



Integration Joint Board
Performance and Finance Committee

21st October 2019

This Report relates to
Item 6 on the Agenda

Progress Update – Dumfries and Galloway Carers Strategy 2017 - 2021

(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	Not Required
Appendices	Appendix 1 – Performance Update

SECTION 1: REPORT CONTENT

Title/Subject:	Progress Update – Dumfries and Galloway Carers Strategy 2017-2021
Meeting:	IJB Performance and Finance Committee
Date:	21 st October 2019
Submitted By:	Linda Owen, Strategic Planning and Commissioning Manager
Action:	For Approval

1. Introduction

- 1.1 The Dumfries and Galloway Carers Strategy (2017 – 2021) was approved by the Integration Joint Board (IJB) on the 30 November 2017. The IJB has asked that a report detailing progress against the implementation of the strategy is submitted to the performance and finance committee every six months.

2. Recommendations

- 2.1 **The Performance and Finance Committee is asked to:**
- **Note the report attached in Appendix 1**
 - **Approve the new reporting format and**
 - **Agree the proposed frequency of reporting is changed from bi-annual to annual**

3. Background

- 3.1 There are approx 15000 Carers in Dumfries and Galloway (Census 2011). Unpaid Carers are the largest group of care providers in Scotland, providing more care than the NHS and Councils combined, avoiding care and support costs of £10bn per annum (University of Leeds 2015).
- 3.2 The Carers (Scotland) Act 2016 came into force on 1st April 2018. The Act is designed to support and maintain Carers' health and wellbeing to make the caring role more sustainable (Scottish Government 2017).
- 3.3 The Dumfries and Galloway Carers Strategy 2017 – 2021 was co-developed with Carers. Carers themselves identified the five key themes around which the strategy is structured. The strategy is closely linked to the requirements of the Carers Act. An action plan to implement the strategy was developed. This action plan was

agreed by the IJB in November 2017 and included a range of measures to demonstrate progress.

3.4 There are five outcomes for the Dumfries and Galloway Carers Strategy:

- 1) Carers are able to access the services they need to continue in their caring role.
- 2) Carers are able to access planned short breaks when they need them.
- 3) Carers have maintained or improved the level of their health and wellbeing
- 4) Carers receive the information and advice they need when they need it
- 5) Carers feel supported in their caring role

4. Main Body of the Report

Key Points from the Report

4.1 Actions, activity and measures can be found in **Appendix 1**.

4.2 **Young Carers** – the number of Young Carers being supported in 2018/19 has increased by 14 from 329 to 343.

4.3 **Adult Carers** – the number of Adult Carer Support Plans completed has increased by 45 (June 2018 – June 2019) compared to the same period in the previous year.

4.4 **Short Breaks** – there is a 1% decline in the number of Carers who are reporting improved health and wellbeing due to a short break, but there is a 10% increase in Carers who are reporting that they have time to pursue personal interests.

4.5 **Adult Carer Support Plans** – there is a positive impact on Carers from the support provided following the completion of an Adult Carer Support Plan.

4.5 The IJB agreed that updates against the Carers Strategy would be reported every 6 months. However, the vast majority of the indicators used to measure progress are collected annually or, in some instances, some every two years. In light of this, to avoid unnecessary duplication, it is proposed that, going forward, the frequency of reporting is annually.

5. Conclusions

5.1 There has been good progress made against the indicators (**Appendix 1**)

5.2 The new reporting format provides more detailed information over a longer time period than previously enabling trends over time to be viewed.

5.3 The frequency of data collection means that six monthly reporting will not show significant, or in some instances, any change between reporting periods. It is therefore proposed that the Carers Strategy is reported on annually after the end of each financial year.

SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS

6. Resource Implications

6.1. This Paper does not highlight any resource implications.

7. Impact on Integration Joint Board Outcomes, Priorities and Policy

7.1. This Report impacts on the delivery of National Health and Wellbeing Outcome 6. This will ensure the delivery of the duties under the Carers (Scotland) Act 2016.

8. Legal & Risk Implications

8.1. The risk of reducing the reporting period is outweighed by the risk of reporting similar information more frequently.

9. Consultation

9.1. Consultation on the content of this paper is not required.

10. Equality and Human Rights Impact Assessment

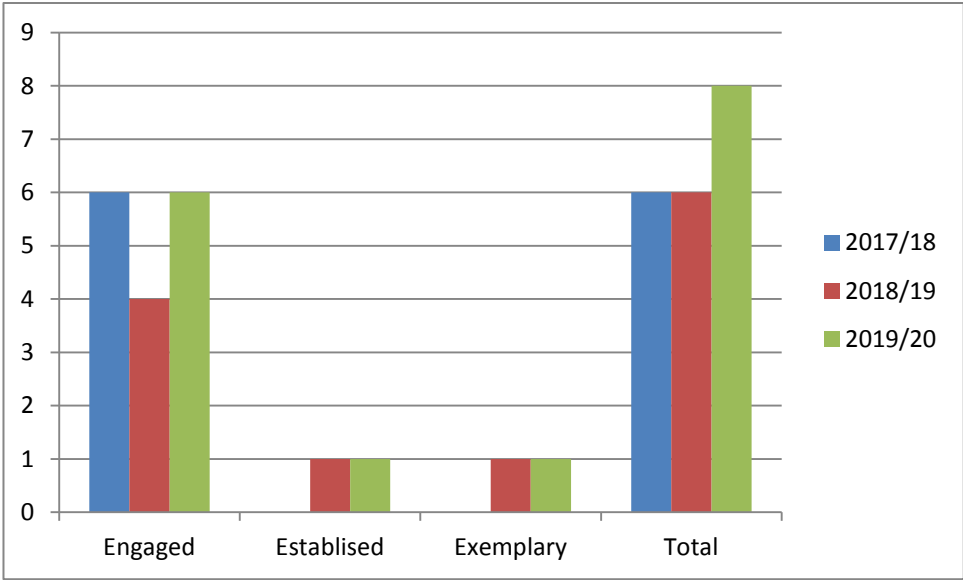
10.1. An Equalities Impact Assessment was undertaken for the Dumfries and Galloway Carers Strategy 2017-2021.

11. Glossary

ACP	Anticipatory Care Plan
IJB	Integration Joint Board
NES	National Education Scotland
NHS	National Health Service
YCS	Young Carers Statement

Number of new Carer Positive Awards gained in Dumfries and Galloway

National Outcomes									Dumfries & Galloway Carers Strategy Outcome					Reported:	July 2019
1	2	3	4	5	6	7	8	9	1	2	3	4	5	Frequency:	Annually
														Source:	Carer Positive Scotland



Key Points

Employers recognise the importance of retaining experienced members of staff, reducing absence, and reducing avoidable recruitment costs. Carer Positive has three levels of award, Engaged, Established and Exemplary.

Dumfries and Galloway Council were awarded Exemplary Status in 2018/19 and NHS Dumfries and Galloway were awarded Established status in May 2019. Over the past year, two new employers working in Dumfries and Galloway have joined the scheme.

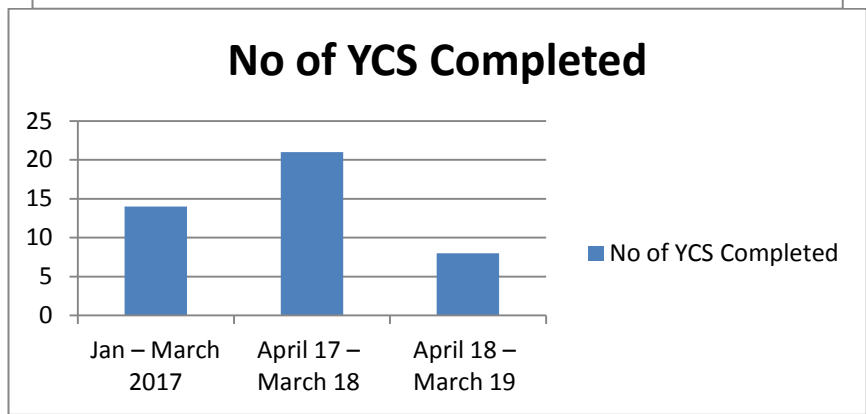
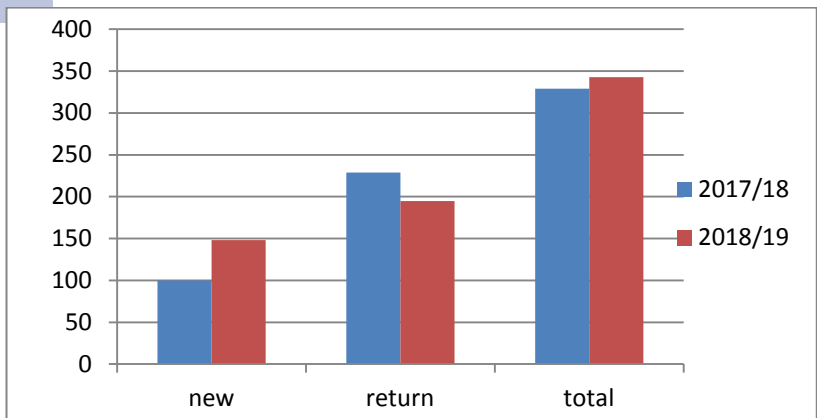
Improvement Actions

NHS Dumfries and Galloway are currently working towards Exemplary Status. Healthy Working Lives continues promote the award to employers that they work with.

No. of Young Carers identified and offered support and this includes Young Carers supported at school drop ins

No. of Young Carers statements undertaken

National Outcomes									Dumfries & Galloway Carers Strategy Outcome					Reported: April 2019
1	2	3	4	5	6	7	8	9	1	2	3	4	5	Frequency: Annually
														Source: Monitoring Returns



Key Points

Over the last year there has been a decrease in the number of Young Carers Statement (YCS) that have been completed (compared to the previous period Jan – March 2017 and April 17 – March 18). In this same period, a further 8 YCS were started, however these were not completed. In some instances, the Carer’s circumstances had changed and they no longer felt they wanted a plan, discharging themselves from the service. On one occasion, the family verbally consented to the statement but did not want to sign the document once it was completed.

Positive impacts have been reported through Carers stories. For example, support was put in place at home and a Young Carer was provided with transport home from school at a later time of day, enabling him to attend an after school activity with his peers.

Improvement Actions

The Young Carers service continues to grow and is supporting more Young Carers each year. This service will continue to develop to meet the needs of the Young Carers, continuing to promote Young Carers Statements to Young Carers.

The impact on the Carer of Short Breaks and their caring role

National Outcomes									Dumfries & Galloway Carers Strategy Outcomes					Reported:	April 2019
1	2	3	4	5	6	7	8	9	1	2	3	4	5	Frequency:	Six Monthly
														Source:	Monitoring Returns

OUTCOME	Oct 17 – Mar 18 % of Carers	Apr 18 – Sept 18 % of Carers	Oct 18 - Mar 19 % of Carers
A break from day-to-day routine	15	17	15
Time to rest and recharge batteries	31	14	19
Opportunities to maintain relationships	17	14	9
Opportunities to maintain friendships	2	7	11
Improved health and Wellbeing	4	19	18
Time to pursue personal interests	26	15	25
A chance to meet new people	5	4	3

Key Points

Short Breaks are key to supporting Carers to continue in their caring role. The above data is from 'Crossroads', a third sector organisation who provide replacement care in the person's own home, enabling the Carer to have a short break. This information is only available from Crossroads currently however, it is planned that, in time, all short breaks will be measured against these or similar outcomes. Between October 2018 and March 2019, 57 short break grants were provided to Carers.

Improvement Actions

There is work underway to prepare a short break market shaping strategy document. This will help us to better understand the current market and shape the future market for the provision of short breaks in Dumfries and Galloway. In the interim, short break beds for people with dementia and older people who require 24/7 care are being recommissioned. These beds will be able to be booked in advance to enable the Carer to have a planned break from their caring role.

Number of Carers accessing, information, advice, support and activities and completing an Adult Carer Support Plan

National Outcomes

1 2 3 4 5 6 7 8 9

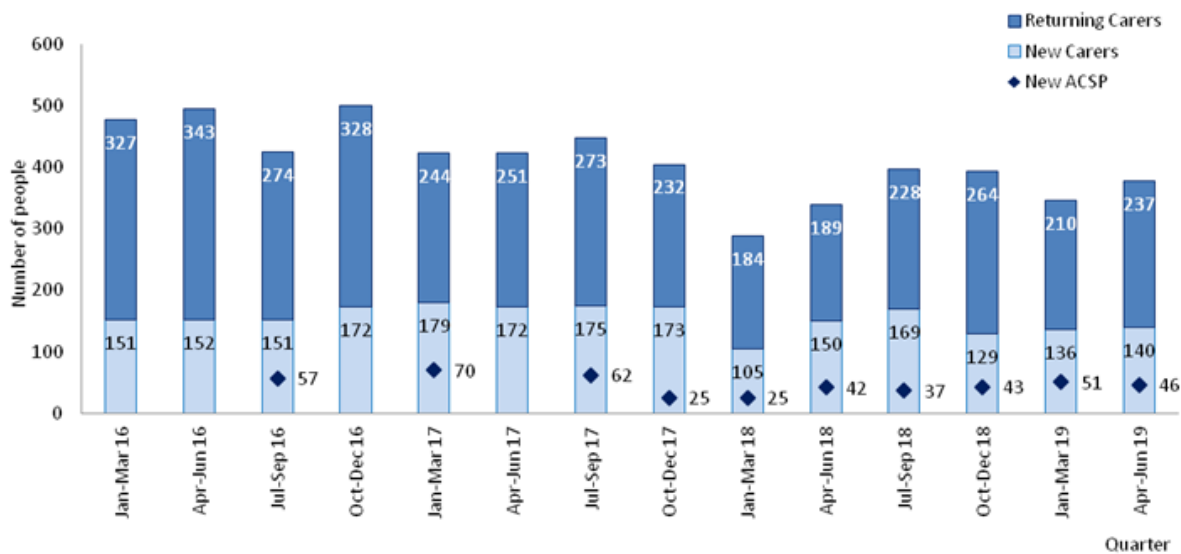
Dumfries & Galloway Carers
Strategy Outcome

1 2 3 4 5

Reported: April 2019

Frequency: Quarterly

Source: Monitoring Returns



Key Points

As well as information and advice, the following groups have been organised for Adult Carers:

- Knitting and crafting groups
- Drawing for Enjoyment
- Mindful self-compassion sessions
- Mental Health Forum group
- Male Carers lunches and trips
- Brew n Blether
- Shopping trips
- Carers lunches
- Therapy and relaxation appointments
- Mindfulness
- Lampshade making
- General Craft Groups

Young Adult Carers

- Christmas lunches – Dumfries / Wigtownshire
- Joint Workshop – truffle making and afternoon tea

Number of Emergency Card issued

National Outcomes	Dumfries & Galloway Carers Strategy Outcomes	Reported:	April 2019
1 2 3 4 5 6 7 8 9	1 2 3 4 5	Frequency:	Annually
		Source:	Monitoring Returns

Carers Emergency Cards:

- Total issued April18 -March 19 = **207**
- Total issued to date = **1209**

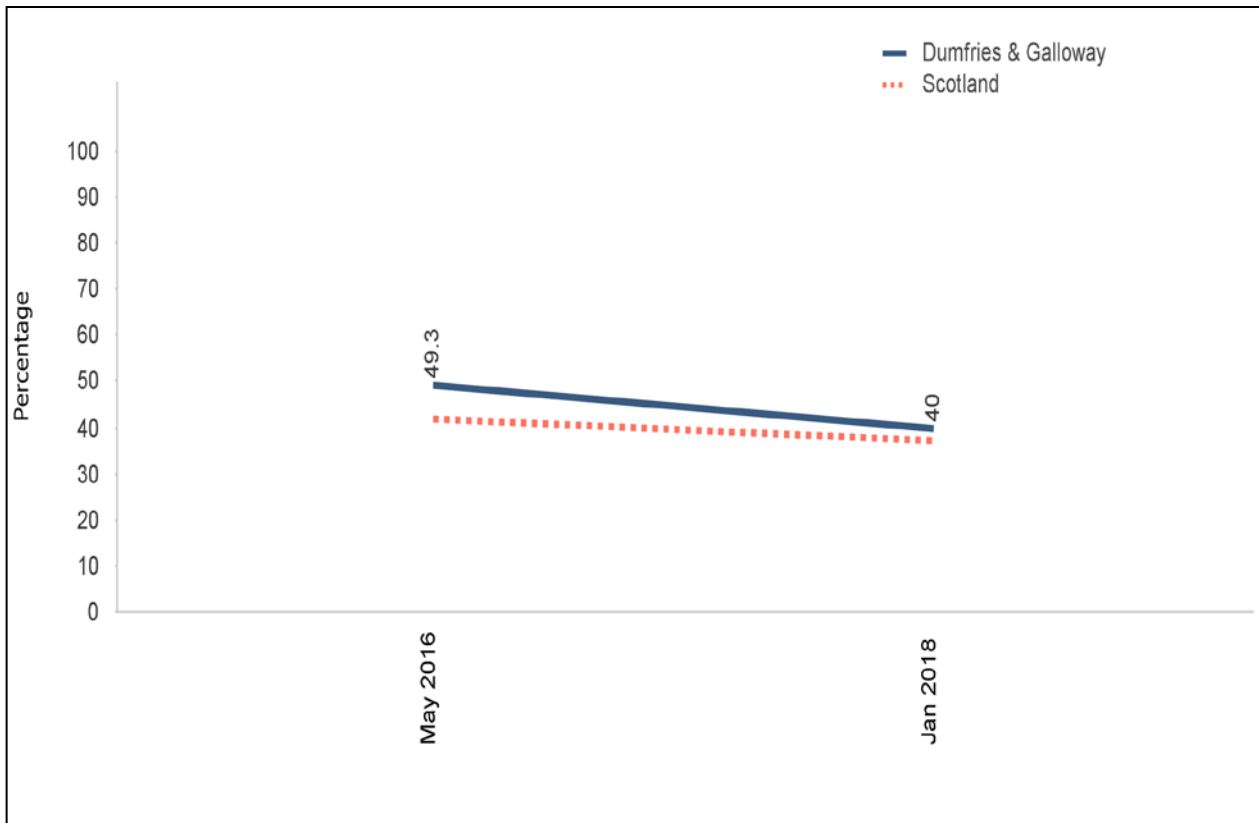
Key Points

A Carers Emergency Card is a simple credit card sized document that fits inside purses and wallets. The card contains a name and phone number of someone to call should an emergency situation arise with the Carer. This card can also be shown at Dumfries and Galloway Council Leisure and Sport Premises and gives a discounted price for the gym, swimming and ice skating.

Improvement Actions

Emergency Cards will continue to be promoted. Carers are also being introduced to the Anticipatory Care Planning app as part of the Adult Carer Support Plans and Young Carer Statements.

Percentage of Carers who feel supported to continue in their caring role (Scottish Government Health and Care Experience Survey 2018)



Key Points

This survey was last undertaken in 2018 and will not be repeated until 2020. Whilst the percentage of Carers who feel supported has remained above the Scottish average, the reduction in Dumfries and Galloway is statistically significant. A survey asking Carers what supported means to them was undertaken in autumn 2018.

Improvement Actions

Carers' services are currently being reviewed and the feedback from what supported means to Carers is influencing this work. The Carers Programme Horizon Plan captures other actions that support Carers in the wider context such as involvement in hospital discharge.

Number of staff trained in EPIC e-learning module

National Outcomes

1 2 3 4 5 **6** 7 8 9

Dumfries and Galloway Carers
Strategy Outcomes

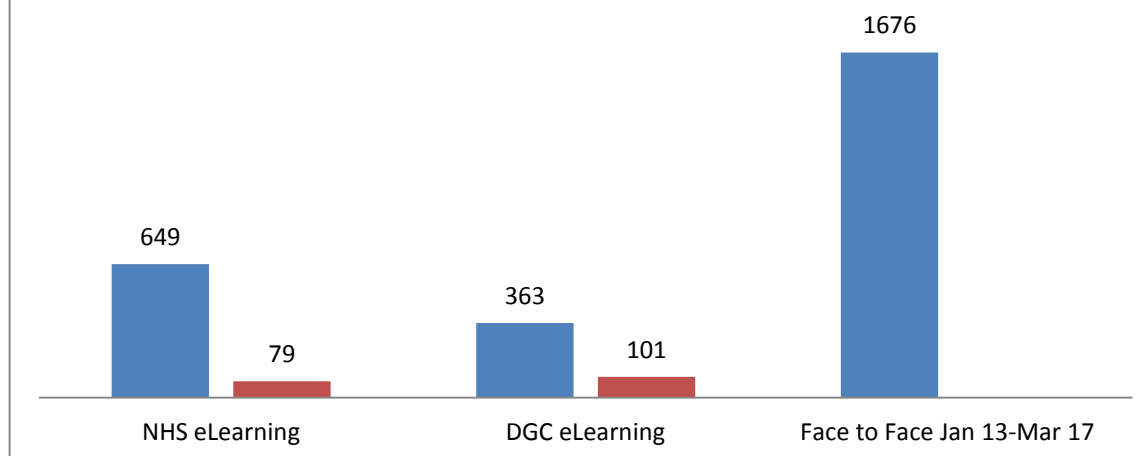
1 2 3 **4** 5

Reported: April 2019

Source: OD

Number of Staff who participated in Carer Aware Training

■ April 2012 - March 2019 ■ April 2018 - March 2019



Key Points

A significant number of staff have been trained in Carer Awareness since April 2012. The only training offered from April 2018 has been using the 'e-learning' software. Both NHS Dumfries and Galloway and Dumfries and Galloway Council are able to provide information on the number of staff who have completed the training as it is part of their wider e-learning systems. It is not known how many staff from the third and independent sector, and volunteers have undertaken the e-learning as it is free to access from NHS NES Scotland.

Improvement Actions

An updated e-learning module is being prepared by NES. This was expected in summer 2019 however, is now expected in September 2019. Once the newly updated module is available, this will be promoted to staff across the Partnership.

Number of Young Carers who have a Young Carers card

National Outcomes	Dumfries and Galloway Carers Strategy Outcomes	Reported:	April 2019
1 2 3 4 5 6 7 8 9	1 2 3 4 5	Frequency:	Annual
		Source:	Monitoring Returns

Young Carers Cards:

- Total Issued April 18- March 19 = **71**
- Total issued to date = 232

Key Points

Young Carers' Cards enable young people to be recognised as a Young Carer. It gives healthcare professionals permission to share information with a Young Carer about the health of the person they are caring for. The areas of information for sharing are agreed in advance. The card acts as an alert and works in a similar way to the emergency card by highlighting that there may potentially be a vulnerable person at home.

Improvement Actions

As Young Carers join the Young Carers Project they are offered Young Carers Cards where it is appropriate.

Impact on outcomes which have been supported by Adult Carer Support Plans

National Outcomes

1 2 3 4 5 **6** 7 8 9

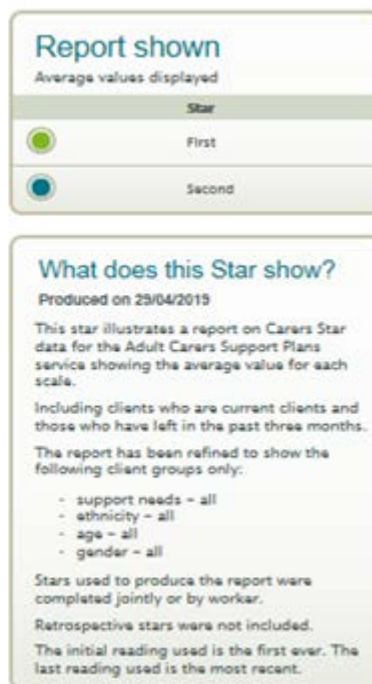
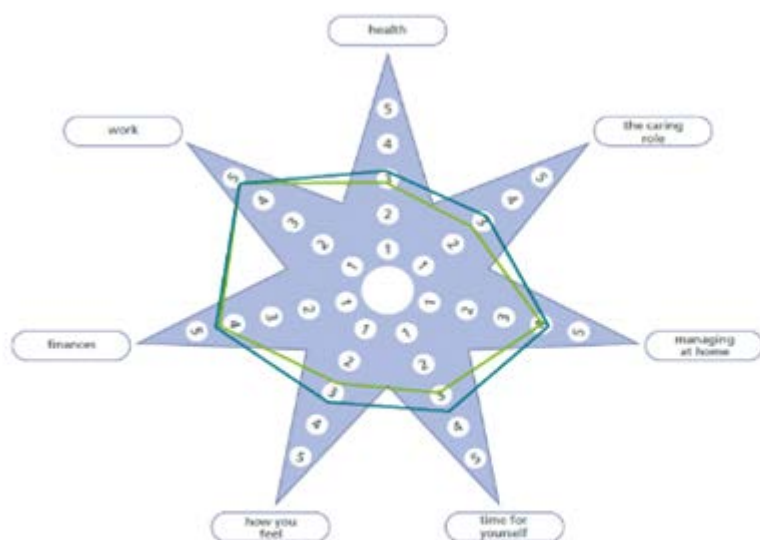
Dumfries and Galloway Carers
Strategy Outcomes

1 2 3 4 **5**

Reported: April 2019

Frequency: Annual

Source: Monitoring Information



Key Points

This diagram shows the impact of Adult Carer Support Plans. The Outcome Star has 1 as its worst rating and 5 as its best rating. The green line demonstrates where Carers who have completed an Adult Carer Support Plan feel before support is provided. The blue line demonstrates how they feel after the support has been put in place through the Adult Carer Support Plan. This diagram shows improvements in 5 out of the 7 domains.

Improvement Actions

There is a national piece of work being undertaken to understand Adult Carer Support Plans across Scotland. In Dumfries and Galloway, there is a need to streamline the current support planning framework. This is planned to be undertaken in winter 2019/2020.

Carer Involvement in Hospital Discharge

National Outcomes

1 2 3 4 5 6 7 8 9

Dumfries & Galloway Carers
Strategy

1 2 3 4 5

Reported: December 2018

Frequency: Annual

Source: Mid Park

MIDPARK HOSPITAL

	Admissions/Discharges	Checklists Completed	Compliance
Intensive Psychiatric Care Unit	0 (3 month review)	0	100%
Older Adult Acute Admission	16 (6 month)	16	100%
Adult Acute Admission	15 (3 month review)	13	87%
Older People Assessment	45 (6month review)	33	73%
Adult Acute Admission	80 (3 month review)	9	11%
Intensive Psychiatric Care Unit	14 (1 st 3 month review) 13 (2 nd 2 month review)	1 11	7% 85%

COMMUNITY HOSPITALS

Thornhill	11	11	100%
Newton Stewart	20	18	80%

Key Points

The 'Triangle of Care' approach has been taken in Mid Park hospital and the results show the compliance of completing the process. This process has had very positive feedback from Carers who feel that they were involved in the admission and discharge of the person that they care for. The test in two of the community hospitals was also positive.

Feedback on this work was shared at the national Health and Social Care Conference in December 2018.

Improvement Actions

The Carers Trust who own the copyright to the Triangle of Care is keen to work with Dumfries and Galloway to develop a version of Triangle of Care within an acute setting. Interviews are underway to recruit a Carer Facilitator for the Acute and Diagnostic Directorate. This role will promote Carer Awareness Training and implement a new process to support Carers to be involved in discharge planning based on the Triangle of Care work. Work is also underway to discuss how this might be rolled out across the remaining community hospitals.

The following indicators are in development

- Young Carers report a seamless transition to adult services
- Number of Carers who have completed an Anticipatory Care Plan (ACP) using the ACP app