyment sessions have been held as taster sessions both during the day and in the evening. Carer feedback from these have been extremely positive and has engaged Carers that previously hadn't attended group sessions before. DGCC are working with the provider to continue these sessions over the next 6 months to further gauge interest in having a drop in style session of this kind on a regular basis. Sessions are also planned with Young Carers.</p> <p>Piloting is underway to promote information about resources available to Carers in an accessible way. This was launched in June 2018 during Carers week.</p> | | <p>held and the Carers Centre are currently working with the course providers to identify Carers who will most benefit from a weekend of mindfulness, the first being held in January 2019.</p> |
| | | <p>There were 79 new Adult Carer Support Plans (ACSP) completed in the quarter July to September 2018 by the Dumfries and Galloway Carers' Centre (DGCC). This is an increase on the previous six months.</p> <p>DGCC saw 319 new Adult Carers from April to September 2018 and 417 returning Carers used their services.</p> | <p>R</p>  | <p>The Carers Centre now has a full staffing complement.</p> |



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| | | <p>DGCC ran 123 groups with 728 people attending. Alzheimer Scotland had 1036 existing Carers and 648 new Carers whilst Support in Mind had 52 Existing Carers and 20 New Carers from April to September 2018.</p> <p>A consultation with Carers to help understand what 'being supported' means to Carers closed in September 2018. 378 people responded to the survey and of these 367 gave consent (11 responses have not been included in the analysis). 225 people responded to the question 'What does Supported mean to you as a Carer'.</p> <p>In addition to Adult Carer Support Plans, a range of other support is provided to Carers through third and independent sector providers.</p> | | <p>The Carers Centre is undertaking a review of the way they work to increase capacity; for example the use of technology.</p> <p>The information from this survey has been analysed alongside the narrative from the Scottish Health and Care Experience (HACE) Survey 2018. Following the analysis, improvement actions have been identified. These include a communications plan and a review of the strategy and commissioned services. More detail will be presented to the IJB Clinical Care Governance Committee in February 2019.</p> |
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Percentage of Carers who feel supported to continue in their caring role (Scottish Government Health and Care Experience Survey 2018)




Number of Carers receiving support (excluding Young Carers)



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| <p>Young Carers Health and Wellbeing</p> | <p>Deliver health and well-being activities to Young Carers at Young Carers Groups</p> | <p>258 out of 332 Young Carers indentified in the 2011 Census have benefited from health and wellbeing opportunities through 42 groups held across Dumfries and Galloway organised by the Carers Centre including:</p> <ul style="list-style-type: none"> • Den building • Nature reserve trip • Mabie First visit • Driving range • Cream O Galloway visit • Games nights • Mini quest training sessions • Cooking night <p>10 Young Carers.attended a one night residential in Fife.</p> | <p>G</p>  | <p>A full programme of activities for Young Carers is planned for the next six months.</p> |
| | <p>Ensure that Young Carers have access to health advice and information</p> | <p>The Young Carers Project offers drop in within the secondary school and the pupil support teams will refer into these sessions. Young Carers are supported to access the school nurse service and CAMHs where appropriate to the Young Carer. On an individual basis the Young Carer support staff work with them regarding health advice</p> | <p>G</p>  | |

Outcome 4 – Carers receive the information and advice they need when they need it

| Area of Focus in the Carers Strategy | Desired Outcomes | Progress of the strategy for reporting period 01 April- 30 September 2018 | Key | Planned Next Steps |
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| Information and Advice Services for Carers | Provide an information and advice service for Carers | <p>Dumfries and Galloway Carers Centre provide the Information and Advice Service as detailed in the Carers (Scotland) Act 2016 for Carers in Dumfries and Galloway.</p> <p>Each member of the IJB received a flyer and copies of the information leaflets.</p> <p>To promote the local Carers Strategy, a short animated film was produced, which includes information on the Carers (Scotland) Act 2016, Eligibility Criteria, Hospital Discharge, Adult Carer Support Plans and Young Carer Statements. This was launched as part of Carers Week.</p> <p>In addition a range of activities and opportunities planned to identify and support Carers, included a social media campaign, information stands in hospital buildings and opportunities for Carers to meet other Carers</p> <p>In Wigtownshire, information for Carers has been shown on GP surgery TV screens and also heavily promoted through social media,</p> | <p>G</p>  | <p>A blog has been prepared to highlight Carers Rights Day on 30 November. The blog has received positive feedback.</p> <p>There will also be a continued social media campaign throughout 2019 to promote the information and advice that is available to Carers.</p> <p>This will include the use of the animated videos prepared for the launch of the Carers Act.</p> <p>Short Breaks Factsheet has been developed to support the launch of the Short Break Services Statement in January 2019.</p> |


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| | | <p>local groups and news papers.</p> <p>Stewartry Community Health and Wellbeing Team produced 175 information and advice packs which they distributed to GP Practices, libraries, Cottage Hospitals, local groups and community buildings during Carers Week in June 2018</p> | | |
| Emergency care planning and future care planning for Carers | <p>Raising awareness of and promotion of the Emergency Card and Young Carers Card to help plan for emergencies</p> | <p>Carers in Annandale and Eskdale are encouraged to complete a forward looking care plan. This includes sections on future care planning.</p> <p>Between April and September 2018 89 new Carers Emergency Cards have been issued. This brings the total number of Carers who have an emergency card to 1278</p> | <p>G</p> <p>➔</p> | <p>Emergency Cards and Emergency Planning continue to be promoted through discussion when completion of Adult Carer Support Plans and Young Carers Statements. Emergency cards are also promoted in newsletters to Carers.</p> |
| | <p>Anticipatory care planning for Carers will be rolled out across Dumfries and Galloway</p> | <p>Initial discussions have taken place with the teams involved in developing the National Anticipatory Care Plans to ensure that their planning includes Carers.</p> <p>Promoting Anticipatory Care Plans as part of the Adult Carers Support Plans.</p> | <p>A</p> <p>⬆</p> | <p>Continue to ensure that Carers are included in the work locally for National Anticipatory Care Plans.</p> |
| Carer Identification | <p>Apply a multidisciplinary approach to raising awareness of Carers to enable early</p> | <p>Carers in Annandale and Eskdale, who are identified by the GP practices, have been actively encouraged to take up the Flu vaccinations.</p> <p>Carers Support was promoted as part of Gillbrae Medical Practices' two day flu injection</p> | <p>G</p> <p>➔</p> | <p>Online learning for staff across the partnership is promoted by the Triangle of Care work in mental health and community hospital pilots.</p> <p>Teams across the partnership are</p> |

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| | <p>identification of unpaid Carers and signposting Carers to appropriate support in their own right</p> <p>Promote Carer Aware on line EPiC training to staff teams</p> <p>Alter documentation across the Partnership that helps to identify Carers from the first contact with services</p> | <p>clinics.</p> <p>During Carers Week in June, there were a range of activities and opportunities planned to identify and support Carers. This included a social media campaign, information stands in hospital buildings and opportunities for Carers to meet other Carers.</p> <p>In the reporting period 55 NHS and 62 DGC staff undertook online EPiC Carer Aware Training Level 1.</p> <p>To date 387 NHS and 345 DGC, totalling 732 staff have completed the online training</p> <p>Carers in Wigtownshire are being identified by community pharmacy and through new registrations and also within Building Healthy Communities.</p> <p>Hospital Discharge paper work has been amended to try to help to identify Carers.</p> | | <p>continuing to identify Carers through huddles, flow meetings, post discharge support for example.</p> |
| Young Carer Cards | Raise awareness of the Young Carers Card and encourage Young Carers to have a Young Carers Card | Young Carers who are supported by the Carers Centre are encouraged to have a Young Carers Card. This card identifies the individual as a Young Carer | G → | Young Carers Cards will continue to be promoted. |
| Holistic approaches to supporting | Work in partnership with schools to raise awareness of | Young Carer Information and Advice leaflets have been distributed to all Schools and Colleges in Dumfries and Galloway. Some schools have then gone on to further promote | A ↑ | This work will continue. |

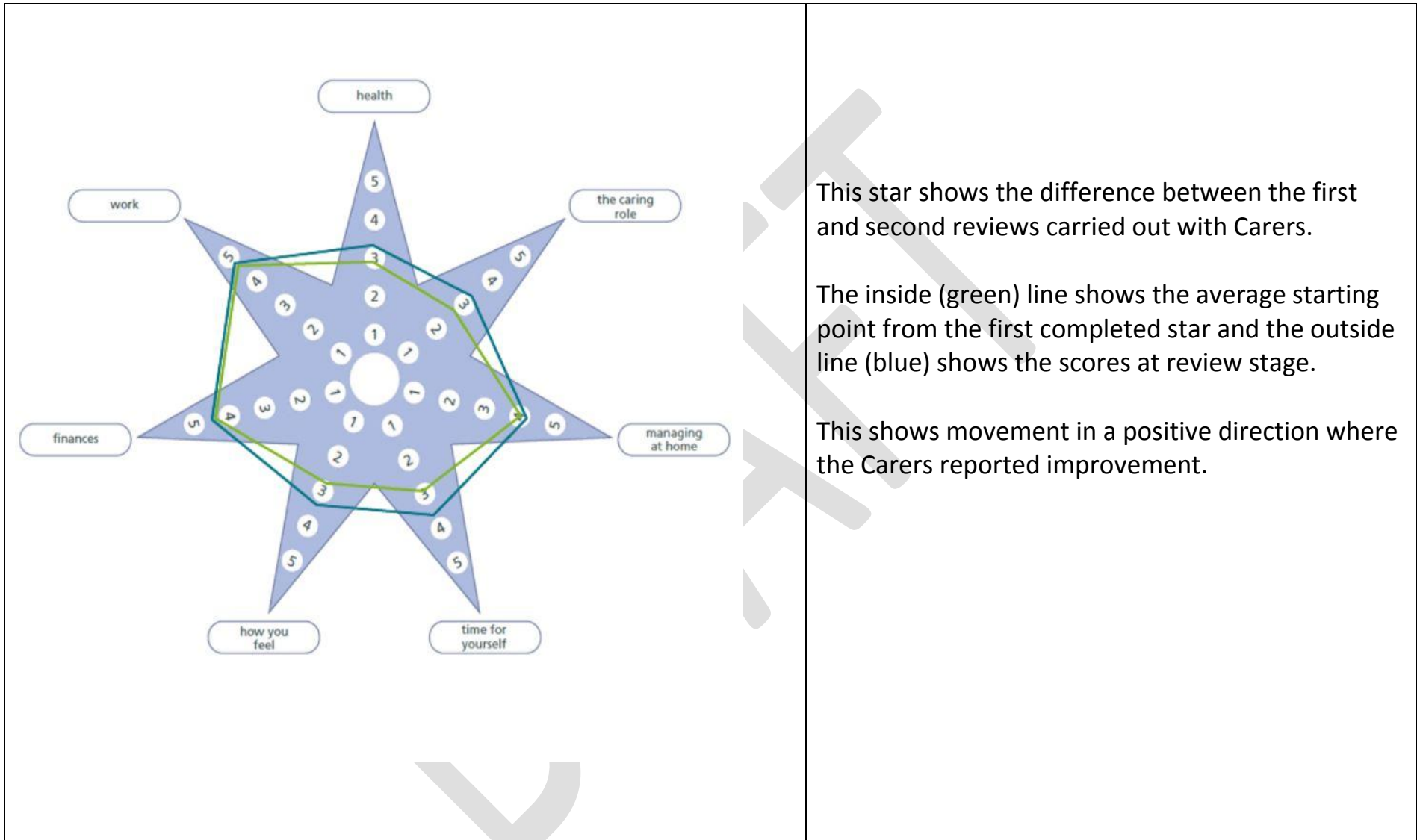
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| Young Carers | Young Carers needs | this information on social media. Young Carer Project offers drop in services in Secondary Schools. | | |
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Outcome 5 – Carers feel supported in their caring role

| Area of Focus in the Carers Strategy | Desired Outcomes | Progress of the strategy for reporting period 01 April- 30 September 2018 | Key | Planned Next Steps |
|--------------------------------------|--|--|--|--|
| Adult Carer Support Plans | Offer Carers an Adult Carer Support Plan (ACSP) if they would like one | <p>There are a number of organisations across Dumfries and Galloway who provide support to Carers. DGCC is commissioned to deliver Adult Carer Support Plans. Only a small proportion of Carers will require an ACSP and of these, fewer still require social care resources.</p> <p>ACSP are continuing to be offered. There were 79 new Adult Carer Support Plans (ACSP) completed from April to September 2018 by the Dumfries and Galloway Carers' Centre (DGCC).</p> <p>This is a significant increase on last year's figures. Details are shown on page 11.</p> <p>11 reviews of the ACSP have been completed during the reporting period. All have shown positive shifts in all areas of the Carers Outcome star as shown below. The green line shows the starting point and the blue line shows the scores following review(shown on next page).</p> | <p>G</p>  | <p>ACSPs continue to be offered to Carers. This is done as part of the triage process at the Carers Centre as new Carers are referred.</p> <p>Information guides are being developed for staff across the partnership to give to Carers to explain the ACSP process to encourage uptake.</p> |

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This star shows the difference between the first and second reviews carried out with Carers.

The inside (green) line shows the average starting point from the first completed star and the outside line (blue) shows the scores at review stage.

This shows movement in a positive direction where the Carers reported improvement.

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| Young | Offer all Young | YCS are continuing to be offered and 2 have | G | YCSs continue to be offered to |
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| Carer Statement | Carers are offered Young Carer Statement (YCS) if they would like one | <p>been completed between April 2018 and September 2018. There are currently 7 pending completion.</p> <p>7 Young Carer Statement reviews have been completed with a further 2 in progress</p> |  | <p>Carers. This is done as part of the triage process at the Carers Centre as new Carers are referred.</p> <p>Information guides are being developed for staff across the partnership to give to Carers to explain the YCS process to encourage uptake.</p> |
| Seamless Transition for Young Carers from children and young people's services to adult services | Ensure processes for transition from children's to adult services are in place for Young Carers | The Young Adult Carers Project supports the transition from Young Carers to Adult Carers. Young Adult Carers Groups meet throughout the year. 12 Young Adult Carers received support during the reporting period | <p>A</p>  | The Young Adult Carers Project will continue to support Young Adult Carers. Work will be undertaken to discuss transitions and how these could be improved. |

Carers Comments about services received in the reporting period:

- Very specific advice from support worker has helped me navigate my way through getting Social Work funding for a support worker for my husband
- The groups I have attended provide a place for me with others who understand
- Talking things through helps me enormously in my caring role and gives me confidence to make difficult decisions.
- I feel more knowledgeable and confident after attending training courses
- Feeling supported makes a massive difference to my sense of wellbeing.
- I like having time away for a coffee or lunch and mix with others, some of which have become friends.
- They were there for support while I felt I was fighting with other organisations for help.

- I feel less isolated
- I am more relaxed as a result and better able to care for my mother.
- I am finding myself in groups that I wouldn't otherwise have considered but then finding them very worthwhile.
- Talking things through on a regular basis and crisis moments have kept me being able to continue to care for my daughter.
- Provides a sense of wellbeing, limiting any sense of isolation that I sometimes have.
- This is cost effective because of the time and money it saves me contacting other agencies and taking up their time and resources.
- It feels like as safety net, someone with a listening ear will be available when things get difficult – so it helps keep life less worrisome having someone to turn to.