Draft Young Carer Strategy
Delivering better outcomes for Young Carers and their Families

December 2018
Introduction from David Williams, Chief Officer

Glasgow City Health and Social Care Partnership (GCHSCP) has launched the draft Young Carer Strategy 2019-22 and we are keen to hear your views and capture feedback on what matters to you.

The Scottish Government estimate that there are 29,000 young carers in Scotland. 2018 was a landmark year for Young Carers with the commencement of the Carers (Scotland) Act 2016. There are specific provisions in the Bill for young carers around identification, assessment, involvement in care and support planning.

Glasgow City Health and Social Care Partnership is fully committed to delivering the best outcomes for young carers and the person they care for. We recognise that caring for family and friends is a natural part of all our lives, but can be emotionally and physically demanding but should not be to the detriment of the young carer’s own health and wellbeing.

GCHSCP provide a range of young carer supports and commission a network of carer support services. Carers have been involved over the last number of years in shaping these services to ensure that what is being provided is what carers need.

Our key priorities reflected in the strategy are:

• Identifying young carers earlier in their caring role to prevent crisis in caring
• Providing a single point of access for young carers into support services and universal offer of information and advice for all young carers in the city
• To reduce levels of inappropriate and harmful caring.
• To work with young carers and their families to build on family strengths and improve the wellbeing and development of the child.

* Ensuring Young Carers are treated fairly and diversity is valued.
* To deliver a service which targets the greatest level of support and information to those in greatest need and risk.
* To deliver a consistent service across Glasgow City

Workforce development to support the Act is reflected in the strategy, seeking to maximise the benefits of health and social care integration for the city’s young carers, to ensure that staff are routinely identifying, supporting or referring young carers to support services.

We have an extensive consultation planned January – March 2019 and we want to hear from young carers, 3rd sector carer centres, condition specific organisations and wider stakeholders. We'd also keen to hear from teachers, social workers, NHS staff and other professionals who work with young carers.
Background and Context to the Strategy

Each local authority/HSCP and relevant health board must jointly prepare a local carer strategy. Glasgow City Health and Social Care Partnership took the decision to create a separate Young Carers Strategy.

The development of the Carer Strategy must include a robust consultation process with a wide range of stakeholder and which must involve consultation with carers and young carers.

The relevant sections of the Carer (Scotland) Act 2016 to the development of this Carer Strategy are:

- Section 31 which requires each local authority and relevant health board to prepare a local carer strategy and provides for what that strategy must set out.
- Section 32 which requires the local authority and relevant health board to have regard to a non-exhaustive list of factors when preparing their local carer strategy.
- Section 33 which deals with the publication and review of the local carer strategy.

The duty under section 31 applies to local authorities and relevant health boards but is delegated to integration joint boards under the Public Bodies (Joint Working) Act, as are sections 32 and 33 as these are subsidiary functions of section 31.
GCHSCP Strategic Vision

For Children’s Services our strategy aims not only to secure better outcomes and more positive destinations for children and young people but to enable the whole system to operate more efficiently and effectively across the City. The transformation programme for children’s service sets out to strengthen the local infrastructure to deliver a preventative strategy in the city. Young carers are a highly vulnerable but relatively unseen group. Their position as carers can expose them to pressures that often lead to poor physical and mental health and limit their personal development.

GCHSCP adopted the following definition of a Young Carer:
‘A young carer is a person under 18 who provides or intends to provide care for another person who is ill, disabled, has a mental health condition, or substance misuse issue.’

GCHSCP has taken the position that Young Carers should be seen as children first and given the chance to develop and enjoy their childhood. A key objective of GCHSCP is to protect young people from undertaking any inappropriate caring role that has a detrimental impact on their health and wellbeing.

Strategic Priorities

- Early intervention, prevention and harm reduction
- Providing greater self-determination and choice
- Shifting the balance of care
- Enabling independent living for longer
- Public protection
Principles of Young Carer Strategy

- To reduce levels of inappropriate and harmful caring.
- To work with young carers and their families to build on family strengths and improve the wellbeing and development of the child.
- To deliver a service which targets the greatest level of support and information to those in greatest need and risk.
- To reduce young carer’s needs for support
- Young Carers are treated fairly and diversity is valued.
- To deliver a consistent service across Glasgow City
- To deliver a service in a manner consistent with the Equals Partners in Care Principles (EPiC).
Glasgow Context

Evidence shows that young carers tend to have poorer outcomes in terms of health, education, and employment. Young carers are also thought to be under-identified. Important factors that are associated with undertaking caring roles include higher levels of deprivation, adults with long-term health conditions and lone parent households, all of which exist disproportionately in Glasgow.

Deprivation appears to be an important factor in the amount of caring undertaken. Data from the 2011 Census revealed that 47% of adult carers living in the most deprived areas care for 35 hours a week or more compared with 24% of carers living in the least deprived areas. Moreover, despite the overall rates of caring in Glasgow City being below the national rate (9.3%), compared with other local authorities, the city had a higher proportion caring for 35 hours a week or more.

The percentage of those in Glasgow aged 16-74 who were long-term sick or disabled and economically inactive was 23.7%, compared with 16.6% across Scotland. Moreover, the proportion of children living in households with working-age adults, where at least one adult had a disability was 23% in Glasgow in 2014, higher than the 19% Scottish average.

More specifically, in terms of problem drug and alcohol use, Glasgow is higher than the Scottish average. The percentage of adults with problem drug use in the city was estimated at 3.2% in 2012/13, higher than the national average of 1.7%.

In terms of mental health and wellbeing, The General Health Questionnaire (GHQ-12) is used to identify individuals showing signs of the presence of a possible psychiatric disorder (as indicated by scores of 4 or higher). Between 2012 and 2016, the proportion of adults with scores of 4 or more in Greater Glasgow and Clyde was 18%, higher than the Scottish score of 15%.

Reference Oonagh Robinson (Glasgow Centre for Population Health)
Almost one-in-eight pupils said they provided care for someone in the household with almost one-third of them stating that no one knew about it. Around three-fifths were female with just under one-fifth from a black and minority ethnic background.

Young carers were more likely to be registered for free school meals and live in a lone parent household, with the highest proportion of carers within this age group found among those aged between 14 and 15.

Over half of the young carers cared for someone with a disability, one-third for someone with a long-term condition, almost a quarter for someone with a mental health problem, and around 1-in-10 for someone with a drug or alcohol problem.

Young carers were twice as likely to report having a limiting illness or disability themselves when compared with non-carer pupils. Poorer physical and mental health outcomes were particularly evident among those caring for someone with mental health or addictions issues.

Even taking background factors and the presence of household illness into account, young carers were less likely to see themselves entering further or higher education.

Carers were also slightly more likely than non-carers to have taken part in activities such as work placements, careers guidance and job searches.
In the financial year 2015-16 Glasgow City Carers Partnership supported approximately 300 Young Carers. A school survey of the secondary school population indicated that there around 3000 young people had self-identified as having a caring role. Numbers of Young Carers identified within GCHSCP remain relatively low and work is ongoing to attempt to improve this.

GCHSCP funded three full time Young Carer Educational workers to who have worked with Education Services to develop:

- Online resources for teaching staff to develop their knowledge of Young Carers, legislation and supports available.
- Promotional materials for display in schools to encourage Young Carers to self-refer.
- Work to implement a whole schools approach to identifying and supporting young carers.

GCHSCP funded three full time workers to raise awareness of young carers and encourage Young Carers identification within Primary Carer Services

As per the requirements of Section 34 of the Carer (Scotland) Act 2016 GCHSCP must establish and maintain an information and advice service for relevant carers.

The city wide Carers Information & Support Line (CIL) fulfills that legal requirement and delivers on Glasgow’s the universal offer of information and advice to young carers and promotes the young carer request for a Young Carer Statement as the access point to care services. The CIL is open to professional staff looking for advice to support young carers. NHSGGC Acute Services also promote the CIL with young carers and families.

GCHSCP has developed training for all HSCP staff around carers and young carers. The expectations of GCHSCP are that all health and social care staff understand their role in identifying and supporting Glasgow’s unpaid carers.
Assessment of demand for support

To date the numbers of Young Carers being referred for support has been relatively low and services are currently working well within their capacity. The Young Carers Strategy Group will continue to monitor and report on requests for support, the effectiveness of the Young Carer Strategy and provide updates to GCHSCP and the Scottish Government through existing performance monitoring frameworks.

How we will support Carers

- The Carers (Scotland) Act 2016 came into force on 1st April 2018. There are specific provisions in the Bill for young carers around identification, assessment, involvement in care and support planning. Section 12 places a duty on responsible authorities to offer a young carer statement (YCS) and to prepare one if that offer is accepted.

- The YCS has been developed in GCHSCP and provides a framework for identification of the personal outcomes and individual needs for support of young carers by the responsible authority and the substantive provision of support by the responsible local authority to meet those identified needs.

- The YCS is intended to ensure that young carers are seen as children and young people first and foremost and are protected from undertaking caring responsibilities and tasks which are inappropriate having regard to their age and maturity.

- Section 13 states that Scottish Ministers must, by regulations, prescribe time scales for the preparation of young carer statements for young carers of terminally ill cared for persons. Currently, GCCP aims to make contact with Young Carers who are identified as being at critical risk within one working day.

- Section 16 allows Scottish Ministers to make provision about the review of young carer statements through regulations.
Current Supports available to carers

Historically Social Work Services have provided the core funding for Young Carer supports and this has provided infrastructure through dedicated young carer resources/services. This funding was supplemented by Carer Information Strategy now consolidated through Carer Act funding. The investment has funded the equivalent of six full time Young Carer workers hosted within carer centres and three Social Work Young Carer workers. All of these workers are competent in completing YCS.

Social Work Teams and carer centres work closely at a local level applying the eligibility criteria to determine whether Social Work or third sector support the young carer. This has been made possible by the delegation function of undertaking YCS from the GCHSCP to the third sector for those carers with moderate to low level needs.

- Voluntary Sector Carers Centres & Condition Specific
  - Young Carers Support Planning (Preventative support)
  - Training and Peer Support Groups
  - Information and advice
  - Having a voice
  - Income maximisation
  - Short breaks
  - Emotional support
  - Carer Health Reviews

- Statutory Social Work Carer Teams
  - Young Carers Support Planning (High risk of breakdown)
  - Training
  - Information and advice
  - Having a voice
  - Income maximisation
  - Short breaks
  - Emotional support
  - Carer Health Reviews

The partners have worked together to re-shape carer services, making best use of available resources to develop a one stop shop approach for young carers to access support services delivering the right level of support at the right time.
While completing the YCS, support can delivered in a personalised approach tailored to the Young Carers individual circumstances including support to the whole family to alleviate the caring role, one to one sessions and group-work sessions.

Glasgow City Carer Partnership Young Carer Services use a family based approach to supporting Young Carers.

‘Young carers exist because someone in their family network requires their support. Caring for a family member or friend can be a positive experience for a young person which can strengthen family relationships and build a young person’s life skills and maturity. However, children must not be relied on to take on inappropriate or excessive caring roles that impact on their health, wellbeing, development or life opportunities.

Many young carers are providing caring roles that negatively impact on their own lives. Whole family working is essential to identify young carers early, address the root causes of why any child is undertaking a caring role and ensure the family have the right support in place.’

Carers Trust whole-family approaches

The family based approach also aligned with GCHSCP Children’s Policy ‘One Glasgow’, which gave a commitment to, ‘working with children and their families to build on the family strengths and improve the wellbeing and development of the child’

Glasgow City Children and Young People Integrated Service Plan 2017-2020
Performance Monitoring

GCHSCP has set commissioned carers specific service the target of identifying 1,656 new carers annually or 414 new carer per financial quarter. These reporting periods demonstrate performance since the introduction of the Carer (Scotland) Act 2016.

<table>
<thead>
<tr>
<th>Carer Specific Services</th>
<th>Quarter 2018-19 financial year</th>
<th>Total number of carers identified that were offered an Adult Carer Support Plan or Young Carer Statement</th>
<th>Total number of adult carers offered an Adult Carer Support Plan</th>
<th>Total Number of Young Carers offered a Young Carer Statement</th>
<th>Total number of referrals received from Primary Care and Community Services</th>
<th>Total number of referrals received from Acute Care Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter 1</td>
<td></td>
<td>515</td>
<td>500</td>
<td>15</td>
<td>199</td>
<td>47</td>
</tr>
<tr>
<td>Quarter 2</td>
<td></td>
<td>511</td>
<td>487</td>
<td>24</td>
<td>178</td>
<td>35</td>
</tr>
</tbody>
</table>
Financial Framework to implement the Act

- Identifying Adult and Young Carers: £140,400.00
- Personalised Short Breaks Budget: £250,000.00
- Carer Training Budget: £110,000.00
- Additional Carer Respite Funding: £300,000.00
- Strategic Planning, Monitoring, and Performance: £122,535.00
- GCHSCP spends over £1bn on services to the person being cared for that can indirectly support the carer in their caring role. E.g.
- Self-Directed Support, Respite Care, Home Care Services, Day Care Services
**Young Carers Statement Process**

1. **Young Carer is identified**

2. A request for Young Carers Statement is made

3. A Young Carers Worker will contact you and help the family to complete a “Getting to know your family” form

4. A support plan may be put in place to help achieve Goals set by the young carer

5. The Young Carers Statement may be reviewed with the young carer at an agreed time

6. The completed Young Carers Statement may be shared with professionals/family members.
Duty to involve carers in the hospital discharge of the cared for person

Following commencement of the Carers (Scotland) Act 2016 there is a legal requirement to involve young carers in discharge planning for the person they support.

Work is underway within NHS Greater Glasgow and Clyde to make wards more welcoming to all visitors and to identify and support young carers whilst the person they carer for is in hospital. A key component of this work will be to improve communication and relationships between carers and multi-disciplinary teams through the sharing of information and the involvement in decision making and where appropriate care-giving within the ward setting.

The involvement of carers in discharge planning has been embedded within the inpatient care pathway across NHSGGC Acute services.

Support for young carers in NHSGGC is delivered via a partnership between HSCP, Local Government and voluntary sector organisations. A universal pathway has been developed and is in place across all clinic services to identify, involve and support people with a caring role:

These can be accessed either by the Carers Information Line 0141 353 6504, email supportandinformation@ggc.scot.nhs.uk. This service is available for all NHSGGC services users.
Health and Social Care workforce

GCHSCP recognises that there needs to be a strong emphasis on workforce training.

GCHSCP has approved a Carer (Scotland) Act 2016 learning and development plan for health and social care workforce to ensure there are aware of HSCP’s expectations in their role in identifying and supporting carers as partners in care.

All staff will be encouraged to complete the Carer Act eLearning module with follow up by team briefings teams to embed carer identification and support within health and social care practice and that they are routinely identifying, supporting or referring carers to carer support services.

Staff need to be aware of the prescribed in the duties and powers of the Act in respect of Adult Carer Support Plans and Young Carer Statements.

Performance will be monitored by team leads/manager with the expectation that referrals into carer services will increase from range of primary and secondary health services.

Performance monitoring for social work teams will be completion of Adult Carer Support Plans and Young Carer Statements.

Performance will be reported on a quarterly basis to the HSCPs Core Leadership Groups, Children & Families, Adults and Older People and will also be reported on regular basis to Integration Joint Board.
A strategic planning approach to partnership working considering all available resources and priorities to deliver the best outcomes for Young Carers

GCHSCP is committed to ensuring young carers are fully engaged in the planning and shaping of services, but also acknowledges that for many young carers it would be impossible to commit time to attending strategic planning groups due to their caring role.

The Carer (Scotland) Act 2016 introduce the right to a new Young Carer based on the preventative approach to identify each young carer’s personal outcomes and needs for support. GCHSCP has implemented YCS in commissioned third sector carer’s organisations. GCHSCP will utilise the YCS process as an opportunity to learn from young carer’s experiences and use that learning to influence the planning and shaping of future services.

Practitioner Level: Young Carer Support workers and care managers complete the YCS using a family based approach, record the outcomes important to the young carer and how those outcomes and needs can be met.

Management Level: Managers use the information from completed YCS to develop an overview of how young carers are being supported, including unmet needs and can share that information at locality and citywide strategic planning meetings.

Young Carer Involvement: Young carer’s forums will be arranged as and when GCHSCP required to consult with Young Carers, Carers Reference Group and local carer forums would be expected to advocate on behalf of Young Carers and also the carer’s champion.

Strategy: The Young Carer Strategy is then shaped and reviewed based on the local experiences of those young carers who actually use the services as well as wider national learning. That learning influences the IJB Plan ensuring that young carer awareness and support becomes firmly embedded within wider HSCP practice.
Terms Explained

**Carers Act (2016)** – a law that says who carers are, what they do and that they should be given help if they need it.

**Young Carer** – a person under 18 who looks after someone in their family who is ill, has a disability, mental health condition or substance misuse issue.

**Young Carers Worker** – someone whose role is to support Young Carers and their families to make things as good as they can be for everyone.

**Young Carers Statement** – a document that sets out details about caring role and what help might be needed. It will also look at education, hobbies and interests and if support is needed to continue to do them. It is up to the Young Carer what goes into the document and a member of staff from the young carers team will help them with this. They can decide who this information is shared with.

**Review** – an opportunity for Young carers to talk about any changes that may have happened since the last time they met with the Young Carers worker and update plans for new supports that might be needed. The planning and meeting to do this can be agreed between the young person and Young Carers worker.

**Glasgow City Carers Partnership** – Health services, Social Care and voluntary sector organisations who work together to provide support for carers and help to ease a Young Carers role.