



A Strategy for Carers in North Lanarkshire 2013-2018

2013-2018 年针对北拉纳克郡照护者的策略

Strategia dla opiekunów rejonu North Lanarkshire na lata 2013-2018

نارتھ لانا رکشا ئر میں کیئررز کے لیے حکمت عملی برائے 2013-2018





A strategy for carers in North Lanarkshire

2013-2018

Carers are people who provide care to family members, other relatives, partners, friends and neighbours of any age affected by physical or mental illnesses, disability, frailty or substance misuse

(The Carers Strategy for Scotland 2010-2015).





Page

Contents

Foreword

8 **Section one:
Information**

Introduction
Policy context
What do we know about carers?
Where we get our information
What we've done since the last strategy

14 **Section two:
Identifying carers, assessing
their needs and supporting
them in their caring role**

Identifying carers
Assessing the support needs of carers
Supporting carers: Providing information
 Direct support
 Respite and short breaks

20 **Section three:
Our proposals**

Key themes to take the strategy forward

28 **Section four:
Resources to support the strategy**

Funding

30 **Section five:
Appendices**

Funding tables



Internet



Foreword

Welcome to the fourth North Lanarkshire Strategy for Carers

Since the publication of our third strategy, covering the period 2009-2012, we have continued to work in partnership to support carers in a number of ways. Some of these are listed in section one of the document; for example the identification and signposting of new carers, the provision of information for carers, direct support provided by our locality based carer support workers and training for carers. We have also addressed the needs of carers who are harder to reach - carers from ethnic minorities and male carers - and we support around 200 young carers.

In 2010, the Scottish Government and COSLA jointly published 'Caring Together; the Carers Strategy for Scotland, 2010-2015'. Caring Together sets out 10 key action areas to improve support to carers, with a focus on improved identification, assessment, information and advice, health and well-being, carer support, participation and partnership. In tandem with this, the same partners produced 'Getting it Right for Young Carers; the Young Carers Strategy for Scotland, 2010-2015' which seeks to improve the identification of young carers and the support available to them.

Following the publication of the Scottish strategy, the North Lanarkshire partners reviewed our approach to support carers. We have produced this updated strategy that covers many of the key action areas within the national strategy and have identified specific areas which need to be addressed. In particular we need to look again at how we assess carers' support needs and at our approach to short breaks. More details about the actions we will take to address these areas are included in sections two and three of the strategy.

We know that there are many challenges ahead and that the number of carers in North Lanarkshire will continue to increase. We are determined that carers should be recognised for the role they provide and this new strategy shows how we will work in partnership with carers to support them in their caring role over the next five years.



Over the course of the last decade, North Lanarkshire has developed a strong partnership in supporting and involving carers.

The Carers' Strategy Implementation Group (CSIG) was formed in 1999 and comprises of members from:

- North Lanarkshire Council
- NHS Lanarkshire
- Princess Royal Trust Lanarkshire Carers Centre (PRTLCC)
- North Lanarkshire Carers Together (NLCT)
- A range of other voluntary sector organisations which support carers
- Individual carers' representatives

This group is responsible for developing the strategy and managing the use of funding to support carers. It reports annually to the North Lanarkshire Health and Care Partnership.



***Caring Together:
The Carers Strategy for
Scotland 2010-2015***

NHS Lanarkshire Carers Information Strategy

In previous years there has been a separate NHS Lanarkshire Carers Information Strategy, funded directly by the Scottish Government and NHS Lanarkshire. This strategy is implemented and monitored by the Carers Information Strategy Group (CISG), a partnership of representatives from NHS Lanarkshire, South Lanarkshire Council, North Lanarkshire Council, North Lanarkshire Carers Together and the PRTLCC.

The strategy seeks to enable the NHS to deliver on the following themes:

- carers and young carers should be identified by NHS staff
- carers should be provided with information and signposted to local carer organisations for services and supports
- carers are informed of their right to a carer's assessment
- carers are recognised as equal partners in care
- carer awareness training is developed and embedded wherever appropriate in mainstream training for NHS staff
- carers should be supported to fully participate in the strategic planning process to shape future services

These themes are closely related to some of the action areas highlighted in the Scottish strategy and it has been agreed that the key themes from the NHS Carers Information Strategy should be integral to the broader North Lanarkshire Strategy for Carers. Linking the strategies produces a more integrated and cohesive approach to supporting carers.

The policy context for our strategy

Since we published our previous strategy, a number of new policies and strategies which affect carers have been produced. Some of the more significant ones are listed below.

Caring Together; the Carers Strategy for Scotland, 2010-2015 and **Getting it Right for Young Carers; the Young Carers Strategy for Scotland, 2010-2015**, published by the Scottish Government and COSLA, set the national context for carers.

They recognise carers as 'equal partners in the delivery of care' and express a determination to "ensure that carers are supported to manage their caring responsibilities with confidence and in good health and have a life of their own outside caring".

In 2009, the government developed **Reshaping Care for Older People**. This strategy seeks to radically change the way in which health and care services are delivered in response to the growing number of older people in Scotland. To support the reshaping care programme, a change plan of over £70 million per year for four years (from 2011-2015) was set aside, with at least 20% dedicated to supporting carers to continue to care for older people.

The Social Care (Self Directed Support) (Scotland) Act 2013 seeks to ensure adults and children (including carers and young carers) are given more choice and control over how their social care needs are met. This act changes the way in which services are delivered and service users and their carers require information and advice in order to make informed choices about their care and support.

The Mental Health Strategy for Scotland: 2012-2015 sets out seven underpinning themes one of which is "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".

The Lanarkshire Alcohol and Drug Partnership Strategy, 2012-2015 states that "treatment is more likely to be effective and recovery to be sustained, where families, partners and carers are closely involved". It goes on to promote a "whole family approach to the delivery of recovery services, and to consider the provision of support services for families and carers in their own right".

Although the **Equality Act 2010** does not list carers as one of the nine protected characteristics of the act, they are provided with greater protection from discrimination in the workplace and when using public services. Carers might be discriminated against because they are perceived to have, or are associated with, someone who has a protected characteristic e.g. someone who has a disability. The Equality Act will protect carers by virtue of their association to that person.

An equality impact assessment has been carried out on the new strategy and it was identified that we need to encourage carers from different characteristic groups to participate in the Carers Strategy Implementation Group. This has been noted in the action plan and measurements will be put in place to monitor the impact of these actions.

The Strategy for Carers also fits within the context of our other North Lanarkshire partnership strategies:

The North Lanarkshire Community Plan 2013-2018 sets out the partners' vision for North Lanarkshire in the next few years. It includes a determination to improve health and reduce inequalities; to give people a fair chance in life by overcoming factors that limit their opportunities and prospects; and to ensure that we support our children and young people.

Joint Priorities for Community Care 2013-2018 outlines the actions we will take to support people with community care needs - older people, people using mental health services, people with disabilities and people with addictions.

Improving Children's Services Plan 2012 - 2015 sets out how we support children and young people in North Lanarkshire to be safe, healthy, achieving, nurtured, active, respected, responsible and included so that they can realise their potential and make a positive contribution to society.

In addition to the above policies and strategies, we are aware of the impact which welfare reform will have on carers and the people they care for. Significant changes have taken place over the last two years with further reforms taking effect in 2013. Another imminent development is the integration of adult health and social care services; the government intends to bring forward legislation in 2013 to progress this.

The impact and implications of these and other developments will be included in annual updates of this strategy over the next five year period.



*Getting it Right for
Young Carers:
The Young Carers
Strategy for Scotland
2010-2015*

What do we know about carers in North Lanarkshire?

Carers are defined as “people who provide care to family members, other relatives, partners, friends and neighbours of any age affected by physical or mental illnesses, disability, frailty or substance misuse.” (The Carers Strategy for Scotland 2010-2015).

There are estimated to be 49,000 unpaid carers in North Lanarkshire providing care on a regular basis (Scottish household survey 2007-2008). A more accurate figure will be available once the figures are published from the 2011 census.

- 23% of carers provide 50 hours or more of care each week.
- Over 70% of carers have been providing care for over five years
- 11% of women undertake a caring role compared to 8% of men.
- Three out of five people in Scotland will become carers at some point in their lives.

Given the projected rise by 2016 of 21% in Scotland’s 65+ population and 38% in the 85+ age group, the role of carers as equal partners will be critical in the delivery of care.

Where does the partnership get its information?

We engage with carers in a number of ways to inform and identify what carers want and need. Some examples are:

- Joint working at planning and strategic levels
- Carer support workers monitoring, consultation and feedback
- Carer information stands within reception areas of acute hospital settings
- Carer awareness sessions within GP practices
- Carers’ profiling and annual carer reviews
- Annual conferences of carer support group
- Consultation events
- The carers’ journey pilot exercise
- Carer information and signposting events

What we've done since the last strategy

Much has been achieved since the last strategy was published. For example:

- We continue to involve carers in the development of services through our strategic planning arrangements.
- We identify new carers by raising awareness of carers' issues. Between 2008 and 2012, at least 3,000 carers were identified and signposted to appropriate support.
- Carers continue to influence policy at local and national levels and have representation on various user and carer groups. Recent examples of involvement are within North Lanarkshire's short breaks initiative and Reshaping Care for Older People.
- We support carers through the work of the locality based support workers and through training for carers, for example in stress management, coping with challenging behaviour and children's first aid.
- We have looked again at how we can better assess the support needs of carers through the development of the 'carers' journey'.
- We have addressed the needs of carers from ethnic minorities and other equality groups in areas such as income maximisation, translation and interpreting, training and awareness raising projects.
- We have identified and raised awareness of the issues affecting male carers.
- We have helped fund bereavement support for carers.
- We support around 200 young carers in North Lanarkshire by identifying and supporting young carers in schools, developing young people's skills in a number of areas, including catering, music and self development, and providing opportunities for short breaks.
- We have also supported specific projects to support carers e.g. steps for caring training programme; the Haven at Home project providing information and support for carers at home; and young carers and drug misuse.

Further information on a fuller range of support provided to carers can be obtained by contacting the senior officer, planning - see contact details at the end of this document.

Section two:
Identify, assess
& support carers



The Carers Strategy Implementation Group recognises the progress made in a number of areas, but is aware that there is a need for further development in line with the National Strategy for Carers. This section explores how we identify, assess and support carers, and in particular, our development approach to short breaks. Section three contains our action plan for the next five years to take forward the key themes where further action is required.

Identifying carers

The Carers Strategy for Scotland 2010-2015 provides two key statements on the most effective ways of identifying carers:

- “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”.

We try to ensure the identification of carers takes place in various ways, including:

- The carer support team, based in hospital and community settings deliver ‘carer champion training programme’ and ‘carer awareness’ sessions, helping health staff identify and signpost carers to support. The team links with GP practices, reaching carers with information and targeted events such as flu clinics.
- Carer support workers, based in social work locality offices, have a role in identifying carers.
- Three young carer support workers raise awareness in schools.
- Information link workers use a range of networks to provide information and raise the profile of carers, for example dementia café initiatives, fuel poverty events, links with local business and special needs schools.

We also link to the key actions in the national strategy for identifying carers in the following ways:

Strategy for Scotland 2010-2015 Action Point	What we are doing in North Lanarkshire to link into this
To work with Alcohol and Drug Partnerships (ADPs) and with the Scottish Drugs Recovery Consortium (SDRC) to help identify and support carers of people with substance misuse.	We have helped fund a kinship carers group to identify and support kinship carers and raise awareness of their needs. We provide key information to young carers about drug and alcohol misuse.
To approach all relevant national training and qualification accreditation bodies to agree how they could integrate carer identification and awareness into the curriculum by 2013.	Input into the training of social workers at the University of the West of Scotland to ensure new workers see carers as key partners and value their views. Regular talks to student teachers to raise awareness of the needs of young carers in education.
To ensure that from 2011-2012, local authorities, NHS boards and all carer support organisations are to identify carers and young carers in the hard to reach groups, including black and minority ethnic carers	We are supporting workers, carers, and young carers, from minority ethnic groups and other equalities groups through training programmes, increasing awareness and improving knowledge of services available. Funding has been approved to focus on carers who care for someone with a mental health illness.

Assessing the support needs of carers

Carers who provide substantial and regular care have a statutory right to an independent assessment of their own support needs. The Carers Strategy for Scotland makes it clear that local authority and health partners have a duty to make sure that carers know about this right and to promote carers assessments. Carers' assessments should be reviewed regularly to take account of changing circumstances and should cover the need for emergency planning.

In North Lanarkshire an assessment process has been in place for several years. However, uptake has been consistently low. We set up a partnership group to find out why this was the case and make suggestions for improvement. A range of issues were identified as contributing to the low uptake, including the purpose of the process being unclear to carers, the process being too cumbersome, competing demands on workers' time and a need for training.

In consultation with focus groups of carers and workers, a 'carers' journey' was developed and piloted in three localities over a period of two months. The term 'carers' assessment' was avoided as this was unpopular with carers and 'carers' journey' used instead to reflect the fact that the situation for carers can vary markedly over time, and that engaging with carers should not be viewed as a one off activity but should be subject to review over time.

During the pilot, carers told us that the areas most commonly affected by their caring role were:

- health and wellbeing
- social life and leisure
- relationships
- finance
- quality of life
- work and education

The carers' journey, as a process, was viewed positively by carers and workers, who saw it as less intrusive for carers, more manageable and more positive than the existing assessment. It highlighted the need for timely support and the value of the engagement process.

We have since amended the carers' journey following this pilot exercise and have agreed to roll it out across North Lanarkshire over the period of this strategy.



Supporting carers



From consultation events and information gathered from the carers' journey pilot, carers have told us that the things most helpful to them in supporting their caring role are:

- Information
- Direct support
- Respite and short breaks

Carers also highlight the need for early intervention in providing this support and the importance it plays in preventing or delaying crisis intervention.

Providing information

In North Lanarkshire, there is a wide network of resources providing carers with information to ensure they can access services to support their individual needs. These include:

- A carer support team which provides a range of information within hospital settings, GP practices and health centres.
- Daily 'drop in' opportunities for all carers to access a range of information.
- A free phone information line card issued to all social work teams and GP practices.
- Regular newsletters for carers, young carers and the people they care for with updated information on services and supports.
- Carer conferences where programmes ensure carers are kept updated on issues that impact on them and the people they care for.
- Links with service providers to ensure carers can access information and speak directly to providers.
- Links with local and national disability organisations to inform carers of local services.

Feedback: 65% of carers said information they received helped them to take more control of their lives and made them feel better able to carry on with their caring role.

Quote: "It's fantastic to be kept up to speed with what's going on."

Direct support

Similarly wide networks of resources provide carers with direct support to allow them to continue with their caring role. These include:

- A carer support service based within locality social work offices, providing direct support to carers while our young carers' project offers a range of supports to help young carers.
- A comprehensive carer training programme aiming to help carers with their caring role, to address their health and wellbeing and give opportunities to learn something new. A training consortium is exploring funding opportunities to build a programme that will reach all carers, reduce duplication and deliver opportunities for carers to learn and benefit from time out from the caring role.

Feedback: *over half of carers say they feel more in control of their lives by getting help to access services for the person they care for while 72% of carers felt better able to take care of their own health and wellbeing through mutual support from other carers at carer support groups. Carers also say they feel less isolated and better able to carry on caring as a result of the support they received.*

Quotes: *"I get good suggestions from other carers to help me cope." "Being in company stops me slipping into depression." "Contact with the carers centre has made me feel I am less isolated, down, scared and overwhelmed." "The carer support worker made me feel a lot calmer about my situation and far more able to cope." "Training not only gave me new skills but 'permission' to take care of my own health." "I am more confident in my own abilities and better equipped to do a good job."*



Respite and short breaks

The terms 'short break' and 'respite' tend to be used interchangeably. 'Caring Together, the Carers Strategy for Scotland' emphasises that "access to personalised, flexible short breaks provision is crucial. Short breaks help to recharge batteries and sustain carers in their caring role". It proposes that local authorities and their partners "should use their combined resources and expertise in creative ways to plan for the development of more flexible, personalised short breaks provision".

Access to flexible, responsive short breaks for carers is continually highlighted as an ongoing issue for carers in North Lanarkshire. Some participants in the carers' journey exercise, referred to earlier in this section, said they had never had a break from their role as a carer and at a Lanarkshire consultation event held in 2011 'gaps in respite provision' was identified as the main issue for North Lanarkshire carers.

The Carers Strategy Implementation Group has identified the development of flexible and responsive opportunities for respite care and short breaks as a priority for the coming period and funding has been obtained to enable us to take forward a development programme for this. This will include wide ranging consultation and engagement with carers, carers' organisations, service providers and stakeholders. There will be a focus on identifying best practice nationally, and facilitating a carer event that will inform the development of a short breaks service for carers.



This section sets out our commitment to carers in North Lanarkshire. The actions identified will take the strategy forward over the next five years, but will be adjusted and updated annually over the period.

We have set out our actions under four key themes:

- Identifying carers
- Engaging with carers
- Informing carers
- Supporting carers

Identifying Carers		
What we will achieve	How we will do it	How we will measure the impact of our actions
<ul style="list-style-type: none"> • Professionals, peers and other organisations that are in touch with carers will have a better understanding of carers' support needs through awareness raising. • Information will reach people in a caring role, even if they do not wish to be identified as a carer, to help them find the information and support that best suits their needs. 	<ul style="list-style-type: none"> • In partnership with education services and local colleges, we will continue to develop and present awareness sessions for pupils and teaching staff to highlight the role of young carers. • We will promote staff access to a training programme to establish 'carer champions' on every hospital ward and throughout community services, and utilise available opportunities to hold staff carer awareness sessions. • We will develop carer awareness training for key staff in social work and partner organisations to highlight the importance of recognising people in a caring role. 	<ul style="list-style-type: none"> • We will monitor these sessions on a quarterly basis to evaluate the levels of understanding among key groups. • We will report on the number of 'carer champions' and evaluate the impact of these posts in supporting carers. • Officers within the partnership will work with training sections to develop carer awareness training. Reports on the number of people undertaking training will be presented to the Carers Strategy Implementation Group (CSIG) and the NHS Carers Information Strategy Group (CISG) on a six monthly basis. • Quarterly progress reports are made to the NHS CISG.
	<ul style="list-style-type: none"> • The NHS Carers Support Team will continue to identify carers and ensure that they are signposted to appropriate services and supports. 	<ul style="list-style-type: none"> • The NHS Carers Support Team reports on a quarterly basis to the NHS CISG on the number of carers identified, the support provided and the outcome achieved for carers.
	<ul style="list-style-type: none"> • Organisations linked to the strategy will work in partnership to promote carer awareness. 	<ul style="list-style-type: none"> • We will ensure information is sought from partner agencies on referrals to them via the boards and carer support team input.

Identifying Carers

What we will achieve	How we will do it	How we will measure the impact of our actions
	<ul style="list-style-type: none"> • We will continue to provide carer networking, information and signposting events with a range of statutory and third sector partners to identify carers and young carers. • We will work with local employers to raise awareness of the needs of carers in employment and link them to supports. 	<ul style="list-style-type: none"> • We will monitor and report on the number of contacts received from these approaches.
<ul style="list-style-type: none"> • Carers will continue to be actively targeted using a range of formats and locations to raise awareness of the caring role. 	<ul style="list-style-type: none"> • Through events such as conferences, AGMs and consultations, we will seek to identify new carers and provide information and support. • We will use innovative approaches to raise awareness of carers' issues in the local communities e.g. organisations' websites, Facebook, Twitter, looking local portal, advertising etc. 	<ul style="list-style-type: none"> • The CSIG will receive feedback from these events to review the success rate of identifying new carers.
<ul style="list-style-type: none"> • Carers who are as yet unknown in harder to reach groups will receive information and be identified. 	<ul style="list-style-type: none"> • The partnership will continue to work with other external organisations to identify and support carers in harder to reach groups such as male carers and carers from ethnic minorities (including gypsies and travellers). • Two co-ordinators for carers – mental health will be appointed to the NHS Carers Support Team for a 12 month period in 2013 to identify carers caring for someone with a mental health illness and to raise awareness of the issues affecting these carers. 	<ul style="list-style-type: none"> • We will ensure the membership of the CSIG has representation from all care groups and receive updates from all organisations and groups represented on their work with carers. • We will establish numbers and frequency levels of carers from harder to reach groups receiving support and accessing partners' services and activities on a quarterly basis. • Performance monitoring reports will be submitted quarterly by the black and minority ethnic (BME) and blood borne viruses (BBV) carer support workers to the NHS CISG. • BME and BBV carer support workers will have a regular presence at all mosques and Asian women's groups within Lanarkshire to raise awareness of services.

Section three:
Our proposals

Identifying Carers		
What we will achieve	How we will do it	How we will measure the impact of our actions
		<ul style="list-style-type: none"> • Key staff within the council will engage with the travelling community to raise awareness and disseminate information to identify and support carers within this group. Monitoring reports will be submitted annually • The NHS CISG will receive quarterly performance monitoring reports from the co-ordinators for carers in mental health which will provide a range of information.
<ul style="list-style-type: none"> • Carers and their support needs will be better identified following the roll out of the carers' journey in 2013-2014. 	<ul style="list-style-type: none"> • We will develop briefing sessions for frontline staff in North Lanarkshire housing and social work and partner organisations. • We will develop a format to be used by the carer support workers in PRT Lanarkshire Carers Centre • We will explore the options for staff in NHS Lanarkshire to use the carers' journey framework. • We will implement systems for recording outcomes for carers as highlighted in their 'journey'. • We will consider options for other organisations to use the carers' journey. 	<ul style="list-style-type: none"> • We will report on the number of carers' journeys completed and outcomes achieved. • We will develop a review system and monitor impact. • We will report to the CSIG and the NHS CISG on a quarterly basis.

Engaging with carers

What we will achieve	How we will do it	How we will measure the impact of our actions
<ul style="list-style-type: none"> Carers will have representation at strategic and local levels to ensure the needs of all carers are heard and represented. 	<ul style="list-style-type: none"> We will support and empower carer issue groups such as kinship carers, chaps male carers group, young carers groups and parent carer workshops to develop and have their voice heard. 	<ul style="list-style-type: none"> Carer organisations supporting people from diverse backgrounds will receive regular information from the CSIG and will be encouraged to attend meetings to provide input.
	<ul style="list-style-type: none"> We will link carers and professionals in the strategic planning process including the Health and Care Partnership and associated partnership boards. 	<ul style="list-style-type: none"> As partners, carer representatives will continue to participate in the North Lanarkshire Health and Care Partnership and the four partnership boards.
	<ul style="list-style-type: none"> We will engage with the Scottish Government's Carer Policy Unit. 	<ul style="list-style-type: none"> Through links with NLCT who are actively involved in working groups, partnerships and carer strategy development, we will have a voice at a national level.
	<ul style="list-style-type: none"> We will ensure carer's issues and needs are heard through representation on the boards of partner organisations. 	<ul style="list-style-type: none"> Carers feedback on their experiences of involvement with statutory agencies will be reported quarterly (carer reviews).
	<ul style="list-style-type: none"> We will have carer input into the Reshaping Care for Older People agenda through representation at meetings. 	<ul style="list-style-type: none"> Records of meetings will record the outcomes of actions taken to respond to carers' issues that have been identified.
	<ul style="list-style-type: none"> We will continue to support carer participation at strategic levels through carer participation in the CSIG and NHS CISG. We will embed the new carer engagement standards as developed by the Coalition of Carers in Scotland. 	
<ul style="list-style-type: none"> Through active engagement processes, carers' views will be sought and fed through to strategic planning processes. 	<ul style="list-style-type: none"> We will continue to use innovative consultation methods to consult with carers, including use of option finders, opinion meters, one-to-one discussions, personal pathways, carer free days, websites and Facebook pages. We will hold local focus groups to influence service planning e.g. older carer focus group to influence joint commissioning as part of Reshaping Care for Older Adults. We will link to the business plans of key carer support organisations in North Lanarkshire funded through carer development money. We will ensure that training and support is available to carers and young carers wishing to be involved in the planning and development of services. 	<ul style="list-style-type: none"> The CSIG will provide clarity and identify responsibilities of partner organisations in North Lanarkshire to take the strategy forward and meet targets. We will report on an annual basis on carer involvement in planning processes and the impact on shaping future services.

Section three:
Our proposals

Informing carers		
What we will achieve	How we will do it	How we will measure the impact of our actions
<ul style="list-style-type: none"> • Carers will have access to information from a range of sources and locations across North Lanarkshire. 	<ul style="list-style-type: none"> • Carers, patients, visitors and staff in acute hospital, GP practices and health centres will have access to appropriate information from the NHS carer support team through bespoke carer information boards and the carer information packs. • We will provide carers with information about their rights and where to access appropriate support. • Through partner organisations, we will provide information for carers at a local level through notice boards, information packs, carer information sessions, weekly drop-ins, etc. 	<ul style="list-style-type: none"> • The NHS Carers Support Team reports quarterly to the CISG providing details on the number of carer referrals and enquires, support provided and outcomes achieved for carers. • Partner organisations' monitoring reports will provide information on the formats used to provide information and the outcomes achieved from these.
<ul style="list-style-type: none"> • Carers will have access to information in formats that suit their needs. 	<ul style="list-style-type: none"> • We will ensure children, young people and families are provided with information which is easily understood and accessible. • We will promote equality of access to information for carers by responding to communication support needs and providing information in formats that carers require e.g. foreign language, BSL, audio, easy read. 	<ul style="list-style-type: none"> • We will measure the levels of information requested and provided in alternative formats.

Supporting carers

What we will achieve	How we will do it	How we will measure the impact of our actions
<ul style="list-style-type: none"> • People with long term health problems, disabilities and mental health issues, and their carers will be more aware of the implications of changes in benefits within the next few years brought in by the proposed welfare reform. 	<ul style="list-style-type: none"> • Through briefing sessions and training, we will ensure frontline staff in social work and NHS Lanarkshire are more aware of the changes in welfare reform. • Staff in partner organisations will be supported to provide advice to carers on entitlements and changes to the benefits system. 	<ul style="list-style-type: none"> • The financial inclusion team will produce an annual welfare rights activity report providing details of income generated and training provided – both internally and externally. • Partner organisations will report six monthly on support and advice they have provided to carers in this area and the outcomes achieved from this.
<ul style="list-style-type: none"> • Carers will have access to a more flexible, personalised and creative approach to respite and short breaks as an essential part of the overall support provided to them. 	<ul style="list-style-type: none"> • The first phase of a short breaks development programme will map existing provision and gaps, identify good practice from elsewhere and present findings to carers and stakeholders. • A short breaks development worker funded by NHS Lanarkshire’s CISG and the Reshaping Care for Older People change fund will begin to develop resources that enable more accessible short breaks for carers • We will continue to provide regular, flexible and personalised short breaks for carers through existing services within specific partner organisations. 	<ul style="list-style-type: none"> • By September 2013 we intend to have in place a full service design proposal and implementation plan for the provision of flexible and responsive short breaks. This will include funding requirements, policy development, and a monitoring and evaluation framework. • We will record the number of short breaks provided and obtain feedback from carers on the benefits achieved from receiving a break from their caring role.

Supporting carers

What we will achieve	How we will do it	How we will measure the impact of our actions
<ul style="list-style-type: none"> Older young carers will have access to more focussed services as they enter adulthood. 	<ul style="list-style-type: none"> Through partnership with the young carer project, we will develop a 16+ young carers forum within the service which will lead to a role in the design and delivery of the North Lanarkshire young carers service while meeting the needs of 'older' young carers. 	<ul style="list-style-type: none"> Quarterly monitoring reports will be submitted to the CSIG.
<ul style="list-style-type: none"> The specific support needs of parent carers will be addressed through the development of services. 	<ul style="list-style-type: none"> We will continue joint partnership work with parent groups supported by community learning and development. A parent carer support group has been established in Airdrie with an aim to duplicate this service across each locality. 	<ul style="list-style-type: none"> Community learning and development will use quarterly questionnaires to evidence carers' satisfaction rates with service provision.
	<ul style="list-style-type: none"> Training programmes will continue to offer a variety of topics relevant to parent carers including autism, siblings matter, sleep workshop, GIRFEC and Relax kids. One day parent carer training events and a range of health and wellbeing events will be arranged relevant to the needs of this group of carers. 	<ul style="list-style-type: none"> Performance monitoring reports and year end training reports will provide details of how these training events have benefitted parent carers.
<ul style="list-style-type: none"> Support for carers will be more pro-active, preventative and given at a time most suited to their needs in order to minimise the requirement for crisis intervention. 	<ul style="list-style-type: none"> Through the roll out of the carers' journey, carers and young carers will be encouraged and supported to put in place emergency support plans. Preventative support to carers will be provided through personal pathways to minimise the need for crisis intervention. 	<ul style="list-style-type: none"> Reporting mechanisms set up for recording the number of carers' journeys completed will include information on carers and young carers who have emergency plans in place.
<ul style="list-style-type: none"> Carers will have access to emergency planning support. 	<ul style="list-style-type: none"> Partner organisations will agree an action plan to ensure that emergency planning support for carers is developed in North Lanarkshire. 	<ul style="list-style-type: none"> An agreed action plan will be put in place by 2014.

Supporting carers

What we will achieve	How we will do it	How we will measure the impact of our actions
<ul style="list-style-type: none"> • Carers will have access to a range of training opportunities to support them in their caring role. 	<ul style="list-style-type: none"> • Carer development funding will support the training programme delivered by the PRTLCC. • The PRT LCC 'steps of caring' training programme will continue to provide support to newly identified carers. • NLCT and community learning and development will provide training to carers wishing to become more involved in the strategic planning process. • Partner organisations will provide a range of training sessions for carers, including first aid, lifting and laying, food hygiene and befriending. 	<ul style="list-style-type: none"> • Quarterly monitoring reports will evidence the numbers of carers accessing training and the benefits gained. • Quarterly progress reports detailing the outcomes achieved for carers will be submitted to the NHS CISG.
<ul style="list-style-type: none"> • Carers and carer organisations will be supported through a range of resources. 	<ul style="list-style-type: none"> • Carer development funding will continue to support a range of organisations providing direct support for carers and young carers. • NHS Carer Information Strategy funding will be used to support a wide variety of programmes and projects supporting carers and young carers. • Through Reshaping Care for Older People, (RCOP) a minimum of 20% (now increased to 50%) of the allocated budget should be spent on direct or indirect supports to carers. 	<ul style="list-style-type: none"> • All organisations in receipt of funding will be required to submit monitoring reports twice per year to the CSIG. • All organisations in receipt of NHS funding will submit quarterly progress reports to the CISG. • Through RCOP monitoring frameworks, reports will provide information on resources made available and associated outcomes for carers.

Section four:
Resources





Resources to support the strategy

- The Carers Strategy Implementation Group approves an annual budget to provide funding for independent organisations that support carers. A full list of the organisations that are supported and the level of funding they will receive in 2013-2014 is included at appendix 1.
- The NHS Lanarkshire's Carer Information Strategy Group manages an annual budget which is used to develop projects to support carers. A list of the organisations which received financial support during 2012- 2013 to support carers in North Lanarkshire is included at appendix 2.
- The North Lanarkshire Change Plan has already allocated resources to benefit carers e.g. a respite proposal has been approved to lease one sheltered housing tenancy in each of the six localities in North Lanarkshire to provide respite and support for carers.
- Funding has also been awarded from the change plan to employ a short breaks/respite development officer for a ninth month period to scope out existing provision and make recommendations for future provision.

Further information

If you require further information relating to any of the information in the strategy, please contact the senior officer, planning section, housing and social work services on **01698 332563**.

Appendices:
Funding

Appendix 1: NLC Carers Strategy Development Funding 2013-2014	
Organisation	Annual Funding
Action for Children Young Carers Project	£45,556
Alzheimer Scotland	£27,334
North Lanarkshire Carers Together	£142,002
Parkinson's Group, Motherwell	£27,216
Parkinson's Group, North Lanarkshire	£20,835
Partners in Play	£45,990
PRT Lanarkshire Carers Centre - Carer Support Service	£175,970
PRT Lanarkshire Carers Centre - Training Officer post	£13,126
PRT Lanarkshire Carers Centre - Training for carers	£15,330
Redburn After School Care and Leisure Scheme	£25,550
Watch us Grow	£6,440

Appendix 2: NHS Lanarkshire CISG Funding Awards 2012-2013	
Organisation	Annual Funding
Action for Children Young Carers Project - Support Workers	£72,000
Action for Children Young Carers Project - PX2 Training	£9,000
NHS Carer Support Team	£119,000
NHS Carer Champion Training Programme	£3,709
NHS Mental Health - Co-ordinator for Carers	£82,668
NHS Carer support team - Carer Link Workers	£79,002
North Lanarkshire Carers Together - CST Co-ordinator for Carers	£33,724
North Lanarkshire Carers Together - Short Break Dev. Officer	£20,986
North Lanarkshire Carers Together - CST Asst Co-ordinator for Carers	£32,121
Parkinson's Group, Motherwell - Therapy Programme	£8,760
Partners in Play - Training and Support Programme	£5,523
PRT Lanarkshire Carers Centre - core funding	£60,151
PRT Lanarkshire Carers Centre - BBV Dev. Worker	£16,624
PRT Lanarkshire Carers Centre - BME Dev. Worker	£25,317
PRT Lanarkshire Carers Centre - Parent/Carer Dev. Worker	£28,250
PRT Lanarkshire Carers Centre - BBV Therapies	£5,400
The Haven - Haven@ Home	£43,903

(Funding awards from NHS Lanarkshire CISG are ongoing throughout the year)

This information can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

如果你需要用其他语言或者其他格式表示这些信息，请与我们联系以便讨论你的要求。

Jeżeli potrzebujesz tą informację w innym języku lub formacie, proszę, skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

اگر آپ کو دوسری زبان میں یہ معلومات درکار ہو تو براے مہربانی ہم سے مندرجہ ذیل پتہ پر رابطہ کریں

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