

## **21. UNPAID CARE PLANNING FRAMEWORK**

### **21.1 Analysis of Local Position**

21.1.1 In Renfrewshire, the Carers Joint Planning, Performance and Implementation Group (Carers JPPIG) is the key strategic vehicle for planning service improvements for unpaid carers. The Group is jointly chaired by one of the CHP's Rehabilitation and Enablement Service Managers and Renfrewshire Council's Principle Officer for Older People's Services. Membership includes four carers and representatives from the CHP, Renfrewshire Council, Renfrewshire Carers Centre, the West of Scotland University, Alzheimer Scotland, Linwood Community Council, Acumen and Job Centre Plus.

21.1.2 We have developed a Renfrewshire Carers Strategy for the period 2009-2012, which includes a vision statement, specific recommendations to further develop services for unpaid carers and an evaluation framework.

An Equality Impact Assessment was completed in 2009/2010 following which an action plan was developed. The action plan will be implemented during 2010/2013 in partnership with all Joint Planning Groups.

21.1.3 Our vision in Renfrewshire is that:

- Carers will have access to the personalised services based on a carers assessment to support them in their caring role;
- Carers will be supported to have a life of their own alongside their caring role;
- Carers will be supported so that they do not experience financial hardship or social exclusion through a caring role;
- Carers will be supported to stay as mentally and physically well as possible;
- Young carers will be supported, protected from inappropriate levels of caring, and have the supports they need to learn, develop and enjoy a positive childhood;
- Carers will be respected and supported through training and information to fulfil more confidently their caring roles;
- Carers will be engaged, involved and consulted with as partners in developing policies, strategies, in service reviews and service developments.

21.1.4 The Renfrewshire Single Outcome Agreement describes targets agreed with the Scottish Government, including HEAT targets (Health Improvement, Efficiency, Access and Treatment), which aim to:

- Increase the number of carer assessments from 65 to 244 by 2010;
- Reduce emergency inpatient bed days for people aged 65+ by 10% compared to 2004;
- Reduce the number of people aged 65+ who are admitted 2 or more times in a year by 20% compared to 2004;
- Maintain at zero the number of patients delayed from discharge in hospital for over 6 weeks;
- Reduce hospital admissions due to falls by 5%.

21.1.5 We have developed a range of initiatives utilising the Carers Information Strategy funding. These include the appointment of: an Information Worker, a Training Worker and a Carers' Coordinator based at the Carers' Centre in Paisley. These posts have enabled significant progress to be made in improving access to

information for carers including web based materials, delivery of training based on the needs identified by carers themselves and the development of a carer's network for carers who participate in our local planning groups and training programmes. Renfrewshire Carers Centre has successfully sourced funding from the Big Lottery Fund to help older carers plan for the future. The project will help older carers to plan for the future by assisting carers to put in place emergency care plans should a crisis arise or plan for the future when they are no longer able to care.

- 21.1.6 Effective partnership working has been established with carers support workers in acute services, the Carers Centre and with our Public Partnership Forum.
- 21.1.7 A Carers Self Assessment Form has been developed and distributed widely in health, Social Work and community settings. Completed self assessments are reviewed by Social Work staff who determine whether a full assessment is required and will arrange this in agreement with the carer if required.
- 21.1.8 Health and Social Work staff receive training in the identification of carers and their rights. This has also been incorporated into staff induction programmes, admission and discharge documentation in Acute Services, and in Community Nursing and AHP processes.
- 21.1.9 As part of our work with the Safer Renfrewshire initiative, the 'Message in a Bottle Scheme' will be relaunched in May 2010. Work is also underway to develop an emergency plan of care aimed at older people who may no longer be able to continue in their caring role- this is a particular issue for the carers of adults with learning disabilities.

## **21.2 Numeric Analysis**

- 21.2.1 Renfrewshire has a resident population of 170,000 people, of whom 18% are children, 66% are young and middle aged adults and 16% are older people. The proportion of the population from a minority ethnic community (1.2%) is approximately half the national average (Glasgow Centre for Population Health, 2008).
- 21.2.2 The number of carers in Renfrewshire has been obtained from census data and by applying national prevalence rates to the Renfrewshire population. The Scottish Government's response to the Care 21 Report estimated that 1 in 8 of the Scottish population are carers. There are approximately 22,000 carers in the Renfrewshire area with 7,000 caring for more than 20 hours per week. Approximately 1,000 are young carers who are twice as likely as their peers to experience mental health issues. Government figures and local studies suggest that:
  - 18% of carers care for more than one person
  - 50% of carers care for an individual over 75 years
  - 25% of carers have cared for more than 10 years
  - 63% of carers are female
  - 80% of carers advise that caring has made their health worse
  - 10% of older carers cut back on food to make ends meet
  - 80% of carers aged 50 – 60 had given up work to care.

Applying overall prevalence rates to Renfrewshire suggests that:

- 20,000 carers in Renfrewshire will experience stress

- 13,000 carers in Renfrewshire will experience depression
- 8,000 carers in Renfrewshire will juggle work with caring
- 4,800 carers in Renfrewshire will have given up work to care
- 3,300 carers in Renfrewshire will provide more than 50 hours of care each week
- 2,900 carers in Renfrewshire providing substantial care will have financial concerns that affect their health

### **21.3 Health Gaps and Key Issues**

- 21.3.1 The scale of the above data demonstrates the contribution made by unpaid carers and the impact supporting carers could have on the reduction of inpatient bed days and emergency hospital admissions. Carers are a third more likely to suffer ill health than non carers and statistically more than 2,000 carers in Renfrewshire are in poor health. Many carers report disturbed sleep at night, often but not only, through caring for a partner with dementia. Respite at home fits well with strategies for managing long term health conditions at home, and with meeting palliative care needs as stated in Living and Dying Well, Scottish Government 2008. If a caring relationship is insufficiently supported, it can result in admission of the cared for person to hospital or to a care home.
- 21.3.2 One in five carers gives up work to care. By 2037, it is estimated that there will be an additional 4,400 carers in Renfrewshire, an increase of 20% to give a total of about 26,400. Unpaid care will grow in importance as people live longer and receive more care at home. As carers themselves become older they wish to plan for the future accommodation and care needs of loved ones, receive reassurance that their wishes will be respected and plan for emergency situations that might arise.
- 21.3.3 Research by Carers UK has established that two out of ten carers have to give up their employment and many more reduce their hours of work. It is estimated that 8000 carers in Renfrewshire combine work with caring. It is important to ensure the valuable skills of working carers are not lost to the workplace. The benefits of employment include financial and social inclusion, as well as maintaining health and wellbeing.
- 21.3.4 Renfrewshire's Young People's Health and Wellbeing Survey was carried out in 2008. Young people in Secondary Schools (S1 to S6) were asked about caring responsibilities. Survey results showed that:
- Young carers were more likely than non-carers to be in a single parent family (27% carers; 21% non-carers).
  - Half of young carers (50%) who responded said that their caring responsibilities affected them in some way. Among all young carers, the most common effects of caring responsibilities were feeling stressed (24%), feeling tired (23%) and feeling anxious (12%).
  - Young carers were more likely than those without caring responsibilities to have a medical problem or disability (51% carers; 36% non-carers). Specifically, carers were more likely to suffer from asthma (23% carers; 15% non-carers); painful joints (11% carers; 5% non-carers); and learning difficulties (8% carers; 4% non-carers).
  - Young carers were more likely than non-carers to be in the high depression category (45% carers; 29% non-carers).

Services for young carers will be included in the Integrated Children's Framework.

The CHP is working with Renfrewshire's Education and Leisure Services to address issues raised from this survey.

- 21.3.5 Carers in Renfrewshire tell us that demand for respite outweighs the current availability. While plans are in place to increase respite provision within available resources this will not meet the predicted increase in demand, particularly in the area of home based respite. There is a need to further develop joint working with housing services to ensure that housing allocation policies adequately consider the specific needs of carers.
- 21.3.6 The Carers Information Strategy Funding is time limited ceasing in 2011. As such the impact on the sustainability of the 3 posts and associated activity funded from this source is under review by the Carers JPPIG.

## 21.4 Outcomes Table

### Unpaid Care Policy Framework 2010-13

Outcome	Actions/Activity Required 2010/11	Change/Process/Performance Indicator
We understand who our carers are.	<ul style="list-style-type: none"> <li>- Clear systems in place to identify those with caring responsibilities and record this.</li> </ul>	<ul style="list-style-type: none"> <li>- Renfrewshire Carers Strategy 2009-12 states that there are approximately 22,000 carers (based on 2001 census)</li> <li>- Carers will be identified by Nursing and AHP staff on admission and discharge of patients.</li> <li>- Carers identified will be offered a carers self assessment and full assessment if required.</li> </ul>
	<ul style="list-style-type: none"> <li>- Collect disaggregated data on carers.</li> </ul>	<ul style="list-style-type: none"> <li>- RCHP will develop a profile of carers</li> </ul>
	<ul style="list-style-type: none"> <li>- Develop systems to identify where NHSGGC staff have a caring role.</li> </ul>	<ul style="list-style-type: none"> <li>- RCHP will work with SPF to promote identification of staff with a caring role</li> </ul>
We recognise and enhance the role of carers in supporting self care and reducing demand for services.	<ul style="list-style-type: none"> <li>- Carers issues are more systematically considered across all our programmes and work plans in relation to:               <ul style="list-style-type: none"> <li>- contribution of carers to the desired outcomes;</li> <li>- impact on carers of our plans;</li> <li>- involvement of carers;</li> <li>- information for carers;</li> <li>- future sustainability of services which rely heavily on unpaid care.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Plans for supported self care include the role of carers.</li> <li>- Awareness raising of carers role and rights will be included in induction course training for new staff.</li> <li>- Carers training programme will be developed and implemented in 2010/11 in partnership with carers and partner agencies</li> <li>- Carers' information website will be updated in 2010.</li> </ul>

Outcome	Actions/Activity Required 2010/11	Change/Process/Performance Indicator
		<ul style="list-style-type: none"> <li>- Four carers' newsletters will be issued per annum 2010 – 2012.</li> </ul>
	<ul style="list-style-type: none"> <li>- In line with the development of the Older People's planning framework, NHSGGC needs a clear plan for responding to the changing age profile and expected rise in demand for care which has clear plans for reshaping care with unpaid care fully integrated into planning.</li> </ul>	<ul style="list-style-type: none"> <li>- Review and update of Renfrewshire Joint Commissioning Plan for Older Peoples Services to ensure Unpaid Care is fully integrated</li> </ul>
	<ul style="list-style-type: none"> <li>- Local implementation arrangements for Frameworks including Long Term Conditions, Disability, Older People, Primary Care and Mental Health have a clear focus on the role of carers</li> </ul>	<ul style="list-style-type: none"> <li>- Rehab and enablement teams will have key role in identifying carers.</li> <li>- Carers support groups established in learning disability, mental health and long term care services.</li> <li>- Carers will be identified in memberships of all JPPIGs to inform Service Planning and Development</li> </ul>
<p>We can identify carers and assess their needs.</p>	<ul style="list-style-type: none"> <li>- Staff are trained and supported to identify carers and carers needs and to signpost to appropriate services.</li> </ul>	<ul style="list-style-type: none"> <li>- Plans for use of CIS funding for staff training will be developed and approved by CJPIG</li> <li>- Carers rights and identification will be included in induction course and included in all relevant training programmes in 2010/11</li> </ul>
	<ul style="list-style-type: none"> <li>- Ensure that carers can be identified and their caring role recorded when they come into contact with NHS services, including independent contractors.</li> </ul>	<ul style="list-style-type: none"> <li>- Carers self assessment form provided to all identified carers and full assessment carried out if required.</li> </ul>
	<ul style="list-style-type: none"> <li>- Work with Local Authority partners to provide carers assessments.</li> </ul>	<ul style="list-style-type: none"> <li>- All carers who request it will have an assessment carried out by Area Social Work Teams</li> </ul>

Outcome	Actions/Activity Required 2010/11	Change/Process/Performance Indicator
We have a comprehensive programme of training and information support available for carers.	<ul style="list-style-type: none"> <li>- Carers Information Strategy funding plans in place reflecting local priorities.</li> </ul>	<ul style="list-style-type: none"> <li>- CIS funding plans developed and approved by CJPPIG</li> </ul>
	<ul style="list-style-type: none"> <li>- Use PPFs or additional mechanism to ensure routine consultation and involvement of carers to understand their information and support needs, as well as service provision and service developments.</li> </ul>	<ul style="list-style-type: none"> <li>- RCHP will provide evidence of consultation with carers to identify their training and information needs</li> <li>- Carer representatives on JPPIGs will be identified via PPF</li> <li>- Carers training programme developed and implemented based on carers training needs analysis.</li> </ul>
	<ul style="list-style-type: none"> <li>- Work in partnership with Renfrewshire Council, voluntary sector, carers centre etc. to provide consistent and joined up information and training.</li> </ul>	<ul style="list-style-type: none"> <li>- Renfrewshire Joint Carers' Strategy in place for 2009-12</li> <li>- Partnership working with all agencies will be progressed via CJPPIG.</li> </ul>
	<ul style="list-style-type: none"> <li>- Provide tailored information, training and support for young carers.</li> </ul>	<ul style="list-style-type: none"> <li>- Needs of young carers are identified and progressed through the Integrated Children's Framework and via the Carers Centre.</li> </ul>
	<ul style="list-style-type: none"> <li>- Continued focus on information at the time of discharge from hospital.</li> </ul>	<ul style="list-style-type: none"> <li>- Carers Self Assessment forms and information will be made available in continuing care wards and day hospitals and day centres.</li> </ul>

Outcome	Actions/Activity Required 2010/11	Change/Process/Performance Indicator
Carers are fully supported in their caring role.	<ul style="list-style-type: none"> <li>- Identify which staff are most critical in identifying and supporting carers, and provide them with appropriate training and information</li> <li>- Train carers in caring issues and train staff in carers issues</li> </ul>	<ul style="list-style-type: none"> <li>- Identification of carers and carers rights will be included in community nurse development plans and AHP development plans</li> <li>- Joint training programmes developed and implemented</li> </ul>
	<ul style="list-style-type: none"> <li>- Develop a framework for working with other Joint Planning, Performance and Implementation Groups to ensure carers' needs and priorities are integral to service developments and redesign plans, including access to information and respite</li> </ul>	<ul style="list-style-type: none"> <li>- Framework developed and implemented</li> </ul>
	<ul style="list-style-type: none"> <li>- Provide information and advice to carers</li> </ul>	<ul style="list-style-type: none"> <li>- Increased range of information leaflets and booklets available for carers across all health and social care settings</li> </ul>
	<ul style="list-style-type: none"> <li>- Involve carers in treatment plans and decisions about care, with the consent of the person cared for.</li> </ul>	<ul style="list-style-type: none"> <li>- Carers are included in care planning and discharge planning in continuing care services and in Elderly Mentally Ill Services</li> </ul>
	<ul style="list-style-type: none"> <li>- Focus on support provided and changes required at points of transition, for example increase in caring role due to deterioration in condition, admission or discharge from hospital or residential care, transition from children's to adult services, death of a cared for person.</li> </ul>	<ul style="list-style-type: none"> <li>- Transition from child to adult carer will be included in Integrated Children's Framework</li> <li>- Carers' issues are included in discharge planning from hospital to community services.</li> <li>- Support for carers will be included in Liverpool Care Pathway application and audit.</li> </ul>

Outcome	Actions/Activity Required 2010/11	Change/Process/Performance Indicator
	<ul style="list-style-type: none"> <li>- Work in partnership with Renfrewshire Council to provide respite and short breaks in line with national targets</li> </ul>	<ul style="list-style-type: none"> <li>- Renfrewshire Council will monitor increase in respite against national targets.</li> <li>- Carers Information Strategy funds will be used to provide respite to enable carers to attend training programmes</li> <li>- Respite services reviewed and proposals for home based overnight respite considered, particularly for carers of older people with dementia</li> </ul>
	<ul style="list-style-type: none"> <li>- Work in partnership to develop a systematic approach to early identification and intervention to support carers and prevent crises.</li> </ul>	<ul style="list-style-type: none"> <li>- Carers will be identified during admission and discharge to/from all services</li> </ul>
	<ul style="list-style-type: none"> <li>- Use user focused evaluation tools such as Talking Points to assess the impact of services and approaches.</li> </ul>	<ul style="list-style-type: none"> <li>- CJPPIG training will explore potential to use talking points evaluation tool with carers</li> </ul>
<p>We understand and respond to the impact of caring on health, wellbeing and economic status.</p>	<ul style="list-style-type: none"> <li>- Provide services to carers in a way which takes account of the impact of their caring role, for example on ability to travel, make appointments, comply with treatment, prioritise their own health.</li> </ul>	<ul style="list-style-type: none"> <li>- Service providers will work in partnership with carers to plan provision in accordance with their caring role and responsibilities</li> </ul>
	<ul style="list-style-type: none"> <li>- Support carers to be economically and socially active - maintaining or supporting access to work, education, volunteering. This may involve signposting to non NHS services or sources of advice.</li> </ul>	<ul style="list-style-type: none"> <li>- CJPPIG will work in partnership with Jobcentre Plus to promote services for carers.</li> </ul>
	<ul style="list-style-type: none"> <li>- Renfrewshire CHP has a clear local understanding of the services available for carers and access arrangements, including financial inclusion and benefits advice,</li> </ul>	<ul style="list-style-type: none"> <li>- Directory of services will be made available to carers via web.</li> <li>- Renfrewshire Carers' Strategy outlines range</li> </ul>

Outcome	Actions/Activity Required 2010/11	Change/Process/Performance Indicator
	employability, support to access work and education.	<p>of services available to carers.</p> <ul style="list-style-type: none"> <li>- Benefits advice will be made available to carers via carers centre following carers' assessment.</li> </ul>

## 21.5 Workforce & Finance

21.5.1 Three staff have been employed as a result of the fixed term funding made available from the Carers Information Strategy namely;

- Information Worker
- Training Worker
- Carers Coordinator

The funding for these posts ceases August 2011; as a result exit planning is already under discussion by the Carers JPPIG.

21.5.2 The total C.I.S Budget 2009/11 is £248,233. Anticipated phasing is as follows:

08/09	£20,000
09/10	£84,450
10/11	£93,221
11/12	£50,562
<b>Total</b>	<b><u>£248,233</u></b>