



Angus Carers Strategy 2009–2012



SOCIAL WORK and HEALTH

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1 INTRODUCTION

The Angus Carers Strategy builds on the 2005-09 strategy and provides a framework for the planning and development of services for carers in Angus.

Often carers neglect their own needs and can become excluded from support networks and the wider community. Equally there are many "hidden" carers in Angus who do not regard themselves as carers and are not fully aware of the range of support and information available to them.

The Carers (Recognition and Services) Act 1995 defines a carer as:

"An adult, young person or child who provides a substantial amount of unpaid care, on a regular basis"

(Scottish Executive Circular CCD 2/2003)

Carers continue to play a significant role as key partners in the delivery of care. The carers' agenda has continued to evolve over recent years to reflect this. It is now widely acknowledged that carers devote very significant parts of their own lives to benefit the lives of others. Carers vary in age from younger children to older adults. They care for family, friends, siblings or partners who have a range of difficulties, including mental health difficulties, learning difficulties or alcohol and drug dependency.

The aim of this strategy is to ensure that the right support is provided at the most appropriate times in the right way. This document also provides a comprehensive strategic framework to guide the development of services in Angus. This will incorporate both the longer-term aims of developing services, support and information for carers as well as addressing immediate plans for developing the provision of respite care and the health and well-being of carers.

Following on from a number of consultation events with carers, the following have been identified as key objectives/areas for development:

- Access to a range of short breaks and respite opportunities;
- Opportunities to be involved in their local communities, including access to employment, leisure and volunteering;
- The ability to maintain their own health and well-being;
- Better information about services and how to access them;
- Financial support and information;
- To be involved in the design and delivery of services.

The aim of this strategy is to outline how these objectives can be achieved in partnership with carers. This will ensure that carers' views and needs are central to the planning process and inform how statutory and voluntary services take full account of these views when considering how to implement national and local policy.

It is also acknowledged that some individuals who are providing care and support are unwilling to be identified as a "carer". There are also carers who are providing a significant amount of support and are unaware or have little knowledge of the resources available to assist them. This strategy will also set out how the Community Planning Partnership will aim to identify these "hidden carers" and offer information, advice and support. Carers in Angus continue to be seen as vital partners in the design, delivery and development of services and as key partners working alongside the voluntary sector, NHS Tayside and Angus Council.

2 CARERS IN ANGUS

The 2001 census recorded 9,492 carers in Angus. These are people who care for a family member or friend who cannot manage without assistance. This is approximately 9% of the population in Angus. As people often do not recognise themselves as carers it is considered that this figure is an underestimate of the actual number of carers in Angus.

Research undertaken by Carers UK predicts a 60% increase in the number of carers by the year 2037. This would take the number of carers in Angus to 15,187 or approximately 14% of the Angus population.

The census also shows that over 2,000 carers in Angus are providing more than 50 hours of care a week. We know that over 60% of carers are female and that 230 young people, under the age of 16 years, have identified themselves as carers.

The proportion of people reporting poor health increases as caring responsibilities increase. Research confirms that 50% of carers suffer from physical injuries and 52% from stress-related problems as a result of their caring role.



3 NATIONAL AND LOCAL POLICY CONTEXT

The Scottish Government signalled its commitment to carers in the Strategy for Carers in Scotland (1999). Equally, a number of pieces of legislation have been introduced which give carers legal rights and which place duties upon statutory agencies to support carers. These include:

- Carers (Recognition and Services) Act 1995;
- Children (Scotland) Act 1995;
- Community Care and Health (Scotland) Act 2002;
- Employment Act 2002
- Work and Families Act 2006;
- UN Convention on the Rights of the Child.

In recognition of the contribution of unpaid carers in Scotland, the government commissioned further research. The publication of the Care 21 Report on the Future of Unpaid Care in Scotland (2005) created an agenda for change in the way that carers are recognised and supported. It set out 22 recommendations arising from research on the issues faced by unpaid carers in Scotland. One of the main outcomes of this report was the development of carer information strategies by NHS boards. In addition, several policy documents have been published to provide information and guidance. The main policies include:

- Caring About Carers - A National Strategy for Carers (1999);
- Strategy for Carers in Scotland (1999);
- Partnership for Care (2003);
- Changing Lives: 21st Century Social Work Review (2006);
- Care 21 Report: The Future of Unpaid Care in Scotland (2006);
- Delivering for Health (2005);
- NHS Tayside - Carer Information Strategy (2007);
- Building a Health Service Fit for the Future.

3.1 The concordat and single outcome agreements

The government's concordat agreement with local government (2007) has seen a shift from national decision making to local decision making. The development of single outcome agreements (SOAs) allows local authorities more flexibility to set their own priorities in the management and development of services. The SOA sets out the outcomes that each local authority is planning to achieve in conjunction with its community planning partners. These outcomes reflect local needs, circumstances and priorities, but should link with the national outcomes (Scottish Government 2007).

3.2 National outcomes relating to carers and young carers

- We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
- Our public services are high quality, continually improving, efficient and responsive to local needs.
- Our children have the best start in life and are ready to succeed.

3.3 Local outcomes relating to carers and young carers

- Carers are supported to undertake their caring role.
- Carers are able to access the support they need when they need it.
- Equitable, accessible and quality services are provided to meet people's needs.
- Young carers are able to maximise their full potential.

3.4 Local outcome indicators for community care that directly relate to carers and young carers include:

- Carers become partners in the provision of services.
- The health of the Angus population is improved.
- More citizens are involved in community life.
- Services are targeted to those in greatest need.
- Children and young people are identified, engaged and supported in their role as young carers.
- We have improved the life chances for children, young people and families at risk.

3.5 Partnership working

Within the Angus community planning structure a wide range of local plans and strategies acknowledge and inform the contribution made by carers and focus on the development of services that support carers. These include:

- The Angus Single Outcome Agreement;
- Angus Joint Community Care Plan;
- NHS Tayside Health Plan;
- Joint Health Improvement Plan;
- Child Health Strategy;
- Integrated Children's Service Plan;
- Angus Mental Health Strategy;
- Learning Disabilities Redesign;
- Best Value Review of Older People's Services.



The Angus Carers' Accountable Group brings together key staff and carer representatives from the voluntary and statutory sector to identify and address actions to ensure a wide range of views are appropriately represented. The accountable group reports directly to the community care and health executive group, as part of the Community Planning Partnership, which includes senior managers from health, social work and housing. A service delivery plan has been developed as a result of the strategy and will be monitored by the accountable group.

In addition, a carers' reference forum, which consists of carers and representatives from carer organisations in Angus, meets every six months to raise issues which are subsequently reported to the accountable group. The forum also acts as a consultative group providing views on the design and development of services.



4 CURRENT SERVICE PROVISION

A wide range of services and support are available for carers in Angus. These provide both practical and emotional support to assist carers to address their own needs and enable them to be supported in their caring role.

Opportunities are also provided, through various planning networks to encourage all agencies to work together to provide a co-ordinated approach to the delivery of services for the benefit of carers.

4.1 The voluntary sector provides a wide range of services to carers including:

- Angus Carers Centre:
 - young carers service;
 - information;
 - identification and assessment;
 - training;
 - emotional, peer and group support;
 - counselling;
 - relaxation and therapeutic interventions;
 - social opportunities and events; and
 - support to move on after caring ends.
- Alzheimer Scotland – Angus Service
Supports individuals, carers and relatives affected by Alzheimer’s disease or any form of dementia.
- National Schizophrenia Fellowship (NSF)
Supports those caring for someone with severe and enduring mental health problems.
- Angus Special Playscheme:
Short break/respite for children and young people during school holidays.
- Parent to Parent Tayside:
Supports parents caring for a child with physical and/ or learning disabilities.
- Sue Ryder Foundation:
Provides home-based personal care and respite care for carers.
- Huntington’s Disease Society:
Supports family members who care for someone affected by Huntington’s Disease.

4.2 Angus Council Social Work and Health provides a range of support to carers including:

- Home care services;
- Housing support services;
- Day care;
- Residential or nursing respite care;
- Community nursing;
- Welfare rights;
- Short breaks service;
- Community mental health teams;
- Emergency carer's card;
- Respite care for children with disabilities;
- Community childminding services;
- Direct payments;
- Carers assessment and support plans.

In addition, a comprehensive range of information is provided by Angus Council through leaflets and booklets and on the Angus Council website or by calling the ACCESS line on 08452 777778.

NHS Tayside provide a range of support to carers including

- Community nursing
- NHS carers information strategy
- Chaplains/spiritual care
- Information packs for carers in relation to NHS services.

4.3 Key developments

Information

NHS Tayside, in conjunction with a number of carers' organisations and Angus Council, has produced an information pack for families and carers. Information relating to carers has been placed on the Angus Council website. The Angus Carers Centre has developed its own website and also includes specific information for young carers. In addition, various information events have been held including conferences and information days. These have been attended by a significant number of carers in Angus.

Short breaks and respite

All care groups are now required to consider carers' needs in respect of short breaks and respite provision, within their care group strategies. Targets have recently been set by the Scottish Government to increase the provision of respite care nationally by 10,000 additional weeks by 2011. This equates to an additional 220 weeks of respite in Angus by 2011. A range of consultation events with carers and young carers has identified gaps in respite provision. This has informed how this funding should be spent on respite services in Angus.

Health and well-being

All carers registered with the Angus Carers Centre are now eligible for a free pass to Angus Council leisure facilities. At the time of writing over 240 carers currently access this service. In addition the range of therapeutic interventions available to carers has been extended to various locations throughout Angus. This allows easier and local access for carers.

GP practices are now required to maintain a register of carers and one health centre operates an annual health check for carers.

Identification and Support

Work has been undertaken to raise awareness and provide training to staff in respect of carers, both within NHS Tayside and Angus Council.

A carer's self-assessment booklet and support plan was produced in 2007 in consultation with carers. This assessment is consistent with national assessment standards. This allows carers to consider the impact that their caring role has on their own lives and develop their own personal support plan.

Support plans for carers now have a contingency plan as a standard part of the document and a carer's emergency card, linked into the community alarm service, is available.

Young Carers

All secondary schools in Angus have had contact with the young carers' service. This has led to a raised awareness of young carers' issues within the teaching staff. In addition the young carers' worker continues to input into social education classes and assemblies in most secondary schools in Angus. The young carers' DVD and information pack continue to be used to support this programme.

'Count Me In', a project to support young carers who care for a sibling, was established in April 2008. As a result of this project support and specific training courses have been provided.

5 CONSULTATION AND INVOLVEMENT OF CARERS

There are a number of ways by which carers are involved in the planning and design of services in Angus.

The Angus Carers Forum is open to all carers and meets eight times a year. Young carers in Angus have established their own forum to discuss issues relevant to them and a parent/carer forum has been recently established. Each forum has an agreed structure that enables it to report into the planning process. In addition, the Carers' Accountable Group Reference Forum meets twice a year and is open to both carers and professional staff who work with carers. Consultation and feedback from these forums ensure carers are involved in the design, delivery and monitoring of services.

A carers' conference is held on a biennial basis and very useful information is collated from this source that is of particular value in the shaping of services. Carers are also involved in various committees and working groups which impact on carers' issues.

Through consultation the following gaps in services have been identified:

Information

Despite progress made in this area through the publication of the carer's information packs, carers continue to report the need to receive relevant and timely information at the beginning of their caring journey and at various points throughout. This also highlights the issue of better identification of carers at the start of their caring situation.

Short breaks and respite

Carers, particularly those with significant caring responsibilities, have indicated the importance of regular breaks from their caring role which are flexible and meet the needs of the carer. In particular, respite provision in the following areas has been highlighted:

- Children;
- Young adults;
- Those with complex care needs.

Health and well-being

In addition to breaks from caring to support a carer's health and well-being, carers identified the need for early interventions to prevent crisis situations developing along with the accompanying subsequent stresses. Opportunities and support for carers to encourage them to safeguard their own health and well-being were prioritised.

In respect of health services carers report frustrations with GP appointment systems. In addition, there is a need for better co-ordinated support for carers when the person being cared for is discharged from hospital.

Young carers

In relation to the young carers' agenda, links continue to be made with schools in Angus to raise awareness of issues impacting on young carers. There also remains a challenge in relation to transport in a rural area and supporting young carers to attend the Young Carers' Forum and other events.

6 CARERS' PRIORITIES

Through the consultation events carers have identified the following areas as priorities. Addressing these priorities is at the centre of the strategy.

- Carers are recognised as experts in their role.
- Respite/short breaks and issues of equity and access across the service areas are addressed.
- Support needs to be more flexible and responsive to carers' needs.
- The promotion of the health and welfare of carers.
- Financial needs of carers are addressed by maximising income and providing relevant information on topics such as self-directed care/direct payments.
- A wider choice in relation to the access to information and better signposting to information.
- Carers' assessment.

6.1 Carers are recognised and supported as experts in their role

The Scottish Government acknowledges carers are key partners, both in the broader area of development of services and in the individual setting of providing the care for the person they look after. Carers must therefore be involved in the shaping of services and in the decisions which impact on their lives. This will assist carers to retain a degree of control in their lives and enable them to make well-informed choices.

What we will do:

- Ensure those in a caring situation are identified at an early stage;
- Provide appropriate and timely information;
- Ensure staff in statutory services are more aware of carers' needs;
- Continue to develop mechanisms to involve carers in service development;
- Formally assess and acknowledge carers' needs;
- Identify and address carers' training needs through the expert carers' training programme;
- Ensure that liaison with respective planning groups is co-ordinated effectively.

6.2 Carers are supported to have a life outside of caring

Carers continue to emphasise the importance of being supported to have a life outside of their caring role. This includes opportunities for time off from their caring role; time to enjoy activities that are regularly available to those with no caring responsibilities and support to develop new interests and activities.

To achieve this we will:

- Increase the range, availability and flexibility of short breaks/respite provision;
- Provide a range of social activities and events;
- Provide opportunities for peer support;
- Support carers whose caring responsibilities have ended to re-engage with society;
- Promote volunteering opportunities for carers;
- Promote use of the Emergency Carer's Card;
- Provide an additional 220 weeks of respite care in Angus by 2011;
- Promote the use of direct payments.

6.3 Carers' health and mental well-being is Improved

Carers' own health and well-being requires to be safeguarded, both to ensure their own needs are met, but also to enable them to be able to continue to look after their family member or friend, if that is their choice.

To promote carers' health and mental well-being we will:

- Provide a range of relaxation and therapeutic interventions;
- Provide support on an individual and group basis;
- Provide a counselling service;
- Provide free leisure passes to Angus Council facilities;
- Provide information on health services;
- Promote health initiatives specifically for carers.

6.4 Carers' financial needs are addressed

It is widely recognised that carers can be severely financially disadvantaged through undertaking a caring role.

To ensure this is minimised we will:

- Provide and update information on benefits;
- Provide information on self-directed care;
- Provide information and advice on equipment and adaptations;
- Signpost to other sources of funding/grants;
- Work with employers to promote carer-friendly policies;
- Promote opportunities for volunteering and involvement in local communities;
- Strengthen links with the Department of Work and Pensions and Angus Council welfare rights services.

6.5 Assessment of a carer's need

In order for a carer to receive the most effective resources and ongoing support a carer's assessment is necessary.

A carer's assessment will:

- Establish what level of care the carer is willing and able to provide, and determine whether their caring role is sustainable;
- Take account of the carer's needs, including physical, psychological, social, spiritual and religious needs;
- Determine what the carer needs to support them in the caring role and to maintain their own health and well-being, and help decide how these resources can best be provided;
- Carers can be assessed either on their own or at the same time as the person they care for, either by the worker who assesses the person for whom they care, or the carer can request a different member of staff. It is possible to receive a carer's assessment even when the person being looked after does not want an assessment. Many carers say they are still not aware of their right to an assessment, or are not being offered an assessment.
- Complete the assessment in partnership with the carer and agree a support plan to meet the carer's needs.

What we will do

- Increase the number of carers' assessments, particularly for children and young people;
- Ensure copies of carers' assessments are shared with the Angus Carers Centre with the explicit consent of the carer. Carers will be allocated a key worker from the carers centre for ongoing support.

6.6 Children are protected from harmful caring roles and thriving

The Scottish Government recognises the need to support young carers to ensure that they are not disadvantaged through their caring role. Services must therefore be maintained and developed within Angus to support young carers.

To support this at a local level we will:

- Work to identify young people with caring responsibilities;
- Undertake an assessment of the young person's needs;
- Provide appropriate services to support young carers;
- Develop specific work to support the whole family.

7 FUNDING ARRANGEMENTS

The approach agreed between the Community Health Partnership and Social Work and Health has been to develop aligned budgets; however, ultimate accountability remains within the individual agencies' decision-making mechanisms. In addition, specific funds have been identified to support carers from carers strategy funding. These funds exist to promote the development of new and more flexible services for carers. In 2009/10 there is £330,743 within the Angus Carers Strategy almost all of which is committed to existing carers' projects. This includes funding allocated to the Angus Carers Association, National Schizophrenia Fellowship, and to ensure access to short breaks for both adults and children with additional needs.

Name of Organisation	Funding £
Angus Carers Association	£183,679 (£117,011 Social Work and Health / £29,374 NHS Resource Transfer) / £37,294 Alcohol and Drugs Partnership
Penumbra	£6,491 (100% MHSG)
Scottish Huntington's Association	£30,956 (£27,789 / £3,167 NHS Resource Transfer)
Parent to Parent	£26,291 (£24,241 Social Work and Health / £2,050 Education)
Alzheimer Scotland	£54,394 (100% Social Work and Health)
Body Positive	£14,073 (100% Social Work and Health)
NSF	£14,859 (Social Work and Health)

Carers Strategy Allocation of Budget 2008/9 2009/10	£
Respite/Day Care Services – Older People	£75,500
Respite/Day Care Services – Physical Disabilities	£45,000
Short Breaks – Learning Disabilities	£34,000
Children with Disabilities	£54,000
Angus carers centre	£1,000
Residential respite-Learning Disabilities	£23,000
TOTAL	£232,500

Within this budget there also remains a degree of flexibility to support the planning and provision of training and conferences, the production of information or welfare rights leaflets and to offer limited support to voluntary or self-help organisations from the charitable and the voluntary sector. In addition, considerable funds are generated for carers in Angus through the voluntary sector and the ability to apply for charitable funds from a range of sources.



8 APPENDICES

Useful Contacts

Angus Carers Centre

Princess Royal Trust -Angus Carers Centre
3 Fisheracre, Arbroath DD11 1LE
Tel: 01241 439157
Email: enquires@anguscarers.org.uk
Website: www.anguscarers.org.uk

The Angus Carers Centre provides information, advice and support for carers. In addition to working with adults who are carers, the centre also has support workers who work specifically with young people who are carers.

Princess Royal Trust For Carers (PRTC)

Website: www.carers.org

Provides advice and information on how to contact your local carers centre.

Alzheimer Scotland- Angus Services

1c Millgate, Arbroath DD11 1NN
Tel: 01241 431770
Email: angusservices@alzscot.org
Website: www.alzscot.org

Supports individuals, carers and relatives affected by Alzheimer's disease or any form of dementia.

Tayside Carers Support Project - NSF (Scotland)

10 Constitution Road, Dundee DD11 1LL
Tel: 01382 305713
Website: www.tcsproject.org.uk

Tayside Carers Support Project is a 16-65 inclusive service. The project provides emotional and practical support and information to families and friends of those with severe, enduring mental illness.

Age Concern- Angus

Aberlemno, Forfar DD8 3PD
Tel: 01307 830259
Email: cohenaberlemno@ukonline.co.uk

Works to make the lives of older people more secure, comfortable, dignified and enjoyable.

Breathe Easy

Tel: 01738 583229

Helpline: 08458 505020

Website: www.lunguk.org

Provides information and support for anyone living with a lung problem. Monthly support group for patients and carers.

Citizens Advice Bureau (CAB)

CAB - Arbroath

11 Millgate, Arbroath DD11 1NN

Tel: 01241 870661

CAB - Forfar

19 Queen Street, Forfar DD8 2HH

Tel: 01307 467096

CAB - Montrose

32 Castle Street, Montrose DD10 8AG

Tel: 01674 673263

Central website: www.citizensadvice.org.uk

Provides free and confidential information and advice to help people resolve their problems. Provides independent advice and support to people who wish to make complaints about NHS services.

Cruse Bereavement Care Scotland (CBCS)

8a Atholl Crescent, Perth PH1 5NG

Tel: 01738 441617

Email: tayside@crusescotland.org.uk

Website: www.crusescotland.org.uk

Through trained volunteers, promotes the well-being of bereaved people by helping, free of charge, anyone experiencing bereavement to understand their grief and cope with their loss.

National Association for Colitis and Crohn's Disease (NACC)

National Support Line Tel: 0845 1303344

Tayside and Fife group Tel: 0845 4348505

Brings together people of all ages who have Crohn's disease or ulcerative colitis, which includes Proctitis, and their families.

PAMIS (Profound and Multiple Impairment Service)

15-16 Springfield, University of Dundee, Dundee DD1 4JE

Email: pamis@dundee.ac.uk

Website: www.dundee.ac.uk/pamis

Provides support and advice to parents and carers of people with profound and multiple learning disabilities.

Parent to Parent

Wallacetown Health Centre, Lyon Street, Dundee DD4 6RB

Tel: 01382 455200

Email: admin@parent-to-parent.org

Website: www.samartians.org.uk

Provides support to parents of children with additional support needs.

Samaritans

6 Old Glamis Road, Dundee, DD3 8HP

Tel: 01382 832555

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Scottish Society for Autism

Website: www.autism-in-scotland.org.uk

Sense Scotland

Hillview, Reid Square, Dundee DD3 6RP

Tel: 01382 834682

Email: info@sensescotland.org.uk

Website: www.sensescotland.org.uk

Works with children and adults who have communication support needs because of deafness, blindness, sensory impairment, learning and physical disabilities. Advisers work with individuals, families, carers and other professionals to ensure people receive appropriate support.

Sue Ryder Care

58 High Street, Arbroath DD11 1AW

Tel: 01241 878887

Provides paid care workers to care for the person requiring care to allow the carer to have a break.

Tayside Cancer Support (TCS)

Ground floor, Argyll House, Marketgait, Dundee DD1 1QP

Tel: 01382 229700

Email: support@tcs-dundee.org.uk

Website: <http://www.tcs-dundee.org.uk>

Offers support, information and befriending for anyone affected by cancer - patients, relatives, friends and professionals.

Tayside Council on Alcohol

13 King Street, Dundee DD11 2JD

Tel: 01382 223965

Offers support and counselling to those who mis-use alcohol.

NHS Tayside

Main telephone number for all Tayside hospitals and wards

Tel: 01382 660111

However, carers can contact the following for further information:

Tayside NHS Board

King's Cross, Clepington Road, Dundee DD3 8EA

Tel: 01382 424000

Email: carers.tayside@nhs.net

Website: www.nhstayside.scot.nhs.uk

Angus Council Social Work and Health

St Margaret's House, Orchard Loan, Orchardbank Business Park,
Forfar DD8 1WS

Tel: 0845 2777778 (local call rate)

Email: accessline@angus.gov.uk

Website: www.angus.gov.uk



Angus Carers Centre
supporting carers



SOCIAL WORK and HEALTH