



FALKIRK CARERS STRATEGY

Getting it Right for Carers in Falkirk

2019 – 2022



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FOREWORD

We are pleased to present the Falkirk Carers Strategy: Getting it Right for Carers in Falkirk 2019 -2022, which has been developed in full recognition of the role and contribution carers make, not only to the person they care for but also to our communities. Our support and appreciation for carers and young carers in Falkirk is fundamental to ensuring that those in need of care receive it when required.

As part of our joint work to enhance support for carers, this strategy outlines our current range of services, as well as our commitment to improve support to all carers in Falkirk. We are working with carers to develop an easy ready version of this strategy.

We have a wide range of services and support already in place and we will be looking to build on this as we implement this strategy. However, to meet the requirements of the new Carers (Scotland) Act 2016 and ensure we meet their needs, we will continue to engage with carers and those they care for to develop the advice, information and support that will make a difference to them.

We will continue to work with everyone with an interest in the Falkirk area to ensure the delivery of this strategy.

Patricia Cassidy
Chief Officer,
Health and Social Care Partnership

Sara Lacey
Chief Social Work Officer/Head of Children's Services Social Work

Strategy on a Page

Everyone has freedom to live their own lives while they are caring.

Everyone has freedom to live their own lives while they are caring.							
INFORM	SUPPORT			INVOLVE			
Equal	Safe & Resilient	Supported	Empowered	Involved / Included	Confident & Successful	Recognised & Valued	Listened to
Adult Carers Young Carers Young Adult Carers	Information Training Short Breaks	Financial / SDS Short Breaks Carers Centre	Information Training	Carers Forum IJB Representation Stakeholder Engagement	Information Training Groups & Activities	Carers Forum IJB Representation Stakeholder Engagement	Approachable Contactable Consultation
Equal Partners in Care (EPiC Principles)							
<ul style="list-style-type: none"> Carers are identified. Carers are free from disadvantage or discrimination relating to their role. 		<ul style="list-style-type: none"> Carers are supported and empowered to manage their caring role. 		<ul style="list-style-type: none"> Carers are fully engaged in the planning and shaping of services. 		<ul style="list-style-type: none"> Carers are enabled to have a full life outside of caring. 	<ul style="list-style-type: none"> Carers are recognised and valued as equal partners in care.
Getting it Right for Every Child (GIRFEC)							
SAFE HEALTHY		NURTURED	RESPONSIBLE	INCLUDED ACTIVE	ACHIEVING		RESPECTED
Falkirk HSCP Strategic Plan Outcomes							
EXPERIENCE		SAFE	STRONG SUSTAINABLE COMMUNITIES		SELF MANAGEMENT		EXPERIENCE
Priority Areas of Focus							
Carers Employability (Carer Positive)	Reduce impact of caring on health and wellbeing	Developing Community Support	Reduce impact of caring on health and wellbeing	Care Involvement in Hospital Discharge	Preventative Support	Identifying Hidden Carers	Transition Pathways
Transition Pathways	Breaks from Caring	Market Shaping	Emergency Planning				
Identifying Hidden Carers	Emergency Planning	Breaks from Caring					

SECTION 1 – WHY DO WE NEED A STRATEGY?

1.1 Background

The previous Carers Strategy in Falkirk was a Forth Valley Integrated Carers Strategy, which was developed in partnership across the whole Forth Valley area by social care, health and partner organisations. This predated the formation of the health and social care partnerships in April 2015.

Falkirk Health and Social Care Partnership (HSCP) delivers integrated health and social care services on behalf of Falkirk Integration Joint Board (IJB), and consists of the Local Authority, NHS Forth Valley, Third and Independent sectors, who work together to provide effective and joined up services.

This Falkirk Carers Strategy has been developed by Falkirk HSCP and Falkirk Council (Children's Services) in partnership with Falkirk and Clackmannanshire Carer's Centre and CVS Falkirk.

1.2 Why we need a strategy

Why supporting carers matters?

Supporting carers is important in order to:

- support their human rights
- protect their health and wellbeing
- enable them to provide/continue care if they are willing and able
- ensure that more people can be cared for at home
- sustain the health and social care sector
- support the economy

The social, human rights and economic case for supporting carers can be summarised in the following flowchart:

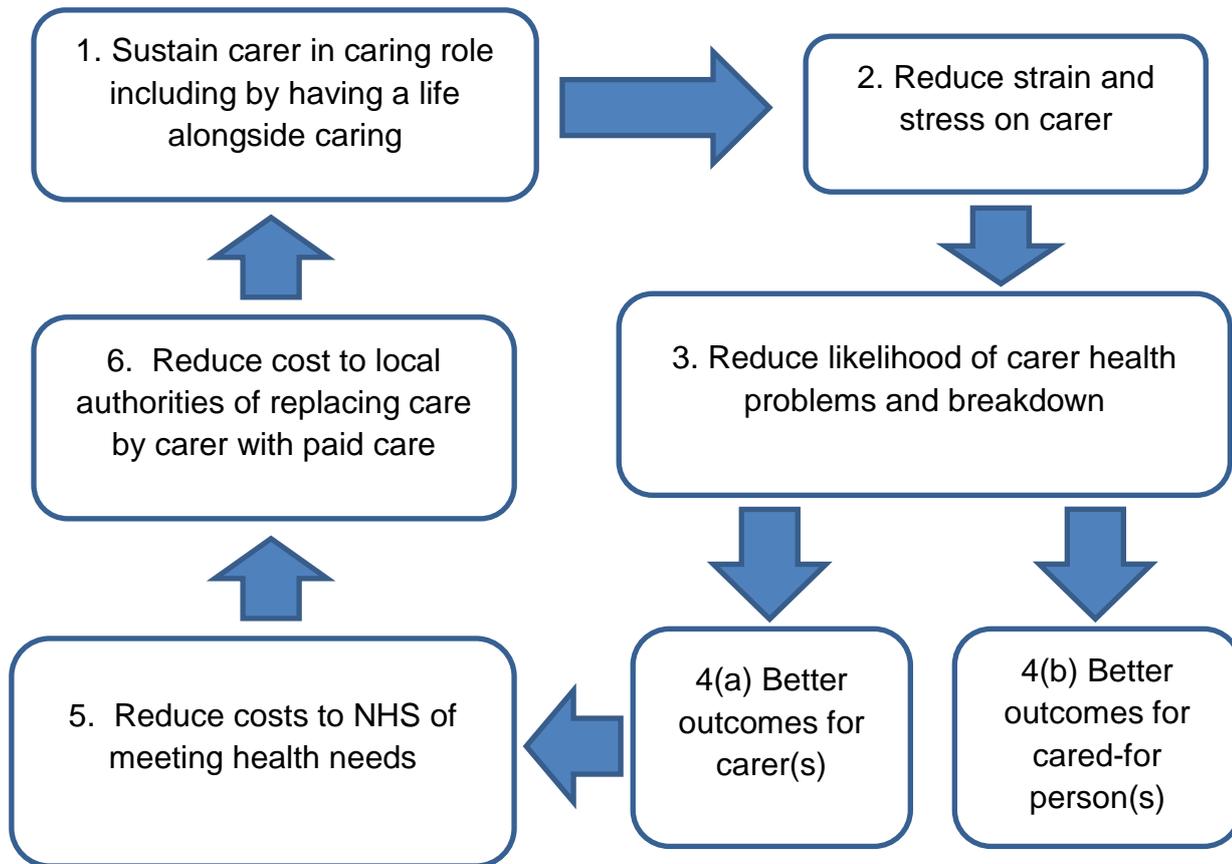


Figure 1: Rationale for Carer Support [Source: Carers (Scotland) Act 2016 National Implementation Plan 2018-20]

1.3 Key Legislative and Policy Drivers

National Policy Context

There have been a number of key strategies and legislation in the past decade that have shifted the focus for carers, putting them at the forefront in the drive to move support for the cared for person back into the community rather than in an institutional setting.

Key national policies include:

- Social Care (Self Directed Support) (Scotland) Act 2013
- Children and Young People (Scotland) Act 2014
- Public Bodies (Joint Working) (Scotland) Act 2014

National Health and Wellbeing Outcomes

In 2016 the Scottish Government introduced a suite of 9 National Health and Wellbeing Outcomes. The National Health and Wellbeing Outcomes are high-level statements of what health and social care partners are attempting to achieve through Integration and ultimately through the pursuit of quality improvement across health and social care.

The following national health and wellbeing outcome relates specifically to carers:

- *“People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.”*

However, as carers are also citizens, the full list of National Health and Wellbeing Outcomes are equally important.

They are:

- **Outcome 1:** People are able to look after and improve their own health and wellbeing and live in good health for longer
- **Outcome 2:** People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community
- **Outcome 3:** People who use health and social care services have positive experiences of those services, and have their dignity respected
- **Outcome 4:** Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services
- **Outcome 5:** Health and social care services contribute to reducing health inequalities
- **Outcome 6:** People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being
- **Outcome 7:** People using health and social care services are safe from harm
- **Outcome 8:** People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide
- **Outcome 9:** Resources are used effectively and efficiently in the provision of health and social care services

Local Context

This Carers Strategy builds on the following local plans:

- **Falkirk Health and Social Care Partnership (HSCP) Strategic Plan 2016-19** - The [Strategic Plan](#) set out how services were to be delivered across Falkirk over the three year period. The Plan was developed using feedback from a number of meetings and events with service users, carers, community groups, members of the public and staff. The new updated Strategic Plan 2019-22 will be published at the same time as this Carers Strategy (April 2019). Priorities have been aligned for both these documents.
- [Children’s Services Plan 2017-22](#) - This Service Plan sets out the actions which will support the delivery of the strategic priorities and outcomes, as well as the financial and human resources deployed to achieve these. The Plan outlines improvement projects to transform and improve the way Children’s Services work, to ensure that services provided are fit-for-purpose and represent best value.

A full list of national and local policies relating to carers can be found in the appendices.

1.4 Carers (Scotland) Act 2016

The Carers (Scotland) Act 2016 is a law that came into effect on 1 April 2018, which enhances the rights of carers in Scotland. The Act recognises the valuable role that carers play in supporting people with care needs as a result of illness or disability.

The purpose of the Act is to ensure better and more consistent support for adult carers and young carers so that they can continue to care, if they so wish, in better health and have a life alongside caring.

Key Provisions of the 2016 Act

A summary of the key provisions is provided below:

- **Section 6** – a new duty on local authorities to prepare an Adult Carer Support Plan (ACSP) for anyone they identify as a carer, or for any carer who requests one.
- **Section 12** – a new duty on local authorities to prepare a Young Carer Statement (YCS) for anyone they identify as a young carer, or for any young carer who requests one.
- **Sections 9 and 15** set out the range of information that an ACSP and YCS must contain.
- **Section 21** – a duty on local authorities to set local eligibility criteria for carer support
- **Section 24** – a duty on local authorities to provide support to carers that meet local eligibility criteria
- **Section 25** – a duty on local authorities to consider option of breaks from caring when undertaking support planning.
- **Sections 27 to 30** – a requirement that local authorities and health boards involve carers in carers' services, and to involve carers in hospital discharge planning.
- **Section 31** – a duty on local authorities and health boards to prepare a carers strategy for their area.
- **Sections 31 to 33** – a requirement that local authorities and health boards prepare publish and review a local carer strategy, including what that strategy must set out.
- **Section 34** – a duty on local authorities to establish and maintain advice and information services for carers.
- **Section 35** – a duty on local authorities to produce a short breaks services statement.

Statutory Guidance

[Statutory Guidance](#) was produced to accompany and support the implementation of the Carers (Scotland) Act. 2016.

Local Eligibility Criteria

Sections 21 and 22 of the 2016 Act set out the duty on each local authority to set and publish local eligibility criteria.

Section 21(2) defines local eligibility criteria as follows:

“local eligibility criteria are the criteria by which the local authority must determine whether it is required to provide support to carers to meet carers’ identified needs.”

Falkirk’s [Framework for Local Eligibility Criteria for Unpaid Carers](#) was co-produced with local carers and published in April 2018.

There are three aspects to eligibility:

1. the **criteria** that determine it
2. the **thresholds** that must be passed to trigger it
3. the **support and/or services** that follow it.

The framework sets out best practice for the first two aspects only. It does not attempt to define the support services or type and amount of support service a carer would be entitled to. This is because each carer's situation is different and support must be tailored to each individual.

Carers Charter

As required by section 36 of the Act the Scottish Government have prepared a Carers' Charter, setting out the rights of carers under the Act.

Carer Rights

As set out in the Carers' Charter, these include:

- The right to be involved in services
- The responsible local authority must offer a carer support plan to anyone who identifies as carer.
- The right to be involved in the hospital discharge process – either planned or unscheduled admission.
- Involvement in the hospital discharge must happen whether or not the person moves from hospital to their normal home, including further treatment or rehab.
- *'Each health board must ensure that, before a cared-for person is discharged from hospital, it involves you in the discharge of the cared-for person.'*

1.5 Who is a Carer?

Anybody can become a carer at any time in their life and sometimes for more than one person. They can be any age, from young children to older people. Some carers provide an intensive amount of support over a long period of time. For others, it may be providing help for a short period of time. They do not need to be living with the person they care for to be considered a carer. Carers are not paid workers although some can receive welfare benefits associated with their caring role (e.g. Carer's Allowance). Each carer's circumstances are different, and they may have a number of commitments which impact on their caring role.

Unpaid Carers are the largest group of care providers in Scotland, providing more than the NHS and local authorities combined. [The Valuing Carers 2015](#)¹ report estimates the economic value of the contribution made by carers in Falkirk as £337 million per year. Research from Carers UK suggests that three in five people will be carers at some point in their lives and it is important to consider the intensity of the caring role as well as the overall impact of caring on the carer, including health and wellbeing. However, caring can be a rewarding experience too. Supporting Carers was identified as one of the priorities within the [Falkirk Integrated Strategic Plan 2016-2019](#)² and continues to be a priority in the updated [Strategic Plan for 2019-2022](#).

The "cared-for person" can often be a family member, friend or neighbour. They can be young or old and have a range of care needs from support within the home, to help with getting out and about and seeing other people, to care and support needed at the end of someone's life. Some cared-for people may have multiple care and support needs, and some people with care and support needs may also be caring for someone else.

¹ <https://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

² Page 15, Section 3.3 of the Strategic Plan

Many people providing care do not identify themselves as a 'carer'. They are, first and foremost, a husband, wife, partner, son, daughter, brother, sister or friend, who is undertaking care and support, which they may see as an integral part of their relationship with the cared-for person. There may be multiple carers within caring relationships.

There are, however, some communities of carers we know little about, most notably: refugees, asylum seekers, black and minority ethnic groups, including travelling communities and carers who have disabilities of their own, including learning disabilities. As carers come from a variety of different cultures and circumstances, the approaches we take to support them must also be diverse.

For the purposes of the legislation and this strategy, the term carer refers to all those people providing unpaid care.

Definition of a Carer

The Carers (Scotland) Act 2016 defines a carer as:

“an individual who provides or intends to provide care for another individual (the 'cared-for person')”

A carer is 'a person of any age who provides unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without the carer's help due to frailty, illness, disability or addiction' (Scottish Government, 2016).

Adult Carers

The Carers (Scotland) Act 2016 defines an adult carer as:

An “Adult Carer” is someone who is 18 years old or over and not a Young Carer.

Young Carers

The Carers (Scotland) Act 2016 defines a young carer as:

A “Young Carer” is someone who is under the age of 18, or over 18 but still at school.

The Getting it Right for Every Child (GIRFEC) approach means that services work together to ensure young carers are supported to achieve positive outcomes. It builds on the support they receive from their families, local communities and universal services. GIRFEC aims to ensure the needs of children and young people are identified at an early stage through assessment and planning. The needs and rights of young carers under 8 years old will be supported using the GIRFEC approach.

Young Adult Carers

[Carers Trust Scotland](#) defines Young Adult Carers as:

Young adult carers are young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction.

In Falkirk, the Young Adult Carers Project is for young people aged between 16 and 25 whose lives are affected by caring for a family member who has: a disability, illness, mental health issues or an addiction.

The level and type of care undertaken by a young adult carer varies according to their individual circumstances.

The Young Adult Carers Project is run by Falkirk and Clackmannanshire Carers Centre, and supports young people to have a positive future.

1.6 Identifying Carers

Caring touches almost every family in Falkirk, and it is impossible to predict who or when someone will become a carer and the impact it will have on them.

Identifying oneself as a carer might only happen when the intensity of the caring role increases to the point that it has a significant impact on the carer's life, for example health and wellbeing, giving up employment to care. Furthermore, there may be reluctance among some carers to identify themselves as carers and make their needs known due to fear or anxiety of what this could mean for them. This is particularly relevant for young carers and carers of people with, for example, mental illness or the effects of substance misuse.

Previous work identified through the Carers Strategy for Scotland 2010-2015, highlighted that:

- "Practitioners in the NHS and local care professionals are best placed to identify carers through their contacts with patients and their families."
- "Integrating carer identification into the core professional role of health and social care professionals supports effective carer identification and signposting to support."

This simplified diagram shows the positives and challenges of Scotland's changing demographics.

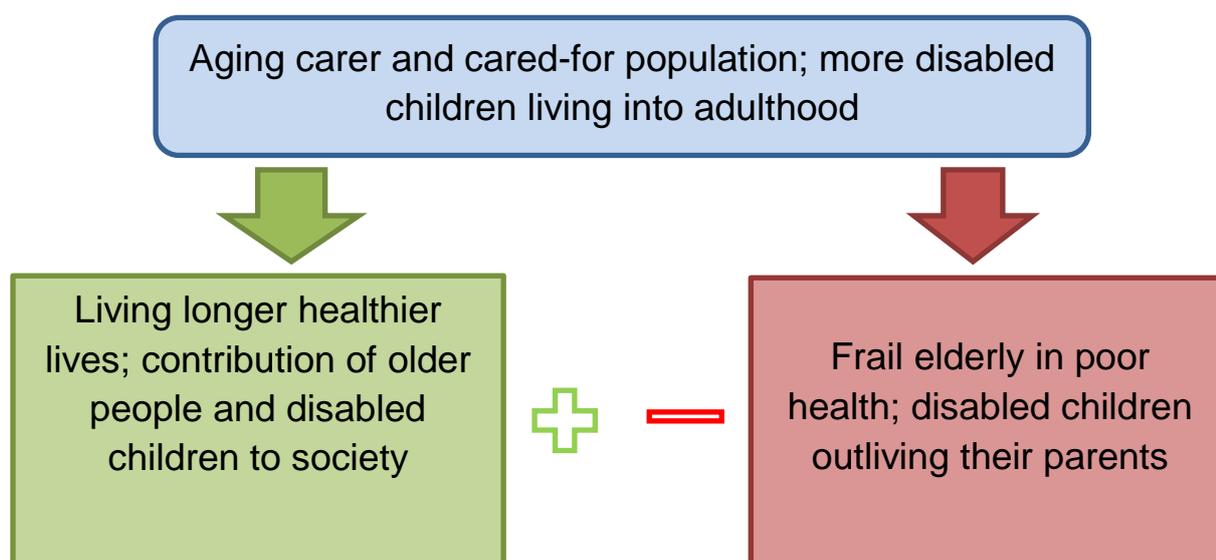


Figure 2: Scotland's changing demographics [Source: Carers (Scotland) Act 2016 National Implementation Plan 2016-2019]

1.7 Carers Stories

The following carer stories illustrate the impact of caring on two carers and provide examples of support that might help the carer to continue in their caring role.

Case Study 1 – Frances

Frances is 20 and cares for her mum who has cancer. She provides continuous care, although they have some help from the local hospice. She had to give up her college course and has no income. She is exhausted and depressed and has no idea how she will continue to cope. The hospital support

worker contacts the Carers Centre to arrange for her to have an Adult Carer Support Plan which identifies that:

- Caring is causing significant impacts on her mental health.
- She is exhausted and wants to be able to have a break from caring and spend time with her friends.
- She wants to return to education but does not know how she will be able to manage education and caring.
- She is really worried about finances. Although her Mum gets ESA, she does not receive any other benefits.

Using the model criteria

- Frances's health is at significant risk of breaking down.
- She has few opportunities to have a break.
- She has no opportunities for education.
- Her finances are precarious.

Frances meets the high threshold on this model across a number of areas and therefore the local authority has a duty to support her. This could include providing a regular break, maximising her income and helping her plan to return to education.

Case Study 2 – Joe

Joe cares for his mother who lives with him and his family. She has dementia as well as a physical disability which means that she needs personal care. She is really very frail now and although there is some paid care in place, it doesn't always work out because of her dementia as this makes her anxious around strangers. This meant that Joe and his wife were providing the vast majority of the care and support. As a family they hadn't had a break for some time and Joe, in particular, was feeling really tired and run down. There was a significant chance that the caring relationship could break down. Family has always been very important to Joe's mother, and the prospect of his mother being in a care home while the family had a break did not appeal.

Using the local eligibility criteria

Joe meets the high threshold for support in relation to needing a break.

- Joe was given a budget for a short break which he used to rent an adapted cottage on the coast which had a ramped entrance and an accessible shower room. The cottage was close to other family members who did not live close enough to Joe to visit regularly.
- Joe invited the rest of the family to spend time with them during the break. This included 2 grandchildren which delighted his mother as she loves spending time with children.
- This meant that Joe and his family were able to have a break supported by other family members. His mother was able to enjoy time with people she hadn't seen for some time and especially enjoyed time with the children.

Joe's Adult Carer Support Plan includes short breaks funding so that Joe can plan ahead and ensure he and his wife receive the breaks they need.

SECTION 2 – WHERE ARE WE NOW?

2.1 Falkirk Carers Act Implementation Group

The Falkirk Carers Act Implementation Group (CAIG) is a multiagency steering group, with representatives from Falkirk HSCP, Falkirk Council's Children's Services, CVS Falkirk and the Falkirk and Clackmannanshire Carers Centre.

The initial work of the CAIG focussed on preparations for the Act coming into force on 1 April 2018.

This included the:

- Development and publication of local [Eligibility Criteria](#) (April 2018)
- Development of Adult Carer Support Plan (ACSP), Young Carer Statement (YCS) and associated assessment processes
- Completion of an [Unpaid Carers Needs Assessment](#) (see summary later in this section)
- Mapping of short break resources and publication of the Falkirk Short Breaks Services Statement (December 2018)
- Establishment of enhanced access to support by producing Adult Carer Support Plans (ACSP) and Young Carer Statements (YCS) for carers

2.2 What do we know about carers in Falkirk?

Assessment of Demand for Support

Part 5 of the Carers (Scotland) Act 2016 covers local carer strategies and sets out the duty of each local authority and relevant health board to prepare a local carer strategy. Section 31(2)b states that the local carer strategy must include an assessment of the demand for support to relevant carers. Assessing current and future demand is not an exact science and many factors will determine demand.

In March 2018, Falkirk HSCP published a detailed [Unpaid Carers Needs Assessment](#) in preparation for implementation of the 2016 Act. The assessment provided an overview about carers in Falkirk, as well as current service provision. It also considered factors that will impact on demand for support and has supported the development of the Carers Strategy.

This section provides a summary of key points from the Unpaid Carers Needs assessment:

- There may be over 22,000 carers aged 16+ providing unpaid care in Falkirk. This is based on Scotland-level estimates from the Scottish Health Survey 2012/13 that 17% of all people aged 16+ having a carer responsibility (22,274 in Falkirk based on 2016 population estimates). This is higher than the 14,752 carers aged 16+ who were counted via the 2011 Census.
- The Scotland's Carers 2015³ report considers 17% of the adult population (16+) as the best estimate of the number of carers in Scotland. This would mean that there could be as many as around 7,500 (7,522) 'hidden' adult carers in Falkirk.

³ This refers to the Valuing Carers Scotland 2015 report.

- The Scottish Health Survey (SHes) 2012/13 estimate that 4% of children aged 4-15 are carers. If the situation in Falkirk is similar to that of Scotland there may be around 860 (864) children aged 4-15 who act as a carer for someone. This is higher than the 304 carers aged under 16 years, who were counted via the 2011 Census. If taken as the best estimate of the number of young carers (children aged 4-15) there could be as many as 560 ‘hidden’ young carers in Falkirk.
- Although based on the latest mid year population estimates using 2013 mid year population estimates yield similar results (21,905 carers 16+ and 843 aged 4-15).

CARERS

Indicators	Data Type	Central	East	West	Falkirk Partnership	Scotland
Total Population 1	Count	44,500	67,136	47,744	159,380	-
% of People who provide unpaid care - 0-19 hours	%	4.8%	5.5%	5.3%	5.2%	5.2%
% of People who provide unpaid care - 35+ hours	%	3.4%	3.5%	3.4%	3.4%	3.3%

Calculated using datazone level data from the 2011 Scotland Census.

2.3 What support is currently available to carers in Falkirk?

Carers have a right to support in order to meet their ‘eligible needs’

The Carers (Scotland) Act 2016 requires that the responsible local authority must provide support to any carer who has identified needs (which meet local eligibility criteria) that cannot be met through support provided to the person being cared for, or through general local services.

There are a range of services provided by third sector and statutory services, currently available in the Falkirk area, including advice, information, various support options, respite and short breaks. There is also a range of community based support available to carers including leisure and recreational facilities, libraries and further education opportunities.

The list below, while not exhaustive, provides an illustration of the information and support services that are already in place in Falkirk providing the foundation for meeting the requirements of the 2016 Act and identifying opportunities for developing further support for carers.

Falkirk & Clackmannanshire Carers Centre

The Carers Centre aims to ensure that carers of all ages are recognised, valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside caring.

Support is provided to carers of all ages throughout the Falkirk area by a team of carer support workers and young carer workers based in the Carers Centre in Falkirk, Forth Valley Royal Hospital and Falkirk Community Hospital.

The Carers Centre raises awareness about the services they deliver by:

- Delivering talks, participating in events, etc.
- Producing Carers Centre promotional resources, including newsletter and e-bulletins
- Disseminating information via website and social media

The Carers Centre ensures that professionals are aware of their role in: identifying carers; providing carers with information, including their right to an Adult Carer Support Plan and Young Carers Statement; involving carers as equal partners; and referring carers to the Carers Centre, by:

- Providing workforce learning opportunities for professionals about carers needs and rights and the services delivered by the Carers Centre
- Working in partnership with other organisations and individuals to facilitate the provision of services that meet the needs of carers

The Carers Centre ensures that carers are identified and provided with information, support and involvement opportunities by:

- Promoting the early identification of carers and referral to the Carers Centre
- Providing information to individual carers about the services delivered by the Carers Centre and other organisations that support carers
- Developing, promoting and delivering a programme of Care with Confidence sessions for carers at the Carers Centre and in local communities
- Offering carers an Adult Carer Support Plan (ACSP) or Young Carers Statement (YCS)
- Preparing ACSPs and YCSs
- Providing individual support for carers to help them achieve the outcomes they identify as important to them
- Providing support to young carers in school
- Providing access to short break for all individual carers/families through grants or Respite or organised outings
- Providing a range of group support activities and events
- Providing a programme of health and wellbeing activities
- Providing carers with access to Welfare Benefit information and support through CAB
- Issuing Forth Valley Carers Cards and Young Carer Authorisation Cards
- Providing and promoting a range of opportunities for carers to have their say in service design and planning (including Carers Centre services) Representing carers at local strategic planning groups
- Providing support to the Carers Representative on the Integration Joint Board (IJB)

The Carers Centre measures whether carers feel valued, able to look after their own health and wellbeing, and empowered to have a life of their own outside caring by:

- Carrying out reviews with individual carers to monitor changes in the impact of their caring role, as identified in their ACSP.

Falkirk District Association for Mental Health (FDAMH)

[FDAMH's Family Support Service](#) is for families experiencing difficulties in relation to mental ill health. When a person is diagnosed with a mental illness, it does not only affect the individual; partners, spouses, siblings, and carers may all be in need of support. Family members may worry that their entire family will be judged or discriminated against. They may be cut off from the social support they would otherwise expect when a relative is, for example, physically ill.

Providing support for families caring for people with a mental illness improves outcomes for all concerned. The service gives families direct access to a support worker, offering an understanding and knowledge of mental illness, helping reduce stress and anxiety, whilst building resilience.

The project offers a wide range of support to families:

- Support and information to individuals and families to increase their awareness of mental ill health for adults and children, whilst assisting in reducing the levels of stress being experienced.
- Information appropriate to children's stage of development.
- Assistance for families and individuals to build on their own strengths and encourage the development of positive coping strategies.

- Encouragement for individuals/families to reduce isolation and promote social inclusion and participation in family and community life.
- Improvements to family functioning and communication by promoting choice and positive change.
- Signposting to other relevant services.
- Information on families' and carers' rights.
- Individual, group and peer support opportunities.

This service is, confidential, free and available to all families in the Falkirk and District area who require support.

[Source: FDAMH.Org]

More information can be found on FDAMH's website: <https://www.fdamh.org.uk/carers-families/>

Alzheimer's Scotland

Alzheimer's Scotland's [Carer Training Programme](#) is a training and information support specifically for family carers of people with dementia. The programme is based on research, which suggests that information and skills training can be as helpful in reducing carer stress as counselling and support groups.

The training is designed in consultation with carers, ensuring that the information provided is appropriate to their needs, whilst also acting as a good source of peer support.

A typical course may include:

- What is dementia? Looking at the various conditions which cause the symptoms of dementia, prevalence, risk factors, and new medications.
- Promoting communication. Why communication is difficult; is communication possible with everyone? Alternative forms of communication.
- When behaviour challenges us. What causes behaviour that challenges us? Recognising and understanding behaviour as a form of communication. Responding to behaviour that challenges.
- Legal issues and dementia. Financial and welfare issues, powers of attorney, wills, trusts, legal issues surrounding payment for long-stay care.
- Promoting continence. What is incontinence? Environmental 'blocks' to incontinence; practical management issues; continence products available - what they are and how to use them.

Other topics which have proved popular and are often included in courses are:

- Welfare rights
- Local services available for carers and their relatives
- Medication and dementia
- Activities in the home
- Life History work
- Looking towards long-stay care
- Remaining involved after long-stay care
- Stress management for carers
- Assertiveness for carers
- First Aid

[Source: alzscot.org]

Crossroads

Crossroads Caring Scotland is one of the country's leading voluntary sector providers of support for carers and their families. Established as a charity in Scotland in 1978, they provide support services across Scotland, helping people to live independently at home.

You can find out more on their website:

<https://crossroads-scotland.co.uk/>

2.4 What is the process for getting support?

Carer Support Plans

As a result of the Carers (Scotland) Act 2016, all carers have the right to an Adult Carer Support Plan (ACSP) or Young Carer Statement (YCS).

What is an Adult Carer Support Plan?

The Adult Carer Support Plan contains a variety of information about individual carer's circumstances and their caring role. It must contain information about:

- the nature and extent of the care provided and the impact on wellbeing and day-to-day life;
- the extent to which the carer is able and willing to provide care;
- emergency and future care planning, including any arrangements that are in place;
- what 'personal outcomes' matter to each carer in order to help them continue with their caring responsibilities, to have a life alongside caring, and to improve health and wellbeing;
- support available to carers if they live in a different local authority area from the cared for person ;
- whether support should be provided as a break from caring;
- support available to locally;
- any support which the responsible local authority intends to provide ;
- and the circumstances in which the Adult Carer Support Plan is to be reviewed.

Young carers have a right to a Young Carer Statement

The Young Carer Statement will contain a variety of information about your own circumstances and caring role. It must contain information about:

- the nature and extent of the care provided and the impact on wellbeing and day-to-day life;
- the extent to which each young carer is able and willing to provide care;
- whether the responsible authority thinks that it is appropriate for the young carer, as a child or young person, to be a carer
- emergency and future care planning, including any arrangements that are in place;
- what 'personal outcomes' matter to each young carer in order to continue to provide care, where that is appropriate, to have a life alongside caring, and to improve health and wellbeing;
- whether support should be provided as a break from caring;
- support available locally;
- any support which the responsible authority intends to provide ; and
- the circumstances in which the Young Carer Statement is to be reviewed.

When a young carer reaches 18 years of age, the Young Carer Statement will continue until an Adult Carer Support Plan is provided. If a young carer does not wish to continue providing care, they can choose not to have an Adult Carer Support Plan. They may also refuse an ACSP but still continue to provide care.

2.5 Consultation and Engagement

Carers have a right to be involved in services

Part 4 of the Act relates to carer involvement. Carers must be involved in the planning, shaping, delivery and review of services. This includes involvement in the development of the local Carer Strategy. Section 27 states that local authorities and health boards must:

- involve carers in planning the carer services they provide
- involve carers in assessing their needs for support and providing that support
- take carers' views into account in assessing the needs of the person being cared for
- consider the views of carers and carer representatives when preparing and reviewing short breaks services statements.

In order to inform the development of the Strategy and its Action Plan, we have sought the views of carers across Falkirk. The Carers Act Implementation Group includes representatives from Falkirk HSCP, Falkirk Council Children's Services, CVS Falkirk and Falkirk and Clackmannanshire Carers Centre.

In addition, we held an online public consultation during January and February 2019, as well as three public consultation events, where we sought the views of carers. One event was during the day, and the others were in the evening for young carers and adult carers.

It is estimated that approximately 32 carers were directly able to provide their views on what is important to them, during the consultation period.

All carers consulted agreed that the priority areas we had identified were the correct ones. They all agreed that the strategy includes the right information on the support carers need to carry out their role. They also all agreed that the strategy uses the correct terminology and that it uses language that is accessible to carers.

Carers were a valuable source of information, and it is intended that similar events will be repeated, throughout the lifespan of this strategy, to test how we are doing with its implementation, as well as providing the opportunity to revise the Action Plan as necessary.



Figure 3: Carers Strategy Map (Chevron Diagram)

2.6 Carer Awareness of Carers (Scotland) Act 2016

Survey of Carers in Scotland: Awareness of Carers (Scotland) Act Summary of Key Findings for Falkirk

In November 2018, the Coalition of Carers in Scotland (COCIS) conducted a short [Survey](#) to find out whether unpaid carers in Scotland were aware of the Carers (Scotland) Act, and of the enhanced and extended rights within the new legislation.

The survey asked the following questions:

- Are carers aware of the Carers (Scotland) Act 2016?
- Are carers aware of their rights within the Carers (Scotland) Act 2016?

All 35 of the carers from Falkirk who responded to the survey were adult carers over the age of 18. COCIS received no responses from young carers under the age of 18 from Falkirk.

Falkirk Carers Awareness of the Carers (Scotland) Act 2016

- All 35 carers responded to the question about whether they were aware of the Carers (Scotland) Act.
- 46% of the carers in Falkirk who responded had never heard of the Carers (Scotland) Act 2016
- Only 14% of the carers from Falkirk said that they knew about the Carers (Scotland) Act 2016
- The remaining 40% had heard of the 2016 Act, but weren't sure what it meant.

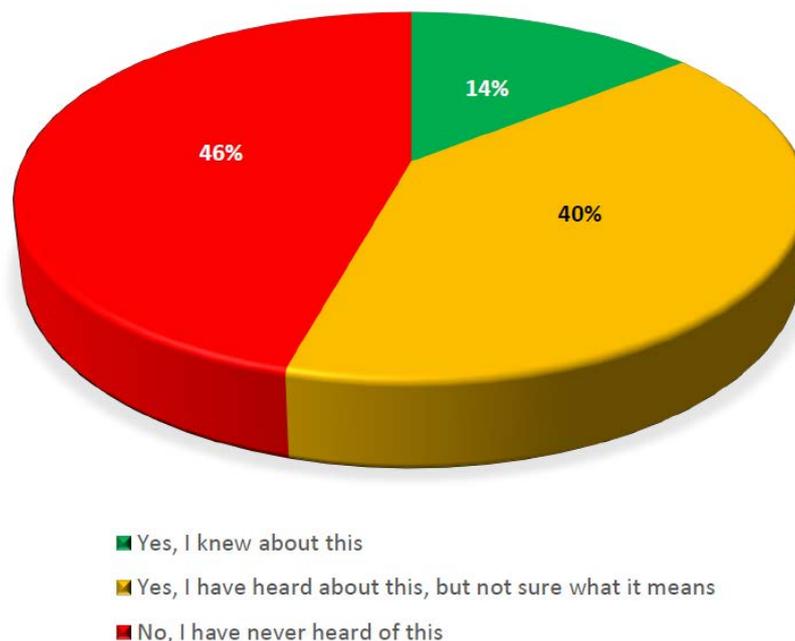


Figure 4: Falkirk Carer Awareness of the 2016 Act [Source: Coalition of Carers in Scotland (COCIS) Survey of Carers (Falkirk)]

Summary of Findings

While this is a small sample, the survey shows that we still have much to do to raise awareness of the Carers (Scotland) Act 2016, how this affects the rights of carers and what support is available in Falkirk. The findings provide a marker for progress, moving forward with our strategy.

SECTION 3 – WHERE DO WE WANT TO BE?

3.1 Vision, Principles and Values

Vision

The Falkirk Carers Act Implementation Group had a facilitated workshop to agree the vision for the Strategy. Implementation Group members discussed what was important to carers, staff and wider stakeholders. At this meeting, the following vision statement was put forward by a carer and chosen by the Group to represent the vision for the Strategy.



Figure 5: Falkirk's Vision for Carers

Our vision, ***“Everyone has freedom to live their own lives while they are caring”*** links to the vision of the [Falkirk Health and Social Care Partnership \(HSCP\)'s Strategic Plan](#):

“To enable people in Falkirk to live full and positive lives within supportive communities.”

Principles and Values

The principles and values of this Carers' Strategy have strong links to the [Falkirk HSCP's Strategic Plan](#), the Getting it Right for Every Child (GIRFEC) policy and the Equal Partners in Care (EPiC) Principles.

Strategic Plan

The Falkirk HSCP's Strategic Plan 2016-19 pledges to:

- Recognise and value carers as equal partners in care
- Support and empower carers to manage their caring responsibilities with confidence, in good health and enable them to have a life of their own outside of caring

- Fully engage carers as participants in the planning and shaping of services required for the service user and the support for themselves
- Ensure that carers are not disadvantaged, or discriminated against, by virtue of being a carer
- Recognise and support the needs of any young carers who are caring for an adult.

Source: Falkirk Health and Social Care Partnership Strategic Plan 2016-19 –an updated version will be published in April 2019

Getting it Right for Every Child

The GIRFEC approach:

- **is child-focused.**
It ensures the child or young person – and their family – is at the centre of decision-making and the support available to them.
- **is based on an understanding of the wellbeing of a child.**
It looks at a child or young person’s overall wellbeing – how safe, healthy, achieving, nurtured, active, respected, responsible and included they are – so that the right support can be offered at the right time.
- **is based on tackling needs early.**
It aims to ensure needs are identified as early as possible to avoid bigger concerns or problems developing.
- **requires joined-up working.**
It is about children, young people, parents, and the services they need working together in a coordinated way to meet the specific needs and improve their wellbeing.

GIRFEC is for all children and young people because it is impossible to predict if or when they might need extra support.

[Source: <https://www2.gov.scot/Topics/People/Young-People/gettingitright/what-is-girfec/foundations>]

Equal Partners in Care (EPiC) Principles

Underpinning the vision and values stated throughout this strategy, are the Equal Partners in Care (EPiC) Principles.

EPiC is a joint NHS Education Scotland (NES) / Scottish Social Services Council (SSSC) project to support workforce learning about carers and young carers.

Core Principles for Working with Carers and Young Carers have been developed. These are based on six outcomes for carers and outline the knowledge and skills workers need to work with carers to achieve them.

1. Carers are identified.
2. Carers are supported and empowered to manage their caring role.
3. Carers are enabled to have a life outside of caring.
4. Carers are fully engaged in the planning and shaping of services.
5. Carers are free from disadvantage or discrimination relating to their role.
6. Carers are recognised and valued as equal partners in care.

The following wheel diagram shows carers at the centre, with each segment containing key themes from the vision-setting meeting in bold and carer support services underneath. The Carer Centre straplines: Inform, Involve, Support are shown at appropriate sections of the wheel.

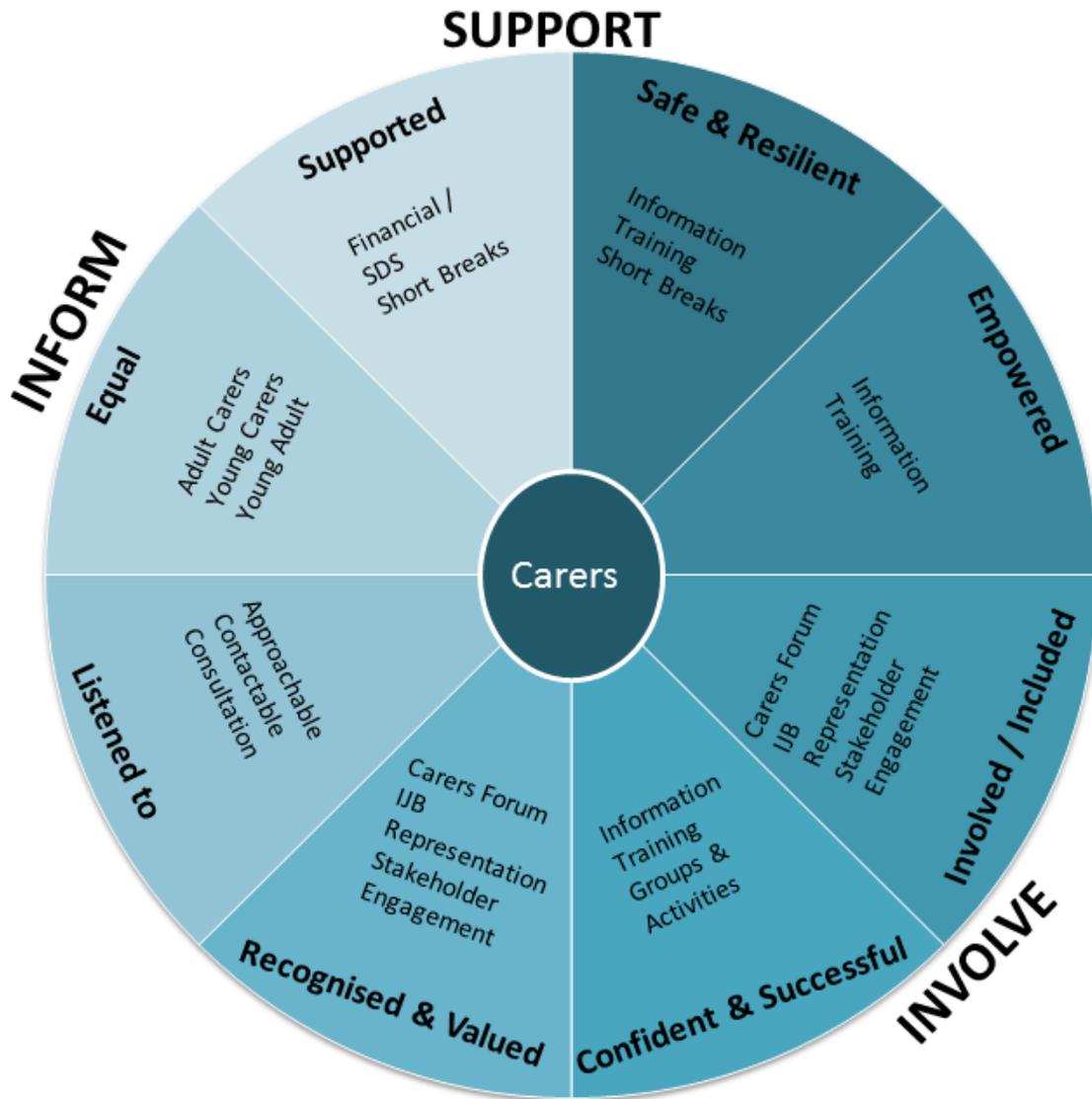


Figure 6: Falkirk's Carer Strategy Wheel

3.2 Our Commitment

The following table links our vision (where we want to be) to the principles and values that we recognise are important to carers, and the priority areas that we've identified. The table also illustrates how we are linking to other strategies.

Our commitment is to work with carers to deliver the following:

Everyone has freedom to live their own lives while they are caring.							
INFORM	SUPPORT			INVOLVE			
Equal	Safe & Resilient	Supported	Empowered	Involved / Included	Confident & Successful	Recognised & Valued	Listened to
Adult Carers Young Carers Young Adult Carers	Information Training Short Breaks	Financial / SDS Short Breaks Carers Centre	Information Training	Carers Forum UB Representation Stakeholder Engagement	Information Training Groups & Activities	Carers Forum UB Representation Stakeholder Engagement	Approachable Contactable Consultation
Equal Partners in Care (EPiC Principles)							
<ul style="list-style-type: none"> Carers are identified. Carers are free from disadvantage or discrimination relating to their role. 		<ul style="list-style-type: none"> Carers are supported and empowered to manage their caring role. 		<ul style="list-style-type: none"> Carers are fully engaged in the planning and shaping of services. 		<ul style="list-style-type: none"> Carers are enabled to have a full life outside of caring. 	<ul style="list-style-type: none"> Carers are recognised and valued as equal partners in care.
Getting it Right for Every Child (GIRFEC)							
SAFE HEALTHY	NURTURED	RESPONSIBLE	INCLUDED ACTIVE	ACHIEVING	RESPECTED		
Falkirk HSCP Strategic Plan Outcomes							
EXPERIENCE	SAFE	STRONG SUSTAINABLE COMMUNITIES	SELF MANAGEMENT	EXPERIENCE			
Priority Areas of Focus							
Carers Employability (Carer Positive)	Reduce impact of caring on health and wellbeing	Developing Community Support	Reduce impact of caring on health and wellbeing	Care Involvement in Hospital Discharge	Preventative Support	Identifying Hidden Carers	Transition Pathways
Transition Pathways	Breaks from Caring	Market Shaping	Emergency Planning				
Identifying Hidden Carers	Emergency Planning	Breaks from Caring					

Figure 7: Vision to Action Table

We will work with carers to deliver the outcomes, using the Adult Carer Support Plans and Young Carer Statements.

3.3 Priority Areas for Development

Following the Needs Assessment and subsequent consultation and engagement with carers, we have identified the following areas for development:

- Reduce Impact of Caring on Health & Wellbeing
- Carers Employability (Carer Positive)
- Developing Community Support
- Market Shaping – build on Respitability, creative breaks, new commissioning approaches etc.
- Breaks from Caring
- Emergency Planning
- Carer Involvement in Hospital Discharge
- Preventative Support
- Transition Pathways

- Identifying hidden carers
- Transport

3.4 Reduce Impact of Caring on Health and Wellbeing

It is well evidenced and recognised that caring for someone can lead to increased stress and anxiety for carers and families. Carers often express this during assessment for the person they are caring for and when completing their ACSP/YCS. Our commitment is to work with carers of all ages to develop support that reduces the impact of caring as far as possible.

This will include:

- Provision of advice, support and training.
- Provision of health and wellbeing activities.
- Provision of short breaks (described fully in later section)

During our Carers Strategy Consultation, young carers agreed that their caring role has a significant impact on their mental health. This is because the responsibility of being a young carer adds to the worries and stresses associated with being a young person and coping with school, peer issues, social media etc. They feel that the mental health impact for young carers is not fully appreciated, and they need more people to talk to without feeling self-conscious and judged.

3.5 Carer Employability

We recognise the importance of carer employment, skills development and lifelong learning, and aim to take the following steps to help carers remain in employment while they are caring:

- Review Carer's Leave policies in partner organisations
- Commit to improve compliance with Carer Positive
- Seek ways to work with local businesses to raise awareness of carers and promote a Carer Positive ethos.

3.6 Developing Community Support

Carers may be supported in various ways, many of which won't involve replacement care or formal services but instead can be different types of community support. For example accessing leisure facilities, local gardening groups, libraries, clubs or anything that provide a break from the caring role while meeting personal outcomes.

On an on-going basis, we will explore other opportunities for community support options, and build relationships across the Partnership area to access these.

Some examples of local community support are:

Carer Support Groups

Local carer groups provide an opportunity for carers to meet up, share information and have a short break from caring. Falkirk and Clackmannanshire Carers Centre provides a range of regular support groups and one-off activities for carers both at the Centre in Falkirk and in community locations including Bo'ness, Polmont and Larbert.

Other local and national organisations offer support groups for carers and/or the person they care for including, but not limited to, Falkirk & District Association of Mental Health (FDAMH), Alzheimer's Scotland and Headway Falkirk.

Respitality

'Respitality' (Respite + Hospitality) provides a unique way for Carers Centres and the Scottish Hospitality sector to work together to provide short breaks for carers.

The hospitality sector gifts short breaks to carers through the Carers Centre. Gifts may include overnight stays, days out, dinner reservations, spa days, beauty treatments – whatever gift the business chooses to donate.

Examples of breaks that have been offered previously are afternoon tea at Callendar House, swimming sessions at the Mariner centre, and Gala Bingo sessions.

We aim to work with more organisations within the local hospitality and tourism sector to enable more carers to have breaks while helping to raise the profile of local businesses.

Falkirk Community Trust

We have started working in partnership with Falkirk Community Trust to increase access to Trust facilities and services for carers. We aim to build on this initial work to also enable carers and the people they care for to use their short break budgets directly with the Trust.

3.7 Breaks from Caring

A Short Break is any form of service or assistance which enables the carer(s) to have periods away from their caring routines or responsibilities. This was previously referred to as respite.

The purpose is to support the caring relationship and promote the health and wellbeing of the carer, the cared-for person, and other family members affected by the caring situation.

Breaks for Young Carers

Young Carers have access to Creatives Breaks through the Young Carers Project at the Carers Centre. Creative Breaks provide time away from home for a few hours a week, and can take the form of cinema passes, gym memberships or organised activities.

Short breaks provide opportunities to do fun activities, make new friends and learn new skills. Family breaks are important to many young carers. This is often something they have missed out on.

During our Carers Strategy Consultation, the Young Carers Group emphasised the importance of making sure young carers are aware that they can access support, including short breaks. The young carers felt that they should be offered more short break options and shouldn't have to choose between taking individual breaks or family breaks.

Developing Short Breaks Provision in Falkirk

We will continue to increase the range of short breaks through a variety of options:

- Local authority - in response to eligible support need
- Regulated care provision including regulated care provision by care and support workers and within care homes
- Flexible community based short breaks
- Respitality – partnership between carers and the hospitality industry
- Creative Breaks
- Universal – making access to all services and supports in the community easier for carers and the people they care for.

Short Breaks Services Statement

The Carers (Scotland) Act 2016 requires local authorities to prepare and publish a statement setting out information about short breaks services available for local carers and those that are cared for.

Falkirk's Short Breaks Statement was published in December 2018, and it can be found [here](#).

3.8 Emergency and Future Planning

The purpose of this is to continue to support carers to plan for the future by considering how they, and the cared-for person, would want to access support in an emergency e.g. the carer becomes unwell is and is unable to provide care for a while.

We can:

- Continue to improve anticipatory care planning and future planning.
- Continue to use all available evidence-based tools, such as RESPECT or the Enable Emergency Planning Template.
- Continue to work with a range of providers.
- Continue to work with carers to help them build their confidence and manage their anxieties, so that they are better equipped to cope in a crisis situation.
- Continue to develop the use of Carer Cards.
- Work with schools to ensure young carers know how they will be supported if an emergency situation arises and develop a clear pathway for this.

3.9 Carer Involvement in Hospital Discharge

Carers have a right to be involved in the process for hospital discharge of the person they are or are going to be caring for.

Current arrangements

Falkirk and Clackmannanshire Carers Centre has Carer Support Workers employed specifically to support carers at hospital discharge. These workers liaise with health and social care staff and carers to support carers through the discharge process, and also to help carers complete their ACSP/YCS, and signpost/refer on to other support services, as appropriate.

Section 28 of the 2016 Act

Under Section 28 of the 2016 Act, each health board must ensure that, before a cared-for person is discharged from hospital, it involves the carer in the discharge planning for the cared-for person.

This means that if the cared-for person is admitted to hospital; the health board must take appropriate steps to:

- inform the carer as soon as it can about when the person they care for is to be discharged;
- invite carer views about the discharge: and take carer views into account when planning the discharge (as far as 'reasonable and practical').

Carer involvement in the hospital discharge process must happen whether or not the cared for person moves from hospital to their normal home. There may be circumstances where they move from hospital to, for example:

- a care home;
- another NHS facility for further treatment or rehabilitation; or
- in the case of mental health patients, to a lower security hospital.

Section 28 Funding

A successful application was made to the Scottish Government to support compliance with the statutory duty to involve carers in hospital discharge (Section 28). The funding is for 1 year, and it is for the whole of the Forth Valley area.

This project will be overseen by a sub-group of the Carers Act Implementation Group, which will report progress back to CAIG. The sub-group will have representatives from health, social care and the Carers Centres from across Forth Valley.

The scope of the resource is yet to be decided. However, it is anticipated that the resource will be used for awareness-raising and staff training, as well as looking at the pathways, processes, systems and data recording.

3.10 Preventative Support

Carers who are eligible for support funded by the local authority can choose how to access that support using any of the four Self-Directed Support Options.

These are:

1. **Direct Payment** – this is a cash payment to enable the person to purchase the support they need. The person must be willing and able to manage the payment and provide appropriate information relating to expenditure and support.
2. **Individual Service Fund** – this is where the person directs the use of the available budget by choosing the services to be purchased. Payment is made directly to the provider(s) on behalf of the person.
3. **Arranged Services** – this is where the person instructs Social Work Services to make arrangements for service provision to meet the agreed outcomes. These services will be purchased using any existing contractual arrangements.

Mixed option – this is where the person chooses more than one of the above options for different parts of their support.

On the following page there is a diagram taken from our local eligibility criteria, which illustrates the different stages of assessment.

Stage 1 and 2 (middle and bottom) are designed to support a preventative approach, to ensure carers are supported to maintain a caring role.

Stage 1: Pre-assessment - Universal services and support are those generally provided to the public at large (e.g. leisure and recreation facilities, support groups, neighbourhood networks). Universal services can help carers enjoy the same opportunities as everyone else.

Stage 2: Assessment, Adult Carers Support Plan/Young Carers Statement - Targeted services and support are usually provided in the community where people need additional support to enable them to access a break. They may be specially commissioned and designed to meet local needs.

Stage 3: Post Assessment Support - Specialist services and support would include the range of specialist short break services and support which can cater for cared-for people with more complex care requirements. These people might not be able to access the more universal or inclusive type short breaks.

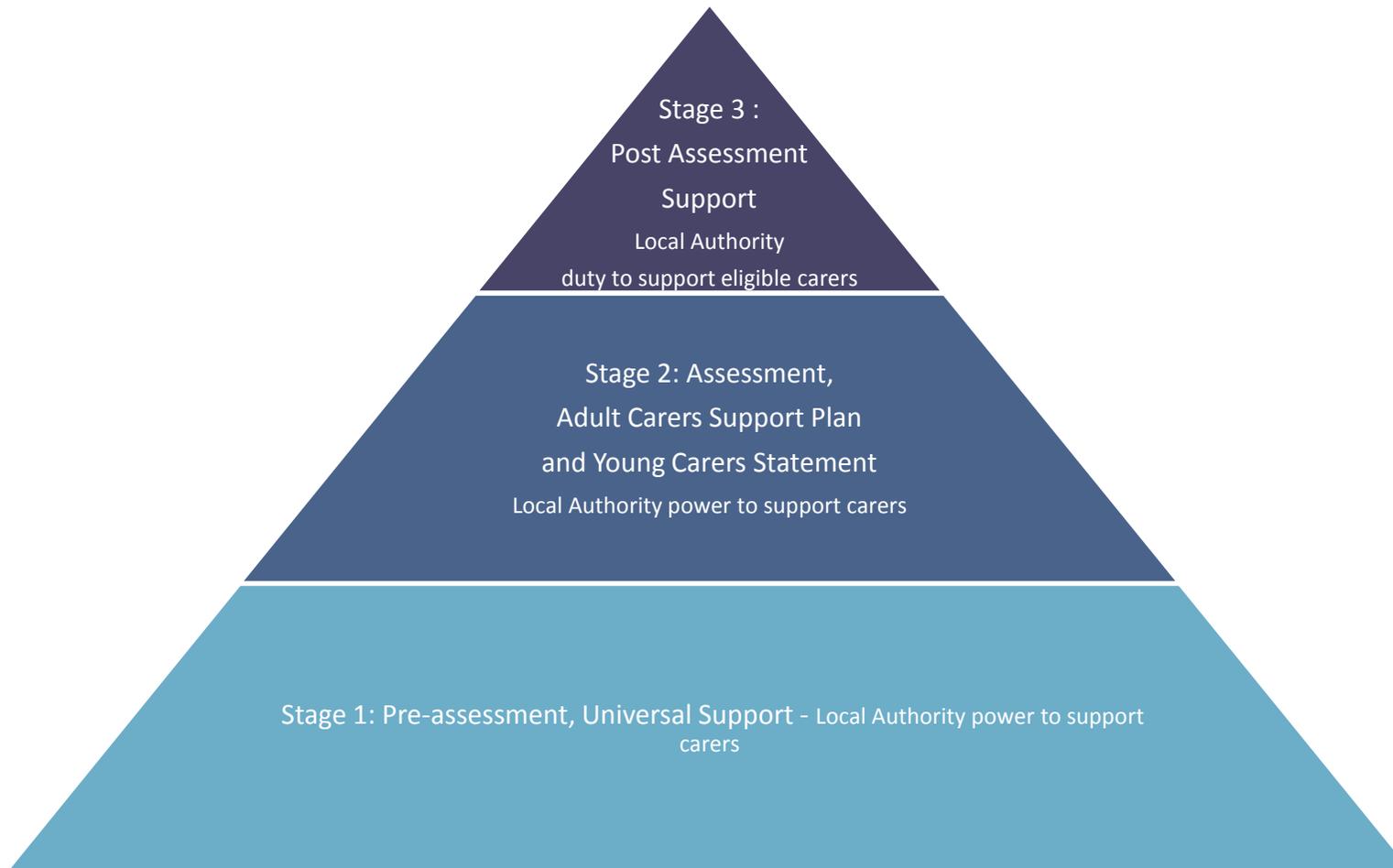


Figure 8: Local Eligibility Criteria Assessment Tiers

Specialist services and support (top tier of triangle) are likely to require local authority funded services.

3.11 Transitions

There are various key stages where transitions happen in the course of the caring role. Carers regularly tell us that transitions can cause them additional stress and anxiety. These transition periods may require additional support, and this must be considered when we are developing our pathways.

- Pre-school age young carer to school-age young carer
- Young Carer to Young Adult Carer
- Parent to Carer
- Carer of a child to carer of an adult
- Carer providing palliative/end of life care
- Carer bereavement
- Employment to part time working or full-time caring

Our commitment is to recognise the different stages and transitions for carers, to improve our understanding of these and to work with carers to develop the right support, at the right time, which enables carers to continue to provide care that is manageable with confidence. It should be noted that transition work can be linked to emergency and future planning.

3.12 Terminal Illness, Palliative Care and End of Life Support

Scottish Government Ministers are consulting on the Regulations to be put in place for preparing Adult Carer Support Plans and Young Carer Statements for carers of people with a terminal illness. The Scottish Government has defined terminal illness, for the purposes of the 2016 Act, as follows:

“ a cared-for person is terminally ill at any time if at that time the person suffers from a progressive disease and death in consequence of that disease can reasonably be expected within 6 months”.

[Marie Curie](#) provides an explanation of palliative and end of life care as follows:

What is palliative care?

Palliative care is treatment, care and support for people with a life-limiting illness, and their family and friends. It's sometimes called 'supportive care'.

The aim of palliative care is to help you to have a good quality of life – this includes being as well and active as possible in the time you have left. It can involve:

- *managing physical symptoms such as pain*
- *emotional, spiritual and psychological support*
- *social care, including help with things like washing, dressing or eating*
- *support for your family and friends.*

What is end of life care?

End of life care involves treatment, care and support for people who are nearing the end of their life. It's an important part of palliative care.

It's for people who are thought to be in the last year of life, but this timeframe can be difficult to predict. Some people might only receive end of life care in their last weeks or days.

End of life care aims to help you to live as comfortably as possible in the time you have left. It involves managing physical symptoms and getting emotional support for you and your family and friends. You might need more of this type of care towards the end of your life.

Carers of people who are terminally ill will be entitled to have their ACSP or YCs produced as a matter of priority. This is good practice but will be enshrined in the legislation by Scottish Ministers. Falkirk Council, Falkirk HSCP and NHS Forth Valley will work with carers to ensure that their ACSP/YCS is produced as a matter of priority, when it is accepted or requested by a carer, and at a pace that suits the individual carer.

3.13 Bereavement Support

We will continue to develop our bereavement support to carers.

Falkirk and Clackmannanshire Carers Centre provides support for up to two years following the bereavement of the cared for person. They have also recently introduced a 'Seasons for Growth' programme for carers who have suffered a loss.

3.14 Identifying Hidden Carers

We will continue to explore ways of raising awareness of the 2016 Act and remain committed identifying and supporting carers from all groups to ensure we meet our statutory responsibilities. In particular we will:

- Explore and develop how we reach hidden or hard to reach carers by engaging with communities and organisations e.g. [MECOPP⁴](#), that will help us reach minority groups of carers, including travelling communities, BME communities, LGBT+ communities etc.
- Increase the number of carers from hidden or hard to reach groups, accessing ACSP/YCS and associated support.

3.15 Transport

We are committed developing our understanding of the variety of issues carers face when attempting to travel around the Falkirk area, including with the person they care for. These include issues for carers living in rural parts of Falkirk, carers relying on public transport for day to day needs, hospital visits and appointments and social and leisure activities. This includes issues faced by young carers.

⁴ Minority Ethnic Carers of People Project (MECOPP)

SECTION 4: HOW DO WE GET THERE?

4.1 Resources to Support the Strategy

The following activities will underpin our commitment in our Action Plan (see Section 5).

Support for carers:

We will:

- Ensure we continue to deliver a range of advice, support and information services through all partners
- Support the provision of specialist welfare benefits and money advice for all unpaid carers.
- Develop transitional and ongoing support for carers at different stages in their lives.
- Support young carers who are more likely to be living in poverty/deprivation and with poor mental health and wellbeing.

Training and education, information

We will:

- Continue to disseminate information resources and training for carers, young carers and professionals.
- Produce operating procedures for all staff to ensure carers are sign posted to the most appropriate level of support
- Continue to develop the programme of training for carers across Falkirk
- Continue the delivery of workforce training and raising awareness of unpaid carers issues across the Falkirk area
- Provide specific young carer awareness training for professionals from health, education and social services.
- Increase equality and accessibility for young carers living in rural and remote areas.
- Deliver health promotion/improvement opportunities to all carers

Raising awareness

We will:

- Further develop carer involvement mechanisms in the Partnership
- Develop carer friendly materials on what the Carers (Scotland) Act 2016 means and where to access support advice and information
- Continue to promote the uptake of Adult Carer Support Plans and Young Carer Statements.
- Ensure the continued involvement of carers in service design and development to ensure their needs are represented at strategic and operational planning levels
- Continue to improve workforce development and awareness

Improving performance and quality:

We will:

- Conduct a Strategic Commissioning Review to consider what services will be required going forward.
- Commission services to meet the requirements of the 2016 Act over the period of the strategy
- Introduce a performance management process that reflects the Carers Census Data requirements
- Ensure carers needs inform the development of the Falkirk Partnership Carers Strategy.
- Improve performance management and quality improvement processes in relation to delivering the carers agenda.

- Develop a Performance Management system that takes account of a personal outcomes approach and implementation of the 2016 Act.

4.2 Carer and Workforce Training

Training for Carers – Carers Centre

Care with Confidence

‘Care with Confidence’ information sessions provide opportunities for carers to develop their skills and knowledge to help them in their caring role and build their confidence. The sessions also support and encourage carers to look after their own health and wellbeing.

A regular programme of sessions is delivered in an informal way that ensures there are opportunities for social interaction and peer support for the carers who attend. Sessions are delivered at the Carers Centre in Falkirk and, depending on demand, can also be delivered in local community locations.

Sessions are publicised in the ‘Latest News’ section of the Falkirk and Clackmannanshire Carers Centre website, Facebook page and via Twitter.

Workforce Support and Development

While recognising the length and breadth of knowledge and experience in our workforce, there is a need to drive real change in approach to identify and support carers. This should be within the context of workforce support and development programmes across health, social care and education, together with an added carer-specific element.

It will be essential that workforce development includes staff within schools as well as staff in health and social care services and in the third sector. This is because education staff have a crucial role in identifying young carers.

4.3 Systems Support & Development

Social Work

The IT system for Adult and Children’s Social Work Services is being replaced in 2019-20. This includes both case record and finance systems. The new system will be capable of recording the required information for Adult Carer Support Plans and Young Carer Statements. This will support the process of carer assessment, identification of eligible support need, allocation of carer budgets and support planning for carers. It will also enable the Carer Census Data to be recorded appropriately and submitted to Scottish Government as required.

A pathway for carer support is being developed within Social Work Services to streamline the process for Adult Carer Support Plans and Young Carer Statements to ensure an appropriate response is provided.

Additionally, Children’s Services are planning to develop an app for young carers, through [ViewPoint](#).⁵ This app can be customised to suit the requirements of Falkirk Council and the Health and Social Care Partnership, and can be co-designed by the young carers. The app could potentially raise awareness among young carers and encourage young carers to ask for help through

⁵ The Viewpoint Organisation works to improve the participation and engagement of children and young people in decision making: both individual decision making about their care and well-being and more general decision making about the effectiveness of service provision.: <https://www.vpthub.com/>

completion of an assessment questionnaire, which could be linked to the Young Carer Statement. The app can provide helpful information to young carers and signpost them to appropriate services, as well as other useful tools and resources. Children's Services actively use The ViewPoint services already and this will be an extension of those services within current resources.

Education

Over the course of this Strategy work will continue to ensure that systems within Education can support the identification of young carers in line with the Carers Act, GIRFEC and the Integrated Assessment Framework ensure that Young Carer Statements are offered, and that outcomes are recorded and support provided as appropriate.

Carers Centre

The Carers Centre was successful in securing funding from the Carers Act Transformation Support Fund, provided by the Scottish Government, to purchase a new database. The new database will record the information required when producing Adult Carer Support Plans and Young Carer Statements and will comply with the reporting requirements of the Scottish Government's Carers Census.

NHS Forth Valley

As part of the work being funded by Scottish Government (Section 28 funding) pathways for identification of carers, recording in line with Carer Census will be developed. Adjustments need to be made to electronic systems to enable appropriate recording.

4.4 Leadership

Engaging Leadership

We will develop 'Engaging Leadership', a model developed by Beverly Alimo-Metcalfe that enables organisations to build leadership capacity. Engaged leaders are visible and involved with a clear vision and energy. They have the ability to communicate this to others and motivate and inspire them by taking every opportunity to create better outcomes.

Why do we need Engaging Leaders?

It embeds a culture of innovation and readiness for change while creating an environment where people can be more productive and motivated. Paying attention to the decisions we make, the courage and fairness with which we act are vital to success. We will match the values of the Strategy with the actions we take by doing – not just saying. We will lead the process of thinking and acting differently.

We will:

- Be honest and consistent and act with integrity – by listening and acting in a way that promotes trust, fairness and equality.
- Establish networks of people capable of developing sustainable ideas and solutions.
- Focus on identifying and growing success rather than a never ending cycle of problems and weaknesses.
- Grow respect through 'lived' values and performance.
- Value participation in the formulation of ideas.
- Empower people as an important part of building change capacity and developing the leaders of the future.
- Create a culture of respect based on the realisation that everyone is different and differences bring strength and collaboration to teams and organisations as a whole.

- Motivate and inspire others.
- Empower people and enable others to develop and use their leadership capacity.
- Engage the workforce/ organisation by supporting a developmental culture, inspiring others, focussing team effort and being decisive.
- Engage stakeholders by moving forward together, building shared vision, networking, resolving complex issues and facilitating change sensitively.

4.5 Finance

Strategic Commissioning for Carers

During the course of 2018/2019, strategic commissioning work has been undertaken regarding future support for carers. A sub-group of the CAIG meets to plan how we strategically commission services for carers. This involved Falkirk Council, NHS Forth Valley and third sector partners working with carers to better understand what services and support carers need to enable them to maintain their own health and wellbeing, whilst fulfilling their caring role. The commissioning process is ongoing and will ensure that Falkirk's commitment to support carers can be realised by ensuring access to the right support at the right time in the right place.

Carers Act Implementation Funds

It has been estimated that the implementation of Carer Act would nationally incur cost of £19M in Year 1, rising to £89M in Year 5 and onwards. The Scottish Government has been distributing funding to match the estimated cost. The profile of incremental funding available to Falkirk Partnership is estimated below:

FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23
Year 1	Year 2	Year 3	Year 4	Year 5
£0.554M	£0.286M	£0.290M	£0.780M	£0.540M

In addition to funds provided by the Scottish Government (ring-fenced by the IJB) to support carers, Falkirk HSCP and Falkirk Council currently fund a range of organisations to provide both generalist and specialist support for carers. This includes training for carers and staff, short breaks, respite and Respite, support at the point of hospital discharge, one to one support and help for carers to engage in policy and service design. During 2018/2019, approximately £1.8million was allocated to services for adult carers alone. With additional Scottish Government Funds and the ongoing commitment from Falkirk's Integration Joint Board and Falkirk Council, support is set to continue and increase during the period of the Carer's Strategy.

SECTION 5 – MONITORING & REVIEW

Making it Happen

The Falkirk Carers Act Implementation Group will monitor the progress of this Carers Strategy Action Plan on a quarterly basis.

CARERS STRATEGY ACTION PLAN							
Area of Focus	Carers Theme	Action	Measure	Strategic Plan/GIRFEC Outcome	Legislative Requirement	Lead Responsibility	Timescale
Reduce impact of caring on health and wellbeing	SUPPORT - Safe & Resilient	<ul style="list-style-type: none"> Continue to provide advice, support and training. Continue to provide health and wellbeing activities. Continue to provide short breaks Develop more creative ways to support carers. 	<ul style="list-style-type: none"> Percentage of carers who feel supported to continue in their caring role. 	Safe Responsible Citizens	Sections 6, 9, 12, 15, 21, 24	FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3
Carers Employability (Carer Positive) – Develop Carer Positive compliance across Partnership	INFORM - Equal SUPPORT - Empowered INVOLVE - Confident & Successful	<p>Review Carer’s Leave policies in partner organisations, and commit to improve compliance with Carer Positive:</p> <ul style="list-style-type: none"> Falkirk Council to make the necessary changes in HR policy and practice to progress onto the next level of Carer Positive, which is “Established”. Partner organisations to work towards achieving the first level of Carer Positive, which is “Engaged”. Seek ways to work with local businesses to raise awareness of carers and promote a Carer Positive ethos. Continue to develop ways to help young carers and young adult carers into education and employment, e.g. Going Higher in Scotland. 	<p>Carer Positive Level achieved:</p> <ul style="list-style-type: none"> Falkirk Council NHS Forth Valley Carers Centre <p>No. local businesses that are Carer Positive.</p>	Strong Sustainable Communities Successful Learners		FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3

Area of Focus	Carers Theme	Action	Measure	Strategic Plan/GIRFEC Outcome	Legislative Requirement	Lead Responsibility	Timescale
Developing Community Support	SUPPORT - Supported	<ul style="list-style-type: none"> Ensure access to financial advice and Income Maximisation is in place Improve the visibility and accessibility of support for older carers Continue to work with Falkirk Community Trust to develop support for carers. Explore other opportunities for community support options, and build relationships across the Partnership area to access these. 	<ul style="list-style-type: none"> No. people in receipt of Carers Allowance in Falkirk area No. young carers in receipt of the Young Carers Grant in the Falkirk area 	Strong Sustainable Communities Effective Contributors	Section 35	FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3
Market Shaping – build on Respitality, creative breaks, new commissioning approaches etc.	SUPPORT - Supported	<ul style="list-style-type: none"> Understand service landscape for carer support Further development of Respitality and Creative Breaks. Participate in national and local activities to increase diversity of support options. 		Strong Sustainable Communities Effective Contributors		FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3
Breaks from Caring	SUPPORT - Supported	<ul style="list-style-type: none"> Increase the number of referrals for short breaks and other carer supports. Increase diversity of delivery, lead by carer experience. Increase opportunities for community-based short break options. 	<ul style="list-style-type: none"> The total number of carers accessing short breaks 	Self Management Responsible Citizens	Section 25	FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3
Emergency Planning	SUPPORT - Safe & Resilient	<ul style="list-style-type: none"> National review of EPIC to be embedded locally. My Anticipatory Care Plan to be rolled out across the Partnership. Continued use of tools and resources, such as ENABLE Tool. 	<ul style="list-style-type: none"> No. ACPs 	Safe Responsible Citizens		NHS FV / FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3

Area of Focus	Carers Theme	Action	Measure	Strategic Plan/GIRFEC Outcome	Legislative Requirement	Lead Responsibility	Timescale
Carer Involvement in Hospital Discharge	INVOLVE - Involved/Included	<ul style="list-style-type: none"> Improve identification of carers when cared for person is in hospital. Increase the percentage of carers who feel involved/included in Hospital Discharge. Increase the number of ACSP/YCS offered and completed during or following hospital discharge. 	<ul style="list-style-type: none"> % carers who feel involved/include in hospital discharge No. ACSP associated with hospital discharge plans No. YCS associated with hospital discharge plans 	Experience Effective Contributors	Sections 27 to 30	NHS FV / FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3
Preventative Support	SUPPORT - Supported	<ul style="list-style-type: none"> Develop ViewPoint app with young carers Ensure appropriate application of eligibility criteria for preventative support Ensure all available support options are considered, e.g. community-based, targeted and formal supports 	<ul style="list-style-type: none"> No. ViewPoint app users 	Self Management Effective Contributors	Sections 6, 9, 12, 15, 21, 24	FC / HSCP / Falkirk Carers Centre	Year 1 (app) Years 1, 2, 3
Transition Pathways	SUPPORT - Supported	<ul style="list-style-type: none"> Work with Health Visitors and Education staff to identify and support pre-school age young carers to school-age young carer Work with schools, colleges and universities to support the transition from Young Carer to Young Adult Carer Children's Services to develop transition pathway from Parent to Carer Children's Services and Adult Services to develop transition pathways for carer of a child to carer of 	<ul style="list-style-type: none"> No. engagement / awareness raising sessions for Health Visitors No. engagement / awareness raising sessions for schools No. carers who 	Self Management Confident Individuals		NHS FV / FC / HSCP / Falkirk Carers Centre FC / HSCP / Falkirk Carers Centre	Years 1, 2 & 3 Years 1, 2 & 3

		<p>an adult</p> <ul style="list-style-type: none"> Develop the pathway for carer support for palliative/end of life care. Continue to develop the pathway for carer support for bereaved carers. Develop support for carers transitioning from employment to part-time or full-time caring. 	<p>feel transition support is effective.</p>		
Identifying Hidden Carers	INFORM - Equal	<ul style="list-style-type: none"> Continue to raise awareness to help identify people who do not currently consider themselves as a carer to seek support through ACSP & YCS. Explore and develop how we reach hidden carers, for example engaging with organisations, such as MECOPP, that will help us reach groups with protected characteristics Increase the number of carers from hard to reach groups, accessing ACSP/YCS and associated support. Work with GPs to develop ways to identify carers of people with long term conditions, cancer diagnosis etc. Develop a pathway for identifying carers when cared-for person is admitted to hospital to ensure good communication re hospital discharge planning (Section 28 funded project) Develop way to raise awareness with other local authority / NHS services to help identify hidden carers 	<ul style="list-style-type: none"> No. ACSP/YCS offered No. ACSP/YCS completed No. ACSP/YCS declined No. ACSP/YCS referred to Social Work % B/ME carers & other groups with protected characteristics 	<p>Self Management Effective Contributors</p>	<p>NHS FV / FC / HSCP / Falkirk Carers Centre</p> <p>Years 1, 2 & 3</p>
Workforce Development		<ul style="list-style-type: none"> Continue to raise awareness of carers across Falkirk Council/ Partnership / NHS. Continue to develop training opportunities for staff across Council/ Partnership / NHS to ensure we carry on supporting carers to maintain their caring role. Design online and face-to-face training materials for staff, and deliver these appropriately. 		<p>Experience Confident Individuals</p>	<p>NHS FV / FC / HSCP / Falkirk Carers Centre</p> <p>Years 1, 2 & 3</p>

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APPENDICES

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Appendix 1 – National Policy Relating to Carers

Policy	Description
Education (Additional Support for Learning) Act 2004	The Act provides the legal framework underpinning the system for supporting children and young people in their school education, and their families. This framework is based on the idea of additional support needs. This term applies to children or young people who, for whatever reason, require additional support, long or short term, in order to help them make the most of their school education.
Getting it Right for Every Child (GIRFEC) 2008	GIRFEC is the national approach in Scotland to improving outcomes and supporting the wellbeing of our children and young people by offering the right help at the right time from the right people. It supports them and their parent(s) to work in partnership with the services that can help them.
Getting it Right for Young Carers: The Young Carers Strategy for Scotland 2010 - 2015	‘Getting It Right for Young Carers’ The Young Carers Strategy for Scotland 2010 -2015 (Scottish Government, 2010) sets out action points to be implemented through local authority education services to support young carers in schools. These assist with identifying and supporting young carers in school settings.
Reshaping Care for Older People: A Programme for Change 2011 – 2021	The Reshaping Care for Older People: A Programme for Change 2011-2021 sets out the vision – that 'Older people are valued as an asset, their voices are heard and they are supported to enjoy full and positive lives in their own home or in a homely setting'. In autumn 2013 the Scottish Government produced an update paper, 'Getting On'. This set out some of the key developments and achievements at national and local level towards reshaping care for older people. It also acknowledges some of the challenges ahead and introduced a logic model for measuring progress.
The National Carers Strategy – Caring Together 2010 – 2015	The Scottish Government and COSLA are determined to ensure that carers are supported to manage their caring responsibilities with confidence and in good health, and to have a life of their own outside of caring.
The Mental Health Strategy Strategy for Scotland 2012 – 2015	This sets out seven underpinning themes, one of which “working more effectively with families and carers” who have “an important role in providing support to those with mental illness, but can often feel excluded from making the contribution they would like to because of how services are structured or delivered.”
Social Care (Self Directed Support) (Scotland) Act 2013	In 2013 The Scottish Parliament passed a new law on social care support, the Social Care (Self-directed Support) (Scotland) Act 2013. The Act gives people a range of options for how their social care is delivered, beyond just direct payments, empowering people to decide how much ongoing control and responsibility they want

over their own support arrangements.

Children and Young People (Scotland) Act 2014

The Children and Young People (Scotland) Act 2014 is an Act of the Scottish Parliament passed on 19 February 2014 and received royal assent on 27 March 2014. The legislation is part of the Scottish Government's Getting it right for every child policy implementation.

The scope of the act as described in its long title is to make provision:

- about the rights of children and young people;
- about investigations by the Commissioner for Children and Young People in Scotland;
- about the provision of services and support for or in relation to children and young people:
- for and about an adoption register;
- about children's hearings, detention in secure accommodation and consultation on certain proposals in relation to schools.

Public Bodies (Joint Working) Act 2014

The Public Bodies (Joint Working) (Scotland) Act 2014 sets the framework for integrating adult health and social care, to ensure a consistent provision of quality, sustainable care services for the increasing numbers of people in Scotland who need joined-up support and care, particularly people with multiple, complex, long-term conditions.

Appendix 2 – Local Policy Relating to Carers

Policy	Description
Falkirk Health and Social Care Partnership (HSCP) Strategic Plan 2016-19	<p>The Strategic Plan sets out how services will be delivered across Falkirk over the three year period. The Plan was developed using feedback from a number of meetings and events with service users, carers, community groups, members of the public and staff.</p> <p>The new Strategic Plan is due to be published at the same time as this Carers Strategy (April 2019).</p>
Falkirk HSCP Joint Strategic Needs Assessment 2016	This document focuses on information and analysis at partnership/local authority level and sits alongside the locality profile document.
Falkirk HSCP Locality Profiles 2018	This document presents a ‘picture’ of current need and demand in the Localities. It is designed to inform discussion for the localities and further analysis will be undertaken to inform operational impact decisions and planning decisions for the future.
Falkirk HSCP Participation and Engagement Strategy 2017	This Plan is a component part of a range of documents that form the Falkirk HSCP’s Strategic Plan. The Participation and Engagement Strategy is relevant to workforce, individuals, communities and partner agencies.
Falkirk’s Framework for Local Eligibility Criteria for Unpaid Carers 2018	The National Carer Organisations developed a ‘best practice’ framework for Eligibility Criteria in response to views, expressed by carers, that eligibility criteria for carer support should be designed and tested by the National Carer Organisations. The framework was developed during the progress of the Carers Bill (through Parliament) in 2015 and published in December 2016. The Falkirk Health and Social Care Partnership has worked jointly with Falkirk and Clackmannanshire Carers Centre staff and local carers to revise this Framework document for local use in Falkirk.

Strategic Outcomes Local Delivery (SOLD), Falkirk Community Planning Partnership 2016-2020

This plan sets out the Falkirk Community Planning Partnership's commitment to focus its attention, resources and efforts on the things that will make Falkirk 'The place to be'.

The Outcomes are:

- Children will become adults who are successful and confident.
- Our population will be healthier.
- Our area will be a safer place to live.
- Older people will be able to be independent and live within supportive communities.
- Our area will be a fairer and more equal place to live.

Falkirk HSCP Unpaid Carers Needs Assessment 2018

Part 5 of the Act covers local carer strategies and sets out the duty of each local authority and relevant health board to prepare a local carer strategy, which must include an assessment of the demand for support to relevant carers.

The Unpaid Carers Needs Assessment was published in March 2018.

Children's Services Plan 2017-22

This Service Plan sets out the actions which will support the delivery of the strategic priorities and outcomes, as well as the financial and human resources deployed to achieve these. The Plan outlines improvement projects to transform and improve the way Children's Services works, to ensure that services provided are fit-for-purpose and represent best value.

'Shaping the Future' - NHS Forth Valley Healthcare Strategy 2016-2021

The Strategy was developed following a major review of clinical services across Forth Valley. Widespread engagement was also undertaken to gather feedback, ideas and suggestions from local staff, patients, community groups and members of the public on how they would like to see healthcare delivered in the future.

NHS Forth Valley Dementia Strategy 2017-2020

This document sets out details of a three year strategy which aims to continually improve the care and experience of people with dementia across Forth Valley. It also describes how NHS

Short Breaks Service Statement 2018

Forth Valley plan to support patient's families and carers when accessing community health services or attending hospitals for treatment.

Section 35 of the Carers (Scotland) Act 2016 requires local authorities to prepare and publish a Short Breaks Services Statement setting out information about short breaks provision available locally. In line with the Statutory Guidance carers in Falkirk were involved in the preparation of the Falkirk Short Breaks Services Statement.