



2012 - 2017

# Carers Strategy

Dumfries &

Galloway

Together is  
Better



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Thank you to the local branch of Support in Mind whose Carers and Service Users Photography Group supplied the images in this document.



## Foreword

Anyone of us at any time in our lives can become a Carer. This is not necessarily something that we choose or even plan for. The implementation of a local Carers Strategy will therefore raise awareness of the Caring role and encourage us all to consider the potential impact caring could have on all our lives.

This joint strategy builds on the work of both the NHS Carer Information Strategy and previous local authority strategies which recognised the role of Carers.

The success of implementing this strategy lies firmly in a co-ordinated partnership approach which brings together professionals, Carers and the third and independent sector.

We are pleased to present a local response to the National Carers Strategy which was launched in 2010.

We present this strategy in full recognition of the role of Carers and the contribution that they make. It is a firm commitment across the health service and Council, to improving the support and services available to Carers. This in turn contributes to the foundations for a whole system approach to the future delivery of care and support to the people of Dumfries and Galloway.

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## 1 Introduction/ national and local context

Carers play a vital role in the provision of care and support in the community.

They enable people to stay in their own homes, remain independent for as long as possible - and sustain quality of life for the person they care for.

Carers say that caring can be very rewarding but it can be very demanding and bring enormous stresses and strains. As a result of such stresses many Carers neglect their own health and wellbeing, become socially isolated, suffer poor health and are often financially disadvantaged.

We believe Carers are entitled to a life outside of caring. They should be supported to provide care, but also to live fulfilled lives as individuals with their own interests and aspirations.

This strategy has been developed in partnership with Carers. It clearly identifies a range of overarching issues for Carers living in Dumfries and Galloway.

Whilst it is of great importance to recognise and address the needs of Carers at present, we must also plan for future needs. Changes to our population over the years ahead mean that the number of people needing care or support is likely to be greater than the number of people who can provide it. We must review the current services and support we offer Carers urgently. We must begin to develop services and support systems which are flexible and can adapt to meet the diverse needs of Carers, and yet still offer Carers choice and control in the support they receive.

This strategy identifies a number of recommended key actions which we believe will improve the lives of Carers in our region.

### National Context

There is a wide range of policy documents that support the role of support for Carers across the public sector. The following section sets out the current policy context in which the Dumfries and Galloway strategy sits.

### Building an NHS fit for the future (2005)

A framework was recommended for the way the NHS needs to adapt to respond to changing demography (The number of people in our region at different ages). Five recommendations were proposed in order to increase support and services for Carers.

- Carers' health - a public health issue
- Implementation of a NHS Carers Information Strategy
- Encourage Carer participation and partnership involvement in planning
- Development and provision of Carers training
- Build Carer awareness into professional training

### Care 21 – future of unpaid care in Scotland (2005)

This report was published by the Scottish Executive following consultation with more than 4000 Carers and 1000 senior managers and policy makers in Scotland. Twenty-two recommendations were made. Early priorities were selected including:

- Integration of Carer rights to assessment and discharge procedures
- Training for NHS staff in Carer identification
- Training for Carers

### The Concordat Agreement

This agreement between Scottish Government and Local Government in 2007 specified commitments which local government had to work towards to ensure delivery of key government policies.

One of the commitments was to progress towards delivering 10,000 extra weeks respite in Scotland by 2011.

This remains an existing commitment and to date 8,950 weeks have been delivered. The Scottish Government is confident this target will be met.

### The National Carers Strategy – Caring Together

This Strategy was launched in 2010 and aimed to build on the recommendations from the Care 21 report. The Strategy recognises Carers as equal partners in the delivery of care in Scotland and fully acknowledges Carers expertise, knowledge and the quality of care they give.

'Caring together' sets out ten headline Actions to improve support to Carers over five years. This Strategy focuses on all aspects of caring, including improved identification of Carers, assessment information and advice, health and wellbeing, Carers support, participation and partnership.

- **Young Carers:** integration and mainstreaming Young Carers within current policy and service priorities for young people.
- **Respite/ Breaks from Caring:** - a task group was established to assess respite provision in Scotland, update national strategic guidance for respite services and help promote local service redesign to shift the focus of local provision to preventative, personalised respite care.
- **Carers' health:** requiring Carers to be identified early and that they receive the information and advice they require and are referred to appropriate sources of support. NHS Boards were issued with guidance on developing local Carer Information Strategies.
- **Carer Training:** the development of a national 'expert care' training framework.

### NHS Carers Information Strategy

The Community Care and Health (Scotland) Act 2002 requires each NHS Board to develop a Carers Strategy. In 2006 the Scottish Executive provided guidance on what these should contain. This included:

- Ensuring that NHS can identify and signpost Carers.

### Local Context

There is a wide range of local policy and strategy documents that supports the role of Carers in Dumfries and Galloway. There is a drive to ensure that Carers' needs are taken into account in all health and social work policy. The main drivers at present are:

### Dumfries and Galloway Single Outcome Agreement 2011-2014

Our local Single Outcome agreement identifies 6 priorities, with each having specified ambitions. This strategy supports Priority 3:-

#### We will care for our older and vulnerable adults

##### Ambitions:

- 3.1 Older and vulnerable adults will have choice and control in decisions affecting their lives.
- 3.2 Older and vulnerable adults will be enabled to optimise their health and independence reducing the need for crisis management.
- 3.3 Older and vulnerable adults will be provided with high quality and reliable support.
- 3.4 Unpaid Carers will be key partners in care delivery.
- 3.5 Older and vulnerable adults will have good information on their rights.
- 3.6 We will protect adults at risk.
- 3.7 Older and vulnerable adults will be supported to improve their health.

### Putting You First Change Programme

In Dumfries and Galloway a local change programme called Putting You First has been developed. This programme sets out to test change that is:

- Person centred
- Safe
- Delivered in partnership
- Delivered as close to home as appropriate

The changes put in place are expected to lead to sustainable, transformational change in the way that public sector services are provided and in the balance of care where those services are provided. A key part of this programme is supporting Carers in their role.

The programme is being delivered in partnership between NHS Dumfries and Galloway, Dumfries and Galloway Council and the Third and Independent sectors.

To find out more you can visit the Putting You First website

[www.puttingyoufirst.org.uk](http://www.puttingyoufirst.org.uk)

## 2.0 Choice and Control

### Key to supporting Carers maintain their caring role is choice and control -

- choice over how they get the support they need
- the timing of the support, and
- control in terms of how this is delivered and support to decide whether to continue in their caring role.

All services need to work with Carers to support them in making choices and having control over their own lives. The ways that we can support Carers in this way are set out in the following section.

### Direct payments:

Direct payment money is paid by the council:

- to individuals who have been assessed as needing community care services due to infirmity or age
- to people with parental responsibility for disabled children
- to Carers aged 16 or over.

The aim of a direct payment is to give people more flexibility on how services are provided. By giving people money, they have greater choice and control over their lives, and are able to make their own decisions about how they get the support they need.

### Self Directed Support/ Personalisation

Personalised approaches support people in taking as much choice and control over their lives as they wish. Our Council and NHS Dumfries and Galloway are working towards more personalised approaches where people are at the centre of planning how to meet their needs and achieve their ambitions in life. Resources are made available to the person in a number of ways, including through a Direct Payment or a self directed budget and the person is supported to turn their plan into reality.

The personalisation of services and support promotes choice, control and independence for Carers, tailoring solutions around the individual and the family.

Research is starting to show that self-directed support and personal budgets can have a positive impact on Carers, as well as on people using services. Personal budgets can contribute to greater independence for both the Carers and the person they support, and enable Carers to have a life outside caring.



The following are examples of how individual budgets have already benefited Carers in Dumfries and Galloway:

*“Mrs S has mental health issues and lives with her daughter, who works full time. She spends most of her time upstairs in her home when her daughter is at work, as she is afraid to be downstairs on her own. Mrs S is using her individual budget to employ two Personal Assistants who support her to get out and about, as well as encouraging her to become interested in hobbies and interests she had previously. The Personal Assistants also provide respite for her daughter, who is now able to have a weekly night out knowing that her mother is feeling safe and secure at home, and allowing her quality time to spend with her partner.”*

*“Mr J is an older gentleman who recently suffered a stroke. It is very important to Mr and Mrs J that Mrs J should be his main Carer. Mr J is using his individual budget to contribute towards the costs of employing someone to help out with household chores which has helped his wife’s health, allowing her to provide for all his care needs. He has also used part of his individual budget towards the cost of a mobility vehicle so that he can get out and about on his own, which provides her with some respite.”*

A self directed support draft Bill has recently gone out to consultation and will go before parliament in early 2013. This Bill provides a power to local authorities to provide support to Carers along with a duty on the local authority to empower the Carers to direct their support.

1 Personalisation in Practice - Personalisation Team - Dumfries and Galloway Council, 2011



### 3 Vision

#### Our Vision for Carers in Dumfries and Galloway

Carers will:-

- Be treated as equal partners in care by all agencies
- Feel valued and respected
- Be able to combine work commitments with caring responsibilities
- Have choice in how their needs are met
- Be able to engage in a range of opportunities promoting inclusion within their family and community
- Have a key role in the planning, development and evaluation of existing and future service delivery.

This Strategy will outline the overarching themes and priorities in achieving our vision, and detail a local action plan.

## 4 Profile of Carers in Dumfries and Galloway

### Who is a Carer?

A Carer is defined in the Carers (Recognition and Services) Act 1995 as a person who provides a 'substantial amount of care on a regular basis'. This strategy will focus on the importance of providing preventative support to Carers in order for them to maintain their caring role. This strategy will recognise a Carer as 'someone who provides unpaid support to family or friends who could not manage without this help'. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Carers frequently provide a full range of support including assistance with personal care, household tasks, finances, emotional support and leisure pursuits for the person they care for.

Carers, and the people they care for, are all unique. Carers come from all walks of life, all cultures and can be of any age.

It should also always be recognised and understood that the needs of Carers and those they care for will be ever changing and will require regular review.

### Carers in Dumfries and Galloway

The 2001 Census identified that in Dumfries and Galloway there are 14,043 unpaid Carers - almost 10% of the population - who identified themselves as providing care for a family member or friend.

Given that many people do not recognise themselves as a Carer and that the Census figures are now 10 years old, the actual number of Carers is likely to be significantly higher.

Table 1

Carers	Dumfries & Galloway	Scotland
Total number of Carers	14,043	481,579
% of Carers who are female	60.57	60.15
% of Carers who are employed (excluding full time students)	50.22	52.31
% of Carers aged 16 and under	2.26	2.34
% of Carers above pensionable age	23.53	19.54

Source: General Register Office for Scotland - 2001 Census

The average age of a Carer in Dumfries and Galloway is 50.19 compared to 47.83 in Scotland as a whole. We must also acknowledge that Carers may also have other responsibilities, as a parent or employee for example.

Dumfries and Galloway recognises Young Carers and has published a Young Carers Strategy which can be obtained from Dumfries and Galloway Princess Royal Trust for Carers or via the Dumfries and Galloway Council website. A hard copy can also be sent out on request.

16.89% of households in Dumfries and Galloway have one or more Carers living in the home. The impact of the caring responsibilities will be different for each person and therefore their needs will also be different.

**Table 2**

% providing 1 - 19 hours of care per week	61%
% providing 20 - 49 hours of care per week	13%
% providing 50 or more hours of care per week	26%

Source: General Register Office for Scotland - 2001 Census

20.6% of people living within Dumfries and Galloway currently have a limiting long term condition/ illness.

Dumfries and Galloway is the third largest geographical area in Scotland covering 2,481 square miles.

55% of Carers in Dumfries and Galloway live outwith the larger towns in more rural areas of the region, Kirkcudbright and Castle Douglas in particular are higher than the national average for numbers of Carers above pensionable age at 27% and 31%, the national average being 19%.

Dumfries and Galloway will see significant changes to the structure of its population over the next 20 years. These projections suggest that the gap between older and younger populations is likely to widen over time. The over 65s population is likely to grow by 25% by 2018 and by 56% by 2033, 29% for those aged 65-74 and 88% for those aged 75 and over.

This means there will be 17,713 more people aged 65 and older and 16,309 fewer of working age in 2033. This suggests that the number of people requiring care will soar in the next 25 years with there being substantially fewer people of working age to provide care.

Such projections must be taken into consideration in this strategy. Unpaid care will grow in importance as people live longer and receive more care at home. Carers themselves will also become older and will be more likely to have dual caring roles where they are caring for more than one person at one time.

In Dumfries and Galloway 50.2% of Carers are in employment. This is lower than the national average of 52.3%.

The working population is projected to decrease in future years. The Future of Unpaid Care in Scotland report in 2006 found that 47% of Carers who worked part time and 39% of those who worked full time reported that their caring duties had a negative effect on their career.

It was also suggested that part-time workers may be most affected by their caring duties because of having to work a reduced number of hours in order to fulfil their caring duties. This would suggest that additional financial and work pressures may cause considerable stress. Often trying to find a balance between the caring role and employment becomes impossible.

The retirement age is set to increase and many people will be working longer, increasing the likelihood of Carers juggling more than one role for a longer period of time.

The information used for the profile of Carers in Dumfries and Galloway has been obtained from the Census 2001 and there may have been a significant increase in the number of Carers locally. An updated profile will be produced following the publication of the Census 2011 results.





## 5 Carer consultation

In January 2011 two full day Carer Consultation events were held in the region. The focus of these events was to establish Carers' thoughts and views on the themes identified in the National Strategy and help shape our local strategy.

Whilst many views were shared, the following were identified as being priority themes within Dumfries and Galloway:

- Social isolation
- Carer assessment/ support plans
- Access to information and advice
- Being treated as an equal partner
- Respite/ short breaks

All of these priority themes will be addressed within this Strategy.

During the consultation events, Carers were asked if they would be interested in joining a Carers Strategy Reference Group.

Over 20 Carers registered an interest in being involved and subsequently a reference group in the east and in the west of the region was established.

The agreed remit of both the reference groups is:

*'To input and consult on the planning, development and implementation of the local Carers Strategy and any other connected theme'*

During the development of this Strategy the reference groups met on a monthly basis.

## 6 Equalities

It is important to recognise and respond to the particular challenges for some groups of Carers. People should be free from discrimination or disadvantage as a consequence of Caring.

Ensuring equalities in race or ethnicity, disability, gender or sexual orientation, age or religion means ensuring opportunity for all Carers to access suitable resources and support.

Many Carers live in remote or rural parts of Dumfries and Galloway. This is a key issue is providing support that compares fairly with urban areas.

### Strategic Objective

All Carers have access to support, advice and services when they need it

### Expected outcome:

- All Carers regardless of age, race, disability, sexual orientation, gender or religion will feel supported across Dumfries and Galloway and enabled to continue in their caring role.

### Key Action Points:

- Increase the identification of Carers from minority groups such as Black and Minority Ethnic and Lesbian, Gay, Bisexual and Trans-sexual.
- Develop and strengthen relationships with third sector organisations that may have contact with Carers, particularly those in rural and remote areas.
- Consult with partner organisations and Carers to ensure needs are being met by existing support mechanisms and help to inform and shape the services commissioned in the future.
- Empower Carers to self identify through the use of accessible information and a Carers Self Assessment.



**Did you know?**

Dumfries and Galloway Fire Service offer free Home Safety checks and smoke detectors to Carers.

## 7 Identification of Carers

A significant number of people with caring responsibilities do not consciously recognise themselves as Carers. They see their role as that of husband, wife, daughter, son, relative or friend.<sup>2</sup>

Such Carers are often referred to as “hidden Carers” and are not usually identified by statutory bodies because they are not in receipt of services.

Hidden Carers are often not known to Carer support services and as a result are unaware of the services and sources of help available to them.

There are a number of different ways to identify Carers. Different models have been tried and tested and 2 lessons have emerged as the most effective ways to identify Carers:

- Practitioners in the NHS and Social Care professionals are best placed to identify Carers through their contact with patients and their families; and
- Integrating carer identification into the core professional role of Health and Social Care professionals supports effective carer identification and signposting to support.<sup>3</sup>

Dumfries and Galloway NHS Carer Information Strategy sets out a clear commitment to ensuring that NHS staff are able to identify Carers, recognise their needs and to sign post to local carer support agencies, as a minimum.

The actions in the Carer and Workforce training chapter of this strategy will help promote carer identification.

### Strategic Objective

All health and social care professionals actively identify Carers at an early stage in the Caring Role.

### Key Action Points

- To work with key health and social care professionals to identify and develop suitable methodologies to identify and support Carers.
- To actively promote carer identification as the responsibility of health and social care professionals, independent and third sector partners and the wider communities.

<sup>2</sup> Focus on Carers and the NHS – Identifying and supporting hidden Carers – Good practice guide. Princess Royal Trust for Carers.

<sup>3</sup> Caring Together – The Carers Strategy for Scotland 2010-15. The Scottish Government.

**Did you know?**

The Princess Royal Trust for Carers Hospital project at DGRI doubled the number of Carers identified in the hospital last year.

## 8 Carers Assessment and Carer Support Plans

Carers who provide substantial and/ or regular care have a statutory right to assessment under the Social Work (Scotland) Act 1968 amended by the Community Care and Health (Scotland) Act 2002.

Through consultation with Carers in Dumfries and Galloway we have identified that many Carers do not know of this right or do not understand the purpose of an assessment or of what benefit this will be.

Carers have reported that it is often minimal input from statutory services or third sector support that is required, at an early point in time, to meet their needs and alleviate any anxieties.

We recognise that all Carers require access to information, support and advice, regardless of the extent of their caring responsibilities to enable them to determine what will help them in their caring role and when.

### Strategic Objective:

Carers are empowered to express their need and get the support they require

### Expected outcomes:

- Carers will receive appropriate support, advice and information as an early intervention.
- Carers will be routinely offered assessment to help them identify their needs to support them to continue in their caring role.
- Carers will feel empowered to request an assessment which they know will be of benefit to them.

### Key Action Points:

- Provide training and guidance to frontline staff on the completion of Carer Assessments.
- Ensure that Carers' Assessments are reviewed on a regular basis, particularly when the caring role changes.
- Work with key partners to develop an outcome based evaluation tool for Carer Assessments.
- Develop and implement Carer Self Assessments.
- Work with Carer organisations to raise awareness of Carer Assessments and Self Assessments with Carers.

## 9 Information and advice

Good quality and accurate information about where to go for support and how to access support is the most important change that will improve the lives of Carers.

### Carers require:

- Access to information about issues and available support relating to their Cared for person, for example information about specific conditions.
- Access to information about issues and available support relating to their roles and life such as benefit information or rights.

Carers can feel excluded and powerless when information is not shared about the person they care for or about support that is available to Carers themselves.

Frontline staff with direct responsibilities for supporting Carers, need to be aware of and be able to communicate effectively, the rights, entitlements and support available to Carers<sup>4</sup>.

Frontline staff includes nurses, social workers and Carers support workers in key 'first contact' agencies such as councils, health and third sector organisations.

Professionals (such as GPs, nurses and social workers) have a key role to effectively 'signpost' Carers to other resources if they are not eligible to receive services from their organisation<sup>5</sup>.

In 2006, the Scottish Government placed a responsibility on the NHS to develop local Carer Information Strategies, to identify Carers and inform them of their right to support and information generally.

Enhanced incentives for GP Practices to identify a designated person with responsibility for Carer identification, set up Carer registers and refer Carers to local support have been introduced.

The Princess Royal Trust for Carers (PRTC) in Dumfries and Galloway works in partnership with local GP practices to support this work.

The Princess Royal Trust for Carers runs a Hospital project at Dumfries and Galloway Royal Infirmary. The project provides information, advice and support to Carers who are patients in Dumfries and Galloway Royal Infirmary (DGRI) or who are visiting patients in hospital.

Support In Mind provides a similar service within the Acute Mental Health wards at the Mid Park Hospital.

Carers need access to good quality support and advice at the following critical times in their lives:

- When they become Carers
- When the caring role changes

<sup>4</sup> The future of unpaid Care in Scotland, Scottish Executive, 2006

<sup>5</sup> The future of unpaid Care in Scotland, Scottish Executive, 2006

- At times of transition
- When someone receives a diagnosis or is discharged from hospital
- When someone dies
- When the Carer chooses not to continue in their caring role.
- When the Cared for person goes into residential care.

Carers use information as a way to have choice and control over their lives. Information and advice helps them to plan their lives and make important decisions.

The provision of information and practical services is important. Several groups of Carers will face additional barriers in accessing information.

They include:

- Carers whose first language is not English
- Carers whose culture and understanding of the rights and legal systems is different
- Carers living in rural areas
- Carers with disabilities, including learning disability
- Carers who have low literacy
- Young Carers

It is vital that information systems respond to the needs of these groups and services are designed around their needs<sup>6</sup>.

### Strategic Objective:

All Carers have access to good quality and up-to-date information and advice when they need it

### Expected outcome:

- Carers will feel supported and able to sustain their caring role.

### Key Action Points:

- Develop a Carer Support and Information resource.
- Develop Carer information packs with partner organisations that reflect the themes of this Strategy.
- Explore the feasibility of starting a Council and Health Joint Carer Register.
- Work with BME (black and minority ethnic) partner organisations to develop Carer information specific to this group.
- Ensure that actions identified in the NHS Carers Information Strategy are put into practice.
- Explore feasibility of developing support and counselling materials specific to the various stages of caring in particular the end of the caring role.
- Promote the use of personal budgets/ self directed support as a means of supporting the Carer whilst meeting the needs of their Cared for person.

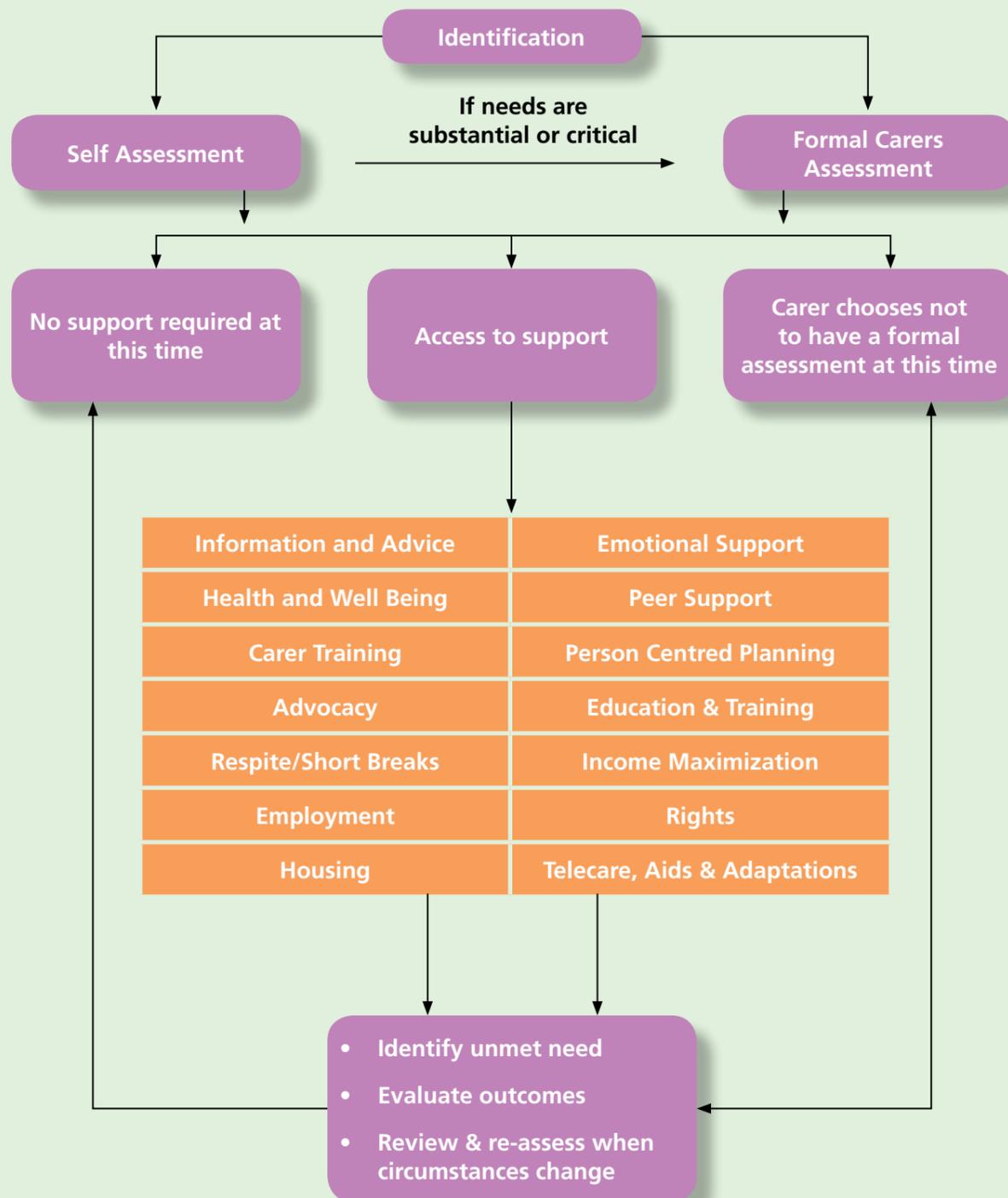
<sup>6</sup> In the Know: the importance of information for Carers, Carers UK, 2006

### Did you know?

Enable Scotland can provide free support and advice on Trusts and Wills for Carers of people with learning disability.

## 10 Carer Pathway

Carer Pathway in Dumfries and Galloway



## 11 Carer Health and Well Being

The World Health Organisation defines health as:

*"a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity." (1946)*

Caring is physically and emotionally demanding. Many Carers prioritise ensuring the health and wellbeing of the person they care for over their own.

Carers Scotland recently published a report, "Sick, Tired and Caring", which focussed on the impact of caring on health and long term conditions. This research found that 96% of Carers who responded to a survey reported that caring had impacted negatively on their health and wellbeing.

In the same report, Carers reported the following impact on their health and wellbeing:

- 70% reported back or shoulder pain.
- 86% reported that they suffered from stress, anxiety and depression.
- 41% suffered from a range of illnesses including arthritis, high blood pressure, diabetes, chronic fatigue/ fibromyalgia and Irritable Bowel Syndrome, which were caused or exacerbated by their caring role.
- 34% experienced exhaustion, whilst 10% experienced frustration, resentment and anger.
- More than half (54%) said they felt isolated and could not take part in leisure or social activities or meet with friends and family.

It is important to provide Carers with the necessary equipment and training in order to assist them in their caring role. The Princess Royal Trust for Carers and the NHS in Dumfries and Galloway have initiated some training through the local NHS Carers Information Strategy.

### Strategic Objective:

Carers do not experience deterioration in their health as a direct result of their caring role and are supported to maintain their optimum health

### Expected outcome:

- Carers will maintain their optimum health.

### Key Action Points:

- Ensure that Carers can access their GP at a time which takes into account their caring responsibilities.
- Work with Carer organisations and other third sector partners to improve delivery of Carer health and wellbeing opportunities and training for Carers.
- Expand the newly piloted Carer Health Checks offered by NHS, through the Wellbeing Programme and in partnership with Princess Royal Trust for Carers throughout the region.
- Encourage Carers to consider the impact of their caring role on their own health as part of a self-assessment or other carer assessment process.

### Did you know?

Experts believe exercise releases chemicals in your brain that make you feel good! Regular exercise can boost your self-esteem and help you concentrate, sleep, and feel better!

### Did you Know?

NHS D&G Keep Well Team can offer free and confidential health checks to individuals aged 40 – 64.

They look at:

- Blood Pressure
- Cholesterol
- Smoking
- Diet
- Weight
- Family History

With an aim to detect preventable serious ill health early.

## 12 Breaks from Caring/Respite

There are many variations of the definition for a short break and respite.

Dumfries and Galloway will work to the following:

*“Short breaks are breaks from normal routine. They should be good for both a person with disability, long term illness or need, and for their Carer (where they have one). Short breaks should support their relationship. They should offer opportunities and experiences tailored to meet individual needs in a variety of settings. Short breaks can be either time spent apart or time together with extra support. Short breaks can vary from several hours to several weeks. They can be provided on a planned basis, as a holiday, or in emergencies”*

*“Respite is the positive outcome of the short break. ”*

In short, it may be useful to view the ‘short break’ as the activity and ‘respite’ as the outcome.

Carers say that access to personalised, flexible short break provision is crucial. Short breaks help to re-charge batteries and sustain Carers in their caring role. Carers can have a life of their own through the provision of short breaks<sup>7</sup>.

Appropriate good quality respite is highly valued by Carers for many different reasons: such as rest and relaxation, opportunities to do ‘normal things’, different things or essential things not otherwise easily done. To some it is seen as a lifeline or liberation, or both. For others, a chance to devote more attention to other family members is a very important aspect<sup>8</sup>.

Cowen and Reed (2001) distinguish between primary and secondary services of respite as:

- Primary respite care: services are regarded as providing relief to the family. These are seen to offer support relating to the demands of the Caring role.
- Secondary respite: services are seen as addressing the needs of individuals with disability need and may include educational or vocational training programmes and support services, such as speech, occupational or physical therapy.

There is a wide variety of potential types of ‘short break’.

- Breaks in specialised respite accommodation
- Breaks in residential care homes
- Breaks in the home of another family member
- Breaks provided at home through a care attendant or sitting service
- Supported access to clubs, interests, or activity groups
- Holiday breaks
- Day Care
- Hospital based respite<sup>9</sup>

<sup>7</sup> Caring Together: The Carers Strategy for Scotland 2010 -15

<sup>8</sup> Carers’ views on, and experience of, respite care and charges for the services in rural areas of Highland – Coalition of Carers in Scotland 2009

<sup>9</sup> Short Breaks Guidance, Scottish Government 2008

A co-ordinated approach to short breaks is of benefit. Dumfries and Galloway has developed a short breaks bureau for the region.

Short Breaks Bureau offer a valuable one-stop-shop approach to providing information and access to a variety of breaks. Bureau aim to make the process of accessing short breaks as streamlined and user friendly as possible, working from information obtained from Care/ Carer assessment. Because short breaks are their speciality, staff are skilled in identifying flexible breaks which are tailored to the needs of the individual and their Carers<sup>10</sup>.

The Scottish Government awarded a grant to Enable Scotland to undertake work to support Carers with emergency planning and to explore the potential to develop better emergency respite provision. Work has begun in Dumfries and Galloway with Older Carers of children with learning Disability.

### Strategic Objective

Carers have access to respite which meets their needs as well as the needs of their cared for

#### Expected outcomes:

- Carers can have a life outside of caring.
- Carers can “recharge their batteries”.

#### Key Action Points:

- To further develop the Short Breaks Bureau.
- To produce information on short breaks available to Carers.
- To develop and maintain reliable reporting and recording systems to ensure information regarding the quality and uptake of short breaks are recorded.
- Work with third and independent sector partners to shape and encourage development of provision to meet individual needs.
- To explore the benefit and feasibility of supporting the emergency planning concept to develop across other groups of Carers.

<sup>10</sup> Scottish Government – CCD4/2008

## 13 Carer and workforce training

### Carer training

Providing training for Carers improves their ability and confidence to manage their caring role, improving the quality of life for the Carer and those they care for.

Dumfries and Galloway's NHS Carers Information Strategy recognises that providing training to Carers can also benefit the NHS and local authority, as it can result in fewer hospital admissions and reduces the occurrence of the caring role breaking down.

The Princess Royal Trust for Carers and other local organisations, including the NHS, provide and facilitate training for Carers in a variety of subjects ranging from practical training, eg moving and handling, to coping mechanisms, self confidence and self esteem. These courses are held at a variety of venues across the region.

It is important to consider a diverse range of training methods for Carers, for example many Carers will not be able to attend training sessions due to time constraints or distance required to travel. Online training (also known as e-training) should be considered as an alternative.

With the geography of Dumfries and Galloway, consideration should be given to Carers living in rural and remote areas, given that transport and travel time may make it difficult for Carers to access building based training.

It is important to provide practical training to Carers, such as moving and handling and first aid. In addition, those caring for someone with mental illness, substance misuse or learning difficulties will need alternative training such as 'coping with challenging behaviours'.

#### Strategic Objective:

Carers feel confident and equipped to continue in their caring role

#### Key Action Points:

- Develop further Carer training being facilitated through local NHS Carers Information Strategy.
- Explore opportunities to link with Care Training Consortium and other organisations providing training to the workforce.
- Research and explore feasibility and need to develop training materials specific to mental health, learning disabilities and substance misuse.
- Explore the feasibility of creating e-learning training materials for Carers.

### Workforce training

A well informed, knowledgeable, trained and skilled health and social care workforce is essential to help improve the lives of Carers<sup>11</sup>.

The local NHS Carers Information Strategy identified workforce training as a priority. Training in Carer awareness was delivered to staff at DGRI and community teams, in partnership with Princess Royal Trust for Carers.

11 Caring together – the Carers Strategy for Scotland (2010-2015)



NHS Dumfries and Galloway and Council Social Work Services currently cover Carer awareness in their induction of new staff.

#### Strategic Objective:

Our workforce is well informed and knowledgeable in the importance of Carer identification, support and common issues experienced

#### Expected outcome:

Carers feel valued and respected and are recognised and treated as partners in care.

#### Key Action Points:

Further develop and extend Carer Information Strategy training to staff working in mental health, learning disabilities and alcohol and substance misuse.

Ensure that Carer Awareness continues to be included in all NHS and Social Work Services staff induction.

Develop an e-learning module for inclusion in NHS LearnPro.

Explore options to facilitate access to e-learning module for Social Work Services staff.



## 14 Telehealthcare

Telehealthcare is the generic term for all assistive technology that enables health and social care services to be provided 'remotely' to people in their own homes.

This can be broken into the following definitions;

- Telecare is continuous, automatic and remote monitoring undertaken using electronic devices that aid, support and maintain independent living.
- Telehealth is monitoring the remote exchange of physiological data between a patient at home and a health professional.
- Telemedicine is medical/clinical care using interactive audio visual and/or data communications. This can include the delivery of clinical care, diagnosis, consultation and/or treatment.

Telehealthcare can add much to the care and support of people with long term conditions and their Carers.

Telecare can play an important role for Carers by providing affordable access to support and assistance which can in turn reduce stress and provide an opportunity for a life outside caring.

Telehealthcare can improve the experience of care for the person and their Carer by reducing the need for travel to receive care and treatment. It can facilitate better prevention, anticipatory care and earlier intervention, and allows people the opportunity to receive care safely and effectively at, or closer to, home.

### Strategic Objective:

To extend the use of Telehealthcare and ensure Carers have access to information

### Expected outcome:

- Carers understand and use Telehealthcare to support them in managing their caring role.

### Key Action Points:

- Raise awareness of telehealthcare opportunities amongst Carers.
- Include 'benefits to Carers' in any telehealthcare local education and training events for health and social care staff.

## 15 Carer Advocacy

Advocacy is a means of support for people who have issues of concern to them, by ensuring that their voice is heard and that they understand their rights.

The main themes of advocacy are:

- Safeguarding people who are vulnerable and discriminated against or whom services find difficult to serve.
- Empowering people who need a stronger voice by enabling them to express their own needs and make their own decisions.
- Enabling people to gain access to information, explore and understand their options and to make their views and wishes known.
- Speaking on behalf of people who are unable to do so for themselves.<sup>12</sup>

An advocate can help to address the balance of power by providing a mixture of:

- Support
- Signposting
- Links to other services
- Sharing information and knowledge to support decision making.
- Being a 'voice' to ensure that people's rights are respected.<sup>13</sup>

Carers can often feel overwhelmed by their role and the volume of forms, paperwork and professionals they can be faced with.

Carer advocacy can be individual or collective and is a means to support Carers to:

- Be respected as a key partner in decision making regarding the person they care for.
- Be aware of their rights as a Carer.
- Access a Carers Assessment and go through the process.
- Address issues such as employment, benefits, guardianship, respite etc.
- Make a complaint about services such as health and social care.

The national Carer's strategy is clear that Carer advocacy should not be provided by those advocates who also represent the Cared for person, as this can lead to conflict of interest.

<sup>12</sup> Scottish Independent Advocacy Alliance – [www.siaa.org.uk](http://www.siaa.org.uk), April 2011

<sup>13</sup> Advocacy resource Exchange- [www.advocacyresource.org.uk](http://www.advocacyresource.org.uk) April 2011

Strategic Objective:  
Carers in Dumfries and Galloway are aware of and can access advocacy

Expected outcome:  
Carers feel listened to and are aware of their rights.

Key Action Points:  
Work with key partners including The Princess Royal Trust for Carers and Dumfries and Galloway Advocacy Service to explore the value and benefits of piloting a Carers Advocacy Service.

Collate statistical information from such partner organisations on numbers of Carers accessing their services and common themes, to inform future planning of advocacy services.



## 16 Young Adult Carers

Transition is a key part of everyone's lives. The demands of coping with change and moving on from that change can have a significant impact on Young Carers, who have to cope with the same transitions as their peers, whilst balancing the stresses of caring for a parent, sibling or other person in their lives.

For young people approaching adulthood, the challenge of leaving school, entering further education or employment or leaving home can be difficult.

The needs of Young Adult Carers, aged 16-25 years, have been given some recent attention in research and in service developments. Recognising this group's particular needs and the very limited provision to address them, expressing concern for their own future support, Young Carers at the Scottish Young Carers Festival 2009 recommended that more should be done to support Young Adult Carers.

Young Adult Carers in Dumfries and Galloway tell us they may:

- Be committed to continue to provide care, but not be able to tell others, including careers advisors and jobcentre staff, that this is why they are not making other plans.
- Feel compelled to continue to care, or professionals may have made assumptions about this limiting their opportunities and any ambition for their future.
- Be anxious about leaving home, because of concern about the Cared-for person or fear that a younger sibling may have to take on caring responsibilities.
- Lack confidence, self-belief and social skills, may not have many friendships and support and may not have succeeded at school because of the impact of their caring responsibilities, perhaps over many years.
- Be desperate to leave home at the earliest opportunity, but be ill-equipped to deal with the practical and emotional challenges of setting up their own home.

There are very few examples of 18-25 year old Carers seeking support from the services that support Adult Carers, as they don't tend to identify themselves with these services, which have tended to support Carers 30+.

Throughout the UK, Young Adult Carers refers to 18-25, in Dumfries and Galloway it has been agreed that this group of people could go up to age 29.

### Did you know?

NHS Dumfries and Galloway will be piloting a young Carers' identification card in partnership with Princess Royal Trust for Carers and Scottish Government.

### Did you know?

The Princess Royal Trust for Carers has begun to identify Young Adult Carers and a consultation report has been completed in partnership with Young Adult Carers informing us of their needs and how we should develop services to support them.



#### Strategic Objective:

To create good transitions to fulfilled adult lives for all Young Carers in order to achieve better outcomes for a vital, but often silent minority of young people

#### Expected Outcome:

Young Adult Carers are recognised and supported to lead an independent life.

#### Key Action Points:

- Raise awareness of the needs and experiences of Young Adult Carers.
- Support Young Adult Carers to effectively engage in learning, having high aspirations and achieve their full potential.
- Promoting the rights of Young Adult Carers to express their views freely about their dreams for the future.
- To work with Carer organisations to help prepare Young Adult Carers for the next phase in their lives.
- To work in partnership with Young Carers and Young Adult Carers, who wish to do so, in planning services.
- Develop services for Young Adult Carers to help them enhance their life skills while balancing their right to care.
- Ensure that services for Young Adult Carers are fit for purpose to address their needs.
- Contribute to improving the lives of Young Adult Carers, by developing work that helps to reduce their levels of disadvantage, isolation and marginalisation.
- To reduce the number of Young Adult Carers who are not in education, employment or training.

## 17 Carer involvement in planning: shaping and delivery of services and support

Carer involvement can improve the quality of health and social care services. Carers often have insights about their role and the needs of the person they care for that providers and policymakers lack.

Carers should be seen as key partners in planning and commissioning, not only Carers' services but also services for the Cared for.

Health and social care legislation, policy and practice guidelines emphasise the need to involve users and Carers in the planning and developing of services.

Councils and health authorities have statutory duties to consult the public on a range of issues.

The Princess Royal Trust for Carers identified the following benefits of involving Carers:

- Problems arising from proposed changes to services can be pinpointed in advance and avoided.
- The results of consultations can be used to help make decisions about policies, priorities and strategies.
- Services can be targeted more closely to provide what people want and avoid what they don't want.
- Take up of services can be improved, making unit costs lower, especially where there is a charge for services.
- User and Carer satisfaction with services can be monitored over time providing a useful performance indicator on improvements to the quality of services.
- Carers who are involved in decision making feel valued<sup>14</sup>.

Dumfries and Galloway has two Carer Strategy Reference Groups. The remit of these groups is to input and consult on the development and implementation of the Carers Strategy and any other connected theme.

#### Strategic Objective:

Carers are key partners in planning and commissioning of services in Dumfries and Galloway

#### Expected outcome:

- Carers are respected as experts in care.

#### Key Action Points:

- The NHS and Council will consult with the Carers Strategy Reference Groups on any matters relevant.
- The Public Partnership Forum and Community Health Partnership will ensure they have Carer representation within their membership.
- The Council will work with partner organisations that provide services, and encourage them to design Carer outcome measures.

#### Did you know?

A group of Carers of people with mental illness helped design the quiet rooms at the new Midpark Hospital.

#### Did you know?

The Scottish Government is extending the Energy Assistance Package (EAP) to people on Carers allowance.

## 18 A life outside caring

In a recent report published by Princess Royal Trust for Carers more than 76% of Carers stated they do not have a life outside their Caring role.

The results of this report show that huge numbers are left isolated, missing out on opportunities that the rest of the population take for granted - 80% have been forced to give up leisure activities or from going out socially since becoming a Carer<sup>15</sup>.

In a recent consultation with Carers in Dumfries and Galloway, Carers identified the following as important to achieving a life outside caring:

- Peer support
- Social inclusion
- Employment
- Skills development
- Volunteering

There are two main components which support Carers to achieve a life outside of Care:

- Helping Carers to maintain employment makes an important contribution to their health and well-being.
- The social exclusion Carers often face as a consequence of their caring role prevents them from taking part in their community as active citizens.

Many Carers want to continue with their employment and some manage to combine work with their caring role successfully. However, many need improved support in order to do so, and some suffer damaging impacts to their health, relationships, leisure and financial situation<sup>16</sup>.

Jobcentre Plus in Dumfries and Galloway currently runs a service which supports Carers into work. This service offers a range of training and financial help for Carers wanting to start or re-start work at some point.

For those Carers who are balancing employment with a caring role, support is vital within the workplace.

Employer support can involve allowing some flexibility about how work is done, and offering entitlement to leave, time off to care and breaks from work, but it could also be primarily about treating employees with consideration, respect and sympathy when problems in the care situation arise<sup>17</sup>.

Carer specific employment policies are also helpful in providing information and guidance to those employees who are faced with the prospect of entering a Caring role, enabling that person to make an informed choice whether to continue in employment or not.

<sup>15</sup> Princess Royal Trust for Carers, June 2010

<sup>16</sup> Managing Caring and Employment, Sue Yeandle et al for Carers UK, Oct 2005

<sup>17</sup> Managing Caring and Employment, Sue Yeandle et al for Carers UK, Oct 2005

Aside from the obvious health benefits, physical activity and access to leisure facilities help people feel better, which is reflected in mood, reduced anxiety, improved physical self perceptions and improved self esteem. Such activities can also provide social interaction and inclusion.

Within our region there are many Carer support groups. Although these groups are invaluable to facilitating a life outside caring, as well as providing support, Carers can often be unaware of their existence.

Consideration must also be given to the time when the Caring role comes to an end. This can happen for a variety of reasons such as:

- The person moves into independent living
- The person moves into residential care
- The Carer can no longer sustain their caring role
- The person dies
- The Carer chooses not to continue in their caring role

Carers can find it difficult to adjust following the end of a caring role and as far as possible Carers should be supported to plan for such times in advance.

### Strategic Objective:

All Carers in Dumfries and Galloway have an appropriate balance of caring responsibility and a life of their own

### Expected outcome:

- Carers can access the same opportunities available to those who are not Carers.

### Key Action Points:

- Develop business case to NHS and Council Human Resources to consider benefits of developing and implementing Carer specific employment policies.
- Include Carers in the 'Easy Access' scheme enabling them to discounted access to all sport and leisure facilities in Dumfries and Galloway.
- Develop Carer support directory with Key Partners.
- Explore feasibility and potential benefits of developing counselling/ support modules for end of caring role transition.

**Did you know?**  
The local Jobcentre Plus can offer advice and support if you want to combine paid work with your caring responsibilities. This can include funding for replacement care, keep preparing for work, to find suitable training, or to look for and apply for a job. Advice on whether benefits will be affected is also available.

## 19 Conclusion

This strategy and action plan sets out a vision for Carers in Dumfries and Galloway and identifies how we can begin to make a significant difference to their lives.

Caring is a complex role which has many complex layers, to effectively make a difference we must consider all these layers both individually and collectively.

This is a strategy which was developed by Carers and is primarily for Carers, however its success lies firmly in all partners working together.

The Carers Strategy reference groups will continue their commitment to the Strategy by overseeing and monitoring the consultation and subsequent implementation of the strategy. For this we are extremely grateful and thank each member for their dedication and commitment.

To conclude this strategy we felt it important to hear the views of some of our reference group members themselves.

*“As a carer we often feel that no-one listens to us or respects what we need to help us in our caring role.*

*This Strategy has been specially produced with Carers for Carers in Dumfries and Galloway so it is specific, not some general document which ‘covers all’. It has been perused and discussed, dissected and rewarding, involving people from different walks of life with different caring situations. It should make decision makers and professionals sit up and take note. It should make life more bearable for Carers. It should allow Carers to have a life of their own outside of caring. It should and hopefully will make Dumfries and Galloway a better place to be a carer.”*

L Gilchrist (Carer)

*“Please don’t lock this strategy away but learn from it”*

J Faichney (Carer)

*“Being involved in the Carers Reference Group for this strategy has been very exciting and at times challenging.*

*I would like the strategy to be used as a ‘Carers Handbook’. After reading it, Carers should feel more confident, empowered and able to deal with many of the complex issues around their caring role.*

*The fact that we had a wide range of Carers in the group in terms of age, locality and type of caring role meant that hopefully we covered each topic for all angles. Many topics were discussed at great length and at times our opinions differed but the focus always remained the same and that was looking for the best outcomes for Carers.*

*I am very proud to have been involved with the Carers Strategy for Dumfries and Galloway and to have had my voice heard on what issues are important to me in my lifelong caring role”.*

G Corbett (Carer)

### Carers Strategy Steering Group

Name	Organisation
Claudine Brindle	Princess Royal Trust for Carers Dumfries and Galloway
Penny Nowell	Dumfries and Galloway Council and NHS Dumfries and Galloway
Sharon Hepburn	Dumfries and Galloway Council
Sheila Clingan	Dumfries and Galloway Council
Margo Christie	NHS Dumfries and Galloway
Barbara Aitken	Dumfries and Galloway Council

### Carers Reference Group (West)

Susan Christie
Keith Scroggs
Jim McColm
John Harrison
Gina Holdsworth
Ann Findleton
Philip Bruce – Philip sadly passed away during the development of this strategy.

### Carers Reference Group (East)

Martin Rogan
Lesley Gilchrist
Gillian Corbett
Jeanette Faichney
Raymond Midgley
Veni Vonatsou
Carolyn Little
Julie Worthington

Thanks to all the group members and also to all the Carers who gave their time to participate in the consultation events.

## Strategy Key Action points

6.0 Equalities		
All Carers have access to support, advice and services when they need it.		
Increase the identification of Carers from minority groups such as Black and Minority Ethnic and Lesbian, Gay, Bisexual, and Transsexual.	By 2013. NHS, LA and partner organisations.	
Develop and strengthen relationships with Third Sector organisations that may have contact with Carers, particularly those in rural and remote areas.	Ongoing within current resources. NHS, LA and partner organisations.	
Consult with partner organisations and Carers to ensure needs are being met by existing support mechanisms and to help inform and shape the services commissioned in the future.	Ongoing within current resources. NHS, LA and partner organisations	
Empower Carers to self identify through the use of accessible information and a Carers Self Assessment.	By 2016. Health, Social Services and partner organisations.	
7.0 Identification of Carers		
All health and social care professionals actively identify Carers at an early stage in the caring role.		
To work with key Health and Social Care professionals to identify and develop suitable methodologies to identify and support Carers.	Ongoing within current resources. NHS, LA and partner organisations.	
To actively promote Carer Identification as the responsibility of Health and Social Care professionals, Independent and third Sector partners and the wider community.	Ongoing within current resources NHS, LA and partner organisations.	
8.0 Carers assessments and Carer Support Plans		
Carers are empowered to express their need and get they support they require.		
Provide training and guidance to frontline staff on the completion of Carer Assessments.	Ongoing within current resources. LA.	
Ensure that Carers' Assessments are reviewed on a regular basis, particularly when the caring role changes.	Ongoing within current resources LA.	
Work with key partners to develop an outcome based evaluation tool for Carer Assessments.	By 2013 NHS, LA and partner organisations.	
Develop and implement Carer Self Assessments.	By 2013 LA and partner organisations.	
Work with Carer Organisations to raise awareness of Carer Assessments and Carers Self Assessments with Carers.	By 2014. LA and partner organisations.	

9.0 Information and advice		
All Carers have access to good quality and up-to-date information and advice when they need it.		
Develop a Carers Support and Information directory.	By 2013. NHS, LA and partner organisations.	
Develop Carer information pack with Carer organisations which reflects the themes of this strategy.	By 2012. NHS, LA and partner organisation.	
Explore the feasibility of commencing a Local Authority and Health joint Carer register.	Within existing resources by 2016 NHS and LA.	
Work with BME partner groups to develop Carer information specific to this group.	By 2012 NHS, LA and partner organisations.	
Ensure the actions identified in the NHS Carers Information Strategy are implemented, and furthermore, embedded into practice.	Ongoing NHS.	
Explore the feasibility of developing support and counselling materials specific to the various stages of caring in particular end of the caring role.	By 2014. NHS, LA and partner organisations.	
Promote the use of personal budgets/self directed support as a means of supporting the Carer whilst meeting the needs of their Cared for person.	Ongoing. LA and partner organisations	
11.0 Carer Health and Wellbeing		
Carers do not experience deterioration in their health as a direct result of their caring role and are supported to maintain their optimum health.		
Ensure that Carers can access their GP at a time which takes into account their caring responsibilities.	Ongoing. NHS.	
Work with Carer Organisations and other Third sector partners to improve delivery of Carer health and wellbeing opportunities and training for Carers.	Ongoing. NHS and partner organisations.	
Expand the newly piloted Carers Health Checks offered by the NHS, through the Well Being Programme and in partnership with The Princess Royal Trust for Carers throughout the region.	By 2013 NHS and PRTC	
Encourage Carers to consider the impact of their caring role on their own health as part of a self-assessment or other carer assessment process.		

12.0 Breaks from Caring/Respite	
Carers have access to respite which meets their needs as well as the needs of their cared for.	
To develop and launch a Short Breaks Bureau.	Ongoing LA.
To produce information on short breaks available to Carers and the benefits of such.	Ongoing through SBB team LA.
To develop and maintain reliable reporting and recording systems to ensure information regarding the quality and uptake of short breaks are recorded.	Ongoing LA.
To explore the benefits and feasibility of supporting the emergency Planning concept to develop across other carer groups.	By 2014 NHS, LA and partner organisations.
13.0 Carer and Workforce training	
Carers feel confident and equipped to continue in their caring role.	
Further develop Carers Training being facilitated through the local NHS Carers Information Strategy.	By 2013 NHS
Explore opportunities to link with Care Training Consortium and other organisations providing training to the workforce.	By 2014 LA
Research and explore feasibility and need to develop training materials specific to mental health, learning disabilities and substance misuse.	By 2014 NHS, LA and partner organisations.
Explore the benefits of creating e-learning training materials for Carers.	By 2015 NHS, LA and partner organisations.
<b>Our workforce is well informed and knowledgeable in the importance of Carer identification, support and common issues experienced.</b>	
Further develop and extend Carer Information Strategy training to staff working in mental health, learning disabilities and alcohol and substance misuse.	Ongoing through existing resources NHS
Ensure that Carer Awareness continues to be included in all NHS and Social Service staff Induction.	Ongoing NHS and LA
Develop an e-learning module for inclusion in NHS Learnpro system.	By 2012 NHS
Explore options to facilitate access to e-learning module for social services staff.	By 2013 LA

14.0 Telecare and Telehealth Care	
To extend the use of Telecare and Telehealth Care and ensure that Carers have access to information.	
Raise awareness of Telecare and Telehealth Care opportunities amongst Carers.	Ongoing NHS and LA
Include 'benefits to Carers' in any Telecare and Telehealth Care local education and training events for health and social care staff.	Ongoing NHS and LA
15.0 Carer Advocacy	
Carers in Dumfries and Galloway are aware of and can access advocacy.	
Work with key partners including The Princess Royal Trust for Carers and Peoples Advocacy Service to explore the value and benefits of piloting a Carers Advocacy Service.	By 2015 LA, NHS and Partner organisations.
Collate statistical information from such partner organisations on numbers of Carers accessing their services and common themes, to inform future planning of services.	Ongoing NHS and LA
16.0 Young Adult Carers	
To create good transitions to fulfilled adult lives for all Young Carers in order to achieve better outcomes for a vital but often silent minority of young people.	
Raise awareness of the needs and experiences of Young Adult Carers.	By 2014 NHS, LA and Partner Organisations
Support Young Adult Carers to effectively engage in learning, having high aspirations and achieve their full potential.	By 2014 NHS, LA and Partner Organisations
Promote the rights of Young Adult Carers to express their views freely about their dreams for the future.	By 2014 NHS, LA and Partner Organisations
Work with Carers Organisations to help prepare Young Adult Carers, who wish to do so, in planning services.	By 2014 NHS, LA and Partner Organisations
Develop services for Young Adult Carers and Young Carers to help them enhance their life skills while balancing their right to care.	By 2016 NHS, LA and Partner Organisations
Ensure that services for Young Adult Carers are fit for purpose to address their needs.	By 2016 NHS, LA and Partner Organisations
Contribute to improving the lives of Young Adult Carers, by developing work that helps to reduce their levels of disadvantage, isolation and marginalisation.	By 2015 NHS, LA and Partner Organisations
Reduce the number of Young Adult Carers who are not in education, employment or training.	By 2016 NHS, LA and Partner Organisations

**17.0 Carer involvement in planning, shaping and delivery of services and support**

Carers are key partners in planning and commissioning of services in Dumfries and Galloway.

The NHS and local authority will consult with the Carers Reference Group on any matters relevant.	Ongoing NHS and LA
The Public Partnership Forum and Community Health Partnership will ensure that they have Carer representation in their membership.	Ongoing NHS
The local authority will work with partner organisations that provide services, and encourage them to design carer outcome measures.	Ongoing LA and partner organisations

**18.0 A life outside caring**

All Carers in Dumfries and Galloway have an appropriate balance of caring responsibility and a life of their own.

Develop business case to present to NHS and Council Human Resources to consider the benefits of developing and implementing Carers specific employment policies.	By 2016 NHS, LA and partner organisations.
Include Carers in the 'Easy Access' scheme enabling them discounted access to all council sport and leisure facilities in Dumfries and Galloway.	By 2016 LA
Develop Carers support directory with key partners.	By 2013 NHS, LA and partner organisations
Explore feasibility and potential benefits of developing counselling/support modules for end of caring role transition.	By 2015 NHS, LA and partner organisations.





**If you would like some help understanding this or need  
it in another format please contact 030 33 33 3000**