



Integration Joint Board  
Clinical and Care Governance Committee

12<sup>th</sup> December 2019

This Report relates to  
Item 7 on the Agenda

# Carers Report

*(Paper presented by Linda Owen)*

*For Discussion*

<b>Approved for Submission by</b>	Vicky Freeman, Director of Strategic Planning
<b>Author</b>	Linda Owen, Strategic Planning and Commissioning Manager
<b>List of Background Papers</b>	IJB Performance and Finance Committee – Carers Strategy Performance 21 October 2019 IJB Clinical Care Governance Committee – Carers Feeling Supported 7 February 2019 IJB – Short Break Services Statement 29 November 2018 IJB – Carers Eligibility Criteria 5 April 2018 IJB – Carers Strategy 2017 – 2021 30 November 2017
<b>Appendices</b>	Appendix 1 – Summary of Carers (Scotland) Act

	2016 Appendix 2 – Short Break Services Statement Appendix 3 – Combined Carers Action Plan Appendix 4 – IJB Annual Performance Report 2018-19 Appendix 5 – Carers Strategy Performance Update 2019
--	---

## SECTION 1: REPORT CONTENT

<b>Title/Subject:</b>	Carers Report
<b>Meeting:</b>	Integration Joint Board Clinical and Care Governance Committee
<b>Date:</b>	12 <sup>th</sup> December 2019
<b>Submitted By:</b>	Linda Owen, Strategic Planning and Commissioning Manager
<b>Action:</b>	For Discussion

### 1. Introduction

- 1.1 This is a summary of the work undertaken in Dumfries and Galloway in relation to National Health and Wellbeing Outcome 6.
- 1.2 Outcome 6 states ‘People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.’

### 2. Recommendations

- 2.1 **The Clinical and Care Governance Committee is asked to:**
  - **Discuss the content of this paper**

### 3. Background

- 3.1 There are approximately 15,000 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). The data within the IJB Strategic Needs Assessment 2018- 2021 indicates that the number of people who are Carers is expected to rise.
- 3.2 The Carers (Scotland) Act 2016 came into force on 1<sup>st</sup> 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 stated outcomes contained within 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**

**The Carers (Scotland) Act 2016**

4.1 The Carers (Scotland) Act 2016 came into effect on 1<sup>st</sup> April 2018. The Act introduced new duties on local authorities and health boards. In turn, many of these duties were then delegated to Integration Joint Boards (IJB) following an amendment to the Integration Scheme. A summary of the duties of the Carers Act and how the Partnership is meeting the duties are attached as **Appendix 1**.

4.2 As outlined in **Appendix 1**, some of the duties of the Act are delivered by third sector partners. This enables Carers to receive information, advice and support to assist in their caring role. It also ensures that all options to meet the outcomes in an Adult Carer Support Plan are in place before a request is made to the statutory partners for further support.

**Carers Support Services**

4.3 The following services are commissioned to directly support Carers in Dumfries and Galloway. Contracts are monitored using a balanced scorecard, how well they are performing is shown in the table below. Data from these organisations inform performance reporting through the IJB Performance Framework.

<b>Organisation</b>	<b>What they do</b>	<b>How are they performing?</b>
Alzheimer Scotland	Provide information, advice and support to Carers of people living with dementia.	Score 71% (Whole service including Carer)

		element)
Care Training Consortium (CTC)	Provide training to Carers such as moving and handling and first aid	Score 71%
Dumfries and Galloway Carers Centre (DGCC)	Provide information, advice and support to Young Carers, Young Adult Carers and Adult Carers caring for any condition. This includes support to complete Adult Carer Support Plans and Young Adult Carers.	Score 92%
Parent Inclusion Network (PIN)	Provide information, advice and support to Parent Carers of children aged 18 and under.	Score 92%
Relationship Scotland	Provide counselling services to Carers who are in transition or at the end of their caring role.	Score 92%
Support in Mind	Provide information, advice and support to Carers who support people living with mental ill health.	Score 67% (Whole service including Carer element)
User and Carer Involvement (UCI)	Communicate and engage with Carer to promote Carers Rights and to identify hidden Carers.	Score 57%

4.4 Carers support services were reviewed over the summer of 2019. This involved representatives of the Carers Programme Board and a Carer nominated by the Carers Reference Group. Following this review, a number of recommendations were made to the Carers Programme Board. These recommendations were agreed by the Programme Board. Future services commissioned by the Integration Board will be delivering the outcomes of the current Dumfries and Galloway Carers Strategy (as listed in section 3.4 above).

4.5 A direction to implement the above was issued by the IJB on 25<sup>th</sup> September 2019. It is anticipated that new contracts for Carers services will be in place for 1 April 2020.

4.6 As well as information, advice and support services and/or short breaks are often an outcome of an Adult Carer Support Plan. A full list of commissioned short breaks services is included in the 'Short Break Service Statement' (attached as Appendix 2).

#### **Short Breaks**

4.7 There is work underway to understand the short break market in Dumfries and Galloway. There are currently challenges for Carers who care for

people with complex needs who need replacement care, particularly older people. This is due to the provision of replacement care being provided by the same market that also supplies all of the care and support at home and also care homes. An event to understand Carers needs for short breaks is planned for early 2020. This will inform a market shaping strategy and further commissioning if required.

### **Action Planning**

- 4.8 Providing Carers with support to continue in their caring role is a key part of the national health and wellbeing outcome. The Health and Care Experience Survey (2018) highlighted that 40% of Carers in Dumfries and Galloway felt supported. This was 9% less than the 2016 survey. To understand what feeling supported means to Carers, some engagement with Carers was undertaken.
- 4.9 A report on Carers Feeling Supported was presented to the IJB Clinical and Care Governance Committee in February 2019. This work identified three actions. These actions have been combined with the Carers Strategy Implementation Plan and the Carers Programme Board Horizon Plan. This is attached as Appendix 3 and also contains information on progress against the actions.

### **Performance Monitoring**

- 4.10 To ensure that progress is made against the national outcome there are a range of performance measures included within and reported via the IJB Performance Management Framework. The IJB Annual Report contains details of the progress made towards all of the national outcomes and the commitments contained within the Strategic Plan. This is attached as **Appendix 4**.
- 4.11 There are additional performance indicators within the Carers Strategy. These are reported to the IJB Performance and Finance Committee. Attached as Appendix 5, are the indicators presented to the Performance and Finance Committee on 21<sup>st</sup> October 2019.
- 4.12 Underlying all of this work is the need for health and social care professionals to identify Carers. Over the years, Carer Awareness Training has been offered both as a face to face and latterly an e-learning module across the partnership. This is a national resource developed in partnership between NHS Education for Scotland and the Scottish Social Services Council. An updated version of the e-learning modules were launched on 23<sup>rd</sup> October 2019. This will be promoted to staff over the next few months.

### **Carer Positive**

- 4.13 As well as promoting Carer Awareness Training, there is a need for employers to have a working environment where Carers are valued and supported. Carer Positive employers recognise the importance of retaining experienced members of staff, reducing absence, and cutting down on avoidable recruitment costs. Dumfries and Galloway Council

have the highest of the three levels of the award, 'Exemplary'. NHS Dumfries and Galloway were awarded 'Established' (Level 2) in the summer of 2019. The NHS Carer Positive Working Group is now working towards achieving Exemplary Status.

- 4.14 Public Health promotes the Carer Positive Award to all of the businesses they work with. In the past year, this has been promoted to 60 businesses. There has been some interest in developing Carer policies, but none have yet have gained an award.

**Strategic Commissioning Intentions**

- 4.15 To support Carers going forward, consideration should be given to having a strategic commissioning intention specifically relating to Carers in the next Strategic Commissioning Plan.

**5. Conclusions**

- 5.1 Carers provide more care and support than the NHS and Council in a week.
- 5.2 If Carers are not supported to continue in their caring role then this will have a significant negative impact for the Carer, the person they care for and the health and social care system
- 5.3 The proposed commission will support the needs of Carers in the future.

## **SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS**

### **6. Resource Implications**

6.1. There are no resource implications identified within this report.

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

7.1. This work directly impacts on National Health and Wellbeing Outcome 6. It is also aligned with the Dumfries and Galloway Health and Social Care Plan 2018 to 2021.

### **8. Legal & Risk Implications**

8.1. There are no legal or risk implications identified within this report.

### **9. Consultation**

9.1. Consultation on the content of this report was not required.

### **10. Equality and Human Rights Impact Assessment**

10.1. An Equality and Human Rights Impact Assessment was undertaken for the Carers Strategy.

### **11. Glossary**

Carers Support Services are defined as:

- Practical support (for example transport, equipment, adaptations, telecare and technology enabled care)
- Counselling or emotional support / peer support groups
- Training or learning
- A Carers payment including self-directed support made by a local authority or Integration Joint Board
- Health and wellbeing opportunities