

Agenda Item 14

Carers Strategy Progress Report



Falkirk Integration Joint Board

Carers Strategy: Progress Report

20 March 2020

For Noting

Executive Summary

1. This report outlines progress of the work of the Carers Act Implementation Group in the implementation of the Carers (Scotland) Act 2016 and the Carers Strategy Action Plan. The report outlines ongoing work priority streams and future developments.
2. The report also provides some recent performance information, including the 2019/20 Q1 & Q2 performance of the Carers Fund Projects.

Recommendations

The Integration Joint Board is asked to:

3. Note the progress made to date and the ongoing priority work streams.
4. Note that the review of the Action Plan is underway, and will incorporate recommendations made by Internal Audit.
5. Note key areas for action/development into 2020/21.
6. Note the continued funding of the Carers Fund projects into Year 2.

Background

7. The Carers (Scotland) Act 2016 was enacted on 1 April 2018. It introduced a number of duties on local authorities and the NHS, some of which are delegated to Integration Joint Boards.
8. A multi-agency Falkirk Carers Act Implementation Group (CAIG) was established to oversee the preparation and implementation required for the 2016 Act.
9. In line with legislative requirements, the Falkirk Carers Strategy 'Getting it Right for Carers in Falkirk' was approved and published at the same time as the HSCP Strategic Plan in April 2019.

10. An Action Plan was developed and included in the Strategy. Additional actions have been added to this Action Plan in line with the recommendations of the 2019/20 Falkirk IJB Internal Audit (IA) Review: Carers (Scotland) Act 2016 and Participation and Engagement Strategy Arrangements. This IA report was presented to the IJB Audit Committee on 16 December 2019.
11. Carers are involved, and make significant contributions to the work of the IJB, through a range of groups, including the Strategic Planning Group, Carers Act Implementation Group, Carers Forum and the Living Well Falkirk Steering Group. Carers have also supported the recruitment process for key appointments to the HSCP through representation on a Stakeholder Panel. This was recognised in the positive feedback through the MSG self-evaluation completed.

Carers Strategy Progress Update

12. The CAIG is making good progress with the implementation of the Carers Strategy. An update was provided to the Strategic Planning Group on 14 February 2020 and SPG will continue to receive regular progress reports. The following updates against key areas of the Carers Strategy summarise progress.
13. **Outcomes for Carers**
Through the Adult Carer Support Plan (ACSP) and Young Carers Statement (YCS), the Partnership is working to achieve personal outcomes for carers. These personal outcomes all broadly fit into the following Outcomes for Carers (see Appendix 1):
 - Physical Health
 - Relationship / Emotional Wellbeing
 - Finance
 - Employment / Education / Training
 - Living Environment
 - Life Balance
 - Feeling Valued
14. The need to develop better ways of evidencing outcomes is acknowledged, and one such way is Outcomes Mapping. As part of the Action Planning the CAIG will explore better ways of recording and measuring outcomes, e.g. exploring the development of outcome mapping. "Outcome mapping is an approach that helps to set (or 'map') out the steps that link the activities of a project, programme or organisation to the outcomes that are important." (Source: Matter of Focus)
15. Work is ongoing, across the Partnership, to implement the provisions of the Carers (Scotland) Act 2016, with carers being offered Adult Carer Support Plans (ACSP) and Young Carer Statements (YCS) and relevant support information and advice. The following is supports that may be requested:
 - short breaks

- respite
- practical support
- counselling
- training
- benefits assistant
- future and emergency planning.

16. **Carers Fund Projects**

In April 2019, the IJB approved funding for six Carers Fund projects:

1. Adult Carer Support Plans (Carers Centre)
2. Young Carer Statements (Carers Centre)
3. Support for Carers (Carers Centre)
4. Short Breaks / Carer Support Development (Short Breaks Bureau)
5. Falkirk CAB Help for Carers
6. FDAMH Family & Carers Support

17. The progress of these projects can be seen in Appendix 2 Carers Fund Projects Status Report (Q1 & Q2 2019/20).
18. Some of the challenges faced in the first two quarters were caused by staffing and recruitment issues, e.g. the length of time to recruit. By the end of Q2, one project had not yet recruited someone to post, and another had to re-advertise the post. Other challenges were caused by systems, processes and ICT issues, and have all been resolved.
19. The CAIG acknowledges the good performance of the projects and, as such, has supported the continued funding into Year 2.
20. Quarter 3 monitoring reports were submitted on 7 February, and will be reported in the next update report to the IJB in September 2020 with Q4 (End of Year) report.
21. **Section 28 Carers in Hospital Discharge**
The Section 28 Carers in Hospital Discharge project has now ended. The temporary post has ended and hospital staff continue to work with the Carer Support Workers at FVRH and Falkirk Community Hospital.
22. The draft evaluation report of the project from Matter of Focus is not available yet. Matter of Focus was founded in 2017 by Dr Ailsa Cook and Dr Sarah Morton. They support organisations and teams to embed meaningful outcome evaluation in their day to day work. They are providing evaluation support to all the NHS boards that received S28 Funding. The findings will be shared with the IJB later this year.
23. **Carers Strategy Action Plan**
Progress of the Carers Strategy Action Plan has been monitored and a review is underway to ensure that this remains appropriate and effective. Additional actions from the Internal Audit Review have been included under the heading Leadership and Systems.

24. The review is part of on-going monitoring and takes account of learning from implementation actions to date, and some structural/staff changes.
25. The CAIG will continue to review and implement the Action Plan to ensure development is in line with requirements based on continuous learning.
26. **Performance Information**
The CAIG will develop performance reporting to the IJB, which will be reported through the Performance Monitoring Report.
27. Appendix 3 shows a table of current performance indicators.
28. **Carers Census**
The next Carers Census is due to be submitted to the Scottish Government by 24 May 2020. Work is in progress and on track to report to this timescale.
29. The information currently provided on the ACSP and YCS exceeds the requirements of the Scottish Government's Carers Census return. Over time there is potential to report on more than just the Census information locally, as the new adult social care system (Liquid Logic) will incorporate the ACSP and YCS. The final implementation date for Liquid Logic is not yet available.
30. **Policy and Development Officer Post**
This post was created to help all partners implement the 2016 Act. The implementation and co-ordination of the Carer Strategy Action Plan is an integral part of this.
31. **Further Developments**
The CAIG will oversee a range of work over 2020/21, including:
32. **Transition Pathways** – Development of various transition pathways, and will include recording the number of engagement /awareness sessions with staff across all sectors. The number and percentage of carers who feel that transition support is effective will also be recorded.
33. **Identifying Hidden Carers** – Continuation of awareness-raising with other local authority and NHS services to help identify hidden carers. The percentage of carers who are from ethnic minority groups and other groups with protected characteristics will be recorded.
34. **Workforce Development** – Continued development of training opportunities for staff across Falkirk HSCP and NHS to ensure staff continue to support carers to maintain their caring role. This will include the design of online and face-to-face training materials for staff, and delivery of these. Uptake of training opportunities and materials will be recorded and impact measured.

35. **Carers Employability** – Continued work with HR across the Partnership to make progress through Carer Positive. Carer Positive is operated by Carers Scotland on behalf of the Scottish Government, and aims to “recognise those employers who offer the best support to carers, allowing them the flexibility they often need to deliver care at home.”
(Source: <http://www.carerpositive.org/about/>)
36. There will also be exploration of ways to help young carers and young adult carers into education and employment, e.g. Going Higher in Scotland, and exploration of ways to evidence this. “The Going Higher for Student Carers: Recognition Award aims to make it easier for higher education institutions, most notably, Scotland’s 19 universities, to identify, support and report on student carers, and reward good practice.”
(Source: <https://carers.org/going-higher-student-carers-recognition-award>)
37. **Developing Community Support** – Continued participation in national and local activities to increase diversity of support options and commissioning. This will be evidenced through performance measurement. For example:
- % increase in Respite providers/breaks
 - Number of new types of provision commissioned
 - % increase in uptake of SDS options.
38. **Terminal Illness Regulations** – Following a public consultation on timescales for completion of ACSP and YCS, the Scottish Government Carers Policy Team has indicated that regulations will be brought forward by the end of 2020 or the beginning of 2021. The CAIG will be preparing for the Regulations being enacted to ensure that compliance is achievable at the earliest possible stage.

Conclusions

39. The development of a number of work priority streams within the Carers Strategy, while maintaining and improving current information and support provision, will support the implementation of the Carers Strategy and lead to a robust performance framework.

Resource Implications

Resource implications remain as before and are set out in table1 (2020/21) and table 2 (2020/21) below.

Carers Act Funding for 2019/20			
Indicative split	Funding	Projected Annual Spend	Balance
	£'m	£'m	£'m
FC Children	0.059	0.056	.003
IJB- SW	0.629	0.632	-.003
IJB-CIS	0.143	0.143	0

Table 1 Finance Update

Carers Act Funding for 2020/21	
Indicative split	Funding
	£'m
FC Children	0.112
IJB- SW	0.876
IJB-CIS	0.143

Table 2 Financial Projections

Impact on IJB Outcomes and Priorities

The priorities and actions contained in the Carers Strategy are aligned to the Strategic Plan (2019-2022) outcomes and priorities, specifically Priority 2 for carers. There is further alignment with GIRFEC to ensure appropriate support for young carers.

Legal & Risk Implications

There is a risk of not being able to deliver the Carers Strategy Action Plan, or fulfilling the statutory duties of the Partnership, without ongoing support and engagement from all partners and services.

Consultation

No consultation is necessary.

Equalities Assessment

Equalities implications have been considered during the formation of the Carers Strategy, and an equalities impact assessment was completed at that time.

Report Author

Approved for submission by: Martin Thom, Head of Integration

Author of report – Margaret Petherbridge, Project Development Manager and Annette Kerr, Policy & Development Officer

List of Background Papers

The papers that may be referred to within the report or previous papers on the same or related subjects:

- Falkirk Carers Strategy – Getting it Right for Carers in Falkirk:
<https://falkirkhscp.org/wp-content/uploads/sites/9/2019/06/Carers-Strategy.pdf>
- 2019/20 Falkirk Integration Joint Board Internal Audit Review: **Carers (Scotland) Act 2016 and Participation and Engagement Strategy Arrangements**

Appendices

Appendix 1: Outcomes for Carers

Appendix 2: Carers Fund Project Status Report

Appendix 3: Current Performance Indicator Table

Outcomes for Carers

Appendix 1

IDENTIFYING		INVOLVING			SUPPORTING					
EPiC Principles	Carers are identified	Carers are fully engaged in the planning and shaping of services	Carers are free from disadvantages or discrimination related to their caring role	Carers are recognised and valued as equal partners in care	Carers are supported and empowered to manage their caring role					Carers are enabled to have a life outside caring
Adult Carers	For many people, looking after an ill, older or disabled.* loved one doesn't have a name, it is 'just something you do'. However, not recognising you are carrying out a caring role can be a real barrier to accessing vital support.	Planning provides opportunities for the carer to be listened to, feel valued, get information and engage meaningfully. A conversation at an early stage can help to identify what matters to the carer including what they want to keep going or change. A later conversation can review the outcomes and whether the plan needs to change.		Feeling Valued	Physical Health	Relationship / Emotional Wellbeing	Finance	Employment / Education/Training	Living Environment	Life Balance
				Carers are recognised as equal partners in care, with their skills and abilities recognised and their views and concerns listened to.	Carer is in good physical and mental health with no identifiedmedical needs	Carer has positive emotional wellbeing. Carer has a positive relationships with the cared-for person, wider family and social networks and feels acknowledged by professionals	The carer's financial position is secure and there is no financial hardship. All relevant benefits are being accessed.	Carer continues to access employment, education and training or chooses to remain at home in unpaid work and has no difficulty in managing caring and employment and/or education	The living situation meets the needs of the carer and the cared for person	Carer has regular opportunities to achieve the balance they want in their life
Young Carers				Even if a carer does not see themselves this way, and does not want to be called a carer, they should still be able to access vital help, advice and information.	Another outcome that is important to carers relates to the quality of life of the person they care for. Carers often want to be included in decision-making about the cared for person, because of the potential impacts both on the person they care for and for the carer too.		Respect / Responsible	Health	Nurtured / Relationships	Included / Finance
				The young carer has regular opportunities to be heard and involved in decisions and have an active and responsible role to be involved in decisions that affect them.	Young Carer is in good physical and mental health with no identified medical needs.	Young Carer has positive emotional wellbeing. Has a nurturing place to live in and does not require additional help. Young Carer has a positive relationship with the cared-for person and feels acknowledged by professionals	The young carer feels accepted as part of the community in which they live and learn. Has time to become part of community activities. Free from financial stress	Young Carer continues to access education and training and has no difficulty in managing caring and education.	Young Carer free from abuse, neglect or harm at home, at school and in the community.	The young carer has opportunities to take part in activities such as play, recreation and sport at home, in school and in the community
Carer Strategy Actions	Identifying Hidden Carers	Developing Community Support Market Shaping Workforce Development	Transition Pathways	Carer Involvement in Hospital Discharge	Reduce Impact of caring on health and wellbeing Preventative Support		Developing Community Support	Carers Employability (Carer Positive) - Develop Carer Positive Compliance	Emergency Planning	Breaks from Caring
IJB Strategic Plan Priority 2	Implement Carers Strategy									
		Carers are engaged and informed.								
		Services for carers are commissioned based on evidenced need							Emergency Planning	
					Preventative Support					
Workforce Development										
NATIONAL PERFORMANCE FRAMEWORK										
			We respect, protect and fulfil human rights and live free from discrimination.	We live in communities that are inclusive, empowered, resilient and safe.	We are healthy and active.			We are well educated, skilled and able to contribute to society.	We live in communities that are inclusive, empowered, resilient and safe.	We grow up loved, safe and respected so that we realise our full potential.
								We have thriving and innovative businesses, with quality jobs and fair work for everyone.		



Falkirk
Health and Social Care
Partnership

Carers Fund Projects Status Report

2019/20 Quarters 1 & 2 (01 April to 30 September 2019)

Carers Fund Projects Summary Overview

Status Code Legend

- On Track: Project is on schedule
 ● High Risk: At risk, with a high risk of going off track
● At Risk: Milestones missed but date intact
 ● Off Track: Date will be missed if action not taken

Project	Organisation	Status	Challenges / Changes	Working in Partnership	Feedback / Case Studies
Adult Carer Support Plans	Falkirk & Clackmannanshire Carers Centre	●	<ul style="list-style-type: none"> Initial staff & recruitment ICT issues 	<ul style="list-style-type: none"> Falkirk HSCP 	Y
Young Carer Statements	Falkirk & Clackmannanshire Carers Centre	●	<ul style="list-style-type: none"> Referral issues Education lead is being identified. 	<ul style="list-style-type: none"> Schools NHS FV Falkirk HSCP 	Y
Support for Carers	Falkirk & Clackmannanshire Carers Centre	●	<ul style="list-style-type: none"> ICT issues No community carer support groups delivered over the summer period. 	<ul style="list-style-type: none"> Care with Confidence sessions were delivered in partnership with the Child and Adolescent Mental Health Service (CAMHS), NHS, Falkirk Trading Standards, Alzheimer Scotland, Sensory Centre, Falkirk MECS and the Clydesdale Bank. 	Y
Short Breaks / Carer Support Development	Falkirk HSCP	●	<ul style="list-style-type: none"> Staff & recruitment – one post yet to be filled. 	<ul style="list-style-type: none"> The Carers Centre The Carers Forum Actively engaging with existing and new carers to ensure ACSP/ YCS completed. 	N
Falkirk CAB Help for Carers	Falkirk Citizen's Advice Bureau	●	<ul style="list-style-type: none"> Initial organisational issue & ICT issues delayed start date Systems & processes 	Referrals from Alzheimer's Scotland (dementia link workers), Social work, CLD (family support workers, working with young carers and families), JSP (identifying carers), FDAMH & The Sensory Centre	Y
FDAMH Family & Carers Support	Falkirk District Association for Mental Health (FDAMH)	●	<ul style="list-style-type: none"> Staff & recruitment – post holder left during reporting period. Post re-advertised. 	<ul style="list-style-type: none"> FDAMH is working with partners, including The Carers Centre to record Adult Carers Support Plans. Meetings have been set up with Mental Health Ward staff in Forth Valley Royal Hospital and aim to offer carers information and a direct contact point with the carers support worker. 	N



Project Name: Adult Carer Support Plans (Carers Centre)

01 November 2019

Status Code Legend

- On Track: Project is on schedule ● High Risk: At risk, with a high risk of going off track
● At Risk: Milestones missed but date intact ● Off Track: Date will be missed if action not taken

The project is On Track the week of 30/09/19:	<ul style="list-style-type: none">● Adult Carer Support Plans (ACSPs) continue to be offered to, requested by, and completed with carers, and referrals from Social Work for ACSPs for individual carers continue to be actioned.
Challenges and Changes:	<ul style="list-style-type: none">● Staff resources - there has been drop in staff resources available to dedicate to working with carers on a one to one basis. Whilst completing ACSPs has continued to be a priority, there has been less time available to devote to follow-up work with carers to complete an outcomes review.● Some capacity issues may delay reviews. This is being explored.● Three new Carer Support Workers were appointed at the end of September, commencing work at the start of October. Once their induction and training is complete, it is envisaged that increased staff resources will allow development of this area of work going forward.● Database changes –implementation of new database system has been more time-consuming, with some initial duplication of effort.
Performance Indicators 01 April – 30 September 2019:	<ul style="list-style-type: none">● Number of carers who requested or were offered an ACSP - 314● Number of ACSPs completed - 302

Working in Partnership:	The Carers Centre and the HSCP have been working in partnership to ensure all the necessary information is available for the Carers Census returns and other statistical reporting.
Service User Feedback (case studies):	A carer who cares for his seven-year-old son was referred to Carers Centre by SW to complete an ACSP in order to continue with the current respite package of 2 nights overnight care per month. This allows the carer to have a break from, and continue in, what is a challenging caring role. As part of the ACSP discussion, the carer also identified that it would be helpful for him, in dealing with professionals involved in the care of his son, to have a Carers Card. This was issued by the Carers Centre. In discussions about the carer's health and wellbeing and life balance, it was identified that the carer would benefit from a break away with his son during the school holidays. The Carer Support Worker successfully applied for funding for a break and the carer was awarded a £300 grant which he used for a break away to Millport with his son. The carer is now aware of further opportunities for breaks through the Respite Project, Better Breaks events and the Family Fund.

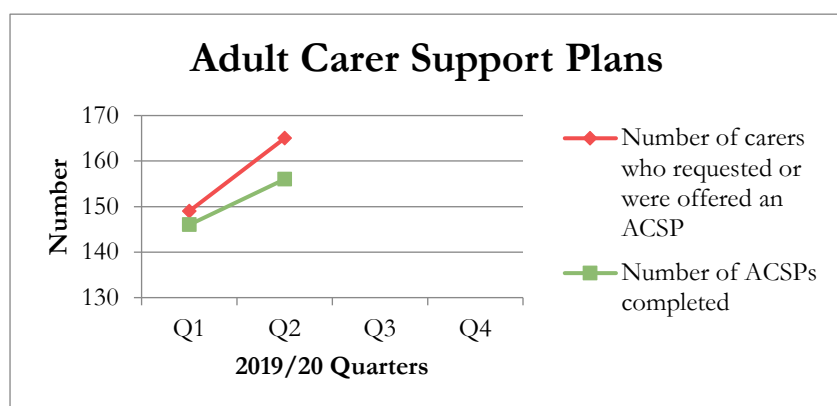


Figure 1 Adult Carer Support Plans

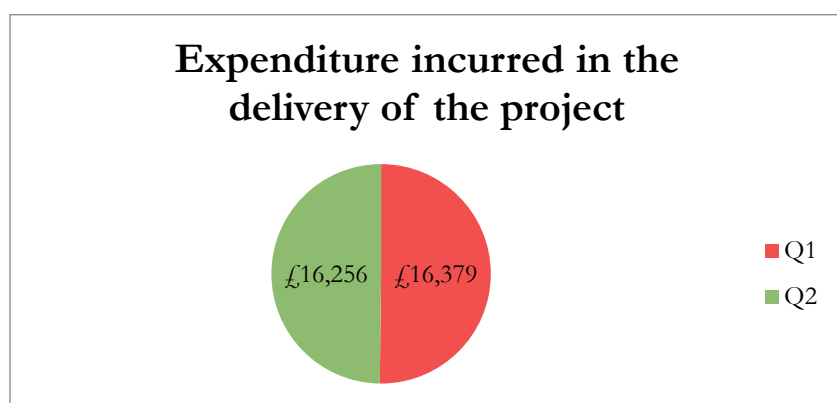


Figure 2 Expenditure incurred

Project Name: Young Carer Statements (Carers Centre)

01 November 2019

Status Code Legend

- On Track: Project is on schedule ● High Risk: At risk, with a high risk of going off track
● At Risk: Milestones missed but date intact ● Off Track: Date will be missed if action not taken

The project is On Track the week of 30/09/19 -	<ul style="list-style-type: none">● Young Carer Statements (YCS) continue to be offered to, requested by, and completed with young carers. As the majority of YCSs are completed in school by the Young Carers Project, Quarter 2 figures are expected to be lower as the recording period covers the summer break from school.
Challenges and Changes:	<ul style="list-style-type: none">● No reviews have been completed as yet, as there is a focus on new carers at the moment. Therefore it is not possible to report on improvements in relation to the impact of caring on areas of their lives.● In terms of the difference in the number of YCS offered and completed, a number of referrals have either not engaged with the project or a lack of contact information on the referral has resulted in delays.● The Carers Centre will facilitate workforce development workshops with Education Services once a lead has been identified.
Performance Indicators 01 April – 30 September 2019:	<ul style="list-style-type: none">● Number of young carers who requested a YCS - 43● Number of YCS completed - 27● Number workforce development workshops delivered - 2● Number of professionals in attendance at workshops - 21
Working in Partnership:	Partnership working between schools, health & social work has been developed. For example: A Young Carers Worker in partnership with education and Family Support Service (FSS) arranged to go into primary school to complete a YCS with siblings. The YCSs were the focus at a Professional's meeting for the children, they were shared with education, FSS, Health and Social Work. Decisions to increase support to the children and family were made by all professionals based on the information gathered in the YCS. All agreed the YCSs were integral to the children's wellbeing being safeguarded.
Service User Feedback (case studies):	DHT Falkirk Primary School: The arrangements seem wonderful. You have been a fabulous support and I cannot praise you highly enough. I am delighted that M feels supported and that things are going well. We have noticed a huge difference in M, which is fantastic.

Thank you once again.

NHS FV School Nurse:

Thanks for coming to meet with us on Wednesday everyone found it very informative so that's good!

School Inclusion Worker:

R had told me that he was going to the park with you this week and I'm so glad he had a lovely time, it is exactly what he needs!!! Thank you so much for all the work you are doing with R!

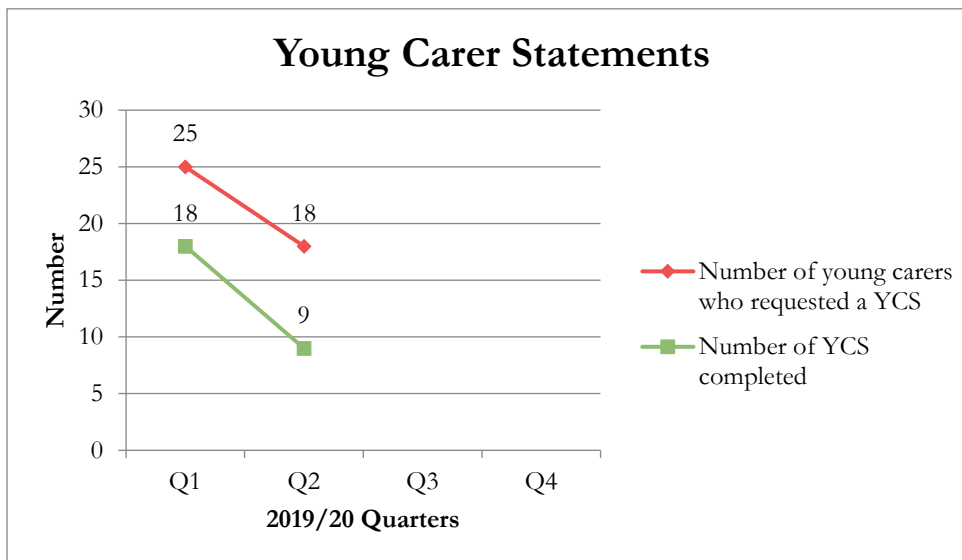


Figure 3 Young Carer Statements

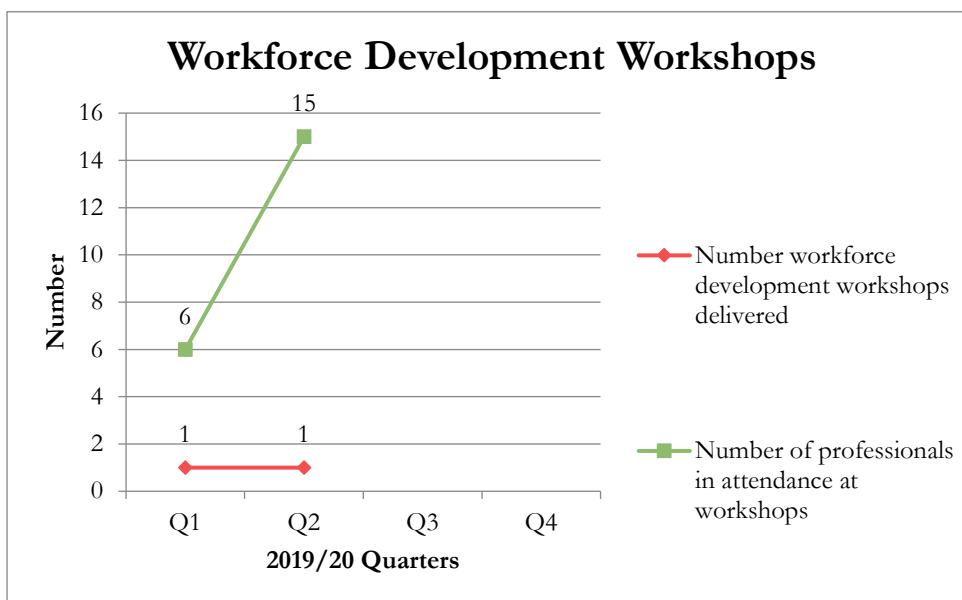


Figure 4 Workforce Development Workshops

Expenditure incurred in the delivery of the project

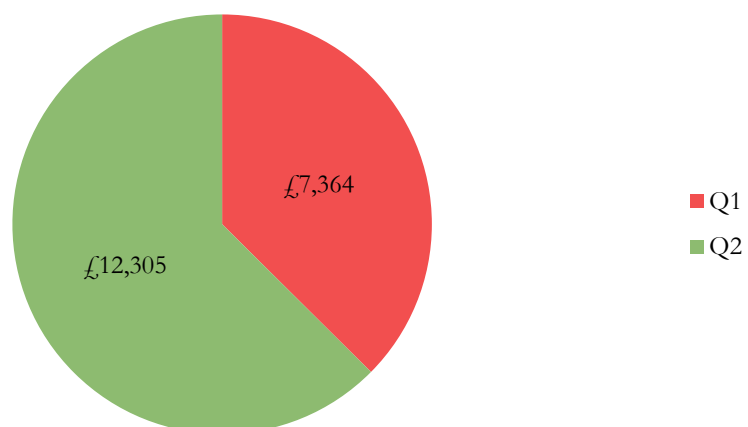


Figure 5 Project Expenditure

Project Name: Support for Carers (Carers Centre)

01 November 2019

Status Code Legend

- On Track: Project is on schedule ● High Risk: At risk, with a high risk of going off track
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The project is On Track the week of 30/09/19 -	<ul style="list-style-type: none"> ● On Track: Project is on schedule
Challenges and Changes:	<ul style="list-style-type: none"> ● Permission was sought to update and change the design of the Young Carers Authorisation Card, which has led to issues with it printing from the software and compatibility with the card printer. ● No community carer support groups delivered over the summer period. ● After a period when the hospital post was vacant the new worker initially faced some challenges, as the process had changed due to the introduction of the 2016 Act. The number of referrals to date has been low. However, the work to raise awareness with staff and involve carers in hospital discharge (section 28 of the 2016 Act) will help improve the number of carers identified and referred on for support.
Performance Indicators 01 April – 30 September 2019:	<ul style="list-style-type: none"> ● Number of talks/displays at events/conferences - 14 ● Number of Carers Centre promotional resources distributed - 3120 ● Number of workforce learning opportunities - 9 ● Number of professionals participating in learning opportunities - 70 ● Number of new carers who contact or are referred to the Carers Centre - 297 ● Number of new carers on the mailing list to receive regular information from the Carers Centre - 166 ● Number of Care with Confidence sessions delivered - 28 ● Number of attendees at Care With Confidence Sessions - 268 ● Number of carers who received individual support - 206 ● Number of group support activities provided - 30 ● Number of attendees - 175 ● Number of Forth Valley Carer Cards issued - 182
Working in Partnership:	In both quarters, Care with Confidence sessions were delivered in partnership with the Child and Adolescent Mental Health Service (CAMHS), NHS, Falkirk Trading Standards, Alzheimer Scotland, Sensory Centre, Falkirk MECS and the Clydesdale

	<p>Bank.</p> <p>Community Groups sessions made use of Reminiscence Loan Boxes from Falkirk Community Trust and programmes included talks by local volunteers and speakers from the Energy Saving Trust and local voluntary organisations.</p>
Service User Feedback (case studies):	<p>In evaluations completed by carers attending Carer With Confidence sessions, 100% of carers reported an increase in their confidence in caring and feeling more involved, 94% reported an improvement in their health and wellbeing and their ability to enjoy a life outside caring, 86% reported an improvement in their relationships with family members and 42% reported an economic benefit.</p> <p>Comments included:</p> <ul style="list-style-type: none"> • Fire Safety very interesting. Already had a fire safety visit from them. • Enjoyed the interaction with all in the group. Found it very helpful. • The speaker was very good at putting me at ease, she understood our situations and was able to relate to how we feel. • Again, a very worthwhile class. Full of information and well presented. Well done! • Very well presented and practical. • I think it will help me put together and use first aid a bit more effectively. • It was a good session to hear from link workers and outreach team.

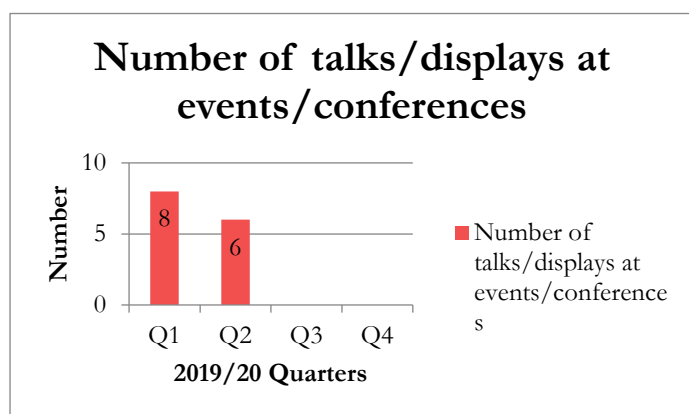


Figure 6 Events & Conferences

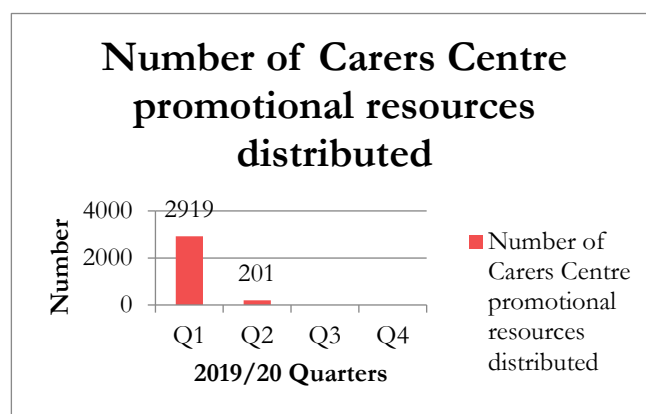


Figure 7 Promotional Resources (NB. The newsletter was issued during Q1.)

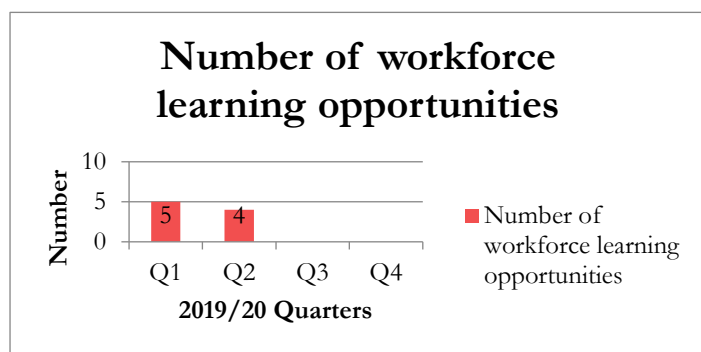


Figure 8 Workforce Learning

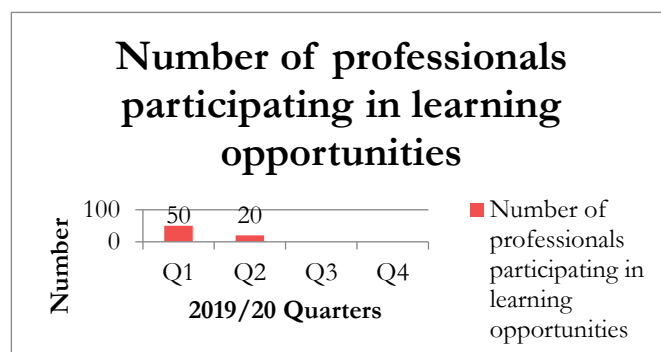
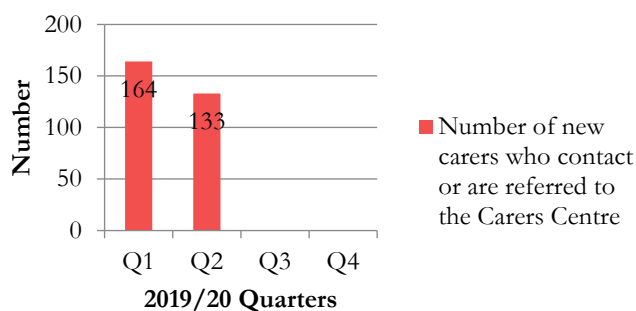


Figure 9 Number of Participants

Number of new carers who contact or are referred to the Carers Centre



Number of new carers on the mailing list to receive regular information from the Carers Centre

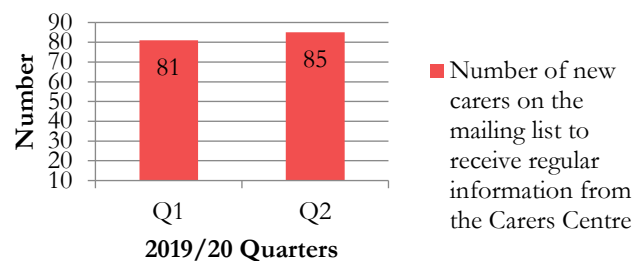
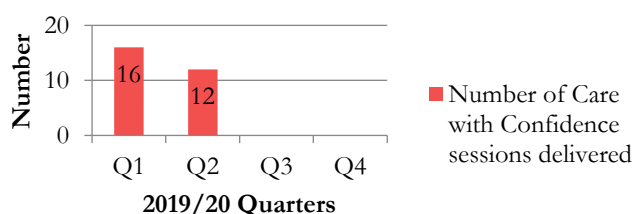


Figure 10 New Carers

Figure 11 Mailing List

Number of Care with Confidence sessions delivered



Number of attendees at Care With Confidence Sessions

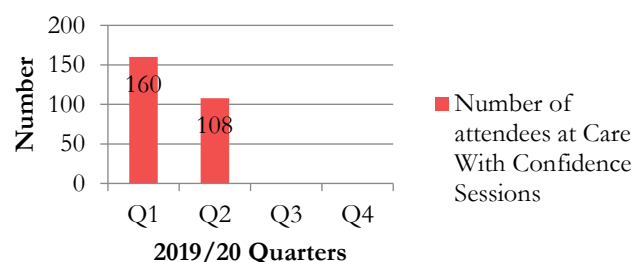
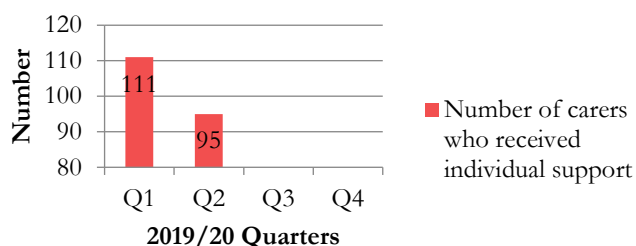


Figure 12 Care With Confidence Sessions

Figure 13 Attendees

Number of carers who received individual support



Group Support Activities

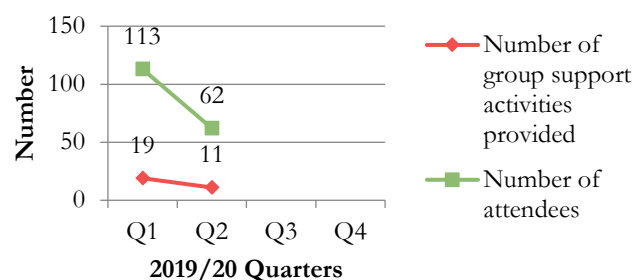


Figure 14 Individual Support

Figure 15 Group Support

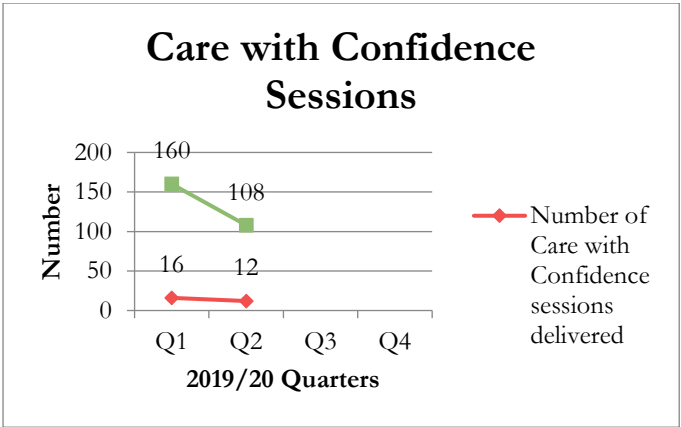


Figure 16 Care With Confidence

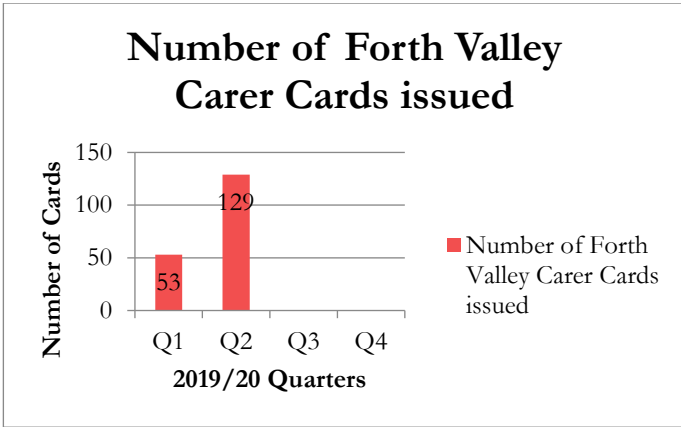


Figure 17 Forth Valley Carers Cards

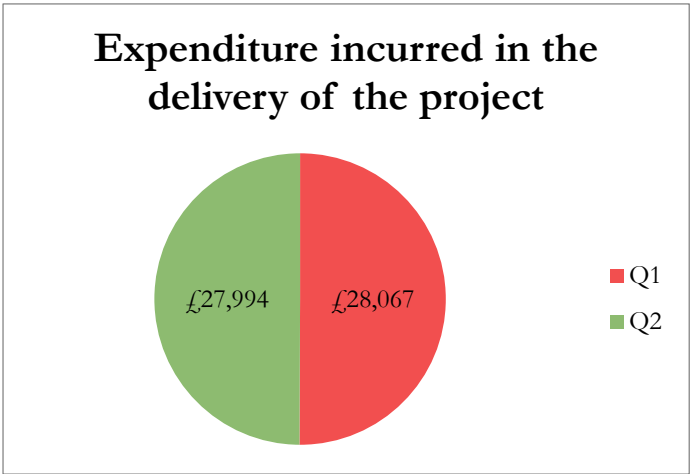


Figure 18 Project Expenditure

Project Name: Short Breaks / Carer Support Development

01 November 2019

Status Code Legend

- On Track: Project is on schedule
- High Risk: At risk, with a high risk of going off track
- At Risk: Milestones missed but date intact
- Off Track: Date will be missed if action not taken

At Risk: Milestones missed but date intact, the week of 30/09/19 - End Date, due to the following:	<ul style="list-style-type: none">● Variance will be an underspend because of the delay in recruitment. Only £1,048.80 spent in Q2.
Challenges and Changes:	<ul style="list-style-type: none">● The recruitment process has taken much longer than anticipated. One post started in September. The other post is about to be advertised.
Performance Indicators 01 April – 30 September 2019:	<ul style="list-style-type: none">● Number of ACSP referred to Social Work - 202● SDS Options of Carers: 186 x Option 2● SDS Options of Carers: 461 x Option 3
Working in Partnership:	<ul style="list-style-type: none">● We are engaging directly with the Carers Centre, including the Carers Forum to ensure design and delivery of short breaks is taking full account of carers views and those of the cared for person. This includes working together on the outcomes of the ACSP and YCS and the recruitment of Respite providers and delivery of the breaks.● We are actively engaging with existing and new carers in contact with the service to ensure ACSP or YCS is completed to ensure identification of outcomes and related support needs and response to these.
Service User Feedback (case studies):	<ul style="list-style-type: none">● Nothing to report this time

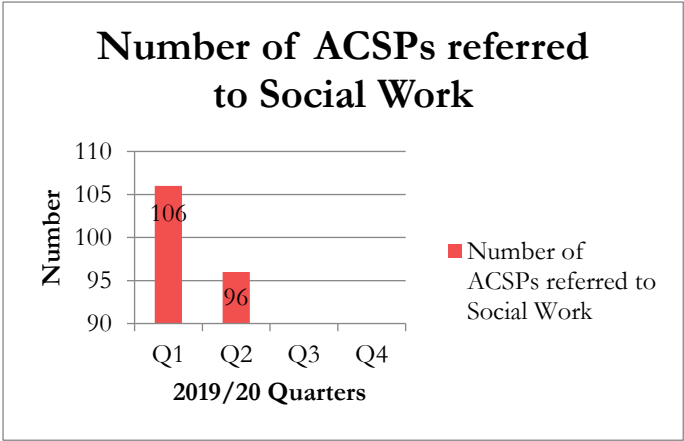


Figure 19 ACSPs referred to Social Work

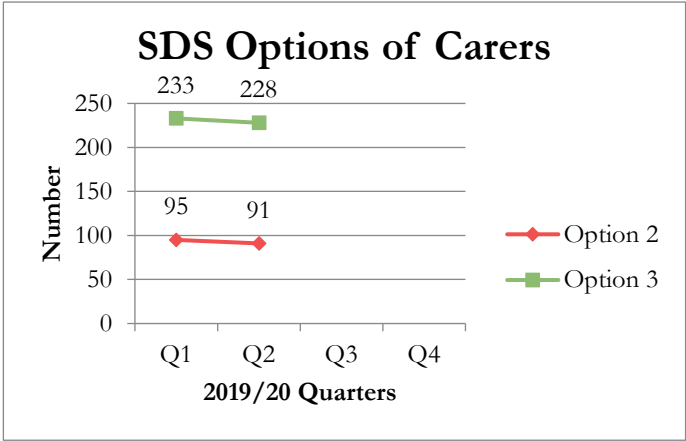


Figure 20 SDS Options

01 November 2019

Status Code Legend

- On Track: Project is on schedule ● High Risk: At risk, with a high risk of going off track
- At Risk: Milestones missed but date intact ● Off Track: Date will be missed if action not taken

The project is On Track the week of 30/09/19 -	<ul style="list-style-type: none"> ● A few initial challenges in the first months due to organisational and IT problems, which have now been resolved. ● The underspend is as a result of project not starting till June 2019.
Challenges and Changes:	<ul style="list-style-type: none"> ● Recording appointments was problematic but there is now a system in place.
Performance Indicators 01 April – 30 September 2019:	<ul style="list-style-type: none"> ● Number carers who accessed specialist advice – 312 ● Number of holistic benefit assessments – 312 ● Number of carers whose income has been maximized – 58 ● Number of Young Carers supported – 12 ● Client Financial gains recorded – £347,251
Working in Partnership:	<p>Referrals for the service to the Carers Centre are coming from Alzheimer's Scotland (dementia link workers) Social work, CLD (family support workers, working with young carers and families) JSP (identifying carers) FVRH, FDAMH and the Sensory Centre</p> <p>The Carer Centre operates a drop-in service with a support worker always on duty and referrals often come from these, in these instances where I am on the premises a situation can be dealt with first hand especially in emergency situations i.e. a benefit sanction, food bank referral.</p>
Service User Feedback (case studies):	<p>30% returned client satisfaction survey all of which were satisfied with the service they received and all said they would use the service again. Carers in the main access the service for benefit advice and assistance to claim benefits. In addition to helping Carers to improve their income, clients have said that the difference our advice made to them:</p> <ul style="list-style-type: none"> • Peace of mind • Ability to manage money • Improved relationships with family/friends <p>Clients continually express their appreciation of the service to carer support workers.</p>

Clients often drop by with thank you cards and occasionally biscuits to share with the staff to show their appreciation.

Help For Carers Case Study – Oct 2019

Carer is employed. His wife claims Personal Independence Payment enhanced rate for both components,

Client and his wife own their home with no mortgage. They receive 25% CTR due to the disability that affects his wife.

Clients wife has Dementia/Alzheimer's and he wants to know what benefits he would apply for when he has to give up work which he thinks may be soon giving the rate his wife's condition is deteriorating.

Client's wife has been unwell for a number of years before the onset of dementia and has not worked or claimed any job seeking benefits. Client said she did claim Carers Allowance a number of years ago for looking after her dad. Client was advised that she would not have sufficient National Insurance Contributions so she could not claim contribution based Employment and Support Allowance but we could complete a benefit check to find out entitlements, if any. Completed a benefit check which showed that there was no Limited Capability for Work -Work Related Activity premium on the claim.

Client advised that his wife should make an ESA claim and goes through the assessment process. She needs to get a sick line dated for the date to cover her claim. Although she will not be paid any money she will get National Insurance credits and when the client has to stop work and claims Universal Credit his wife will already be assessed as having Limited Capability for Work-Work Related Activity component and the premium will be applied to his Universal Credit claim.

On Case Review...

Client advised that he had stopped work and claimed Universal Credit giving them a monthly payment of £995.29 including the Limited Capability for Work-Work Related Activity premium.

Total financial gain to the client was £11,943.48 for the year.

Client also claimed Carers Allowance which gave a supplement of £452.40 for the year. Carers Allowance also gives him National Insurance credits towards his retirement as does the Limited Capability for Work-Work Related Activity premium for his wife.

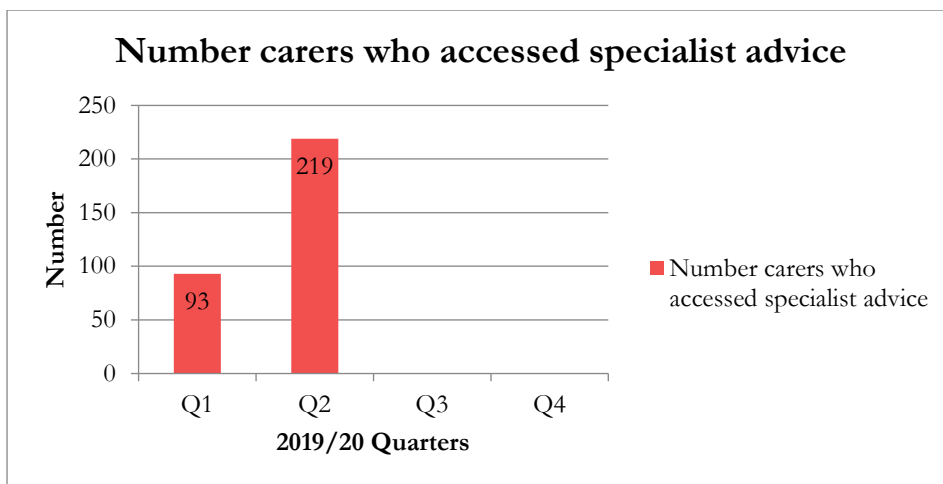


Figure 21 Specialist Advice

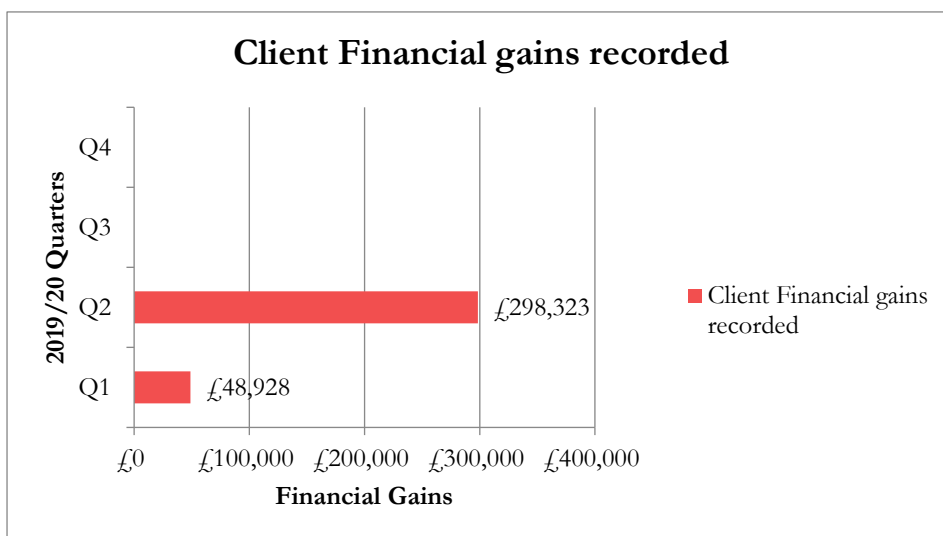


Figure 22 Financial Gains

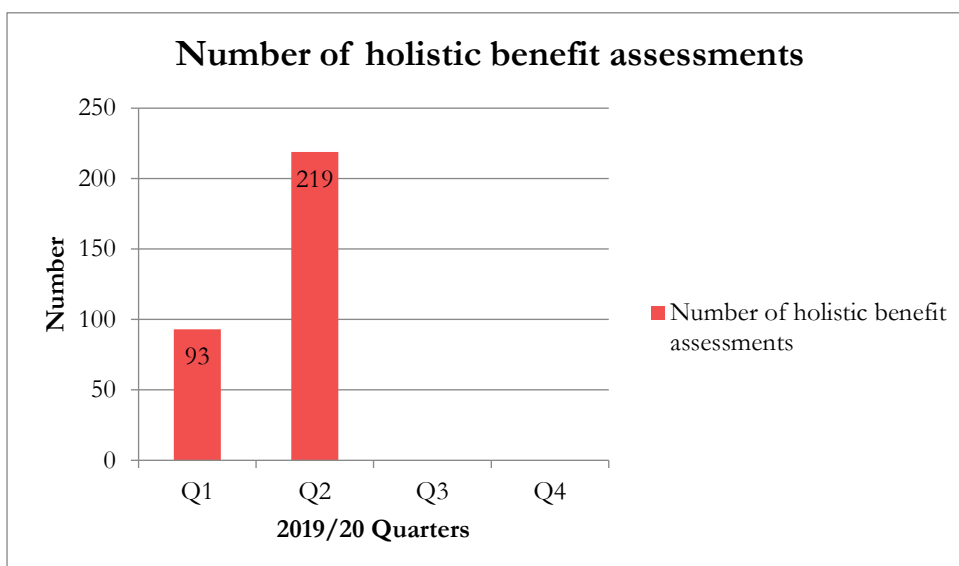


Figure 23 Holistic Benefit Assessments

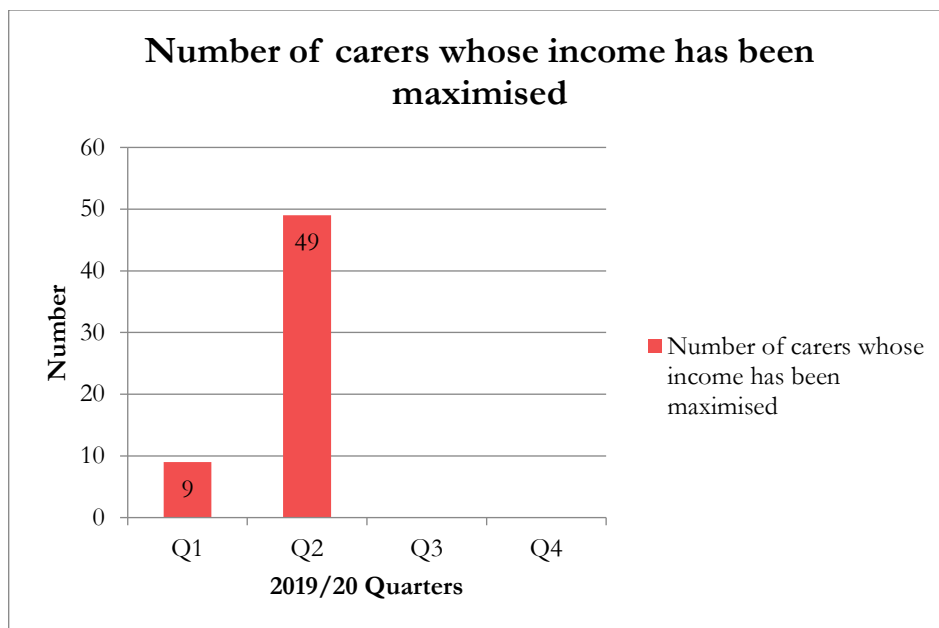


Figure 24 Income Maximisation

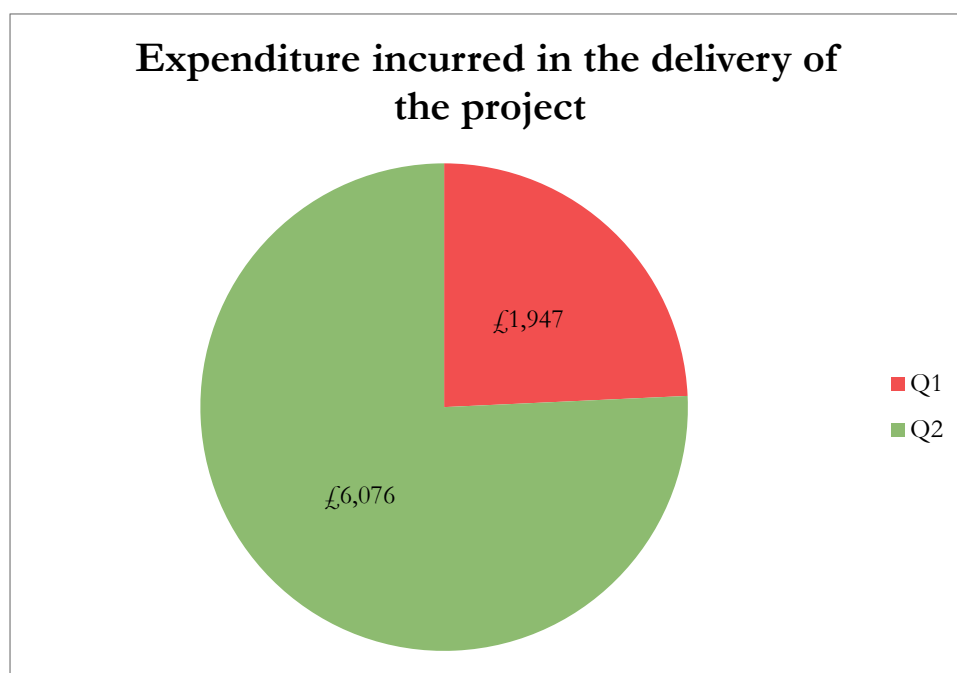


Figure 25 Project Expenditure

01 November 2019

Status Code Legend

- On Track: Project is on schedule
- High Risk: At risk, with a high risk of going off track
- At Risk: Milestones missed but date intact
- Off Track: Date will be missed if action not taken

<p>The project is At Risk: Milestones missed but date intact the week of 30/09/19:</p>	<ul style="list-style-type: none"> ● The post for the Adult Carers Support Worker was filled during this period. The recruitment, training and support in the process of embedding a new worker into the "new" role took considerable time for the family support service staff and manager.
<p>Challenges and Changes:</p>	<ul style="list-style-type: none"> ● Employment ceased within the reporting period and actions are in place to re-advertise and begin the recruitment process. However, in the short time the post has been filled there have been opportunities for partnership working and forging new links with sectors. Funding has provided the additional capacity to achieve this. ● The project provides more carers with the opportunity to access support at the right time, with the right people and brings carers together in psychoeducational groups or support groups to alleviate their distress, share and learn from other carers in similar circumstances. ● During the reporting period the Family and Carer Support Service provided 30 distinct tailored one-to-one support sessions, this is usually where the carer has reached breaking point and in need of sustained support. Other issues range from a crisis call from the carer to a simple request for specific information and advice. Where necessary, the Carers Support Worker will make home visits to families.
<p>Performance Indicators 01 April – 30 September 2019 (Q2 only):</p>	<ul style="list-style-type: none"> ● Number of families receiving one to one support – 61 ● Number of carers education courses – 1 ● Number of new carers identified – 21 ● Number of carers accessing support – 45 ● Number of tailored one to one sessions – 30 ● Number of training courses delivered – 2 ● Number of carers taking part – 11 out of 18 completed courses ● Number (and proportion) of carers who remain in work – Unknown ● Number (and proportion) of carers reporting improved personal wellbeing – 25 carers reporting improved wellbeing. 83.3%

Working in Partnership:	<p>FDAMH is working with partners, including The Carers Centre to record Adult Carers Support Plans in accordance with the rights enshrined in the Carers (Scotland) Act 2016 and developed locally with the funding of the Carers Support Worker post. As carers are an integral part of families there have been opportunities for joint working within the team and an opportunity to pool knowledge and share perspectives resulting in more efficient and effective case management and positive outcomes for both carers and cared for. Joint working was established within Woodlands Resource Centre and there is a carers information session programmed in for early November. Meetings have been set up with Mental Health Ward staff in Forth Valley Hospital and aim to offer carers information and a direct contact point with the carers support worker. Presentations to ward staff have been jointly done with the Carers Centre workers. The worker visited the social work team within Woodlands and links were developed to identify families and carers in need of community support services.</p>
Service User Feedback (case studies):	<p>Direct Support</p> <p>"Thank you so much, it's a new stepping stone to take."</p> <p>"Thank you for being patient, thanks again for the support."</p> <p>"Thanks so much for this information. O has contacted me and we've got the ball rolling!"</p> <p>"I don't know how I would have got through without the support you have given me"</p> <p>Carers Education Course</p> <p>During this period there has been 1 Carers Education Course. Offered to 15 people and completed by 10 in total. It comprises seven, weekly, two-hour sessions. These have proved very successful with a number of participants going on to attend the evening support group.</p> <p>The course focuses on providing appropriate information and advice to carers about mental health problems, exploring different coping strategies, gaining insight into their own responses to living with someone with mental health problems and provides an opportunity for them to discuss their own specific situations with others.</p> <p>feedback from the last course;</p> <p>I feel more positive in my caring role.....sometimes I have found I do not always take the time to think about how the person is really feeling when they behave in certain ways, though I do try to do this, I realised I don't do it as much as I thought, in recognising this it has resulted in me behaving differently</p> <p>I now have a greater knowledge and understanding of mental health and the impacts and a better insight into how my husband must be feeling.</p> <p>I am now calmer and not as hard on myself.</p> <p>I think I am better equipped to deal with things.</p> <p>Before the course I felt on my own and lost; now I feel supported and part of a group</p> <p>I have gained knowledge of my own feelings and how to deal with situations of crisis</p>

in a much calmer way.

Most helpful was just sharing experiences and realising you are not alone in feeling the way you do.

The trainers were knowledgeable, relaxed, put me at ease.

The trainers were very understanding and helpful, fantastic!

Mindfulness training Course

This was a mixed course and 12 participants have been offered places. This is an 8-week course facilitated by the family and Carers Support service staff. Began in this reporting period only.

Expenditure incurred in the delivery of the project

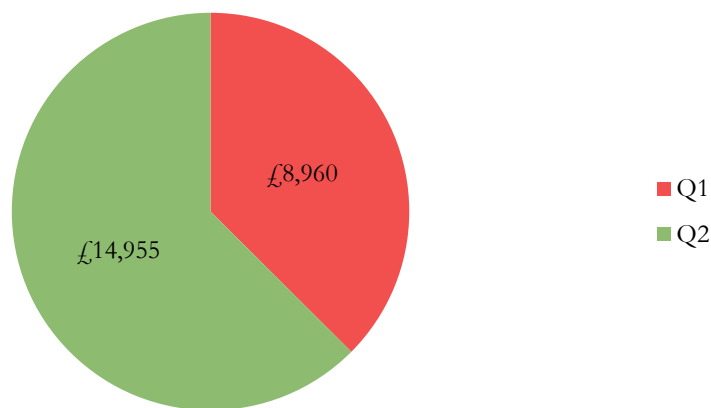


Figure 26 Expenditure Incurred

Contact Information

For further information contact:

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Current Performance Indicators

The table below shows available performance data for Adult Carer Support Plans and Young Carer Statements.

Measure	Q1	Q2	Q3
Number of contacts with adult carers in relation to individual support	N/A	N/A	1473
Number of individual adult carers supported	N/A	N/A	473
Number of new adult carers supported	N/A	N/A	135
Number of Adult Carer Support Plans offered to carers	149	165	137
Number of Adult Carer Support Plan offers which were completed	146	156	102
Number of Adult Carer Support Plans referred to Social Work	N/A	N/A	80
Number of young carers supported	N/A	N/A	126
Number of new young carers supported	N/A	N/A	32
Number of Young Carer Statements offered	25	18	22
Number of Young Carer Statements which were accepted	18	9	14
Number of Young Carer Statements referred to Social Work	0	0	0

NB: The Carers Centre have been using a new database for recording and have been aligning their recording/reporting systems to the Carers Census and other reporting requirements. This has resulted in some changes to the stats they are able to produce. Therefore Q1 & Q2 have some "N/A" entries.