

# Angus Adult Carers Support Plan



## Introduction

The Carers (Scotland) Act 2016 introduces new rights for unpaid carers and people who are considering taking on a caring role. The legislation also gives new duties to Health & Social Care Partnerships, local councils and the NHS to recognise and provide support for current unpaid carers and people who are considering taking on a caring role.

This form has been developed jointly by carers and workers in Angus to help you talk about your current or future caring role and how best you can be supported. You can complete this support plan by yourself and then get in touch with:

First Contact on 01307 475242 or at [firstcontact@angus.gov.uk](mailto:firstcontact@angus.gov.uk) or  
Angus Carers Centre on 01241 439157 or at [enquiries@anguscarers.org.uk](mailto:enquiries@anguscarers.org.uk))

A worker or mentor will then be in touch to discuss the next steps with you. Or, if you would like help from a mentor or worker to complete this support plan and don't have an allocated worker, please contact First Contact or Angus Carers Centre to arrange this.

In the form you will be asked to think about areas of your life which may be affected by your caring role and the impact your role has on them. We have prepared some definitions of what we mean by different levels of impact (see the table in Appendix). Please use this as a guide when completing your form.

<b>About You</b>	
Name	
DOB	
Address	
Tel No	
Email	
What is your relationship to the person/people you care for?	

How would you prefer us to communicate with you?

Do you require any communication support, e.g. BSL, interpreter or alternative format?

## Before you start

You are now thinking about completing this form which is called an “Adult Carers Support Plan”. This plan is designed to ensure that you, as an unpaid carer, or someone who is thinking about taking on a caring role has the help needed to support you in your caring role and to ensure you are aware of your rights.

You may find it useful to read the Carers UK leaflet “Looking after someone” before you begin.

## Your Diary

To help you get ready to complete the Adult Carers Support Plan with your worker/mentor you may find it useful to complete a diary of the tasks and activities you are involved in. We have included two diaries in case you want to describe two weeks to show how different your weeks can be, if this is appropriate to you.

Here are some examples of the type of tasks and activities that other carers have described in their diaries. Please make sure you add in any other tasks and activities to best reflect your own situation.

-  Help with administering medication
-  Help with personal care like eating, showering & dressing
-  Help with shopping, cleaning and domestic tasks like laundry
-  Help with transport
-  Supervision and emotional support
-  Financial support like budgeting and paying bills
-  Prompting and reminding
-  Managing the cared for person’s behaviour
-  Arranging and attending appointments/meetings with or about the cared for person
-  Dealing with professionals
-  Help with mobility
-  Providing/accompanying the person to social activities

Please include anything else in your diary that highlights what is important to you in your role as a carer.

<b>Week Beginning:</b>							
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
Midnight-6am							
6am-12 noon							
12 noon-6pm							
6pm-midnight							

<b>Week Beginning:</b>							
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
Midnight-6am							
6am-12 noon							
12 noon-6pm							
6pm-midnight							

## 1. Who you care for:

### Please introduce us to the person or people you care for.

Tell us about the person or people you care for, e.g. their age, a bit about their long term health and /or disabilities and anything else you think would help us understand more about them.

## 2a. Lifestyle Balance

Carers should have a life of their own alongside their caring role. How would you describe your lifestyle balance?

### My caring role has the following impact on my lifestyle balance



Please say why you selected this:

## 2b. Emotional Wellbeing

**My caring role has the following impact on my emotional wellbeing**

Good emotional wellbeing  Poor emotional wellbeing

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you have selected this:

## 2c. Physical Health

**My caring role has the following impact on my physical wellbeing**

Good physical health  Poor physical health

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you selected this:

## 2d. Finances

Please describe any financial impact of your caring role

I am not in financial hardship  I am in severe financial hardship

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you selected this:

## 2e. Employment/Study/Volunteering

Please describe any impact of your caring role on employment, study, volunteering options.

No difficulties in managing this  Significant difficulties with this

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you selected this:

## 2f. Living Environment

Please describe any impact of your living environment on your caring role.

Suitable and safe  Unsuitable and unsafe

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you selected this:

## 2g. Relationships

Please describe the impact of your caring role on your relationship with the person/people you care for and other key people in your life.

Good Relationships  Relationships have broken down

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you selected this:

**3. What is important to you?**

**4. How do you achieve this at the moment?**

**5. What would make a difference?**

## 6. Emergency Planning & Future Planning

### 6a. Emergency Planning

This section helps you to plan care for the cared for person when you are not able to, perhaps due to illness or circumstances which do not allow you to follow your usual activities, such as an accident.

Do you have an Emergency Carers Card? Yes/ No

Do you have an Emergency Plan in place?  
If yes, please detail.

Date of Emergency Plan Review \_\_\_\_\_

If no – please transfer to the outcome plans as an action to be followed up.

### 6b. Future Planning

Please describe how you will plan and manage your future caring commitments.

I have no concerns  I am anxious and have lots of concerns

**No Impact**

**Low Impact**

**Moderate Impact**

**High Impact**

**Critical Impact**

Please say why you selected this

## 7. Summary

You have now completed all the questions. Put your answers in the summary chart.

Insert Tick ✓	Caring has no impact	Caring has low impact	Caring has moderate impact	Caring has high impact	Caring has critical impact
Lifestyle Balance					
Emotional Well Being					
Physical Health					
Finances					
Employment, Study & Volunteering					
Living Environment					
Relationships					
Future Planning					

## 8. Does your caring role impact on any areas that the chart does not cover?

**9. What are the priority areas for you?**

**10. Take a look back at your answers and with the help of your worker/mentor consider the things you want to Change or get help with.**

What do you want to achieve/change	How will this happen?	Who will do it?	Cost/ Value	Date of Completion

## 11. Other comments

### Declaration and Signatures

I confirm that the information contained in this form is correct to the best of my knowledge

Your Name: .....

Your Signature: .....

Date of Completion: .....

If you have been supported by a mentor or worker to complete this form please provide their details below:

Name or Agency: .....

**This form must be signed off by a lead worker in order for your Support Plan to be followed up.**

Lead Worker's Name: .....

Lead Worker's Signature: .....

Date of Sign Off: .....

**Your Adult Carer Support Plan will be reviewed after one year unless a significant change impacts on your caring role.**

## The Carers Census

The Scottish Government wants a better understanding of what carers do, how their role changes over time, and the impact of the Carers (Scotland) Act 2016. If you are happy to, please provide the following information to inform the Carers Census:

<b>What type of care do you provide? (Please tick all that apply)</b>	√
Help with medication	
Help with personal care	
Help with shopping, cleaning, domestic tasks	
Help with transport	
Supervision / Emotional Support	
Financial Support	
Other	
Not Known	

<b>Roughly how long have you been a carer? (Tick one box)</b>	√
Less than a year	
Between 1-5 years	
Between 5-10 years	
Between 10-20 years	
+ 20 years	
Not Known	

<b>How many hours a week do you spend caring, on average? (Tick one box)</b>	√
Up to 4 hours	
5 – 19 hours	
20 – 34 hours	
35 – 49 hours	
50+ hours	
Not Known	



## Carers Privacy Notice

### How we use information about you and protect your privacy

#### Who are we?

Unpaid carers play a vital role in supporting people with health and social care needs across Angus. The Angus Health and Social Care Partnership is responsible for planning and directing the provision of services to support carers in Angus. Angus Council and Angus Carers Centre are responsible for delivering those services.

Together we are jointly accountable for the personal information we collect about you as a carer. Because we are responsible for your personal information we are called "joint data controllers".

#### Why do we collect personal information about you?

To enable us to help support you in your caring role and ensure you have access to training and respite when you need it, we need to collect and process personal information about you. This may include your name, gender, address, national insurance number, email address, telephone numbers, and unique online identifiers such as IP addresses, which are numbers that can uniquely identify a specific computer or other network device on the internet etc.

We normally only collect and process personal information about you for the following purposes:

- ✿ to help us assess the support you need to continue in your caring role and maintain your own health and wellbeing
- ✿ to ensure we have the information we need to help you manage in a crisis
- ✿ to make payments to you if you are eligible for a carer support budget

The law gives us the authority to do this in order to carry out our duties under the Carers (Scotland) Act 2016.

We may also anonymise your personal data and use it in statistical analysis or research to help us design better services, to improve and protect the health and wellbeing of the population of Angus, and to reduce health inequalities. (Anonymisation is the process of removing anything which could identify an individual from the rest of their personal information so that the personal information can no longer be identified with that individual.)

There are also some circumstances under which we may be required by law to process your personal information for other purposes. These purposes include the prevention of fraud, the detection of crime, protecting vulnerable adults, and monitoring our services to make sure do not discriminate against anyone.

## **What is the legal basis for us processing your personal data?**

In general we collect and process your personal data to enable us to provide assessment and support for you as a carer. The duties and powers under which we are able to provide these services are set out in the Carers (Scotland) Act 2016 and a number of other pieces of legislation. Details of the relevant legislation can be provided on request.

## **How we collect personal information about you?**

Most of the information we collect about you is collected directly from you when you register as a carer with us.

## **Who do we share your personal information with?**

When appropriate your information may be shared with staff within NHS Tayside, Angus Council, the Angus Health and Social Care Partnership, and the Angus Carers Centre who are responsible for assessing your support needs and providing support to you, or who are responsible for the care and support of the person or persons you care for.

When we share your information we only share those pieces of information that are necessary for other people to fulfil their roles in relation to you and the people you care for.

We may also share information with other bodies responsible for auditing and administering public funds in order to prevent and detect fraud.

## **How do we protect your personal information?**

Your personal information is held in securely held paper records within Angus Council, NHS Tayside, or Angus Carers Centre premises, or electronically on secure servers operated by or on behalf of NHS Tayside, Angus Council, or Angus Carers Centre. We do not transfer personal information outwith the UK or the European Economic Area.

No one has access to the personal information we hold unless it is necessary to enable us to carry out our duties towards you or the people you care for. No third parties have access to your personal data unless permitted by law.

Everyone who has access to your personal information is bound by a duty of confidentiality.

We never sell your information to third parties for any purpose including marketing. We do not provide your information to any other public bodies or departments unless the law requires us to do so.

## **How long do we keep your personal information?**

We do not keep records about you for longer than is necessary. In general we keep records for no more than 5 years after you cease to receive support from us. The

law requires us to keep some records for longer periods of time. Full details are available on request.

### **What rights do you have over the personal information we hold?**

The personal information we hold about you is **your** information and the law gives you a number of rights in relation to that information:

- ✿ You have the right to be informed about the information we hold and how we process it
- ✿ You have the right to access all the information we hold about you
- ✿ You have the right to require us to rectify any errors in the information we hold about you
- ✿ You have the right to ask us to restrict your information from being processed under certain circumstances
- ✿ You have the right to object to us collecting or processing personal information about you though this will affect our ability to employ you as a volunteer

If you wish to exercise any of these rights please contact any of the data protection officers listed below:

Data Protection Officer  
Angus Health and Social Care Partnership  
St Margaret's House  
Forfar  
DD8 1WS

Tel: 01307 474156

Email: [AHSCPDataProtection@angus.gov.uk](mailto:AHSCPDataProtection@angus.gov.uk)

Data Protection Officer  
Angus Council  
Angus House  
Forfar  
DD8 1AN

Tel: 03452 777778

Email: [InformationGovernance@angus.gov.uk](mailto:InformationGovernance@angus.gov.uk)

The Chief Executive  
Angus Carers Centre  
8 Grant Road  
Arbroath  
DD11 1JN

Tel: 01241 439157

Email: [enquiries@anguscarers.org.uk](mailto:enquiries@anguscarers.org.uk)

We will reply to you within one month of receiving your request.

### What can I do if I am not happy with your response?

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) Website: <https://ico.org.uk>

I confirm that I have read and understood the above.

Signature

Date

We would like to use your name, address, and email address to inform you of future service developments. This information is not shared with third parties and you can unsubscribe at any time via email or our website. Please indicate below if this is something you would like to sign up to.

Please sign me up to receive details about future service developments.