

## Draft Carers Strategy Delivery Plan Version 4.1 (27.12.2024)

Reflecting the title of the Dumfries and Galloway Carers Strategy 2025 – 2028 ‘More of the same won’t do’, this draft Delivery Plan provides a list of actions and key activities based on 4 themes based on what Carers told us and how we intend to respond. These are illustrated in Table 1 and each theme is reflected in corresponding colour in the Delivery plan.

Draft figures have been added to the Performance Measures column (in **bold** text) as targets for improvement, these are subject to change as more financial and other resource information becomes available.

**Table 1. What Carers told us**

| Carers have told us that   | The Delivery Plan will   |
|--|--|
| <ul style="list-style-type: none"> <li>identifying them early, acknowledging their lived experience and involving them in the way we plan and deliver care and support is most important to them.</li> </ul> | <ul style="list-style-type: none"> <li>describe how we will improve early identification and involvement of Carers in current practice to ensure their voices are heard.</li> </ul>  |
| <ul style="list-style-type: none"> <li>people who recognise and value Carers, their caring role and understand Carers Rights.</li> </ul>   | <ul style="list-style-type: none"> <li>focus on activities that raise awareness of the importance of Carers including widening the delivery of training for staff across health and social care as well as employers in the region.</li> </ul> |
| <ul style="list-style-type: none"> <li>access to Short Breaks for respite will enable them to continue their caring role for longer.</li> </ul>  | <ul style="list-style-type: none"> <li>include proposals to make more opportunities for respite available.</li> </ul>  |
| <ul style="list-style-type: none"> <li>support, advice and benefits information should be readily available to people, whether they identify or register as a Carer or not.</li> </ul>                       | <ul style="list-style-type: none"> <li>include actions to make these resources more accessible.</li> </ul>   |

Initially, a large number of actions were identified by Carers and Carer support organisations through the Carers Survey and subsequent engagement activities. Those actions have been prioritised by Carers during the engagement sessions and reflect what they have said would make the most positive impact to them and their caring role. This feedback has helped to prioritise where available resources - financial and non-financial - should be utilised.

The Delivery Plan identifies estimated financial costs and resources such as existing training and local third sector provision against each theme/action.

| Theme Splits                        |                  | Themes |     |      |     | Themes         |                |                  |                |
|-------------------------------------|------------------|--------|-----|------|-----|----------------|----------------|------------------|----------------|
| Identifiable Carer's Spend Summary  | £                | 1      | 2   | 3    | 4   | 1              | 2              | 3                | 4              |
| Commissioned carers respite support | 710,102          | 40%    | 30% |      | 30% | 284,041        | 213,031        |                  | 0 213,031      |
| Commissioned support                | 330,473          |        |     | 100% |     | 0              | 0              | 330,473          | 0              |
| Spot purchase respite support       | 709,627          |        |     | 100% |     | 0              | 0              | 709,627          | 0              |
| Staff Posts                         | 105,919          | 40%    | 30% |      | 30% | 42,368         | 31,776         |                  | 0 31,776       |
| Unallocated/<br>Various             | 214,666          | 40%    | 30% |      | 30% | 85,866         | 64,400         |                  | 0 64,400       |
| <b>Total Spend</b>                  | <b>2,070,787</b> |        |     |      |     | <b>412,275</b> | <b>309,206</b> | <b>1,040,100</b> | <b>309,206</b> |

The Delivery Plan includes measures that can be used to evidence progress. These measures will include feedback from the Health and Care Experience (HACE) Survey, Carers Census and local Carers Survey as well as more targeted feedback from local Carers workshops and fora.

Performance will be measured against the IJB Strategic Commissioning Intentions, National Health and Wellbeing Outcomes and the expectations within the National Carers Strategy.

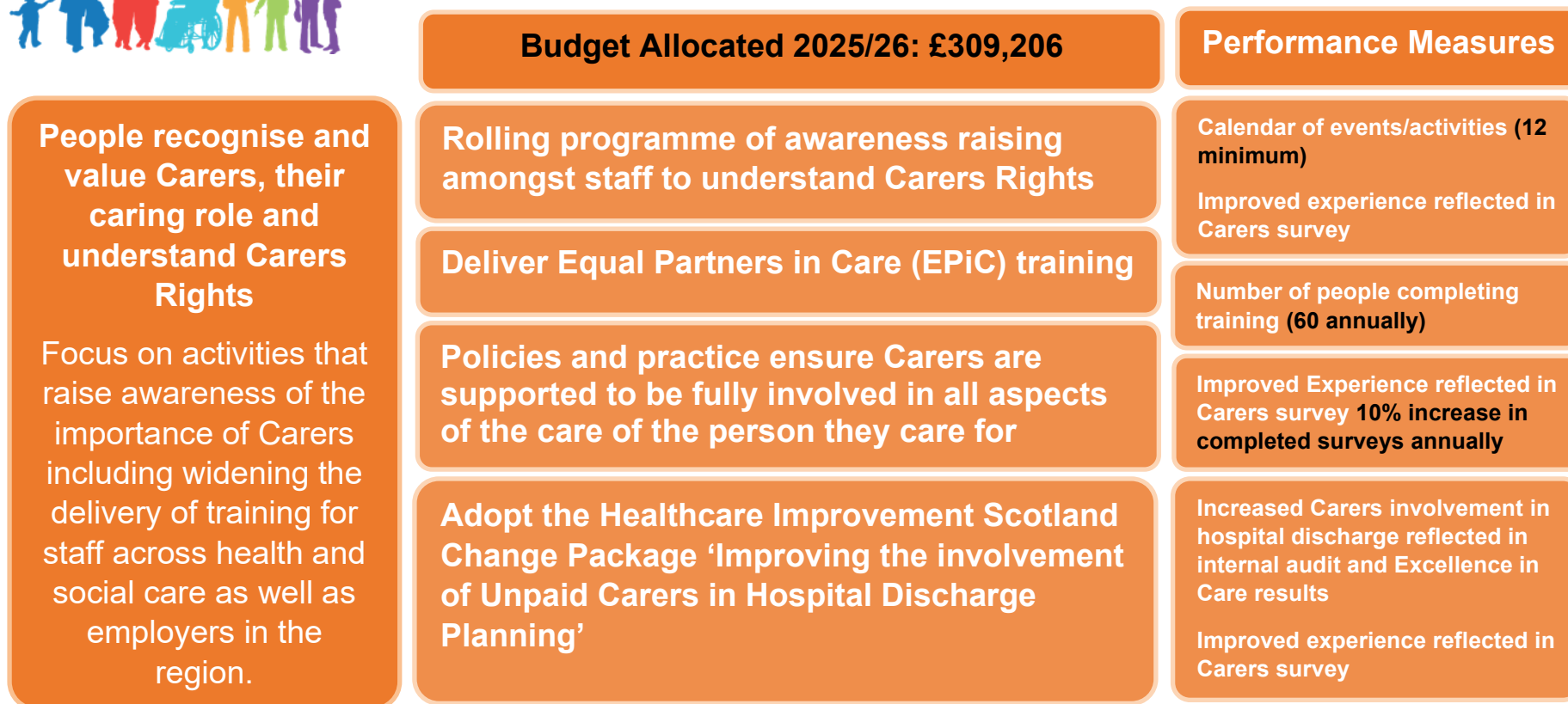


|  | Budget Allocated 2025/26: £412,275   | Performance Measures   |
|--|--|--|
| <p><b>Identifying Carers early, acknowledging their lived experience and involving them in the way we plan and deliver care and support is most important to them.</b></p> <p>Improving early identification and involvement of Carers to ensure their voices are heard.</p> | Share 'Think Carer' training and materials widely  | Number of people completed training <b>10% increase annually</b>   |
|  | Rolling communications programme across staff, volunteers and communities  | Calendar of promotional events and materials ( <b>12 minimum</b> )<br>Improved experience reflected in Carers Survey results                                     |
|  | Raising awareness of Carers across the region through employers. Encouraging attainment of Carer Positive status (expectation as an Exemplary Carer Positive employer) | Number of organisations that are Carer Positive employers <b>10% increase annually</b>   |
|  | Establish a Carers Lead for Dumfries and Galloway  | Carer Lead and 50% Commissioning Officer posts filled on a permanent basis   |
|  | Health and social care records and systems include details of people's Carers or if they have a caring role  | Improved Experience reflected in Carers Survey results<br>Number of Carers identified on health and social care records and systems <b>10% increase annually</b> |

In the monitoring column we describe how we will know if we have done these actions.

Did it work:

- We will see a greater number of people referred through the services we commission to support Carers.
- The proportion of people who respond to the Health and Care Experience Survey who identify as Carers will increase.



Did it work:

- The proportion people who respond to the Health and Care Experience Survey who identify as Carers and
  - feel they have a say in the services that are provided for the person(s) they look after will increase
  - feel local services are well coordinated for the person(s) they look after will increase.



**Access to Short Breaks for respite; enabling Carers to continue their caring role for longer.**

Proposals to make more opportunities for respite available.

**Budget Allocated 2025/26: 1,040,100**

**Performance Measures**

**Review local 'short breaks statement' to ensure that Carers understand their right to a break and the breaks available**

**New statement published on website (at time of publication of Delivery Plan)**

**Flexible intermediate bed-based care is used for respite**

**Number of people supported with respite in intermediate bed-based care recorded and increased by 5% annually for the duration of this plan**

**Establish a service/programme that enables Carers to have 'a good night's sleep'**

**Evaluation of service/programme**  
Improved experience reflected in Carers survey

**Develop a service that provides short term residential, at home and day care for people that is affordable, accessible and of a high quality**

**Evaluation of service**  
Number of people accessing respite supports recorded and increased by 5% annually for the duration of this plan  
Experience reflected in Carers survey

**Ensure that Carers can access respite care to enable them to contribute to planning of care**

**Carers contributions to planning of care is reflected in internal audits**  
Improved experience reflected in Carers Survey

Did it work:

- The proportion people who respond to the Health and Care Experience Survey who identify as Carers and
  - feel supported to continue caring will increase.
  - feel they have a good balance between caring and other things in their life will increase



|  | Budget Allocated 2025/26 : £309,206  | Performance Measures   |
|--|--|--|
| <p><b>Support, advice and benefits information readily available to people; whether they identify or register as a Carer or not.</b></p> <p>Actions to make these resources more accessible.</p> | <p><b>Information and resources widely available in formats that suit people's needs and meet required accessibility standards</b></p> | <p><b>Calendar of events/activities (12 minimum)</b></p> <p>Suite of materials, including digital and web based</p>  |
|  | <p><b>Work with Carers and support organisations to develop tools for accessing supports</b></p>                                       | <p>Suite of tools and supports, including digital approaches</p>   |
|  | <p><b>Make it easy for Carers to lead development their own Adult Carer Support plan</b></p>   | <p><b>Number of Adult Carer Support Plans increased by 5% annually for the duration of this plan</b></p> <p>Improved experience reflected in Carers Survey</p> |
|  | <p><b>Establish long term collaborative commission for supporting Carers</b></p>   | <p><b>New approach to commissioning support for Carers established</b></p> <p>Improved experience reflected in Carers Survey</p>                               |

Did it work:

- We will see a greater number of people referred through the services we commission to support Carers.
- The proportion of people who respond to the Health and Care Experience Survey who identify as Carers will increase.
- The number of Carers plans/Young Carers plans increases
- Hits on website materials