

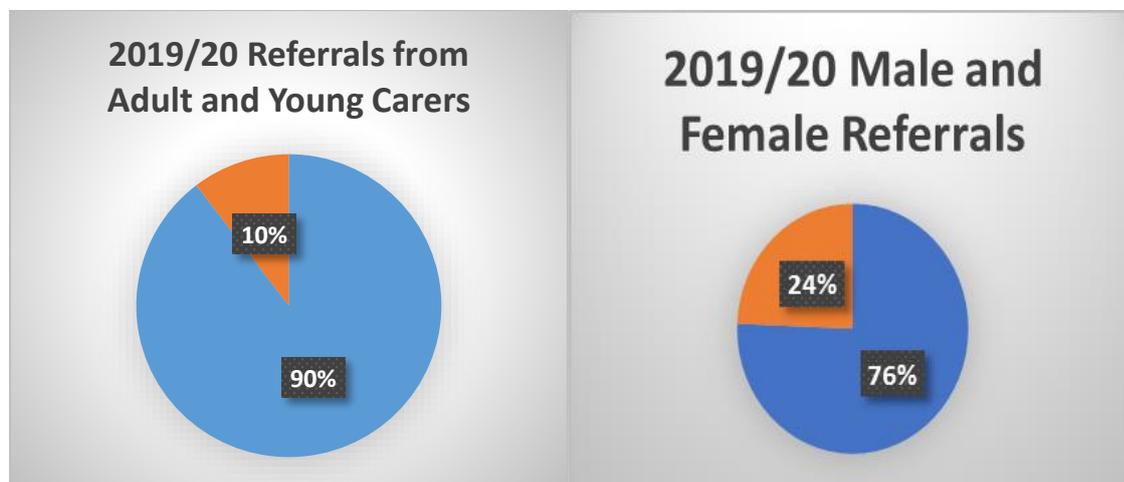
Supporting Carers

The Carer (Scotland) Act 2016 created a duty to offer unpaid carers an adult carer support plan or young carer statement.

Between the 1st of April 2019 and 31st of March 2020, 1847 new carers were offered a Carer Support Plan or Young Carer Statement by Glasgow City Carers Partnership.

Breakdown of Referrals

Percentage of referrals from adult carers aged 18 and over (90%) and Young Carers under 18 (10%)	Percentage of carers who identified as female (76%) and male (24%)
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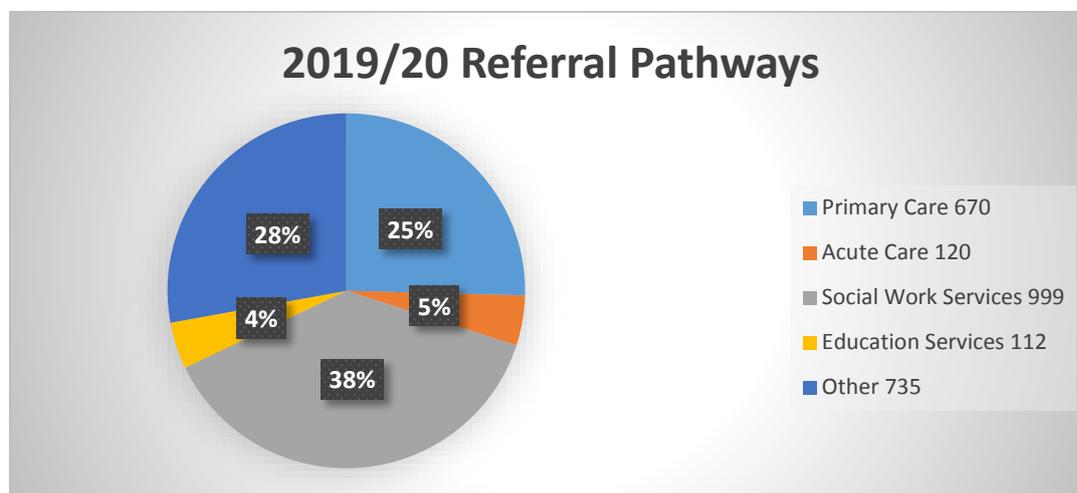
Risk of carer relationship breakdown

Carers Services use a traffic light system to screen referrals. Red referrals (7%) are where the risk to the caring role breaking down is critical, amber referrals (27%) are at moderate risk and green (66%) are low risk of carer breakdown or early intervention.



Referral Pathways

Carer Services raise awareness of the needs of carers with key agencies likely to be in contact with carers and record these as referral pathways.



Of the 339 carers that returned a fully completed evaluation, 273 or 80% reported improved ability to look after the person being looked after.

'My experience with having a carer's service was a breath of fresh air which let me have time for myself. My carer's worker was supportive and had a massive range of knowledge which guided me through a sensitive time and stressful way mums Dementia. The worker helped me to cope and took the strain from my shoulders, was so grateful for her support'

Carer

'I value my role in providing vital support to unpaid carers. My role includes working with unpaid carers providing support and advice on things like benefits, advocacy, respite, support services, and signposting. This can be challenging, but is rewarding as it requires communicating with various organisations in order to provide the carer with the right support for their personal circumstances.'

Adult Carer Development Worker

Training and Peer Support

The availability of training and learning opportunities for carers is critical in building carer confidence and capacity to continue to care and is one of the core services provided via the network of carer services in the city. It also provides important emotional peer support and friendship opportunities for carers which also increases carer health and well-being. There are now three full time training and peer support coordinators working across the city.

In 2019-20, 519 carers were referred for training and peer support. A total of 76 workshops were delivered.

"I now understand my son's sensory issues. He used to melt down doing homework for more than 10 minutes at a time. After learning about visual aids on the autism training course he points to one when he needs a break and we have way less meltdowns than before – and more homework gets done!"

Parent Carer

"I get to see the connections we facilitate between carers that are the building blocks of a healthier society. In our training and peer support sessions we see carers emotionally supporting each other, sharing coping strategies and learning from each other. It's a joy to support unpaid carers."

Training and peer Support Coordinator

Short Breaks for Carers

The Carer (Scotland) Act 2016 introduced new legal requirements and guidance as to how carers should receive short break support. Glasgow HSCP published a Carer Eligibility Criteria and Short Break Statement as required by the carer legislation.

- There was a total of £85,689.35 of personalised budget spend other than home care in 2019/20 for 411 carers. That was an average spend per carer of £208.50
- There was a total of £310,493.60 of short breaks spend in 2019/20 for 804 carers providing 20,315 hours of short breaks. That was an average spend per carer of £386.00

'I find the short break service absolutely great. It gave me time for myself without running around everywhere; time to relax, go to town, and have a coffee, read my book.' **Carer**

Promoting Carer Health & Well Being – Carers Health Liaison Workers

The Carer Health Liaison Workers offer a health review service for carers who aren't always able to engage with primary care health services. In 2019/20 383 Carers received a health review.

'Made an appointment with nurse to check blood pressure. Great idea with the home visit because carers are always buzzing about and forgetting about their own wellbeing.' **Carer**

Carer Consultations

The main consultation in 2019/20 related to asking carers to comment and provide feedback on the GCHSCP Draft Carer Strategies.

A number of methods were used to engage with stakeholders to obtain views and opinions in relation to the Draft Carers Strategies. These included:

- Events
 - Citywide event for carers (hosted by the then Chief Officer David Williams, and Councillor Mhairi Hunter)
 - Events within each locality (North East, North West and South) focusing on the draft strategies from the perspective of staff representing Older People, Adults and Young Carers.
- Online survey for Draft Carer Strategy
- Online survey for Draft Young Carer Strategy

A small, semi structured online survey was compiled and hosted on Your Support Your Way website to collate quantitative and qualitative data.

Various methods of engagement were used to complete the questionnaire, including: promoting the survey on the Glasgow HSCP website and HSCP Newsletter; Twitter; Facebook; sharing the Your Support Your Way Glasgow link to those who had access to a computer. Hard copies were also made available for those who did not have access to the online survey.

In total, 31 tweets were sent out during the consultation. There were 2 Facebook posts which were seen by 7,928 people.

The strategies were overwhelmingly endorsed by those who responded and following approval at the Integration Joint Board meeting in November 2019, they are now available online at [Your Support Your Way Glasgow](https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/your-right-as-a-carer/).
<https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/your-right-as-a-carer/>

During the consultation we asked Young carers *‘Do you agree with a family based approach to work holistically with young carers and their families to build on family strengths and improve the wellbeing and development of the child?’*

100% of respondents agreed with this approach citing the complex nature of some of the family situations and environments that young carers are exposed to requires a family based approach. **(Appendix 3)**

What we did:

- In June 2019 the Integration Joint Board approved an additional £210k of annual funding to recruit an additional six family support workers hosted within carer centres.

‘As a family support worker my role is to work with all the family, meeting their individual needs and help them have a balanced life alongside their caring role.

I enjoy using the family support model as it is inclusive and I am able to make real changes to the quality of life of carers and young carers. Using this helps everyone in the household have their voice heard and we are able to work towards a better caring/life balance for everyone. By supporting the parents in their caring role as well I know I am making a difference and reducing the caring role of the young carers in the home.’

Family Support Worker

During the Carer Strategy consultations we asked ‘Is it important to you that health and social work staff are given training in relation to identifying and supporting carers?’

98% of respondents agreed with this proposal.

What we did:

GCHSCP committed to delivering Carer (Scotland) Act 2016 training to raise awareness of unpaid carers and support operational staff in the delivery of the Carer strategies and requirements of carer’s legislation. The first session was delivered on 19/2/20. (Unfortunately the Covid-19 outbreak has delayed delivery of this training.)

Attendees were asked to complete an anonymous questionnaire after each session.

- *83% of HSCP staff attending agreed the training had increased their awareness of the vital role unpaid family carers fulfil as key partners in the delivery of health and social care.*
- *83% of HSCP staff attending agreed the training had increased confidence in their ability to meet my responsibilities to identify, involve and support unpaid carers.*

During the Carer Strategy consultations you said: Carer Services should ‘Make better use of technology and alternative methods of communication such as digital and social media going forward.’

What we did:

- Developed a Glasgow City Carers Partnership Communications Team to increase use of social media and digital communication to raise awareness of unpaid carers.
- Developed a secure online carer self-referral.
- Linked with Carers UK to make the Jointly carers digital App available to Glasgow's carers.

'One of the most positive aspects of working within the Glasgow City Carers Partnership is working with lots of enthusiastic colleagues across different sectors and organisations. Working with colleagues who are also committed raising the profile of young carers is really inspiring.'

I understand how vitally important it is to support young people and their families when there is a caring role within the household, and have seen the positive impact accessing support can have on their quality of life.

I love the variety of my role as it allows me to work with both professionals and young people to make sure these hidden young carers are being identified, ensuring that both they and their family have the opportunity to get the support they need and deserve. It's very challenging work but it is also highly rewarding knowing that it's giving young people that opportunity to move forward in their lives.'

Young Carer Education Worker

(Appendix 1)

Glasgow City Carers Partnership



Carers Information Line



Glasgow North East Locality



Glasgow North East Carers Centre

Glasgow North West Locality



Glasgow South Locality



**The DIXON
COMMUNITY**

Glasgow City Carers Partnership comprises a current compliment of 53 staff - Glasgow City HSCP employees and employees within 3rd sector carer organisations.



- 1 Citywide Strategic Carer Lead (Glasgow City HSCP)
- 1 Resource Worker (Carer Act Implementation) (Glasgow City HSCP)
- 3 Carer Team Managers (Glasgow HSCP)
- 5 Carer Centre Managers
- 7 Admin Support Workers
- 6 Family Support Workers
- 6 Young Carer Workers
- 21 Adult Carer Workers
- 3 Education Young Carer Workers
- 3 Carer Strategy Workers
- 3 Training and Peer Support Co-coordinators
- 1 Nurse
- 3 NHS Health Liaison Workers

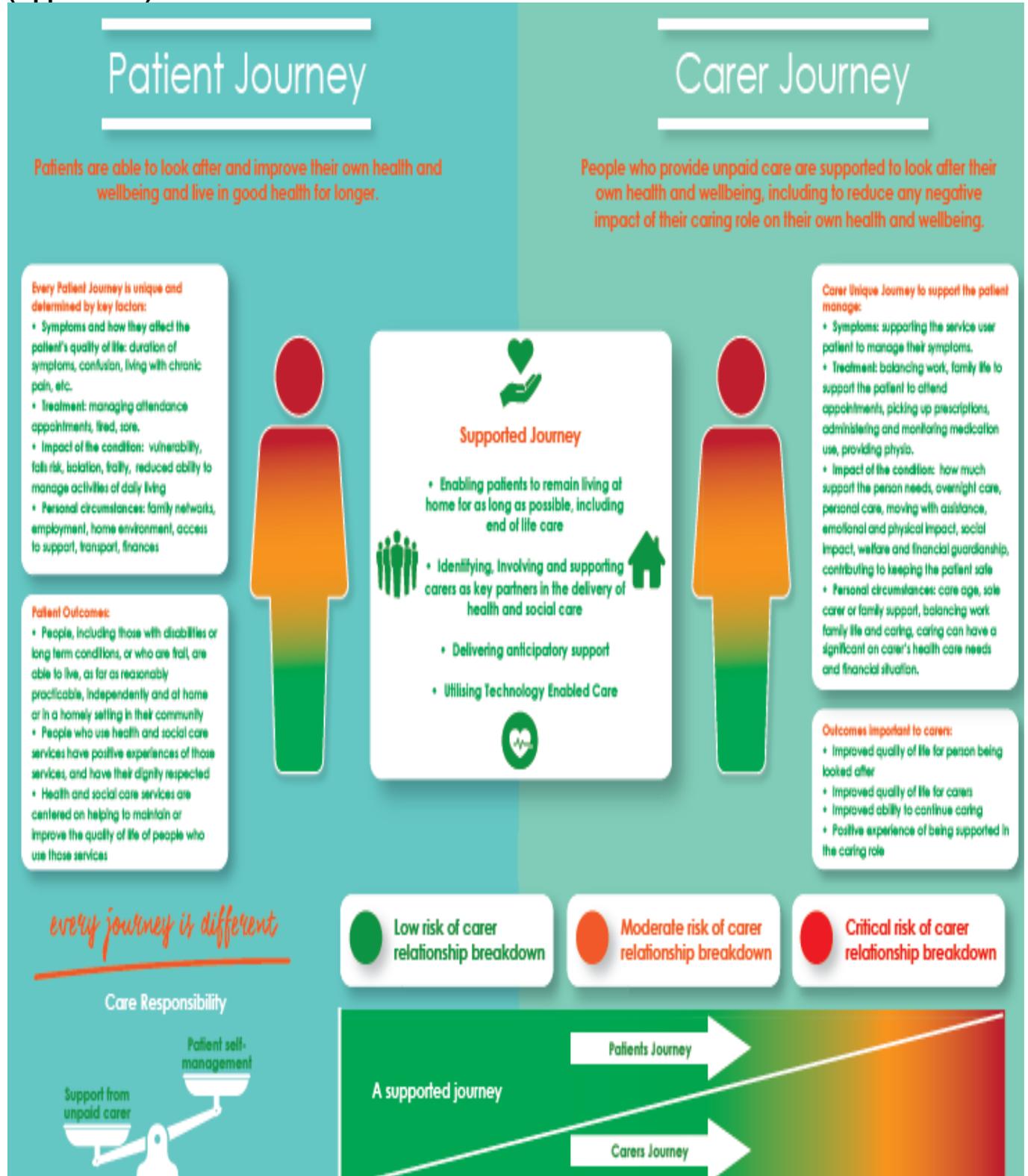
Condition Specific Partners



Alzheimer Scotland

Autism Resource Centre

(Appendix 2)



(Appendix 3)

