

## Appendix 1 - Dumfries and Galloway Carers Strategy Delivery Plan 2017 -2021 – Update May 2018

This is a delivery plan to support the areas of focus contained within the Dumfries and Galloway Carers Strategy 2017 – 2021.

The delivery plan will be used to measure progress against the outcomes in the Carers strategy.

Key

Key	
Measures are increasing or complete	G
Measure static	A
Measure decreasing	R
Measure in development	W

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

Area of Focus in the Carers Strategy	Desired Outcomes	Progress in the first six months of the strategy	Key	Planned Next Steps
Carer Eligibility Criteria	There will be eligibility criteria in place for Carers in Dumfries and Galloway in accordance with the requirements of the Carers (Scotland) Act 2016	Eligibility criteria developed with Carers and Carers Organisations and approved by the IJB on 5 April 2018	A	Await anticipated further national guidance document on the waiving of charges for Carers.  Review the implementation of the Eligibility Criteria in Dumfries and Galloway.

Carer Positive Award	Promote the Carer Positive Award to businesses and organisations	Support Groups for Council employees who are Carers have been developed in partnership with the Carers Centre.	A	<p>Work with healthy working lives partners to promote the Carer Positive Award through the development of case studies to highlight the benefits to employers.</p> <p>NHS Dumfries and Galloway commenced work on the Carers positive award for Employers in 2015, and to date have achieved 'Engaged' status. An action plan has been developed to progress towards 'Established' level, and further work will be undertaken on this across the organisation during 2018/19.</p>

<p>Young Carers in Dumfries and Galloway</p>	<p>Young Carers are identified, included and supported in schools and other Children and Families Services</p>	<p>In 2017/18 100 new Young Carers were identified and supported through the Carers Centre. This is in addition to 229 Young Carers who have returned to use the Young Carers service. A further 20 Young Carers are on the waiting list for the Young Carers Service. This compares with 341 who were supported in 2016/17</p> <p>In addition to group work, Young Carers can access one to one support. 1021 appointments with Young Carers and Young Carer Support Workers occurred in 2017/18.</p>	<p>A</p>	<p>The Carers Centre will continue to support Young Carers through the Young Carers Service.</p> <p>Sessions are arranged with General Managers to explore how Young Carers might be identified and supported within the directorates.</p>
<p>Carer involvement in:  Planning services for Carers  Hospital discharge</p>	<p>Carers are fully involved in all aspects of discharge planning</p> <p>Carers are involved in the design and preparation of Care Plans</p>	<p>A Test of change in Newton Stewart and Thornhill Hospitals is underway to introduce the 'Triangle of Care' methodology which focuses on good conversations with Carers.</p> <p>National Education for Scotland (NES) and NHS colleagues have produced learning resources for staff in relation to the duty to involve Carers in hospital discharge.</p>	<p>A</p>	<p>Learning from the tests of change in Thornhill and Newton Stewart Hospitals will be shared with other community hospitals.</p> <p>Further resources are expected from NES and these will be shared with staff when they are available.</p> <p>Work is underway to effectively</p>

<p>care planning</p>	<p>Carers are involved in discussions relating to Self Directed Support planning</p> <p>Carers will be referred and signposted to Carer Organisations for information and advice</p>	<p>DGRI staff made aware of new duty to involve Carers and provided with NES learning resources. The impact will be measured through the Care Quality Assurance Framework.</p> <p>Carers have been involved in the review of health and social care services in Moffat and Beattock.</p> <p>The Carers Reference Group have successfully recruited new members to support the work of the Carers Strategy</p>		<p>determine if Carers have been identified and involved in discharge processes. This will focus on the Carers view of whether or not they feel they have been involved.</p> <p>Carers will be involved in developing the Short break service statement. This is a requirement of the Carer (Scotland) Act 2016.</p>
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**Outcome 2 - Carers are able to access planned short breaks when they need them**

Area of Focus in the Carers Strategy	Desired Outcomes	Progress in the first six months of the strategy	Key	Planned Next Steps
Short Break Statement	A Short Break Statement for Dumfries and Galloway will be developed and in place for the end of December 2018 in accordance with the requirements of the Carers (Scotland) Act 2016	<p>Dumfries and Galloway participated in a national think tank to influence and develop guidance for the content of a Short Break Service Statement. This national guidance is due to be published in June 2018.</p> <p>Work is underway to develop a Short Break Service Statement for Dumfries and Galloway. This statement will be prepared and in place by 31<sup>st</sup> December 2018 in accordance with the requirements of the Carers (Scotland) Act 2016.</p>	A	Complete work on the Short Break Service Statement for Dumfries and Galloway. Carers, Carers Organisations and health and social care staff will be included and involved in this work.
Short Break Opportunities	There will be a range of short break opportunities available for Carers in Dumfries and Galloway	The Carers Centre operates a 'Time to Live Fund' where Carers can apply for a short break that enables them to have a break from caring and assists them to sustain their caring role. In 2017/18 133 Time to Live breaks were provided. 35% of breaks have been for shorter more frequent breaks such as gym passes instead of holiday style breaks.	A	<p>The Time to live fund and the provision of 'in home' short breaks will continue.</p> <p>The Short Life Short Breaks Working Group will be working on developing the scope of a review of short breaks available in Dumfries and Galloway. This will be linked to the Day Services</p>

		<p>For Carers who are supported by Crossroads, who provide replacement care in the home, 31% of Carers said the break helped them to have time to rest and recharge and 26% said it was time that enabled them to pursue other interests.</p> <p>Carers in the Stewartry have been involved in a scoping exercise to ascertain Carers views on Short Breaks and the respite that Carers get from this and what this means to them.</p>		<p>Review.</p> <p>Shared Care Scotland (a national Third Sector Organisation specialising in Breaks for Carers) are hosting a workshop in Dumfries. This workshop will focus on how to plan and commission short breaks in the future.</p>
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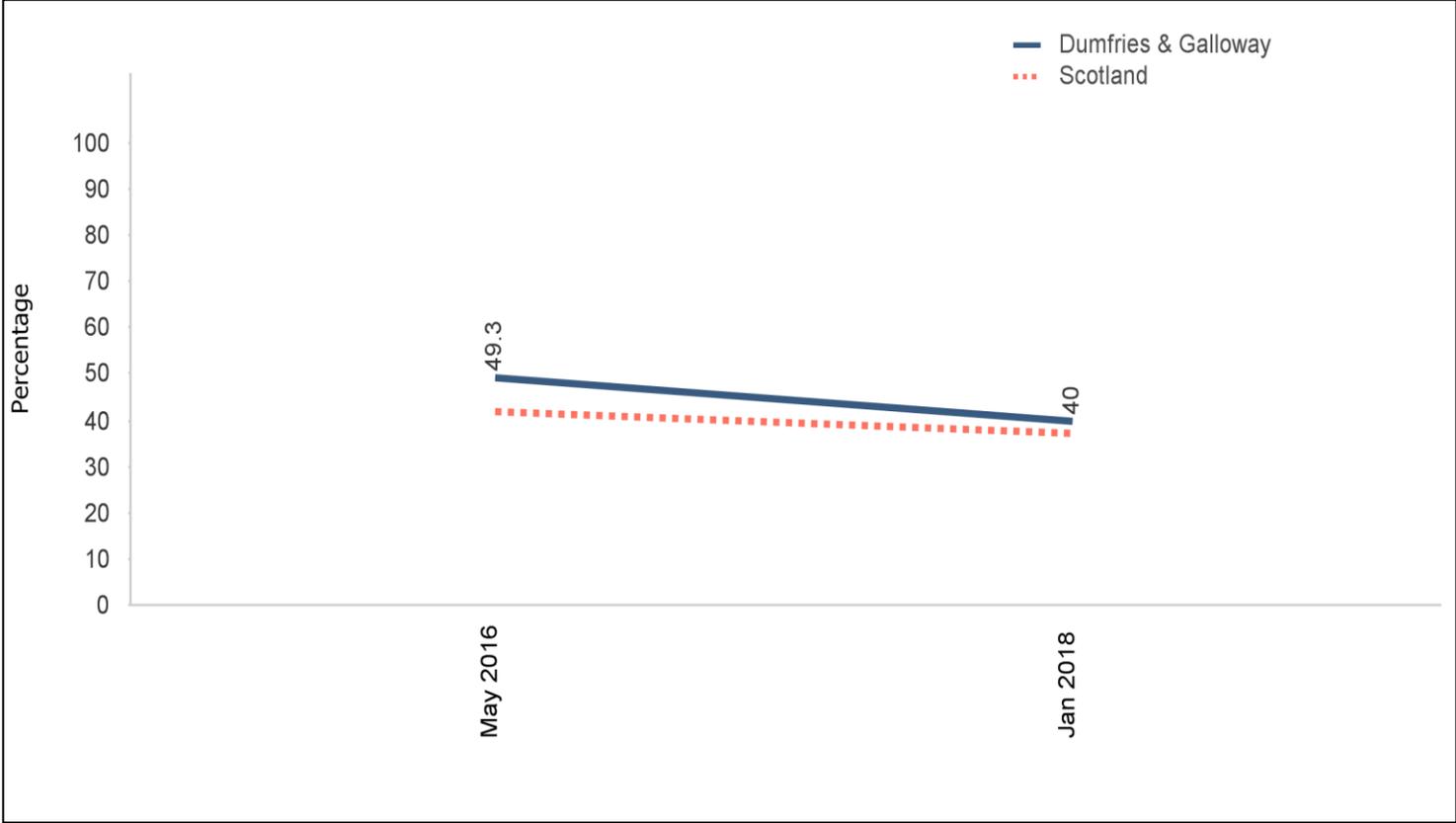
**Outcome 3 – Carer have maintained or improved their level of health and well-being**

Area of Focus in the Carers Strategy	Desired Outcomes	Progress in the first six months of the strategy	Key	Planned Next Steps
Carers Health and Wellbeing	Carers will be able to access activities and initiatives that help to maintain and/or improve their health and well-being	<p>Pathways and referral routes from Carers organisations to locality health and wellbeing teams have been established.</p> <p>In the last 12 months 30 health and wellbeing group opportunities have been provided by the Carers Centre with 324 different sessions held. 1742 Carer places have been offered at these sessions with approximately 350 individual Carers using this service on a regular basis.</p> <p>111 Carers have benefited in 2017/18 from training sessions provided by the Care Training Consortium on the practical aspects</p>	G	<p>We will look to ensure that there are opportunities to support Carers over 65 who have one or more long term conditions to have health and wellbeing plans through the mPower project in Wigtownshire.</p> <p>Complete a pilot in Stewartry, launched in June 2018 during Carers week, to promote information about resources available to Carers in an accessible way.</p>

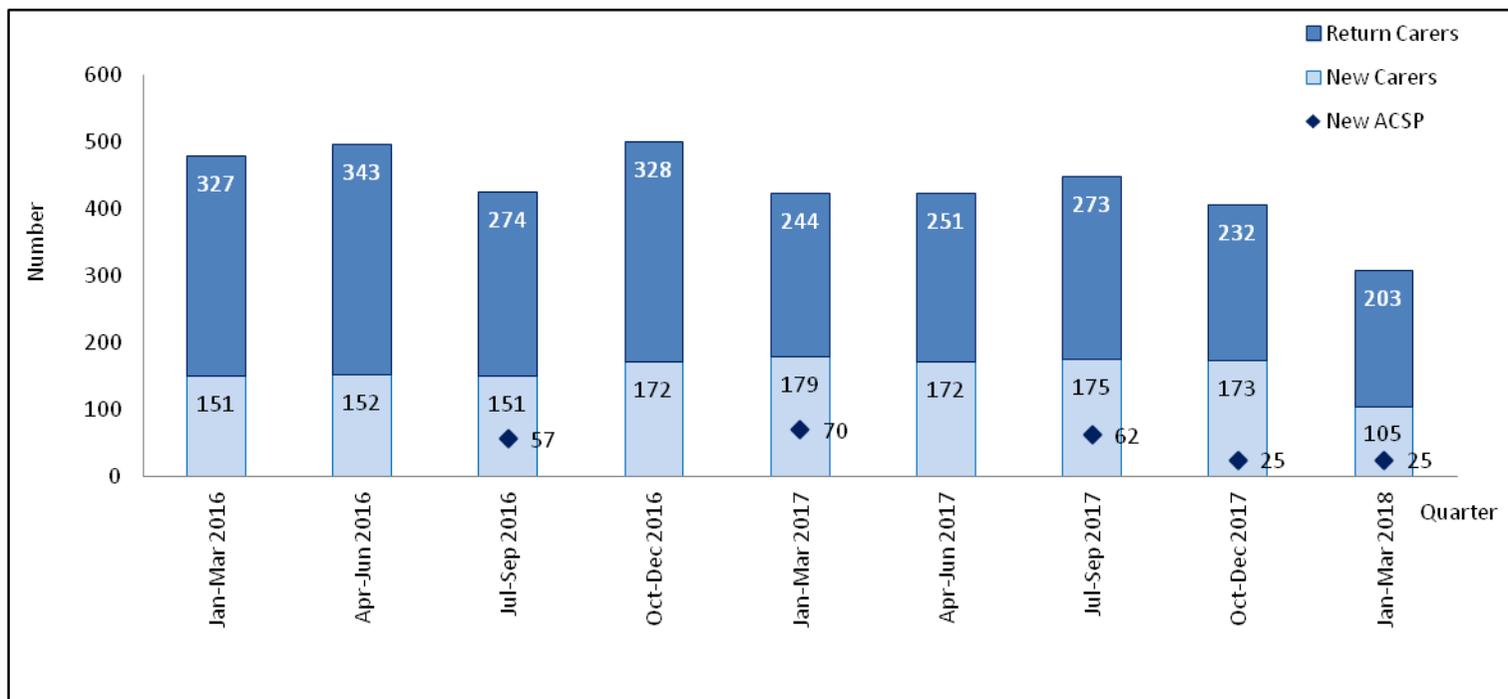
		<p>of being a Carer such as moving and handling and first aid. Carers have also benefited from learning about managing stress.</p> <p>In Nithsdale, Carers have been offered health and wellbeing appointments either at home or at a health centre. Carers have also had the opportunity to participate in Mindfulness based stress reduction sessions. 50 out of the 65 Carers referred to Healthy Connections in 2017/18 have ongoing health and wellbeing needs, especially around low mood, anxiety and isolation.</p>	G	
	<p>Carers will feel supported in their caring role</p>	<p>The number of Adult Carers supported by the Carers Centre decreased from 1042 Carers in 2016/17 to 875 in 2017/18.</p>	R	<p>The Carers Centre had some staffing vacancies; however these posts are being filled and will return the organisation to a full staffing complement. The Carers Centre is also undertaking a review of the way they work to maximise the available capacity for example the use of technology.</p> <p>Work with Carers will be undertaken to help us better understand what supported means to Carers. The outcomes of this work will inform this</p>

				action plan going forward.
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**Percentage of Carers who feel supported to continue in their caring role (Scottish Government Health and Care Experience Survey 2018)**



### Number of Carers receiving support (excluding Young Carers)



Young Carers Health and Wellbeing	Deliver health and well-being activities to Young Carers at Young Carers Groups	329 Young Carers have benefited in 2017/18 from health and wellbeing opportunities through 122 groups held across Dumfries and Galloway organised by the Carers Centre.  This included 10 young Carers attending the Young Carers festival near Edinburgh.	G	Young Carers will attend a Young Carers Festival in Fife this summer.
	Ensure that Young Carers have access to health advice and information	Action has not commenced	W	Action will commence in 2019.

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

Area of Focus in the Carers Strategy	Desired Outcomes	Progress in the first six months of the strategy	Key	Planned Next Steps
Information and Advice Services for Carers	An information and advice service for Carers will be provided	<p>The Carers (Scotland) Act 2016 details what an Information and Advice Service for Carers should contain. Dumfries and Galloway Carers Centre provide the Information and Advice Service in Dumfries and Galloway.</p> <p>Over 10,000 Carer information leaflets have been distributed across Dumfries and Galloway.</p> <p>In Wigtownshire, information for Carers has been shown on GP surgery TV screens and also promoted through social media, local groups and news papers.</p>	G	Stewartry are producing an information and advice pack which will be distributed to local groups, organisations and community buildings. This will be launched during Carers Week in June 2018.
Emergency care planning and future care planning for Carers	Raising awareness of and promotion of the Emergency Card and Young Carers Card to help plan for emergencies	<p>Carers in Annandale and Eskdale are encouraged to complete a forward looking care plan. This includes sections on future care planning.</p> <p>Between October 2017 and March 2018 122</p>	G	Emergency Cards and Emergency Planning are promoted through the completion of Adult Carer Support Plans and Young Carers Statements.

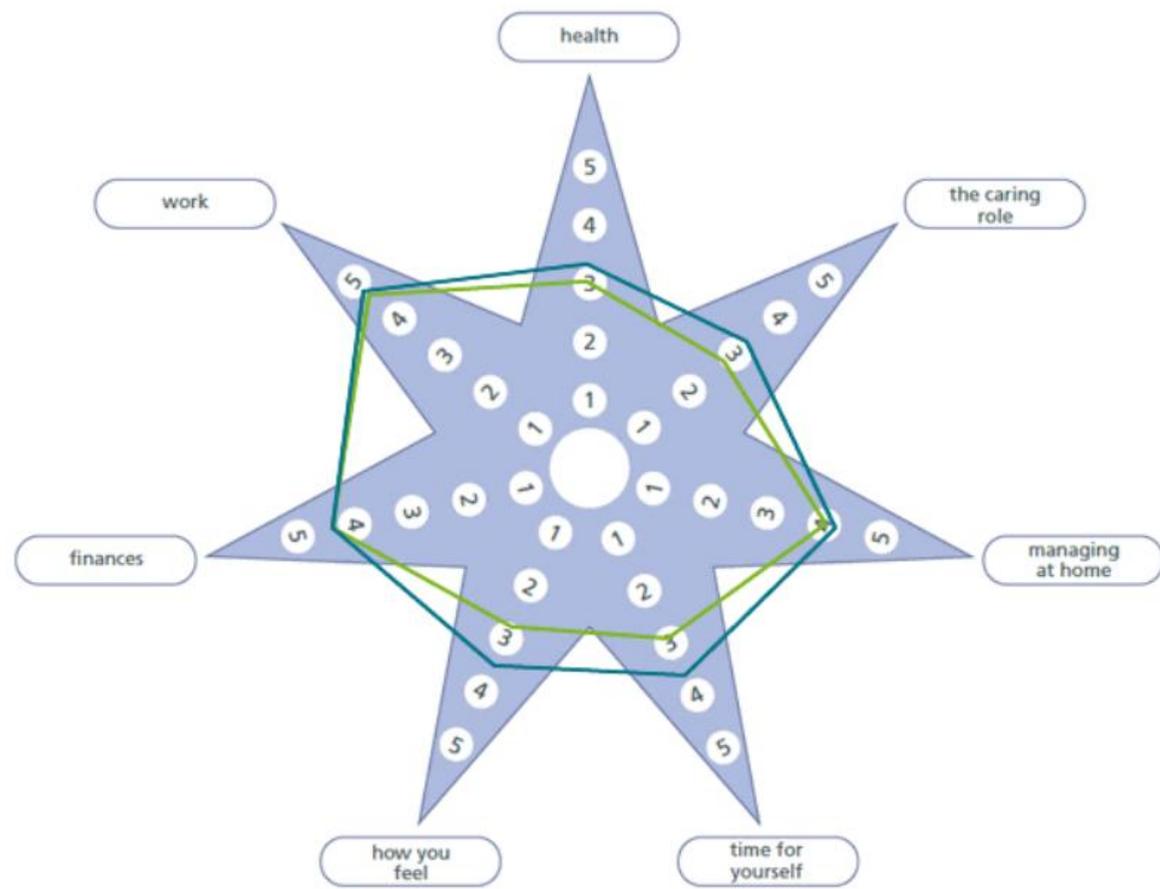
		new Carers Emergency Cards have been issued. This brings the total number of Carers who have an emergency card to 1189.		
	Anticipatory care planning will take cognisance of the needs of Carers	Initial discussions have taken place with the teams involved in developing the National Anticipatory Care Plans to ensure that their planning includes Carers.	W	Continue to ensure that Carers are included in the work locally for National Anticipatory Care Plans by liaising directly with the newly appointed Improvement Advisor to take forward ACP across Dumfries & Galloway
Carer Identification	There will be early identification of Carers to enable signposting to appropriate support in their own right	<p>In 2017/18, 244 staff undertook online Carer Aware Training Level 1. This is consistent with the numbers accessing the online training in previous years.</p> <p>Carers in Annandale and Eskdale, identified by the GP practices, have been actively encouraged to take up Flu vaccinations.</p> <p>Carers in Wigtownshire are being identified by community pharmacy, through new registrations with GP surgeries and within Building Healthy Communities.</p> <p>Hospital Discharge paper work has been amended to help identify Carers.</p> <p>Teams across the partnership are continuing to identify Carers through huddles, flow meetings and post discharge support.</p>	G	<p>During Carers Week (June), there are a range of activities and opportunities planned to identify and support Carers this includes a social media campaign, information stands in hospital buildings and opportunities for Carers to meet other Carers.</p> <p>Promote Carer Aware on line EPIC training to staff teams</p>
Young Carer Cards	Young Carers will hold 'Young Carer	Young Carers who are supported by the Carers Centre are encouraged to have a Young Carers	G	Young Carers Cards will continue to be promoted to Young Carers who attend

	Card'	Card. This card identifies the individual as a Young Carer		the Young Carers Project.
Holistic approaches to supporting Young Carers	There will be better awareness of Young Carers needs	Young Carer Information and Advice leaflets have been distributed to all Schools and Colleges in Dumfries and Galloway. Some schools have then gone on to further promote this information on social media.	W	Schools offer drop in services for Young Carers to offer information and advice. These drop ins also offer health and wellbeing information.

**Outcome 5 – Carers feel supported in their caring role**

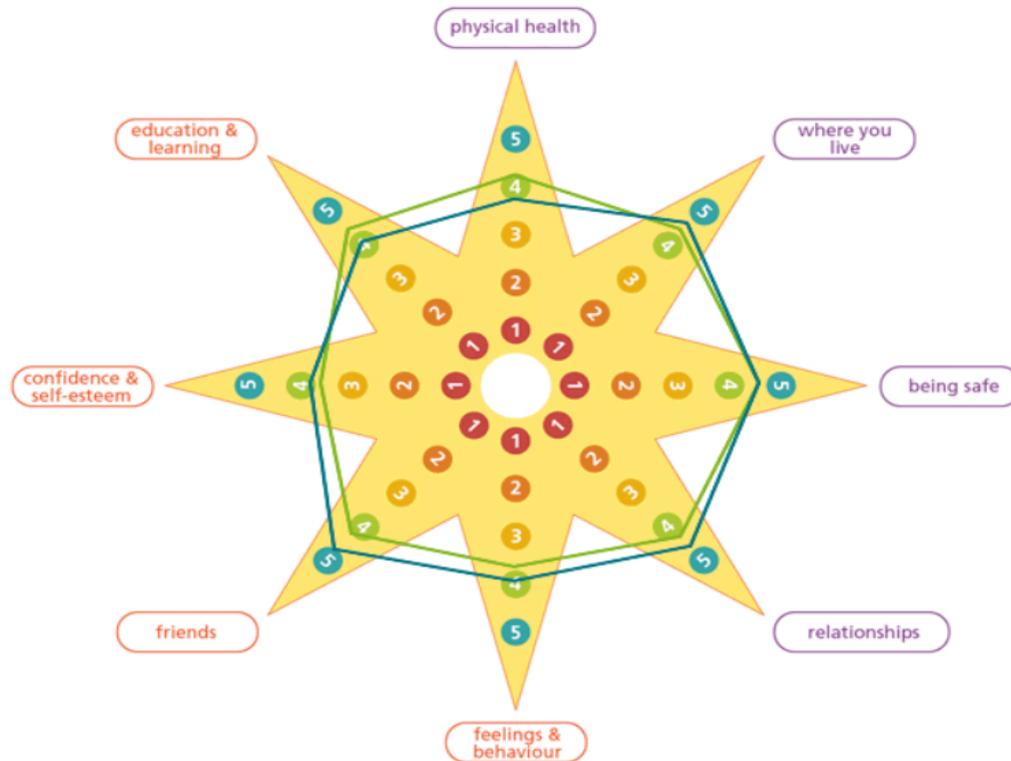
<b>Area of Focus in the Carers Strategy</b>	<b>Desired Outcomes</b>	<b>Progress in the first six months of the strategy</b>	<b>Key</b>	<b>Planned Next Steps</b>
Adult Carer Support Plans	All adult Carers are offered an Adult Carer Support Plan (ACSP) if they would like one	<p>ACSP are continuing to be offered. 50 have been completed between October 2017 and March 2018. Details are shown on page 16.</p> <p>To date, there have been 50 reviews of the ACSP and all have shown positive shifts in all areas of the Carers Outcome star as shown below. The green line shows the starting point and the blue line shows the scores following review. This is shown on page 16.</p>	G	There will be a short communications campaign including a blog and the promotion of the right of Carers to have an Adult Carers Support Plan on Carers Rights Day.

Adult Carer Support Plan Outcome Star



Young Carer Statements	All Young Carers are offered Young Carer Statement (YCS) if they would like one	YCS are continuing to be offered and 10 have been completed between October 2017 and March 2018.  Outcome star shown on page 18.	G	
Seamless Transition for Young Carers from children and young people's services to adult services	Processes for transition from children's to adult services are in place for Young Carers	The Young Adult Carers Project supports the transition from Young Carers to Adult Carers. Young Adult Carers Groups meet throughout the year.	W	A measure for this action needs to be developed.

## Show data on Star



[Back to table view](#)

[Print this Star](#)

### Report shown

Average values displayed

Star	
	First
	Second

### What does this Star show?

Produced on 16/04/2018

This star illustrates a report on My Star data for the Young Carers Support service showing the average progress for each scale made by service users up to the time period 2017–2018 (Apr–Mar).

Including clients who are current clients and those who have left in the past three months.

The report has been refined to show the following client groups only:

- support needs – all
- ethnicity – all
- age – all
- gender – all

Stars used to produce the report were completed jointly or by worker.

Retrospective stars were included.

The initial reading used is the first ever. The last reading used is the most recent in the time period 2017–2018 (Apr–Mar).

## Carers Comments about services received in 2017/18 from the Carers Centre

- It's been a long time since I have spoken to such empathetic people. I thank you both from the bottom of my heart.
- Within an hour of me speaking to a member of staff, my husband got a phone call from an OT apologising profusely and a promise that equipment would be with him by the end of the week. Equipment promptly arrived yesterday morning! Thanks to your member of staff so much for this and it has made such a difference already. Great staff you have there.
- I have just moved to Dumfries and was overwhelmed to find this place. I've never had anyone there for me before, just for my son. Within an hour I felt like I was actually still a person of worth, not just the mum of a disabled man. I knew moving here was the right thing to do 😊
- As the regular respite weekends have been cut back at present I have felt tired. I feel much more refreshed after the weekend away organised by the Centre
- To focus and recharge my batteries enables me to continue as a Carer
- I don't seem to find time for me, a relaxation retreat was what I needed.
- The trip enabled me to meet others who are in the same position and understand and gave me the chance to get out and socialise.
- This has been socially beneficial and I have made some new acquaintances and hope to see them in the future.
- The few nights away helped me to relax and have time on my own. I am feeling a lot lighter and a bit of time away helps.
- The break allowed me to relax and have 'me' time. Being able to chill out, get spoilt and doing things for myself and not thinking of others all the time was excellent
- I have had my battery recharged and feel ready to go on.